

Accessibility Audit: Program Inclusivity Checklist

Purpose: Use this tool to assess how well your program supports clients with disabilities across key domains of accessibility.

Physical Accessibility

- ☐ Entrances and exits are wheelchair accessible
- ☐ Waiting areas accommodate mobility devices
- ☐ Restrooms meet ADA standards
- ☐ Exam and group rooms have adjustable seating and clear walkways
- ☐ Transportation options or directions are disability-friendly

Communication Accessibility

- ☐ Intake forms are available in plain language and alternative formats (large print, digital)
- ☐ ASL interpreters or captioning are available for sessions or events
- ☐ Staff avoid jargon and use people-first or identity-first language as appropriate
- ☐ Visual schedules or infographics are used to explain services and steps
- ☐ Digital platforms (e.g., telehealth) include accessibility features like screen reader compatibility

Attitudinal Accessibility

- ☐ Staff are trained on disability justice and neurodivergent-affirming practices
- ☐ Clinicians avoid assumptions about ability, competence, or behavior
- ☐ Staff offer accommodations without requiring disclosure
- ☐ Clients are invited to express access needs during intake and throughout treatment
- ☐ Peer support or lived experience is represented in program leadership

Program Policy & Inclusion

- ☐ Program includes accessibility in its mission or values
- ☐ There is a clear protocol for responding to access barriers or complaints
- ☐ Program collects feedback from disabled clients and families
- ☐ Accessibility is built into group rules, safety plans, and documentation protocols
- ☐ Recovery materials (e.g., workbooks, journals) offer flexible formats

Tip: Use this checklist during team meetings, audits, or supervision to identify areas for growth—and track your progress over time.