

Mature Services
Accessibility Plan
2014-2015

Mature Services is committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”) as amended by the Americans with Disabilities Act Amendments Act (“ADAAA”) in the following areas:

- Employment

It is the policy of Mature Services not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment on the basis of such individual's disability. Consistent with this policy of nondiscrimination, Mature Services will provide reasonable accommodations to a qualified individual with a disability, if the accommodation will enable him or her to perform the essential functions of the position, so long as the employee has made the organization aware of his or her disability and such accommodation does not constitute an undue hardship on the company. More information on how to request a reasonable accommodation is in the Employee Handbook.

- Service delivery

It is the policy of Mature Services not to discriminate against any client on the basis of a disability as long as the client is physically and cognitively able to participate in treatment services. Mature Services will provide reasonable accommodations to allow clients to participate as long as we are aware of the disability and such accommodation does not constitute an undue hardship on the company or other clients. All requests for reasonable accommodation can be made to any staff member who will then forward the information to the department director. If a request cannot be accommodated, the agency will assist the client to access other resources for assistance.

- Stakeholders

Consistent with this policy of nondiscrimination, Mature Services will seek input from our stakeholders on potential barriers and ways to eliminate them. This accessibility plan is made available to our stakeholders through our website.

Reasonable Accommodations Mature Services will evaluate and consider all reasonable requests for accommodation and document the outcome of the requests. Requests and outcomes will also be reviewed annually by the Accessibility workgroup to be used as appropriate in setting goals and objectives.

Objectives

Mature Services will work to identify, remove and prevent barriers for persons with disabilities for its employees, clients and stakeholders.

Definitions

Barrier - anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability - physical, architectural, information or

communication, attitudinal, technological, a policy or practice.

Disability

a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness – includes diabetes, mellitus, epilepsy, brain injury, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment.

b) Mental impairment or development disability

c) Learning disability or a dysfunction in one or more process involved in understanding or using symbols of spoken language

d) Mental disorder

e) Injury or disability for which benefits were received under the Workplace Safety and Insurance Act

A disability may be a temporary or permanent infirmity.

Accessibility Workgroup

Mature Services will set up an accessibility workgroup to identify and eliminate barriers.

The workgroup will be comprised of:

The President/CEO, HR Manager, Director of Avenues to Recovery, and at least one staff member.

The Responsibilities of the Accessibility Workgroup are:

- Set up an annual review of accessibility.
- Gather and review information from the following sources: client satisfaction surveys, referral satisfaction surveys, suggestion boxes, public buildings accessibility survey, input from staff, input from clients, complaints/grievances, and requests for accommodation.
- Identify actions to be taken and time line for addressing any new or unresolved accessibility issues.
- Complete a written review of the accessibility plan and update as needed. This review will include progress on the removal of barriers and identify other areas needing improvement.
- Report findings to the Board of Directors.

Areas to be assessed include:

Architecture

Environment

Attitudes

Finances

Employment

Communication

Transportation

Technology

Community Integration

Any other barriers identified by clients, employees and stakeholders.

BARRIER	ACTION PLAN	TIMELINE	Responsible Staff	Date Completed
<p>Main entrance at 415 and 365 locations. Persons with disabilities may have difficulty gaining access to building independently.</p> <p>Financial Barrier: Automatic Doors are a major expense.</p>	<p>Seek and apply for funding for automatic doors.</p>	<p>3 years</p>	<p>Laura Kidd</p>	
<p>Outdated telephone device for hearing impaired.</p>	<p>1) Obtain and install videophones for 415 and 365 reception areas to enable communication with deaf and hearing impaired persons. Train responsible staff.</p>	<p>12 months</p>	<p>Laura Kidd Sef Mohammed</p>	
<p>Persons with disabilities may be need assistance to complete written or electronic applications for employment.</p>	<p>1) Provide information on website, job postings that persons needing assistance in filling out applications can call Human Resources.</p>	<p>2 months</p>	<p>Sue Henige</p>	
<p>Reports from clients that they sometimes feel “talked down to” or “disrespected” by staff.</p>	<p>1) Provide training to staff on ageism, stigma and appropriate confrontation.</p>	<p>Ongoing</p>	<p>Laura Kidd</p>	

Communication of the Plan

Mature Services accessibility plan will be available upon request. The accessibility plan is available on Mature Services website, www.matureservices.org and communicates services that are accessible to the public to include referral information, contact information and program components.