

# DREAMWEAVERS UNLIMITED, INC.

## Accessibility Plan 2023

The following serves as Dreamweavers Unlimited's Accessibility Plan for the 2023 year. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

Dreamweavers Unlimited is committed to providing an organizational milieu that seeks to accommodate the needs of all persons served, employees, and stakeholders. Central to this commitment is the removal of architectural, attitudinal, employment, and other barriers that may impede full access to the services and programs of the organization.

This Accessibility Plan corresponds to Dreamweavers Unlimited's internal evaluation of barriers through the use of facility inspections, assessments of need, and consumer, stakeholder, and employee feedback. The Accessibility Plan is an annual plan, reviewed and endorsed by Quality Assurance/Improvement Committee.

The Accessibility Plan for the Fiscal Year 2023 is as follows:

### **1. ARCHITECTURAL:**

Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder and consumer feedback. The Quality Assurance/Improvement Committee and the Health and Safety Committee provide ongoing monitoring of conditions within the organization that serves to improve access. The organization's leadership conducts long and short range planning meetings that routinely include assessment of architectural needs and related costs analysis.

### **2. ATTITUDINAL:**

Dreamweavers Unlimited seeks to reduce the stigma associated with persons who have mental illness, I/DD, and substance use problems, and to promote their inclusion within the community.

### **3. FINANCIAL:**

Dreamweavers Unlimited seeks to reduce and/or eliminate financial constraints that may restrict the ability of all eligible clients to access any services consistent with their needs and preferences.

#### **4. ENVIRONMENTAL:**

Dreamweavers Unlimited believes that the environment in which services are provided reflect the cultures and cultural customs of the persons served, and in addition are conducive to providing a comfortable and confidential setting for persons served and employees to achieve their highest potential.

#### **5. EMPLOYMENT:**

Dreamweavers Unlimited strives to maintain a diverse workforce sensitive to the unique needs of persons served and representative of the community it serves. In addition, Dreamweavers Unlimited strives to hire and maintain the highest of quality of employees available in the labor market.

#### **6. COMMUNICATION:**

Dreamweavers Unlimited seeks to provide open channels of communication that allow persons served, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. In addition, Dreamweavers Unlimited seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being.

#### **7. TRANSPORTATION:**

Dreamweavers Unlimited seeks to ensure that persons served are not limited by a lack of personal transportation options or by options that may not accommodate their disabilities and that transportation systems fully accommodate any community member seeking to access Dreamweavers Unlimited services.

#### **8. OTHER AREAS:**

In addition to the above specific accessibility goals and objectives, Dreamweavers Unlimited is involved in many ongoing activities and procedures that enhance the accessibility of persons served, employees, and members of the community. Examples include personnel policies (affirmative action/EOE, exit interview process), ongoing outreach activities in all program areas, the utilization of consumer feedback/input processes such as satisfaction surveys, psychosocial assessments, and individual planning, participation in consumer advocacy groups, outcome studies, cultural competency education, and a multitude of other activities that directly facilitate the enhancement of accessibility.

Dreamweavers Unlimited's Quality Assurance/Improvement Committee develops and approves a revised Accessibility Plan each year. The plan is reviewed and approved by the Quality Assurance/Improvement Committee, and is made available to persons served, employees, and stakeholders.

**ACCESSIBILITY PLAN FOR FISCAL YEAR 2023**  
**Dreamweavers Unlimited**

**1. ARCHITECTURAL:**

<b>Goal</b>	<b>Objective(s)</b>	<b>Method(s)</b>	<b>Person(s) Responsible</b>	<b>Target Date</b>	<b>Results</b>
Mulch at preschool	To re-apply mulch to the preschool playground area. To increase aesthetic appeal and to prevent run-off and build up of puddles on playground that prevent use.	1. Research mulch companies 2. Compare costs 3. Select company 4. Apply mulch	Betsy	July 2023	Qt 1: Achieved Qt 2: Qt 3: Qt 4:
Separation wall at preschool for older class	To do away with transformation of the room. To create boundaries between centers. To structure the environment to eliminate distractions within learning centers.	1. Determine where the division should be. 2. Compare costs 3. Select company 4. Construction	Betsy	Dec. 2023	Qt 1: New goal Qt 2: Qt 3: Qt 4:

**2. ATTITUDINAL:**

<b>Goal</b>	<b>Objective(s)</b>	<b>Method(s)</b>	<b>Person(s) Responsible</b>	<b>Target Date</b>	<b>Results</b>
1. Increase social media posts regarding people in our communities with special needs. Include video testimonials from staff/parents.	1. To help reduce stigmas and stereotypes associated with people with special needs. To get first-hand accounts of success stories.	1. Look for articles and stories about people with special needs impacting our communities 2. Post updates weekly on Instagram, Facebook, Google Business 3. Ask staff/clients if they would have/would like to share stories.	Carly, Betsy	Dec. 2023	Qt 1: Ongoing Qt 2: Qt 3: Qt 4:

### 3. FINANCIAL:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
To provide education on Tailored plans	To inform clients how this change could potentially affect their services.	<ol style="list-style-type: none"> <li>1. Research changes that will take place when plans go into effect.</li> <li>2. Share information to DWU clients</li> </ol>	Betsy, Carly, Sarah, Emily	Oct. 2023	Qt 1: Implementation date moved to Oct 1. Qt 2: Qt 3: Qt 4:
Increase access to AAC needs.	To allow clients more access to trial needed devices.	<ol style="list-style-type: none"> <li>1. Reach out to former AAC users for donated devices.</li> <li>2. Research AAC device company policies</li> <li>3. Check with other device companies, other than PRC, to determine if they have trial programs our clients could use.</li> </ol>	Speech Therapists	Dec. 2023	Qt 1: Clinical Director is scheduling staff training for 2 <sup>nd</sup> quarter. Ongoing Qt 2: Qt 3: Qt 4:
Send link to clients with questions about changes in insurance.	To decrease denied claims	<ol style="list-style-type: none"> <li>1. Therapists send link to client prior to each session.</li> </ol>	Therapists and supervisors	Dec. 2023	Qt 1: New goal Qt 2: Qt 3: Qt 4:

#### 4. ENVIRONMENTAL:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
Maintain Communicable Disease procedures for in-office therapy	To make the office a safe space for clients and staff	<ol style="list-style-type: none"> <li>1. Maintain awareness of latest CDC and NCDHHS updates</li> <li>2. Implement and disseminate procedures</li> <li>3. Continue to send out health surveys to speech clients before they come into the office.</li> <li>4. Keep waiting area closed for 2022</li> </ol>	Sarah, Betsy	Dec. 2023	Qt 1: Ongoing Qt 2: Qt 3: Qt 4:
Address flooring at main office	To update office by replacing floor in bathrooms and main office areas	<ol style="list-style-type: none"> <li>1. Determine what areas of the office need the most attention</li> <li>2. Research companies that replace/repair flooring</li> <li>3. Gather estimates and select company</li> <li>4. Replace flooring</li> </ol>	Betsy	Dec. 2023	Qt 1: Ongoing Qt 2: Qt 3: Qt 4:
Purge unneeded and unwanted items in middle suite	To declutter	<ol style="list-style-type: none"> <li>1. Go through items</li> <li>2. Discard/donate unwanted items.</li> </ol>	All staff	Dec. 2023	Qt 1: New goal Qt 2: Qt 3: Qt 4:

#### 5. EMPLOYMENT:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
Fully staff all Services	To provide all services to their full capacity.	<ol style="list-style-type: none"> <li>1. Assess staffing needs per service</li> <li>2. Advertise openings</li> <li>3. Explore creative alternative ways to market positions.</li> <li>4. Survey staff re: reasons they like working at DWU.</li> </ol>	Betsy, Emily, Carly	Dec. 2023	Qt 1: Ongoing Qt 2: Hired Preschool Assistant. Hired 2 CSS staff. Reassignment of roles of key staff resignation (DQA) Qt 3: Qt 4:

Promote DWU staff and educate staff/clients on services provided at DWU.	To promote services and staff to the community so they are aware of services provided and qualified staff on the DWU Team.	1. Request videos from staff. 2. Post on social media 3. Educate staff/clients on services we provide through videos/infographic/etc.	Betsy, Carly, Sarah	Dec. 2023	Qt 1: Ongoing Qt 2: Qt 3: Qt 4:
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## 6. COMMUNICATION:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
Maintain regular communication about relevant insurance plan changes	To inform clients of changes in their care and to maintain consistency of services without interruptions due to surprise changes in insurance.	1. Maintain awareness of proposed changes to insurance plans 2. Notify clients of upcoming changes	Betsy, Sarah	Dec. 2023	Qt 1: Ongoing Qt 2: Qt 3: Qt 4:

## 7. TRANSPORTATION:

Goal	Objective(s)	Method(s)	Person(s) Responsible	Target Date	Results
Explore and inform about transportation services through Tailored Plans	To provide clients with additional options for transportation to medical appointments	1. Research how tailored plans will address transportation 2. Connect clients to information	Betsy, Carly, Emily	Dec. 2023	Qt 1: Ongoing. Implementation date changed. Qt 2: Qt 3: Qt 4:

**8. OTHER:**

<b>Goal</b>	<b>Objective(s)</b>	<b>Method(s)</b>	<b>Person(s) Responsible</b>	<b>Target Date</b>	<b>Results</b>
					Qt 1: Qt 2: Qt 3: Qt 4: