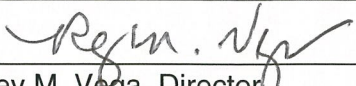


GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER		
TITLE: Accessibility Plan	POLICY NO: AD-33	Page 1 of 3
RESPONSIBILITY: Environments of Care Committee		
APPROVED BY:  Rey M. Vega, Director	EFFECTIVE: 2/8/17	LAST REVIEWED/REVISED:

## PURPOSE:

To provide an accessibility plan that will promote accessibility, improve opportunities and remove barriers in accessing services in the Guam Behavioral Health and Wellness Center (GBHWC). The plan will show how GBHWC will play its role in meeting the requirements of ADA and implement an ongoing process for assessing the accessibility needs of our consumer, personnel and other stakeholders

## POLICY STATEMENT:

- A. Guam Behavioral Health and Wellness Center (GBHWC) strive to meet the needs of its employees and consumers with disabilities. GBHWC is working hard to remove and prevent barriers to accessibility. Our agency is committed to fulfilling our requirements under the Americans with Disability Act of 1990 (ADA) and meeting the standards of the Commission on Accreditation for Rehabilitation Services (CARF). This accessibility plan outlines the steps GBHWC is taking to meet those requirements and to improve opportunities for people with disabilities.
- B. The organization shall implement a continuous process for identification of barriers in the following areas: Architecture, Environment, Attitudes. Finances, Employment, Communication, Technology, Transportation, Community Integration and any other barrier identified by the consumers, personnel and other stakeholders.
- C. The Environments of Care Committee consisting of and not limited to the following members; Health and Safety Officer, Facility and Operations Officer, ADA Officer, Training officer, representative from Management Information System (MIS) and one (1) program manager or clinical supervisor shall develop and review annually the Accessibility Plan.

## DEFINITIONS:

Accessibility: providing the consumers of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service or environment is available to as many consumers as possible. Accessibility can be seen as the ability to access and benefit from a system, service product or environment.

Barrier: are obstacles that limit access and prevent people with disabilities from fully participating in society, including a physical barrier, an architectural barrier, and informational or communications barrier, an attitudinal barrier, a technology barrier, a policy or practice.

## **RESPONSIBILITY:**

### **A. Training:**

1. Shall support and provide educational program to raise and maintain awareness within the department of accessibility issue as they affect clients, residents, patients, staff, volunteers and contracted services.

### **B. Facility and Operations Officer**

1. Shall implement an ongoing process of identification, and correcting of barriers in the physical structure (Architecture) of the Department, transportation and the environment.

### **C. ADA Officer**

1. The ADA Officer shall be responsible for coordinating the efforts of the government entity to comply with Title II of the ADA and investigates any complaints that GBHWC violates regarding Title II.
2. Shall be the contact when someone wishes to request an auxiliary aid or service for effective communication such as sign language interpreter or documents in Braille.
3. Shall efficiently assist people with disabilities with their questions and be responsible for investigating their complaints.
4. Shall conduct an accessibility review in the main facility and satellite offices at least bi annually or as necessary.

### **D. Environments of Care Committee**

1. The Environments of Care Committee shall convene and hold quarterly meetings or as necessary to address accessibility issues and action plan.
2. It shall develop policies, processes and procedures to comply with the accessibility standards as dictated by the Americans with Disability Act 1990.
3. It shall address how input will be solicited from the persons served, personnel, and other stakeholders to assist in the identification of barriers, and take into consideration any accessibility needs.
4. It shall fill up and review accessibility review form ( see attachment I).

## **PROCEDURES:**

### **I. Barrier Identification Methods**

- A. Accessibility Review ( *see attachment II Accessibility Review Form*)
- B. Surveys
- C. Feedback from Accessibility Committee
- D. Review of Consumer, Staff and other Stakeholders Concern through the complaints process.

## II. Monitoring Process

- A. The Accessibility Committee will continue to meet regularly to review the progress of the plan and to identify new initiatives. An annual update will be reported to the Executive Management Committee and posted on the website.

## **ATTACHMENTS:**

*I. 2017-2020 Accessibility Action Plan*

*II. Accessibility Review Form*



Guam Behavioral Health and Wellness Center  
Accessibility Review and Action Plan 2017 - 2020

The purpose of this plan is to promote accessibility, improve opportunities and remove barriers in accessing services in the Guam Behavioral Health and Wellness Center. This plan describes the measures GBHWC will take during the next four (4) year period (2017-2020); to identify, remove and prevent barriers to people with disabilities who access our services and /or provide services to the people that we serve.

### Architectural Barriers

Review/Checklist	Barriers	Plan of Action	Responsibility	Timeline
Architecture / Facilities Checklist	Improve access to main entrance/exit doorways.	Fix threshold so that anyone who uses a wheelchair can enter and exit without difficulty.  Regular Inspection	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Doors and doorknobs need to be replaced.	Replace all doors and doorknobs.  Regular Inspection	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Counters located at the registration and check-in area are too high.	Counters need to be lowered. Currently measured at 43in.	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Lack of space in the seating area; needs improvements.	Seating area needs more space and chairs need fixing. -Seating area is measured at 28in.	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Hazardous objects located in the waiting areas.	Television and magazine racks need to be moved due to a safety purposes.	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Restroom facilities need improvements.	Toilets located on the first floor needs to be higher- currently	Facility Operations/ADA	Inspection; Work



Guam Behavioral Health and Wellness Center  
Accessibility Review and Action Plan 2017 - 2020

		measured at 17in.	Coordinator/ Safety Officer	completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Signs do not meet requirements.	Provide room numbers and Braille on signs.	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Information board/ bulletins are inaccessible by those on a wheelchair.	Information board/ bulletin board needs to be removed from current location and moved to somewhere accessible for others.	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	No rails at the back-entrance ramp	Rails need to placed	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Director's door is not ADA compliant	Door needs to be replaced; too heavy	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Access to pavilion	Create another entrance for consumers; Access from roadside needs to be blocked-not safe	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability
Architecture / Facilities Checklist	Pathway behind DTS is not safe	Area needs to be blocked	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget,

Guam Behavioral Health and Wellness Center  
Accessibility Review and Action Plan 2017 - 2020

			Officer	procurement, and material availability
Architecture / Facilities Checklist	Emergency exits for those on a wheelchair.	Rails need to placed	Facility Operations/ADA Coordinator/ Safety Officer	Work completion based on budget, procurement, and material availability

The department is able to provide adequate support to individuals and adapt to needs. Facilities are appropriately equipped and staffed to meet consumer requirement.

### Transportation Barriers

Review/Checklist	Barriers	Plan of Action	Responsibility	Timeline
Transportation Review	Consumer has no ride or has money for bus fares  GBHWC has no ADA compliant vehicle to transport its residential consumers.	Provide Gas Cards, assist with ride share and coordination with public transportation or private transportation companies;  Budget submitted for approval Fiscal Year 2016 for an approved ADA complaint vehicle	Facility Operations/ADA Coordinator/ Safety Officer	Fiscal Year 2017-2020
Transportation Review	No regular maintenance of old GBHWC vehicles. Lack of Staff in Maintenance Dept.  Staff access of government vehicles	Will partner with the Juvenile Court to assist in the monthly maintenance and service of all GBHWC vehicles.  Maintenance Dept. will schedule regular check and maintenance.  Procurement of new vehicles.	Facility Operations/ADA Coordinator/ Safety Officer  Management	Monthly



Guam Behavioral Health and Wellness Center  
Accessibility Review and Action Plan 2017 - 2020

### Attitudinal Barriers

Review/Checklist	Barriers	Plan of Action	Responsibility	Timeline
Customer, Parent, Stakeholder review (How person with disabilities are viewed and treated by the organization, their families, and the community)	Consumer wanted to handle own situation; Perceived ineffectiveness of tx Stigma; concerned about what others think; Family wanted to stop, receiving services & treatment	-Conduct Annual Survey to Customer, Parent, Family or Stakeholder -Provide family counseling and include in treatment planning	-Quality Improvement Coordinator -Environments of Care Committee -Clinical Programs	Fiscal Year 2017-2020
Personnel review	Attitude of Staff	Provide Customer Service training	Customer Service training, Ethics Training, Time Management training, Anger Management training, Sexual harassment Training	Fiscal Year 2017-2020

### Finances

Review/Checklist	Barriers identified/ Findings	Plan of Action	Responsibility	Timeline
Budget review	Line Agency status	Pursue autonomy	Management	Fiscal Year 2017-2020
Procurement Process	Cumbersome and long process	To streamline the procurement process	Management	Fiscal year 2017 - 2020

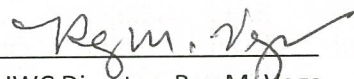
Guam Behavioral Health and Wellness Center  
Accessibility Review and Action Plan 2017 - 2020

## Employment

Review/Checklist	Barriers identified/ Findings	Plan of Action	Responsibility	Timeline
EEO – Equal Opportunity Employment and Department of Administration (DOA)	Employment rating process is long has to be done by DOA prior to interview from GBHWC.	Strengthen GBHWC Human Resources, be more pro -active.	Human Resources	Fiscal Year 2017-2020

## Communication

Review/Checklist	Barriers identified/ Findings	Plan of Action/	Responsibility	Timeline
ADA Checklist	Absence of telecommunication device for the deaf (TDD)	Coordinate with CEDDERS-UOG assistive technology division	ADA Coordinator	Fiscal Year 2017-2020
ADA Checklist	Absence of material in a language or format that is understood by the persons served	Coordinate with Cultural Language Access Services Partners and the Judiciary of Guam interpreter services as needed	ADA Coordinator, Cultural Competency committee	Fiscal Year 2017-2020
ADA Checklist	Website Accessibility (assistive technology devices)	Add text equivalent to every image, screen readers, post text based format	ADA Coordinator/MIS	Fiscal Year 2017 - 2020

  
GBHWC Director: Rey M. Vega

  
Chairperson: Alfred Garrido

Date Approved: **FEB - 8 2017**  
Date Reviewed/Revised \_\_\_\_\_

Members:

Ignacio Guerrero Jr. 

Edward Palacios

Fred Borja 

Shermalin Pineda 

RICHARD M. RICHARDS 

Barsen Adelbai 

2-6-17

2/6/17

2/7/17

AD-33 Accessibility Plan Policy



# GBHWC Accessibility Review

Date:

## Architectural Barriers

REVIEW	FINDINGS	PLAN OF ACTION
ADA checklist at		

\*Agency is able to provide adequate support to individuals and adapt to needs. Facilities are appropriately equipped and staffed to meet consumer requirements.

## Transportation Barriers

REVIEW	FINDINGS	PLAN OF ACTION
1. Does GBHWC provide adequate transportation to those served, whom we are responsible for transporting? Does it meet the needs of those in wheelchairs?		
2. What transportation barriers do the people served by GBHWC experience?	.	.

# Communication Barriers

PARTY	REVIEW	FINDINGS	PLAN OF ACTION
Consumers:	1. Are people served able to contact us during normal business hours? Outside regular hours, in the event of any emergency?		
	2. Is the information we provide to people served easily understood?		
	3. What current practices have we observed which seem to create any mis-communication or confusion for people served?		
	4. What current practices have we improved which seem to assist communications with consumers?		
	5. Do we make accommodations to enable persons served to participate in other activities than direct services?		
Employees:	REVIEW	FINDINGS	PLAN OF ACTION
	1. Are staff aware of required activities beyond scheduled shifts (i.e. training)? If not, is there a communication problem?		
	2. Are staff able to contact management during normal business hours? Outside regular hours, in the event of any emergency?		
	3. What current practices have we observed which seem to create any mis-communication or confusion for staff?		



	4. What current practices have we improved which seem to assist communications with staff?		
<b>Family:</b>	<b>REVIEW</b>	<b>FINDINGS</b>	<b>PLAN OF ACTION</b>
	1. Do we have names/addresses of next of kin to allow for communications with family?		
	2. Are family able to access us during normal business hours? Outside regular hours, in the event of any emergency?		
	3. Is the information provided to families easily understood?		
	4. What current practices have we observed which seem to create any mis-communication or confusion for family?		
<b>community:</b>	<b>REVIEW</b>	<b>FINDINGS</b>	<b>PLAN OF ACTION</b>
	1. Does the agency participate in promotion of activities in the community/does the community know of MLH and where to find us?		
	2. Any communication barriers identified in the community survey?		

## Attitudinal Barriers

PARTY	REVIEW	FINDINGS	PLAN OF ACTION
<b>People Served:</b>	Any attitude present by the people served which creates a barrier for him/her to participate in their community?		
<b>Family:</b>	Any attitude present by families which creates a barrier for people with disabilities to be a part of their community?		
<b>Staff:</b>	Any attitude present by the staff which creates a barrier for people with disabilities to be a part of their community?		
<b>Community:</b>	Any attitude demonstrated by the community which creates a barrier for people with disabilities to be recognized as part of the community.		

## Other Barriers

LIST ANY OTHER BARRIERS IDENTIFIED	FINDINGS	PLAN OF ACTION



**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER  
REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

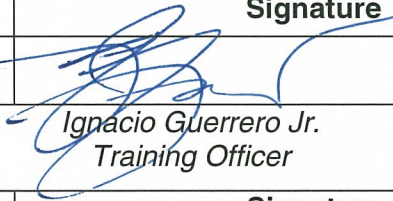
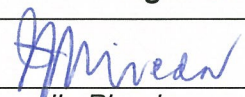

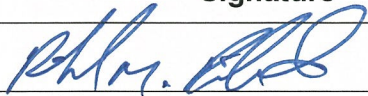


☒ Policies and Procedure

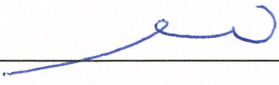
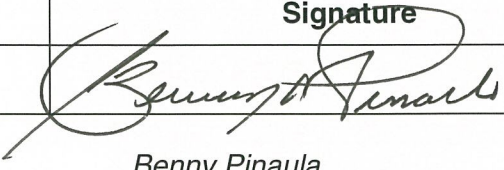
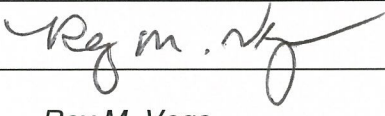
Submitted by: Accessibility Committee

☐ Protocol/Form

**Policy No: AD- 33**

**Title: Accessibility Plan Policy**

<b>Reviewed/Endorsed Title</b>	<b>Date</b>	<b>Signature</b>
	2/6/17	
	Ignacio Guerrero Jr. Training Officer	
<b>Reviewed/Endorsed Title</b>	<b>Date</b>	<b>Signature</b>
	2/6/17	
	Shermalin Pineda Manager Residential Recovery Program	
<b>Reviewed/Endorsed Title</b>	<b>Date</b>	<b>Signature</b>
	2/6/17	
	Alfred Garrido Health and Safety Officer	
<b>Reviewed/Endorsed Title</b>	<b>Date</b>	<b>Signature</b>
	2/7/17	
	Richard Richards ADA Coordinator	
<b>Reviewed/Endorsed Title</b>	<b>Date</b>	<b>Signature</b>
	2/6/2017	
	Fred Borja CSA-I	
<b>Reviewed/Endorsed Title</b>	<b>Date</b>	<b>Signature</b>
	2/6/17	
	Barsen Adelbai Hinemlo Program Coordinator	

Reviewed/Endorsed Title	Date	Signature
	02-08-17	
	Edward Palacios Facility and Operations	
Reviewed/Endorsed Title	Date	Signature
		
	Benny Pinault Deputy Director	
Reviewed/Endorsed Title	Date	Signature
	2/8/17	
	Rey M. Vega Director	