



Compassionate Counseling Services

Showing compassion to individuals from all walks of life

1219 Rockingham Rd. Suite 12 Rockingham, NC 28379

(Phone) 910.817.9927

(Fax) 910.817.9845

ACCESSIBILITY PLAN

Scope: All Consumers and public at large, full time, part time and contract employees of Compassionate Counseling Services, LLC

Purpose: To ensure people with disabilities have equal accessibility to our program location and in the community at large. This Accessibility Plan outlines the work that lies ahead as Compassionate Counseling Services, LLC continues to identify, remove, and prevent barriers for persons with disabilities within the organization as well as in the community. It will be reviewed regularly to document progress in completing identified activities for barrier removal. For the purpose of this plan a barrier to accessibility can be described as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, and attitudinal barrier, environmental barrier, financial barrier, communication barrier, employment barrier, and transportation barriers.

Policy: Compassionate Counseling Services, LLC is committed to identifying and removing barriers that impair the accessibility for:

- Persons served
- Personnel
- Stakeholders
- General Public

1. Compassionate Counseling Services, LLC will address accessibility issues in order to:
 - a. Enhance the quality of life for those in our programs and services
 - b. Implement nondiscriminatory employment practices
 - c. Meet legal and regulatory requirements
 - d. Meet the expectations of stakeholders and the general public
2. Compassionate Counseling Services, LLC has a nondiscrimination policy regarding employment and services. Compassionate Counseling Services, LLC will follow the guidelines of the American Disability Act of 1990 that guarantees reasonable and appropriate access for people with disabilities that are served/employed by this agency.

3. Compassionate Counseling Services, LLC will conduct an annual accessibility inspection of all services and administrative sites as barrier identification methodologies. A status report is submitted to the CEO and the Management team to evaluate changes and develop a plan of correction needed to remove barriers. Compassionate Counseling Services, LLC will also use Consumers, Staff, and Stakeholders Input via questionnaires and suggestions/requests for barrier removal forms, and safety inspections.
4. Compassionate Counseling Services, LLC will identify barriers in the following areas:
 - a. **Architectural Barriers** – Compassionate Counseling Services, LLC will provide services in location free of architectural barriers and/or will take every reasonable measure to remove any architectural barrier, that includes, but not limited to all entrances, exits, walkways, curbs, designated disability parking areas, bathrooms and hallways are handicapped accessible. Architectural Barriers are any physical factors that make accessibility difficult for individuals as something as simple as the location of furniture. Staff will accommodate any handicapped person who request assistance.
 - b. **Environmental Barriers** – Compassionate Counseling Services, LLC is committed to accessibility, and strives to maintain areas that ensure a safe, confidential, and comfortable area to provide services. Environmental barrier is an item such as flickering lighting, noise levels, and fragrances that might trigger allergic reactions. Additionally, Compassionate Counseling Services, LLC strives to create a service area free from hazardous materials and to maintain a clean and sanitary environment.
 - c. **Attitudinal Barriers** – Compassionate Counseling Services, LLC will provide ongoing in-service training to educate the staff and other stakeholders on attitudinal barriers and how to address these in order to provide quality services. Attitudinal barriers are negative attitude that people have towards person served. Examples of this may include attitudes of neighbors or other community members, or the lack of “person first” language used by agency staff. The organization provides education (to any who request it) that promotes positive attitudes regarding the needs of persons with disabilities.
 - d. **Financial Barriers** – Financial Barriers is anything that may, at an organizational level, restrict a service because of a lack of sufficient financial resources. Compassionate Counseling Services, LLC. is funded by the North Carolina Department of Mental Health, Developmental Disabilities, and Substance Abuse Services. No person is refused services for inability to pay. Person requiring services who qualify for Medicaid are assisted in applying for Medicaid. Persons with health insurance are assisted in filing the appropriate claims. Compassionate Counseling Services, LLC will also utilize a fee scale to help those who may need extra financial assistance.
 - e. **Employment Barriers** – Compassionate Counseling Services, LLC practices nondiscriminatory employment practices and equal opportunity for all employees and persons served. Employment and access for services are made available regardless of disability, religion, gender, sexual orientation, nationality, race or creed. Employment Barrier is anything that prohibits a productive and satisfying workplace for employees. Compassionate Counseling Services, LLC through its Corporate Compliance program will rigorously follow EEO and ADA hiring and employment guidelines.
 - f. **Communication Barriers**- Compassionate Counseling Services, LLC continually assesses service areas for barriers in communication. Communication Barrier looks at the possible absence of devices available to person served or personnel to be able to be understood by others. Compassionate Counseling Services, LLC will employ staff representative of the populations served and as needed will actively seek staff able to speak Spanish, as well as staff who are proficient in sign language for the deaf and hard of hearing. Additionally, Compassionate Counseling Services, LLC. will network through interpreting service companies for consumers who may have additional or unique communication needs.
 - g. **Transportation Barriers**- Compassionate Counseling Services, LLC. will assist persons who are identified as having transportation barriers, to explore their options of alternative transportation or make referrals that are accessible in the area of the persons served. Compassionate Counseling Services, LLC will help assist, link, and refer consumers that have Medicaid benefits with Medicaid transportation when applicable. For consumers who do not have Medicaid benefits, Compassionate Counseling Services, LLC will assist consumers in identifying alternative means of transportation, such public transportation, churches, family, and friends. Additionally, Compassionate Counseling Services, LLC will make referrals

- to Special Transportation for consumers that quality. Compassionate Counseling Services, LLC will continue to assess, identify, and develop a plan for the removal of transportation barriers.
- h. Technology- Compassionate Counseling Services, LLC. will assist individuals to eliminate Technology barriers to include staying abreast of the evolving technology (i.e. electronic health record (EHR), secure hotspots, etc.), the upkeep of equipment, assistive technology (i.e. screen readers, Braille/Braille embossers, etc.), and issues more specific to the populations served.
 - i. Community Integration- Compassionate Counseling Services, LLC. assist individual with any barrier that limits participation in their community of choice via transportation vouchers, case coordination and advocacy.
5. Compassionate Counseling Services, LLC. will prepare an annual status report that includes but is not limited to progress made in removal of identified barriers and areas needing improvement. The status report will include:
 - a. A description of the barrier
 - b. Proposed solutions
 - c. A description of equivalent facilitation that is to be provided until actual barrier removal occurs.
 - d. The person responsible
 - e. Due date(s)
 - f. The actual completion date.
 6. Compassionate Counseling Services, LLC. will on a continuous basis, identify, review, decide upon and document any and all requests for reasonable accommodations. These may include:
 - a. The preference of persons served
 - b. Requests by staff members for more accessible work environment
 - c. Accessibility issues of concern to the general community

These requests will be addressed in the annual accessibility plan status report.

Procedure:

An individual requesting the removal of a physical barrier in order to gain or improve access to services should contact the CEO/Designee

The request for accommodation or to remove a physical barrier should be made in writing on the Request for Accommodation or Barrier Removal Form and should include the name, address and telephone number of the individual requesting the accommodation. The request should contain the location of the program, service, activity or facility where the accommodation is required and the type of accommodation needed or the location of the barrier and why the removal is needed. Assistance completing the request form will be provided if requested.

The request should be submitted the CEO/Designee

Compassionate Counseling Services, LLC
 1219 Rockingham, Road Suite, 12
 Rockingham, NC 28370
 Phone: (910) 817-9927
 FAX: (910) 817-9845

For more information or questions contact:

Compassionate Counseling Services, LLC
 1219 Rockingham, Road Suite, 12
 Rockingham, NC 28370
 Phone: (910) 817-9927
 FAX: (910) 817-9845

The CEO/Designee will respond within 24 hours (one business day) to the individual requesting an accommodation. With regard to a request for the removal of a barrier, the request will be reviewed by the CEO/Designee, which will make a determination on the request based upon project priorities and budget allocations. If the request cannot be filled, a reason will be provided, and a written record will be kept on file. If the requesting individual is dissatisfied with the response, the individual may file a grievance by following the following grievance and complaint process and completing the Grievance Form.