



PARTICIPANT ORIENTATION HANDBOOK

for

Opportunity Service Programs

(Revised: October 2012, June 2014, July 2015, Reviewed February 2016, Revised February 2019, Revised January 2022; Revised August 1, 2025)

This material is available in alternate formats upon request

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., in accordance with laws enforced by EEOC, does not discriminate against someone (applicant or employee) because of that person's race, color, religion, sex (including transgender status, sexual orientation, and pregnancy), national origin, age (40 or older), disability or genetic information.

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Evansville Goodwill Industries, Inc.

WELCOME

Thank you for choosing Evansville Goodwill Industries, Inc. as your Community Rehabilitation Provider! Evansville Goodwill is a not-for-profit 501(c)(3). The organization's mission is to help people, families, and communities thrive through the power of relationships, education, and work.

Our Mission Services team seeks to create a positive impact on the lives of the people we serve. Every day, we strive to provide opportunities to people with barriers to employment who want to support their families, be independent, and strengthen their self-esteem through meaningful work.

Evansville Goodwill's Employment Specialists work with job seekers in the areas of assessment, job training, job search, career development, placement, education and retention services. Participants 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., in accordance with laws enforced by EEOC, does not discriminate against someone (applicant or employee) because of that person's race, color, religion, sex (including transgender status, sexual orientation, and pregnancy), national origin, age (40 or older), disability or genetic information.



Goodwill Opportunity Services are provided in seven counties in Indiana, from two Goodwill office locations in Evansville and Vincennes. Work experiences and Services are provided by trained Employment Specialists, at the following locations in Indiana:

Evansville Goodwill Opportunity Services

Serving Vanderburgh, Warrick and Posey Counties

5001 Washington Ave.

Evansville, IN 47715

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

(812) 474-2222 - Telephone

Your Employment Specialist is: _____

Vincennes Goodwill Opportunity 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

Your Employment Specialist is: _____

Washington Goodwill Opportunity Services

Served through Vincennes Goodwill Opportunity Services

900 W. National Highway

Washington, IN 47501

Office Hours: By appointment only.

Your Employment Specialist is: _____

Telephone: _____

Princeton Goodwill Opportunity Services

Served through Vincennes Goodwill Opportunity Services

3215 W. Broadway

Princeton, IN 47670

Office Hours: By appointment only.

Your Employment Specialist is: _____

Telephone: _____

Services provided to Indiana Vocational Rehabilitation participants:

Discovery Services

- Situational/ Vocational Assessment
- Job Shadows
- Job development
- Job Readiness

Employment Services

- Job Search
- Job Retention
- On-the-job supports

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

Owensboro Goodwill Opportunity 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

Your Employment Specialist is: _____

Henderson/Madisonville Goodwill Opportunity 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

Your Employment Specialist is: _____

Services provided to Kentucky Vocational Rehabilitation participants:

Employment Services

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

ADMISSION CRITERIA

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 PARTICIPANTS

The following rights are referenced in and from the Participant Rights Statement as outlined in Indiana code 16-27-4-12



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 States of Indiana/Kentucky, or the Constitution of the United States because you are receiving services at Goodwill Industries



Under the laws enforced by EEOC, you will not be discriminated against because of race, color, religion, sex (including transgender status, sexual orientation, and pregnancy), national origin, age (40 or older), disability or genetic information.



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 Mission Services Department, approved administrative support staff or interns, the Vice President of Mission 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



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 PARTICIPANTS



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



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)



Participants are responsible for handling, managing, and safeguarding all forms of money (cash, check, credit/debit cards, electronic transfers, and trusts). Goodwill staff **will not** handle, manage or safeguard participant funds.



take your medication as prescribed, Goodwill staff **will not** 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 services relies on the participant meeting program responsibilities

GENERAL GOODWILL POLICIES

- Smoking is permitted in designated outdoor areas
- Aggressive/abusive/dangerous behavior, sexual or otherwise, will not be tolerated
- Weapons are not allowed while you are at Goodwill or participating in services
- Having, using, or being under the influence of alcohol or illegal substances is not allowed while you are at Goodwill or participating in services
- Damaging/stealing the property of other people or Goodwill is not tolerated

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 reserves the right to terminate services immediately for egregious violations.

ACCESS TO INFORMATION

It is the policy of Evansville Goodwill Industries, Inc. that participants may have full access to pertinent information 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 participants. Participants 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 participant's verbal and /or written request to view his/her personal case file. (Director of Human Resources/ Division Vice President may grant access to employee's personnel file.)
- B. The Program Director/ Director of Human Resources has three (3) working days to provide the participant/employee with the case file (Evansville Goodwill generated documents only).
- C. The participant may view his/her case file only in the presence of the Program Director or other assigned staff member. (Employee may view file in presence of the Director of Human Resources or Personnel Assistant or Division Vice President.)
- D. The participant/employee 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.

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 history may be obtained, at Goodwill's expense, if needed. Goodwill will use signed consent 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. Goodwill does not discriminate based on a person's criminal history. All participants must meet admission criteria.

DRUG AND ALCOHOL ABUSE POLICY

Goodwill wants to have a safe and healthy environment for its workers and for participants of 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 personal protective 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 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.

HOLIDAYS

Goodwill offices are closed on the following holidays:

New Year's Day	Martin Luther King, Jr. Day	Good Friday
Memorial Day	Fourth of July	Labor Day
Thanksgiving Day	Day after Thanksgiving	Christmas Eve Day
Christmas Day		

Goodwill stores are closed on the following holidays:

New Year's Day	Martin Luther King, Jr. Day	Easter Sunday
Thanksgiving Day	Christmas Day	

WEATHER CLOSINGS

If Goodwill must 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

It is the policy of Evansville Goodwill Industries, Inc. to provide an effective and acceptable means for participants to bring problems and complaints about your welfare during program services to the attention of management with freedom from retaliation from Employment Specialists, Case Managers, supervisors, or other persons of authority. Specific procedures are outlined below and are reviewed orally with participants during orientation. Participants are encouraged to attempt to resolve concerns through informal means first. However, if the complaint/grievance cannot be settled or is of a serious or egregious nature, it is the responsibility of the executive staff to thoroughly investigate the facts and issue a resolution of the alleged infringement of rights. Participants may request an external review with their referral source, ie. Vocational Rehabilitation, at any point in the grievance process. Other community resources, including law enforcement, will be sought if warranted. The rights of the accused violator will always be protected as will the rights of the accuser.

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 Opportunity 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 Opportunity 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 Mission 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.

Evansville Goodwill Industries, Inc.

**PARTICIPANT ORIENTATION
HANDBOOK
RECEIPT**

I have received a copy of the Goodwill Participant 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.

Participant Signature: _____ Date: _____

Witness: _____ Date: _____

Witness Title: _____