

2.1 ACCESSIBILITY POLICY

The Burnaby Association for Community Inclusion will provide services that are accessible to the individuals and families receiving support. Furthermore, BACI will provide opportunities, for the individuals and families we support, to participate and contribute to the organization's activities.

BACI will assess and identify barriers that may limit the accessibility of its services and organizational activities in a timely and responsive manner. BACI will develop an accessibility plan to address and remove the identified barriers in the best possible way.

Accommodation

An individual or family who meets the eligibility criteria for a service will be provided reasonable accommodation to ensure full access to the service. Reasonable accommodation may include, but is not limited to:

- Communication
- Financial
- Transportation
- Physical
- Technology
- Staff training

Accessibility Plan

The Manager of Quality Assurance (or designate) will complete an accessibility checklist on an annual basis. The checklist will be completed for the organization and within each service area. The checklist will identify potential accessibility barriers in the following areas, but is not limited to:

- Attitudinal barriers
- Architectural barriers
- Communication barriers
- Transportation barriers
- Environmental barriers
- Financial barriers
- Cultural barriers

Based on the results of the accessibility checklist, the Manager of Quality Assurance, or designate, will write an accessibility plan. The plan will identify the barriers and outline recommendations to remove the barriers in the best possible way.

Concerns related to accessibility can also be addressed to the Manager of Quality Assurance (or designate) on an on-going basis. Members, families,

people receiving support, and staff can submit accessibility concerns verbally or in writing at any time. These concerns will also be included and addressed in the accessibility plan.

The Manger of Human Resources & Quality Assurance will submit the accessibility plan to the Executive Director and Board of Directors for review. The Board of Directors must review the accessibility plan on an annual basis.