



# **Alberta Professional Services, Inc**

## **Accessibility Plan 2019-2022**

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## **Introduction**

The purpose of this plan is for Alberta Professional Services, Inc. to address accessibility and removal of barriers for persons served, personnel, and stakeholders. Upon the identification of any need, the agency will assess the need and implement a plan of action, when possible, to render services to meet the needs of the persons served, personnel and stakeholders.

These shown below list barriers according to services offered by Alberta Professional Services, Inc and the plan of action needed to address possible concerns for consumers, staff, and guardians in a timely manner.

	<b>APS Barrier</b>	<b>Plan of Action</b>	<b>Who's Responsible</b>	<b>Barrier Removal Date</b>
<b>1. Architecture</b>	<ul style="list-style-type: none"> <li>Currently enough handicapped parking is available at our programs and offices.</li> </ul>	<ul style="list-style-type: none"> <li>The agency plans to maintain the handicapped parking currently available and appropriate signage and safety measures. Will add additional handicapped parking if capacity increases to a point to which the need for more parking arises.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> </ul>	On-going
<b>2. Environment</b>	<ul style="list-style-type: none"> <li>Placement of Day Program in Greensboro, being upstairs, puts clients at risk of injury and disaster due to slow exit times during drills.</li> </ul>	<ul style="list-style-type: none"> <li>Moved Day Program downstairs and exit times during drills have dramatically improved.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> <li>Day Program Director</li> </ul>	ongoing
<b>3. Attitudes</b>	<ul style="list-style-type: none"> <li>All staff will be fully trained in NCI Plus and have recurring Cultural Competency Training</li> </ul>	<ul style="list-style-type: none"> <li>Agency will ensure that all staff be trained, prior to the provision of services, in NCI Plus and Cultural Competency with recurring refreshers.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> </ul>	ongoing
<b>4. Financial</b>	<ul style="list-style-type: none"> <li>Agency receives Medicaid funding through NC MCOs almost exclusively.</li> </ul>	<ul style="list-style-type: none"> <li>The agency continues to look for money savings, and keep administrative costs low to continue operation of program</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> </ul>	ongoing

<b>5. Employment</b>	<ul style="list-style-type: none"> <li>The agency lacks in client referrals in our AFL department.</li> </ul>	<ul style="list-style-type: none"> <li>The agency will keep multiple applicants from different demographics to ensure the readiness of placement when a referral becomes available.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> </ul>	ongoing
<b>6. Communication</b>	<ul style="list-style-type: none"> <li>Agency has clients that are non-verbal and have various levels of reading proficiency.</li> </ul>	<ul style="list-style-type: none"> <li>Clients are provided with handbook and client's rights information that uses pictures and simple words.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> </ul>	ongoing
<b>7. Technology</b>	<ul style="list-style-type: none"> <li>Agency must comply with all Electronic Health Record guidelines and NC Health Information Exchange.</li> </ul>	<ul style="list-style-type: none"> <li>The agency has implemented a new server to electronically store/transfer encrypted data and bought an Electronic Health Records (EHR) software package to comply with NC Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>QM Department</li> </ul>	ongoing
<b>8. Transportation</b>	<ul style="list-style-type: none"> <li>APS Day Support staff have a hard time transporting handicap clients into the community.</li> </ul>	<ul style="list-style-type: none"> <li>The agency bought a handicapped accessible bus with a hydraulic lift to make transport easier throughout the</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>Director of Service</li> <li>Day Program Director</li> <li>Day Program Staff</li> </ul>	On-going

		community.		
<b>9. Community Integration</b>	Clients are inexperienced in the decision-making process pertaining to community involvement and expressing their wishes.	<ul style="list-style-type: none"> <li>The agency implemented the Preference Assessment to help provide different choices of places and events within the community the client would find enjoyable.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> <li>Executive Director</li> <li>QP</li> <li>Day Program Director</li> <li>Staff</li> </ul>	ongoing
<b>10. Satisfaction Survey</b>	<ul style="list-style-type: none"> <li>Persons served, personnel and stakeholders completed a satisfaction survey that resulted in no additional barriers</li> </ul>	<ul style="list-style-type: none"> <li>The agency plans to continue to annually conduct satisfaction surveys in order to get the input of persons served and other stakeholder to identify additional barriers, available in paper, electronically, and by QR code.</li> </ul>	<ul style="list-style-type: none"> <li>Owners</li> </ul>	ongoing