# Recovery Technology Accessibility Plan 2023

**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 Quality Improvement Team and 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 or any other barrier identified.

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

**Architecture/Physical/Environmental:** Through vigilant monitoring of our facility and listening to feedback from clients, stakeholders and staff that access and utilize these facilities daily, 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.

**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 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.  Recovery Technology has been fortunate to not lose many staff during the pandemic years and has had consistent staffing levels.

**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.

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 their 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 can perform many of our services in the community, further helping with transportation barriers.  In addition, Recovery Technology uses Telehealth services.  Telehealth assists clients who have struggled with transportation in the past.  Recovery Technology continues to work to expand Telehealth services to all clients who wish to utilize this technology.

**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 2023 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. Any identified barrier will be prioritized as high priority, medium priority, or low priority. High priority items will be addressed as soon as possible (within 3 months), medium priority within 6 months and low priority will be addressed within the year.

**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 our 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 Recovery Technology in identifying and preventing barriers on an everyday basis.
6. Describe the way in which Recovery Technology will monitor progress of the plan.
7. Describe the ways Recovery Technology 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.

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**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