

Recovery Technology Accessibility Plan 2025

Introduction: The philosophy of Recovery Technology is that all people (clients, staff, other stakeholders) should have access to services, programs, and activities in which they are interested. Consistent with that philosophy, Recovery Technology Leadership 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 Performance Improvement Team and Leadership Team. For the purposes of this plan, a barrier to accessibility can be described as anything that prevents a person with a disability, staff, 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 Performance Improvement Team Meeting all accessibility issues are reviewed. When a barrier is identified, an action plan is developed to remove the barrier, and follow-up occurs to ensure that the proper steps were taken. Input for accessibility is obtained from:

- Staff reporting
- Client reporting
- Informal/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 the development of their individual plans of service will help support this effort.

Financial: Leadership and Staff of Recovery Technology understand the importance of finances and the direct impact that these finances have on staff, 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 assist clients in finding competitive jobs of their choice. Recovery Technology also implements wise hiring practices to ensure 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 are 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 they need is contingent upon their ability to easily access the facilities in which the services are provided. To that end, Recovery Technology seeks to minimize transportation barriers that our clients, staff 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 performs many of our services in the community, uses Telehealth services, provides bus tickets and as a last resort staff are able to transport clients. Recovery Technology continues to work to expand access to all services for all clients.

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.

Goals

Goal #1: Recovery Technology will increase awareness and education about mental health services that we provide and that are available in the community.

Objective #1: Recovery Technology will keep its website current with contact information, plans and reports, helpful links and other useful information by 12/31/25.

Priority Level: Medium/Ongoing

Responsible Staff/Department: Shane Senecal/IT Department/Leadership

Objective #2: Recovery Technology will train all staff in cultural competency and sensitivity to diverse populations with mental health needs.

Priority Level: Low/Ongoing

Responsible Staff/Department: Jim DeBruler/Leadership

Objective #3: Recovery Technology will partner with community organizations, disability advocacy groups and mental health providers to ensure a comprehensive approach to accessibility.

Priority Level: Medium/Ongoing

Responsible Staff/Department: Department Supervisors/Jim DeBruler/All Staff

Goal #2: Recovery Technology will increase accessibility to all services by 12/31/25.

Objective #1: Recovery Technology will offer telehealth options for remote access to all services, as allowed by insurance.

Objective #2: Recovery Technology will implement flexible appointment scheduling, including weekend and evening hours.

Objective #3: Recovery Technology will allow staff to utilize flexible schedules in order to accommodate flexible scheduling for their clients.

Objective #4: Recovery Technology will provide interpretation services for individuals requiring language assistance.

Objective #5: Recovery Technology will offer accessible communication methods like text messaging, video chat and online portals.

Priority Level: High/Ongoing

Responsible Staff: Leadership/IT/All Staff

Goal #3: All Staff will be trained on this accessibility plan and accessibility policies by 12/31/25.

Objective #1: All staff will be trained in disability awareness and best practices for supporting individuals with mental health needs.

Objective #2: All staff will be trained in how to identify and address potential accessibility barriers in service delivery.

Objective #3: Clinical staff will be trained in developing culturally appropriate interventions and treatment plans tailored to diverse populations.

Priority Level: High/Ongoing

Responsible Staff: Department Supervisors/Jim DeBruler

Goal #4: Recovery Technology will seek to improve physical accessibility to all clients and staff by 12/31/25.

Objective #1: Recovery Technology will review and modify physical spaces (when identified) to comply with accessibility guidelines for individuals with disabilities.

Objective #2: Recovery Technology will ensure that there is accessible signage, lighting, and furniture within our facility.

Objective #3: Recovery Technology will provide assistive technology options as needed (e.g., hearing loops, large print materials).

Priority Level: High/Ongoing

Responsible Staff/Department: Performance Improvement Team/IT/All Staff