

**Blue Water Developmental Housing, Inc.**

**Accessibility Assessment and Outcomes**

**2017-2020**



## Identification of Barriers

1. Issues pertaining to accessibility will be discussed at the Safety Committee quarterly meetings, when pertinent.
2. Accessibility plan will be reviewed on a yearly basis, by the management team.
3. Blue Water Developmental Housing, Inc. provides reasonable accommodations in order to ensure individuals who meet our eligibility requirements are able to access our services.
4. BWDH provides reasonable accommodations to employees as needed and appropriate reduced schedules, unpaid leaves, and/or reassignments.

## ARCHITECTURAL

Architectural or physical barriers within a building that prevents access for an individual.

Examples: Narrow doorways, absence of braille signs for individuals who are blind, light alarms for individuals who are deaf, access to a building for someone who is bound in a wheelchair, etc.

BARRIER	ACTION PLAN	TIME LINE	OUTCOME
Identify existing homes for which individuals in wheelchairs have access to countertops or a table	Onsite inspection will be completed by residential home supervisors. Action plans will be created, and program supervisors will work with SCCCMH and MORC to explore the cost and funding to address the barriers.	9/30/2020	Maple, Nottingham, Oakleaf, Seneca, Stonybrook, Thornhill and Pound Road have individuals who utilize a wheelchair. All of them have access to a counter or table.
Accessible ramps need to be installed at the following residential locations: <ul style="list-style-type: none"> <li>• Semi Independent Home</li> <li>• Mackey Home</li> <li>• Pam McDonald Home</li> </ul>	Programs supervisors will work with St. Clair County Community Mental Health (SCCCMH) and MORC to explore the cost and funding of installing accessible ramps.	9/30/2020	The home's current residents do not require wheelchair accessibility/wheelchair ramps.
There is an absence of braille signs for individuals who are blind.	Onsite inspection will be completed by residential home supervisors. Action plan will be completed for the absence of braille signs at each location.	9/30/2020	Program Supervisor spoke to the person served at the Semi Independent Home who is blind, and she determined she did not need braille signs around her home, as she was comfortable navigating in her home.
Identify existing residential programs that allow individuals to safely move around the outside of the home barrier free.	Onsite inspection will be completed by residential home supervisors. Action plans will be created, and program supervisors will work with SCCCMH and MORC to	9/30/2020	Hayes, Maple, Oakleaf, Stonybrook and Thornhill have sidewalks that wrap around the home. We will explore the installation of walkways for the remainder of the homes.

	explore the cost and funding to address the barriers.		
Limited ability to walk within the Seneca home for individuals who reside at this location.	Program supervisor will work with MORC to explore the cost of installing handrails to assist and encourage independent walking.	9/30/2020	The furniture was rearranged within the home to promote accessibility. Handrails exist where needed for persons served for health and safety such as bathrooms. Further assessment indicates that handrails in hallways is not needed at this time.

### ENVIRONMENT

Any location that compromises, hinders, or impedes service delivery and the benefits to be gained.

Example: Noise level, lack of furnishings and décor that impact comfort level for a resident, fluorescent lighting that may cause seizures, fragrances in a workplace setting causing allergic reactions, etc.

BARRIER	ACTION PLAN	TIME LINE	OUTCOME
Staff respecting privacy for persons served by knocking on their bedroom door before entering the room.	The organization will remind staff at every staff meeting to ensure dignity and respect of persons served.	9/30/2020	Program Supervisors were asked to include on their agenda at every staff meeting a reminder to ensure the dignity and respect of persons served.  Homes will post a reminder that, before entering the bedroom of a person served and/or the bathrooms, employees and/or volunteers will knock.

**ATTITUDINAL**

Preconceived opinions that its personnel and other stakeholders may have of persons with disabilities

Example: Terminology and language uses in its literature, how persons with disabilities are viewed and treated by the organization, whether or not a person served is solicited and used.

BARRIER	ACTION PLAN	TIME LINE	OUTCOME
Some community members continue to not recognize persons with a disability as a contributing member of the community.	Participate in community activities, to promote BWDH and individuals with special needs.	9/30/2020	Persons served participated in the following community activities: <ul style="list-style-type: none"> <li>• Salvation Army Bell ringing by Community Based Residents.</li> <li>• In 2019-2020 Facebook was used to share aspects of the lives of people we serve.</li> <li>• The BWDH.org website shares general information about individuals served and program services.</li> <li>• A person served volunteers with the assistance of day program staff doing the following:               <ol style="list-style-type: none"> <li>1. Working at the recycling center</li> <li>2. Meal packaging for Council on Aging Meals on Wheels</li> <li>3. Restocking vending machines throughout the community</li> </ol> </li> </ul>

**FINANCIAL**

Financial barriers include insufficient funding for services/supports and the raising of money for the support of a service or a person served

Example: Budgets and how they affect the services within the home, wages for employees, reduction of MI Bridge Cards for groceries.

<b>BARRIER</b>	<b>ACTION PLAN</b>	<b>TIME LINE</b>	<b>OUTCOME</b>
Wages for employees are not competitive. BWDH currently is the lowest paying provider in St Clair County.	Raise wages to the same level as other organizations to attract and retain competent staff.	9/30/2020	Wage scale for direct care and community based and residential employees reviewed and increased effective October 1, 2019.  Salary Scale for division director positions was reviewed, increased, and approved by the Board June 2020.
Required training needs to be completed and updated as required by funding source for compliance with licensing and county contracts.	Program Supervisors will assure all employees will complete and keep their required trainings updated and uploaded on the Relias program.  The Relias program was replaced August 2019 with Paycor with the same expectations for Program Supervisors.	9/30/2020	The Paycor system alerts staff via email of expiring trainings and certifications.  Quarterly reports are submitted to SCCCMH regarding training records.  Quarterly reports are generated by HR to Program Supervisors regarding outstanding staff training.
Wages for employees.	To increase employee wages in order to attract and maintain quality/experienced employees and in order to keep current employees from having to work 2 <sup>nd</sup> jobs so that their focus and energy levels are at their best while working with individuals we serve.	9/30/2020	The organization encourages all employees to be active advocates for higher direct care wages in Lansing, Michigan, where the legislative body resides.  The organization’s Executive Director participates in committees that are active in Lansing on behalf of persons served and direct care staff that provide them support.  During COVID-19 event the organization provided a front-line bonus and passed through a State wage increase.
Settle the existing problem of adequate staffing in each residential group homes.	Human Resources, Residential Division Director and Executive Director working on a resolution.	9/30/2020	Wages increased for direct care staff October 2019.

			Temporary Staffing Agency was engaged October 2019, Delta -T. Emergency Staffing Agency was engaged through MDHHS October 2020, 22 <sup>nd</sup> Century Technologies, Inc.
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**COMMUNICATION**

Communication barriers include the absence of a teletype machine (TTY) or the absence of materials in a language or format that is understood by the persons served.

BARRIER	ACTION PLAN	TIME LINE	OUTCOME
Residents do not have access to internet.	Residents will be able to access the internet in order to plan activities in their communities and view various programs of interest found while accessing the internet.	9/30/2020	Supervisors can set up internet connections with persons served through Advanced Digital. WIFI passwords are created and kept private.  Some persons served have their own IPAD to “surf” the net at will.
Employee’s need to be receive information regarding organizational policies, procedures, committees, events, trainings, and any other information that is necessary for them to provide quality service to persons served.	Program Supervisors are to hold monthly staff meetings, at which time they will share information which will engage them, educate them, empower them and even inspire them.	9/30/2020 (Monthly Staff Meetings)	Staff meetings are held on a monthly basis.  During COVID-19, staff meetings had to be suspended and replaced with memo’s and mini-shift meetings.

## TECHNOLOGY

Determine technology deficits that prevent access for persons served.

BARRIER	ACTION PLAN	TIME LINE	OUTCOME
There are persons served who are deaf and not able to fully use technology available.	Obtain technology that has closed-caption capabilities.	9/30/2020	This has not been accomplished and continues to be a barrier.

## COMMUNITY INTEGRATION

Barriers to community integration include any barrier that would keep the persons served from returning to full participation in their community of choice.

BARRIER	ACTION PLAN	TIME LINE	OUTCOME
Lack of staff to provide outings.	BWDH will attract and retain staff so that residents can access the community more often.	9/30/2020	HR continues to seek opportunities for applicants to be introduced to BWDH as a new employer: job fairs, college collaborations, circulations at churches, etc.  The organization is offering a \$50 referral bonus for any BWDH staff who refers a new employee after having worked 30 days.  BWDH is seeking the assistance of a second temporary agency to obtain staff.
Not always regular opportunities for persons served to participate in their community groups, hobbies, events, volunteer activities.	Programs Supervisors along with individual's and their guardians and/or families will address community participation in their individual plan of service.	9/30/2020	Persons served have goals to participate in the community on a regular basis and as requested.  Monthly Activity Calendars are developed to indicate what outing opportunities are available to persons served for the month

Updates/Reviews: 10/24/17, 10/21/2020 HBN