

Hawaii Behavioral Health

Accessibility Plan

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Accessibility Plan 2014-2016

Hawaii Behavioral Health ACCESSIBILITY PLAN 2014-2016

The purpose of HBH's accessibility plan is to promote accessibility and remove barriers. HBH addresses accessibility concerns to enhance the quality of life for those served in our programs and services, implement nondiscriminatory employment practices, meet legal and regulatory requirements and to meet the expectations of stakeholders in the area of accessibility. This report and improvement plan is meant to enhance access to programs, services, facilities and the community. This document is a chronical of the process that HBH has implemented and is updated and published annually to share progress with staff and key stakeholders.

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The need for HBH's accessibility planning and follow-up status reports is based on law (e.g., The Americans with Disability Act and the Rehabilitation Act [ADA] of 1973),

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HBH policy and CARF accreditation. HBH's policy on accessibility and accommodations ensures that the organization provides services, programs and activities to individuals with disabilities in the most integrated setting appropriate to meet their needs within the context of the program, service or activity being administered. Unnecessary segregation of people with disabilities violates the ADA.

To enhance the needs of persons served the follow are 2014 goals and plans in the specific areas:

1. Architecture

Goals: HBH strives to provide services in fully accessible facilities. All HBH facilities are barrier free and in compliance with the Americans with Disabilities Act (ADA). HBH maintains safe facilities and promotes a healthy work environment. An accessibility review is completed internally annually and HBH obtains a semi-annual external inspection from the City and County Fire Department. These results are reported to the Chief Operating Officer and the Health and Safety Committee on a quarterly basis for corrective action as necessary.

In addition HBH has an Emergency Management Plan that includes policies and procedures on how HBH will respond to disasters, and ensures continuity of care during emergencies. The HBH Safety Committee conducts a quarterly health and safety assessment of each site with employees.

The following are planned for 2014:

- A review will be conducted by the Insurance Company by December 31, 2014.
- An external "Accessibility Evaluation" of architecture and environment will be completed by quality and/or health and safety staff by December 31, 2014.
- An external inspection from the City and County Fire Department will be completed by December 31, 2014.

2. Environment

Goals: HBH strives to reduce any location or characteristic of a setting that compromises, hinders, or impedes service delivery and the benefits to be gained. HBH believes that the environment in which services are provided reflect the cultures and cultural customers of the persons served and are conducive to providing a comfortable and confidential setting for customers and employees to achieve their highest potential.

The following are planned for 2014:

- An "Accessibility Evaluation" of architecture and environment will be completed by quality and/or health and safety staff by September 1, 2014.

3. Attitudes

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Goals: HBH seeks to reduce the stigma associated with individuals with mental health, developmental disabilities and/or substance use disorders. HBH promotes the inclusion of persons served within their community and the use of “person first” language.

The following are planned for 2014:

- Learning Disabilities Association of Hawaii Traveling Conference - May 2014
- Autism Speaks Annual Walk - April 2014
- Autism Society of Hawaii Sensory Friendly Film – April, July, Nov 2014
- Annual Surfer’s Healing - Nov 2014
- Autism Society of Hawaii Winter Ball - Dec 2014
- HBH frequently offers our expert staff as speakers for school and community groups and we have co-sponsored trainings for the professional development in communities statewide.
- HBH supports the Special Olympics in our communities, both through financial supports as well as support of individuals who participate in Special Olympics events.
- HBH will feature guest speakers/lecturers for in-house training to promote awareness

4. Finances

Goals: HBH seeks to reduce and/or eliminate financial constraints that may restrict the ability of all families to access any services consistent with their needs and preferences.

The following are planned for 2014:

- Public hearing and submission of testimony on the education budget in September
- Support of the legislative bill mandating services for children with autism

5. Employment/Education

Goals: HBH is an equal opportunity employer and strives to maintain a diverse workforce sensitive to the unique needs of customers and representative of the community it serves. HBH hires and maintains the highest quality of employees available to prepare youth for employment, college and/or independent living.

The following are planned for 2014:

- Assist youths in a supportive work environment and work with employers and the Department of Education (DOE) to ensure a smooth transition into the workforce.
- Partner with local community colleges and the University to assist youth with higher education.
- Will work with Department of Developmental Disabilities (DDD), Department of Vocational Rehabilitation (DVR) and DD Council for transitioning children into the adult world and for integrating students in work.

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- Work with local businesses to set up employment options that are sensitive to the needs of transitioning students with disabilities into the workforce.
- Provide trainings for businesses and their staff members on disabilities to promote education and decrease stigma.

6. Communication

Goals: HBH seeks to provide materials that are in a language or format that is understood by all parties including telecommunication for individuals who are deaf. Also, HBH open channels of communication that allow youth, families and employees to access information that accurately represents the status of the organization systems and outcomes of the program. In addition, HBH seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth and well-being.

The following are planned for 2014:

- Availability of Hawaii Interpreting Services for hearing impaired. Also, will have resources to have telephone translators during access.
- Language cards will continue to be posted in the reception area to assist in identifying the language of an individual seeking services. Will utilize individual interpreters as needed.
- Will review the results of the Customer Surveys for an identified issues related to accessibility.

7. Transportation

Goals: HBH seeks to ensure that youth are not limited by a lack of transportation options to services and for integrating into the community as per their needs and preferences.

The following are planned for 2014:

- HBH will collaborate and work with families and community resources to promote independence and facilitate transportation training.
- Transportation will continue to be provided in a safe manner adhering to HBH Policies and Procedure by staff in allowable programs.

8. Community Integration

Goals: HBH seeks to reduce barriers that customers may experience in returning to full participation in their community of choice.

The following are planned for 2014:

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- Throughout the year the HBH will provide children the opportunity to attend community events and outings by supporting events listed above.

9. Other Barriers Identified by Stakeholders

Procedures and Responsibilities

Ensuring the accessibility of facilities and programs is the responsibility of the Director of Operations and shall include:

- Conducting an annual self-assessment to identify accessibility barriers using the self-assessment checklist to address architectural, environmental attitudinal, communications, employment, financial, transportation and other potential accessibility barriers.
- Documenting the results of the assessment and preparing a status report.
- Developing a corrective action plan that includes input from management, staff and stakeholders.
- Ensuring day-to-day accessibility to facilities and services through a pro-active approach to solving accessibility problems
- Reviewing requests for reasonable accommodations and making recommendations to HBH management.

REVISIONS TO THE ACCESSIBILITY PLAN

It is the responsibility of the Director of Operations to review on an ongoing basis the organization's compliance with ADA and other applicable laws, to promote equal opportunity for individuals with disabilities to participate in all levels of the organization, to adopt personnel policies supporting the organization's commitment to equal opportunity and employment, to develop marketing plans and promotional efforts which incorporate social and economic opportunities for people with disabilities, and to oversee entrance policies and procedural practices which ensure that all programs and services are available to otherwise qualified individuals with disabilities.

The HBH Executive Committee will review the Accessibility Plan at least once a year. Any additional issues or barriers identified through the above activities and processes will be evaluated for a means to eliminate or reduce the issue or barrier and will be added to the Accessibility Plan.

ACCOMMODATIONS

Goal: It is the goal to make reasonable accommodations for individuals with disabilities who make known a need for an accommodation. Any staff, applicant, person served or other stakeholder may request a reasonable accommodation to overcome a barrier while at HBH due to his or her disability. HBH has a formal process for requesting an

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accommodation.