Recovery Technology Accessibility Plan 2021

Introduction:

The philosophy of Recovery Technology is that all people (clients, personnel, other stakeholders) should have access to services, programs and activities in which they have an interest. Consistent with that philosophy, Recovery Technology Management and Staff adopted the following Accessibility Plan. This plan will be reviewed and modified as appropriate and on an annual basis by Recovery Technology's leadership. For the purposes of this plan, a barrier to accessibility can be described as anything that prevents a person with a disability, personnel or other stakeholders from fully participating in all aspects of society including architecture, environment, attitudes, finances, employment, communication, technology, transportation and community integration barriers.

At every Quality Improvement/Performance Improvement Team Meeting all accessibility issues are reviewed. An action plan is developed to remove the barrier and follow-up occurs to assure that the proper steps were taken. Input for accessibility is obtained from:

-Staff reporting

-Client reporting

-Informal complaints received

-Formal complaints received

-Assessment during strategic planning

-Health and safety inspections

-Client advisory board meetings

Architecture/Physical/Environmental: Through vigilant monitoring of our facility and listening to feedback from clients, stakeholders and staff that access and utilize these facilities on a daily basis, Recovery Technology seeks to ensure that all persons can independently access, enter and use Recovery Technology's facility. This refers not only to wheelchair access, but also access for persons with sensory, cognitive, and health-related disabilities. This refers not only to monitoring the use of the physical building, but also transportation barriers that may inhibit a person from getting to the facility.

Attitudinal: Through continuing education, administrative structures and agency vision, Recovery Technology staff will continuously involve themselves in training related to the abilities and limitations of persons with disabilities, personnel and other stakeholders, while learning to enhance their strengths and minimizing the impact of their limitations. Our existing policies on Input, Advocacy, Human Rights and involvement of clients in development of their individual plans of service will help support this effort as well as continuing to use the Nurtured Heart philosophy in all we do.

Financial: Management and Staff of Recovery Technology understand the importance of finances and the direct impact that these finances have on agency personnel, individuals served and the community at large. Recovery Technology seeks to ensure the minimal financial impact of receiving services from

our agency. Recovery Technology seeks to assist its clients to minimize the financial impact of treatment, including, but not limited to the distribution of bus tickets to assist with the costs of transportation, use of interns to provide services free of charge and partnerships with community resources. Financial barriers include not only client's personal finances, but also barriers presented by shrinking public funding. Recovery Technology seeks to advocate for increased public mental health funding not only at local levels, but also at the state legislative level.

Employment: Management and Staff of Recovery Technology understand the importance of gainful employment in the lives of staff, stakeholders and the clients we serve and the impact that unemployment may have on the community. Therefore, Recovery Technology actively participates in the evidence based supported employment program that is offered through LifeWays CMH as well as other community resources that assists clients in finding competitive jobs of their choice. Recovery Technology also implements wise hiring practices in an attempt to assure that we will never have to lay off staff. Recovery Technology is also committed to hiring staff to avoid waiting lists to assure access to our services as quickly as possible.

Communication: Recognizing that our communications are essential in achieving our mission in all respects, our organization seeks to address communication barriers. These barriers may be barriers of language, in which interpreter services must be available, barriers of disability, in which technological accommodations must be made available, or other communication barriers. Recovery Technology seeks to ensure that technological solutions be available to mitigate barriers. This includes not only computers and adaptive software and hardware, but other technological solutions.

Technology: Assistive technology products are designed to provide additional accessibility to individuals who have physical or cognitive difficulties, impairments, and disabilities. When selecting assistive technology products, it is crucial to find products that are compatible with the computer operating system and programs that are in use at Recovery Technology.

Below are descriptions of the various types of assistive technology products that are currently available on the market today:

-Alternative input devices allow individuals to control their computers through means other than a standard keyboard or pointing device. Examples include:

•Alternative keyboards—featuring larger- or smaller-than-standard keys or keyboards, alternative key configurations, and keyboards for use with one hand.

•Electronic pointing devices—used to control the cursor on the screen without use of hands. Devices used include ultrasound, infrared beams, eye movements, nerve signals, or brain waves.

•Sip-and-puff systems—activated by inhaling or exhaling.

•Wands and sticks—worn on the head, held in the mouth or strapped to the chin and used to press keys on the keyboard

•Joysticks—manipulated by hand, feet, chin, etc. and used to control the cursor on screen.

•Trackballs—movable balls on top of a base that can be used to move the cursor on screen.

•Touch screens—allow direct selection or activation of the computer by touching the screen, making it easier to select an option directly rather than through a mouse movement or keyboard. Touch screens are either built into the computer monitor or can be added onto a computer monitor.

Braille embossers transfer computer generated text into embossed Braille output. Braille translation programs convert text scanned-in or generated via standard word processing programs into Braille, which can be printed on the embosser.

Keyboard filters are typing aids such as word prediction utilities and add-on spelling checkers that reduce the required number of keystrokes. Keyboard filters enable users to quickly access the letters they need and to avoid inadvertently selecting keys they don't want.

Light signaler alerts monitor computer sounds and alert the computer user with light signals. This is useful when a computer user cannot hear computer sounds or is not directly in front of the computer screen. As an example, a light can flash alerting the user when a new e-mail message has arrived or a computer command has completed.

On-screen keyboards provide an image of a standard or modified keyboard on the computer screen that allows the user to select keys with a mouse, touch screen, trackball, joystick, switch, or electronic pointing device. On-screen keyboards often have a scanning option that highlights individual keys that can be selected by the user. On-screen keyboards are helpful for individuals who are not able to use a standard keyboard due to dexterity or mobility difficulties.

Reading tools and learning disabilities programs include software and hardware designed to make text-based materials more accessible for people who have difficulty with reading. Options can include scanning, reformatting, navigating, or speaking text out loud. These programs are helpful for those who have difficulty seeing or manipulating conventional print materials; people who are developing new literacy skills or who are learning English as a foreign language; and people who comprehend better when they hear and see text highlighted simultaneously.

Refreshable Braille displays provide tactile output of information represented on the computer screen. A Braille "cell" is composed of a series of dots. The pattern of the dots and various combinations of the cells are used in place of letters. Refreshable Braille displays mechanically lift small rounded plastic or metal pins as needed to form Braille characters. The user reads the Braille letters with his or her fingers, and then, after a line is read, can refresh the display to read the next line.

Screen enlargers, or screen magnifiers, work like a magnifying glass for the computer by enlarging a portion of the screen which can increase legibility and make it easier to see items on the computer. Some screen enlargers allow a person to zoom in and out on a particular area of the screen.

Screen readers are used to verbalize, or "speak," everything on the screen including text, graphics, control buttons, and menus into a computerized voice that is spoken aloud. In essence, a screen reader transforms a graphic user interface (GUI) into an audio interface. Screen readers are essential for computer users who are blind.

Speech recognition or voice recognition programs allow people to give commands and enter data using their voices rather than a mouse or keyboard. Voice recognition systems use a microphone attached to the computer, which can be used to create text documents such as letters or e-mail messages, browse the Internet, and navigate among applications and menus by voice.

Text-to-Speech (TTS) or speech synthesizers receive information going to the screen in the form of letters, numbers, and punctuation marks, and then "speak" it out loud in a computerized voice. Using speech synthesizers allows computer users who are blind or who have learning difficulties to hear what they are typing and also provide a spoken voice for individuals who cannot communicate orally, but can communicate their thoughts through typing.

Talking and large-print word processors are software programs that use speech synthesizers to provide auditory feedback of what is typed. Large-print word processors allow the user to view everything in large text without added screen enlargement.

TTY/TDD conversion modems are connected between computers and telephones to allow an individual to type a message on a computer and send it to a TTY/TDD telephone or other Baudot equipped device.

Recovery Technology remains committed to providing services to clients and guests with disabilities, as well as staff with special needs. Recovery Technology will remain current on what is available and the feasibility of utilizing this technology with our clients.

Transportation: A person's ability to access the services he/she needs is contingent upon his or her ability to easily access the facility in which the services are provided. To that end, Recovery Technology seeks to minimize transportation barriers that our clients, personnel and other stakeholders may confront such as a lack of access to private or public transportation resources. Recovery Technology seeks to ensure that transportation solutions are available to mitigate barriers. Recovery Technology also has the ability to perform many of our services in the community, further helping with transportation barriers. In addition, the pandemic required Recovery Technology to quickly move into Telehealth services. This solution assists with clients who have struggled with transportation in the past. Recovery Technology will work to expand Telehealth services in the coming year.

Community Integration: Recovery Technology recognizes the importance of community and a sense of belonging as an essential need for our staff, clients and other stakeholders. Recovery Technology seeks to assist members of our community in leading lives that are rewarding and full. This is reflected in our core values, our person-centered planning process and our philosophy.

Goal: The goal of this Accessibility Plan is to describe actions that Recovery Technology will take during 2021 to identify, remove and prevent barriers to all people (especially those with disabilities) accessing

our facility and services. These actions are taken to benefit staff, clients, families, visitors and volunteers of the organization.

Objectives: This plan is intended to address the following objectives:

1. Communicate the continual commitment of Recovery Technology to remove barriers to persons with disabilities, staff and other stakeholders, and comply with the requirements of applicable local, state and federal regulations pertaining to accessibility.
2. Describe the process used to identify, remove and prevent barriers to people with disabilities.
3. List the barriers identified in this year's accessibility audit of its facility, programs and policies (see Accessibility Outcome Report).
4. Lay out a plan for addressing the barriers identified.
5. Describe the on-going efforts of the organization in identifying and preventing barriers on an everyday basis.
6. Describe the way in which the organization will monitor progress of the plan.
7. Describe the ways the organization will make the plan available to the public.

The CEO has responsibility to coordinate the implementation of this Accessibility Plan. It is the responsibility of the CEO to:

1. Address accessibility within Quality Improvement Team meetings by reviewing progress on the Accessibility Plan and prioritizing new barriers identified/submitted.
2. Annually conduct an organization self-assessment to identify barriers in the following areas: attitudinal, architecture/physical/environmental, communication, financial, employment, technology and any other barrier identified by persons served, personnel, and other stakeholders of the organization.
3. Develop the accessibility report, which lists the barriers that limit access to programs, outlines how the barriers will be removed, develops a schedule for steps to remove barriers and identifies person(s) responsible for implementing the plan.
4. Review completed Barrier Report Forms, which are available to persons served and their families, personnel and other stakeholders to report access concerns throughout the year.
5. Monitor and communicate progress of the plan regularly to the Leadership Team and the Quality Improvement Committee.
6. Update the Accessibility plan annually.

On an Annual Basis the Quality Improvement team will:

1. Complete the Accessibility Assessment/Environmental Scan
2. Review barrier prioritization and reprioritizes as necessary
3. Prepares an annual report of progress
4. Develops the Accessibility Plan for the next year