

Evansville Goodwill Industries, Inc.

CUSTOMER ORIENTATION HANDBOOK

for

Vocational and Employment Service Programs

(Revised: October 2012, June 2014, July 2015, Reviewed February 2016, Revised February 2019)

This material is available in alternate formats upon request
and in electronic format at www.evvgoodwill.org

The vocational and employment services provided to people who are enrolled in Goodwill programs are free of charge. You will not be asked to pay Goodwill for the services you receive.

Evansville Goodwill Industries, Inc. does not discriminate on the basis of race, color, religion, gender, marital status, national origin, disabling condition, age, veteran status, genetic information, or any other characteristic protected by law.

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Evansville Goodwill Industries, Inc.

WELCOME

Thank you for choosing Evansville Goodwill Industries, Inc. as your Community Rehabilitation Provider! The mission of Evansville Goodwill Industries, Inc., a not-for-profit 501(c)(3) organization, is to provide quality vocational and developmental opportunities to people with disabilities and/or disadvantages in order to enhance their ability to achieve full participation in society. Our Mission Services team seeks to create a positive impact in the lives of the people we serve. Every day, we strive to provide employment opportunities to people with disabilities who want to support their families, be independent, and strengthen their self-esteem through meaningful work.

Evansville Goodwill's Employment Specialists work with individuals with disabilities in the areas of assessment, job training, job search, career development, placement, education and retention services. Clients are referred to Goodwill from Indiana and Kentucky Vocational Rehabilitation. Goodwill does not charge people with disabilities for participating in services. Goodwill is reimbursed for Employment Services through Vocational Rehabilitation.

Evansville Goodwill Industries, Inc. is accredited by CARF for Community Employment Services.

Evansville Goodwill Industries, Inc. is an equal opportunity employer and service provider and does not discriminate on the basis of race, color, national origin, disability, age, gender, religion, sexual orientation, participation in military service, genetic information or any other protected status.

Partnering with Vocational Rehabilitation, Evansville Goodwill Industries provides employment services to help individuals with disabilities obtain and retain community employment. Employment services are provided in phases, beginning with Discovery and assessment, transitioning to job readiness and ending with job placement. Discovery activities allow the client and trained Employment Specialist to collaborate and explore different industries and careers, as well as the education, employment history, social networks and transferrable skills of the client. Discovery services are purposeful and tailored to the interests of the client. Discovery combines observation and hands-on activities such as job shadowing, work experiences, and situational assessments. As a vocational goal is identified, it may be necessary for the client to participate in job readiness activities to recognize and learn strategies to overcome barriers to employment, such as, punctuality and attendance, good grooming habits and productivity expectations. The Employment Specialist and the client will work together, using data collected during Discovery and Job Readiness, to pursue active job leads until suitable placement is secured. On the job supports and supported employment services are provided after employment is obtained to help ensure long term retention. Your Employment Specialist will follow your progress for a minimum of 180 days to address any concerns and provide on the job accommodations to help ensure your success.

Goodwill Placement Services are provided on site, by trained Employment Specialists, at the following locations in Indiana:

WORK Solutions

Serving Vanderburgh, Warrick and Posey Counties

500 S. Green River Rd

Evansville, IN 47715

Office Hours M-F, 7:30 a.m. to 4:00 p.m.

(812) 474-2222 - Telephone

(812) 962-1266 – Fax

Your Employment Specialist is: _____

Vincennes Goodwill Placement Services

Serving Knox, Davies and Gibson Counties

1540 Willow St.

Vincennes, IN 47591

Office Hours M-F, 7:30 a.m. to 4:00 p.m.

(812) 882-1722 - Telephone

(812) 882-1302 – Fax

Your Employment Specialist is: _____

Washington Goodwill Placement Services

Served through Vincennes Goodwill Placement Services

900 W. National Highway

Washington, IN 47501

Office Hours: By appointment only.

Your Employment Specialist is: _____

Telephone: _____

Fax: _____

Princeton Goodwill Placement Services

Served through Vincennes Goodwill Placement Services

3215 W. Broadway

Princeton, IN 47670

Office Hours: By appointment only.

Your Employment Specialist is: _____

Telephone: _____

Fax: _____

Services provided to Indiana Vocational Rehabilitation clients:

Services for Determining Eligibility

- Trial Work Experience (TWE)

Discovery Services

- Vocational Testing
- Situational Assessment
- Work Experience
- Job Shadows

Employment Services

- Job development/placement/retention
- Supported Employment
- On the Job supports
- Job readiness training
- BINS Analysis

Goodwill Placement Services are provided on site, by trained Employment Specialists, at the following locations in Kentucky:

Owensboro Goodwill Placement Services

Serving Daviess County

2916 W. Parrish Ave.

Owensboro, KY 42301

Office Hours M-F, 7:30 a.m. to 4:00 p.m.

(270) 688-8377 - Telephone

(270) 685-5616 – Fax

Your Employment Specialist is: _____

Henderson/Madisonville Goodwill Placement Services

Serving Henderson and Hopkins Counties

1300 S. Green St.

Henderson, KY 42420

Office Hours M-F, 7:30 a.m. to 4:00 p.m.

(270) 827-0917 - Telephone

(270) 827-0875 – Fax

Your Employment Specialist is: _____

Services provided to Kentucky Vocational Rehabilitation clients:

Employment Services

- Comprehensive Vocational Assessment
- Vocational Assessments
- Employment and Retention
- Individual Pre-ETS Transition Services

ADMISSION CRITERIA

In order to participate in Goodwill's program, you must demonstrate the following:

1. Documented physical, mental, or emotional disability and/or disadvantaging condition.
2. Minimum age of 16 years. (Must possess work permit if under 18.)
3. Current medical and/or psychological evaluation as applicable to stated disability and as available from referral source.
4. Not actively using illegal drugs and/or abusing alcohol.
5. Be able to provide or arrange for personal transportation with or without supervision/financial assistance.

6. Ability to care for own personal hygiene needs.
7. Freedom from violent and threatening behavior.

RIGHTS OF GOODWILL CLIENTS

As a client of Goodwill placement services:



You will be treated with respect and consideration with your privacy protected.



You shall not lose any rights, benefits, or privileges guaranteed to you by law, the Constitution of the State of Indiana, the Constitution of the Commonwealth of Kentucky, or the Constitution of the United States because you are receiving services at Goodwill Industries .



Services will not be denied to you based on race, color, national origin, disability, age, gender, religion, sexual orientation, participation in military service, genetic information or any other protected status.



You will be free from abuse, exploitation, retaliation, humiliation, or neglect.



Your records will be kept confidential. All written information about you is kept under lock and key. You will be asked to sign a “Consent for Mutual Disclosure” form to permit Goodwill staff to give out or to get information about you if necessary. Only professional members of the Human Services Department, approved administrative support staff or interns, accreditation surveyors or program auditors, the Vice President of Human Services, and the President of Goodwill are allowed to see your file.



You have the right to inspect and review your records upon request (procedures are outlined later in this handbook).



You have the right to informed consent, release of information, your service team, and personal choice in setting goals.



Plan You will be an active participant in the development and implementation of your individual program plan.



You will be an active participant in discharge planning when your program ends.



You will be evaluated/trained in the least restrictive environment and with adequate and humane care.



You have the right to attend all meetings concerning you and your program and to invite additional people to participate.

Key Resources



You have the right to be referred for self-help and/or advocacy support services and legal entities for appropriate representation, when applicable.



You have the right to file a complaint/grievance (procedures are outlined later in this handbook) to initiate investigation and resolution of any alleged infringement of rights.

RESPONSIBILITIES OF GOODWILL CLIENTS



comply with all agency rules and regulations, including safety rules.



show respect and consideration of the rights of others.



attend program activities on time and as scheduled.



participate in the development and implementation of your program activities.



Plan follow your individualized plan for service, including maintain regular contact with Goodwill staff.



maintain good grooming and personal hygiene habits.



wear appropriate and safe clothing, (no rips, tears, offensive images or words that upset or offend others).



take your medication as prescribed, Goodwill staff **will not** store or administer any prescription or non-prescribed medication to you. Goodwill staff **will not** remind you to take your medication. You are encouraged to take your medication at correct times and you are permitted to do so during your program services when necessary.

Continued receipt of program services relies on you meeting program responsibilities

GENERAL GOODWILL POLICIES

- Smoking is permitted in designated outdoor areas.
- Aggressive/abusive/dangerous behavior may result in program termination.
- Weapons are prohibited while you are at Goodwill or participating in services.
- Having, using, or being under the influence of alcohol or illegal substances while you are at Goodwill or participating in services will not be tolerated.
- Damaging/stealing the property of other people or Goodwill may result in program termination; this includes “Cherry Picking” from donations.
- Cell phone use is only allowed during breaks and lunch time.

CONSEQUENCES OF VIOLATING GOODWILL POLICIES

Goodwill staff will try to help you understand the rules so that you won't break them. If you do break the rules, then the following disciplinary process will be used:

1. verbal counseling, to review the rules and how you broke them
2. verbal warning
3. written warning
4. disciplinary suspension
5. program termination

Goodwill can change this process if you break a lot of rules or if you have serious violations.

ACCESS TO INFORMATION

It is the policy of Evansville Goodwill Industries, Inc. that clients may have full access to information pertinent to the client in sufficient time to facilitate his/her decision making and to all documents generated by Evansville Goodwill Industries, Inc. contained in their personal case files. Documents contained in the file which were generated by parties other than Evansville Goodwill Industries, Inc. are not made available to clients. Clients with questions regarding those documents are referred to the source which generated the document.

PROCEDURE:

- A. The Program Director may, at any time, grant a client's verbal and /or written request to view his/her personal case file.
- B. The Program Director has five (5) working days to provide the client with the case file (Evansville Goodwill generated documents only).
- C. The client may view his/her case file only in the presence of the Program Director or other assigned staff member.
- D. The client may receive one copy of the documents found in the case file upon written request. The request must specify which documents are desired.

CONFLICT OF INTEREST

Goodwill staff will fully disclose to you any known potential conflict of interest with you getting vocational services from us. We ask that you fully disclose to Goodwill staff any potential conflict of interest that you know about as soon as you become aware of it. Examples may include a family member who is a Lead Goodwill employee, supervising your work, or your Employment Specialist is the spouse of your mental health therapist, or you have a pre-existing relationship with your Employment Specialist. A conflict of interest is considered as any situation which could impact the objectivity of the client or a Goodwill staff member.

ATTENDANCE AND PUNCTUALITY

Reliable attendance and being on time are part of good work habits. It is important that you practice good attendance and that you show up on time during your program participation. It is very important that you show up on time for all interviews scheduled with potential employers. If you cannot attend a scheduled meeting, please call your Goodwill staff in advance. Please schedule all doctors, dentist, or other personal appointments so that they do not interfere with your Goodwill program activities.

SERVICE PROVISION TO IDENTIFIED CRIMINAL OFFENDERS

Goodwill has no relationship with the criminal justice system beyond that of a law-abiding community based organization. Once you are enrolled for vocational services, you will be asked to reveal your criminal history. Detailed criminal histories may be obtained, at Goodwill's expense, if needed. Goodwill will use consents you sign to communicate with supervisory individuals related to the criminal justice system on your behalf as needed. Goodwill will reveal known criminal history to potential employers as needed and appropriate. This provides the opportunity to discuss your criminal history with your Employment Specialist and learn how to communicate that criminal history to potential employers.

DRUG AND ALCOHOL ABUSE POLICY

Goodwill wants to have a safe and healthy environment for its workers and for customers participating in program services. The use, possession, sale, or manufacturing of any illegal drug, alcohol, or controlled substance while on company property is strictly prohibited. If you show signs of alcohol and/or drug use/abuse while you are at Goodwill, your symptoms will be verified by at least two staff members before any action is taken. You may be asked to complete testing for proof of your intoxication. If your test results are positive, you may be subject to immediate termination from services. Goodwill intends to help individuals with drug and alcohol difficulties. We encourage you to tell Goodwill staff if you need help getting treatment for alcohol and/or drug abuse problems. If you ask for help, your request will be kept in strictest confidence and only shared as appropriate to ensure your safety.

WORKPLACE SAFETY RULES

Safety is very important at Goodwill. You are responsible for practicing good safety habits. When you are in the plant, be aware of the aisles and watch out for forklift traffic. Do not use any equipment until you have been taught how to operate it correctly. Always turn off electrical equipment and lights when they are not in use. Always watch out for conditions that might cause personal injury, damage to agency property, waste, or other dangers. If your job assignment requires lifting, follow proper lifting techniques. If you are assigned to a job where safety equipment is required, Goodwill will provide what you need and you are expected to use it as instructed. If you have questions about safety rules or techniques please ask Goodwill staff or your supervisor. If you fail to follow safety rules you may be subject to disciplinary action.

EMERGENCY SAFETY RULES

Information about emergency evacuation and dangerous weather procedures is posted in every department in the building. If you see a fire, report to the nearest Goodwill staff or supervisor immediately. If the fire alarm sounds, for a drill or in the event of an actual emergency, leave the building using the nearest exit door and proceed to the parking lot and report to Goodwill staff or a supervisor immediately. Do not return to the building until you are given an all-clear. In the event someone comes into our building with the intent to hurt people, Goodwill's plan, based on advice from law enforcement, is to run, hide, or fight. If someone comes into the building to hurt people, run to the nearest safe exit and leave the building. If you can't exit the building, shelter in place by hiding in the safest location available to you. If you cannot run or hide, defend yourself in any way you can. Individuals with mobility impairments will be assisted with exiting the building by Goodwill staff member(s).

HOLIDAYS

Goodwill is closed on the following holidays:

New Year's Day

Good Friday

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve Day

Christmas Day

WEATHER CLOSINGS

If Goodwill has to close due to bad weather, announcements will be broadcast on local radio and/or television stations. If you are in doubt, call Goodwill directly to see if anyone is in the building to tell you if the agency will operate as usual.

GRIEVANCE PROCEDURES

Goodwill provides an effective and acceptable means for you to bring problems and complaints about your welfare during program services to the attention of management. As a Goodwill customer/program participant, you can and should report any grievances to Goodwill staff.

The following procedures should be used:

STEP 1

- A. To ensure prompt attention, complaints/grievances must be submitted within five (5) working days after the event that caused the complaint.
- B. Complaints/grievances should be presented verbally or in writing to your Goodwill staff and/or the Director of Human Services.
- C. You should submit your complaint personally, but you may bring another person with you if you need support or help with communication.
- D. Goodwill staff and/or the Director of Human Services should make every effort to resolve your complaint at the initial stage.

STEP 2

A. If your complaint cannot be settled in step 1, you have five (5) working days to submit your written complaint to the Vice President of Human Services. A decision will be made regarding your complaint within seven (7) days and you, and all parties involved, will receive a written notification.

STEP 3

A. If your complaint cannot be settled in step 2, you have five (5) working days to submit your written complaint to the President of the agency. A decision will be made regarding your complaint within seven (7) days and you, and all parties involved, will receive a written notification. The President's decision is final and binding on all issues concerning a grievance. Grievances involving policy determination will be referred to the Executive Committee of the Board of Directors who will review and resolve the complaint at the next regularly scheduled meeting. While the sponsoring agency will be notified at the start of the grievance process, you may request an external review by your referral source (e.g. Vocational Rehabilitation) at any point in the process.

**CUSTOMER ORIENTATION
HANDBOOK
RECEIPT**

I have received a copy of the Goodwill Customer Orientation Handbook, and its contents have been reviewed with me. I understand the rules and regulations contained within this guide. I understand my responsibilities as they have been explained in this guide. I understand the consequences if I fail to follow the rules and/or meet my responsibilities.

Customer Signature: _____ Date: _____

Witness: _____ Date: _____

Witness Title: _____