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LCDS Accessibility Plan

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Introduction

Accessibility for Ontarians with Disabilities Act became law on July 25, 2007. The purpose of the legislation is to improve opportunities for people with disabilities through identification, removal, and prevention of barriers to participation in life in the province of Ontario.

LCDS, its Board of Directors, Staff, and Volunteers are committed to identifying and addressing accessibility barriers with and on behalf of people with intellectual disabilities.

The purpose of the **Accessibility Plan** is to highlight LCDS history of improving accessibility and to identify and address current barriers. The report attached includes a plan to address accessibility barriers that prevent or may prevent people from fully participating in their community and the status of the plans to address the barriers. The plan will further enhance access to LCDS programs, services, facilities, and the community.

LCDS provides services to approximately 200 people with intellectual disabilities in the Lambton County area. Many people have accessed services provided by LCDS for many years. The people that participate in the programs/services offered often face barriers to full participation in their community.

Information gathered has been summarized in the attached report. The barriers identified include:

- Physical Barriers
- Environmental Barriers
- Attitudinal Barriers
- Financial Barriers
- Communication Barriers
- Transportation Barriers

The barriers identified include both internal concerns for LCDS and community and provincial issues affecting the people we serve. Each action includes an estimate of cost, responsibility, priority, and due date. Employment barriers for persons supported and for staff have been noted in the financial and attitudinal barrier sections. The costs listed are strictly estimates that include any labour and materials. Due dates are provided to ensure timely completion. Tasks were assigned to those positions deemed best suited to ensure completion but may result in further delegation.

This Plan was last updated: January, 2019.

PHYSICAL BARRIERS (LCDS) – to accessibility in organization owned or operated properties

<p>Examples of Past Improvements</p>	<ul style="list-style-type: none"> • Admin elevator and automated door openers installed. • 8 wheelchair accessible vehicles purchased and placed at various agency locations. • Replaced heaved concrete at various homes to eliminate trip hazards. • Installed walk in shower/tub for persons supported with mobility concerns. • Replaced flooring in various locations to provide smooth walking surfaces. • Renovated basements to provide more living space for people supported. • Ramp at Brooktree location (rear/front). • Barrier – free washroom renovated at SIL. • Handrails installed at CSD, Aniline, Brooktree and Lovell. • Ramp with handrails installed at Oil City. • Leased accessible one floor building in Forest (Ann St) for FCC and sold King Street home sold. • Accessible kitchen counter installed at 448 1st Ave. • Portable change table installed at Ann Street. • Replace carpets in upper hallway admin, 4168 Robert St (drop- in and entrance), Lovell, Brigden, Zone. • Purchase new adjustable chairs in Board Room and Conference Room. • Installation of grab bars in lower admin washrooms. • CSD Kitchen Renovation included accessible cooktop, dishwasher, sinks and fixtures made possible by Trillium Grant, Community Sponsorship and stake-holder support. • Installation of back-up generator system at Maple St made by possible by family funds and LCDS Foundation. • Personal lift replacements at Zone St made possible by LCDS Foundation. • Purchase of bath chair for Oil City made possible by LCDS Foundation. • Automatic doors installed at Maple St. • Garage door opener installed 219 Eureka St. • Raised bathtub installed at Hill St. • Refinished parking lot and laneway at Admin/CSD for better water drainage and fewer potholes/damage. • Accessible signage on Administration basement washroom doors indicating wheelchair access. • Administration reception counter remodeled to allow accessibility for those using wheelchairs. • Petrolia SIL offices and Drop-in centre was sold and programs moved to 431 King St, a building with accessible washrooms, offices and entrance (automated door). • Renovations to 19 Ann St., Forest, included a change table in one washroom.
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Admin	No internal accessible entrance between Admin and CSD	Investigate and research feasibility of a ramp	Low	\$3000	Property Manager	As funds become available	Cost researched. Admin access is available in the meantime by going outside to the front entrance.
Admin	All washrooms are not totally wheelchair accessible	Research to determine feasibility of enlarging washrooms or adding an adjustable grab bar in the larger washroom.	Medium	TBD	Property Manager	As funds become available	Washrooms in basement are accessible until renovations can be funded.
Admin, All Locations	Taps in washrooms and kitchens are not easily accessible	Install taps with large handles	High	TBD	Property Manager	March/19	Discussed to keep in mind accessibility projects with Property Manager and E.D. if funds are available at year end.

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Admin	Door knobs on lower office meeting room are rounded	Change to lever handles	Medium	\$1500	Property Manager	March/19	Discussed to keep in mind accessibility projects with Property Manager and E.D. if funds are available at year end.
All locations	Basement accessed only by stairs	Install exterior ramped entrances or elevators Action plan on # of people per home Determine feasibility of ramping applicable entrances.	Low	N/A	Senior Leadership Planning	Review by March/20	Ongoing
John St.	Homes are small	Repair/replace damaged areas. Consider renovations to make homes more appropriate for the residents.	Medium	N/C	Senior Leadership Planning	Review by March/20	Some renovations completed for a better living arrangement at 170 in 2017.

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Brigden, 448 First Ave, Hill St, Aniline St	Doors are not automated	Install automated doors	Medium	\$50 000	Brigden Team, Property Manager	As funds become available	Ongoing
Zone St, Lovell St	No sidewalk in front of the house	Research and investigate possible options. Lobby the towns for seasonal planning.	High	TBD	Zone Team, Lovell Team	Review by March/20	Ongoing
Lovell St	Roads are uneven	Lobby the town for seasonal planning.	High	N/C	Lovell Team, Leadership Team, Board of Directors	Review by March/20	Ongoing
Petrolia Enterprises	Front entrance is not accessible – doors are not automated, double door entry	Repair heaved concrete Renovate washroom on main floor of building to allow for an accessible washroom Install automatic door opener	Medium	\$10 000	PE Team, Property Manager	As funds become available.	Ongoing
Various locations	Some cupboards/coat hooks are too high and not all persons supported can use them	Lower closet rods and cupboard items to accessible heights.	Medium	TBD	Property Manager	As funds become available.	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
448 1 st Ave	Heaved concrete on patio	Get concrete levelled.	High	\$1000	Property Manager	Review by March/20	Ongoing
4189 Petrolia Line	Rear entrance at Gift Shoppe not accessible – automatic door openers required	Install door opener for rear entrance.	Medium	\$4000	Property Manager	As funds become available	Ongoing
Petrolia Enterprises, 4189 Petrolia Line	Allocation of dedicated accessible parking spaces	Reorganize parking spaces in lot to allow for accessible parking.	High	\$1500	Property Manager	As funds become available. Fall of 2019.	Ongoing

PHYSICAL BARRIERS (COMMUNITY) – to accessibility in community owned operated properties

Examples of Past Improvements	<ul style="list-style-type: none"> Automated doors installed at Bank of Nova Scotia, TD, Regniers Grocery Store (Petrolia) Ramped entrance at Petrolia VPP, Post Office, Regniers, Streets Restaurant and Town Hall Corner intersections on Petrolia line graded for ramp access Pathways Centre provides lift for seating assessments Village of Brigden installed sidewalks in front of Brigden Road home Portable lift provided at Oil heritage District Community Centre in Petrolia Brooke-Alvinston repaired sidewalks on 79 Hwy as requested by support staff Oil Springs Post Office installed a wheelchair ramp to improve front door access
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
TD and Royal Banks (Petrolia)	Access doors have 6"-8" rise	Contact the banks and voice concerns	High	N/C	Support Staff/Board of Directors	Review by March/20	Ongoing
All banks, Tim Horton's, Munchies (Petrolia),	Double door entries are difficult for persons supported in wheelchairs or that require the use of crutches to navigate and access, narrow aisles, etc	Contact those in question and voice concerns	High	N/C	Support Staff/ Board of Directors	Review by March/20	Ongoing
Many businesses in all Agency locations	Entrances with floor mats are trip/slip hazards	Contact the owner and voice concerns	High	N/C	Each location with concerns	Review by March/20	Ongoing
Various locations	Doors are too heavy for persons supported to open with no automated door openers installed	Contact the owner and voice concerns	High	N/C	Each location with concerns	Review by March/20	Ongoing
Hill St	Restaurant space is limiting, but they are accommodating	Contact the owner and voice concerns	High	N/C	Hill St Team	Review by March/20	Ongoing
Zone St	No automated door openers at the grocery store, barber shop, pharmacy – no	Contact the owner and voice concerns	High	N/C	Zone St Team, Board of Directors,	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
	accessible women's hair salon				Leadership Team		
CSD	Sidewalks from CSD to uptown are in poor condition	Contact the town and voice concerns	High	N/C	CSD Team, Board of Directors, Leadership team	Review by March/20	Ongoing
Various locations	Inadequate lighting in parking areas	Contact the owner and voice concerns	High	N/C	All locations with concerns	Review by March/20	Ongoing
Various locations	Handicapped parking areas are too small to support the size of vehicle being used or there are not enough handicapped parking areas	Contact the owner and voice concerns	High	N/C	All locations with concerns	Review by March/20	Ongoing
Lovell St	Variety stores have 2 to 4 steps at entrance	Contact the owner and voice concerns	High	N/C	Lovell Team & People Supported	Review by March/20	Ongoing
Maple St	Pathways seating area does not have lift –requires more staff assistance	Brainstorm ideas on what can be done	High	N/C	Maple Team, Board of Directors, Leadership	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Petrolia Locations	Doctors offices are not all accessible and have small examination rooms.	Contact the owner and voice concerns	High	N/C	Maple Team, Board of Directors, Leadership	Review by March/20	Ongoing
Ann St/Ontario St	Doctors office, restaurants, stores do not have ramp access, most have double door entry without automated doors	Contact the owners and voice concerns	High	N/C	FCC Team, Board of Directors, Leadership	Review by March/20	Ongoing
FCC/Ontario St.	Sidewalks in town are in poor condition	Contact the town and voice concerns	High	N/C	FCC and Ontario St Team, Board of Directors, Leadership	Review by March/20	Ongoing (with some repairs noted)
CSD	Sidewalks on Centre St are in poor condition and not accessible	Contact Town of Petrolia	High	N/C	CSD Manager and Team	Review by March/20	Ongoing

ENVIRONMENTAL BARRIERS – any location or characteristic of the setting that compromises, hinders, or impedes service delivery and the benefits to be gained

Examples of Past Improvements	<ul style="list-style-type: none"> • Changed to natural gas heating/cooling units in Watford, Alvinston, 463.465 1st Ave, 448 1st Ave, 4168 Robert St, 219 Eureka and Forest to promote more consistent and economical operation • Trellis installed at Aniline in between homes to provide for need shade in summer months • Gazebos built at Zone (screened), Ontario and 448 1st Ave to provide for sun protection • At Hill and Lovell - new motion lighting was installed to improve laneway safety. • Hill St exterior improvements to lighting at their garbage/recycling area.
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Admin	Heating/cooling is inconsistent throughout the building	Have heating cooling specialist look at the issue and determine the problem – possibly replacement of current system	Medium	\$40 000	Property Manager	As funds become available	Contractor reviewed situation. Cost is prohibitive. Supplemental heating and cooling used.
Petrolia	Limited ground level – single bedroom apartments in the core of the community	Continue to monitor and look for this type of accommodation	High	N/A	SIL Team	As needed	When accessible accommodations are required, the team reviews available options on a case by case basis.

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Hill St	Noise from Fire Department and train tracks close by	Research ways to insulate building sound	Medium	TBD	Hill St Team, Property Manager	Review by March/20	Ongoing
Hill St, Brooktree	Chemical concerns being located near Chemical Valley	Keep informed and up-to-date on actions of chemical companies in the area	High	TBD	All Teams, Property Manager	Jan 2019	Corunna has implemented myCNN - a community emergency response system to alert residents of emergencies and provide directions.
Lovell	Junk yard unpleasant to look at, noise generated can be excessive	Contact the owner and voice concerns. Research ways to insulate building sound	High	TBD	Lovell St Team, Board of Directors, Leadership Team	Review by March/20	Ongoing
CSD	Toilet paper dispenser can be difficult to operate	Research and purchase more user friendly dispensers	Medium	\$2500	CSD Team and Property Manager	As funds become available	Cost researched. Hoping to include when funds for renovations available.

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
CSD	Inadequate natural lighting	Replace existing windows with larger ones	Low	\$10000	CSD Team and Property Manager	As funds become available	Cost researched.
All locations	Severe weather, smog days, bus cancellations etc can limit activities	Continue to plan for events and emergencies	Low	N/C	All locations	N/A	People make alternate plans when disruptions occur
FCC	Walk light at main intersection is not on long enough	Contact the town and voice concerns.	High	N/C	FCC Team	March/19	Ongoing
448 1st Ave	Lighting is poor in basement	Update lighting	High	\$1000	Property Manager	As funds become available.	Supplementary lighting can be used in storage areas where lighting is poor.

ATTITUDINAL BARRIERS – language & terminology used, persons supported treated with dignity and respect, public relations, media, orientations, impact on employment, social and recreation

<p>Examples of Past Improvements</p>	<ul style="list-style-type: none"> • Community Information Sessions • Updating of agency website and promotional materials to include updated terminology • Offering Outcomes Training to Board Members, Family, and friend of persons supported • Opened Community Resource Centre in the CSD building with 6 computers and virtual reality access • Community “Snoezelen” Sensory Room opened • Recognize Community partners via corporate appreciation evening • Agency involvement in various fundraising/social engagements in the community i.e. Blood Donor Clinics, Petrolia Community Centre, Missions, Corporate Challenge • In cooperation with the Lambton-Kent School Board Literacy training is provided to people that meet criteria established by the School Board • Provide Social-Sexual Relationship, WHMIS, First Aid, Fire Safety, and Workplace Specific safety training to persons supported • Supported Opportunities provides job coaching and job readiness training • Some Community organizations are welcoming i.e. Friendship, Legion • represented on the Transitional Committee to work towards providing schools, parents, and citizens of the community education on the scope of services available in the County (in partnership with public school system and local service providers) • Power of one Campaign launched to increase knowledge in the Community regarding LCDS • LCDS developed its own Tutoring Program
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	Limited access to community events, recreation programs, service clubs – feeling unwanted at some events/activities	Continue to offer information sessions and to network with families and community organizations. Seek municipal buy in.	High	N/C	All locations (all staff), Admin, Life Planning Resource Workers	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	Lack of knowledge in community about LCDS	Continue with publicity and promotion of agency. Take part in community work fairs, craft shows, and trade shows	High	N/C	All locations (all staff)	Review by March/20	Many community events where LCDS has promoted itself (IE: community info fair Oct 30, 2018. Yuk-Yuks, Feb 2018, etc.)
All locations	Lack of knowledge regarding appropriate disability terminology	Continue to provide information to the community and families	High	N/C	All locations (all staff)	Review by March/20	Ongoing
All locations	Persons supported lack meaningful, equal opportunity, and equally compensated employment	Continue to offer information sessions at schools and to potential employers in the area.	High	N/C	All staff, Marketing & Fund Development Coordinator	Review by March/20	LCDS sheltered workshops closed (May 2013). SES partnered with Workplace Group, Youth with Disabilities, Employment Lambton College and

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
							work with local employers to “carve” meaningful jobs at minimum wage.
All locations	Lack of integrated opportunities to live, work, and play. Many areas of the community are still not accepting of persons supported or services offered in their community	Offer support back to the community whenever possible – promote partnerships with the community. Continue to educate the community about LCDS and persons supported	High	N/C	All staff and locations	Review by March/20	Ongoing
SIL	Persons supported are antagonized and teased by youngsters in the community	Continue to offer information sessions at schools in the area. Staff to professionally intervene when necessary	High	N/C	SIL staff, publicity and promotions	Review by March/20	Ongoing
All locations	Citizens of the community are fearful and unfamiliar with the abilities of persons supported to live, work, or learn on their own along with concerns with levels of support	Continue to share information and educate the community	High	N/C	All teams, Publicity and Promotions	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Admin	Access to Literacy Classes is limited and not offered locally	Lobby Ministry of Training, Colleges, and Universities, School Boards for criteria to be re-evaluated	High	N/C	Learning & Development Coordinator, Persons Supported, Support teams, Leadership Team, Board of Directors	Review by March/20	Ongoing
All locations	Citizens of community and business talk to staff instead of persons supported	Continue to share information and educate the community – advocate and speak to problems as they arise	High	N/C	All staff, persons supported	N/A	Workers regularly and tactfully redirect conversation to the people they are supporting
All locations	Discrepancies between families wishes and offering choices persons supported	Continue to share information and educate the family – advocate and speak to problems as they arise	High	N/C	All staff, persons supported	N/A	Promoting and educating families on the right of personal choice are regular activities

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All Staff	Differing attitudes of some people in community regarding inclusion in the community, roles, education/training, participation, employment, and residing in the community	Continue to share information, promote inclusion, and personal choice for persons supported	High	N/C	All staff	N/A	Promoting inclusion, the right of personal choice and sharing information are regular activities

FINANCIAL BARRIERS - minimum wage standard, benefits for persons supported, funding for services, government assistance, fundraising

Examples of Past Improvements	<ul style="list-style-type: none"> • Increased financial compensation at Petrolia Enterprises and Kitchen Creations • Supported Opportunities actively pursues viable work options for persons supported • Established location specific wish lists and priority lists in order to be prepared for funding announcements • CSD & FCC offer for families on waiting lists (pay per day, attend with SSAH worker) • LCDS Foundation established to proactively think ahead and set money aside for future endeavors • Fundraising Committee in place to develop, promote, and organize fundraising events • DSW Apprentice – grant received and funds directed directly to training • Partnership with Habitat for Humanity for two home builds in Petrolia • Successful Trillium applications for Olde Post Office, Petrolia Enterprises and CSD kitchen projects • Successful Enabling Accessibility Grant at FCC allowed for kitchen renovations • Obtained a donation from Alhambra towards the purchase of a wheelchair accessible bus • LCDS currently has an internal ODSP resource specialist • Developed and currently utilize on-line training forum to reduce costs, time & travel • Central-Lambton Family Health Team Chiropodist and Foot Specialist offers free foot care including house calls
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	Persons supported allowable maximum cash savings (as per Ministry guidelines) too low. Does not allow for persons supported to pursue careers/jobs at equitable rates of pay	Lobby for an increase in maximum savings allowable	High	N/C	Leadership Team, Persons Supported	Review by March/20	Limits increased in 2018 but still insufficient.
All locations	ODSP limit is low	Lobby for an increase in ODSP limit	High	N/C	Senior Leadership Team, Board Of Directors, all staff, Persons Supported	Review by March/20	Limits increased in 2018 but still insufficient.
All locations	Limited financial resources and employment opportunities leading to limited choices	Lobby for an increase in base funding	High	N/C	Senior Leadership Team, Board Of Directors, all staff	Review by March/20	SES is creative at approaching local businesses based on peoples preferences to “carve” out roles at minimum wage

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	High staff turnover, difficult to attract and retain staff	Lobby for an increase in base funding	High	N/C	All staff, Board of Directors	Review by March/20	Ongoing
SIL	Finding affordable apartments with affordable utilities	Continue to search and research options and alternatives	High	N/C	SIL Team	Review by March/20	Ongoing
Admin/, Property/, Nainstay	Funding shortfalls to support building and safety needs	Continue to lobby and advocate for funds	High	N/C	Senior Leadership, Property Manager	Review by March/20	Infrastructure surveys completed and specific funding requests submitted for specific items.
Fundraising	Strict ministry fundraising guidelines impede the amount of funds that can be raised and LCDS must compete with the many other agencies vying for fundraising dollars	Continue to research different and innovative ways to fundraise	High	N/C	Fund Development Coordinator, All Staff	Review by March/20	Ongoing
All locations	Lack of funding for staff training hours due to increase in training	Lobby for increase to base budget, review training process to efficiently utilize	High	N/C	Learning & Development Coordinator	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
	requirements (MCSS, H&S, etc...)	training time more effectively			, All staff, Leadership Team, Board of Directors		
Weekend Rec. Program and Home Share SIL	Funding shortfalls to support community families with respite and crisis supports	Lobby for increase to base budget, review training process to decrease the amount of time required to receive support	High	N/C	All staff, Board of Directors, Families	Review by March/20	Ongoing
Innovative Supports	Funding shortfalls for individualized supports	Lobby funders for increases base budget for Innovative Supports	High	N/C	All staff, Board of Directors	Review by March/20	Ongoing
All locations	Lack of local specialized resources available and knowledge on the access process for resources for persons supported	Research and share information on new practitioners	High	N/C	All staff	Review by March/20	Ongoing
All locations	Diverse group of persons supported with diverse medical needs/concerns	Be proactive and creative in approach	High	N/C	All staff	Review by March/20	Ongoing
All Locations	Limited knowledge of ODSP guidelines & time restraints for internal reviews	Continue to advocate, research and promote use of internal ODSP resources	High		All staff, team Leader Lovell St.,	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
					Leadership Team		
All Locations	Lack of funding for the purchase of current assistive devices (communication, mobility, etc...)	Lobby for increase in base funding, access grant opportunities	High	N/C	All Staff, Leadership Team, Board of Directors	Review by March/20	Ongoing
All Locations	Lack of funding to allow for replacement of outdated technology (computers, tablets, software, etc...)	Lobby for increase in base funding, access grant opportunities	High	N/C	All Staff, Leadership Team, Board of Directors	Review by March/20	Ongoing

COMMUNICATION BARRIERS- plain language information, alternate forms of communication, public promotion of access for persons supported, technology assistance

Examples of Past Improvements	<ul style="list-style-type: none"> • Community Resource Centre installed touch screens, push button sensors, volume controls, reader tutorials, and virtual reality area • Updated PCS symbols and communication devices • In-house IT position • Installed computers including internet access to all locations • Agency has website and intranet available for staff -communication and policy/forms information, discussion forums: Recreation and Volunteer, Human Resources, Snoezelen, Health and Wellness, Quality Assurance, Learning and Development, Resource, • Computer, EARS Committee • Agency offers Group Orientation Training for New Hires • iPad and tablet purchases for some locations • Implementation of on-line training (Our Training Room) • All staff have now have separate email accounts • Agency materials are provided in alternative formats by request
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	<ul style="list-style-type: none"> • Communication Support Team established to act as a resource to improve all forms of communication and provide personalized communication tools • All LCDS employees have their own LCDS email account for direct communication and confidentiality • Agency materials available in alternative forms of communication upon request using available technology.
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	Ensuring all persons supported and staff at each location have access to receiving all information from other locations	Ensure all persons supported and staff are trained on the computers and on the communication system of each location	High	N/C	All staff	Review by March/20	Ongoing
Numerous Community Businesses	Catalogues, menus or items available are not easily understood or viewed by persons supported	Continue to educate staff and businesses on the AODA standards on the use of alternative forms of communications	Medium	N/C	All staff, Communication Support Team, Leadership Team, Board of Directors	Review by March/20	Ongoing
All locations	Persons supported may communicate in ways that are not understood by others	Continue to share information and educate others – support staff to advocate and act as communication partner	High	N/C	All staff, Leadership, Board of Directors	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
LCDS Administration	Lack of accessibility on current LCDS website (offering alternatives for visual and hearing impaired persons wishing to access web site)	Research alternative platforms for web access	High	TBD	Strategic Leadership,	Review by March/20	Ongoing

TRANSPORTATION BARRIERS – are not conducive or limit reliable, affordable transportation to complete and participate in daily activities

Examples of Past Improvements	<ul style="list-style-type: none"> • Purchased a variety of vehicles to suit the needs of persons supported at each location – pickup truck, mini-vans, conversion vans, full-size vans, and mini-buses (with or without automated lifts – as required) • Bi-yearly Vehicle Training sessions for staff • Location specific training provided for each vehicle on a yearly or as needed basis • Agency has been able to provide a fleet of 18 vehicles under very tight budget constraints • Lambton Elderly Outreach & Hull Bus Lines are available for people supported with mobility problems or concerns • Vehicle Replacements made as funds allow
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Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
John St, Maple, SIL, Brigden	Not enough agency vehicles to support # of people	Research options on how to provide more transportation	Medium	TBD	Team & Vehicle Committee	Review by March/20	Ongoing
All locations	Distance required traveling for appointments, outings, work, etc...	Coordinate, car pool, and search for activities or providers close to the location	High	N/A	All locations	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	Rising costs to operate the vehicles – insurance, fuel, maintenance, staff reimbursements, repairs	Continue to research affordable options, car pool, train staff on importance of maintenance of vehicles, Lobby for funds	High	N/C	All locations, Vehicle Committee and Leadership Team	Review by March/20	Ongoing
All locations	ODSP reimbursement is not sufficient to cover actual costs to persons supported and persons supported can not afford travel fees, taxis, etc...	Continue to lobby ODSP for increase in travel reimbursement rates	High	N/C	Leadership Team, all staff	Review by March/20	ODSP limit increased in 2017. Still at a rate that poses a barrier.
All locations	Geographical area required to be covered is large	Coordinate visits to required areas	High	N/C	All locations	As needed	Ongoing
All locations	No public transportation available. Taxis are too expensive	Continue to lobby for funds and look at alternate forms of transportation	High	N/C	All locations	Review by March/20	Ongoing
All locations	Not enough staff to support different outings for the same location at the same time	Coordinate outings with other locations, lobby for funding increases	High	N/C	All locations	Review by March/20	Ongoing

Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
All locations	Sharing of vehicles often requires persons supported to travel with others they do not want to travel with	Coordinate outings with other locations, lobby for funding	High	N/C	All locations	Review by March/20	Ongoing
Locations with wheelchair tie downs	Limited space available for persons supported requiring the use of a wheelchair	Coordinate outings, borrow vehicles from other locations	High	N/C	Those requiring wheelchair accessible vehicles.	As needed	Locations coordinate outings, etc. with other locations and utilize LEO as needed.
Persons Supported	Limited alternatives for transportation to and from day locations	Attempt to offer alternatives, coordinate with other locations and other providers	High	N/C	Those requiring transportation.	Review by March/20	Locations coordinate transportation with other locations and utilize LEO as needed.
Persons Supported	Some find it difficult to access agency vehicles and support workers vehicles	Continue to advocate for purchase person specific vehicles	High	N/C	Teams, Vehicle Committee	Review by March/20	Vehicle Committee reviewed MV-1 option (2015) and reassesses needs regularly



FEEDBACK PROCESS:

All feedback on the accessibility of LCDS services is welcome and should be directed to:

Office of the Executive Director
339 Centre St., Petrolia, ON N0N 1R0
519-882-0933

****All feedback will be used to improve customer service****