Access is defined as barriers or lack thereof for clients to obtain services, and personnel in delivering quality services.

How to use this template: Review the below domains and identify areas that there may be barriers present for clients, families, or staff. Barriers may be internal or external and may be within or outside of the control of the organization. The intent is to be aware of all barriers present so that the organization can either accommodate (if outside of the organization’s control) or look to address them (if within the organization’s control).

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| Domain | Barrier Domain Definition/Examples | Barriers Identified | Improvement Goal: |
| Architecture | Physical barriers that prevent access to a building for an individual who uses a wheelchair, narrow doorways that need to be widened, bathrooms that need to be made accessible, the absence of light alarms for individuals who are deaf or hard of hearing, and the absence of signs in Braille for individuals who are blind |  |  |
| Environment | Any characteristic of a setting that compromises, hinders, or impedes service delivery and the benefits to be gained. Some service sites may be located in areas where the persons served and/or personnel do not feel safe or feel that confidentiality may be risked. In addition to such external environmental barriers, internal barriers may include noise level, lack of soundproof counseling rooms, highly trafficked areas used for service delivery, or type or lack of furnishing and décor that impact the comfort level of the persons served and personnel. |  |  |
| Attitudes | Preconceived opinions that personnel and other stakeholders may have of persons with disabilities, as these can impact access to services/supports or benefits to be gained. Attitudinal barriers may include but are not limited to: Terminology and language used when communicating with persons with disabilities, other stakeholders, and the public (e.g., whether the organization uses person-first language); How persons with disabilities are viewed and treated by the organization, their families, and the community (e.g., dependent versus independent or interdependent, not valuable versus valuable) |  |  |
| Finances | Insufficient financial access for services/supports (co-pays, etc.) |  |  |
| Employment | Barriers to obtaining or retaining employment for clients or practitioners. |  |  |
| Communication | Communication barriers might include the absence of a teletype machine (TTY) or the absence of materials in a language or format that is understood by the persons served. |  |  |
| Technology | Barriers in utilizing technology to support services and progress in treatment. |  |  |
| Transportation | Barriers to getting to/from services (public transportation to clinics, practitioner ability to get to home based services, etc.) |  |  |
| Community integration | Barriers related to the ability for clients to successfully become part of their community (opportunities for play dates, meaningful connections in the community, etc.) |  |  |
| Other barriers, as identified. | Other barriers to services, as identified by clients, staff, or other stakeholders. |  |  |

Summary of how this Assessment & Plan was comprised: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Reviewed & Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_