

**Accessibility Plan  
1/16/2022**

This agency and the Board of Directors are committed to removing architectural, attitudinal, employment, and any other barriers that may confront the persons served, the personnel of the organization, and our stakeholders.

This agency and Board of Directors are aware of the applicability of the Americans with Disabilities Act of 1990 in ensuring reasonable and appropriate access for handicapped/disabled persons who are employees or consumers/clients at agency sites. The agency adheres to a policy of nondiscrimination in its employment and service practice.

This agency's accessibility is reviewed annually by the Executive Director and a report with any recommendations is submitted to the Board of Directors.

Upon request, persons with a disability which prohibits accessing services at an agency location, will have programs and services provided to them in a place which can accommodate their particular needs. Staff members are always available to assist when necessary.

**Architectural Barriers:**

Walkways, curbs, parking areas, designated reserved disabled parking, and designated entrances/exits are wheelchair accessible and/or navigable or an accessibility action plan will be written with timelines and actions required for removal of existing barriers. Upon request, persons with a disability which prohibits accessing services at an agency location will have programs and services provided to them in a place which can accommodate their particular needs.

February	2016	We installed a wheelchair ramp on the side of the building.
February	2016	Handicap parking was refurbished to add space for 1 vehicle near the office entrance.
August	2017	We repaved the parking lot.
October	2017	We purchased an accessible company vehicle to transport clients with disabilities.
January	2018	We expanded 1 of our bathrooms to make it ADA compliant.
January	2018	We added soundproofing to our meeting rooms.
February	2018	We remodeled to provide more offices with handicap accessible doorways.
January	2019	We remodeled to provide access to a pharmacy and additional offices.

**Environmental Barriers:**

This agency strives to maintain an environment that is clean and sanitary. Ongoing efforts occur directed at keeping the premises free of dangerous material and situations for the persons served and employees. Additionally, care is taken to ensure that all premises are furnished and maintained in a manner that provides a comfortable and confidential environment for both employees and consumers. Refer to the Risk Management Plan for additional details.

Annually	Supervisors and staff will participate in Bio-Hazard trainings.
Ongoing	Chemicals are secured away from the public.
Ongoing	Property is inspected for potential environmental concerns; violations are rectified immediately.

Ongoing		An agreement is maintained with the City of Del City for disposal of any environmental code violations and/or chemicals.
March	2020	Landscaping was redesigned to better accommodate wheelchair access on sidewalks.
July	2021	Landscaping was redesigned to allow for better view when accessing the road from the parking lot. Trees that were visual barriers were removed and different vegetation was installed.

**Attitudinal Barriers:**

Attitudes and opinions held by staff that create barriers to accessing services will not be tolerated at this agency. All staff members are responsible for adhering to the agency’s policies and procedures by reporting any item, policy, procedure, incident, attitude, or issue which creates a barrier for persons seeking services or employment. The Agency Administrator or designee may request that the employee make the report in written form. A response to the report will occur within three working days and will be placed on file along with the report. Confidentiality of the person making the report will be maintained.

Staff members will present to various public groups insights about the persons served to help bring better understanding and less criticism of those whom we serve. The staff members belong to various community groups and committees that maintain relationships with local schools and employers. Through regular interaction with these groups, this agency helps change attitudes about those whom we serve. The staff will document their attendance and participation in such meetings on the Community Outreach Form. Refer to the Outreach Log for completed sessions.

Ongoing		No official staff grievances were reported.
Ongoing		No negative press was received.
December	2021	Website was redesigned to address wording to present itself in a better light.

**Financial Barriers:**

Life Recovery Services, Inc. believes that the cost of treatment should not be a barrier to people trying to receive help. For those people who are struggling with finances, we will make available payment plans and at times, provide pro-bono services. Clients should contact their counselor and a meeting will be held with the financial director to determine what resources are available.

For clients who need personal items such as clothes or food, staff will make appropriate referrals to other agencies that can assist.

Refer to the financial section of the Strategic Plan and the yearly certified audit report for specific information concerning agency financial status.

Annually		Client fees are reviewed and modified.
Ongoing		Medicaid co-pays may be waived.
February	2017	Agency began utilizing payment plans.
December	2018	Agency began accepting credit cards.
March	2020	Website was updated to allow online payments.
December	2021	Website was redesigned to expand the online store. Notification was placed on the website to address expectations of current fees and explain options concerning payment arrangements. Information was included to address End of Year Giving to the agency for 501c3 tax purposes.

**Employment Barriers:**

Employment opportunities and access to programs and facilities are available to persons regardless of disability, religion, gender, sexual orientation, nationality, race, or creed. Exception to this rule includes individuals who do not meet the necessary qualifications for employment, or clinical/program eligibility for given services. Individuals who pose a direct threat to the health or safety of others that cannot be mitigated by readily achievable modifications in the program’s accommodations, policies, procedures, or by the provision of auxiliary aids may be denied access certain services.

Ongoing Agency phones to make job related phone calls are made available pro bono to indigent clients.

Ongoing Agency computers/internet are made available pro bono to indigent clients.

**Communication Barriers:**

Persons who are deaf or hearing impaired will be provided, as appropriate, with a qualified sign language interpreter. Appropriate telephone equipment is readily available through Cox Communications for the hearing impaired.

Persons who are blind or sight impaired will be physically guided through the facility as needed by a program staff member and will be made aware of necessary treatment and related information through verbal means.

Ongoing A list of deaf interpreters is maintained by the Oklahoma Registry of Interpreters for the Deaf.

Ongoing A list of Spanish speaking interpreters is maintained by the Del City Public Schools.

Ongoing Agency phones to make long distance phone calls are made available pro bono to indigent clients.

November 2017 Agency hired Spanish speaking staff.

December 2017 Agency hired additional Spanish speaking staff.

January 2018 Agency hired Korean speaking staff.

March 2018 Agency hired additional Spanish speaking staff.

May 2018 Agency hired French speaking staff.

July 2019 Agency hired additional Spanish speaking staff.

August 2019 Agency hired Korean speaking staff.

July 2021 Agency hired additional Spanish speaking staff who also speaks Portuguese.

**Technology Barriers:**

Life Recovery Services, Inc. will utilize appropriate forms of technology to bridge the gap to any barriers for accessing services. Staff members are available by phone and email. We may use advertising on the internet as well. Referral sources may email or fax over documentation to request services.

Ongoing Agency computers/workstations are made available pro bono to indigent clients.

Annually Computer software and hardware is reviewed, updated, and/or modified as needed.

March 2021 Agency installed new server hardware and software.

**Transportation Barriers:**

This agency will make all necessary efforts to assist each person served in accessing services. Should a consumer be unable to access services due to transportation issues, attempts will be made to evaluate the situation and assist the consumer with planning to overcome these barriers or access necessary services at another location. If necessary, a referral will be made to an agency that is able to provide necessary services in a location more convenient to the person served.

Ongoing	Staff assists clients with securing transportation via SoonerCare’s Sooner Ride Program. Arrangements must be made at minimum 3 days in advance.
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**Community Integration:**

Life Recovery Services, Inc. will make efforts to our clients to bridge the gap back into the community. We provide self-help groups and peer recovery support specialists that help to assist the clients with finding additional support via 12-step meetings, sponsors, churches, other helping professionals, etc. In addition, we make available opportunities for community service for court-related program requirements.

May	2016	We added a Peer support group for clients age 16 and older.
March	2017	We conducted an Open House to involve and give back to the community.
September	2017	We established an ongoing working relationship with Rightway Medical to provide Medication Assisted Treatment to our clients who have Opioid addictions.
December	2017	We partnered with ThanksforGiving Coat Giveaway to provide coats to needy families in the greater OKC area.
June	2018	We partnered with Bethlehem Star Baptist Church to provide school supplies and information about our program to needy families in the greater OKC area.
August	2018	We partnered with Love OKC to provide food, clothing, agency Information, and resources to needy families in the greater OKC area.
March	2019	We established an ongoing working relationship with Greater First Deliverance Temple.
July	2019	We partnered with Urban League of Greater OKC to provide school supplies and agency information to needy families in the greater OKC area.
July	2019	We partnered with People’s Church to provide school supplies and agency information to needy families in the greater OKC area.
August	2019	We partnered with Greater First Deliverance Temple to provide school supplies and agency information to needy families in the greater OKC area.
August	2019	We conducted an Open House to involve and give back to the community.
December	2019	We partnered with a variety of private donors organized by Shariff El-Assi to provide Christmas gifts to approximately 50 low-income families which have been affected by substance abuse.
February	2020	We established an ongoing working relationship with the

		University of Central Oklahoma to provide substance related education and internships to the Substance Abuse Studies Programs.
December	2020	We partnered with a variety of private donors organized by Shariff El-Assi to provide Christmas gifts to approximately 60 low-income families which have been affected by substance abuse.
March	2021	We established an ongoing working relationship with Scatter Kindness Foundation to assist with treatment options for homeless clients who need substance abuse or mental health treatment at an outpatient level of care.
April	2021	We conducted an Open House to celebrate the opening of the MAT program. We were able to involve and give back to the community.
May	2021	We provided an open forum to educate the community on substance abuse and mental health problems and treatment options within the greater OKC area. We focused specifically on teens and younger children.
June	2021	We established an ongoing working relationship with Baptist Hospital to assist with treatment for their clients who need substance abuse or mental health treatment at an outpatient level of care.
August	2021	We established an ongoing working relationship with DCCCA to assist our clients with free medication lockboxes and medication disposal kits.
August	2021	We partnered with Urban League of Greater OKC, Ebenezer Baptist Church, and Scatter Kindness Foundation to provide school supplies, emergency kits, household items, and information about our program to needy families in the greater OKC area. We hosted 2 separate events at area low-income apartment complexes.
September	2021	We participated in the Prevention & Recovery in the Park event hosted by DCCCA. We provided emergency kits and information about our program to those in attendance.
September	2021	We participated in the Pancakes, Prostates, and Prevention event hosted by the African American Men's Summit. We provided emergency kits and information about our program to those in attendance.
October	2021	We established an ongoing working relationship with Sunbeam Family Services to assist with treatment for their clients who need MAT services for Opioid and Heroin addictions.
October	2021	We participated in the Destiny FunFest event hosted by Destiny Christian Center. We provided games, candy, emergency kits and information about our program to those in attendance.
November	2021	We established an ongoing working relationship with AJC Partners & Friends to assist with treatment for their clients who need substance abuse and mental health services at an outpatient level of care.

December	2021	We participated in the First Sunday Community Day event hosted by Homeland. We provided emergency kits and information about our program to those in attendance.
December	2021	We partnered with Your Key to Change and the University of Central Oklahoma's Substance Abuse Department to provide holiday gifts to senior citizens who reside in assisted living locations.
December	2021	We partnered with a variety of private donors organized by Shariff El-Assi to provide Christmas gifts to approximately 65 low-income families which have been affected by substance abuse.

**Other Barriers (Identified by the persons served, personnel, and other stakeholders):**

Life Recovery Services, Inc. is always open to hearing about the concerns from the community. Clients, staff, and stakeholders are given the opportunity to provide suggestions regarding needed services, improvements, concerns, barriers, etc. This agency will make every effort to ensure that these suggestions/concerns are identified, reviewed, and evaluated. A decision will be made/documentated to address it accordingly. If modifications can be made, staff will do so. If accommodations are not available, appropriate referrals will be made.

**Americans with Disabilities Act - Reasonable Accommodations:**

Agency personnel are aware of the applicability of the Americans with Disabilities Act in ensuring reasonable and appropriate access to services and employment. The Agency Administrator or designee will present the policies, plans, and procedures to the Board of Directors for approval and adoption.

These policies, plans, and procedures will be reviewed annually by the Agency Administrator or designee and revised as necessary then presented to the Board of Directors for further consideration. This agency adheres to a nondiscrimination policy in its employment and service practices.

If it is determined that this agency cannot meet the needs of the persons served, and internal resources are not readily available, this agency may refer the consumer to an agency that is more appropriate to better meet their needs. For those consumers whose disabilities prevent them from accessing services at any of the agency's sites, action will be taken to provide services in an agreed upon accessible location. If a person is referred to another agency that can better meet their needs, they will be notified of the reasons for referral. The reasons for referral, notification or referral, the agency the person was referred to, the date(s) of admission request, and referral to the other agency will be documented on an information and referral form. The number of these referrals will be provided to the Leadership Team in conjunction with the monthly statistical report. All discussion regarding accessibility will be documented meeting minutes.