

Mature Services  
Accessibility Plan  
2013-2014

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 (obstacle).

### **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 annual accessibility status report that includes progress made on removing barriers and areas needing improvement.
- Report findings to the Board of Directors.

Areas to be assessed include:

Architecture

Environment

Attitudes

Finances

Employment

Communication

Transportation

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.</p> <p>Financial Barrier: Automatic Doors are a major expense.</p>	<p>1) Lower doorbells and label accessibility symbol so that persons can more easily alert receptionists for assistance.</p> <p>2) Will research and apply for any available grants for funding to purchase and install automatic doors.</p>	<p>2 months</p> <p>One year</p>	<p>Linda Valentine</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>2) Identify employees that are proficient in American Sign</p>	<p>3 months</p> <p>3 months</p>	<p>Laura Kidd Sef Mohammed</p> <p>Sue Henige</p>	

	Language that are willing to assist if needed through notice in agency newsletter.			
Restroom stall doors open inward and may not allow for privacy for those using larger wheelchairs and scooters @365 location.	1) Make changes to hardware to allow doors to swing outward.	2 months	Linda Valentine	
Persons with disabilities may be need assistance to complete written or electronic applications for employment.	1) Provide information on website, job postings that persons needing assistance in filling out applications can call Human Resources.	2 months	Sue Henige	
The agency location is positive in some ways (i.e. on bus lines, close proximity to target population) but clients from	1) Agency has a long term lease on current building. The agency will consider leasing office space in outlying areas as financial support	5 years	Linda Valentine	

other areas of the county may not feel safe in this area.	becomes available.			
Lobby and hallways @ 365 may appear unwelcoming to clients due to lack of décor.	1) Identify inexpensive sources of wall décor such as posters, donations etc.	6 months	Laura Kidd	
Reports from clients that they sometimes feel “talked down to” or “disrespected” by staff.	1) Provide training to staff on ageism, stigma and appropriate confrontation.	One year	Laura Kidd	
Help buttons in restrooms may be difficult for persons with disability to reach in an emergency.	1) Explore the feasibility of adding or re-locating help buttons to handicapped stall.	3 months	Laura Kidd	

**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](http://www.matureservices.org) and communicates services that are accessible to the public to include referral information, contact information and program components.