

## **Five Counties Children’s Centre Multi-Year Accessibility Plan January 2020 – December 2024**

### **Statement of Commitment to Accessibility:**

Five Counties Children’s Centre is committed to providing a barrier-free environment for our clients, their families, visitors, employees, students, volunteers, job applicants, suppliers and other stakeholders who enter our premises or access our information. As an organization we respect and uphold the requirements set forth under the Accessibility of Ontarians with Disabilities Act (2005), Customer Service Standard and the Integrated Accessibility Standards Regulation for Information and Communications, Employment and eventually, the Built Environment.

Five Counties Children’s Centre is dedicated to supporting children and youth with physical, developmental and communication needs. Given the nature of the children and youth that we serve, accessibility is incorporated into our planning, program development and our model of services for clients, our employees and our families.

Ontario has enacted legislation on accessibility called The Accessibility for Ontarians with Disability Act, 2005 (AODA, 2005). The Act is a follow up to the Ontarians with Disabilities Act, 2001 (AODA, 2001). The goal is for Ontario to be fully accessible by 2025. In order to accomplish this, a series of standards are in process for successful implementation according to the required timelines. The following four integrated standards apply to Five Counties Children’s Centre:

- **Accessible Customer Service Standard** - establish policies, practices and procedures on providing goods and services to people with disabilities.
- **Accessible Information and Communication Standard** – Address the removal of barriers in access to information. The standards include information being provided in person, through print, electronic, website or other form of media.
- **Accessible Employment Standard** – addresses paid employment practices relating to employee-employer relationship, which includes recruitment, retention and selection policies and practices.
- **Accessible Built Environment Standard** – addresses barriers in public spaces and buildings. The standard for public spaces will only apply to new construction and planned redevelopment.

The Customer Service Standard became law as of January 1, 2012 and FCCC has complied with the minimum requirements of the regulations.

This plan is intended to continue to move Five Counties Children’s Centre towards its vision of accessibility outlining realistic initiatives and meeting mandatory requirements of the Integrated Accessibility Standards Regulation.

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FCCC will provide the opportunity for all clients, caregivers, staff, students, volunteers, vendors and other stakeholders to identify needs related to disabilities and ensure that those needs are accommodated in a manner that supports the dignity of the individual. This will be reflected by:

- People with disabilities being able to enter FCCC premises and reach their destinations without encountering barriers
- People with disabilities receiving the services they require without encountering barriers
- People with disabilities working without encountering barriers
- Accessibility being a thread that is woven throughout all policies and practices
- Accessibility being accepted as everyone’s responsibility.

<b>Mandatory AODA Requirements</b>	<b>Legislated Compliance Date</b>	<b>Time Frame for Completion</b>	<b>Lead</b>	<b>Status</b>
<b>Policies</b> Develop and implement Accessible Customer Service policy governing how FCCC will comply with accessibility by meeting requirements in this standard. Inform the Board of Directors, staff and volunteers about the AODA policy on customer service requirement of the legislation	January 1, 2012	December 2011	Manager, Human Resources	Complete
<b>Training &amp; Education</b> Train employees, students, volunteers and stakeholders who participate in developing FCCC’s policies or who provide goods and services on FCCC’s behalf (independent contractors)	January 1, 2012	December 2011	Manager, Human Resources	Ongoing
<b>Feedback &amp; Complaints Process</b> Provide information to public on process for receiving and responding to feedback about the manner in which Five Counties provides services to people with disabilities, including arranging for accessible formats and communication supports on request and notifying the public about the availability of accessible formats and communication supports.	January 1, 2015	December 2014	Management Team	Complete
<b>Signage and Way finding</b> Review, design and update interior and exterior way finding signage as deemed necessary	January 1, 2012	Ongoing	Supervisor, Facilities	To be updated as required

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<b>Mandatory AODA Requirements</b>	<b>Legislated Compliance Date</b>	<b>Time Frame for Completion</b>	<b>Lead</b>	<b>Status</b>
<b>Notice of temporary disruptions</b> Advise the public when our facilities or services that people with disabilities usually use are temporarily unavailable	January 1, 2012	December 2011	Management Team	Complete
<b>Multi-Year Accessibility Plan</b> ➤ Develop multiyear accessibility plan to identify, remove and prevent barriers. This will include developing and reviewing annually the plan and ensuring annual goals are met. Post the plan the Centre’s website and provide it in accessible format upon request.	January 1, 2014	December 2013	Accessibility Committee	Complete – Updated in 2020 – Updated again when required
<b>Workplace Emergency Response Information</b> Develop and provide individualized workplace emergency response information to employees with disabilities if the disability makes it necessary and Five Counties is aware of the need. If assistance is required and with an employee’s consent, workplace emergency response information is provided to a person designated to provide assistance to the employee in an emergency	January 1, 2012	December 2011	Management Team	Complete – To be updated as required
<b>Emergency Procedures, Plans and Public Safety Information</b> Provide emergency plans, procedures to the public upon request in an accessible format or with appropriate communication supports	January 1, 2012	December 2012	Management Team	Complete – To be updated as required
<b>Accessibility Policy</b> Develop, implement and maintain a written Accessibility Policy, make the policy publicly available and in accessible format upon request	January 1, 2014	December 2013	Manager, Human Resources	Complete
<b>Statement of Commitment</b> Develop a written statement of commitment to address how Five Counties Children’s Centre will meet the accessibility of needs of persons in a timely manner	January 1, 2014	December 2013	Manager, Human Resources	Complete

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<b>Mandatory AODA Requirements</b>	<b>Legislated Compliance Date</b>	<b>Time Frame for Completion</b>	<b>Lead</b>	<b>Status</b>
<p><b>Training on Integrated Accessibility Standard Regulation and Human Rights Code</b> Train employees, students, volunteers and stakeholders who participates in developing FCCC’s policies or who provide goods and services on FCCC’s behalf (independent contractors)</p>	January 1, 2015	December 2014	Manager, Human Resources	Ongoing
<p><b>Employment Standard</b> Achieve compliance with requirements set out in Employment Standard as follows:</p> <ul style="list-style-type: none"> <li>➤ Recruitment Process <ul style="list-style-type: none"> <li>○ When advertising jobs, state that accommodations for job applicants with disabilities are available upon request</li> <li>○ When inviting applicants for interviews, state that accessibility accommodations are available upon request to support their participation</li> <li>○ When making offer of employment, inform new hire of our policies on accommodating employees with disabilities (verbally, in person, by email or in offer letter)</li> </ul> </li> <li>➤ Accessible formats and communication support <ul style="list-style-type: none"> <li>○ Employees may request in an accessible format and/or with communication supports information to perform their job and information generally available to all employees</li> <li>○ Management must consult with employee to determine accessibility needs and how best to accommodate them</li> </ul> </li> <li>➤ Documented Individual Accommodation Plans <ul style="list-style-type: none"> <li>○ Written process to document individual accommodation plans for employees with disabilities</li> </ul> </li> </ul>	January 1, 2016	December 2015	Manager, Human Resources	Complete

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<ul style="list-style-type: none"> <li>➤ Performance Management, Career Development and Redeployment               <ul style="list-style-type: none"> <li>○ Current processes must consider the accessibility needs of employees with disabilities &amp; their individual accommodation plans</li> </ul> </li> </ul>	January 1, 2016	December 2015	Manager, Human Resources	Complete
<p><b>Information and Communications Standard</b> Provide or arrange for a provision of accessible formats and communication supports for persons with disabilities in a timely manner. Management consults with person to determine their accessibility need and has the flexibility to determine the most appropriate format or communication support depending on accessibility needs of the person</p>	January 1, 2016	December 2015	Management Team	In progress
<p><b>Accessible Website</b> Ensure Five Counties’ website is compliant with WCAG 2.0 Level A; future web content must also be compliant if the website undergoes a significant update and/or redesign.</p>	January 1, 2014	December 2013	Comm. Coord.	Complete
<p><b>Built Environment Standard</b></p> <ul style="list-style-type: none"> <li>➤ Incorporate accessibility when building new public spaces or making planned significant alterations to existing public spaces</li> <li>➤ Procedures for:               <ul style="list-style-type: none"> <li>○ preventative and emergency maintenance of our public spaces</li> <li>○ handling temporary disruptions when an accessible part of our public space is not useable</li> </ul> </li> </ul>	January 1, 2017	January 1, 2016	Management	In progress
<p><b>Accessible Website</b> Ensure Five Counties’ website is compliant with WCAG 2.0 Level AA</p>	January 1, 2021	March 31, 2021	Comm. Coord./ Manager, IT	In progress

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**IDENTIFICATION OF BARRIERS**

**Aim:**

This section describes the measures to identify, remove and prevent barriers, including but not limited to people with disabilities, who work in or use the Centre, including clients, and their family members, staff, students, volunteers and members of the community. The accessibility plan addresses architectural, environmental, attitudinal, financial, employment, communication, transportation and community integration barriers that may be experienced.

The 2020 -2024 Multi-Year Accessibility Plan details accessibility issues which need to be addressed, outlines the communication plan for disseminating the plan and summarizes the next steps to be followed in furthering our accessibility planning.

**Objectives:**

This plan:

- Describes the process by which Five Counties Children’s Centre identifies potential barriers within the facility.
- Describes the measures Five Counties Children’s Centre will take in the coming year to identify, remove and prevent barriers, including but not limited to people with disabilities.
- Describes how Five Counties Children’s Centre will make this Accessibility Plan available to the public

**Responsibility:**

The Accessibility Committee is responsible for developing and monitoring accessibility within the Centre.

The Accessibility Committee:

1. Identifies barriers that will be removed or prevented, seeking input from employees, persons served and the community.
2. Reviews and lists policies and programs, practices and services that cause or may cause barriers including but not limited to people with disabilities.
3. Describes how these barriers will be removed or prevented.
4. Prepares a plan and makes the plan available to the public.

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The Accessibility Committee consists of:

<b>Chief Executive Officer</b>	Scott Pepin	<b>Director, Clinical Services</b>	Darlene Callan
<b>Director of Fund Development</b>	Lyn Giles	<b>Communications Coordinator</b>	Stephenie Bowie
<b>Manager, Information Technology</b>	Elizabeth Martinell	<b>Manager, Finance and Administration</b>	Bill Parrington
<b>Supervisor, Facilities Managers</b>	J. W. Weitz	<b>Manager, Human Resources</b>	Cindy Carveth
	Marika Beaumont, Elizabeth Carmichael, Elizabeth Martinell, Nancy Thompson Alex Cranfield		

**Barrier Identification Process:**

<b>Process</b>	<b>Description</b>	<b>Status</b>
Accessibility Committee	The Accessibility Committee will review previous plans and will identify additional barriers	Ongoing
Input from Employees	Managers will invite employees to provide input in the identification of barriers, yearly at a Site Meeting. Employees may also identify barriers to their managers as they occur.	Annual and ongoing
Employee Survey	Review of AODA Customer Service guidelines yearly at Site Meetings and ask for staff input.	Annually
Consultation with Clients/Families	Create process for yearly tour/review of site and processes with client/family representative and link with Accessibility Advisory Committee of Peterborough	Ongoing
Input from Client, Families; other Stakeholders	Stakeholders may identify accessibility issues through the Centre’s Client Compliments and Complaints Process	Ongoing
Joint Health and Safety Committee	Accessibility issues impacting Employees, Clients or Visitors may be identified by: <ul style="list-style-type: none"> <li>• Workplace inspections conducted by the JHSC</li> <li>• Input from committee on potential barriers discussed at each meeting</li> <li>• Analysis of Incident/Accident reporting</li> </ul>	Monthly Quarterly Annually
Client Quality and Safety	Accessibility issues impacting Clients or Visitors may be identified by: <ul style="list-style-type: none"> <li>• Analysis of client Incident/accident reporting, complaints to Program and Services Advisory committee and surveys</li> </ul>	Annually

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**Timelines:**

The plan will be reviewed by the Accessibility Committee according to the timelines that have been identified.

**Communication:**

This Multi-Year Accessibility Plan is posted on the Centre’s website and is available in accessible formats upon request. It is reviewed and updated at least once every five years. We would identify these issues with our funding sources.

**Identified Barriers and Action Plan:**

Domain Area/ Type of Barrier	Barrier Identified	Action Plan	Individual(s) Responsible	Budget Required	Target Date	Completed
<b>Architectural</b>	Manual flush toilets, may be a barrier to individuals with physical limitations	Investigate toilets with automatic flush, and budget implications, to incorporate into replacement plan	Super., Facilities	TBD	As toilets are replaced. Some are not replaced based on client sensory issues or site limitations i.e. Lindsay and Cobourg	Complete in Peterborough

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Domain Area/ Type of Barrier	Barrier Identified	Action Plan	Individual(s) Responsible	Budget Required	Target Date	Completed
<b>Architectural</b> cont’d	Reception area in Cobourg & Lindsay not accessible for clients.	Investigate costs of accessible reception areas; request infrastructure money	Mgr., Fin. & Admin.	TBD	Ongoing	Complete
	When an accessibility feature at a site is not available	<b>Entry/Exit:</b> When an automatic door function is disabled, signage will be posted to indicate the problem, apologize for the inconvenience and explain the alternate supports for entry/exit. Staff may be placed at the door to manually open/close the door for anyone entering the building who requires assistance normally offered by the automatic door function. This can be enabled by use of a doorbell (if available), placing staff to have a visual sight line with the entry, or propping the door in an open position. If an entry/exit becomes totally inaccessible (blocked), an alternate entry will be provided that is accessible or clients will be notified that the scheduled appointment/activity will be moved to another location until access is available.	Mgr., Fin. & Admin./ Super., Facilities/Site Managers	TBD	Ongoing	

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Domain Area/ Type of Barrier	Barrier Identified	Action Plan	Individual(s) Responsible	Budget Required	Target Date	Completed
Architectural cont’d		<p><b><u>Elevator:</u></b> When the elevator is disabled, there will be appropriate signage posted and all clients/patrons requiring the use of the elevator will have their scheduled activity moved to the main floor.</p> <p><b><u>Washrooms:</u></b> Accessible washrooms that are identified as ‘out of order’ will have appropriate signage posted and clients/patrons will be directed to another washroom that is deemed accessible or provided with a suitable alternative (i.e. a plinth or commode chair in a treatment room that allows for privacy).</p> <p><b><u>Parking lot:</u></b> If a parking lot is not accessible, signage will be placed at the entry and an alternate location for parking that is accessible will be offered or the client will be contacted by phone and an alternate site for the scheduled activity provided. If an item is being delivered to the site, the delivery will be accepted by a staff member going out to the vehicle so that the client/patron doesn’t have to exit their vehicle.</p>	Mgr., Fin. & Admin./ Super., Facilities	TBD	Ongoing	

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<b>Architectural cont’d</b>	When an accessibility feature at a site is not available	<b>Minden Site:</b> Due to Covid-19, temporary use of a leased, shared building to provide support; actively pursuing a more accessible place <b>Campbellford Site:</b> Entrance not accessible, need to use front entrance of hospital; snow plowed into accessible parking space	Site Manager  Super., Facilities		TBD  Winter 2021	
	When there is a new build	<b>Therapeutic Outdoor Space:</b> Will be created in Peterborough which will meet accessibility standards	Super., Facilities/ Site Manager	To be included in build budget	Summer 2021	Ongoing
<b>Environmental</b>	Ice/snow removal	Volume of ice/snow can create challenges with ice on parking lot/sidewalks. Continue to monitor compliance of hired services with expectations of compliance with Occupational Health and Safety Act	Super., Facilities/ Site Managers		Ongoing	
	Staff with hearing concerns have difficulty at large staff and/or site meetings	Use microphone at staff meetings and ensure speakers are in place at back of larger rooms; use of speakers at turbo meetings and increased number of projection devices for written information	Super., Facilities/ Site Managers		Ongoing	

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<b>Environmental cont’d</b>		Put meetings into individual rooms to eliminate competing sounds.	Management		Ongoing	
		Include slide at beginning of meetings with a reminder of meeting etiquette.	Management		Ongoing	
	Staff and Clients with hearing issues may not hear an alarm or announcement for an emergency situation	<p>Strobe lights come on with fire alarm bells in Peterborough; incorporate into other sites as money available.</p> <p>Issues in all sites with some staff not hearing paging/announcements of emergency situations; use of noise-cancelling headphones allowed only if someone else in same office (headphone buddy).</p> <p>Staff will be reminded annually at a staff meeting that if they are wearing noise cancelling headphones on-site, they must have a headphone buddy in the office with them at all times in case of an emergency</p>	<p>Super., Facilities</p> <p>Management</p> <p>Management</p>		<p>Complete</p> <p>Ongoing in all sites</p> <p>Annually</p>	Complete in Peterborough, Cobourg and Lindsay

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Domain Area/ Type of Barrier	Barrier Identified	Action Plan	Individual(s) Responsible	Budget Required	Target Date	Completed
<b>Attitudinal</b>  *AODA Accessible Customer Service Standards and Training	Staff may have biases, be unaware, or lack understanding of or sensitivity to issues that may influence the manner in which they serve persons with disabilities (e.g. physical, mental health, intellectual)	Review cancellations and analyse trends to determine if barriers to service exist.	Site Managers		Annually	
		Review with staff their responsibility to contact families who may not attend appointments (annually at site meetings).	Program Managers		Annually/ Ongoing	
		Analyze reasons for discharge to isolate those who are discharged for no contact.	Program Managers		Annually/ Ongoing	
		Continue with Accessible Customer Service Standards Training for all employees, students and volunteers/Refresher Training for all staff - emphasis on adults as well as children  Annual review at Site Meeting for all staff	Mgr., HR Resources  Program Mgrs.		Ongoing/ Annually  Annually	

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<b>Financial</b>	Access to service is impacted by insufficient Centre funding to meet demand and waiting lists	Continue to support fundraising efforts on behalf of children	Fund Development		Ongoing	
		Continue to prioritize waiting lists to ensure highest need children receive service promptly	Intake Staff		Ongoing	
		Continue to participate in provincial advocacy through EKO	Chief Executive Officer		Ongoing	
	Equipment Costs may be prohibitive to some families	Continue to loan to families who have no alternative to funding (Equipment Loan Program) and/or who have don’t have technology	Centre Staff		Ongoing	
		Continue to support and/or direct families to sources of financial supports for equipment, where possible	Social Workers		Ongoing	
<b>Employment</b>  *AODA Modified Recruitment and Hiring Process	Need to accommodate needs of individuals with disabilities during recruitment	Continue to develop accommodation for recruitment, and upon hiring where required	Mgr. HR		Ongoing	

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Domain Area/ Type of Barrier	Barrier Identified	Action Plan	Individual(s) Responsible	Budget Required	Target Date	Completed
<b>Employment</b> cont'd  *AODA Written process for developing and documenting individual accommodation plans for employees with disabilities	Document individual accomm. plans for employees with disabilities	Continue to comply with policy and procedures to address accommodation plans, where required	Mgr., HR/ Program Managers		Ongoing	
*AODA Individualized emergency response info when required	Not all employees will self-identify need for individualized emergency response info when required	Continue to encourage employees to self-identify if individualized response is required during emergency procedures, and to communicate to HR/Managers	Mgr., HR/ Program Managers		Ongoing	

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<b>Communication</b>  *AODA Accessible Web and web content	Monitor website to ensure accessibility	Continue to ensure monitoring of website by external provider	Mgr., IT/ Comm. Coord.	TBD	Ongoing	
*AODA Process for accessible formats	Accessible formats required for persons with disabilities	Continue to post materials on website and provide hard copy and other accessible formats as requested	Comm. Coord.  Managers (other formats)		Ongoing	
*AODA accessible feedback processes	Feedback processes must be accessible to persons with disabilities	Continue to provide means of providing feedback on accessibility via Compliments and Complaint Policy, Accessible Customer Service Policy and Parent Advisory Volunteers	Staff/Program Managers		Ongoing	
*AODA accessible formats for emergency information	Providing emergency information/ site closures needs to be accessible to all	Continue to post emergency information (e.g. Centre closure due to weather, elevator out of service at Lindsay site) on Centre website, media (radio)  Change voicemail messaging	Comm. Coord.  Site Managers/ Admin. Team		Ongoing	

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<b>Communication cont’d</b>	Challenges communicating with families who use mobile phones (no voicemail, usage limits)	Therapists will ask families to identify alternative contact methods, where indicated (e.g. texting).  Admin staff/booking identify this with families, at intake	Clinicians/ Admin. Team		Ongoing	
		Explore options for texting appointments only	Program Managers		2016	Implemented in all sites
	Individuals with hearing impairments may not be able to participate fully in family education sessions	Therapists will ask families to identify alternative communication methods including the use of Teams speech to text conversion in recorded sessions  Admin staff/booking identify this with families at intake	Clinical Staff/Admin. Team		Ongoing	
	Some families do not have internet access	Continue to make information available to families in various formats	Clinicians/ Program Managers		Ongoing	

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	Individuals who use AAC may not be able to reliably use a telephone to communicate with their service providers	Determine a process for secure email or text communication with these clients	Privacy Committee, Program Managers		Ongoing	
<b>Transportation</b>	Some families challenged by lack of transportation system to travel to appointments	Continue to accommodate on a case by case basis by offering alternative treatment plan or attend appointments at Hubs	Clinical Staff		Ongoing	
	Some families challenged by inadequate disabled transportation system which impacts their ability to attend appointments	Continue to accommodate on a case by case basis by offering alternative treatment plan	Clinical Staff		Ongoing	

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<b>Community Integration</b>	Recreation programs are not always accessible and affordable, especially in rural areas	Continue to advise families of recreational opportunities that can accommodate the needs of individuals with disabilities	Social Workers/ Therapeutic Recreation Staff		Ongoing	
		Continue to support families in locating affordable programs or in funding to assist with participation.	Therapeutic Recreation Staff/Social Workers		Ongoing	

*Revised: December 2020*