

# **ACCESSIBILITY PLAN**

Goodwill Industries of Fort Worth

Revised: December 31, 2020

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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 Fort Worth's own history has been marked with many accomplishments of its own in the area of 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 Fort Worth facilities prior to this.

Barrier identification, prevention and removal are ongoing processes.

Goodwill Industries of Fort Worth’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 Fort Worth 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 Fort Worth will take to identify, remove, and prevent barriers to all people with disabilities accessing Goodwill Industries of Fort Worth 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 Fort Worth 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. Mark Fishback 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:

Jeff Lattimer; Loss Prevention and Safety

Kimberly Smith; STARS Program

Kate Dawson; Human Resources

Roy Stewart; Facility Maintenance

Bobbie Hodges; Workforce Development

## **MISSION**

The mission of Goodwill Industries of Fort Worth is to empower people with disabilities, disadvantages, and other barriers to employment so that they may achieve maximum independence.

## **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 ERecycling and Salvage**

In today's rapidly expanding world of information technology, many are left behind. Goodwill's ERecycling 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 this year's accessibility survey.

METHODS/STRATEGY	DESCRIPTION	STATUS
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"> <li>• Parking lots, passenger loading zones</li> <li>• Outdoor access</li> <li>• Building access</li> <li>• Seating areas</li> <li>• Public restrooms</li> <li>• Drinking fountains</li> <li>• Public telephones</li> <li>• Emergency alarms and areas used for emergency egress</li> </ul>	Ongoing, minimum annually per facility
Staff/Participants questionnaire	Staff/Participants will provide opportunity to make an input through a written survey	Revised 1/2017
Stakeholder questionnaire	Visitors/Stakeholders to the organization will be provided an opportunity to make an input through an online comment section	webpage 1/1/2018
2004 CARF Guide to Accessibility Nondiscrimination in Program Accessibility Checklist	Checklist designed to address program access and nondiscrimination; reasonable program modifications and surcharges and additional requirements to ensure program access under the ADA.	Completed
2004 CARF Guide to Accessibility Nondiscrimination in Employment Policies and Practices	Checklist designed to address issues of nondiscrimination in employment policies and practices.	Completed

## **Architectural Design**

Goodwill Industries of Fort Worth has many locations throughout the area. All facilities are accessible to individuals with a disability. Each facility that serves the public and participants has wheelchair accessible restrooms throughout the buildings as well as wheelchair ramps that are ADA approved for entry into each. Our facilities have clear signage to direct persons in the event of emergency situations. Our facilities have been renovated throughout the years to comply with the requirements and meet the needs of persons served.

## **Environmental**

Our facilities are located 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 Fort Worth has a wide diversity of over 900 individuals employed, with physical and mental disabilities and others whom have no disability. All of 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 Fort Worth 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 Fort Worth maintains annual fundraising to fund the Moncrieff/Ryan Scholarship Program that is available to persons served on as needed basis.

## **Employment**

Goodwill Industries of Fort Worth provides flexibility in the workplace considers part time work and is family friendly with participants and employees.

## **Technology**

Mission is to provide excellence in information technology solutions and services that will facilitate the vision, objectives and goals of Goodwill Industries of Fort Worth.

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 Fort Worth information.

## **Community Integration**

Goodwill Industries of Fort Worth'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.

**Key Codes for the following Accessibility Completion Charts**

<p>Barrier Type:</p> <p>Architectural—AR Environmental—EN Attitudinal—AT Financial—FI Employment--EM Communication-CO Transportation—TR Technology--TC Community Integration--CI</p>	<p>Priority Ranking:</p> <p>1—Within 30 days 2—Within 90 days 3—Within 6 months 4—Within 1 year</p>	<p>Status Code:</p> <p>C--Completed P—Plan has been developed; well in progress IC—Plan has been developed; however, actions are behind schedule or certain step require further development (Explain)</p>
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Type	Barrier Description	Action Needed	Priority	Cost	Funding Source	Target Date	Person Responsible	Status
	<b>Campus Facility/2018</b>							
AR	Automatic door at front entrance does not operate	Repaired automatic door at front entrance	1	\$1,000	Agency	12/31/2018	Fishback	C
AR	Request for Lactation Room	Provided private office area and signage	3	Staff time	Agency	12/31/2018	Fishback	C
EN	Office work area is cold and drafty even though it's inside. Even with multiple layers of clothing and small heater it is about 60 degrees in front area. Clients remark about the temperature. Concrete floors stay cold and without carpet there is no barrier to help retain any heat in area. While this is not exactly mobility... for staff it makes it hard to type with cold hands and body becomes stiff in the cold.	Constantly monitoring HVAC software to maintain a comfortable temperature	1	Staff time	Agency	12/31/2018	Fishback	C
AR	We have a very small break area and the back needs to be painted.	repainted	3	Staff time	Agency	12/31/2018	Fishback	C
AT	If we are a smoke free campus. No Smoking signs need to be up	Signs are posted around facility	3	Staff time	Agency	8/31/2018	Lattimore	C

AR	Customers would like more dressing rooms. It would be helpful to have the office part separate from the backroom/breakroom so that employees could move freely to gather their workload and return items from the floor to bins. It makes it difficult to always have to have the "office" door shut which is part of the area they need to access freely.	Agency will look into improving building with the new facility that will be built	4	Staff time	Agency	12/31/2022	Cox/Fishback	IC
AR	It is a hill near the middle of the warehouse that takes a lot of energy going up and know it may not be anything that it can be changed on but it's just the one thing I dislike going up or down to another area.	Bad concrete areas replaced but slope will have to remain due to two buildings being merged into one.	1	\$5,000	Agency	12/31/2018	Fishback	C
EN	The noise level on the administrative side can be loud at times due to the opening and closing of the front access door	This is being monitored to see what can be done	1	N/A	Agency	12/31/2018	All VPs	IC

2019

Type	Barrier Description	Action Needed	Priority	Cost	Funding Source	Target Date	Person Responsible	Status
	<b>Retail stores/2019</b>							
AR	re pant the fire lane signs larger		3	Agency time	Agency	12/31/19	Fishback	C
AR	Dumping gaylord of trash in dumpsters. I believe could be done safely using 2 chains through holes in the gaylord and the clamp forklift and have suggested to my supervisor		4	Agency time	Agency	12/31/2019	Cruz	IC
AT	We need to have 3rd party graders. We also need to upgrade our equipment.		4	Agency time	Agency	12/31/2019	Cruz	IC
AT	I work in production I'm usually hanging up the clothes I've found here lately we run out of hangers quickly especially adult bottom and kids hangers it would be nice to have a better stock of them		4	Agency time	Agency	12/31/2019	Cruz	IC
AT	Implement Leadership development programs for staff members without degrees. Review the rehire process and its effect on new mothers who do not qualify for FMLA and cannot return to the company for one year.		4	Agency time	Agency	12/31/2019	HR	P
AR	We need a designated break area that's large enough for more than one or two staff to access during the lunch breaks and would allow staff to have lunch comfortable and away from their work area. Having a designated area with a tread mill and a few other exercise equipment would help promote and motivate health and wellness.		4	Agency time	Agency	12/31/2019	Fishback	C

CO	I feel it is important that specific goals for my position be made available from the start of the assignment and continuously upgraded, redefined, and/or clearly communicated.		4	Agency time	Agency	12/31/2019	Cruz	P
TC	. Ultipro login is hard to access. Mobile use and more browser support. Also, allow employees to access password/account reset without going through HR.		1	Agency time	Agency	12/31/2019	Hennig	IC

Type	Barrier Description	Action Needed	Priority	Cost	Funding Source	Target Date	Person Responsible	Status
	<b>Stars 2019</b>							
AT	Personal Boundaries	Respecting personal boundaries are addressed with participants on a regular basis.	3	Staff time	Agency	12/31/2020	Smith	C
AT	Be in the community	Community outings offered 3 times a week	3	Staff time	Agency	12/31/2020	Smith	C
AT	Staying awake in the mornings	Side effect of the medicine the participant is on. Staff encourages him to be active when he first arrives in the mornings.	3	Staff time	Agency	12/31/2020	Smith	C
AT	Math	Have an elective time offered on Fridays where Math is an option.	3	Staff time	Agency	12/31/2020	Smith	C
AT	Copy sent home on what they did that day	Have tried several times to start a quarterly newsletter. Offer remind phone and email app to all providers and parents.	3	Staff time	Agency	12/31/2020	Smith	C
AT	We need to dance more and work out more	Fitness offered a minimum of once a week. Music can be played during break and lunch as well as areas to dance.	3	Staff time	Agency	12/31/2020	Smith	C



# 2020

Type		Action Needed	Priority	Cost	Funding Source	Target Date	Person Responsible	Status
	Barrier Description							
	<b>Campus Admin /2020</b>							
AT	Add Braille to all signage	Signage ordered at appropriate time	4	Estimated	Agency	12/31/20	Fishback	IC
AR	Front entrance doors should be replaced	Doors repaired	1	\$12,000	Agency	6/30/2020	Fishback	IC
AR	Restroom doors need to be electric	Look into cost of replacement	4	\$20000	Agency	12/31/2020	Fishback	IC
AT	Hard time concentrating within a cubicle	Office availability	4	unknown	Agency	12/31/2020	Guy	IC

Type		Action Needed	Priority	Cost	Funding Source	Target Date	Person Responsible	Status
	Barrier Description							
	<b>Retail /2020</b>							
AR	HVAC needs to be adjusted	Thermostat training for managers	1	Agency time	Agency	12/31/20	Fishback	C
CO	Communication between store employees and Retail Administrators is poor	Training	1	Agency time	Agency	12/31/20	Cruz team	C
AT	Need faster credit card readers	Financial investigation	4	Agency time	Agency	12/31/20	Cruz team	I
TR	Transportation issue for employees at different retail locations	Counseling and assistance	2	Agency time	Agency	12/31/20	Cruz team	I

Type		Action Needed	Priority	Cost	Funding Source	Target Date	Person Responsible	Status
	Barrier Description							
	<b>Stars 2020</b>							
AT	Staff keeping parents informed of daily activities	Schedule posted daily and printed	3	Agency time	Agency	12/31/20	Smith	C
AT	Guidance to parents for group home living opportunities	Provided parents with options	3	Agency time	Agency	12/31/20	Smith	C

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.

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

### **COMMUNICATION OF THE PLAN**

Copies of Goodwill Industries of Fort Worth's 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 Fort Worth website.