

Plan of Action for Implementing Fundamental Elements of Accessibility *

| Abbreviated Fundamental Element of Accessibility | Desired changes in our Agency | Necessary Steps, Equipment, & Resources | Person(s) Responsible | Time Line | Indicators of Success |
|---|--|---|-----------------------------------|--------------------------|--|
| 1. Staff /volunteers trained 2. Intake process 3. Accessible communication 4. Hotline staff : NC Relay Service | Immediate (1-3 months) 1-Volunteer training, 2-Add to intake sheet, | -Training manual -Person with disability to assist -schedule training | Volunteer Coordinator - Jan | November November | -Volunteers more knowledgeable about pwd -Staff using intake question about needs |
| 5. Accessible printed information 6. Buildings are physically accessible | Short Term (4-9 months) 4-NC Relay | -Contact Division of - Services for Deaf and the Hard of Hearing Schedule training | -Outreach Coordinator - Jackie | January | -Staff and volunteers know how to use Relay for calls |
| 7. Service animals and personal care assistants 8. Medical advocacy 9. Legal Advocacy 10. Free Accommodations | Long Term (10-15 months) 5-Accessible printed information | -Identify materials -Rewrite or make alternate formats -Use Guide to Achieving FEAs | Associate Director, Dora | Oct - April | -Accessible print materials -Alternate formats available |

Fundamental Elements of Accessibility

1. Staff and volunteers should be trained in basic disability awareness.
2. Intake process should include procedures for screening, referral, and/or the delivery of services to victims with disabilities. Procedures apply to both adult clients and their children.
3. Staff and volunteers should provide accessible communication to clients with disabilities.
4. Hotline staff and volunteers should be trained to use Telecommunications Relay Service.
5. Printed information should be accessible for clients with disabilities.
6. Buildings should be physically accessible for people with disabilities or the agency should have a plan with identified options / alternate accessible locations to provide services.
7. Agency should be welcoming of service animals and personal care assistants.
8. Staff and volunteers should be prepared to advocate for accommodations during medical care for sexual assault survivors with disabilities.
9. Staff and volunteers should be prepared to advocate for accommodations during legal proceedings for sexual assault and domestic violence survivors with disabilities.
10. Disability-related assistance or accommodations should be provided free of charge.

For more detailed information, refer to:
The Guide to Achieving the Fundamental Elements of Accessibility
NC Office on Disability and Health
<http://www.fpg.unc.edu/~ncodh/fea.cfm>