

ACCESSIBILITY PLAN

It is the policy of Assisted Independence, LLC. to admit, provide treatment services, and initiate client referrals without regard to race, color, religious creed, disability, ancestry, national origin, age, and/or gender.

There is no distinction in eligibility for program services, which shall be made accessible to persons with disabilities through modifications and adaptive methods that are both practical and feasible. This includes, but is not limited to: equipment redesign, assessment and elimination of architectural barriers, the provision of aids to overcome environmental barriers, the use of alternative delivery locations to overcome other barriers, personnel education and ongoing assessment to remove attitudinal barriers, resource coordination and referral to address financial barriers, programming flexibility to address employment barriers, internal transportation services and referral to external transportation services as well as structural modifications as needed to address communication or other barriers to treatment.

Ensuring program accessibility is the responsibility of every employee of Assisted Independence, LLC. From the first referral of a potential client of Assisted Independence, LLC., individual needs and barriers to access are evaluated and necessary modifications are suggested. The accessibility plan is implemented on a daily basis and reviewed annually by Assisted Independence, LLC. Management Team. The key areas addressed are listed below, as well as an example from our accessibility plan for the specific barrier to services for Assisted Independence, LLC. A specific barrier list for Assisted Independence, LLC. is documented after the list of key areas.

Architectural Barriers

Assisted Independence, LLC. neither rents nor owns any office space, facilities, buildings, home, or any properties. Assisted Independence, LLC. will encourage society to meet the evolving and varied needs of individuals who have incurred disabling conditions. Input from the therapists are taken into account in the design, development, and modification of all Assisted Independence, LLC. operations. If an architectural barrier is identified by the direct care staff, client, or other individual, the barrier is reported to the President in written format. The President then assesses the reported barrier, seeks input from pertinent staff, and makes the appropriate modifications in order to accommodate the individual needs of the client. Budgeting for these modifications is conducted on an ongoing process.

Environmental Barriers

Assisted Independence, LLC. physical structures are developed in a manner that accommodates the unique needs of the populations served. The need for additional environmental accommodations for each individual is assessed during the initial evaluation for each client by the appropriate Direct Support

Professional (DSP) and their direct supervising Manager of Direct Supports. In addition, environmental needs that are identified by appropriate Individualized Support Team (IST) members, as well as direct care, clients or family members are addressed. These efforts are designed to encourage and facilitate each individual's capacity to be independent. Identified environmental barriers are reported to the President, who implement measures to remove the barriers or refer to Assisted Independence, LLC. management team for additional support in the removal of identified barriers. The input of the client and/or the guardian will be considered foremost in the realization of projects designed to remove barriers to access in any Assisted Independence, LLC. programs for the benefit for the client. Environmental barriers can include but not be limited to: lighting, equipment, durable medical equipment, accessible entryways, etc.

Attitudinal Barriers

Attitudes of all staff and stakeholders are assessed on an ongoing basis, informally through team meetings and staff education as well as formally through staff meetings, team reports and performance evaluations. During professional direct care staff one-on-one annual meetings, attitudinal barriers to providing treatments are assessed and addressed. Staff surveys are conducted, at the time performance evaluations, to identify any attitudinal barriers which may exist within Assisted Independence, LLC. staff. Identified attitudinal barriers are addressed by the Human Resources Manager and/or Director of Direct Supports. Strategies to remove attitudinal barriers include staff development and educational activities, progressive performance review and possibly removal of staff from the provision of treatments services.

Client attitudinal barriers are assessed through client annual surveys and are monitored in therapy sessions. Continuing to keep therapies fun and motivation is an ongoing process.

Methods to address attitudinal barriers within the community can also include school in-services, staff participation in community organizations and boards, resident community employment, and staff or resident volunteer work.

Financial Barriers

The ability of a client to access care with available financial resources is assessed by Assisted Independence, LLC. administrators in conjunction with the personnel assigned to facilitate potential admission calls. The President completes the negotiation of contracts with the Indiana Bureau of Disabilities Services (BDS) and other payor sources, to remove financial barriers. Barriers to care, which have a financial basis are reported by the President. Additional support to address financial barriers may be provided by the social Case Manager workers and may include assistance in the procurement of Medicaid, Social Security or other related fiscal resources for clients. If it is determined that all fiscal resources have been exhausted and financial barriers cannot be eliminated, the client will be referred to a provider agency that does not have the same level of financial barriers (i.e. a provider that accepts Medicaid payment) and or a referral agency which may have additional resources such as The Arc of Indiana. Assisted Independence, LLC. will endeavor to preserve adequate funding for each program of the agency.

Employment Barriers

Employment barriers are addressed internally or through referral to external agencies. Assisted Independence, LLC. has implemented flexibility in services, including varying treatment options, which allow for greater flexibility in employment options for clients. Assisted Independence, LLC. was established to provide meaningful home and community-based services that may propel outcomes that result in employment, income generation, and volunteer options for individuals who have intellectual and developmental disabilities. Clients who seek outside employment are assisted with this pursuit through Assisted Independence, LLC. or referred to appropriate external agencies depending on their needs. Assisted Independence, LLC.

In order to eliminate employment barriers in Assisted Independence, LLC. staffing positions, job descriptions are evaluated annually. Physical disabilities and personality characteristics are only taken into considerations if the position specifies a need for accommodation. Reasonable accommodations are given to employees at the discernment of Assisted Independence, LLC. management.

Communications Barriers

Assisted Independence, LLC. recognizes that the inability to communicate leads to increased frustration which is often the precipitant of negative behaviors. Assisted Independence, LLC. employs many Recreational Therapists who provide ongoing assessment and treatment to overcome communication barriers. In addition, Assisted Independence, LLC. employs therapists fluent in languages other than English to meet the needs of individuals with limited English proficiency. Picture communication boards for non-verbal individuals, adaptive communication devices, as well as the presence of many staff that are proficient in sign language are all instrumental in the elimination of communication barriers. There is a designated professional staff member who is responsible for the ongoing provision of communication translation as needed for all staff, clients, and other stakeholders. As with all barriers, the individual communication barriers are addressed in collaboration with the person served, support network and other members of the treatment team; solutions are determined to meet the unique needs of the individuals served.

Communication Aids & Services

Aid or Service Key:

- 1 – Sign Language Interpreter
- 2 – Paper and Pen
- 3 – Foreign Language Interpreter
- 4 – iPad (Special Programs)
- 5 – Safety Alarm Strobes
- 6 – Other Augmentative Communication Devices

Technology Barriers

The concept of accessible technology focuses on individuals with disabilities and creating easy access to a product or device, service, environment/organization, or social life. Accessible technology allows our disabled population access to information and services by minimizing the barriers of distance/travel and cost.

Assisted Independence, LLC. supports the growth/expansion of information technology and the realization that technology is a part of our everyday life. Assisted Independence, LLC. clients can transform their lives, by interacting with technology. Assisted Independence, LLC. clients may create new opportunities for work, complete their banking/financial transactions, create travel plans, buy concert or activity tickets, send emails, or communicate with friends and family. Information technology gives everyone especially the disabled the means to participate, build self-esteem, jump-start their outcome-based services, and most importantly inclusion.

Transportation Barriers

Assisted Independence, LLC. is provided services throughout Indiana, including communities with limited public transportation availability and therefore recognizes the importance of adequate transportation services to increase the success of clients. Assisted Independence, LLC. has a comprehensive transportation program which includes buses, vans, and cars. The buses and vans are equipped with wheelchair accessibility features. In addition, Assisted Independence, LLC. maintains a listing of external transportation providers for referral of clients that report a barrier with their transportation services. Our clients who have a transportation barrier to attend therapies are assisted by Assisted Independence, LLC. Transportation services. Assisted Independence, LLC. staff collaborate with clients and support systems in the provision of transportation services for clients.

Community Integration & Inclusion

While, the list of community integration barriers is endless, Assisted Independence, LLC. accepts the challenge of identifying community barriers and the responsibility to educate the resident, caregiver, and community on the invisible disability. Barriers associated with successful community integration may include, but are not limited to:

- health implications
- lack of employment opportunities
- lack of affordable housing
- lack of or limitations of community services
- lack of social opportunities

Other Barriers

Assisted Independence, LLC. is aware of limitations to community integration for clients in areas such as sports. Assisted Independence, LLC. therefore provides many cost-free adaptive and therapeutic recreational programs. Any additional barriers that limit community integration are assessed by the client, guardian, and staff. Assessments are then brought before Assisted Independence, LLC. management team for resolution.

Barriers to care at Assisted Independence, LLC. are not limited to the above categories. All staff members are encouraged to assess any barriers to care for clients and to report the perceived barriers to Assisted Independence, LLC. staff. The management team will continue to assess barriers on an ongoing basis with input from clients, guardians and other stakeholders. Concerted efforts are made to eliminate barriers. If the barrier cannot be eliminated, appropriate referrals are made to external agencies.