

2021

Accessibility Plan

wli

Summary

The identification and prevention of barriers to services and customers is an ongoing process. **wli** has made every effort since its privatization in 2016, and its subsequent move in 2018, to ensure the identification and removal of all barriers in facilities services are provided.

This plan includes **wli's** commitment to sustain its obligations under the Americans with Disabilities Act.

wli's Accessibility Plan

This report constitutes an ongoing annual Accessibility Plan. As such, an explanation as to why there were no formal accessibility plans written from 2018-2019 is warranted.

On January 1st, 2018 **wli** moved from three separate buildings throughout Bowling Green into one condensed location at 991 S. Main St. Although there was no formal plan written, every effort was made to ensure compliance with all ADA regulations. Due to this, you will find our building is all one floor, and we have chosen a spacious, open floor plan. All bathrooms are ADA compliant, and all doorways are large enough to accommodate wheelchairs. If the need to expand ever arises, our building is outfitted to add a second floor, stairs and elevator. After we had settled into the building, it was noted that the concrete at the entryway to the front door had settled and created a gap, making it difficult for anyone in a wheelchair to access the building. A contractor was contacted and they raised the concrete to the level of the entry, ensuring a safe entry into the building.

In 2019, it was noted that while it was not necessary, it would be beneficial to have grab bars installed in the single stall bathroom. At that time a contractor was contacted and grab bars were installed per ADA regulations. Also in 2019, it was identified that the phones provided for some staff did not work well with hearing aids, and made moving from space to space difficult while talking on the phone. In order to fix this **wli** purchased several headsets that work with hearing aids and are cordless, making the workspace more easily accessible for those who need to move around.

2020's Accessibility Plan was written, however, COVID19 hit and adjusted many of the plans **wli** had intended. In March, **wli** stopped services in order to protect individuals served. From March to May **wli** provided no services within 991 S. Main St. **wli** contracted with many businesses to keep employees employed and receiving a paycheck. At the end of May, **wli** staff returned to the building and services resumed for those who wished to return. At that time, **wli** had to adjust to conform to the state and DODD's regulations for providing services. Additional entryways were created via side doors, bathrooms were adjusted to be gender neutral and each person was assigned a specific bathroom.

2021's report:

- Will review the commitments and progress that **wli** has made during the past year to identify, remove and prevent barriers to all persons served and customers in its facilities, policies, programs, practices and services.

- Describes the measures wli will take in the coming year, or years, to remove and prevent barriers.

wli's Accessibility Plan seeks to:

-Identify regulations, policies, programs, practices, and services that cause or may cause barriers to people with disabilities.

-Prioritize and specify barriers that will be removed or otherwise modified in the coming year within the limits of financial and human resources available.

Accessibility Area	Building Services (Service locations)	Progress/ date needed	Rationale/ Needs Assessments	Planned Corrections
ARCHITECTURAL	Within wli	Bi-Annually	Accessibility audit of external and internal facilities, services and programs.	Ongoing assessment. Ensure that building updates meet ADA standards with checklists from ADA website. Also reach out to specialists as needed.
	Community Based Services	Continuous	Work with employers to maximize accessibility	Ongoing planning with partners
ENVIRONMENTAL	Within wli	Continuous	High traffic areas pose difficulty for persons served to stay focused on activities.	Continue looking into sound dampening options and portable walls that can be moved as necessary.
	Community Based Services	Continuous	Ensure comfortable environment for individuals served and employees	Continue looking for other non-profits to partner with, to offer additional locations for services to be provided at.
		Continuous	Work with partners to increase opportunities that fit individuals needs	Continue looking for other non-profits to partner with.

Accessibility Area	Building Services (Service locations)	Progress/ date needed	Rationale/ Needs Assessments	Planned Corrections
ATTITUDES	Staff	Quarterly, Continuous	A baseline of attitudes and feelings towards their job duties and individuals served.	Survey will be promoted to staff, board members and county boards requesting feedback from defined questions.
	Persons served	Continuous	Increased opportunities for individuals served, families, staff, and community members to work together in public activities	Provide and promote opportunities for involvement in the community such as the CIPC, Aktion Clubs, and People First. Provide and promote educational, recreational, and social programs
FINANCIAL	Persons served	Continuous	Increase opportunities for participation in new jobs and pay raises.	Based upon Fiscal's projections/appropriations, all wli departments will research and pursue diverse sources of funding to meet individual and programmatic needs
	Agency	Continuous	Ensure funding to maintain opportunities for individuals served and programs	
EMPLOYMENT	Persons served	Bi-Annually	Survey and assess satisfaction	Ongoing assessment. Survey via multiple outlets (i.e. online, paper, verbally)
COMMUNICATION	Persons served Agency/staff	Continuous	Increase the opportunities to employ individuals with disabilities	Review current positions within wli for ability to employ more staff with disabilities
		Continuous	Seek additional grants to expand services	Continue to seek out grants as they are announced. Encourage staff to report grants they see to admin.
	Agency/staff Persons served	Annually	Ensure assess to employment opportunities	Review application process to streamline and remove barriers.
		Jun-21	Develop strategies/tools that increase the efficiency and effectiveness of communication and outreach efforts within the program and to internal and potential audiences.	Create recordings of materials important to persons served (bill of rights, handbook, etc.)

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COMMUNICATION	Agency	Jun-21	Increase accessible signage throughout the building	Increase signage for important, permanent rooms (server room, utility room, conference rooms, exits, etc.) with braille.
TECHNOLOGY	Persons served	Continuous	Improve technology access to services and communication opportunities for the public and families served.	Review options from technical centers to evaluate websites clarity.
	Agency	Continuous		
COMMUNITY INTEGRATION	Persons served	Continuous	Individuals will continue to integrate into the community; inclusive of physical needs, leisure, social, employment, religious, as well as community services partnerships. Minimalize barriers to integration into the community in work and non-work activities.	Individuals served will be surveyed on community involvement to evaluate successes and challenges.
TRANSPORTATION	Agency	Continuous	Individuals will continue to integrate into the community; inclusive of physical needs, leisure, social, employment, religious, as well as community services partnerships. Minimalize barriers to integration into the community in work and non-work activities. Reduce barriers to service locations in order for persons served to participate in the full range of services and activities offered.	Provide waivers for all eligible individuals. Invite additional providers covering all services. Promote additional service options to individuals served to maximize integration and satisfaction. Maximize opportunities for individuals to live in the most independent setting possible.
	Agency/staff			Continue seeking out grants for vehicles to increase ability to offer NMT services. Inform persons served, SSA's, and families of the NMT services we offer.

Communication of the Plan

A copy of this plan is posted and available on **wli's** website at www.yourwli.com and in electronic format on **wli's** drives for staff to access at any time. Inquiries regarding **wli's** accessibility planning process or request for an alternate format copy of this plan may be directed to Melinda Kale, CEO.

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