Goodwill
Southeast Georgia

Opportunity Center

Participant Handbook

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Introduction

Thank you for your interest in Goodwill Southeast Georgia (Goodwill) services. This handbook describes how you will be assisted in identifying which services will help you in achieving your goals and some of the basic rules for participation at Goodwill. Our mission is to transform lives through education, skills training, and employment opportunities, empowering individuals to reach their highest potential. Work forms the cornerstone of relationships with other people, affects self-esteem and allows us to become positive, self-sustaining and interdependent members of the community. Each Goodwill program is designed to assist you in achieving your maximum personal potential.

1. Accessibility

Goodwill is dedicated to providing an accessible environment for all personnel, people served, and stakeholders. Goodwill believes it is the responsibility of all to create, maintain, and promote awareness of accessibility as it pertains to: Architecture, Environment, Attitude, Finance, Employment, Communication, Technology, Transportation, and Community Integration. Goodwill maintains an annual Accessibility Plan which addresses accessibility considerations in the above stated indicators. We value your input and encourage you to reach out to your Service Specialist or a member of management with any suggestions on how to increase the accessibility and access of our environment.

2. Rules of Participation

The following rules are necessary for the development of good work habits and are important to achieve your career goals:

- Arrive for your services on time and ready to participate.
- If you have a scheduled appointment or training and will not be able to attend, please contact your Service Specialist to let them know.
- Treat other participants and Goodwill associates with respect. Fighting, provoked or otherwise, is prohibited, as is the use of abusive or profane language toward other participants, staff, or the public.
- Be alert and free of alcohol or drugs not prescribed to you by a physician.
- Respect the property of Goodwill and others. Theft or unauthorized removal of items is prohibited.
- Follow all safety guidelines to ensure your personal safety.
- Smoke only in authorized areas.
- We ask that clothing be as clean and well-kept as possible, and appropriate for the environment. If you need support please contact your Service Specialist.
- Use appropriate entrances and exits to the building.
- Participate in all safety/emergency drills.

We are here to support you and ensure a healthy and safe environment for all. If concerns regarding following these guidelines arises, they will be reviewed with you on an individual basis to determine if you remain eligible for services.

3. Your Rights

Goodwill Southeast Georgia (Goodwill) will not restrict your rights, nor use isolation, restriction, or restraints of any kind .The following rights information will be communicated at the beginning of services and then annually for persons served in a program longer than one year.
All persons served have a right to:

- have your personally identifiable information kept confidential and secure
- be free from unwarranted or illegal invasion of privacy
- have freedom from:
  - physical or psychological abuse
  - sexual abuse or harassment including any verbal or physical gestures that reference sexual acts or sexuality, or objectify the individual sexually
  - fiduciary abuse or other exploitation of persons served for financial gain or any other reason
  - retaliation
  - humiliating, threatening, or exploiting actions
  - neglect
- access to information in sufficient time to facilitate your own decision making
- informed consent, refusal, withdrawal of consent, or expression of choice regarding:
  - service delivery
  - release of information
  - concurrent services
  - composition of the service delivery team
  - involvement in research projects
- access or referral to legal entities for appropriate representation
- access to self-help and advocacy support services
- adherence to research guidelines and ethics when involved in research projects
- Goodwill is not involved in any formal research projects at this time. If Goodwill were to become involved in any such project, persons served will be informed of the project and will have the right to decide if they wish to participate in the project. Goodwill will adhere to required research guidelines and ethics if involved in any project.
- investigation and resolution of alleged infringement of rights
- exercise constitutional and civil rights
- other legal rights as defined by federal and state laws and regulations
- be treated with dignity and respect
- receive services without regard to age, sex, race, religion, marital status, disability, vocational barriers, sexual orientation, genetic information, or national origin
- make complaints or suggestions without fear of coercion or retaliation

- have freedom to participate by choice in accessible community, social, political, medical, or religious activities and to have freedom to refuse such participation
- associate and communicate privately and without restriction with people and groups during any reasonable time Goodwill facilities are in operation
- be free from physical restraint
- be provided information on how to access records
- not be photographed, audio, or videotaped without giving informed consent
- participate and give input in your service planning process
- be provided with information pertaining to immediate, pending, and potential future service needs

4. Information Disclosure

If you are a participant in a Goodwill program and are currently involved with the criminal justice system, Goodwill may be required to report information regarding your program participation. Goodwill will notify you of such a need and follow applicable local, state, and federal laws and regulations.

5. Your Privacy

Goodwill is committed to ensuring the privacy and security of your personally identifiable information. While your information may be required during an emergency, we will avoid disclosing more information than needed to perform our respective duties. If a request for information is requested, as part of your services, it will be reviewed with you so you understand the purpose, scope, and with whom your information may be shared. You have the right to refuse this request for information release, and if you do consent, you have the right to withdraw permission at any time. Releases are only valid as is reasonably necessary and have an expiration date not to exceed one year.

6. Access of Records

Records are the property of Goodwill, however the information contained in the record belongs to the participant. You have a right to examine your records and/or obtain a copy.

If you desire a review of your case records, you will be referred to your respective Service Specialist. Only the information, which is in the area of the program staff's expertise and generated by Goodwill can be reviewed with you.

If you desire a review of documents not created by Goodwill, you will be referred to the originating source, who will then arrange for a review of such information.

When you request to see your records, the Service Specialist must be present throughout the review to ensure integrity of the record and to provide interpretation.

7. Heritage, Mission, Vision, Values

OUR MISSION
We transform lives through education, skills training, and employment opportunities, empowering individuals to reach their highest potential.

OUR VISION
To be a world-class social enterprise fueled by the desire to positively impact the lives of our Associates and community by providing every individual with the training and development opportunities they need to become the very best version of themselves.

OUR VALUES

- Integrity: We commit to doing the right thing, even when no one is looking, fostering trust with each other, our customers, and the communities we serve.
- Accountability: We are a results-oriented organization, consistently taking ownership for our performance in all our decisions and actions while seizing opportunities to learn from successes and failures.
- Empowerment: We are committed to providing opportunities for Associates and clients to change their lives through education and skill development.
- Service: We treat each individual with dignity, empathy, and respect, ensuring that our decisions and actions consider the needs of others before our own.
- Teamwork: We work together to help everyone succeed.

8. Conflict of Interest

Goodwill has a conflict of interest policy to which all associates, volunteers, and participants are required to adhere. It states, "All associates, volunteers, and participants are prohibited from engaging in business or accepting gratuities that may place them in a conflict of interest situation."

1. A volunteer or participant is prohibited from:
    a. Performing any services for customers or participants that are normally performed (or have the potential to be performed) by Goodwill personnel.
    b. Unauthorized use of any Goodwill vehicles, tools, equipment, facilities, or supplies.
    c. Unauthorized use or application of any confidential information.
    d. Conducting outside business during work hours.

2. An associate, volunteer, or participant will not seek or accept payments, goods, services or gifts from any individual or business when involved in Goodwill business transactions or services.

3. An associate, volunteer, participant is expected to conduct business with contractors, suppliers, customers, and all other persons in association with Goodwill without favor or preferential treatment.

4. Associates and volunteers are prohibited from having any type of economic, social, or intimate relationship with a participant. This extends the full length of service

Goodwill uses this framework to develop and maintain professional boundaries between associates, volunteers, and those receiving services. Goodwill understands that there may be an overlap of relationships as they apply to social, cultural, and family considerations. Disclosure of relationship is expected and evaluated on an individual basis.

9. Formal Grievance Policy

For the purpose of this policy, a grievance is defined as the dissatisfaction an individual feels when perceiving unfair treatment, or reasoning that a mistake has been made in the administration of a plan, policy, or condition of programming.
The grievance process described in this policy is an internal process, intended to encourage open communication and to allow for a meaningful review of complaints. The individual alleging a violation of policy is encouraged to informally discuss the matter with their immediate Service Specialist in an attempt to reach a resolution prior to initiating a formal grievance.

At any step of the grievance process, you may choose to have someone else help prepare the grievance. Additionally, you may choose to have someone represent or accompany you to any meetings concerning the grievance. The formal grievance process begins when the complaint is documented. Service eligibility and participation will not be impacted by this process as it is your right to file a formal complaint.

Step 1: Appeal to the Immediate Supervisor. If the discussion surrounding the alleged incident or occurrence does not resolve the matter to your satisfaction, you may file a formal grievance with your immediate Service Specialist within 5 working days following the discussion. If needed, a Goodwill associate may assist in presenting the grievance in writing.

The written grievance shall specify the following, and initiated the formal grievance process:

- the exact nature of the alleged grievance/complaint
- details regarding the policy, rule, or procedure allegedly violated
- The specific remedy requested.

While supporting information may be presented in subsequent steps of the grievance process, no additional matters may be raised once the written grievance is filed. At the discretion of

Human Resources, multiple grievances filed by one or more individuals may be combined into a single grievance to promote a more meaningful review of the matter.

Within 5 working days of receiving the written grievance, the Services Specialist will prepare and deliver to the individual a written response. This response will be reviewed by the Service Specialists immediate supervisor prior to reviewing with you. They may also confer with a Human Resources representative or other parties relevant to the grievance, as needed.

Step 2: Appeal to the Next Level Supervisor

Should you remain dissatisfied at the completion of Step 1, you may, within 5 working days of receiving the Step 1 written response, submit a written request to Human Resources to appeal to the 'next-level supervisor'. The request to appeal shall include an explanation of why you disagree with the Step 1 response. Human Resources shall deliver to the next-level supervisor the Step 1 written grievance and response, along with the Step 2 written request to appeal. The next level supervisor shall review those documents and may gather other information as deemed pertinent to the appeal and meet with you within 10 working days to consider all relevant information. A written decision will be delivered to you within 5 working days following the meeting.

Step 3: Appeal to the President/CEO through a Grievance Panel

Should you remain dissatisfied, you may, within 5 working days of receiving the Step 2 decision from the next-level supervisor, submit a written request to Human Resources to appeal through a Grievance Panel to the President/CEO. The request to appeal shall include a clear explanation of why you disagree with the Step 2 decision.

The Grievance Panel shall be composed of a Human Resources representative, the Department Head and an associate named by the President/CEO. No one with a personal or professional interest in the outcome of the grievance shall serve on the Panel.

The Panel will meet with you, the immediate supervisor, and any other person deemed to have relevant information about the subject of the grievance within 10 working days of receipt of the written appeal. The Panel may gather information from other sources that may be meaningful to the appeal. The Panel's work will be confidential, except to the extent the Panel's work may be revealed to those with a legitimate need to know.

The Grievance Panel will, within 5 working days after the Step 3 meeting, submit a written recommendation of the Panel to the President/CEO.

Within 10 working days after receiving the Panel's recommendations, the President/CEO or a designee on their behalf will notify you in writing of the final disposition of the grievance. This decision will be final and binding on all parties.

1. Parties must adhere to this timeline, however if special circumstances or the nature of the grievance are such that additional time is needed, Human Resources may grant an extension of a specific amount of time. Human Resources shall deliver written notice of the extension of time to all parties involved.
2. If you do not submit a written request to move the grievance forward within the specified time and are not granted an extension prior to the passing of that deadline, it will be assumed the grievance is resolved.
3. Human Resources shall record and maintain the timeline associated with each grievance.
4. You may terminate your grievance under this policy at any time by delivering to Human Resources a written notification requesting such withdrawal.
5. A grievance related to involuntary separation of services will begin at Step 3.
6. If you choose to utilize the complaint procedure, you will not be subject to retaliation.

10. Available Employment Opportunities

Goodwill will provide equal employment opportunity without regard to race, color, religion, pregnancy, national origin, ancestry, age, sexual orientation, disability, veteran status, gender, genetic information, or any other basis protected by applicable law. Individuals are hired on the basis of their qualifications. In no event, shall the hiring of an associate be considered as creating a contractual relationship between the associate and Goodwill. In hiring the most qualified candidates for positions, the following hiring process will be followed.

1. Personnel requisitions must be completed to fill positions. Requisitions must be initiated by the department supervisor/manager, approved by the department head and then forwarded to the Recruitment team.
2. When qualified applicants are available internally, it is Goodwill's preference to fill job openings by promoting from within.
3. Vacancies will be posted on the Company's careers website at www.goodwillsega.org.
4. When applicants for employment are recruited from outside the organization, all available appropriate resources to obtain qualified personnel shall be utilized. For direct (unskilled) labor positions within the organization (i.e., AbilityOne contracts) qualified applicants with disabilities will be given preference.
5. The company will not pay an employment agency fee for unsolicited referrals of individuals to fill job openings. When the need arises, the company will pay for recruiting assistance from selected employment agencies and professional recruiters

for certain designated hard-to-fill professional, management, or technical jobs as approved by the President/CEO.

6. The following procedures apply to candidates for employment.
   a. After an on-line employment application has been completed, the hiring department manager or Talent Acquisition Specialist will determine whether the individual meets minimum requirements for the position (i.e. educational level, experience, etc.).
   b. If the hiring department head or manager is interested in interviewing a particular candidate they may contact the individual to set up an interview.
   c. It is the responsibility of the department management to determine whether an applicant is *technically* qualified and competent for the position. The decision to hire the applicant is made by the department head, manager, or supervisor.
   d. After a decision has been made to hire a particular candidate, an offer will be made to that individual contingent on satisfactory completion of reference checks, drug screen, and criminal background checks.
   e. New Hires will not be allowed to begin work until the results of drug screen have been obtained.
   f. Misrepresentation on the application form or the information indicates that the individual is not suited for employment and will be subject to termination.
7. Orientation of all new associates shall be conducted by the Talent Acquisition and Training Team.

11. Associate Classifications in the Organization

The following constitutes Goodwill's associate definitions:

- Full-time associates. Associates hired to work 30 or more hours per week on a regular basis. Such associates may be "exempt" or "non-exempt."

- Part-time associates. Associates hired to work less than 30 hours per week on a regular basis. Such associates may be "exempt" or "non-exempt."
- Temporary. Associates engaged to work full-time or part-time as temporary labor or interim replacements for a limited duration, based on workload demands. Such associates may be "exempt" or "non-exempt." Temporary associates receive no benefits except as required by law.
- Non-exempt associates. Associates who are required to be paid overtime for all hours worked beyond 40 hours in a work week, consistent with applicable wage and hour laws.
- Exempt associates. Salaried associates who are not required to be paid overtime for work performed beyond 40 hours in a work week. Managers, professional associates, and certain associates in administrative positions are typically exempt.
- Participant Status: Participant status is defined as any program participant receiving services by Goodwill where the participant is being compensated for work-related activities. The participant will have an assigned staff person coordinating the services that they are engaged in. This status is time limited based on program referral authorization.

12. Program Descriptions

The Opportunity Center

Goodwill is committed to helping individuals achieve their employment goals–whatever and wherever that may be. When you partner with Goodwill— you will be connected to individual support, meaningful training and employment services to help you grow. Build the skills needed to land your dream job. We are with you every step of your journey to a job, a better job, and a long-term career.

- Support
  The Opportunity Center at Goodwill is providing intensive support and wrap around services designed to address your individual needs and barriers. In The Center, we help individuals address critical family and life support issues with referrals to partner organizations and direct support like transportation and career clothing vouchers.

- Education
  Today's workplace demands digital skills, continual learning and confidence. At Goodwill, we offer foundational, core technical and employability skills training to prepare you to succeed in your chosen field. You can attain certifications and advanced credentials

through our partnerships with Google, Microsoft, Accenture and the Technical College System of Georgia. We make learning accessible with online and in-person learning, free computer labs, scholarships and support in obtaining computers. Service Specialists help you assess your strengths and explore career choices with one-on-one coaching.

- Employment Services
  Whether you're seeking a first job, transitional job or career position, we'll help you prepare to win the position with resume, job search and interview preparation. Job fairs, employer referrals and special hiring events will get you in front of our employer network, and we'll help you dress for the job at one of our Goodwill stores.

13. Referral

Based on your individual needs, your Service Specialist may refer you to one of our resource partner agencies who can provide you with assistance in areas like housing, food, or childcare. We will not share your personal identifiable information with anyone without your consent and a signed release for the information.

If you are referred to our services by a partner organization, we will get your permission to provide them with information about your participation in programs at Goodwill.

14. Service Eligibility, Transition, and Exit Criteria

At Goodwill Southeast Georgia, our mission is to transform lives through education, skills training, and employment opportunities, empowering individuals to reach their highest potential. To ensure equitable access to our programs, individuals seeking services through our Opportunity Centers must meet the following eligibility criteria:

1.1 Eligibility Requirements

- Our Opportunity Centers are open to all individuals who have a desire and motivation to gain skills and obtain employment. All programs are voluntary and can be stopped at any time. We ask that you remain engaged with your Service Specialist as you work through your individualized goals.
- You must be at least 16 years old to independently access services. Some trainings may be offered to those younger than 16 in partnership with a school or referral partner.
- You must reside in our Goodwill service area. If you are from outside our area, we will provide you with the information for your local Goodwill.
- It is important as you are seeking employment through our services that you have the necessary identification that will be required. This may include a state issued ID or license, social security card, or birth certificate. If you do not have these documents, we

can help provide assistance in you obtaining them.

- You must have mobility in the community through the use of public or private transportation. We do not provide direct transportation services.
- You must have independent mobility within our facilities. Our locations are ADA compliant and we will work with you to provide reasonable accommodations to access our services.
- Follow all rules of participation.

1.2 Acceptance into Services

- Goodwill will offer services to the extent allowed by our resources. Where resources limit participation, you will be informed.
- The health and safety of our participants, staff, and stakeholders are our highest priority. If during your intake there is information gathered that raises a concern, it will be reviewed with your Service Specialist's supervisor to determine if we are able to meet your needs.
- The order of acceptance into services is based on a first-come, first-served basis. If a wait list occurs, we will follow this practice.

1.3 Reentry into Services

- If you have previously attended services and wish to re-engage, please connect with your local Opportunity Center Service Specialist to re-enroll. Based on time, you may be required to re-register for services.

1.4 Service Ineligibility

- If you are found to be ineligible for services, or services cannot be provided due to lack of resources, you will be notified, and given information on alternative services by Goodwill and community resources.
- This information, including reasons for ineligibility, will be shared with your referral source, if applicable.
- Falsification of information during the intake or enrollment process.
- Behavior that compromises the safety, integrity, or mission of the Opportunity Center, including disruptive or inappropriate conduct.

1.5 Transition

- At any time you have the right to do external job searches and independent career planning. You are not limited by the scope of your services.
- Transitioning into other programming or services can be recommended by Goodwill Service Specialist.
- If you transition into employment within Goodwill, your service records will remain separate from your employee profile.

1.6 Service Exits

- Exiting from programming can be voluntary or involuntary.

- Service Specialists will work to engage individuals in programming, however, if someone is inactive for 90 days, they will be exited from services at that time.
- For all individuals exiting programming, an Exit summary will be completed in our case management system.

15. Intake

Once you have registered for services, you will participate in an intake meeting to assist you in developing your person-centered goals. We understand that you may only be seeking some basic services and in this case, you will not create a plan at this time, but if you are interested in some intensive services in the future, you can connect with your Service Specialist to begin that process.

If you are working with a Service Specialist to create a plan, it will include:

- A thorough review of your interests, strengths, capabilities, and barriers to employment.
- A review of your education and employment history.
- Your plan will include a long-term goal and steps to achieve that goal. These steps will involve removing barriers to employment such as lack of education or training, work habits or other employment skills.

16. Career Planning and Review of Your Progress

Your service plan will continue to be developed as you actively participate in programming. You will take part in formulating this plan. You will be assisted in refining your service goals and the steps required to achieve that goal.

The length of time you participate in Goodwill services will depend on the progress you make toward your service goals. You will be working on your schedule with your Service Specialist. Your progress will be reviewed with you periodically. A review of your file and assessments can occur at any time upon your request.

17. Schedule of Participation

Hours/Days of Participation

- Your schedule will be determined by you and your Service Specialist at the intake and service planning session. Available day and hours ranges include Monday through Friday between the hours of 9:00 am and 5:00 pm based on your plan and service location. Services are not currently provided on nights and weekends. A full list of hours by location is on our website at www.goodwillsega.org.

18. Compensation

Currently, program participation is voluntary and unpaid. If there is a program which contains a paid component, your Service Specialist will review the information with you and follow all applicable labor laws.

19. Benefits

Currently no Paid Time off (PTO), Holiday, or Insurance Benefits are offered within our programs and services. This will be reviewed as needed to maintain compliance with all applicable laws and regulations.

20. Health and Safety Practices

Maintaining the health and safety of all participants, employees, and stakeholders is of the highest priority. As part of participating in our services, you are expected to comply with all safety regulations.

- Wear appropriate attire as set by location.
- Use appropriate personal protective equipment if identified as part of your task
- Keep your area clean and free of debris. Do not place your items in front of emergency exits, in aisle ways, or so that they create a trip hazard.
- Eat and drink in designated areas.
- Do not use equipment unless your Service Specialist has properly instructed you.
- Report any safety hazards to your Service Specialist.
- Participate in all safety drills, as applicable.

Goodwill wants this to be a safe and healthy place for you to train and learn valuable job skills. You are expected to follow all safety rules. If you do unsafe things, your Service Specialist will talk to you. You must immediately tell your Service Specialist if you get hurt while you are receiving services, even if you think it is not important. Additionally, everyone should report to their Service Specialist any observed safety and health violation, or potentially unsafe condition.

- Parking – location will be discussed at intake.
- Personal Belongings –We are not responsible for lost or stolen items.
- Visitors - are not allowed during scheduled day without approval from your Service Specialist.
- Telephone Usage – if you wish to make a personal call, you must do so during your break.
- Smoking –Smoking is allowed in designated areas only.