



LAKEMARY  
CENTER

# Accessibility Plan

## 2024

Developed & updated by the Accessibility Committee:

Compliance: Teresa Galutia & Jamee Engleby,

Safety & Risk Management: Hayley Stoneking & Ed Beaudry

With valuable input from:

Administrative: Karen Kilbourn, Tracy Price, Jean Hoyt, Teddi Hernandez

HR: Brent Kempfe

IT: Josh Patterson

Facilities: Kevin Hosley,

Transportation: Jeff Priddy

and other Lakemary stakeholders

Originated: April 2000

Reviewed:

Revised: 10/06, 08/08, 07/09, 01/10, 01\11, 02/12, 2/13, 4/14, 6/15, 3/16, 7/17, 6/18, 07/21, 10/21; 03/23; 03/24

© All rights reserved.

Lakemary Center, Inc.

**Mission:** Empowering children and adults with intellectual and developmental disabilities to achieve their individual potential.

**Vision:** Creating a world of inclusion and acceptance for people with intellectual and developmental disabilities.

### **Lakemary C.A.R.E.S. Values**

**C – Community:** Strive to better the Lakemary Community. Speak about others and Lakemary in a positive manner. Seek opportunities to collaborate with other team members and departments. Effectively communicate information between staff members in a timely manner.

**A – Adapt:** Modify how the job is implemented depending on the needs of the organization, department, and those we support. Remain flexible by being open to new ideas and ways of doing things. Ask for help from peers when needed. Promote positivity in times of change.

**R – Respect:** Foster growth among our peers and those we support. Remain open and receptive to the input of others. Promote a judgment-free atmosphere. Maintain confidentiality of those we support.

**E – Empower:** Maintain a strengths-based perspective focus on abilities. Lead by example. Promote independence for those we support. Always look for opportunities to make a difference.

**S – Support:** Give people tools to succeed. Support people when they're succeeding and struggling. Help your peers, even if its with something outside of our assigned job duties. Aid in daily tasks ie., cleaning, paperwork, and communication.

## Identification of Barriers

1. Issues pertaining to accessibility will be discussed at management meetings on a recurring basis at least each month as new concerns arise and to recognize progress made towards existing barriers.
2. The Accessibility plan will be reviewed at least quarterly by the Accessibility Committee and at least annually by the Executive Team.
3. The Accessibility Committee meets at least quarterly to ensure continual updates are documented, with representation from areas: Adults, Childrens, Safety, and Risk, with necessary input from Executive, Health Services, IT, Facilities, Accounting, etc. The committee will follow a standing agenda to review accomplishments, action items, and continual barrier identification.
4. The Committee invites representatives from all departments to their January meeting for the development of the new year's plan and request email updates as removal of barriers occur. The Committee documents these barrier-removal activities throughout the year. If a barrier is still being worked on at the end of the year, that barrier will be carried over onto next year's Accessibility Plan.
5. Lakemary Center provides reasonable accommodations to ensure individuals who meet our eligibility criteria for children's PRTF, adult day service, or adult residential programs can access our services.
6. Lakemary Center provides reasonable accommodations to employees as needed and appropriate.

## Architectural Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
ADA Accessible Parking	Limited accessible parking is available for all LMC campuses.	<p>1 Olathe facilities are rented, not owned. Plan for advocacy for additional parking at the new future Olathe site.</p> <p>2 Review parking after construction of new PRTF facility is complete.</p>	<p>1 Review in 2024 after construction on Paola PRTF campus is complete.</p> <p>2 Plan for parking and expansion at new future Olathe, TBD.</p>	<p>1</p> <p>2</p>
Drainage issues and flooding	Sidewalk between school and Brotherton floods routinely and collects excess water	Establish routine maintenance and cleaning of drains at least bi-weekly.	<p>1 Build Retention Ponds</p> <p>Ongoing, perform when mowing occurs. Maintenance has started this, and they will create a re-occurring ticket in April 2023.</p>	<p>1 Apr 2023 Completed</p> <p>Ongoing maintenance</p>

## Communication Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Encryption of EPHI	Looking for ways to further safeguard EPHI	Implement new encryption system that will double-check contents of emails & highlight EPHI & not let emails be sent without encryption	May 2024	Apr24 purchase software
Intercom system	Current intercom system relies on phone usage and does not reach all areas to communicate urgent / emergency messages	Intercom or other system  Grants for emergency communication & org-wide communications, 3 bids out  Use Safety Expo to provide education on communication options	Establish new staff and ongoing training through Paycom. Communication with updates to staff will be ongoing. Depend on receiving. implementation possible Oct 24	Mid-May 24024 grant submission
Emergency Drills	Additional training on emergency drills is required for consistent approach across all 24 locations in two counties.	HR, Risk Manager, and Safety Specialist to set up meeting with Paycom representative and any other key leaders to learn how to convert/set up training for emergency drills within LMC's online platform.  Develop a process to ensure  Leadership supports implementation	ALICE Training is starting across the organization for all staff at all locations effective April 2023.  Need to continue ALICE training  Need to identify & train another trainer  Plan for other emergency drills, quick reference guides, and safety hubs are in the approval process effective May 2024.  Work process planning occurred in March 2023 for Risk & Safety issues.	Apr 28, 2023 Initial ALICE training completed for all staff. Interactive & scenario-based

<p>Staff training is conducted by many individuals and inconsistency occurs</p> <p>** Cross-reference to Employment barriers**</p>	<p>Training needs updated</p>	<p>Update of NEO &amp; ARA Setup meeting with Paycom representative and any other key leaders to learn how to convert/set up training for all required NEO training and ARA training within LMC's online platform.</p> <p>Involve key staff and leaders organization-wide in the development of content to best suit their location through staff surveys and meetings.</p>	<p>Update NEO and ARA training to fit online format by Winter 2024.</p> <p>Feb 2024 Research KnowBe4 training to provide consistency &amp; online training options</p>	<p>Oct 2023 revamp of NEO content Completed</p> <p>Mar 2024 purchase KnowBe4 training package, May 24 roll out w weekly Diversity training. June 2024 HIPPA, Policy Committee to determine sequence</p> <p>Apr 2024 CARES Kudos Staff incentive program for going above &amp; beyond, with a store to spend kudos in</p> <p>May 2023 BHT &amp; June 2023 DSP Career Ladders re-vamped &amp; re-initiated. 2<sup>nd</sup> Class started Mar 2024</p> <p>Apr 2024 Leadership booster classes initiated</p>
<p>Info sharing: Service/ Support Access, Marketing info to families of adults seeking support</p>	<p>Find an efficient &amp; effective way to share what Lakemary AS has to offer, making face-to-face contact with families, on a widespread basis</p>	<p>Plan &amp; implement Tour Days in both JOCO &amp; MICO for AS, to include tours &amp; info sharing</p>	<p>1 Fall 2023</p> <p>2 With a plan to hold them 3 times a year depending on openings</p>	<p>1 9.20.23 JOCO Tour 11.9.23 MICO Tour</p> <p>2 2.28.24 JOCO Tour 2.29.24 MICO Tour</p> <p>2 Tours will continue generally 3 times a year ongoing</p>

# Environment Barriers

- Location of services, accepting kids from other states, transportation to/from other states

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Olathe Campus is spread across multiple locations and the organization has locations across 2 counties	3 Johnson County office locations & 7 residential group homes	Find central location for all adult services in Johnson County	1 Ongoing – plan is to identify this location and merge into one central campus by 2025, once all building and construction is complete for Children’s Program in Paola.	1 3.1.24 Children’s building complete  Feb 2024 Board task force approved to start JOCO Strategy Task Force
AED Equipment	AED batteries coming into end-of-life usage  Choking incidents occurring	1 Research cost of new batteries vs cost of new AEDs, looking for grants (16 units+ 16)  2 Research cost of LifVacs to place in each area	1dt 16 2024-25 budget , 2 <sup>nd</sup> 16 looking for grants, rotating for 10yr shelf life  2 Apr 2024 Cost estimate, July 2024 purchase	
Completion of all CARF-required Safety Drills as scheduled by Safety & Risk	Inconsistent completion & recording	Put drill requirements into Paycom requiring staff to sign off & acknowledge their understanding	May 2024	
Consistent access to residences so ensure all residents have personal access	Not everyone has keys as keys are easily lost	Research access options & implement	Dec 2024 (Heather)	Apr 2024 Verkada badges installed at 306 & 306 Paola complete
Lifeguard tools	Consistent attire will help swimmers recognize lifeguards  Need for updated equipment for safety purposes	Purchase new equipment and supplies: Lifeguard station, life jackets, whistles, FA kits, other responder equipment, matching swimsuits	May 2024	

## Attitudinal Barriers

- Preconceived opinions or unconscious biases that people may hold of persons with disabilities or those who work with them.
- Any education/events /communications shared with the community about Lakemary Center

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Workplace culture with high turnover	Young population of staff with limited life experience.	<p>1 Orient staff to Lakemary campus over 2-week training period</p> <p>2 Continue CARES Sponsor Program for new staff. Support to new staff includes weekly check-ins, offering support and coaching, and professional development.</p>	<p>Ongoing</p> <p>Continue CARES sponsor program</p>	<p>Apr 2024 97% retention rate</p> <p>Ongoing</p> <p>July 23 United to the Summit mtgs</p> <p>July 23 Mountain Movers peer-to-peer nominations &amp; recognitions</p> <p>Apr 24 CARES Kudos</p> <p>Mar 23 CARES Sponsors</p> <p>Sept 24 New Eval Process w continual feedback</p> <p>Oct 22 Staff Support meetings!</p>
Person-first language	Historically, persons receiving support have been identified collectively as “client”, “consumers,” and “individuals.” Will place added focus on ability, as opposed to disability, Adults supported will be referred to by their names, or collectively as “people” or “persons we support”	<p>CARES Program has been developed with focus on universal &amp; respectful language, focusing on individual strengths &amp; abilities.</p> <p>Policy Committee has been through one cycle of revising policies to person-first language. This will continue through 2024 to ensure all changes were made.</p>	<p>See above for CARES</p> <p>Dec 2024</p> <p>Ongoing</p>	<p>See above</p> <p>Monthly</p> <p>Ongoing</p>

		<p>AS: Continue refining Final Rule training to ensure new staff are educated &amp; veteran staff are continually refreshed</p> <p>AS: Ensure a person-first, ability-focus, becomes the normal culture, &amp; is reinforced in ALL trainings, meetings, conversations, coaching, etc.</p>	Ongoing	Ongoing
Unconscious bias	NEO training emphasizes recognition of unconscious biases present among staff	Staff participate in ongoing, annual unconscious bias training	Initiate by 2024	<p>1 Mar 2024 Advanced PBS &amp; Unconscious Bias training for AS Leadership</p> <p>May 2024 KnowBe4 Unconscious Bias training</p> <p>Ongoing refreshers for ALL staff on PBIS &amp; Trauma Informed Care</p>
Perception of persons supported in the community	Community Emergency Response teams: Due to the unique emergency support needs of people supported at Lakemary, education and team building with emergency responders will build needed individual responsiveness	Network with EMS, Sherriff, & police force to promote education & understanding of IDD & trauma-informed care so they can more proactively respond in crisis situations	??? (Apr -June 2024) KDADS Grant to put together training & care kits for folks in crisis	
Collaboration organization-wide between departments	Previously collaboration between Adults & Children's programming has been limited, however departments are actively seeking collaboration across	Increase collaboration	As opportunities present: ongoing	<p>Ongoing-Safety &amp; Policy Committees</p> <p>Oct 2023 Collaborative Leadership Career Ladder</p>



	the organization as well as between departments to better utilize staff expertise and experience.			Oct 22 Explorers initiative  23 Accessibility Planning Group  23 updating NEO
Community Emergency Response Teams	Due to the unique emergency support needs of people supported at Lakemary, education and team building with emergency responders will build needed individual responsiveness	Network with EMS, Sherriff, & police force to promote education & understanding of IDD & trauma-informed care so they can more proactively respond in crisis situations		

## Financial Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Budget	Budgetary constraints	Fundraising Gala & Golf  Grant writing	Apr & Oct 2024	Apr 2024 Boots & Bowties  Oct 24 Golf Tourn
Reimbursement rate	Lack of ongoing rate increases, until there is a process in place to routinely evaluate, it will continue to be a barrier	InterHab advocating at the legislative level.	Ongoing	ongoing

## Employment Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Low staff retention & high turnover	Recruitment efforts at LMC are continuous and new employee	Implement revised annual staff performance review	Sept 2024	Mar 2024 training on new process complete, New process available to

	orientation occurs weekly.	format prioritizes the C.A.R.E.S. values  Other staff support initiatives		use Apr2024, w full implementation slated for Sept 2024
Ensure competitive wages	Hard to attract & retain staff	Raise wages when budget allows	July of each year	Between 2021 & 2024 Raised DSP/BHT starting wage by \$5 an hour

## Technology Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
<i>Badge readers</i>	Not all houses & environments use badge readers  Inconsistent entry systems across LMC organization due to some facilities being rented and not LMC property.	Utilize keys for short-term building access. A new system can be installed once the new JoCo building is obtained.	June 2024 Paola	Mar 2024 New badge Readers completed. installed in Admin building, in MICO AS building, & 306 & 308 Paola
Cameras – no med room cameras in residential houses	A lack of cameras in critical spots such as med rooms has caused some medication errors to be reported by the adult program Leadership.	Look for funding options, then purchase & install	When funding becomes available	

## Transportation Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Accident reporting	There could be further definition and	Transportation & COO will review &	May 2024	

	detail in the process for reporting of transportation accidents	revise procedure to add detail and direction to the process & will ensure all staff are trained on new process.		
Transportation alternatives in MICO	Lack of transportation alternatives in MICO	Search for alternatives to include taxi, AAA, natural support, etc.	1 Spring 2024 & on-going	Ongoing Apr 2024 addressing transportation, if there are issues, in the PCSP process
Fleet Management	The current system does not effectively meet our increasing need	Research & implement a new system that will meet our needs consistently	Apr 2024 to test new system: Fleetio	
(See Community Integration) Getting kids from the Children's program out in the community	Not enough transportation opportunities to access the community		ongoing	Aug 2020: AIM program initiated as a transition program 18-21 in the school, vocational focus

## Community Integration Barriers

BARRIER	FINDINGS	PLAN OF ACTION	TIMELINE	PROGRESS MADE
Staffing /Natural Supports				
Limited recreational activities near Paola, KS	Adult Program: Activities or events are created for all persons; any local events are options for adults in Paola	Enrichment Specialist will develop a menu of opportunities, provide education on opportunities, & assist with planning for participation  Utilize events in the KC metro area  Adults join in Gala activities	Mar 2024 interview for Position  Apr 2024 Enrichment Specialist to begin  Apr 2024 Boots & Bow Ties	Mar 2024 hired an Enrichment Specialist
Behavioral support		Research alternatives for additional behavioral support	On-going: Utilize BCBA & Therapy support from LMC's PRTF	On-going: Utilize BCBA & Therapy support from LMC's PRTF

			Grant position in JOCO for BCBA consultation  Mar 2024 Parsons consultations	
(See Transportation) Getting kids from the Children's program out in the community	Not enough transportation opportunities to access the community		ongoing	Aug 2020: AIM program initiated as a transition program 18-21 in the school, vocational focus