

Accessibility Plan



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Access Coordinator
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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 the 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.

ACCESSIBILITY WORK GROUP

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 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.

METHODS/STRATEGY	DESCRIPTION
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	Tool used to identify the status of physical access. Checklist covers: <ul style="list-style-type: none"> • Parking lots, passenger loading zones. • Outdoor access • Building access • Seating areas • Public restrooms • Drinking fountains • Public telephones • Emergency alarms and areas used for emergency egress
Staff/Participants questionnaire	Staff/Participants will provide opportunity to make an input through a written survey
Stakeholder questionnaire	Visitors/Stakeholders to the organization will be provided an opportunity to make an input through an online comment section
https://www.ADA.gov https://www.access-board.gov	Checklist designed to address program access and nondiscrimination; reasonable program modifications and surcharges and additional requirements to ensure program access under the ADA.

Technology / Communications & Information

The 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 efficiency, 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 as needed basis.

Multi-Year Accessibility Plan for Goodwill North Central Texas					Date Updated: September 2023	
Barrier Type	Barrier Description	Steps to take	Target Completion Date	Responsibility	Last Reviewed	Completion Status
<u>Technology / Communications & Information</u>						
	Time clocks moved closer to the employee work area.	Implement software for phone time punches.	Oct 2023	VP Human Resources	Sep 2023	Complete/Ongoing
	The use of jargon. Over-complicated, unfamiliar and/or technical terms.	ROM and AROM are asked to use common phrases and terms.	Feb 2023	VP Retail	Sep 2023	Complete/Ongoing
	Computers systems not functioning at optimal speed	Training retail locations to run periodic maintenance updates.	Feb 2023	VP Information Technologies	Sep 2023	Complete/Ongoing
<u>Employment</u>						
	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 & Asset Protection	Sep 2023	Complete/Ongoing
	Equipment and tools needed to do everyday tasks need to be inspected and kept up.	Review DGR processes for routine inspection of all equipment.	March 2023	VP Retail	Sep 2023	Complete/Ongoing

	Have in place a written process to develop individual accommodation plans for employees with a disability	Review and update existing policies, practices to ensure compliance	April 2023	VP Human Resources, VP Donated Goods & Retail	Sep 2023	Complete/Ongoing
Environmental, Architecture & Design of Public Spaces						
	Roof repairs are needed in multiple retail store locations.	Communication with Ins. companies and outside vendors to set a plan for repairs or replacements.	Dec 2023	VP Facilities, Facility Maintenance	Sep 2023	In progress
	Pressure-wash the sidewalks outside of retail stores	When and if there is a need for a maintenance request, submit via intercompany correspondence.	Jan 2023	VP Facilities, Facility Maintenance	Jun 2022	Complete/Ongoing

Attitudinal						
	N/A					
Transportation						
	N/A					
Financial						
	N/A					

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/>

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.