



ACCESSIBILITY PLAN AND REPORT 2023 - 2024



Changes made from 2022 version

- General language updates (ie. coworker=Coworker, families=family/representatives, removed significant others, etc.)
- General formatting changes (bullet points, line breaks, etc.)
- Updated that IWA may be referred to as any of the following: "IWA, Glenora Farm or Glenora Farm community"
- Removed the term volunteers when referring to Coworkers
- Changed *Assistive devices are made available as required* to *Assistive device needs are identified and requests are encouraged and supported by The IWA*
- Specified that last year's report is meant to include last year's accessibility plan, changes and accomplishments made
- Changed accomplishments to include 2021 and 2022
- Included improved capacity and accessibility for the candle day program area in architecture accomplishments
- Added *Identify how many day program placements exist and are available* as an action identified to remove barrier to Companion Admissions
- Removed Garden greenhouse updates, project completed October 2022
- Timeline for the herb garden project edited to reflect current timeline
- Timeline for Big House stairs project edited to reflect current timeline
- Edited Trillium Meeting Hall point to reflect the increase in revenue from space rentals. Changed funding source from program budget to fundraising. Updated timeline to reflect current timeline.
- Changed timeline for reporting urgent and non-urgent residential care facility renovations to be more specific
- Specified terrain and mobility concerns regarding on-farm locations for Companions
- Added a terrain and mobility concerns section regarding on-farm locations for Coworkers
- Lighting on pathways and in parking lots needs to support safe mobility for all Glenora farm Companions and Coworkers timeline specified
- In order to provide a safe environment, and facilitate timely emergency response action, reflective address numbers for buildings located at Glenora Farm has been added to the Environment



- Specified that all Coworkers and leadership team members advocate on behalf of Residential Companions, and not Day Program only Companions, to access approved off-Farm programs, services, and supports. Day program only COmpanions will be supported by their family/representatives and the IWA will support as requested, if capacity allows.
- Updated procedure for obtaining Coworker, Companion, and Stakeholder feedback to inform quality improvement
- Updated recruitment efforts to include all the ways the IWA retains feedback and engages with recruitment and retention
- Companion admissions: changed action item to include placing 2 new Residential Companions, and determine how many spaces are available in the day program depending on IWA capacity.
- Companion admissions goals created: 2 Companions placed in the residential and day program April 2023. Day program capacity for all program activities identified by March 2023.
- The IWA is now in the final stages of contract negotiations with CLBC.
- Mandates for all groups to be reviewed, finalized, and shared (September 2023). Organizational structure and group decision-making capacity to be clarified (September 2023). Channels of communication to be clarified and upheld (September 2023)
- Updated attitude section to more robustly reflect how IWA meets CARF standards
- Updated technology section to reflect cybersecurity and privacy and information management training mandated for all Coworkers
- Updated technology section to reflect the fact that the IWA conducts annual disaster recovery drills and analysis.
- Updated vehicle-related costs associated with the IWA
- Updated efforts to support community integration and autonomy for Companions supported (seeking additional opportunities and resources for Companions to travel off the Farm independently.)
- Updated timeline to accurately reflect difficulties organizing Companion travel off the farm with handyDART
- Updated requests for reasonable accommodations section to properly communicate the steps IWA takes to ensure accommodations are made for Companions and Coworkers
- System and process created to identify, receive and deliberate upon reasonable accommodation requests from Companions and Coworkers

Remaining priorities from last year

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INTRODUCTION

The 2023/2024 Accessibility Plan and Report represents the plan developed to ensure that the accessibility needs of persons served, personnel, and other stakeholders are considered by the association leadership. It further serves as a method to review how successful the IWA is at minimizing or removing barriers that hinder Companions, Companion family/representatives, Coworkers, and community stakeholders from accessing the support and or resources needed to meet their goals and/or be engaged with services. The mission of The Ita Wegman Association is: The qualities of Generosity, Faithfulness, and Open Mindedness form the foundation of our Community. We endeavor to uphold these qualities in the economic, social, cultural, and spiritual realm of our Community, how we work together, meet with one another and strive together. It is our common endeavor to create an environment in which those who are in need of special care, and those who provide it, can relate to each other as individuals rather than as professionals and clients. Thus we make room for creativity and personal fulfillment in the context of each person's privacy and spiritual freedom. In the way we live together, in the way we care for the land and in the things we create, we intend to uphold the ideals of Camphill, in which each contributes what they are able to, and receives in turn what they need. We hold the image of human beings as described in the western philosophy of Rudolf Steiner and the principles of Anthroposophy and the International Camphill Movement.

With compassion, respect, and care, the IWA provides high-quality programming that supports Companions, Companion family/representatives, Coworkers, and community stakeholders to have a voice, be involved in support delivery, access opportunities to retain, enhance or build skills/knowledge and to live, work and recreate in the community in which they live.

The Accessibility Plan and Report is rooted in demonstrating conformance to the following CARF (Commission on Accreditation of Rehabilitation Facilities) standards:

1.L.1. – The organization leadership

a) assesses the accessibility needs of the:

- Person served (ISP, one on one meetings/conversations, Care Group, House meetings, Companion meetings)



- Staff (Performance reviews, one on one meetings, Coworker meetings)
- Stakeholders (AGM, Newsletter, website, on-site visits, Policy and Procedures Manual, access to placement)

b) implements an ongoing process for the identification of barriers in the following areas

- architecture
- environment
- attitude
- finance
- employment
- communication
- technology
- transportation
- community integration (where applicable)
- any barriers identified by persons served, staff, stakeholders.

Ongoing identification of barriers occurs in monthly Joint Health and Safety Committee, Care Group and Finance Committee meetings. Headings are added to the agendas and Coworkers can bring up accessibility barriers in the specified categories.

1.J.2 – The organization implements an accessibility plan that:

- Includes for all identified barriers – actions to be taken, timelines
- Is reviewed at least annually for relevance
- Identifies progress made in the removal of barriers
- Identifies areas needing improvement
- Is updated as needed



All identified barriers in the Accessibility Plan have actions to be taken and timelines identified. The Accessibility Plan is reviewed annually, where progress notes are made, improvements are noted, and it is updated as needed.

1.L.3 – Requests for reasonable accommodations are:

- Identified (ISP meetings, Coworker performance evaluations, one on one meetings/conversations, House meetings, Companion meetings, Coworker meetings, and Care Group)
- Reviewed (ISP meetings, Coworker performance evaluations, one on one meetings/conversations, House meetings, Companion meetings, Coworker meetings, Care Group, Finance Committee, and Board of Directors)
- Decided upon (Care Group, Executive Group, Finance Committee, and Board of Directors)
- Documented (Care Group minutes, Executive Group minutes, Finance Committee minutes, Board meeting minutes)

DEFINITIONS

Association Name: The Ita Wegman Association will be referred as - (IWA or Glenora Farm or Glenora Farm community)

Coworkers: refers to Employees/ Partially Paid Workers/ Day volunteers/ Practicum Students

Accessibility: programs, services, and employment opportunities are provided on an equal basis to persons who meet program eligibility criteria and job qualifications. "Equal basis" refers to the elimination or reduction of barriers that otherwise prevent or diminish an individual's participation in the program. In this report, nine categories of barriers are identified. They are listed and defined as follows.

Architecture: The structural components that impede or prevent independent entry into and movement about a building including accessing all public areas such as washrooms and areas of refuge. Examples of barriers are stairs, narrow doorways or hallways, lack of appropriate signage, etc.



Environment: The many components and aspects of an environment that perform a function (e.g. light switches, thermostats, equipment, and technology) or that adversely affect a person (e.g. fluorescent lights flickering that precipitate seizures, perfumes that trigger allergic reactions). An environment is a location whether that be a home, store, crossing the street, a park, etc.

Communication: The ways and means by which information is exchanged. This includes the written material used (e.g. brochures), the availability of communication devices (e.g. TDD, TTY), or the website. Language and formatting are considerations, as well.

Transportation: Companion, Coworkers, and stakeholders ability to get to and from all work sites and service locations in order for them to participate in the full range of services and activities offered.

Financial: Ensuring adequate funding is available for services and that Companions requiring services are able to do so. This would include accurate budgeting, review of budgets, financial tracking, lobbying where appropriate, and instituting fundraising as needed.

Attitude: The manner in which Companions or Coworkers are viewed and treated. It is reflected in the language and terminology used, the level of involvement Companions have with the Association, IWA opinions of our Companions' abilities and worth, etc.

Community Integration: Companions are able to be a part of community life, engaging in roles/responsibilities/activities and contributing to one's social groups, the local town, and society as a whole.

Employment: The association's hiring practices provide equal opportunity to applicants. This means that hiring is based on qualifications and that reasonable accommodations are made for individuals having special needs.

Technology: The electronic and information systems utilized within the association are adaptable and user-friendly. This includes websites, databases, and computer systems. Assistive device needs are identified and requests are encouraged and supported by The IWA.

Priority Definitions:

For the purposes of this report, priority can be broken down as follows:



High: Of significant urgency, as it affects a large number of Companions and programs in the association and represents a serious barrier. Unfinished actions from last year's Accessibility Plan and Report should be reviewed with high priority in the current year. High priorities should be attended to within 6 to 12 months.

Medium: Of importance to many of the Companions and programs in the association. Medium barriers should be attended to within 12 to 18 months.

Low: Of significance to a few Companions and having limited impact on access to programs. Low barriers can be attended to as possible given time and budget constraints.

SUMMARY OF ACCOMPLISHMENTS

Architecture:

- Large and small garden greenhouse poly replaced, components installed and properly affixed
- Deer fencing around vegetable garden upgraded
- Grant from BC Rehab received, design research has been initiated for front stairs and ramp at the Big House
- New metal roof on Big House
- Solar system funded and installation in process
- Central recycling shed created for easier access
- Candle workshop moved locations, allowing access to water, and improved capacity and accessibility
- Fundraised to install new greenhouse in the herb garden
- Bunk House project completed. This allows for an increase in Residential Coworker Capacity by creating an additional living space
- Site for Trillium Meeting Hall has been identified, partially cleared,
- Updated Harvest Hall Processing Kitchen timeline to reflect current timeline
- Harvest Hall Processing Kitchen: The Outcome logic model has been created. A working group has been established (needs confirmation of members) and has met as a group in 2022. A grant application has been submitted for a feasibility study, quotes for legal feedback to create a new social enterprise have been obtained.



Environment

- Non-slip interior stair coverings installed in Corwyn and Helios House. All interior stairs now have non-slip installed
- Non-slip stair coverings replaced on the east stairs of the Big House. All exterior stairs now have non-slip installed
- Anti-fatigue mats purchased for Harvest Hall
- Regular monthly Joint Health and Safety Committee meetings
- New anti-slip gravel on the bridge to reduce slips and trips
- Pathway from Harvest Hall to the Farmhouse and pathway from the recycle shed to Corwyn and Helios House was re-graded
- Solar lights installed on pathway between the recycle shed and Corwyn and Helios House
- Fridge in Helios House replaced
- Extra fridge for Corwyn and Helios purchased to increase produce storage
- Water pipes replaced in Helios House
- Signage updated - EXIT signs, emergency phone numbers
- Light bulbs updated to be more energy efficient and brighter
- Corwyn House: handheld shower heads installed
- Helios House: unused spaces decluttered and made usable
- Big House: Balcony gate replaced
- Carbon Monoxide detectors installed in Corwyn House, Helios House, and Big House
- On-schedule for all external health and safety inspections
- The main facility septic system was replaced and upgraded
- Geothermal heating systems in Corwyn and Helios were both replaced

Attitude/Community Integration:

- Access 2 Cards being secured for Companions and the accompanying Coworkers
- Continue to update website and brochure for relevance for who we are and the services we offer.
- Companions engaged in various external training opportunities (Special Olympics, anti-bullying training, sexual health, and consent)



- Companions offered participation in the in-house First Aid training
- 39 Days of July, Special Woodstock, Walkathon
- Companions helping with vegetable sales at Duncan Farmer's Market.
- Feedback schedule determined and included in annual task calendar. The first round of feedback has been collected and analyzed (September 2022)
- Foster conversation and spark interest in the Glenora Farm community via promotional materials (car magnets, social media, calendars)
- Accessibility Plan and Status Update includes Companions having access to off-Farm programs and resources
- Supporting Companions to access information regarding broader community resources
- Adding additional storage space to the Trillium meeting Hall enables the Association to provide broader community engagement and increases inclusion and representation of people with diverse abilities.

Financial:

- Balanced budget
- biweekly and monthly financial reports prepared and analyzed
- monthly financial reports prepared and presented to the Board of Directors
- weekly finance committee meetings are being held
- Advocating and negotiating with CLBC for contracts (existing and new) that accurately reflect IWA support delivery
- Seeking out new contracts, reviewing opportunities, and identifying community contacts to expand our residential and day program offerings
- Reviewing and ensuring the programs and services at Glenora Farm are as financially accessible as possible
- Liaising with service providers and disability networks in the region for funding advocacy
- Helping to prepare income tax returns for some residents of our homes.
- Creating a functional meeting space that can be rented out creates another stream of income for the IWA
- Budget is in place and funds are available and tracked for Big House solar installation
- Funds are available and tracked in the operating reserve for Trillium Meeting Hall



- A grant application has been submitted for a processing kitchen feasibility study, quotes for legal feedback to create a new social enterprise have been obtained.

Employment:

- Exit interviews for all Coworkers to collect feedback, and analyze feedback for improved recruitment and retention
- Advocating on behalf of Coworkers to government officials for higher wages
- Using a variety of tools to recruit Coworkers (social media, employment portals)
- Updated job descriptions for all Coworkers
- Advocacy efforts to our provincial funder to allow partially paid volunteers to provide indirectly supervised support to Companions
- Offering a variety of workshops/training/professional development opportunities to Coworkers
- Providing 2-week, 5-week, and 3-month probationary performance evaluations to all Coworkers
- Annual performance evaluations for all Coworkers on payroll

Communication:

- Mandates for all groups reviewed and shared (May 2022)
- Decision-making capacity clarified (June 2022)
- Channels of communication clarified and upheld (June 2022)
- Scheduling meeting times that are best suited to individuals and stakeholders to facilitate active participation
- Satisfaction surveys provide an avenue for feedback from Coworkers, Companions, and other stakeholders
- Sharing information in user friendly language (surveys, select Companion policies, News'n'Views)
- Regular scheduled Coworker, group, and leadership meetings with agendas and minutes completed
- Open door "policy" within administration office and between program sites
- Providing referral information to Companions and their families/representatives who are not suitable for programs at Glenora Farm



- Engaged with the first draft of ***OP8.1 Group and Committee Mandates and Definitions***, which outlines group mandates and parameters of decision making.
- Improved internal recording methods for critical and internal incidents

Technology:

- Accessibility Plan and Report includes supporting use of assistive technology.
- Analysis of technology (hardware and software) needs for all IWA Coworkers and office sites
- Assignment of @glenorafarm email addresses for all IWA Coworkers
- Acquisition of a server to facilitate data security and access for the administration team
- Procured Ipad technology to facilitate communication and remote work access
- Engagement of Internet Technology contractor for all technical support and safety needs
- The IWA has procured 13 laptops (configured to individual/role/position) to ensure all Coworkers have the hardware they need to accomplish their tasks and training
- Cybersecurity training from Govt of BC has been added as a Relias module mandatory for all Coworkers.
- Facilitate access to private internet and telephone
- Grillo walk-behind tractor sourced to allow more Companions to engage in day programming

Transportation:

- Procured a 15-seat passenger van to facilitate large group transportation
- Requiring Coworkers where a modified vehicle is used (for example, passenger van, or a wheelchair van) to acquire their Class 4 driver's license. (in process of acquiring licenses for select Coworkers)
- Budgets allow for adequate funding for the running and maintenance of all the vehicles owned by our organization
- Working with our local auto insurance provider to acquire fleet insurance rates. The IWA has centralized all auto insurance plans
- Identification of need/approach to obtain roadside assistance for all IWA-insured vehicles



- Providing reliable transportation to ensure that all the schedules of the Companions are met as required for work, appointments, and social activities.
- Ensuring all regular maintenance checks are performed
- Ensuring all vehicles in the fleet are adequately insured
- Ensuring tires are appropriate for each season
- Emergency grab-and-go bags in weather-resistant locking totes for Companions were sourced and prepared for emergency evacuation
- Working with *handyDART (local accessible transportation provider) to identify additional transportation pick ups and drop offs at Glenora Farm
*handyDART is an accessible, door-to-door shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person.

Companion Admission:

- New bedroom created to support the admission of a sixth Companion in the Big House
- Dec 2020-2021 three new full cycle Companions added, upon completion of Farmhouse/Deerholme
- 2022: 2 residential placements identified, to be filled - active Companion recruitment
- 2022: 1 day program placement identified, to be filled - active Companion recruitment
- Advocating and negotiating with CLBC for contracts (existing and new) that accurately reflect IWA support delivery
- Identified and streamlined process for Companion trial visits and orientation
- Modernized onboarding forms to increase accessibility for Companions and their representatives
- Reengaged participation in local Service Providers group
- Bunk House project completed. This allows for an increase in Residential Coworker Capacity by creating an additional living space

METHODOLOGY FOR PREPARATION



In order to prepare the Accessibility Plan and Report, The IWA leadership reviewed the Accessibility Plan and Report from 2021-2022, reviewed current accessibility issues and prepared a Accessibility Plan and Report to guide action in 2023-2024 to address both carried forward and existing needs. The methodologies for information gathering for the purposes of this report were as follows.

- Companion and Companion family/representatives input reviewed from surveys, one on one meetings/ conversations, Care Group, House meetings, Companion meetings, anonymous feedback
- ISP meetings with Companions and Companion family/representatives with input themed to identify service access, service experience, what worked well, what could be improved, etc.
- Coworker input reviewed from Coworker surveys, Coworker meetings, performance evaluations, exit interviews, one on one meetings, anonymous feedback, Care Group meetings, Joint Health and Safety meetings,
- Stakeholder input reviewed from Stakeholder Surveys, one on one meetings, anonymous feedback, and site visits,

The information collected was analyzed by IWA leadership and organized into the aforementioned categories of barriers. The Accessibility Plan and Report 2023-2024 addresses the barrier, possible solution or action required, priority, cost, funding source, timelines or due date, comments re: progress made or status or extenuating/influencing factors, and the person(s) responsible for the items identified as a priority.

Unfinished actions from a previous year's accessibility report are reviewed to determine their current standing and have either been removed from the Accessibility Plan and Report or carried forward for ongoing engagement and tracking.

Achieved items are recorded in the achievements area of the Accessibility Plan and Report in the year they were achieved.



THE ITA WEGMAN ASSOCIATION ACCESSIBILITY PLAN AND REPORT 2023-2024

ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Architecture 1.L.1.b.1.	Herb garden greenhouse needs to be procured and built, and accessible garden beds need to be constructed	<p>Action: in order to increase herb workshop participation and growing capacity, and in an effort to increase workshop accessibility the leadership groups have developed a herb garden accessibility and capacity project that aims to increase the growing area in the herb garden, build new (accessible) beds, erect a greenhouse to extend the growing season on both ends, improve water use, and connect to solar energy (Big House roof project). This project includes increased storage areas for adaptive tools and an outdoor teaching/working area that is protected from the elements.</p> <p>Priority: High Cost: Estimated \$23,000.00 Funding Source: Fundraising initiatives. Estimated Completion: Greenhouse August 2023. Raised garden beds November 2024.</p>	Herb Workshop Leader,, Admin & Development Coordinator, Business Admin, Maintenance Manager	Executive Group, Business Admin, Maintenance Manager, Admin & Development Coordinator	As of January 11, 2023, \$18,484.00 of the \$23,000.00 project budget has been raised for this project. The Herb Workshop Leader is reviewing and revising the project plans
	Front stairs at the Big House need	Action: Design needs to be re-created (March 2023). Materials need	Facility Manager,	Facility Manager and	Action items and key dates indicated will be



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	to be replaced, and a ramp installed	to be procured (April 2023), ramp needs to be procured (April 2023), labour needs to be assigned (April 2023) and project completed (May 2023). Priority: High Cost: ~\$2,000.00 Funding Source: Grant (BC Rehab \$1,960.00) Estimated Completion: May 2023 completion	House Coordinator, and MM	Maintenance Manager	tracked by Facility Manager. Update: Grant from BC Rehab has been received and incorporated in Operating Reserve Reports. Design and research has been initiated.
	Trillium meeting hall addition, bathroom, and storage	Action: Adding additional storage space to the Trillium meeting Hall enables the Association to provide broader community engagement and increases inclusion and representation of people with diverse abilities. Increase. Creating a functional meeting space that can be rented out creates another stream of income for the IWA. Priority: High Cost: ~\$35,000.00 Funding Source: Trillium Meeting Hall fundraising. Funds raised to date are \$39,529.00 Estimated Completion: February 2024	Executive Group, Finance Committee, Business Admin, Facility Manager, Maintenance Manager	Executive Group, Finance Committee	Design to be created (Mar 2023), budget to be presented (March 2023), site preparation (April 2023), assign labour hours: in-house, and contract (March 2023) Update: Site has been identified, partially cleared, The design build contractor we were working with has not provided design and budget requirements as requested by Bus. Admin. Bus Admin will reach out to other contractors and review 'storage kit' units. Identification of funds allocated and actively tracked in the Operating Reserve Report.



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	Solar panel installation on the Big House roof	<p>Action: Install solar panels on the Big House roof. (February 2023). Connect the new herb garden greenhouse to the Big House solar system in August 2023.</p> <p>Priority: High</p> <p>Cost: \$26,629.00+tax</p> <p>Funding Source: BC Gaming Grant and fundraising project budget</p> <p>Estimated Completion: Big House installation February 2023. Herb garden connection August 2023.</p>	Admin & Development Coordinator, Executive Group, Finance Committee, Board Of Directors, Business Admin, Facility Manager, Maintenance Manager	Admin, & Development Coordinator, Executive Group, Business Admin, A&DC, Facility Manager	<p>Update: Approved design and quote. The budget is in place and funds are allocated. Viridian Solar to engage with planning and installation Feb 2023. Energy savings and net metering will be tracked Feb. 2023 and beyond. Working with Viridian to identify a process to connect the herb garden greenhouse to the Big House solar system (estimated date of connection August 2023).</p>
	Complete Harvest Hall finishing and interior - Install processing kitchen, Land management office, and 2 accessible bathrooms.	<p>Action: Create a program plan and design plan to finish Harvest Hall as a processing kitchen and office 'hub' for the land Managers. Confirm members of the processing kitchen working group. This project will expand day program enrollment and activities, increase food security and outreach opportunities, create additional administration space, create additional accessible bathroom facilities, and offset food expenses for the residential program.</p> <p>Priority: High</p> <p>Cost: Total project cost TBD. Feasibility study cost \$27,000.00</p> <p>Funding Source: Grant opportunities and in-house fundraising initiatives.</p>	Admin & Development Coordinator, Business Admin, Contract Fundraiser, Land Group, Executive Group, Finance Committee, Board Of Directors, Processing Kitchen Committee,	Admin & Development Coordinator, Executive Group, Business Admin, Facility Manager, Maintenance Manager Processing Kitchen Committee	<p>Project and program outline to be finalized. Working group to hold regular meetings in advance of the feasibility study and throughout the study and the project. The timing of the meetings related to feasibility is dependent on a successful grant application (Investment Readiness Program Grant)</p> <p>Update: The outcome logic model has been created. A working group has been established and has met as a group in 2022</p>



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		<p>Estimated Completion: A feasibility study will be completed (December 2023), and a legal study/report will be completed (February 2024). Commercial kitchen design and quotes (November 2024). Building design quotes (February 2025), septic design and quotes (February 2025).</p>	<p>Facility Manager, Maintenance Manager</p>		<p>(needs confirmation of members). A grant application has been submitted for a feasibility study, and quotes for legal feedback to create a new social enterprise have been obtained.</p>
	<p>Renovations in the licensed residential houses. (unanticipated projects tied to health and safety)</p>	<p>Action: Continue to inform all IWA Coworkers of the process for reporting unanticipated residential projects and repairs. Ensure timely reporting of issues and immediate maintenance response. The budget for repairs will be reviewed and approved in an expedited manner (Bus. Admin and Board of Directors) Identify all non-urgent projects at the monthly Joint Health and Safety and complete the approved projects within 30 days. Priority: High Cost: Cost is tied to the specific project identified. Funding Source: Program budget Estimated Completion: All urgent health and safety related renovations required in the licensed care facilities are identified immediately and completed as quickly as possible. All approved, non-urgent health and safety-related renovations are completed within 30 days.</p>	<p>Maintenance Manager, Facility Manager, Business Administrator, Health and Safety Committee, Care Group,, Finance Committee, Executive Group, Board of Directors</p>	<p>Maintenance Manager, Facility Manager, Business Admin Executive Group,</p>	<p>All unanticipated residential repairs and maintenance that are related to health and safety are reported immediately to the Facility Manager, Maintenance Manager, or Business Administrator. The above-mentioned individuals will work collaboratively on a timely solution. The budget for the repairs will be identified and approved as soon as possible. The Facility Manager will consult monthly with Health and Safety Committee. The Facility Manager will hold ongoing, proactive, and collaborative conversations with the Maintenance Manager and Business Administrator with regard to overall</p>

					<p>facility repairs and maintenance.</p> <p>Update: all points listed above are completed on an ongoing basis. Joint health and safety, finance committee, care group, and board minutes are available.</p>
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Environment 1.L.1.b.2.	Residential and day program sites at Glenora Farm are wide-ranging and include multiple types of terrain. Companions residing and attending day programs at Glenora Farm have a variety of mobility needs and potential barriers. Caution and awareness is required when	<p>Action: Coworkers need to be aware of Companion-specific mobility needs. Coworkers to identify any changes to a Companion's mobility needs and inform the Facility Manager (for database entry and care group minutes, care plan updated in database). Coworkers are to accompany Companions as necessary on pathways, stairs, exterior stairs, etc.</p> <p>Priority: High</p> <p>Cost: Labour hours for communication and training. Depending on the specific situation.</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Ongoing, reviewed at weekly Care Group meetings, annual ISP's, or as-needed.</p>	Facility Manager, all Coworkers, Health & Safety Committee, Maintenance Manager	Facility Manager, Maintenance Manager. Health and Safety Committee	All Coworkers are informed and aware of the Companion-specific, potentially challenging areas for mobility concerns. All Coworkers report any changes in Companion mobility to the House Coordinator, Workshop Leaders, and Facility Manager. Disclosure of any unsafe conditions, or area at Glenora Farm is reported immediately and reviewed at weekly Care Group meetings, and monthly Health and Safety meetings.

	walking with Companions to and from all on-farm locations, including walking on pathways, stairs, slippery steps etc.				Update: Issues are consistently identified, documented, and resolved in a timely manner.
	Residential and day program sites at Glenora Farm are wide-ranging and include multiple types of terrain. Caution and awareness is required when walking to and from all on-farm locations, including walking on pathways, stairs, slippery steps etc.	Action: Coworkers need to be aware of their individual mobility needs, and any changes to these needs. Appropriate footwear must be worn throughout Farm locations. Reasonable accommodation requests should be made to the Facility Manager for review and approval. Priority: High Cost: Labour hours for communication and training. Approved reasonable accommodation requests (specific to request). Funding Source: Program budget Estimated Completion: Ongoing	Facility Manager, all Coworkers, Health & Safety Committee, Maintenance Manager	Facility Manager, Maintenance Manager, Health and Safety Committee	All Coworkers are informed and aware of potentially challenging areas for mobility concerns. All Coworkers report any changes in their mobility and potential accommodations to the Facility Manager. Disclosure of any unsafe conditions, or area at Glenora Farm is reported immediately and reviewed at weekly Care Group meetings, and monthly Health and Safety meetings. Update: Issues are consistently identified, documented and resolved in a timely manner.
	Lighting on pathways and in parking lots needs to	Action: Analysis of all pathways, grades, handrails, and parking lots at Glenora Farm needs to occur. Estate Workshop Leader and Maintenance	Estate Workshop Leader, Maintenance	Maintenance Manager, Business Administrator,	Fundraising to begin June 2023. The budget will be reviewed again when the project has 80%



	support safe mobility for all Glenora farm Companions and Coworkers. Handrails and grade-change on pathways need to provide a safe transportation route for all Companions and Coworkers.	Manager to review grade, handrail, and lighting needs and present findings to the Business Administrator and Facility Manager. Priority: High Cost: Dependent on the analysis and action required. Funding Source: Fundraising, and program budget. Estimated Completion: Analysis to be provided to the Business Administrator and Facility Manager in March. 2023. Budget for the identified infrastructure changes to be created by June 2023.	Manager, Business Administrator, Facility Manager,	Facility Manager, Finance Committee, Executive Group, Board of Directors	of the project funds required in hand. Update: Business Administrator has met with the Estate Workshop Leader and Maintenance Manager regarding the project scope and has requested an analysis and report by March 2023. A follow-up meeting is planned for February 2023.
	In order to provide a safe environment, and facilitate timely emergency response action, reflective address numbers for buildings located at Glenora Farm	Action: Reflective address numbers that have been procured need to be installed by the Maintenance team. Priority: High Cost: Labour hours Funding Source: Program budget Estimated Completion: March 2023	Maintenance Manager, Facility Manager	Facility Manager	Reflective numbers have been identified and correspond with regional emergencies and facilities maps. Update: Reflective numbers have been procured and need to be installed by the Maintenance team.

ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Attitude 1.L.1.b.3.	The IWA supports the	Action: Companions engaged with Glenora Farm programs are active	All Coworkers and	Care Group, Facility	Positive and respectful Companion representation



	<p>accurate and respectful representation of Companions supported in our programs and the wider community. Glenora Farm actively works to dispel pre-conceived notions of people with disabilities, and reinforces appropriate terminology and language used when engaging with Companions and when providing resources. Glenora Farm views people with disabilities as an integral part of the fabric of the organization and the wider community.</p>	<p>participants in meetings, workshops, retreats, training, and personal goal setting (annual ISPs). Glenora Farm supports wider community engagement by way of participation in off-Farm programs and training, community outreach and engagement by way of our Bell Choir concerts, participation with Special Woodstock, and regular attendance at local community events (ie: Farmers Markets, libraries, music festivals, recreation centers, grocery shopping, etc). In all outward and inward-facing communication, the IWA uses inclusive, non-hierarchical language and reinforces the autonomy and positive representation of persons with developmental disabilities. Plain language surveys and goal-setting documents are used with Companions as they participate in providing feedback and setting and reviewing goals. Glenora farm provides one-to-one support to Companions in the feedback and goal-setting process as needed. Priority: High Cost: labour hours to provide Companion support, labour hours to create plain language documents, labour hours to facilitate positive representation.</p>	<p>Companions, House Coordinators, Workshop Leaders, Care Group, Facility Manager, Bus. Admin, Admin & Dev. Coord.</p>	<p>Manager, Executive Group</p>	<p>is one of the foundational pillars of the program creation at Glenora Farm. The language and actions we engage with internally and externally supports self-advocacy, autonomy, and confidence of persons supported. Companions involved in programming at Glenora Farm are highly visible and engaged in the wider community. Update: Companions take an active role annual ISPs goal setting and tracking, the 'feedback cycle'. In an effort to support this, plain language documents have been created and shared for Companion policies (CP policies), as well as satisfaction and goal tracking surveys. Companions actively participate in house meetings, Companion meetings, internal and external training and regional retreats.</p>
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	<p>The IWA embraces the ethos of: nothing about us without us, soliciting and using Companion input. Plain language resources and surveys are available for Companions.</p>	<p>Funding Source: Program budget Estimated Completion: Ongoing, reviewed regularly via meetings, feedback cycles, goal planning/tracking, annual ISPs, internal and external document review and creation.</p>			
	<p>Obtaining Coworker, Companion, and Stakeholder feedback to inform quality improvement efforts. Feedback from quality improvement efforts will be shared with Companions, Coworkers, and Stakeholders on a regular and as-needed basis.</p>	<p>Action: The IWA is committed to ongoing performance review and improvement. The Association incorporates Companion, Companion family/representative, Coworker and Stakeholder feedback in all quality assurance reviews and program planning. The IWA works towards ensuring the methods by which we obtain feedback are in line with industry standards, and that documents related to obtaining feedback are easily accessible and understandable. Reader-friendly surveys are utilized in obtaining Companion feedback. Reports are made available to all survey cohorts by request, any action items (ie: policy changes, new training, adjusted parameters of work, etc) that are identified as a result of satisfaction surveys will be communicated to the</p>	<p>Accreditation Working Group, Admin & Development Coordinator, Finance Committee</p>	<p>Accreditation Working Group, Admin & Development Coordinator, Executive Group, Board of Directors</p>	<p>The IWA has created, shared, and analyzed the results of satisfaction surveys for the year ending 2022. Satisfaction surveys are sent out on a bi-annual basis each year. Feedback from the surveys is reviewed by the Accreditation Working Group, and a summary, including salient points and potential courses of action, is shared with the Executive Group. From there it is shared with subsequent groups for information/action as necessary. Update: Surveys have been sent out and</p>

		<p>appropriate groups/individuals by way of email updates, Companion, Coworker and Stakeholder meetings, internal newsletter, etc).</p> <p>Priority: Medium</p> <p>Cost: Labour hours for Coworkers obtaining, analyzing, and sharing survey data, cost of equipment, training, etc. associated with performance improvement changes.</p> <p>Funding Source: Program budget or grants/fundraising depending on identified improvement needs.</p> <p>Estimated Completion: Feedback surveys are reviewed, distributed, analyzed on a bi-annual basis (March & September, annually). Feedback is continually gathered and shared via one on one meetings, performance evaluations, exit interviews, annual ISP's, Companion meetings, Coworker meetings, leadership meetings, stakeholder meetings, Board meetings, and official & unofficial complaints.</p>		<p>analyzed. The Executive Group decided to edit and re-word some of the questions on the Coworker survey. The new draft of the Coworker survey will be reviewed in January 2023 by the Executive Group. Once the new survey questions are approved, the topic will be discussed at the Care Group and the survey will be re-issued to the Coworker cohort (March 2023).</p> <p>The Accreditation and Executive Group will continue to issue satisfaction surveys, evaluate the survey process, analyze results and engage with performance improvement efforts as necessary.</p> <p>In addition to the surveys, feedback continues to be gathered and shared via one on one meetings, performance evaluations, exit interviews, annual ISP's, Companion meetings, Coworker meetings, leadership</p>
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					meetings, stakeholder meetings, Board meetings, and official & unofficial complaints.
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Financial 1.L.1.b.4.	The IWA is responsible for creating an annual fiscally responsible budget and capital project budget. Budget reviews and data collection occurs by way of weekly Finance Committee meetings, monthly Board meetings, and on an as-needed, as-requested basis. The IWA engages an external accounting firm	<p>Action: With input from internal and external stakeholders, the Finance Committee drafts an annual budget and a capital project budget to be presented to the Executive Group and Board Of Directors for review, feedback and approval (March annually). The budgets are reviewed on a regular basis by way of weekly Finance Committee meetings, monthly Board meetings, and on an as-needed, as-requested basis.</p> <p>Priority: High</p> <p>Cost: accounting fees, labour hours for Coworkers (depending on the time required to engage with the reporting/action)</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Ongoing, reviewed as cited above.</p>	Business Admin, Facility Manager, Maintenance Manager, Farm Manager, Garden Manager, all Workshop Leaders, Finance Committee, Board of Directors,	Business Admin, Facility Manager, Finance Committee, Board Of Directors	<p>Update: Semi-monthly review of operating budget by the Finance Committee and the monthly presentation to Board Of Directors of the operating budget is occurring as planned, minutes are available for reference as needed. Balanced operating and capital project budgets are prepared and approved annually in March. Annual financial reports are presented at the AGM, in our annual report, and included in provincial and federal reporting.</p>



	<p>to prepare and present our year-end financial reports. The IWA reports to financial institutions, funders, and the provincial and federal governments in line with all required compliance, and as-requested.</p>				
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Employment 1.L.1.b.5.	<p>In an effort to maintain and expand IWA programs, leadership groups place an active focus on Coworker recruitment and retention.</p>	<p>Action: The Human Resource and Relations Group and the Executive Group review and improve recruitment and retention efforts - ensure ongoing feedback is received about what is working and what is not and make improvements. The Association incorporates Companion and Coworker feedback by way of orientation, performance evaluations, exit interviews, one on one meetings, Coworker meetings, House meetings, leadership meetings,</p>	<p>Human Resource and Relations Group, Executive Group, Facility Manager, Business Admin, Admissions Coordinator</p>	<p>Human Resources and Relations Group, Executive Group, Facility Manager, Business Admin Board of Directors</p>	<p>The IWA has a firm understanding of how many Coworkers are needed to deliver program support. The Association engages with ongoing succession planning. Update: Semi-monthly review of operating needs re: staffing (Care Group, Human resources, and relations Group). The IWA incorporates Coworker</p>



		<p>satisfaction surveys, and formal and informal complaints.</p> <p>The above-mentioned feedback and Coworker communication cycle inform the strategies used to recruit and retain Coworkers.</p> <p>Priority: High</p> <p>Cost: Labour hours (depending on specific Coworker recruitment/retention efforts). The IWA annual budget includes funds allocated for Coworker development, recruitment and Coworker appreciation.</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Ongoing</p>			<p>feedback in all recruiting and retention efforts.</p>
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Companion Admissions	In an effort to increase placement for Companions in both our day and residential programs, the IWA engages predominantly with Community Living British Columbia (CLBC) in both	<p>Action: The IWA will work with CLBC to place and onboard 2 new residential Companions. In order for these placements to proceed, The IWA and CLBC need to finalize contract negotiations (contracts that govern both residential and day program support).</p> <p>The IWA will engage Workshop Leaders to determine how many placements are available in their specific day program activity.</p>	Facility Manager, Business Admin, Care Group, Finance Committee, Executive Group	Facility Manager, Business Admin, Board of Directors	<p>Tracking Companion interest and applications received.</p> <p>Update: The IWA is in the final stages of contract negotiations with CLBC. It is a mutually agreed-upon goal that we will have new contracts in place effective at the beginning of our next fiscal year (April 2023). The Facility Manager is</p>

	<p>residential and day program placements. The IWA currently has two residential placements available. At this time, the number of Companion spaces filled in the day program is 20, with 2 spaces available. The leadership team feels that there is a potential to increase the number of day program spaces available.</p>	<p>The IWA reviews the accessibility needs of Companions interested in Glenora Farm programming to ensure we are providing adequate and accessible activities within the parameters of the physical environment and landscape. The IWA is actively reviewing and engaging with Coworker recruitment and retention in an effort to ensure Coworker capacity allows for new placements in the residential and day program that meet the support needs of the current and incoming Companions.</p> <p>Priority: High</p> <p>Cost: labour hours to engage with CLBC contract negotiations, labour hours to review Companion applications, labour hours to determine day program placement, labour hours to engage with a trial visit and onboarding if the Companion is deemed a good fit for the program(s).</p> <p>Funding Source: Program budget and trial visit fees. Companion support contracts are funded by CLBC.</p> <p>Estimated Completion: Ongoing, reviewed as needed. Goal: 2 Companions placed in the residential and day program April 2023. Day program capacity for all program activities identified by March 2023.</p>			<p>actively engaging with quarterly Service Providers meetings (regional representation) to share resources, referrals, and program availability. Day program space review and planning are currently being engaged with at the Care and Executive Group meetings.</p>
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<p>Communication 1.L.1.b.6.</p>	<p>The IWA sees effective and efficient communication as essential to the healthy and stable operations of Glenora Farm. It has been identified via internal and external feedback that the communication between leadership groups, and among all Coworkers can be misinformed and inconsistent. Communication is not clearly defined, appropriate channels of communication are not understood, and group composition</p>	<p>Action: The IWA continues to work on identifying communication challenges and appropriate actions. The Executive Group is reviewing internal communication between leadership groups, and among all Coworkers. can be misinformed and inconsistent. The Executive Group is working collaboratively with the Accreditation Working Group and the Core Group to improve internal communication systems and organizational structure. It has been identified that during the orientation, onboarding, and probationary periods, this information should be shared and reviewed with incoming Coworkers</p> <p>Priority: High</p> <p>Cost: labour hours associated with the review of current challenges, planning, and implementing improvements.</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Improve all internal organizational structure documents (December 2023). Share and communicate changes to the documents (March 2024). Ongoing review of all communication structures, methodologies, and documents annually in January/February, or as needed.</p>	<p>Executive Group, Accreditation Group, Core Group, Human Resource and Relations Group, and Board Of Directors</p>	<p>Executive Group, Accreditation Group, Board of Directors</p>	<p>Mandates for all groups to be reviewed, finalized, and shared (October 2023). Organizational structure and group decision-making capacity to be clarified (October 2023). Channels of communication to be clarified and upheld (October 2023)</p> <p>Update: Issues identified and leadership groups engaging in the review and solutions process (Sept. 2021). In Nov 2021 an external consultant worked with leadership and identified Coworkers and stakeholders during a three-day, on-farm retreat focused on communication, leadership, and team building. The Executive Group is responsible for engaging with the report and recommendations provided by the external consultant (September 2023).</p>
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	and mandates are not complete or engaged with regularly, and decision-making capacity of groups and organizational structure is not clear.				
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Communication 1.L.1.b.6.	Updated and accurate IWA policies and procedures (P&P) and plans and reports (P&R) are available and readily accessible to Coworkers, Companions, and other Stakeholders.	Action: Accreditation Group will review the 2023-24 P&P and P&R and present the completed project to the structural leadership groups (Executive Group, Core Group, Board of Directors). Updated documents will be placed on the website, in updated Coworker and Companion handbooks, P & P manual, and on the internal IWA server. File transfer from Google Drive to secure Microsoft database. Priority: High Cost: labour hours for review, presentation, follow up meetings/conversations, and file	Accreditation Task Force, Executive Group, Care Group, Bus. Admin.	Accreditation Task Force, Executive Group, Care Group, Board Of Directors	2022-23 P&P and P&R are available on the IWA website and the server (internal database). Update: Technology hardware has been procured for all IWA Coworkers to allow effective engagement with digital documents. Upon finalization of 2023-24 P&P and P&R, printed documents will also be available for Coworkers and Companions to review.

		transfer. File transfer will require I.T. consultant contract hours. Funding Source: Program budget Estimated Completion: P&P and P&R review and presentation is an ongoing process that we engage with annually January & February). File transfer (server transfer) completed August 2023.			
	Consistent, accurate and timely critical and internal incident reporting and follow-up	Action: In line with external stakeholder regulations and IWA P&P, The Facility Manager will ensure timely reporting (within 24 hours) for all critical incidents. Critical incidents are communicated to the Facility Manager as soon as it is safe to do so. Then, a critical incident report is filled out by the Facility Manager. This report is then shared with outside stakeholders (Island Health, CLBC, family/representative, police, emergency services, etc.) Internal incidents are tracked internally to monitor unusual behaviours and events. This information is held internally, or used to help advocate for additional support, when needed. The Facility Manager will continue to ensure that all critical and internal incidents are documented on the internal IWA database. The Facility Manager will ensure continued follow up when an incident occurs - using training, house meetings, and Care Group to discuss critical and internal incidents and how to properly report. More training is required for	Facility Manager, Bus Admin, Care Group, House Coordinators , Workshop Leaders, Admin & Development Coordinator, Maintenance Manager, Maintenance Worker	Facility Manager, Bus Admin. Depending on the specifics and severity, the Executive Group and Board of Directors may be responsible for monitoring progress.	Between July 2021 and January 2023, the IWA has demonstrated improved documentation of internal and critical incidents. This includes improved follow-up and de-briefing. The Companion database (internal and secure) re-launched September 2022 to provide a more user-friendly platform, allowing for Coworkers to be able to track events more efficiently. Update: Coworkers have been trained with the Facility Manager regarding critical and internal incidents, debriefing, follow-up, and documentation. CLBC and Island Health critical incident training has been completed and is ongoing for incoming / existing

		<p>Coworkers to determine the proper communication method when informing the Facility Manager about critical or internal incidents.</p> <p>Priority: High</p> <p>Cost: Labour hours for Coworkers training, and reporting incidents. Labour hours for Facility Manager reporting incidents and training Coworkers.</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Training of all Coworkers regarding internal and critical incidents is completed during onboarding of new Coworkers, and review is ongoing.</p>			<p>Coworkers. The IWA re-wrote the critical incident policy to reflect all external stakeholder regulations and best practice standards (January 2022).</p>
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Technology 1.L.1.b.7.	In order to meet and stay current with data safety and security protocols, the IWA reviews and updates the technology plan / report annually. The IWA engages with external technology services via	<p>Action: The IWA will continue to engage with identified contractors to ensure industry standard levels of technology security are achieved. The IWA will complete all actions identified in the Technology Plan/Report to support current technology needs.</p> <p>Priority: High</p> <p>Cost: internal labour hours and contracts listed below: Yonder Moon \$450 annually, Patrick Gavaghan \$1,200 + 300 contingency annual contract,</p>	Business Admin, Accreditation Task Force, Finance Committee,	Business Admin, Accreditation Task Force, Executive Group, Board of Directors	<p>The Accreditation Task Force reviews the technology accomplishments based on the previous version of the Technology Plan/Report (March 2022).</p> <p>Update: The IWA has reviewed and updated the current Technology</p>

	<p>contractors (Yonder Moon - website security and backups, Patrick Gavaghan - Companion database security and backups, and 3TEC Information Technology Services - data security, hardware, software, server security and backups,</p>	<p>3Tec I.T. \$600 annually + service and project related expenses ~\$2,400 annually Funding Source: Program budget Estimated Completion: Annual review of Technology Plan/Report. Ongoing engagement with external technology services.</p>			<p>Plan/Report (January 2023). Ongoing efforts demonstrate compliance to following the Technology Plan and the identified goals within the plan.</p>
	<p>In an effort to ensure best practice standards are being met with regards to cyber security, online training is mandatory for all IWA Coworkers who use technology as part of their role/responsibilities with Glenora Farm. In addition to cyber security training, Coworkers are</p>	<p>Action: The Facility Manager and Admin. & Dev. Coord. enroll and track Coworker training through our online training system (Relias training database) as well as in person trainings Priority: High Cost: Labour hours to enroll and track Coworker training. Annual Relias contract \$5,000 Funding Source: Program budget Estimated Completion: Ongoing, reviewed annually in line with each individual Coworker's date of hire and tied to performance evaluation data collection.</p>	<p>All Coworkers,</p>	<p>Facility Manager, Admin and Dev. Coord., Business Admin,</p>	<p>The Accreditation Task Force reviews the cyber security trainings, and standards in conjunction with the annual review of the previous version of the Technology Plan/Report (March 2022). Update: Cyber security and privacy trainings have been uploaded to the Relias online training system. A process and frequency to track Coworker training has been established.</p>



	<p>mandated to engage with CLBC privacy and information management training on an annual basis.</p>				
	<p>In an effort to ensure IWA equipment and resources utilized for technology needs i.e. hardware / software - printer, computers, phones, hosting site, etc., are reviewed for maintenance and need on a regular basis, the Bus. Admin reviews inventory and functionality with all Coworkers and Coworker groups. Replacement of outdated hardware / software / equipment will occur as needed.</p>	<p>Action: The Bus Admin regularly assesses all Coworker technology needs (most recent December 2022). Any new machines needed are acquired. Any existing machines that required maintenance were serviced by 3Tec. Priority: High Cost: Coworker labour hours, replacement/updates costs as required. Associated 3Tec support costs as required. Funding Source: Program budget Estimated Completion: Maintenance and acquisition needs are reviewed as needed, or annually (January).</p>	<p>All Coworkers, Business Admin., Finance Committee, Care Group</p>	<p>Accreditation Task Force, Business Admin, Executive Group, Board of Directors</p>	<p>The IWA engages with regular reviews of technology equipment and resources. Issues / concerns are tracked and documented. New equipment purchased as needed and included in the IWA assets list. Update: Analysis of technology (hardware and software) needs for all IWA Coworkers and office sites has been completed. Assignment of @glenorafarm email addresses for all IWA Coworkers. Acquisition of a server to facilitate data security and access for the administration team is complete. Procured iPad technology to facilitate communication and remote work access. The IWA has procured 13 laptops (configured to individual/role/position) to</p>

					ensure all Coworkers have the hardware they need to accomplish their tasks and training
	In an effort to ensure business continuity, the IWA conducts annual disaster recovery drills. Drills are completed and documented, and corrective action and timelines are determined.	Action: The Bus. Admin is responsible to engage with a scheduled disaster recovery drill (at least annually). Disaster recovery efforts that occur outside of the drill are documented and reviewed and analyzed annually (November). Priority: High Cost: Coworker labour hours, 3Tec I.T. support as needed. Funding Source: Program budget Estimated Completion: Ongoing, reviewed and analyzed as-needed, or annually (November)	Business Admin	Business Admin., Accreditation Task Force	The IWA has scheduled and unscheduled disaster recovery drills that are reviewed and analyzed at least annually. Update: 2022 and 2023 drills have been completed, documented with findings analyzed and included in quality improvement efforts.

ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Transportation 1.L.1.b.8.	The IWA annual budget includes expenses associated with the depreciation of vehicles and cost associated with fuel, insurance, drivers	Action: The IWA needs to ensure vehicle transportation needs and expenses are identified and accurate in the fiscal year operational budget. and Maintain and update vehicle insurance, Acquire fleet status as provided by HUB insurance. Priority: Medium	Finance Committee, Business Admin, Maintenance Manager, Finance Committee	Business Admin, Facility Manager, Maintenance Manager, Finance Committee, Executive Group, Board of Directors	Vehicle expense needs are identified and reviewed monthly, or as needed. IWA annual budget reflects accurate expense allocation for all IWA-owned vehicles (March annually). Update:

	assessments, maintenance and/or replacement of IWA owned vehicles. The annual budget is based on the previous year's expenses and the condition of the individual vehicles.	<p>Cost: HUB Insurance premiums \$6,200 annually fuel costs \$5,300 annually, vehicle maintenance and replacement costs \$3,000 annually, driver assessment costs \$280 annually</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: The IWA annual budget pertaining to estimated vehicle-related costs is updated annually (March). Maintenance and replacement needs are assessed on an ongoing basis. Vehicle insurance is renewed annually.</p>			Glenora Farm holds valid insurance with HUB International, 3 years of complete vehicle insurance coverage with HUB is required to qualify for fleet insurance. All Coworkers document vehicle checks prior to transporting Glenora Farm Companions. IWA Maintenance engages with and documents vehicle inspections for all IWA-owned vehicles as-need, or at least monthly.
	The IWA sets a mileage rate for Coworkers utilizing their personal vehicles for business use. The rate is in-line with provincial standards.	<p>Action: Ongoing review of current provincial mileage rate to determine if the IWA is in-line with provincial vehicle mileage rates.</p> <p>Priority: Medium</p> <p>Cost: Coworker labour hours</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Ongoing, and reviewed annually (February)</p>	Finance Committee, Business Admin	Business Admin, Finance Committee, Executive Group	Ensure IWA mileage rates are in-line with provincial standards. Update: Mileage rate to be reviewed with the possibility of an increase (February 2023).
Transportation (Companions)	In an effort to support community integration and autonomy for Companions supported, Glenora Farm is	<p>Action: Ongoing advocacy work with handyDART is needed to coordinate and support additional services for Companions living at Glenora Farm. Connection with other service providers to enhance Glenora Farm's advocacy efforts.</p> <p>Priority: Medium</p>	Facility Manager, House Coordinators, Care Group, Parents Group,	Facility Manager, Accreditation Task Force, Board of Directors	Advocacy efforts continue. Update: Eligible Companions have been identified, initial engagement and conversations with handyDART have been held, regional service

	<p>seeking additional opportunities and resources for Companions to travel off the Farm independently.</p>	<p>Cost: Coworker labour hours Funding Source: Program budget Estimated Completion: Ongoing conversations with handyDART are in process. Local service providers group is engaged and informed at quarterly meetings. If there is not a positive outcome with handyDART by September 2023, the IWA will engage local MLA's, MP's, family/representatives, Glenora Farm Parents Group, IWA Board of Directors and Executive Directors with other service providers in our region for additional lobbying.</p>	<p>Board of Directors</p>		<p>providers have been engaged, and a timeline for action has been determined.</p>
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ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
<p>Community Integration 1.L.1.b.g.</p>	<p>Residential Companion access and ability to engage with wider community programs, services, and supports.</p>	<p>Action: All Coworkers and leadership team members advocate on behalf of Residential Companions to access approved off-Farm programs, services, and supports. Glenora Farm Coworkers identify programs, services, and supports and facilitate access to these engagements depending on transportation availability and Coworker support capacity. Priority: Medium Cost: Labour hours to coordinate and support community access. In most</p>	<p>House Coordinator, Care Group</p>	<p>House Coordinator's, Care Group, Facility Manager</p>	<p>The Facility Manager reviews the number of approved off-Farm activity engagements that have been provided to all residential Companions bi-annually (April/September). These activities are tracked on an internal spreadsheet. Update: Glenora Farm continues to identify and</p>



		<p>cases, the cost of the engagement is assumed by the Companion.</p> <p>Funding Source: Program Budget (Coworker wages) and personal Companion finances</p> <p>Estimated Completion: Ongoing, reviewed at House Meetings, Companion meetings, Care Group Meetings, annual ISP's, and as needed.</p>			<p>facilitate access to community programs, services, and supports for residential Companions. Access to wider community programs, services, and supports is tracked at House Meetings, Companion Meetings, annual ISP's, and as needed.</p>
	<p>In an effort to reduce stigma and increase inclusion, the IWA is committed to increasing broader community representation for residential and day program Companions. .</p>	<p>Action: 1-2 times per year, Glenora Farm hosts events at Glenora Farm with information about Glenora Farm and the Camphill movement.. 3-4 times a year, Glenora Farm Companions and Coworkers participate in, or offer broader community events (Bell Choir concerts, music festival performances, fundraising events, farmers markets, etc.)</p> <p>Priority: High</p> <p>Cost: Coworker labour hours for Companion support off-Farm, Coworker hours to plan events, table rental costs, admission fees, transportation costs, expenses for on-Farm events,</p> <p>Funding Source: Program budget and fundraising</p> <p>Estimated Completion: Ongoing, activities and engagements are reviewed as-needed, schedule for on and off-Farm activities to be completed by February 2023</p>	<p>Admin & Dev. Coord., Festival Group Facility Manager, Finance Committee,, Board of Directors, Fundraising Committee</p>	<p>Executive Group, Core Group, Care Group Fundraising Committee, Board of Directors</p>	<p>Both on-Farm and off-Farm event dates and times are set, including a list of Companions and Coworkers participating, associated expenses / budget, and advance advertising.</p> <p>Update: Companion performance at Special Woodstock Aug 2022, Companion performance at 39 Days of July 2022, Christmas Bell Choir Concert at Glenora Farm Dec 2022.</p>

ELEMENT	IDENTIFIED BARRIER	ACTION TO REMOVE BARRIERS, PRIORITY, FUNDING SOURCE, TIMELINE	WHO WILL BE RESPONSIBLE	WHO WILL MONITOR PROGRESS	COMMENTS / UPDATE
Accommodation made 1.L.3	<p>The IWA supports Companion and Coworker requests for reasonable accommodations .</p> <p>Requests for accommodations are Identified via ISP meetings, one-on-one conversations, satisfaction surveys, goal tracking surveys, performance evaluations. Accommodation requests are reviewed in the, Care Group, at House meetings, in the Finance Committee</p>	<p>Action: The IWA will continue to make scheduling and placement adjustments to ensure Companion and Coworker compatibility, and accommodate changing individual support and/or employment needs. All requests for reasonable accommodations are reviewed and deliberated on as they are submitted. Requests are kept on file in Companion and Coworker personnel files in the administration offices and included in the Companion database.</p> <p>Priority: High</p> <p>Cost: Coworker labour wages. Costs associated with any accommodation requests will be reviewed and deliberated on individually. The IWA includes reasonable accommodation request expenses in the annual operating budget \$2,000 (\$1,000 for Companion request and \$1,000 for Coworker requests).</p> <p>Funding Source: Program budget</p> <p>Estimated Completion: Requests for reasonable accommodations are reviewed on an ongoing basis</p>	<p>Care Group, Facility Manager, House Coordinators , Workshop Leaders, Human Resource and Relations Group, Finance Committee</p>	<p>Facility Manager, Human Resource and Relations Group, Executive Group</p>	<p>.The IWA supports Companion and Coworker requests for reasonable accommodations.</p> <p>Update: The IWA has created a system and process for receiving and deliberating Companion and Coworker requests for reasonable accommodations.</p>

	meetings, by the Human Resources and Relations Group, and at the JHSC, Requests for reasonable accommodations are decided upon in the Care Group, House meetings, and the Joint Health and Safety Committee. Requests for reasonable accommodations are documented in the Companion database, in Companion and Coworker files, meeting minutes and the reasonable accommodations folder.				
OTHER Other 1.L.1.b.10	The IWA supports all Companions, Coworkers and stakeholders in identifying any	Action: The IWA actively seeks engagement and feedback from Companions, Coworkers and Stakeholders via ISP meetings, one-on-one meetings, House meetings, Coworker meetings, Companion meetings, feedback surveys, etc. This	Human Resource and Relations, Admin & Dev. Coord.,	Executive Group, Finance Committee, Board of Directors.	In an effort to increase accessibility the IWA is committed to reviewing all identified barriers related to accessibility. Update: Coworkers with the IWA embrace an



The Ita Wegman Association
of British Columbia

	barriers to accessibility.	allows for any identified barriers to be presented to IWA leadership teams. Priority: High Cost: Coworker labour hours, cost of addressing any barriers Funding Source: Program budget Estimated Completion: Ongoing review and engagement of any presented barrier to accessibility. Reviewed annually in January with the P&R review.	Care Group, House Coordinators , Workshop Leaders Executive Group, Facility Manager, Business Admin, Board Of Directors		'open door policy'. The Association is committed to engaging with multiple avenues to obtain feedback, analyze requests, and work collaboratively towards solutions. .
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