

**2026
BayCare Behavioral Health
Accessibility Plan**

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PURPOSE

To identify, remove and/or minimize barriers to access to BayCare Behavioral Health (BCBH) programs, services, or employment.

BARRIERS, BARRIER PREVENTION AND IDENTIFICATION

Architectural barriers are physical features that limit or prevent people with disabilities from obtaining BCBH services.

- Facility Services ensures new construction or alterations of facilities conform to ADA Accessibility Guidelines
- Semi-annual internal Health and Safety Risk Assessments are conducted to identify architectural barriers.
- Ongoing team member monitoring assures safe and ADA accessible access to facilities, available and clearly marked parking spaces for the disabled, ramps that are not blocked.
- Barriers are addressed and recommendations are made to Leadership when appropriate.

Environmental barriers can be any characteristic of the setting that compromises, hinders, or impedes service delivery and the benefits to be gained.

- Semi-annual internal Health and Safety Risk Assessments are conducted to identify environmental barriers.
- Any individual may identify environmental barriers. Issues may be reported through various forums including but not limited to team meetings, committees, satisfaction surveys, and complaints and grievances.
- Barriers are addressed and recommendations are made to Leadership when appropriate.

Attitudinal barriers may include language used in literature or communication, how individuals are viewed and treated, whether or not input is solicited and used, eligibility criteria that screens out individuals with specific types of disabilities.

- BCBH participates in community education and awareness outreach activities and provides training and education to team members aimed at reducing stigma
- Customer input and stakeholder feedback regarding attitudinal issues and barriers to services is obtained through complaints and grievances, surveys, community forums, therapeutic groups, etc.
- Barriers are addressed and shared with management for consideration.

Financial barriers may include insufficient funding for services and supports.

- Ongoing reviews of current and pending contracts ensure service and capacity standards are met.
- State contracts, assistance grants, third party insurance agreements and the provision of a sliding fee scale are actively pursued.
- BCBH explores new opportunities and diversification of programs, services, and revenue sources.
- The Executive Committee focuses on improving operational performance and efficiencies within all programs.

Employment barriers may include lack of applicants, efficient systems to effectively hire, BCBH is committed to employing skilled team members and assisting persons served in overcoming barriers to employment.

- Team Resource policies, the Affirmative Action and Cultural Diversity plans are reviewed regularly to ensure legal requirements are met, and a non-discriminatory and culturally diverse environment is promoted
- To reach a diverse applicant pool, job vacancies are posted at BayCareJobs.com and other websites.
- Team members, supervisors, and managers provide input to leadership regarding the unique needs of the persons served or anticipated population to serve in the effort to hire team members with unique competencies.
- When a person served is not employed, and expresses a desire to work, staff may assist persons served in overcoming barriers to employment through the provision of referrals and service plan goals to help the person identify resources, mental health and / or substance use issues that may interfere with seeking and or obtaining employment.

Communication barriers may include the absence of a telecommunication device for the deaf and the absence of material in a language or format that is understood by the persons served.

- Each BCBH program location has a designated a Single Point of Contact responsible for ensuring effective communication with customers or companions who are deaf or hard of hearing, and or individuals who are limited English Proficient.
- Age and/or population specific evidence based, and emergent best practice materials are used in various settings throughout the service continuum. Additional materials are purchased as appropriate.
- Barriers are addressed and recommendations are made to Leadership when appropriate.

Technology barriers may include any barrier that would prevent the necessary transmission and receipt of essential data to provide person served care, operational sustainability, and organizational efficiencies.

- BCBH researches, provides, installs and supports any hardware or software that would reasonably assist a team member with a handicap or disability to perform their job function or a person served to access services.
- Barriers are addressed and recommendations are made to Leadership when appropriate.

Transportation barriers may include persons being unable to reach service locations at all or to participate in the full range of services and other activities

- Ongoing communication and relationship building between BCBH and community providers assures successful transportation coordination.
- Select BayCare programs utilize vans and cars for transportation services and purchase bus tickets / passes, taxi vouchers, and other hired services.
- Information related to transportation barriers is shared with management for consideration and follow-up.
- See attached BayCare Behavioral Health Transportation Program Overview

Community Integration barriers Identify may include any barriers that would keep the persons served from returning to full participation in their community.

- Team members utilize the Resource Guide to assist customers gain access to activities and services within their community.
- Transition/Discharge/Aftercare plans are created at or near the time of admission to ensure community integration is addressed throughout the course of treatment.
- Barriers are addressed with Supervisors and or Managers when appropriate.

Other Barriers include those beyond the categories listed above that limit impede access BCBH programs, services, or employment.

- BCBH receives input from team members, customers and stakeholders that may identify additional barriers through the Strategic Planning Survey process, satisfaction surveys, person served feedback, Team Member as Customer Surveys, and other venues.
- Barriers are addressed and recommendations are made to Leadership when appropriate.

ACTION PLAN INCLUDING TIMELINES FOR ANY IDENTIFIED ACCESSIBILITY BARRIERS

Barrier Identified	Actions to be Taken	Target Date	Completion Date
Access to Services/ Employment	Behavioral Health Specific Job Fairs	2021- Present	Ongoing
Employment Barriers	BH Team Member Spotlights to increase recruiting presence	2025 - Present	Ongoing
Access to Services	Expansion of GME Psychiatric Residents Program & Fellowship	2023 - Present	Ongoing
Access to Services/Architectural	Expansion of waiting and treatment area of ISU	October 2026	Ongoing
Access to Services	NPR BH Urgent Care Opening	February 2025	February 2025
Access to Services	Dade City BH Urgent Care Opening	March 2026	Ongoing
Access to Services	Phreesia New Patient Scheduling Pilot	October 2025	December 2025
Architectural	Enhanced ADA entrance to meet new requirements at ATC and BHUC	October 2025	December 2025
Architectural	Additional parking spaces for persons served including re-evaluating ADA parking at ATC & Urgent Care	February 2026	Ongoing
Architectural	NBHC Parking Enhancements to ensure ADA Compliance	March 2026	Ongoing
Architectural	Additional team member parking acquired resulting in added persons served accessibility at DCOP	2025 - Current	Ongoing
Architectural	Renovation of SIPP program location	February 2026	Ongoing
Transportation	Addition of 6 FDOT vehicles for persons served transport (2 budgeted for NBHC)	2026	Ongoing

Transportation	Continued use of Uber Health	2021 - Present	Ongoing
Transportation	Additional 6 vehicles purchased for ATC, HCOP & CRC	2025	December 2025
Technology	Additional forms implemented into IMED Electronic Signatures	August 2024 - Present	Ongoing
Technology	Expansion of Telehealth Service Providers	October 2024 – Present	Ongoing
Technology	Use of AI documentation assistance for providers & team members	June 2025	Ongoing
Employment/Other Barriers	Additional team member training provided (clinical & non-clinical) based on feedback from team members and leaders with hiring of new BH Educator	March 2025 - Present	Ongoing

Progress made in the removal of identified barriers

BayCare Behavioral Health is expanding our services across multiple counties and increasing our workforce to provide better access to quality patient care. Our BayCare Talent Acquisition team has been actively hosting both in-person and virtual job fairs specifically for behavioral health along with Team Member spotlights, which has been instrumental in recruiting new team members. In 2024, we had the Psychiatric GME Residents provide ambulatory services at Northside Behavioral Health and are pleased to continue this initiative. Additionally, our application for a Child and Addiction Fellowship for 2025 was successful, and we were awarded the fellowship. This is a significant achievement that will enhance our ability to serve our community.

We have also evaluated parking spaces at various facilities to ensure ADA accessibility and accommodate the growing workforce. To improve workflow and registration processes, Phreesia was implemented in December 2024, aligning with the rest of the health system. Furthermore, IMED electronic signatures were introduced in 2024 to streamline documentation for both persons served and team members, with additional forms continuously being integrated into IMED.

Our Behavioral Health Urgent Care in New Port Richey has created a valuable pathway for clinical services. We are excited to announce that we have received additional funding to expand our Behavioral Health Urgent Care into Dade City by 2026. This expansion will allow us to reach even more individuals in need of urgent behavioral health services. The onboarding of a Behavioral Health Educator has been a significant addition to our team, enabling us to provide additional training for both clinical and non-clinical staff. This ensures that all team members are well-equipped to work effectively with the persons we serve.

We identified several barriers in 2025 and have taken actions to remove or mitigate them. These efforts are outlined in the updated 2026 BCBH Accessibility Plan, demonstrating our commitment to continuous improvement and accessibility for all.

BayCare Behavioral Health Transportation Accessibility Program Overview

Program Summary

BayCare Behavioral Health has developed a comprehensive transportation program designed to reduce obstacles for individuals seeking behavioral health services. The primary goal of this initiative is to ensure that everyone, regardless of their insurance status, has access to the care they need. The program offers multiple transportation options, including dedicated vans and cars, as well as bus passes and taxi vouchers. These resources are intended to facilitate clients' ability to reach service locations and participate fully in all available activities.

A crucial component of the program is its ongoing collaboration with community providers. This partnership is vital for the maintenance and improvement of transportation services. The leadership team consistently monitors any transportation-related issues, enabling prompt enhancements and the quick resolution of concerns.

Addressing Transportation Barriers

Transportation barriers can significantly impede access to services and participation in BayCare programs. To address these challenges, the program continually gathers information about transportation difficulties experienced by clients. This feedback is communicated to leadership, allowing for effective follow-up and timely intervention. As a result, the needs of clients are addressed efficiently, and obstacles are resolved promptly.

Coordination with Community Providers

Strong communication and partnerships with local community providers are fundamental to the success of BayCare's transportation services. By working collaboratively with these partners, the program can coordinate transportation solutions that are both efficient and responsive to the specific needs of each client. This approach ensures that transportation support is seamless and personalized.

Transportation Program Offerings

Several BayCare programs utilize dedicated vans and cars to deliver direct transportation services to clients. In addition to these vehicles, the program provides alternative arrangements such as bus tickets, bus passes, taxi vouchers, ride share services and other hired services to accommodate a wide variety of needs, including transportation needing specialized lifts and ramps. Importantly, these transportation services are offered at no extra cost to clients. There are no special fees for using BayCare transportation, regardless of a client's insurance coverage or payment arrangements. Case Managers, Program staff, or Residential Program staff can arrange transportation in program vehicles for clients to access services, medication appointments, or community resources. Use of the transportation services within BayCare is arranged through the assigned provider, TCM, Therapist, and Residential Program. Vehicles/ equipment is maintained through an outside vendor for routine care and scheduled inspections of the vehicles.

Transportation Safety Guidelines

- All riders are required to wear seat belts while being transported.
- Hearing, seeing and mobility devices, such as walkers and wheelchairs, are allowed. Wheelchairs and walkers should be securely stored in the trunk of the vehicle when in transport for safety and taken out for use after arriving at the destination.
- Portable oxygen tanks are permitted on board our vehicles.
- Attendants and companions may accompany clients as needed during travel and to their destination.
- Trained Service animals are allowed to travel with clients.
- Minors must be accompanied by a parent/guardian or approved team member in a BayCare owned vehicle.
- Loading and disembarking of individuals is completed in a safe area away from high traffic areas.

Training is provided for both drivers and supervisors. Each driver receives instruction upon assignment as a driver through the BayCare Online Learning Center (ONL) and MyLearningPointe (MLP). Continuing education is provided and completed every 3 years through MLP, and one on one training/instruction as needed. ADA training is also provided annually through Team Member Essentials, through BayCare Online Learning Center. Contractor and vendors complete BayCare's required Essential training through the OLN. Specific driver orientation is provided for Team Members selected and approved as drivers. The areas of training cover include the following:

- Van and car equipment familiarization
- Basic operations and maneuvering
- Boarding and aligning of passengers
- Defensive driving
- Distracted driving, including the use of cell phones, and review of the FDOT Wireless Communication Guidance Document.
- Vehicle and equipment inspections
- How to complete the Drivers Log
- Definition of a Trip and examples of trips
- Reporting vehicle repairs
- Reporting an accident
- Managing emergencies
- How to contact the Manager, or Maintenance

Behavior Expectations and Service Continuity

BayCare Behavioral Health is committed to ensuring a safe and positive transportation experience for all clients. We ensure ADA compliance with the US Civil Rights under the ADA, 49 CFR Parts 37 & 38, for all disabilities that limit participation and access to transportation services, programs, and facilities. Our transportation services are accessible and inclusive. Reasonable accommodation will be planned for and made available for persons with physical or mental disabilities. This is developed as a guideline to address general circumstances. There may be certain instances in which the exercise of professional judgement and/or discretion by the health care provider warrants taking other actions. Any behavior that is disruptive, violent, abusive, or unsafe may result in a temporary suspension of transportation privileges. The reinstatement of these privileges will be assessed on a case-by-case basis, with the primary aim of maintaining a respectful and secure environment for everyone. As outlined in the Behavioral Health Orientation Guide given to all clients receiving services. Clients may address grievances at any time, by calling 1-800-BayCare or going to BayCare.org/contact-us. ADA practices can be located on the BayCare Internet. Please consult the Behavioral Health Orientation Handbook for additional information.

BayCare will make all reasonable modifications to policies and programs to guarantee that individuals with disabilities have access to the transportation services provided through the system of care. Every effort is made, in collaboration with the individual's case manager, to assist in securing alternative transportation options and to provide information about available transportation services within the community, if needed.