

Goodwill Industries
Of Northwest Ohio, Inc.



Consumer Handbook

Department of Workforce Development

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You are about to take a step forward, which we at Goodwill hope will make a lasting change in your life. The staff at Goodwill is dedicated to helping you reach your goals. Of course, your cooperation and trying your best to reach your goals are the true keys to your success.

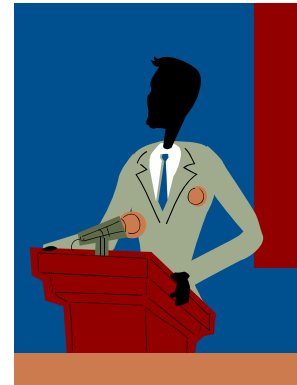
Goodwill Industries has more than 75 years of experience in providing vocational rehabilitation and training services in our community. Our programs have changed and improved over the period of time to meet the “current needs” of each of you. At Goodwill, the highest quality vocational rehabilitation programs and the most competent professional staff will serve you. Therefore, with our experience, professionalism and current programs and YOUR interest and motivation, you will be able to attain the goals you have set for yourself.

I personally welcome you to Goodwill Industries of Northwest Ohio, Inc. and wish you success in your vocational program.

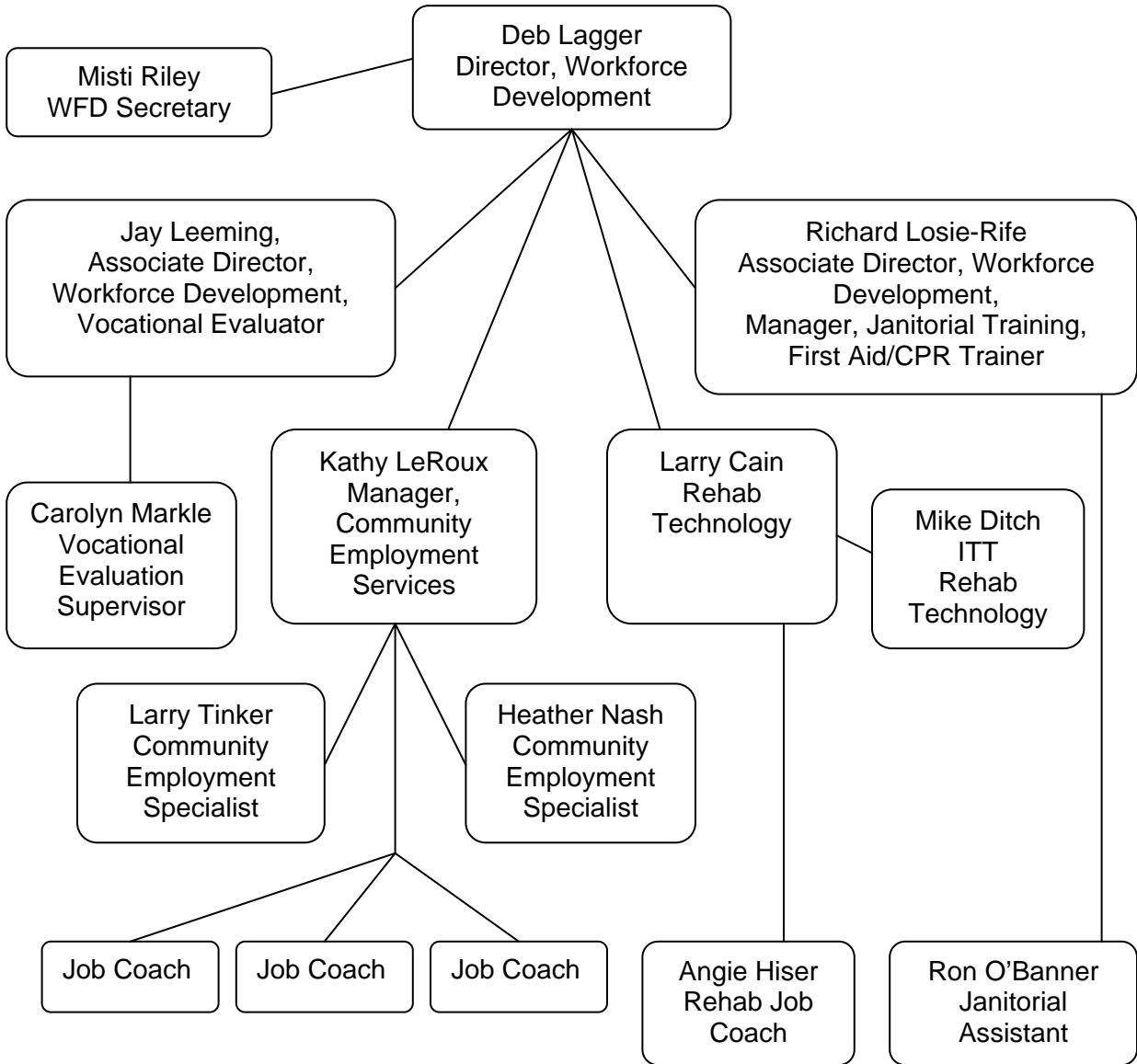
Sincerely,

Robert G. Huber

Robert G. Huber
President / CEO



Organizational Chart For Workforce Development



Workforce Development Team Members

DIRECTOR OF WORKFORCE DEVELOPMENT

The position is responsible for developing and implementing vocational rehabilitation programs that meet community needs. Design, coordinate and supervise the vocational services program. Integrate the professional and non-professional skills and talents available in-house with services available within the community.

Lagger, Deb, M.Ed., LSW

Bachelor of Science in child and family community services, Bowling Green State University. Master of Education in counseling, University of Toledo. State of Ohio licensed social worker. She has been in counseling and human services since 1991. Deb is serving on the State VR Partnership Committee for 2011-2012. She also serves on the Option IV Advisory group and the ASD Task Group.

Associate Director(s) of Workforce Development

Knowledge and understanding of physical and psychological disabilities, as well as other barriers to competitive employment. Experience in a variety of social service settings. Oversight of agency's preparation for CARF Survey. Oversight of Workforce Development programs. Effective verbal and written communication skills.

Leeming, John III, M.S. Ed., CVE, CRC.

Bachelor of Science in Education with emphasis in Rehabilitation Sciences, University of Arizona, Master of Science in Education with Concentration in Evaluation and Rehabilitation Counseling. Certified Vocational Evaluator and Certified Rehabilitation Counselor. He has been in rehabilitation services since 1982.

Losie-Rife, Richard, B.A., M.Div.

Bachelor of Arts in Psychology and Religion, Alma College. Master of Divinity, Louisville Presbyterian Theological Seminary. Since 1991, he has experience in ministry, teaching, pastoral counseling and spiritual direction. Richard has worked for Goodwill since 2004. He also serves as the manager for Janitorial Training, is a grant writer and a Red Cross instructor for First Aid and CPR.

Community Employment Services Manager

Maintain and establish professional relationships with referral sources and other agency personnel as needed. Participate in multi-agency meetings and other activities, such as RSC Vendor Fair, Agency Fairs, etc. Knowledge of various disabilities and their vocational implications is helpful.

LeRoux, Kathy, AAS

Degree in Applied Science. She has experience with Wood County Educational Service Center and Woodlane School & Industries. She has been with Goodwill since 2006.

Rehabilitation Technician

Training and/or practical experience with computer hardware and software especially in the area of computer related adapted technologies. Training and/or practical experience with working with individuals that have a variety of disabilities. Knowledge and understanding of functional vocational limitations as well as other barriers for competitive employment. Responsible for assessment and provision of technology services/products to individuals that have a variety of disabilities.

Cain, Larry, M.A., M.S., ATP.

Bachelor of Science in Social Work, Western Michigan University, Master of Arts in Counseling, Western Michigan University, Master of Science in Rehabilitation with specialty in counseling. Certified Assistive Technology Practitioner (RESNA). He has worked as a rehabilitation technician since 1979.

Information Technology Manager

Network Administrator for local and wide area network. Install, configure, troubleshoot, and diagnose Microsoft, Novell, and Cisco systems. Management of information systems. Web site, Internet, and database development and integration. Assist the Rehabilitation Technologist in a variety of adaptive applications for consumers. Administer Computer Tech Two Stage Evaluations to consumers.

Ditch, Mike

Since 1997, he has been an Information Technology Manager. He has experience as a computer technician, also is an assistant rehabilitation technologist. Mike heads up the IT Department for Goodwill.

Vocational Evaluations Supervisor

Masters Degree in Vocational Evaluation from an Accredited University and/or significant, successful work experience (no less than four years) as a work evaluator in a CARF accredited rehabilitation facility (CRC or CVE Certification). Knowledge and/or experience with a variety of work evaluation systems including but not limited to: JEVS, VALPAR, TOWER, MCCARRON DIAL, HESTER, SINGER, VAAB, etc. Knowledge of a variety of disabling conditions and their implications regarding competitive employment including knowledge of methods to assess and determine needed accommodations including rehabilitation technology.

Markle, Carolyn, M.R.C., CRC

Bachelor of Science in Recreation with Concentration in Therapy, Kent State University, Master of Rehabilitation Counseling, Bowling Green State University. She is a Certified Rehabilitation Counselor and a Vocational Expert for the BWC. She has been in rehabilitation field since 1995.

Community Employment Specialist

Coach and assist clients assigned to secure meaningful employment. Expand base of employer contacts for future CBA sites and client employment.

Coordinate Job Coach activities for all CBA projects as assigned. Facilitate Job Seeking Skill Training and other classes as required.

Nash, Heather, B.A.

Heather completed her undergraduate internship in 2007 working with the Workforce Development Team. During her internship, she gained experience and knowledge as a Vocational Evaluator, Job Developer and Job Coach. She also teaches Job Seeking Skills. She graduated from Muskingum University majoring in Sociology. Heather began working with Goodwill in 2009.

Tinker, Larry, B.S.

Larry is a Community Employment Specialist with a Bachelors of Science degree in Business Management, from Indiana Wesleyan University. Larry worked as a Program Director for the city of Fort Wayne's Parks and Recs dept Prior to moving to Toledo in 2007. He has over 17 years of experience working within the human services field in both the public and private sectors.

Workforce Development Secretary

Maintain all client records in a secure manner, including maintaining system for accountability of active and in-active files removed by staff. Collect and maintain and aggregate all outcomes data and departmental statistics. Assign consumers to program managers as referrals are received from VR counselors/referral sources.

Riley, Misti, A.S.

Misti has an Associates degree in Computer Programming from the University of Akron. She worked as Administrative Assistant to the Assistant Dean of the University of Akron while working toward that degree. She was a Drug Counselor for a Halfway House in El Paso, Texas working with court appointed youth. She has been with Goodwill since 2008.

Assistant Janitorial Trainer

Understanding of current janitorial practices and techniques, including floor care. Experience teaching, coaching, or mentoring disabled and/or disadvantaged persons is preferred. Conduct daily training with individuals in the janitorial training program. Clients may be coping with one or more barriers to employment.

O'Banner, Ronald

Ronald has worked for Goodwill since 2010. He also works for Retail in the donation stations.

Job Coach

Work one on one at a Goodwill facility, or in the community at a company or business, aiding clients in job readiness activities. Clients may be coping with one or more barriers to employment. Learn the job tasks, train the client, and then assess the client's performance. Observe the client's work behavior, interaction with associates, take notation, and compose a report documenting the client's over-all performance, needs, limitations, and strengths.

Bensman, Kristen, B.S.

A graduate of Wright State University with a bachelors of science in Rehabilitation Services, with a minor in psychology. Kristen has worked with Goodwill since 2009.

Hoffman, Richard, B.A., MRC, CRC

Richard graduated from Aquinas College with a degree in English. He has worked as a teacher, and a case manager for the Lucas County Board of Developmental Disabilities. He is a state licensed counselor. Richard retired from the Ohio Rehabilitation Services Commission after 30+ years of experience. Richard has worked for Goodwill since 2010.

Knighten, Toinette, A.S.

Toinette has an Associates degree in accounting. She has worked in job coaching positions since 1997. She has been with Goodwill since 2007, working primarily during the summer months.

LeRoux, Adam

Adam has volunteered with people with multiple disabilities since 2005. He has basic college training in Fire Science and as a Paramedic. He has been with Goodwill since 2008.

Napierala, Pat

Associate degree – Computer Information Science, University of Toledo. She has been with Goodwill since 2007.

Radkin, David, B.A.

David is a graduate of Kent State University with a degree in education. He has worked as the Director of Youth and Adult Programming for the YMCA and in Industry as trainer handling personnel and operations. He has been a volunteer with Lott Industries in Bowling Green. David has worked with Goodwill since 2010.

Welcome to Goodwill Industries of Northwest Ohio, Inc.

Welcome to Goodwill Industries of Northwest Ohio. For more than 75 years, we have been providing employment, training services and job opportunities throughout our thirteen county regions. Our workforce development staff wants to ensure your experience with us is a positive one. We know you have choices in service providers, and appreciate the trust you have placed in our staff and services. If there is anything we can do to make your time with us more helpful, please say something to any staff member.

Again, it is my pleasure to welcome you to Goodwill Industries. I hope that your time with us is the start of a new beginning.

Warm Regards,

Deb Lager, M.Ed., LSW
Director of Workforce Development



Goodwill Industries of Northwest Ohio, Inc. **At a Glance**

Goodwill Industries of Northwest Ohio, Inc. is a private, nonprofit organization governed by a board of interested citizens, business and professional leaders and managed by an executive and professional staff. The organization is a member of Goodwill Industries International (GII), and is accredited by the Commission on Accreditation of Rehabilitation Facilities (C.A.R.F.). It is also a United Way Agency.

Goodwill Industries of Northwest Ohio, Inc. started out as a sheltered workshop in March 1933. Since that time, It has grown into a multi-faceted vocational rehabilitation and work experience facility - serving persons with disabilities and other work-related barriers. Our goal is to help the people we serve get jobs in the community and realize their dreams.

Area residents support Goodwill Industries of Northwest Ohio through donations of usable clothing, furniture and other items. These are sorted in our processing plant and sold in our retail stores located in Bowling Green, Defiance, Findlay, Bryan, Tiffin, Napoleon, Ottawa and Toledo.

Location

We are located near the downtown Toledo area with all vocational rehabilitation services being housed in the facility. Situated on the ground floor is the reception area and lobby, rehabilitation program classrooms, vending machines, lunchroom, conference rooms, the human resource department and professional staff offices. The basement houses building maintenance, docks and the rehabilitation technology work center. Shop Goodwill is located in the basement.

Transportation and Parking

Goodwill Industries of Northwest Ohio, Inc. is located near downtown TARTA bus routes and stations.

For consumers who drive, you may park free on the roof of the Goodwill Building, which has an entrance off Cherry Street (on the East Side of building).

If you have a handicapped placard or are mobility limited, you may park in a space reserved for handicapped persons. If you are in doubt as to whether you should park in one of these designated places, please ask your Goodwill program manager.



Goodwill, You and Your Program Facilitator

Goodwill Industries offers a variety of vocational programs designed to meet the individual needs of each consumer based on a variety of factors, including learning style. All programs vary in length. The progress of the consumer toward their program goals determines the time needed to complete the program.

While you are in a Goodwill program, the staff person who will work with you will be known as your program facilitator. If you move from one Goodwill program to another, a different program facilitator will be assigned to you. If you have a problem, you should first talk with your program facilitator.

Admission Information

Policy Statement

Goodwill Industries of Northwest Ohio, Inc. serves people with disabilities or other work related barriers who are 16 years of age or older without regard to race, gender, sexual orientation, age, creed, national origin or religious preference.

It is the policy of Goodwill Industries of Northwest Ohio, Inc. to ensure the appropriateness of individuals admitted for services in accordance with established agency policy and C.A.R.F. standards. Admissions for services are on a space available, first come, first served basis.

Workforce Development Program Admission Criteria

Consumers admitted to Goodwill Industries Workforce Development programs must meet the following admissions criteria:

1. Be willing to participate voluntarily.
2. Should be able to benefit from participation in services.
3. Be physically, emotionally or mentally disabled, have special needs, or be vocationally disadvantaged.
4. Be at least 16 years of age. If under 18, have the parent's or guardian's consent for services.
5. The consumer's behavior must not be dangerous to her/himself or others.
6. Consumers with a history of alcohol or drug abuse must be free from the effects of alcohol or drugs at the time of service.
7. Be properly medicated and monitored by a physician for control of psychiatric disorders.
8. Be ambulatory or mobile through the use of prosthetic or assistive devices, and be able to meet their own personal needs including feeding and toileting.
9. Able to arrange their transportation to and from Goodwill facility.
10. Demonstrate the disability is in a sufficient state of remission or correction so participation in a Goodwill program and does not create the potential of danger to self or others.

11. Demonstrate stabilized medical condition(s) and provide written verification from a physician that any treatment for a chronic condition can be maintained while involved in Goodwill Industries services.
12. The consumer must be able to administer their own prescribed medication, as workforce development staff members cannot be responsible for administering medication.
13. Meet additional admission criteria, if applicable, for specific training programs.
14. Consumers declared eligible, but who are not able to immediately enter a program because the program has no available space, are placed on a waiting list and informed in writing of the action and reason for it being taken.
15. Consumers who are denied services are informed of the reason in writing. Consumers who are denied services can appeal this decision through the appeal process described later (page 22).

Consumer Choice

Goodwill Industries of Northwest Ohio, Inc., in the spirit of the Rehabilitation Act of 1973 and subsequent amendments, involves the consumer in the development, implementation, modification, and outcome of their rehabilitation program. Our program staff members operate from a “consumer centered” philosophy and provide many opportunities for the consumer to be the “decision maker” throughout their program involvement.

Options for Persons Served to Direct Their Service Design and Delivery

Participants have the ability to direct their service design through the following means:

- 1) By making choices and otherwise fully participating in the development of the Individualized Career Plan.
- 2) By providing input about service design and delivery through satisfaction surveys, suggestion boxes, communication to staff and use of grievance procedures, as necessary.



Intake Procedure and Orientation

Your counselor and referring agency (BVR, BSVI, VA, BWC, LCJFS, etc) will contract with Goodwill Industries to enroll you in one of the programs. Your counselor will send Goodwill a summary of your disability or work-related barrier, recommendations for the services you will receive, and an authorization for the appropriate fee. You are not charged for any services while you are here at Goodwill Industries of Northwest Ohio, Inc.

Interpretive Services

Goodwill Industries of Northwest Ohio is committed to providing services that are meaningful to the persons we serve. If you feel you could benefit from the support of an interpreter in one of the following languages to assist you in your vocational programming, please share your request with a staff member.

Albanian, Arabic, American Sign Language, Bangladesh, Bosnian, Bulgarian, Chinese – Cantonese, Chinese – Mandarin, Creole, Croatian, Czechoslovakian, Danish, Dutch, Estonian, Ethiopian, Farsi, Finnish, French, German, Greek, Gujarati, Hebrew, Hindi, Hindi Four Dialects, Hungarian, Indian, Indian Gujarati, Indonesian, Irish Gaelic (Irish), Italian, Japanese, Korean, Latvian, Lithuanian, Laotian, Malaysian, Norwegian, Pakistan, Persian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swahili, Swedish, Tagalog, Thai, Turkish, Ukrainian, Urdu, Vietnamese, Yiddish, Yugoslavian.

Outcomes

All program outcomes are regularly assessed and reported in selected measures of effectiveness, efficiency and consumer satisfaction, to improve the quality of services to our workforce development consumers. The tool to measure program outcomes is called Outcomes Measurement Descriptors (OMD).

Each accredited program will be monitored by the OMD. New programs will be monitored by the OMD when they reach a viable state (as determined by the director of workforce development), referral sources, the Board of Trustees, management and the general public.

Workforce Development Services

You may be enrolled in one or more of the following services:

Vocational Evaluation

The purpose of vocational evaluation is to help you find out what career(s) best fit your interests and abilities. You will be given a combination of paper and pencil exercises, work samples, and job tryouts in order to evaluate your abilities and interests. (You may be paid for the work you perform during a job tryout, but it is **not** a job and you will **not** become employed by Goodwill Industries of Northwest Ohio, Inc at that time.) Your vocational evaluation program can last from 1 (one) day to 3 (three) weeks. At the end of the program there will be a meeting with you, your referring counselor, and the program facilitator to review the results of your evaluation. A written detailed report will be sent to your referring counselor and will include recommendations for employment, further skill training or other services. You and your counselor will develop a plan centered on your career goal.

Employee Development Services (Work Adjustment)

Employee development services are designed to help you develop more effective and appropriate work habits and behaviors. You will be assigned to one or more Goodwill work areas and your program facilitator and work area supervisor(s) will work with you to develop the work-related skills you and your referring counselor have discussed.

Please remember that even though you may be paid during the employee development program, the work experience is **not** employment with Goodwill Industries. Your program will last from 4 (four) weeks to 12 (twelve) weeks or more, depending on your needs.



Janitorial Training

This skill-training program will prepare you for employment in a variety of areas including janitorial, cleaning, housekeeping, and building maintenance settings. You will learn proper procedures for a wide variety of general cleaning skills and work methods. This is a 1 (one) to 4 (four) month training program and your experience will include classroom instruction and hands-on practical experience.



Housekeeping

This skill-training program provides individuals with marketable assets in the highly competitive and skilled field of housekeeping. This 1 (one) to 4 (four) month program includes all the same elements as the Janitorial Training Program with the addition of teaching the proper technique for making a bed with hospital corners, an emphasis on directional cleaning and a timed drill designed to mimic the average hotel room.



Please remember, even though you will be paid for work performed during the program, the work experience is **not** employment with Goodwill Industries.

Community Based Assessment (CBA)

The community based assessment program will provide you with the opportunity to experience working in a community-based employment setting. This is a first hand look into job expectations, prior to finalizing your career choice.

This service will allow you to work in a specific area for a pre-determined period of time agreed upon by you and your counselor. The minimum time is 1 (one) day. This experience will be managed by a member of our workforce development staff. You will be supervised at the work site by a trained rehabilitation professional.

Job Seeking Skills Training (JSST)

You will learn the skills necessary to conduct a successful job search including: resume composition and design, job application completion, and effective interviewing skills, including “mock interviews.” Other topics may include dressing for success and effective employer contacts.

Computerized Job Search Training (CJST)

The CJST is a two-week intensive training program designed to provide individuals that have no prior computer experience with knowledge/skills to begin a computer based job search. Individuals work one-on-one and independently during the training with observations and follow-up provided by staff during the two-week process.

Basic background check - Includes safety first, national criminal, sex offender, OFAC, Social Security, and address search.

Advanced background check – Includes all of the above, with the addition of a county search.

Drug Screen – Includes drug screening.

Community Employment Services

Includes all services provided by our community employment services team to assist you in obtaining suitable employment based on your career goals. Service may include resume preparation, if not completed during job seeking skills training, employer contacts to develop and/or identify job opportunities, and monitoring independent job search activities.

Please be prepared to meet 2 (two) times per week with the placement specialist and to be actively involved in your job search. You will be expected to keep all appointments, including scheduled employer interviews.

Professional Staff

The workforce development staff consists of a director, two associate directors, and a host of professional and support staff. Many of our staff hold master’s degrees in their fields in addition to professional licensure or certification. We are confident you will find

our staff both knowledgeable and committed to assisting you in achieving your vocational goals.

Americans with Disabilities Act (ADA)

Under the ADA (Americans with Disabilities Act), a disability is defined as physical or mental impairment that substantially limits one or more of an individual's major life activities.

“Major life activity” includes an individual's activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, and participation in community activities. The restrictions may be in either the manner or duration in which they can be performed as compared to other people.



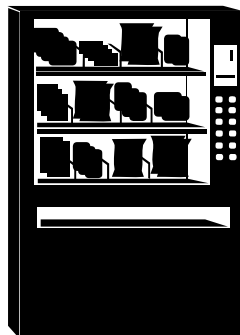
An individual is considered to be “disabled” under the ADA if he or she:

- ◆ Has a physical or mental impairment, which substantially limits major life activity, or
- ◆ Has a record of impairment, or is regarded as having such impairment.

A person who is disabled will be considered a “qualified individual” if he or she is able to perform the essential functions of a chosen occupation either with or without reasonable accommodation. You can request reasonable accommodation from your program facilitator.

Vending Area

Our vending area offers a variety of cold beverages, snack and candy items. A dining area, with a microwave oven, is available. The vending area is located in the retail store hallway, and is open during store hours.



Lunchroom

If you choose to carry your lunch, there is a refrigerator and microwave oven located in the lunchroom for your use. Please make sure you bring your own eating utensils, cups, etc., as these items are not available in this room.

The lunchroom is open and available for your use before the workday, at lunch and at break periods.



Personal Appearance

Unlike some businesses which provide employees/consumers with strict dress and grooming codes, Goodwill Industries of Northwest Ohio, Inc. recognizes individual taste, preferences, custom, and comfort in clothing and appearance. However, Goodwill management expects that all Goodwill consumers will exercise good judgment and taste in selecting clothing which:

1. Is appropriate for the job the employee or consumer is doing in comparison to generally accepted standards of other community employers.
2. Is **not** extreme, distracting, or attention seeking or will not reduce your productivity.
3. Is appropriate in relation to varying climatic conditions.
4. Is consistent with safety and health regulations.
5. Positively enhances the image of Goodwill as a community agency providing professional rehabilitation and employment services.
6. Is clean, neat, in good repair, and free of extraordinary odor.
7. Is acceptable in the context of the particular work area to which the individual is assigned. Because of the variety of work activities conducted at Goodwill, it is reasonable that some dress, grooming and personal hygiene standards will vary somewhat from one department to another.

Common sense and procedures will help supervisors determine what is appropriate and what is not. Thus, it will ultimately be the decision of your supervisor or program facilitator to establish acceptable standards for consumers under their supervision. Program facilitators may determine what is appropriate for their consumers within these guidelines.

Minimum clothing shall include appropriate combinations of shirts and slacks (pants), shirts, and skirts (dresses), hose and/or socks, and proper undergarments. Generally, the following items of clothing are not acceptable: fishnet shirts, tank tops, undershirts worn as an outer-garment, T-shirts with profanity or suggestive slogans, crop shirts, halter tops, sweat-clothing, or jogging suits, shorts or cutoffs, see-through or revealing garments, thongs, sandals and sunglasses (unless prescribed in writing by a physician).



Attendance

All consumers are expected to be regular and punctual in attendance. If you must be absent or late for any reasons, you **MUST** call your Goodwill program facilitator **BEFORE 8:30** am on **EACH** day of absence.

Your program facilitator is: _____

The telephone number is 419-255-0070.

When you call your program facilitator to report absence and/or late arrival, you must give the following information:

1. Your name.
2. The reason for your absence or lateness.
3. When you expect to arrive.

You must let both your program facilitator and your work area supervisor know at least a day in advance if you will be absent for medical or personal appointments.

For any medical absences lasting longer than 3 (three) days, and after absences caused by injury, prolonged illness, or hospitalization, you must have a release from your doctor before you can return to the program.

Hours of Attendance

Your program facilitator will notify you about the hours of attendance for your program.

Time Cards

If you are required to use a time clock, you will use the time clock near the lobby. No consumer is allowed to punch any card but their own.

When you use the time clock you will:

1. Punch in when you start working.
2. Punch out for lunch.
3. Punch in when you finish lunch.
4. Punch out at the end of the day.

Support Money

Support and/or transportation money **MAY** be authorized by your referring counselor depending upon your personal situation and need. If you are to receive money you will get a voucher from your program facilitator.

Work Breaks

You get a 15 minute break in the morning, 30 minutes for lunch (if you leave the building, you must be back within the half hour and you must punch out and in) and another 15 minutes break in the afternoon. There is to be NO food or beverages taken out the lunchroom.

Holidays and Vacations

Consumers will observe the same holidays as Goodwill employees. No support, transportation or other allowances are authorized for holidays. Also, vacations are not granted to consumers and trainees, except in an extreme emergency.

Goodwill will be closed on the following holidays: New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and the day after, ½ day Christmas Eve, Christmas, and ½ day New Years Eve.

Rules

Personal Conduct

Standards for personal conduct that apply in other industries are also expected to be maintained at Goodwill Industries of Northwest Ohio, Inc. In general, it is expected you will use the normal standards of courtesy and consideration in your contact with others.

This list is not all-inclusive, but engaging in any of the following is not permitted.

Disciplinary action or termination may result:

1. Possession, distribution, or evidence of alcohol or drugs.
2. Abusive and/or profane language directed toward another consumer or a staff member.
3. Smoking is allowed **ONLY** in designated areas outside of the building.
4. Deliberate damaging or defacing of Goodwill property.
5. Fighting.
6. Gambling and games of chance.
7. Unauthorized possession of Goodwill property, or the property belonging to another individual, is considered **STEALING**.
8. Concealment or use of weapons on Goodwill property.
9. Roaming through work or training areas during lunch and break periods.
10. Loitering on the roof parking lot and/or prolonged sitting in private cars, for any reason.
11. At the end of the day, all consumers are expected to leave the building promptly unless they are shopping in the store or waiting for a bus.
12. Food or beverages are not to be carried or consumed outside of the lunchroom.
13. Insubordinate behavior (refusal to follow orders or directions).

14. Inadequate personal care and cleanliness.
15. Immoral behavior or actions of a serious nature detrimental to others or to Goodwill or its purpose.
16. Soliciting or selling.
17. Other issues that harm Goodwill, others or yourself.

This list is not all-inclusive, but these rules are designed to help you maintain a professional atmosphere while at Goodwill Industries:

18. If you arrive before the beginning time of your program, you may either wait in the lobby area or lunchroom area.
19. No personal phone calls are to be placed or received unless absolutely necessary and **cell phones are not to be used** except during lunch and break times, unless it is an emergency.
20. Relatives and friends should not visit you at Goodwill unless they have special permission from your program facilitator or your referring counselor.
21. You should not bring any more clothing or personal articles to Goodwill than is absolutely necessary.

Safety Rules

Safety is everybody's business. Goodwill Industries does not want to have anyone become injured. To maintain a good safety program, certain rules are important for all consumers to follow. A few essential ones include, but are not limited to:

1. Accidents must be reported to your program facilitator immediately. To prevent any complications, all minor cuts, burns, or bruises must be examined by staff who have first-aid training. Your program facilitator will tell you what to do. Accident report forms must be completed and returned to your program facilitator within 24 hours of the incident.
2. Know the proper exits in the event of a fire or other emergency. Your program facilitator will instruct you as to the proper route. During any drill or actual emergency it is important to be orderly and to not run, push or shove, as this may cause injury.
3. Always follow safe operating procedures in doing a job such as operating or moving mechanical equipment. Never take chances. Wear appropriate goggles or gloves and be sure all safety guards and equipment are in proper positions before using machinery. When using a ladder, be sure it is in good condition.
4. Do not attempt to adjust, repair or clean machinery while it is running.
5. Always be aware of and report potential tripping or falling hazards.
6. Never engage in horseplay, running or making loud noises as these can easily lead to injury to you or others.
7. Appropriate shoes are to be worn in the building, warehouse and stores. On certain jobs, high heels, tennis shoes, open toe shoes, clogs, sandals, scuffs, and similar shoes make the consumer highly susceptible to injury. Steel toe boots, where designated, must be worn at all times. Check with your program facilitator to find out what kind of shoes should be worn in your work area.
8. Do not block fire extinguishers, as they are emergency



- equipment needed in a hurry in the event of a fire.
9. Keep your work area neat and clean at all times. Keep aisle ways and passageways clear. Again, this is important to prevent accidents.
 10. If you see any safety hazards, please let your work area supervisor or program facilitator know immediately.

Your program facilitator will make you aware of other safety measures in your respective work areas.

Emergency Announcement Sheet

In the event of an emergency, the receptionist or department supervisors will make one of the following announcements:

Fire

“Attention please, Fire Emergency Location Plan is now in effect. Please evacuate the building at nearest exit.” **REPEAT.**

Bomb Threat

“Attention please, Internal Disaster Plan is now in effect. Please evacuate the building at nearest exit.” **REPEAT.**

Internal

“Attention please, Internal Disaster Plan is now in effect. Please evacuate the building at nearest exit.” **REPEAT.**

External

“Attention please, Emergency Plan is now in effect. Please go to the basement.” **REPEAT.**

Power Failure

“Attention please, Power failure emergency is now in effect. Please turn off all equipment and stay where you are. Listen for further instructions.” **REPEAT.**

Please follow these instructions by trained staff who will assist in these emergency situations. It is necessary for your safety and the safety of others.

Exiting the Building

All employees and consumers, except designated staff, must exit the building using only the approved exits.

Any employee or consumer exiting the building through other than approved exits, unless on Goodwill business, or the in the event of an emergency, is subject to disciplinary action.

Defined approved exits at our Cherry Street Location:

1. Main lobby sliding doors.
2. Stairway door leading to roof from main lobby.
3. Cherry Street doors inside Cherry Street retail store.
4. Elevator leading from basement or main lobby to roof.

Harassment and Abuse Policy

Goodwill Industries of Northwest Ohio, Inc has an obligation to preserve the dignity and personal safety of all employees and consumers. Verbal, physical, visual, or sexual abuse and harassment, including corporal punishment, are strictly prohibited.

Because of our professional and ethical responsibilities to workforce development consumers, all employees are prohibited from dating or having any personal relationship with any consumer.

What is Harassment and Abuse?

Harassment and abuse can take many forms; it may include, but is not limited to: words, signs, jokes, pranks, intimidation, physical conduct, or violence. Harassment may not necessarily be sexual in nature.

Sexual harassment and abuse may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevent an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

As a Goodwill consumer, you are partly responsible for keeping our work environment free of harassment and abuse. Any person who becomes aware of a problem or concern must report to their program manager or the director of workforce development.

Reporting

If you feel you have experienced harassment or abuse, report the incident immediately to your program facilitator or the director of workforce development. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee/consumer found to have harassed a fellow employee/consumer or subordinate would be subject to severe disciplinary action including discharge. Goodwill Industries will also take any or all additional action necessary to appropriately correct the situation. Goodwill Industries will not retaliate against any consumer who makes a good faith report of alleged harassment or complaints of violation of rights.

Conflicts of Interest

It is Goodwill's responsibility to address any potential conflicts of interest that may arise between staff and consumer. In the event that a conflict of interest is discovered, staff will take the lead to arrange a meeting with the purpose of resolving the conflict.

Relationship Between Goodwill Industries of Northwest Ohio and Criminal Justice Entities

Goodwill does not have direct responsibilities in reporting to Criminal Justice Entities about its consumers in programs unless the consumer has completed and signed a release of information form authorizing Goodwill to release specified information.

Conflict Resolution Procedures

If you feel you have been treated unfairly, you should:

Step One. Discuss it with your program facilitator or the staff person facilitating your services. The staff member will attempt to solve the problem within 5 (five) days unless unusual circumstances exist. In most instances, a friendly talk with staff or the program facilitator can solve a problem to satisfaction. If your grievance involves the program facilitator, you should proceed to step two.

Step Two. If the problem is not resolved at step one, you may submit the grievance to the director of workforce development. This may include an appointment to meet with the director of workforce development in order to reach a satisfactory solution. A request for such a meeting should be made in writing within 3 (three) working days after you receive a response from step one. The director of workforce development should provide the consumers with a written answer within 5 (five) working days following the meeting unless additional time is requested under the circumstances.

Step Three. If for any reason, you are dissatisfied with the decision of the director of workforce development, you can file a written grievance with the President/CEO within 3 (three) working days. A meeting will be scheduled promptly in an attempt to resolve the problem. This meeting will include all parties.

Step Four. If you are still dissatisfied after you receive the decision of the President/CEO you may file a written grievance within 3 (three) working days with the President. The grievance will receive attention from the President or his designated representative, who will provide the consumer with a written response within 5 (five) working days unless additional time is requested under the circumstances.

Step Five. If you are still dissatisfied, you should contact your referring counselor.

If you are unable to advocate for yourself, a staff member will be available to advocate for you.

Goodwill Industries of Northwest Ohio, Inc accepts no liability for harassment or abuse of one consumer to another consumer. The individual who makes unwelcome advances, threatens, or in any way harasses or abuses another consumer, is personally liable for such actions and their consequences.

Order of Appeal

1. Your program Facilitator and your Referring Counselor

2. Director of Workforce Development
3. The Executive Director of Goodwill Industries (this is the final internal appeal step).

Your Rights as a Consumer.

Goodwill Industries of Northwest Ohio, Inc, has an obligation to preserve the dignity and personal safety of all consumers. Management prohibits any type of physical or sexual abuse and/or verbal harassment, including corporal punishment, psychological abuse, neglect, or financial exploitation. The latter includes humiliating, frightening or exploiting forms of punishment. If you feel you are being abused in ANY WAY while you are at Goodwill Industries, report it to your program facilitator or one of the associate directors of workforce development IMMEDIATELY.

1. You shall not lose any rights, benefits, or privileges guaranteed to you by law, the Constitution of the State of Ohio, or the Constitution of the United States because you are involved in programming at Goodwill Industries.

2. You have the right to receive quality workforce development (vocational rehabilitation) services from competent, professional staff.

3. Programming will not be denied to you based on your age, gender, sexual orientation, race, religious beliefs, ethnic origin, marital status, physical and/or mental disability.



4. You have the right to have any and all records concerning you and your background maintained in a confidential manner with information communicated only to those person(s) who are involved with your rehabilitation program and have a NEED TO KNOW that information.

5. With some limitations your program facilitator can explain to you, you have the right to view and read any and all documents generated by Goodwill, including final reports.

6. An Individual Service Plan will be developed and reviewed periodically with your participation and, if appropriate, with your nearest relative and/or guardian.

7. You have the right to provide input into your rehabilitation program at any time.

8. You have a right to practice your religious beliefs or any well-recognized denomination.



9. Any wages earned by you for working will be paid to you.



10. You and your guardian have the right to refuse services. Possible consequences to refusing services as well as alternative programming and risks of the alternative programming/services will be discussed with you.



11. You have access/referral to legal entities, self-help and advocacy services.

12. If you are declared ineligible for services, you and your counselor have the right to receive a written statement of the reason(s) for which you are ineligible.

13. If you disagree with any aspect of your program, or any action taken concerning you, you have the right to appeal the decision.

14. Any person seeking information about you or your programming must have a valid release of information and prove their identity. Your right to confidentiality is in accordance with the Mental Health and Developmental Disabilities confidentiality act (740 LCCS 110).

15. You have the right to be part of every aspect of your programming and will actively participate in program planning and decision-making.

16. You can file a grievance and/or appeal a decision to deny, modify, reduce, or terminate services. No one directly involved in your grievance or appeal will be part of the review or the action.



17. You will not be excluded, suspended, or discharged from programming or have programming reduced for exercising any of your rights. Goodwill staff will explain the time frame to file an appeal and for a final decision.

18. If you have any questions or concerns about your rights as stated above, you may ask your program facilitator. If you feel your rights have been violated, please follow the conflict resolution procedure.



Welcoming Your Input

Please take a minute to tell us how we are doing. What do you like about the services you are receiving and what changes would make them better? Are there programs or services you would like Goodwill to offer? A locking mailbox is conveniently located in the lunchroom where you can deposit your suggestions.

Thank you for sharing your comments with us. We will use your suggestions in programming planning and evaluation.

Records

In the intake process, basic information will be recorded. This information is for professional use only and strict **CONFIDENTIALITY** will be maintained. You should notify your program facilitator if there is a change in:

1. Your address or phone number.
2. Your name or marital status.
3. Your number of dependents.
4. The person to notify in case of an accident or illness.
5. Name of family doctor, if you have one.

All consumer records are considered confidential. All files are kept in secure areas. You may have access to your own case record for review. Before you can see your record you must submit a written request to the director of workforce development. If your request is approved, you will review your record with your program facilitator, who will provide explanation of your record. You may be denied access to your records if, in the opinion of the program facilitator, director, or associate directors of workforce development:

- Releasing information would cause harm to you, or
- If the information relates to another consumer, or was generated by another consumer.

Non-Discrimination Policy

It is the policy of Goodwill Industries of Northwest Ohio, Inc. to serve consumers and hire employees without discrimination because of race, religion, ancestry, national origin, gender, sexual orientation, age, or disability and to treat all consumers and employees equally with respect to employment. Our objective is to assure that continuing progress to make toward the ultimate goal of serving and/or employing minority, women and disabled personnel at all job levels in all organized units of Goodwill Industries.

Again, a Warm Welcome!



As a staff, we welcome you again to Goodwill Industries of Northwest Ohio, Inc. In this manual we have tried to answer some of the questions you might have concerning your program. We hope your participation with us will help you find new talents and skills that will enable you to reach your individual vocational goals.