

ACCESSIBILITY PLAN

Goodwill of the Great Plains (Goodwill) recognizes that the model and example provided by this agency impacts the attitudes, orientation, and actions of the greater community toward persons with disabilities and disadvantaging conditions. Goodwill is committed to continued enhancement of accessibility to our programs, services, employment, and physical facilities, such that our efforts enhance the quality of life for those we serve, provide for a nondiscriminatory workplace, abide by legal and regulatory requirements, and meet the expectations of stakeholders. We will work for continuous improvement of our accessibility to participants, referring agencies, stakeholders, employees, and the general community by minimizing or eliminating barriers in the following categories: architecture, attitudes, communication, employment, environment, finances, technology, transportation, and community integration (when appropriate).

If you believe you qualify, or might benefit from a reasonable accommodation, please contact your supervisor, Program Manager or the HR Department. Goodwill also continues to inform the public of important concerns relating to our team members' and their families' needs, interests, and well-being as well as those of others like you. We do this through social media, newspaper articles and on the radio and TV. You and/or your personal representative are encouraged to participate in programs offered by Goodwill of the Great Plains and to serve as board members and volunteers. If you are interested in volunteering, please see your Program Manager. Goodwill of the Great Plains representatives regularly participate in the Disability Awareness Public Forum to offer input and advocacy. Goodwill of the Great Plains is CARF accredited.

The Accessibility Committee

The accessibility committee will consist of employees from various departments throughout the agency, including those who may themselves have a disability or who are familiar with barriers as they may relate to the employee's job function, location, or department. In addition, an effort will be made to invite program participants to attend the committee meetings, either by specific invitation to individuals and/or by posting notice in locations where participants gather (such as break rooms).

The accessibility committee will meet on at least a quarterly basis to evaluate and address ongoing and new potential action items related to the categories of barriers, as well as to identify ways in which accessibility topics may be incorporated throughout the organization culturally and operationally.

A record listing items for discussion or action will be maintained on an ongoing basis, to include potential barriers, priority of importance or urgency, potential solution(s), cost, funding source, target due date, responsible person(s), and status. Suggestions, additions, or edits to the report may be made at any time and do not need to wait until the next committee meeting.

The committee will conduct an annual review of the agency's Annual Statistical Report (ASR) to be familiar with the reported characteristics of persons served.

Other Agency Meetings Incorporating Accessibility Topics

In addition to the accessibility committee, the topic of accessibility will be incorporated into other regularly occurring meetings throughout the agency, including but not limited to:

- GSS Staff Meetings (weekly)
- Vocational Service Meetings (weekly)
- Safety Committee Meetings (every other week)
- Participant Meetings (monthly or more frequently as needed)
- Participant Handbook (individually reviewed at each intake)
- Team Member Handbook and Onboarding Materials (individually for each new employee)
- B.E.R.T. – Building Emergency Response Team (last Friday of every month)

At such regularly occurring meetings, discussion of any barriers or accessibility topics shall be noted in the minutes or notes for that meeting, as well as the resolution or action taken. If topics or opportunities are presented at such regularly occurring meetings and cannot be resolved as a normal function of the group, a representative of that meeting will convey the item to the chair of the Accessibility Committee and/or the Chief Administrative Office.

Objectives

Examples of objectives we will undertake include, but are not limited to, the following:

Architecture

- > Maintain efforts to assure that all existing programs, services, and facilities are architecturally accessible to persons with disabilities.
- > Assure that all newly acquired properties (whether purchased, constructed or leased) and all major renovations of existing properties meet applicable standards for accessibility as established pursuant to the provisions of the ADA.

Attitudes

- > Assure that all newly developed programs and services are available and accessible to persons with disabilities.
- > Provide disability awareness training to all managers and supervisors. Training focuses on myths and stereotypes of people with disabilities. Issues significant to individual disability groups, e.g., visually impaired, deaf, cognitive or intellectual disability, etc., will also be addressed.
- > Survey on a regular basis, employees and program participants about accessibility issues, including perceived barriers to full inclusion in the daily activities of Goodwill Industries. The Accessibility Committee will be responsible for the review and implementation of reasonable

suggestions.

Communication

- > Survey on a regular basis, employees and program participants about accessibility issues, including perceived barriers to full inclusion in the daily activities of Goodwill Industries. The Accessibility Committee will be responsible for the review and implementation of reasonable suggestions.
- > Provide reasonable accommodations to those who need them to interface with our agency, such as assistive technology for employees.

Employment

- > Ensure equal employment and advancement opportunities for all qualified persons with disabilities able to perform the essential functions of the position, with or without reasonable accommodations, consistent with the employment provisions of the Americans with Disabilities Act (ADA).
- > Provide reasonable accommodations and supports to promote equal opportunity for participation of persons with disabilities as members of the governing body, advisory committees, staff members, program participants, volunteers, and as customers. These accommodations and supports include, but are not limited to, job restructuring, flexible scheduling, adaptations of equipment and worksite conditions, and utilization of assistive technology.
- > Provide mission awareness orientation/education to all new Goodwill employees, including information about working alongside people with disabilities.

Environment

- > Provide office settings that allow for confidentiality for participants during intakes with program managers or other Goodwill personnel.

Finances

- > Strive to find funding sources to provide services for low cost or free for as many programs and services as feasible, such as free use of the Connection Centers or rates for Camp Goodwill that are less than the actual cost to operate camp programs.

Technology

- > Review use of technology, such as agency's website, to ensure easy user interface.

Transportation

- > Arrange participant work schedules and work sites to accommodate public bus transit schedules.
- > Strive to provide transportation for participant activities off-site where financially feasible.

Community integration (when appropriate)

- > Promote the recruitment of appropriately qualified persons with disabilities (or representatives of persons with disabilities) as members of the Board of Directors and other non-paid volunteer opportunities.
- > Maintain active participation in community efforts to promote social and economic opportunities for persons with disabilities.
- > Identifying and advocating for removal of barriers to community integration identified by stakeholders in its Annual Stakeholder Survey.

Implementation of the goals of Goodwill's accessibility plan is to be monitored by the Accessibility Committee and reviewed on a yearly basis in as summary report to the CEO, COO, CFO and CGCO.

Reviewed May, 2014

October, 2020
April, 2011
June, 2004
May, 2006
May, 2007

Revised

January, 2022
September 2014
October, 2010
August, 2008
October, 2002
September, 2003
September, 1996

Developed

November, 1987