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EXECUTIVE SUMMARY

Goodwill is about good customer service across all lines of business. Providing equal access is good customer service. Accessibility encompasses the development and creation of environments—physical, emotional, and intellectual—in which persons with disabilities feel welcome and comfortable. Accessibility also enables one’s ability to gain access to something and increases the capability of being used.

Since its inception, Goodwill Industries of North Central Texas's own history has been marked with many accomplishments of its own in creating accessible environments for people with disabilities who use its services as employees, clients, or community members.

This Accessibility Plan was prepared for review and implementation in line with Commission on Accreditation of Rehabilitation Facilities (C.A.R.F.) requirements and guided by the ADA Accessibility Standards Mandates already in strict application, the 2012 TAS Texas Accessibility Standards in all Goodwill Industries of North Central Texas facilities prior to this.

Barrier identification, prevention and removal are ongoing processes.

Goodwill Industries of North Central Texas’s Accessibility Plan provides details on the progress of previously stated barrier prevention and removal objectives, plus it describes new barrier prevention and removal priorities that have been identified during the past year by self-assessment and the use of surveys.

GOAL

Goodwill Industries of North Central Texas is committed to creating an environment that is accessible to all people, regardless of ability.

The goal of the Accessibility Plan is to describe the actions that Goodwill Industries of North Central Texas will take to identify, remove, and prevent barriers to all people with disabilities accessing Goodwill Industries of North Central Texas facilities and services. These actions are taken to benefit staff, consumers, families, visitors, and stakeholders of the organization.

OBJECTIVES

This report serves to accomplish the following:

- Communicate the continual commitment of Goodwill Industries of North Central Texas to remove barriers to persons with disabilities and comply with the requirements of applicable local, state, and federal regulations pertaining to accessibility.

- Describe the process used to identify, remove, and prevent barriers to people with accessibilities.

- Review the past accomplishments of the organization in removing barriers to people with disabilities.
List the barriers identified in this accessibility audit of its facility, programs, and policies.

Lay out a plan for addressing barriers identified.

Describe the on-going efforts of the organization in identifying and preventing barriers on an everyday basis.

Describe the way in which the organization will monitor progress of the plan.

Describe the ways the organization will make the plan available to the public.

For the purposes of this plan a barrier to accessibility can be described as anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, architectural barrier, attitudinal barrier, environmental barrier, financial barrier, communication barrier, employment barrier, transportation barrier, technology barrier and/or community integration barrier.

ACCESS COORDINATOR

David Cox, President, and CEO has appointed Mr. Jeffrey Marchese to serve as Access Coordinator for the duration of this plan. It is the responsibility of the Access Coordinator to:

Direct and maintain an Accessibility Work Group that includes persons with various disabilities, staff, and representation of the organization’s stakeholders.

Annually conduct an organizational self-assessment to identify barriers in the following areas: architecture, environment, attitudes, finances, employment, communication, transportation, or any other barriers.

Identifies persons served, personnel, and other stakeholders of the organization.

Develop the organization's Accessibility Plan, which lists the barriers that limit access to programs, outlines how the barriers will be removed, develops a schedule for steps to remove barrier(s) and identifies person(s) responsible for implementing the plan.

Review completed Barrier Report Forms, which are available to persons served and their families, personnel, and other stakeholders to report access concerns throughout the year.

Monitor and communicate progress of the plan to the President & CEO Mr. David Cox, and the Board of Directors.

Update plan annually.
The Accessibility Work Group plays an integral part in the development and monitoring of the organization’s Accessibility Plan. The following individuals are suggested as individuals who could steer the process as a group based on their spheres of exposure to serve on the Accessibility Work Group for this plan:

❖ Jeffrey Marchese; Safety and Asset Protection
❖ Kimberly Smith; STARS Program
❖ Kate Dawson; Human Resources
❖ Roy Stewart; Facility Maintenance
❖ Bobbie Hodges; Workforce Development

The mandate of the Accessibility Work Group will be:

• Conduct inquiries regarding potential and actual barriers to people with disabilities in all facilities, owned or leased, regulations, policies, programs, practices, and services offered by Goodwill Industries of Fort Worth.
• Identify facilities, regulations, policies, programs, practices, and services that cause or may cause barriers to people with disabilities.
• Prioritize and specify barriers that will be removed or otherwise modified in the coming year within the limits of the financial and career services available.
• Describe how these barriers will be removed or prevented
• Prepare and maintain a report on these activities
• Make an Annual Accessibility Plan available to participants, employees, and stakeholders

MISSION
The mission of goodwill north central Texas is to create lives of independence and build a stronger local community

VISION
We envision a North Central Texas where every person has the opportunity for maximum independence and abundant living.
OVERVIEW OF SERVICES AND PROGRAMS

Donations & Retail
The more donations Goodwill receives, the more jobs can be created. Goodwill's retail stores are the organization's primary source of funding for our employment and training services. True to the original concept of Goodwill's founder, the collection of donated items remains the backbone of the organization.

Mission Services
Goodwill's Career Development and Training Services not only help those seeking employment, but also help assure employers satisfaction with the personnel they hire. This department provides the services, vocational assessment, training, and skills needed by many individuals to become self-sufficient.

Goodwill Staffing Services
GIS is a full-service temporary employment service committed to providing skilled, dependable employees with positive attitudes and an intense desire to work. GIS provides access to more than 800 job descriptions for State, County, City and Municipal facilities. GIS can assist you in this endeavor and save your valuable time, while lowering your recruitment/advertising, payroll and accounting costs.

Goodwill Industrial Services
Barriers to employment come down as those with disabilities and disadvantages use their skills to perform meaningful work for the business community. The training and experience Goodwill provide to employees help them learn the importance of efficiency, quality control and customer service. Goodwill's Industrial Services Division proudly competes with counterparts outside the organization in the areas of Custodial Services, and Grounds Maintenance.

Goodwill E-Recycling and Salvage
In today's rapidly expanding world of information technology, many are left behind. Goodwill's E-Recycling recycles all components keeping these items out of the landfill. This creates full time work for many of our participants.

STARS
The mission of Goodwill S.T.A.R.S is to provide a supportive learning environment to empower participants so that they may overcome the boundaries and limits of intellectual and physical disabilities and achieve their personal goals. S.T.A.R.S recreates daily living scenarios through an interactive, realistic environment.
Participants will rotate between different places such as the apartment, general store, town square, art studio, and fitness center. Each different place will give participants a chance to learn real life skills while having fun and interacting with other staff and participants at the same time. This program uses a curriculum designed to help participants overcome their disadvantages and achieve maximum independence in the long run.

BARRIER IDENTIFICATION STRATEGIES

The following barrier identification tools will be utilized for the annual accessibility survey.

<table>
<thead>
<tr>
<th>METHODS/STRATEGY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility audit of external and internal facilities utilizing: 2010 ADA Standards for Accessible Designs, American with Disabilities Act Title III regulations, 2012 TAS Texas Accessibility Standards, ADA Compliance Checklist for existing Facilities version 2.1</td>
<td>Tool used to identify the status of physical access. Checklist covers:</td>
</tr>
<tr>
<td></td>
<td>• Parking lots, passenger loading zones</td>
</tr>
<tr>
<td></td>
<td>• Outdoor access</td>
</tr>
<tr>
<td></td>
<td>• Building access</td>
</tr>
<tr>
<td></td>
<td>• Seating areas</td>
</tr>
<tr>
<td></td>
<td>• Public restrooms</td>
</tr>
<tr>
<td></td>
<td>• Drinking fountains</td>
</tr>
<tr>
<td></td>
<td>• Public telephones</td>
</tr>
<tr>
<td></td>
<td>• Emergency alarms and areas used for emergency egress</td>
</tr>
<tr>
<td>Staff/Participants questionnaire</td>
<td>Staff/Participants will provide opportunity to make an input through a written survey</td>
</tr>
<tr>
<td>Stakeholder questionnaire</td>
<td>Visitors/Stakeholders to the organization will be provided an opportunity to make an input through an online comment section</td>
</tr>
<tr>
<td>2004 CARF Guide to Accessibility Nondiscrimination in Program Accessibility Checklist</td>
<td>Checklist designed to address program access and nondiscrimination; reasonable program modifications and surcharges and additional requirements to ensure program access under the ADA.</td>
</tr>
</tbody>
</table>
Technology / Communications & Information
Mission is to provide excellence in information technology solutions and services that will facilitate the vision, objectives, and goals of Goodwill Industries of North Central Texas.

Objectives are:

- To improve communication between the Information Technology department and others.
- To improve processes to increase efficiencies, effectiveness, and customer satisfaction.
- To provide the technical resources and solutions needed by each of the departments.
- To help users utilize the full capabilities of current applications and IT resources.
- To provide an up-to-date online means of accessing Goodwill Industries of North Central Texas information.

Community Integration
Goodwill Industries of North Central Texas’s philosophy is to have our participants, clients, and employees as contributing members in our surrounding community.

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Reverse integration, bringing the community to us, is also utilized to ensure the community is made available to all participants, clients, and employees.

Employment
Goodwill Industries of North Central Texas provides flexibility in the workplace considers part time work and is family friendly with participants and employees.

Environmental, Architecture & Design of Public Spaces
Our facilities are in areas where our participants, employees, and public feel safe and does not hinder or impede our service delivery. Our noise level and lighting are monitored to not impact the comfort level of persons served. Our facilities have furnishings and décor that increase the comfort level of the persons served and personnel.

Attitudinal
Goodwill Industries of North Central Texas has a wide diversity of over 900 individuals employed, with physical and mental disabilities and others who have no disability. All our employees are team members, and they are addressed that way. Our participants, employees and stakeholder input are solicited and used when appropriate.
Transportation
Goodwill Industries of North Central Texas makes every effort to increase the chances of success for persons served. We thrive in helping to identify and correct transportation barriers. Transportation of our participants and employees is a critical factor in providing services and for agency success.

Financial
Goodwill Industries of North Central Texas maintains annual fundraising to fund the Moncrieff/Ryan Scholarship Program that is available to persons served on an as needed basis.

<table>
<thead>
<tr>
<th>Multi-Year Accessibility Plan for Goodwill North Central Texas</th>
<th>Date Updated: June 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Barrier Type</strong></td>
<td><strong>Barrier Description</strong></td>
</tr>
<tr>
<td>Technology / Communications &amp; Information</td>
<td>When asked, make your emergency and public safety information accessible to the public</td>
</tr>
<tr>
<td>Make information about your organization's goods, services, and facilities accessible upon request</td>
<td>Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities. Consult with person making the request to determine suitability of accessible format or communication support. Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication support for persons with disabilities at a cost no more than regular cost charged to other persons</td>
</tr>
<tr>
<td>Ensure all employees are treated equal and have the same level of respect</td>
<td>Review Diversity Plan and ensure compliance</td>
</tr>
<tr>
<td>Make your feedback processes, like surveys or comment cards, accessible when asked</td>
<td>Ensure that processes for receiving and responding to feedback are accessible</td>
</tr>
</tbody>
</table>

**Employment**
<p>| When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's | Review your emergency information Determine which employees need help Prepare and provide information to these employees, in an accessible format if required | Jan 2023 | VP Human Resources, Dir. Safety &amp; Asset Protection | Jun 2022 | Complete/Ongoing |</p>
<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
<th>Date</th>
<th>Responsible Parties</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow up with employees periodically</td>
<td>Review and update existing recruitment, policies, procedures, and processes. Specify that accommodation is available for applicants with disabilities on the website, job postings and when arranging interviews. Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation. If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that considers the applicant’s accessibility needs due to a disability. Development of Diversity Committee has been initialized to further analyze possible barriers to remove during recruitment phase.</td>
<td>Jan 2023</td>
<td>VP Human Resources, VP Donated Goods &amp; Retail</td>
<td>Jun 2022 Complete/Ongoing</td>
</tr>
<tr>
<td>Have in place a written process to develop individual accommodation plans for employees with a disability</td>
<td>Review and update existing policies, practices to ensure compliance</td>
<td>Jan 2023</td>
<td>VP Human Resources, VP Donated Goods &amp; Retail</td>
<td>Jun 2022 Complete/Ongoing</td>
</tr>
<tr>
<td>New card readers for the common areas need to be upgraded and if needed, replaced</td>
<td>Have a vendor address the issues and if needed replace</td>
<td>Jan 2022</td>
<td>Dir. Safety &amp; Asset Protection</td>
<td>Dec 2021 Complete/Ongoing</td>
</tr>
<tr>
<td>Make new or redeveloped spaces accessible</td>
<td>Where required, all indoor or outdoor newly constructed or redeveloped spaces will conform to all the required elements</td>
<td>Feb 2022</td>
<td>VP Human Resources, VP Donated Goods &amp; Retail, Dir. Safety &amp; Asset Protection</td>
<td>Apr 2021 Complete/Ongoing</td>
</tr>
<tr>
<td>Ensure walkways are clear and accessible to employees walking from public transportation to the main entrances of the corporate offices.</td>
<td>When and if there is a need for a maintenance request, submit via intercompany correspondence.</td>
<td>Jan 2023</td>
<td>VP Facilities, Facility Maintenance</td>
<td>Jun 2022 Complete/Ongoing</td>
</tr>
<tr>
<td>Adding handicap door access to headquarters restroom doors.</td>
<td>Communicated the need to the VP of Facilities and the facility team manager</td>
<td>Jan 2023</td>
<td>VP Facilities, Facility Maintenance</td>
<td>Sep 2022 In progress</td>
</tr>
<tr>
<td>Adding an option for Braille to be on all signage</td>
<td>Have Community Engagement research the options and implementation requirements for all GW NCT locations.</td>
<td>Jan 2023</td>
<td>VP Community Engagement, VP Facilities, Facility Maintenance</td>
<td>Sep 2022 In progress</td>
</tr>
</tbody>
</table>
Address the forklift lift/personnel slopped walkway between the upper and lower warehouses. Have the facilities VP reach out to a vendor about the faulty repairs that were made in early 2022.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Status</th>
<th>Date</th>
<th>Responsible Party</th>
<th>Completion Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitudinal</td>
<td>N/A</td>
<td>Dec 2022</td>
<td>VP Facilities, Facility Maintenance</td>
<td>Sep 2022</td>
</tr>
<tr>
<td>Transportation</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial</td>
<td>N/A</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Completion Status Key**

- **Completed/Ongoing**
  - **In progress:** Plan has been developed, well in progress
- **In progress/Stalled**
  - Plan has been developed; however, actions are behind schedule or certain steps require further development (Explain)

**COMMUNICATION OF THE PLAN**

Copies of Goodwill Industries of North Central Texas Accessibility Plan will be made available to consumers, employees, visitors, and the public upon request. Upon request, the plan will be made available in alternative formats.

The Accessibility Plan will also be made available on Goodwill Industries of North Central Texas website.

[https://goodwillnorthcentraltexas.org/](https://goodwillnorthcentraltexas.org/)

The Access Coordinator will schedule meetings and maintain minutes with the Accessibility Work Group at least once a year to review the progress of the Accessibility Plan. The Barrier-Removal schedule will be reviewed to ensure identified barriers are being addressed within assigned timelines.