

Parents & Friends, Inc.

Creatively Serving Individuals with Developmental Disabilities Since 1955

Accessibility Plan 2010

Update July 2010

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Parents and Friends Inc. Accessibility Plan 2010

Purpose

The purpose of this report is to describe measures that Parents and Friends took during 2009 and will take during 2010 to identify, remove and prevent barriers to all individuals in accessing PFI's facilities and services, including staff, consumers, customers, and other members of the community, etc., as required by the ADA and in compliance with CARF Standards.

Aim

Desired Outcomes for integrating PFI'S Accessibility plan into our regular business practices.

- Services, policies, procedures and practices will meet the needs of more people.
- More people will have access to PFI's buildings and facilities.
- More people will have access to PFI's information resources.
- Staff will better meet the needs of employees, visitors and customers.
- PFI will better meet the needs of *all* people.
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Organization's Profile

Parents & Friends, Inc. (PFI) a CARF accredited organization is the Mendocino coast's public benefit corporation serving the needs of adults with developmental disabilities for over fifty years. The administrative offices and vocational services are located at 350 Cypress Street, Fort Bragg, California. PFI provides programs and services which extend to all aspects of an individual's life: recreational, employment, independent living and day to day activities. A staff of 48 serves approximately 54 consumers. Parents and Friends' businesses support client centered programs and services:

Located on McPherson St.:

- The Paul Bunyan Thrift Shop located at 242 N. McPherson generates revenue by offering bargain prices on donated clothing and household items. The Paul Bunyan Thrift Shop provides Supported employment and Organizational Employment to people receiving services from The Job Connection.
- The Community Connection located at 240 N. McPherson is a state licensed day activity program offering services to individuals with severe disabilities.

Located at 350 Cypress St.:

- The Furniture Annex provides an Organizational Employment site through the sale of donated and furniture..
- The Job Connection provides organizational employment services, group employment services, and job coaching to Supported Employers and Supported Employees through Regional Center and Dept. Of Rehabilitation.
- Coastal Support Services is a supported living program providing support for individuals to live independently in their own homes.

- Places To Go offers individualized recreational assistance to people who want to participate in community activities.
- L.I.F.E on the Coast is an individualized community based program providing support to people in numerous aspects of their life including employment, supported living, and recreation.

How PFI Defines a Barrier

A "barrier" is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including:

- a physical barrier,
- a financial barrier,
- a behavioral barrier
- an architectural barrier,
- an informational or communications barrier,
- an attitudinal barrier,
- a technological barrier
- a policy or a practice.

The Accessibility Committee was tasked with setting priorities and developing strategies to address barrier removal and prevention.

The Process Used to Form the Accessibility Plan

1. Establishment of a Safety and Accessibility committee
2. On-going commitment to accessibility planning.
3. Reviewed recent successes in identifying, removing and preventing barriers within our organization.
4. Identified (list/categorize) barriers that will be addressed in the coming year.
5. Set priorities and developed strategies to address barrier removal and prevention.
6. Specified how and when progress is to be monitored.
7. Update, approve, endorse, submit, publish and communicate the plan.
8. On going protocols for review and monitor the plan.

How the Safety and Accessibility Committee Functions

A Report Coordinator Was Appointed:

To ensure consistency and continuity in the preparation and implementation of the annual accessibility plan, the Jessica Newell, Manager of Licensing and Accreditation was appointed as the employee who would be responsible for its coordination and development.

A Chair Person for the Safety and Accessibility Committee Was Appointed:

Mike Berry, Program Assistant was appointed to be the Chairperson for the Safety and Accessibility committee responsible to organize monthly committee meetings.

The Safety and Accessibility Committee consists of a representative from each program of Parents and Friends, a consumer representative, a Chairperson, and a Report Coordinator.

Members appointed to the Safety and Accessibility committee assist the Coordinator in the development, review, implementation and evaluation of the accessibility plan. In continuing the on-going development of the Accessibility Plan, the accessibility committee will work to identify barriers, and plan for and implement their removal through monthly committee meetings.

Barrier Identification Methodologies

- Consumers, Staff, Board of Directors, and Other Input

All input is noted and directed to the Safety and Accessibility Committee meeting for review monthly. There is a basket in the designated Safety Area in the Administrative Offices building to receive input directed to the Committee.

- Safety inspections

Regular quarterly safety inspections completed by the Committee result in action items and plans of action towards removal of hazards and barriers.

- Manager meetings

The Committee Chairperson attends weekly Manager's Meetings in which the manager of each program and the Executive Director have a chance to bring up and address any accessibility issues.

- Safety and Accessibility Committee Meetings

Monthly Committee meetings attended by a consumer representative and a representative from each program address any current accessibility action items.

- ADA Checklist

Is completed annually by the Report Coordinator and is used to generate new action items.

Review and monitoring process

The Safety and Accessibility Committee will meet monthly to review progress. At each meeting, The Committee will remind staff, either through personal contacts or by email, about their roles in implementing the plan. The Board of Directors will review the status of the Accessibility Plan annually at a Board of Director's Meeting.

Communication of the plan

Copies of this plan are available on PFI's Portal and PFI's website.

Barriers Identified and Addressed in 2009

Architectural Barriers

1. **Door Knobs:** Some of the door knobs are not able to be used with a closed fist (TCC, PBA, PTG/SLS, Adm/TJC).

Short Range Solution: Replace key handles first at the cost of \$70 per handle

Long Range Solution: 100% replacement

2010 Status: CONTINUED- 100% replacement not yet achieved

Person Responsible: Accessibility and Safety Committee Chairperson

2. **Entrances:** Some of the entrances are not wheel chair accessible, however, each building has one accessible entrance (TCC, PBA, Adm/TJC).

Short Range Solution: Post directions to the accessible entrance at each inaccessible entrance

Long Range Solution: Post directions to the accessible entrance at each inaccessible entrance

2010 Status: Signs have been posted at all inaccessible entrances giving directions to the nearest accessible entrance.

COMPLETED

3. **Water faucets are not accessible:** must be able to operate with a closed fist (PBA, Adm/TJC).

Short Range Solution: Replace key faucets first

Long Range Solution: 100% replacement

2010 Status: CONTINUED 100% replacement not yet achieved

Person Responsible: Accessibility and Safety Committee Chairperson

4. **Thresholds:** Some of the thresholds are too high for a wheelchair to easily go over (TCC, PBA, Adm./TJC)

Short Range Solution: Modify key thresholds first

Long Range Solution: 100% replacement

2010 Status: CONTINUED 100% replacement not yet achieved

Person Responsible: Accessibility and Safety Committee Chairperson

Environmental Barriers

5. **Parking Lot Maintenance:** Parking lot floods during rainy season because a creek used to run through it.

Short Range Solution: Add more gravel to problem areas each year

Long Range Solution: Asphaltting of Parking Lot – Our best option is to coordinate the work ourselves, hiring trucks and labor, moving asphalt and hiring a tractor and roller to smooth. Estimated cost is \$20K.

2010 Status: CONTINUED- Long Range Solution is not feasible now or in the near future, continue with Short Range Solution, reexamine next year.

Person Responsible: Furniture Annex Manager

Attitudinal Barriers

6. Potential Employer preconceived bias about developmental disabilities:

Short Range Solution: Maintain strong relationships with current employers.

Long Range Solution: Continue to work to increase awareness of employers not yet involved with supported employment.

2010 Status: CONTINUED Job Connection has focused on increasing Employer awareness of Individual and Group employment opportunities. Job Connection has placed new on-line information with the Chamber of Commerce regarding our availability and quality of workers. Made many phone calls and visits throughout Fort Bragg, Mendocino and surrounding communities. We have one new Group contract and increased hours on another as well as two new individual placements within our community.

Person Responsible: TJC Manager

7. Lack of sensitivity by community members:

Short Range Solution: Maintain strong relationship with current supporters and stakeholders

Long Range Solution: Continue to work to educate community members not yet considered stakeholders.

2010 Status: CONTINUED This year we maintained and continued to grow all but one program, increased news letter distribution to quarterly, had 4 articles in the local news, continued to maintain our website.

Person Responsible: Board of Directors, Executive Director

8. Education/Training level of PFI Staff:

Short Range Solution: Continue with current training plan and continue to train existing and new staff

Long Range Solution: Continue to seek new training materials and opportunities.

2010 Status: CONTINUED Maintained the DVD based training program curriculum for all new employees and made progress on bringing existing employees towards completion of the curriculum. Also added College of Direct Support, an individualized, discipline focused, ongoing training program that can be used continuously throughout employment to continue to develop staff education.

Person Responsible: Executive Director

Financial Barriers

9. Budget cuts: State budget crisis has resulted in cuts to funding

Short Range Solution: Continue to monitor PFI budget closely

Long Range Solution: Research alternate sources of income including fundraising and grants

2010 Status: CONTINUED Maintained all fundraisers, currently planning to also bring back the annual Spaghetti dinner. Hired a full-time Fundraiser/ Grantwriter. Applied for and was awarded a CDBG development grant from City of Fort Bragg.

Person Responsible: Board of Directors

Employment/Service Access Barriers

10. Not all authorized services are provided: continue to work to provide enough staff hours in order to meet the level of service hours authorized for each person served.

Short Range Solution: Provide the staff hours necessary to meet the level of service hours currently authorized.

Long Range Solution: Continue to expand services provided by seeking new vendorizations, new authorizations, and new staff to provide those services.

2010 Status: CONTINUED Maintained and grew all but one program. Adjusted staffing levels to meet demand for services. Management continues to report weekly to Executive Director the percentage of authorized services provided and now reports monthly to the board of directors.

Person Responsible: Executive Director, All Managers

Communication Barriers

11. Limited access to adaptive technology: We only have one text phone for the organization to share and not all staff know how to use text messaging on their cell phones.

Short Range Solution: Post signage indicating location of nearest text phone and continue to provide text option on company cell phones.

Long Range Solution: Seek additional text phones for each site and continue to train new and existing staff about how to use text feature on cell phones.

2010 Status: DISCONTINUED We no longer have any hearing impaired employees or consumers who require the use of a text phone. Text messaging is still available on all company cell phones and all staff who are community based have and use a cell phone assigned by PFI.

Person Responsible: Accessibility and Safety Committee Chairperson

Transportation Barriers

12. Limited Public transportation: MTA only runs during business hours and on a limited route, Dial A Ride can be used as available

Short Range Solution: Continue to provide transportation support as funded through Redwood Coast Regional Center.

Long Range Solution: Work towards repair of the one vehicle still in need of work.

2010 Status: CONTINUED Regional Center has discontinued much of the funding for public transportation leaving only limited free bus passes for certain activities. PFI has been able to maintain the three vans that were owned last year. Two are working well and one is still in need of repair. Another passenger van was donated by community members, and now a wheel chair accessible bus has been purchased that can accommodate two wheelchairs and 6 additional passengers.

Person Responsible: Executive Director

Barriers To Be Addressed in 2010

Architectural Barriers

1. Door Knobs: Some of the door knobs are not able to be used with a closed fist (TCC, PBA, PTG/SLS, Adm/TJC).

Short Range Solution: Replace key handles first at the cost of \$70 per handle

Long Range Solution: 100% replacement

Current Status: CONTINUED- 100% replacement not yet achieved

Person Responsible: Accessibility and Safety Committee Chairperson

2. Water faucets are not accessible: must be able to operate with a closed fist (PBA, Adm/TJC).

Short Range Solution: Replace key faucets first

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Person Responsible: Accessibility and Safety Committee Chairperson

3. Thresholds: Some of the thresholds are too high for a wheelchair to easily go over (TCC, PBA, Adm./TJC)

Short Range Solution: Modify key thresholds first

Long Range Solution: 100% replacement

Current Status: CONTINUED- 100% replacement not yet achieved

Person Responsible: Accessibility and Safety Committee Chairperson

Environmental Barriers

4. Parking Lot Maintenance: Parking lot floods during rainy season because a creek used to run through it.

Short Range Solution: Add more gravel to problem areas each year

Long Range Solution: CDBG development grant was awarded in order to research the feasibility of redeveloping the property and adding new structures and parking.

Current Status: CONTINUED- Long Range Solution is in process, continue with Short Range Solution, reexamine next year.

Person Responsible: Furniture Annex Manager

Attitudinal Barriers

5. Potential Employer preconceived bias about developmental disabilities:

Short Range Solution: Maintain strong relationships with current employers.

Long Range Solution: Continue to work to increase awareness of employers not yet involved with supported employment.

Current Status: CONTINUED Long Range Solution is in process, continue with Short Range Solution, reexamine next year.

Person Responsible: TJC Manager

6. Lack of sensitivity by community members:

Short Range Solution: Maintain strong relationship with current supporters and stakeholders. Increase fundraising and community events.

Long Range Solution: Same as short term

Current Status: CONTINUED- This year we maintained and continued to grow all but one program, increased news letter distribution to quarterly, had 4 articles in the local news, continued to maintain our website, and have hired and fundraiser/grantwriter who will also focus on improving public relations and distributing information about PFI's mission.

Person Responsible: Board of Directors, Executive Director

7. Education/Training level of PFI Staff:

Short Range Solution: Continue to train existing and new staff

Long Range Solution: Same as short term

Current Status: CONTINUED- Working to bring all new and existing employees current with training requirements.

Person Responsible: Executive Director

Financial Barriers

8. Budget cuts: State budget crisis has resulted in cuts to funding

Short Range Solution: Research alternate sources of income including fundraising and grants

Long Range Solution: Same as short term

Current Status: CONTINUED- Working to maintain all current fundraising events, add new ones, and apply for as many grants as possible by employing a full-time Grantwriter/Fundraiser.

Person Responsible: Board of Directors, Grantwriter/Fundraiser

Employment/Service Access Barriers

9. Not all authorized services are provided: some people served choose not to receive authorized services.

Short Range Solution: Continue to expand services provided by seeking new vendorizations, new authorizations, and a wider variety of staff to provide those services.

Long Range Solution: Same as short term

Current Status: CONTINUED- Management continues to report weekly to Executive Director the percentage of authorized services provided and now reports monthly to the board of directors.

Person Responsible: Executive Director, All Managers

Communication Barriers

Transportation Barriers

10. Limited Public transportation: MTA only runs during business hours and on a limited route, Dial A Ride can be used as available

Short Range Solution: Work towards repair of the one vehicle still in need of work.

Long Range Solution: Same as short term

Current Status: CONTINUED Regional Center has discontinued much of the funding for public transportation leaving only limited free bus passes for certain activities. PFI has been able to maintain the three vans that were owned last year. Two are working well and one is still in need of repair. Another passenger van was donated by community members, and now a wheel chair accessible bus has been purchased that can accommodate two wheelchairs and 6 additional passengers.

Person Responsible: Executive Director