

## Service process description

### Service Name: **Accessibility**

Service Manager: The service manager is responsible for taking responsibility for all accessibility projects posted. Once a homeowner has been vetted and the problem has been identified as an accessibility issue, notification of the posting will be sent to the service manager. The service manager will be responsible for Coaching all accessibility projects. As the Coach, the service manager will utilize their available resources to have the problem assessed and a plan of action for resolving the problem determined. That plan will utilize the available resources of handymen and/or professionals, as appropriate. The service manager may also engage a professional to help with or make the assessment if they deemed that to be necessary. This service requires a manager with handyman knowledge of accessibility.

Description: The accessibility issues we commonly address are indoor and outdoor railings, crumbling steps, grab bars for toilet and shower areas, door and window repair or replacement, including locking mechanisms,

#### We don't do these things:

Wheelchair ramps; these are referred to SAWS; major accessibility modifications to bathrooms; these are referred to CICOA or Accessibility Inc..

#### How we do each step of the process:

**Phone call:** Our call takers will contact the homeowner vet them and try to determine as much detail about the problem as possible. They will do their best to explain our capabilities and constraints. They will record all of this information on the website tool for use by the Service Manager.

**Assessment:** This will be conducted by the Service Manager or one of his available resources. It is expected that the majority of accessibility jobs, if not all, will need an assessment due to the fact that accessibility problems, while similar, all have unique aspects.

**Plan and Schedule:** Assign work to appropriate handyman or professional passing on all relevant information. Coordinate between client and handyman/pro on time and place to address the issue.

**Execute:** Handyman or pro executes work.

---

**Close:** Handyman or pro passes on any relevant information regarding completion of the job to the Service Manager. When a pro does the work, the Service Manager will pay the professional or coordinate with the Director of Operations for payment. The Service Manager will then status the project as Complete including any relevant information regarding the job on the website.

### Service Resources

#### Professionals

Gerry Burns

#### Handyman

Keller

Withey

Hawkins

Jones

### Magnitude of Service

In 2016 we completed 90 accessibility projects.

---