

PARTICIPANT HANDBOOK



Goodwill Industries, Inc. • Serving Eastern Nebraska & Southwest Iowa
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GOODWILL INDUSTRIES, INC.

Serving Eastern Nebraska & Southwest Iowa

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Participant Handbook

MISSION ADVANCEMENT



GOODWILL INDUSTRIES, INC. Serving Eastern Nebraska and Southwest Iowa

Welcome to Goodwill Industries

Your first step toward achieving your career goals

At Goodwill, we are committed to helping you identify and achieve your career goals. We are not a success until you are a success in the workplace. Together, we will make those dreams of meaningful employment come true. While you are working with us, we want you to be aware of four things: **Our organizational mission, our vision, our values (what we believe) and our guarantees for your success!**

MISSION

Goodwill changes lives and strengthens communities through education, training and work.

VISION

Unemployment will be eliminated among people who want to work.

VALUES

Customer Driven: Customers come first; our customers are persons we train, donors, shoppers, community partners, and government agencies. Every employee protects, promotes and enhances our brand through their words and actions.

Integrity and Accountability: Act honestly, fairly, and ethically. Keep our promises and own our decisions, actions, and results.

Stewardship and Responsibility: Make wise and appropriate use of the financial, human and material resources entrusted to us. Respect the environment.

Learning: Strive for excellence. Commit to high achievement, continual learning, and innovation; support the ongoing professional growth, education and development of all employees and participants.

Dignity and Diversity: Uphold, protect and advocate for the dignity and value of every individual. Care about each other, treat each other with respect and courtesy, and look after the safety and well being of one another.

GUARANTEES

Goodwill guarantees that you will be treated with dignity and respect by everyone you encounter.

We guarantee your right to have input into the programs and services you receive. Finally, we guarantee you will leave Goodwill with a clearer understanding of your work-related strengths and attributes.

Please take the time to read this handbook. If you don't understand something, just ask your case manager, instructor or program manager. Included here are the rules and policies pertaining to our training programs. These are very similar to the rules you'll see in any business or corporation. Enjoy your learning and growing experiences at Goodwill Industries.

I. Mission Advancement Services Program Procedures

A. Goodwill Programs & Services

1. Situational Assessment

Situational Assessment is a three-day or three-week evaluation that entails the performance of work in actual job settings. Assessment assignments at Goodwill can include various jobs in retail, clerical, industrial contracts, janitorial, and material handling areas. The program is designed to assess vocational abilities, limitations, work behaviors, and work interests. This evaluation provides the basis for recommending individualized goals for rehabilitation and vocational training.

2. Programs & Services

Work Experience is a program designed for special education students typically in their senior level of high school. Students participate in real work experiences, learning appropriate work behaviors, attitudes and skills to better prepare them for the transition from school to work.

Students participate in work experience activities for a portion of the school day. Referrals for this program are received and funded through the area public school system.

YouthBuild Omaha provides economically disadvantaged young adults (ages 16-24) with opportunities to obtain an educational experience and to enhance their employment skills. YouthBuild participants spend 50 percent of their program time pursuing academic goals and 50 percent receiving on-site construction skills training. Upon successful completion of the YouthBuild Program, students can earn their GED, OSHA certification, Home Builder's Institute certification, and CPR/First Aide certification.

Employability and Life Skills Training

Participants in this program receive life skills training, job development, job search assistance, placement and job retention services. This program is funded by State Probation and assists individuals with felony convictions to remain out of prison and gain the skills necessary to get and keep a job.

READY (Real Employment Assistance for Developing You)

READY provides free one-on-one job readiness services and free career readiness classes to anyone who is unemployed or underemployed in the Omaha metro area. The READY Specialists can help you determine which type of job is right for you, how to search for a job, and develop interviewing skills. Other job readiness services include free workshops and developing or updating a resume. The individual assistance provided through READY will help enhance job readiness skills.

Business Solutions

Business Solutions creates relationships with businesses, maintains and grows a bank of jobs for participants, assists in assessing participants for potential job placements and provides retention services for businesses and participants.

HireNebraska, a grant awarded through the State of Nebraska Department of Health and Human Services, will secure employment opportunities for recipients that participate in the Employment First program. Initially, there is a subsidized period, where the employer will provide necessary training, guidance and direction to the participant and will be reimbursed a portion of the participant's salary. At the end of the subsidy period, which can last up to six months, the employer is expected to retain the participant as a regular employee without



receiving a subsidy. All jobs that are secured will be a minimum of 30 hours per week. HireNebraska is a statewide program. Goodwill Omaha has partnered with the other Nebraska Goodwill's for the project – with Goodwill Omaha being the lead agency.

5. Referral to other Services

If services are required other than those available at Goodwill to meet the goals of your training program, Goodwill will make every effort to obtain and coordinate these services.

Usually, we must work with your referring agency to arrange these services. This is particularly true if funding is needed since most agencies require prior authorization for payment of services.

B. Orientation and Enrollment

Thank you for choosing Goodwill Industries as your service provider. We hope you achieve success in your programs and take with you new and beneficial skills upon completion.

1. Orientation

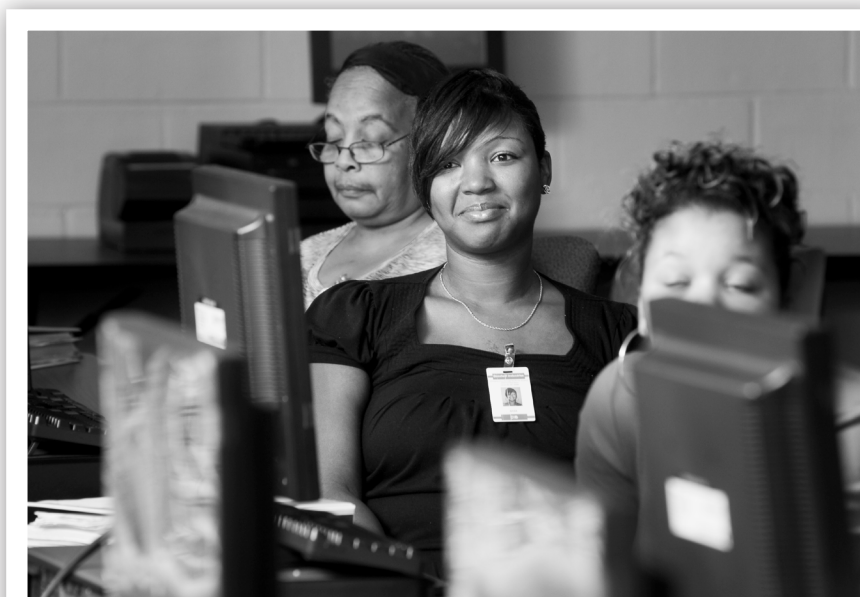
Orientation is your first opportunity to get to know the staff that will be working with you. It is also the time for you to clarify what we expect from you and what you can expect from us.

The areas described in this Participant Handbook are explained to you during orientation or intake. You will have access to a copy of the handbook to keep for future reference. Since we cover a lot of points in your brief orientation, spend some time reviewing the handbook as a reminder. You will be given a supplemental packet specific to your program procedures, which should be considered part of the participant handbook.

If anything discussed in your orientation, written in this handbook or supplemental packet is unclear, please ask questions at any time. We want to make sure you understand.

2. Enrollment Procedures

The agency that referred you to Goodwill has shared with us some information about your history, your disability (if applicable), and your vocational goals.



In order to gain a better understanding of your background and future vocational goals, there is some paperwork to complete as a part of our enrollment process. This is much like you would experience if hired by an employer in the community. The enrollment form is a lot like an application for employment, but there are some questions about your background and history that employers cannot ask. We, however, need all of this information for our records. There may be other forms we will ask you to fill out as well. All of this information allows us to provide you with the most effective services possible.

C. Program Planning & Management

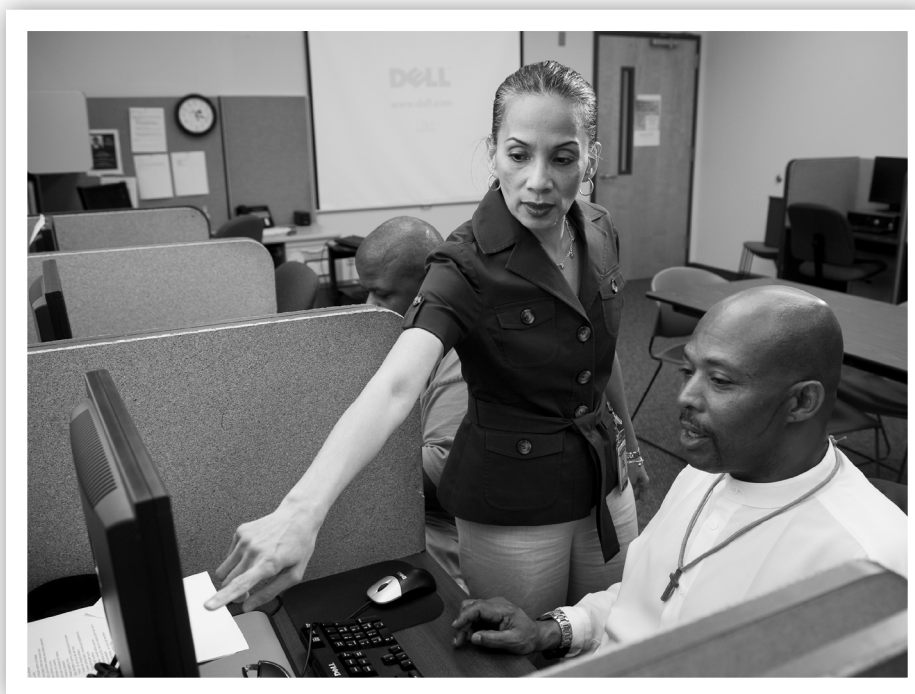
1. Individualized Program Planning

At the completion of your orientation and intake process, you may work with Goodwill staff to devise an Individual Program Plan. Together, you will discuss your strengths, needs, interests, service recommendations, and skills training objectives. The plan will be based on intake and referral information, agency recommendations and the overall purpose of your program. Specific goals, objectives, training approaches and expected outcomes will be defined. Your responsibilities, as well as those of the case manager will be identified.

Your case manager will translate the team's decisions to a written individualized program plan. All services will be provided as listed on your plan. Your progress will be evaluated according to the goals and objectives defined in your program plan.

Changes will not be made to your individualized program plan without your knowledge and consent. Major changes may require a meeting of the full planning team. Your plan will be updated based on your progress and attainment of program goals.

Goodwill encourages and supports self-advocacy by participants. You are the person in charge of your program success. Goodwill staff will encourage you to be as independent as possible in achieving your goals



and objectives while providing support and guidance. If there are services or supports outside of Goodwill that will benefit you, Goodwill staff will assist you in obtaining these services.

2. Progress Review & Staffing Meetings

Your progress and the services you are receiving will be reviewed regularly. All members of your planning team will be invited to participate in a staffing meeting to discuss your accomplishments as well as areas where you may need more work.

At scheduled intervals throughout and at the completion of your program, you and your team will evaluate your progress and interests and future recommendations will be made. This may or may not involve further services at Goodwill. Changes in your written individualized program plan may be made at this meeting. Frequently, new objectives are added as your identified needs change.

By the end of a staffing meeting, you should have a realistic picture of what the team feels you can accomplish within the next phase of services. It is then your decision, or that of your parent, guardian and/or personal representative to decide if you are to continue with these recommendations.

3. Reports and Communication

Depending on the program which you are enrolled, your case manager may prepare regular written progress reports.

No other person or agency will be given these reports unless specifically authorized in writing by you or your legal parent/guardian (if applicable).

You will be asked to sign an Authorization to Release Confidential Information form if another person or agency needs a copy of your reports or any other confidential information from Goodwill.

4. Participant Records

Goodwill maintains an electronic file for each participant that contains all information, reports, and other records relevant to the program. This file is secured to preserve confidentiality. Only authorized Mission Advancement staff may look at your file or make entries in your records. These files may also be reviewed by Quality Assurance staff and funding entities.

If you request to review your file, this must be arranged through the program manager.

File documents are very useful to begin planning for the services you need at Goodwill. If we need more information, we will ask you for it first. If we need a report from another agency, we will ask for a signed release of information that we will send to the agency.

Your original file will be retained at Goodwill for at least four years following completion of all Goodwill programs and services.

5. Program Exit/Discharge/Re-entry

At Goodwill Industries, we see it as our job to help you gain the skills and abilities to leave Goodwill and take your place in the world of work. We will do everything in our power to make this happen as soon as possible. At the same time, we want you to have the opportunity to receive as much from your program as you need in

order to be successful.

All decisions regarding your participation in services, what services you receive and when you leave your program are ultimately your responsibility. However, there may be other people whose input you will want to request in making those decisions. These people may include your referring agency representative, your family members, your attorney, your case manager, and others. Each person may have a different opinion about what is in your best interest and it is important that you get as much information as possible before making your decision. In the end, it is always up to you.

There are a few instances in which a program participant may be asked to stop their program. This will almost always occur when someone has done something that has or might cause harm to themselves or others. Should you not agree with a decision of this nature, you have the right to appeal the decision (see section I.E.6). At other times, it may be necessary for a participant to stop a program temporarily. If this is necessary for you, notify your primary representative and your referring counselor to make arrangements for re-entering the program. With some programs, there are additional re-entry requirements that need to be met; your Goodwill representative will discuss these with you if applicable.

6. Follow Up Services

Following the completion of your program, some Goodwill programs provide a period of follow-up services you may transition to. Our staff will periodically check with you to see how you are doing. We also will survey you to see if you were satisfied with our services.

If we learn that you need additional services or support, Goodwill staff will work closely with your referring agency to make the appropriate arrangements, whenever possible.

You do not need to wait for us to contact you. If you experience problems, or just need someone to talk with regarding your vocational concerns, feel free to contact us. Also, we want to hear of your successes!

Our goal at Goodwill is to ultimately assist you in acquiring the skills necessary to obtain employment. One way we track the effectiveness of our services is to maintain contact with you for one year once you have left your program. With your permission, we contact you and your employer during this first year to monitor your progress. This feedback is important and essential for us to continue to provide quality services for other interested individuals.

D. Staff Roles and Responsibilities

1. Team Approach

All planning and decision-making about your program involves a team of people. This team always includes a minimum of two people: (1) you and (2) your Goodwill representative. If you were referred by another agency, your referring counselor will be a part of this team.

Other Goodwill staff assigned (if applicable) to serve you will also provide input to the team.

If you cannot represent yourself at any point in the decision making process, the staff at Goodwill will assist you in identifying a personal representative or advocate to participate at appropriate points in your program.

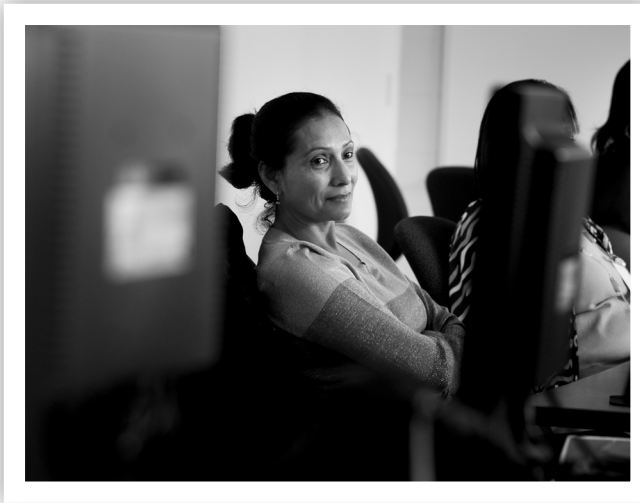
If you have a legal guardian, or are a non-emancipated minor, your legal guardian or parent would be included on the team. This legal guardian is required to sign some intake forms and additional paperwork in regards to



the services you receive from Goodwill.

If you are legally able to represent your own interests, you have the right to exclude or invite the participation of other members of your family in the decision making process.

At all team meetings, you or your guardian or personal representative will serve as primary decision maker.



The role of the other team members is to provide feedback and recommendations. Your role, or that of your guardian or personal representative, is to make the final decision from the available options.

2. Goodwill Representative

You will be assigned a Goodwill representative (program specialist) when you start your program at Goodwill. Your program specialist functions as the key Goodwill professional staff member who coordinates, manages, and reviews the goals, objectives, and plans for your programs at Goodwill.

You may work with more than one program specialist while at Goodwill; however, you will be assigned a primary representative throughout the program.

Your program specialist is also your main communication link with Goodwill staff, your referring agency, and with other service providers.

3. Training and Work Supervisors

Each work area or program area in which you are assigned will have a designated training or work supervisor. This person will provide instruction, demonstrate techniques, give feedback, and generally oversee your work while you are in their area (see supplemental handbook).

Your supervisor works under the guidelines of your plan as directed by your primary representative to provide the training you need.

4. Program Management: Directors, Managers and Coordinators

The individual program managers administer Goodwill programs and professionally supervise the program staff and training supervisors.

One of a manager's roles is to review the quality and effectiveness of all programs and services we provide. Your input is always welcome, whether it involves just your own program or more general issues. Staff will ask you to complete satisfaction surveys throughout your participation in the program. This is a tool Goodwill utilizes to gather your feedback and opinions on the program you are working with. Program management is responsible for implementing service agreements with referring agencies.

Another role of program management is to deal with any complaints, concerns, or grievances you may have, especially if unable to be resolved by your program specialist.

5. Vice President of Mission Advancement

The Vice President of Mission Advancement is responsible for the overall management of Mission Advancement programs. The Vice President supervises all staff in the department, monitors quality of programs and participates in the grievance process as necessary.

E. Rights & Responsibilities

1. Human and Legal Rights

Goodwill recognizes and seeks to protect the rights of all persons as guaranteed under the Constitution of the United States of America. These rights, benefits, and privileges extend to all protected groups.

As stated in Goodwill's Human and Legal Rights policy (see policy section of this handbook), Goodwill also complies with federal and state legislation that applies to the persons served in our programs.

2. Non-discrimination Provisions

As an employer and as a service provider, Goodwill promotes equal opportunity for employment and access to services that does not discriminate on the basis of a person's race, color, religion, sex, marital status, national origin, disability, age, or veteran status.

The full text of Goodwill's formal policy on Equal Opportunity/Affirmative Action is printed in the Goodwill policy section of this handbook.

3. Confidentiality



No information of a confidential nature may be shared with another person or agency without your prior knowledge and written consent. The only exception to this policy is information given to your referring agency and planning team, since this is necessary for program review and coordination. Your file may be reviewed by internal Quality Assurance staff, funding sources and accrediting agencies to ensure the quality of our programs.

4. Criminal Background

Goodwill serves individuals with criminal backgrounds when providing Mission Advancement. The decision to serve a person with a criminal background will be made on a case by case basis and will not be based solely on the conviction. Goodwill does not have a formal relationship with the criminal justice system, except for the Employability and Life Skills program. Information regarding a participant's criminal record will be confidential and will be used only to provide the most appropriate services, including referrals to other agencies and locating work experience and employment opportunities that meet the needs of the participant based on their background, interests, and abilities. The exception to this is when a participant has been referred by the criminal justice system. The criminal justice system is the referring agency and will receive information as needed to evaluate your progress.

5. Physical and Mental Abuse

Goodwill Industries prohibits physical or mental abuse, including threats, verbal harassment, intimidation, violence, and corporal punishment. Harassment of any nature is prohibited as described in the Goodwill Policy section of this handbook.

Any Goodwill employee or participant who engages in abusive or harassing behavior is subject to appropriate disciplinary action up to and including suspension or immediate termination from employment or from program services.

In the state of Nebraska, all adults are mandated reporters, and this includes Goodwill staff. Goodwill staff members are required to report any suspected or confirmed incidents of abuse or neglect.

6. Participant Responsibilities

As a participant, you not only have rights, you have the responsibility to exercise these rights. Of these, it is very important that you:

1. Participate in the development and implementation of your individualized written program plan;
2. Review and provide input into all significant decisions that affect your program;
3. Participate in all meetings where issues that affect your program are discussed;
4. Actively participate in all training and services as defined in your written program plan;
5. Follow Goodwill's policies and procedures to make complaints or file grievances or appeals; and
6. Submit input regarding Goodwill operations, facilities, plans, policies, procedures, programs, or services offered.

Your individualized program plan assigns to you additional responsibilities for achieving your goals and objectives.

You are expected to follow all work rules and procedures described in this handbook and your program's supplemental handbook. If you fail to meet your responsibilities, you may be discharged from services. In particular, your program may be stopped if:

1. you refuse the services needed to help you reach your program goals or do not fully participate in these services;
2. you do not cooperate with your case manager or the persons who are providing you with services;
3. your medical or mental health condition changes so that it is no longer possible for you to reach your program goals;
4. you demonstrate inappropriate behaviors that significantly violate Goodwill policies and work procedures; or
5. you engage in illegal actions which includes behavior prohibited by Goodwill's Drug Free Workplace Policy (see policy section of this handbook.)

7. Complaint & Grievance/Appeal Procedures

Most of the time, complaints, concerns, or problems you experience can be handled informally through appropriate communication with your supervisor, case manager, or program manager.

Formal grievances or appeals of Goodwill decision also may be filed. Filing a grievance or appeal will have no effect on access or delivery of services and will not result in retaliation toward the participant. The steps taken in this formal process are as follows:

1. You must first meet with your program specialist to discuss the situation and try to reach a mutually agreeable solution. This meeting will occur within two business days of notification of the issue.
2. If a satisfactory solution is not reached, your program specialist will arrange an appointment with the program manager/program coordinator to review the complaint, grievance, or appeal. At this time, the participant will complete the participant grievance form and the complaint is then considered a formal grievance. This appointment will occur within two (2) business days.
3. The program manager/program coordinator will meet with you and your program specialist to discuss the situation and your concerns. The program manager/program coordinator will make a written determination within two (2) business days of this meeting.
4. If you are not satisfied with the program manager's determination, you should ask the program manager to arrange an appointment with the Vice President of Mission Advancement. This appointment will be scheduled within two (2) business days of this request.
5. The Vice President of Mission Advancement will meet with you to review the grievance. A written determination will be made within two (2) business days, and the Vice President of Mission Advancement's decision is final. This determination will be provided to the client in writing, mailed to the current address on file.

If you are a client of Nebraska Vocational Rehabilitation and have other questions or concerns about the services you are receiving from Goodwill, your referring agency, or other service providers, you may contact the Client Assistance Program in Lincoln. The toll-free phone number is (800) 742-7594 (V/TT please signal).

In the event the grievance or complaint cannot be resolved through Goodwill's formal grievance policy and procedure, a complaint may be filed with the EEOC officer. This complaint will be filed through the Department of Labor and will be initiated by the participant.

The grievance procedure may be continued after you exit from services.

8. Conflict of Interest

Program specialist must avoid all situations in which their personal interests conflict or might conflict with their job functions, and should immediately disclose the possibility of a conflict of interest to their respective



supervisors. If the participant has a conflict of interest; ie., participant knows the program specialist assigned to their case, they may request a different case manager.

II. Goodwill Policies

A. Human and Legal Rights Policy

Goodwill industries, Inc., Serving Eastern Nebraska and Southwest Iowa, affirms and protects the rights, benefits, and privileges guaranteed to all persons by the Constitution and laws of United States of America and the States of Nebraska and Iowa.

Further guarantees for persons served by Goodwill Industries are assured through compliance with all applicable provisions and amendments of the Civil Rights Act, the Vocational Rehabilitation Act, the Fair Labor Standards Act, and The Americans with Disabilities Act.

In addition to all rights enjoyed by citizens of the United States of America, persons served in Goodwill programs also shall have the specific right to:

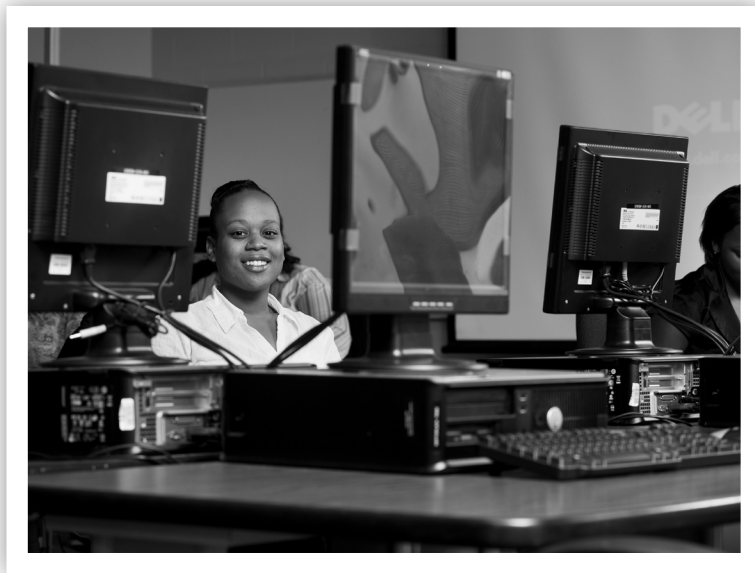
1. Protection from exploitation (including finances), mistreatment, neglect, humiliation, and physical or mental abuse;
2. Fair compensation for labor;
3. Participate in the development and implementation of an individualized written plan to meet their rehabilitation needs, along with a team of professionals and family members;
4. Review and provide input to all significant decisions that affect their program and treatment;
5. Receive appropriate and honest feedback regarding program progress;
6. Participate in all staffing meetings where issues that affect their program and treatment are discussed;
7. Receive all training, treatment, and services as defined in their written program plan;
8. Work in a clean, safe, and accessible physical environment;
9. Obtain reasonable accommodations to their disabilities as needed to learn and function effectively;
10. Receive services that offer the least restrictive environment for accomplishing the goals of their individualized plan;
11. Make complaints or file grievances or appeals according to Goodwill's policy, without fear of retribution or retaliation, and receive notice of actions taken as a result of these complaints, grievances, or appeals; and
12. Submit input at any time regarding Goodwill operations, facilities, plans, policies, procedures, or the programs and services offered.

Primary responsibility for assuring the human and legal rights, benefits, and privileges of persons served by Goodwill Industries is assigned to the case manager, under the supervision of the program manager.

B. Equal Opportunity/Affirmative Action Policy (*Employee Manual pages 41-42*)

It is the policy of Goodwill Industries, Inc., serving Eastern Nebraska and Southwest Iowa to comply with the letter and spirit of the Civil Rights Act of 1964, as amended, Presidential Executive Order #11246 as applicable, the Age Discrimination Act of 1967, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, The Civil Rights Act of 1991 and all applicable laws, orders, and regulations on the subject of Equal Employment Opportunity.

It is the responsibility of each Goodwill manager and/or supervisor to take whatever affirmative action is necessary to ensure that all applicants and employees are treated equally in all phases of employment without regard to race, color, religion, sex, marital status, national origin, disabling conditions, age or veteran status.



Only job-related, nondiscriminatory requirements may be used with regard to recruitment, employment, promotion, transfer, compensation, benefits, demotions, layoff, training and education and recreational programs, and any other term or condition of employment.

In order to achieve the purpose of this policy, the following guidelines shall be observed by all employees of Goodwill Industries, Inc.:

Responsibility

1. The agency has designated the Human Resources Director as the Equal Employment Opportunity officer for Goodwill Industries, Inc. It will be the EEO officer's responsibility to be sure that both the requirements and the spirit of the Civil Rights Act of 1964 and all other applicable equal employment laws and regulations are carried out.
2. All directors, managers, and/or supervisors shall be responsible to the Vice President of Mission Advancement for the communication of this policy to all employees under their direction and for implementing all programs under this policy in such a manner as to ensure that the employment and utilization of all employees is, in fact, carried out without discrimination because of race, color, religion, sex, marital status, national origin, disabling conditions, age or veteran status.
3. The Human Resources Director will have responsibility for recommending modifications of programs or practices where needed, and will have the authority to accomplish necessary corrective action in the event those policies and practices are not fully implemented.
4. The mission of Goodwill Industries is to provide occupational opportunities to individuals with disabilities or economic disadvantages. It is the intention of Goodwill Industries to actively carry this out by encouraging diversity, advancement and continued growth for individuals with disabilities and the economically disadvantaged.

C. Harassment Policy (*Employee Manual page 48*)

Goodwill Industries, Inc., affirms that all people are to be treated fairly and equally, with dignity and respect. Any form of harassment, whether pertaining to race, color, religion, marital status, national origin, disabling condition, age, veteran status, etc., is prohibited.

Consistent with Goodwill's continuing conviction that the hiring of employees and their progress within the Agency should be based solely on qualifications and demonstrated performance, Goodwill Industries wishes to make clear that Agency policy does not allow any employee, participant, vendor, or customer to harass another person in the workplace.

Harassment is defined to be any conduct that substantially interferes with the employee's work performance or creates an intimidating, hostile, or offensive working environment. What is or is not harassment must be viewed from the perspective of a reasonable person, and the fact that someone seems to be "going along" does not mean the conduct is acceptable.

Any employee, who believes they have been subject to harassment, or has observed harassment of another, should report the alleged act immediately to their supervisor, the department director, or the human resources director. An investigation of any complaint will be undertaken immediately. The investigation will be as confidential as possible under the circumstances of the case.

Any employee or participant who is found, after appropriate investigation, to have engaged in harassment of another employee, participant, or customer will be subject to appropriate sanctions such as, but not limited to, corrective action up to and including discharge. In the case of a customer or vendor, as much intervention as possible will be taken to ensure a harassment-free work environment.

Retaliation against any employee who may in good faith allege or formally complain about harassment under this policy, or assist in any investigation, is prohibited and will result in termination.

D. Sexual Harassment Policy (*Employee Manual page 47*)

Goodwill Industries, Inc. affirms that all people are to be treated fairly and equally, with dignity and respect. Any form of sexual harassment will be treated as a violation of this policy and is strictly prohibited. All employees must avoid offensive or inappropriate sexual behavior at work and are responsible for assuring that the workplace is free from sexual harassment at all times.

Consistent with Goodwill's continuing conviction that hiring of employees and their progress within the agency should be based solely on qualifications and demonstrated performance, Goodwill Industries wishes to make clear that agency policy does not allow any employee, participant, vendor, or customer to sexually harass another person in the workplace.

Sexual harassment is defined to be any conduct of a sexual nature that substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive working environment. Examples of prohibited conduct include, unwelcome sexual advances, requests for sexual acts or favors, with or without accompanying threats, offensive verbal or physical conduct of a sexual nature, sexually suggestive comments, off-color language or jokes of a sexual nature. Any display of sexually explicit pictures, greeting cards, articles, books, magazines, photos or cartoons is also prohibited.

In addition, "quid pro quo" harassment occurs if a manager or supervisor coerces an employee or participant to engage in inappropriate conduct of a sexual nature in return for a benefit associated with employment. Sexual

harassment does not include welcomed social interaction or relationships freely entered into by employees or prospective employees. What is or is not harassment must be viewed from the perspective of a reasonable person as the same gender as the person whom the behavior in questions has been directed. The fact that someone seems to be “going along” does not mean the conduct is acceptable.

Any employee who believes they have been subject to sexual harassment of another should report the alleged act immediately to their supervisor, their Department Director, any other Goodwill Manager or Director, the Human Resources Manager, or the Human Resources Director. An investigation of any complaints will be undertaken immediately. The question of whether a particular action or incident is sexual harassment requires a determination based on all the available facts in the matter. The guiding standard is that all employees have a right to work in an environment that is free from sexual harassment.

Goodwill will review its findings with the complaining employee at the end of the investigation. Any employee, participant or customer who is found, after appropriate investigation, to have engaged in sexual harassment of another employee, participant, or customer in violation of this policy will be subject to appropriate sanctions such as, but not limited to, corrective action, up to and including discharge. In the case of a customer or vendor, as much intervention as possible will be taken to ensure a harassment-free work environment. If the validity of the complaint cannot be determined, immediate and appropriate action will be taken to assure that all parties are reacquainted with this sexual harassment policy and to avoid sexual harassment in the future.

Retaliation against any employee who may in good faith allege or formally complain about sexual harassment under this policy, or assist in any investigation, is prohibited and will result in termination.

E. Alcohol and Drug-Free Workplace Policy *(Employee Manual pages 44-46)*

Goodwill Industries, Inc. Serving Eastern Nebraska and Southwest Iowa, is committed to providing a working environment that is safe and which promotes creativity and productivity within its workforce. To this end, Goodwill Industries endorses the philosophy that the work place should be free from detrimental effects of alcohol or illegal drugs.

(Herein, workplace is defined as any environment which work is performed for or by Goodwill. Illegal drugs are defined as any drug that has not been legally obtained or any drug or substance, even over-the-counter drugs that are not being used for their intended purpose.)

To ensure worker safety and workplace integrity, Goodwill absolutely prohibits using illegal drugs and alcohol during working hours, or working under the influence of alcohol or illegal drugs. Goodwill also prohibits the manufacture, possession, distribution or use of alcohol or illegal drugs in the workplace and/or while performing work for Goodwill, by all employees, participants, customers and independent contractors. Goodwill Industries reserves the right to test for illegal drug or alcohol use following a work-related injury or with sufficient probable cause.

Compliance with this policy is a condition of employment and continued employment for all employees as well as participants and independent contractors. All employees, participants, and independent contractors must (1) abide by the terms of this policy; and (2) notify their supervisor or manager of any criminal drug statute conviction or a violation occurring in the workplace no later than five (5) days after such conviction or violation.

Failure to report a criminal drug conviction or violation as provided above, or any other violation of this policy by any employee, participant, or contractor shall result in corrective action, including any or all of the following:



1. Corrective action as deemed necessary up to and including discharge from employment;
2. Requiring the employee, participant, or independent contractor to satisfactorily undergo evaluation and if warranted, participation in an alcohol or drug abuse assistance or rehabilitation program approved by a federal, state, or local health, law enforcement or other appropriate agency;
3. Notwithstanding any of the foregoing, violation of this policy by an independent contractor shall result in termination of the contract at Goodwill's option. Nothing herein shall be deemed to incorporate any other Goodwill personnel policy applicable to employee termination or discipline into any agreement with an independent contractor.

Within ten (10) days after receiving notice of a criminal drug statute conviction or otherwise receiving actual notice of such conviction, Goodwill shall notify the contracting agency of the conviction. Any employee, participant, or independent contractor convicted of a criminal drug statute for a violation occurring in the workplace will be subject to the aforementioned actions.

Employees requesting assistance to help overcome any addiction to, dependence upon, or problem with alcohol or drugs will be dealt with on a confidential basis and in accordance with the Employee Assistance Policy and Procedure - HR-324, so long as the employee makes such request before being found in violation of this policy.

NOTE:

No changes will be made to this policy or any deviations authorized without the express written permission of Goodwill's President.

Goodwill reserves the right to change this policy at any time to adapt to changes in the law or for other reasons. Nothing in this policy should be construed as altering the at-will nature of an individual's employment.



F. Smoking Policy

Goodwill Industries, Inc. Serving Eastern Nebraska and Southwest Iowa, is committed to providing a working environment that is safe for the non-smoking portion of the workforce and the public. This is being done in light of the overwhelming evidence about the harmful effects of tobacco, not just on individual smokers, but on those around them. This so-called “second-hand smoke” or “involuntary smoking” can cause lung cancer in non-smokers.

Failure to adhere to the following rules, regarding smoking, can result in disciplinary action up to and including termination:

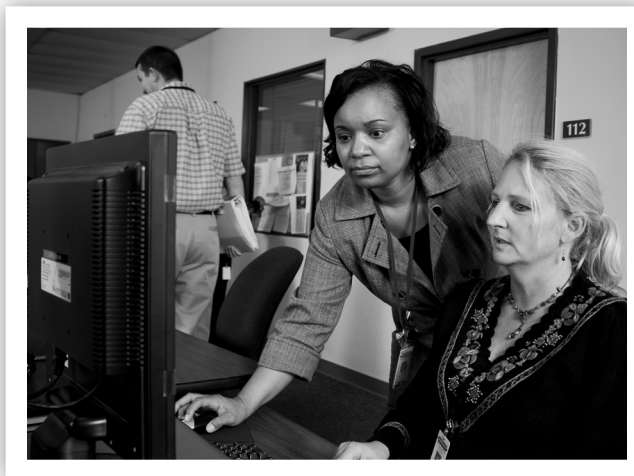
1. Smoking will not be allowed anywhere inside any Goodwill training area. Smoking is permitted only outside in designated areas. Your supervisor or program specialist can show you where the appropriate area is located.
2. Transportation personnel must never smoke inside or outside the property of any contributor.

G. Safety *(Employee Manual page 36)*

It is Goodwill Specialty Services policy that safety shall receive first consideration in all its operations, facilities, and equipment. The safety of participants, employees, and the general public is of primary importance. Management accepts its responsibility of providing a safe workplace, machinery, equipment, tools, and training for all participants and employees.

At a minimum, the employee's responsibilities for safety include the following:

1. The employee must report all unsafe conditions to a supervisor immediately. If the unsafe condition is not corrected in what the employee deems a reasonable time, the employee should notify the Department Director.
2. The employee should participate in keeping all corridors and aisles clear at all times.
3. All equipment, supplies, and materials should be used as the manufacturer intended. Required guards should be left on all equipment and set as prescribed.
4. Proper Personal Protective safety equipment should be used to protect the employee and/or others.



5. All equipment, supplies, materials and chemicals should be stored properly and labeled.
6. Safe lifting procedures should be followed when lifting or moving objects. When attempting to lift or move large items, another employee and/or material handling equipment should be used.
7. Employees will not run or allow participants or customers to run on the property.
8. Employees will not smoke or allow others to smoke in any Goodwill facility or vehicle.
9. All fire prevention controls and emergency fire and tornado evacuation procedures shall be followed.
10. Proper lockout/tag-out procedures will be followed when repairing equipment with an energy source.
11. Proper blood borne pathogen procedures will be followed in the presence of any potentially infectious pathogen.

FAILURE TO OBSERVE PROPER SAFETY PROCEDURES MAY RESULT IN CORRECTIVE ACTION UP TO AND INCLUDING TERMINATION OF EMPLOYMENT.

H. First Aid Treatment and Blood-Borne Pathogens *(Employee Manual page 38)*

INDIVIDUALS NEEDING FIRST AID TREATMENT SHOULD TREAT THEMSELVES IF AT ALL POSSIBLE.

Every first aid station posts a list of employees trained in first aid/CPR. These are employees who have volunteered to receive training in first aid and CPR; however, they are not required by Goodwill to treat anyone, nor is it part of their job to do so.

Disposable (single use) gloves shall be kept in each first aid kit and must be worn by anyone administering first aid to someone else.

If an employee is exposed to blood, with or without the use of personal protective equipment, the employee will be given the opportunity to be vaccinated with hepatitis B vaccine at the expense of Goodwill Specialty Services.

I. Access to Participant Records

Access to participant records, whether open or closed, is controlled to maintain confidentiality. Only members of the professional staff who provide direct services to the participant, or other individuals administratively authorized by the Vice President of Mission Advancement may access participant case files or make entries in participant records.

Participants may review the contents of their records, when approved and supervised by a Goodwill manager. If the participant is legally responsible to a parent or guardian, the parent or guardian may also review the participant's case records, and must approve the participant's request to review the record.

Only those reports and records in participant case files prepared by Goodwill may routinely be reviewed by the participant or their parent(s)/legal guardian(s). Reports released to Goodwill by referring agencies or

other providers may not be shown to participants unless specifically authorized by the agency. Copies of any Goodwill report in the case record may be supplied to participants or their parent(s)/legal guardian(s) if requested in writing.

DISPENSING MEDICATION

Goodwill employees are not permitted to provide or dispense either prescription or over-the-counter medication.

Participants may have medications or other items that are to be used during a medical emergency, such as an inhaler or EpiPen. These items will be noted on the medication form in the participant file and kept in an area that is accessible to the participant.

The medication / item will be self-administered whenever possible. In cases when it is not possible for a participant to treat him/herself, staff will follow the medical emergency procedures (SAFETY P&P 1002A). Staff trained in First Aid / CPR will follow the first aid procedures, which may include using such items as an inhaler or EpiPen.

J. Disability & Accessibility Policy *(Employee Manual page 64)*

K. Assistive Technology Policy *(Employee Manual page 65)*

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