



PARTICIPANT HANDBOOK

**GOODWILL INDUSTRIES
OF GREATER GRAND RAPIDS, INC.**

TABLE OF CONTENTS	Page #
Intake Topics	3
Rights/Accessibility Visual	4
Preface	5
Welcome, Mission, Values	5
Goodwill History and Structure	6
Program/Service Requirements and Expectations	6
Program Entrance Criteria and Order of Acceptance	
Medical Information / Medication	
Exiting Goodwill Programs and/or Services	
Reasons Your Services Could be Terminated	
Individual Service Plan	7
Services	8
Special Policy on the Relationship of Goodwill Staff and Participants	8
Things You Need to Know	9
Staff	9
Organizational Planning and Program Outcomes	10
Program Fees	10
Confidentiality of Records	10
Remote Communication Guidelines	11
Participant Rights and Responsibilities	12
Accessibility and Accommodation	13
Complaints	14
Appendix A: Self Sufficiency and Goodwill's Role	16
Appendix B: Complaint Report Form	17

Intake Topics (for more information, see page number provided)

Goodwill's Mission and Values (p. 5)

- Mission: Changing lives and communities through the power of work
- Values: Integrity, Stewardship, Innovation, Excellence, Respect

Service Options (p. 8)

- Intended objectives of program, duration of services, possible wait times
- Other services available (i.e. computer lab, workshops, resource referrals, etc.)

Planning/Goals (p. 7-8)

- Goals: The plan that is written will be based on your opinions and ideas. You should give direction in all parts including changes and updates. If you don't understand something on your plan, the staff will explain it and/or change it. When/if you request a copy of your current or past plans, the staff will provide one.
- Expectations of you and staff
- Services are individualized based on information and feedback from you
- Exiting and/or ending services

Hours of Service/Staff Availability and Communication (p. 9-11)

- When and how best to communicate with staff
- Who to contact when your staff is not available, etc.
- Discuss the professional relationships between staff and participants

Remote Communication with Staff (phone, text, email, video, and messaging) (p.11)

- Goodwill will use reasonable means to maintain security of information, however,
 - Messages can be sent to unintended people
 - Even deleted messages may still exist electronically
- Email and text should be used only for basic communication about services and community connections
- Participants may choose how they prefer for staff to communicate with them

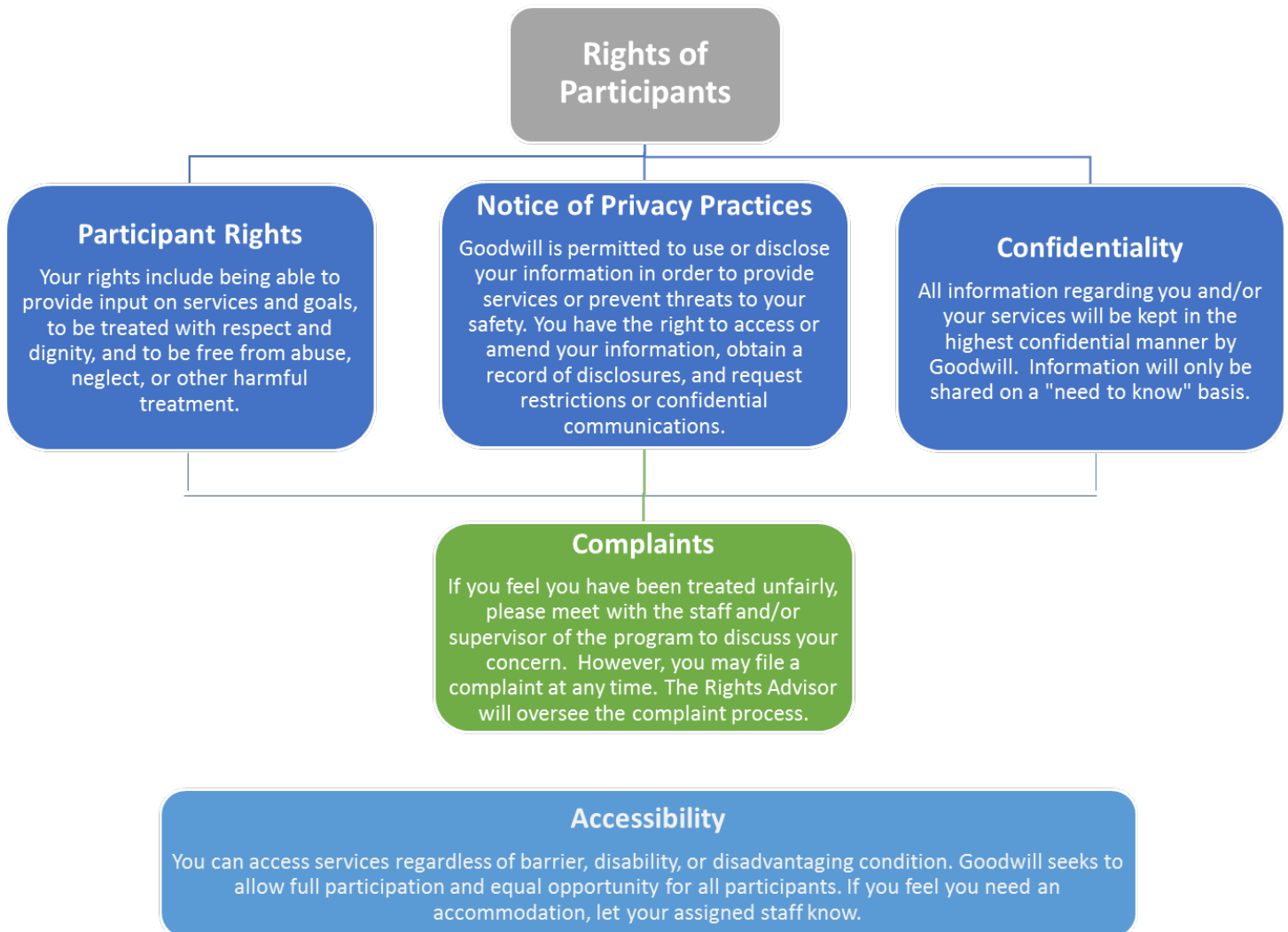
Basic Building Safety

- Discuss basic building safety of location(s) where services will be provided
- Note posted evacuation routes and emergency procedures
- Be aware of your environment and report any safety concerns
- Tell staff if you get hurt while on Goodwill property

Rights/Accessibility (p. 12-13)

- See visual on the next page

Rights/Accessibility
(For more information, see pages 12-13)



PREFACE

This handbook was written to provide you with policies and procedures for services you may receive at Goodwill Industries of Greater Grand Rapids. In reading the handbook, you will see Goodwill Industries also referred to as Goodwill, GWI, or organization. In addition, “participant” refers to any person enrolled in a Goodwill program. The Participant Handbook presents basic information, services, privileges, and rules common to most programs at Goodwill Industries. However, due to the wide variety of programs at Goodwill Industries, this handbook is meant to be used as a general guide; for program-specific information, please see your primary staff member.

This Handbook is subject to change and shall be reissued to all participants as needed. Whenever you have a question, refer to this handbook for the answer. If you do not find the answer here, ask a staff member for assistance.

Welcome, Mission, Values

Welcome to services at Goodwill Industries, and thank you for participating!

The mission of Goodwill Industries of Greater Grand Rapids is **“Changing lives and communities through the power of work.”**

The team of staff members at Goodwill believe in the importance of person centered planning and services tailored to meet individual needs, including a participant’s ownership of his or her personal goals. Staff strive to assist individuals in reaching personal self-sufficiency (See Attachment A) and are aware of and partner with various community agencies for individuals’ needs.

Our mission is achieved through applying the following values:

- Integrity
- Stewardship
- Innovation
- Excellence
- Respect

Goodwill is committed to making its culture as accepting as possible and values the differences of all people. This is done through education, awareness, trainings, surveys, events, and partnerships with other organizations in the community.

Goodwill Industries welcomes input from you and others assisting you. Your input helps us improve services, develop goals, and plan for future services. If you have suggestions about policies, procedures or services, please talk to a staff person or give your written suggestion to any staff person.

Goodwill History and Structure

Goodwill Industries began in 1901 as a movement in Boston, Massachusetts, by Edgar J. Helms, to assist poor and disadvantaged community members. The activities of the first Goodwill movement began with the collection of clothing and household items that were no longer needed, to be repaired and later resold. Rather than simply providing charity, Helms believed that people wanted to earn their way, so he taught them usable skills while repairing the donated items. He built services as a way to provide "...a hand up – not a hand out."

Currently, Goodwill Industries of Greater Grand Rapids, Inc. is a non-profit 501(c)(3) service organization that has been successfully providing a variety of services in Kent County to people with barriers to employment, since 1966. In the mid 1990's services expanded to the Northern region of our territory and includes Montcalm, Ionia, Isabella, Gratiot, Clare, Gladwin, Mecosta, and Osceola counties. Goodwill is an active member of Goodwill Industries International, which consists of over 160 member organizations throughout the United States and the world.

Program/Service Requirements and Expectations

A. Program Entrance Criteria and Order of Acceptance

As an organization, Goodwill seeks individuals who are motivated to work in a competitive, integrated setting, can function independently, open to support while seeking and maintaining employment and take an active role throughout the course of service.

Goodwill works with multiple referral and funding sources. Entrance criteria for some programs are set by the funding source and can not accept participants that do not meet the criteria. If this is the case, Goodwill staff will assist in identifying an alternative program in the community to meet the individual's needs.

Programs that do not have external entrance criteria establish their own criteria based on various intake assessments, internal policies, supports/services available, and the best fit for the individual. In all cases, the program manager is responsible for determining an individual's eligibility based on the predetermined criteria.

If you meet the entrance criteria, enrollment into programs occurs on a first come, first serve, basis. When needed, a waiting list is maintained and overseen by the program manager who will directly communicate with the interested party.

Since our programs are designed to meet our mission of helping individuals obtain long-term competitive employment, they are focused on individuals 18 and older. However, select programs/services may serve those under 18; your primary staff will inform you of the age requirement for the program/services you are requesting).

B. Medical Information/ Medication

You and other participants are asked to permit Goodwill Industries to obtain current medical and psychological information only if needed to better plan your services. This information is kept in strict confidence. Goodwill does not

discriminate on the basis of disability or work options available. Goodwill complies with all Health Insurance Portability and Accountability Act (HIPAA) privacy requirements. In Appendix C of this handbook there is a copy of Goodwill's Notice of Privacy Practice regarding protected health information.

It is the policy of this organization NOT to hold, prescribe, dispense or administer prescription or over-the-counter medications for its participants. Participants must be able to correctly self-administer medication or have qualified outside help available to do so during program hours.

C. Exiting Goodwill Programs and/or Services

You and your primary staff will discuss transition from programming as you near the successful completion of services or are no longer interested in services. A successful completion is seen when a participant reaches their overall employment/retention goal and can independently sustain employment. In either case, a transition from services will include any referral and/or resource information that will be helpful in your continued success.

At the completion of services or once services end for any reason, your primary staff will complete a Final Report and Discharge Summary. This report includes an explanation of the services you received, your progress toward your goal, and recommendations for future services.

D. Reasons Your Services Could Be Terminated

Services can be suspended or terminated due to fighting, theft, carrying a weapon into any Goodwill location, possession of drugs, or reporting to services or working under the influence of drugs and/or alcohol. It is expected that you will treat Goodwill staff and other participants with respect. Also, services may end if you miss appointments/activities or show lack of participation.

In the event of any service modifications, reductions, or exits caused by an external factor (ex. funding), your primary staff will assist in planning next steps for service and communication with involved parties. If you are not receiving similar services from another community agency, Goodwill will strive to continue your services.

Individual Service Plan

Participants receiving full services from Goodwill Industries will work with their Primary Staff to develop their individual Service Plan. In the development of your Service Plan, your primary staff will lead you through a number of assessments aimed to gather important background information as it pertains to seeking employment, obtaining and maintaining long-term employment. From the information gathered, you and your primary staff will collaboratively create goals and objectives related to obtaining and maintaining employment. Your plan will include an overall employment goal and objectives to successfully reach this goal. Both you and your staff member will have specific roles identified as well as timelines for accomplishment. The time frame of your service(s) varies on your individual needs. While meeting with your staff on a regular basis, your continual feedback will be elicited in regards to your service plan. In addition, you will regularly discuss your progress toward your goals and objectives with your staff member guiding your time in services. Moreover, it is your right and your responsibility to help develop and implement your goal and objective(s) in relation to

your services. You have the right to review, update or change any of your goal(s) and/or objective(s) at any time during your services at Goodwill. Programs have been designed so the primary staff assigned to you at the start of services will assist you through the duration of programming.

Services

Available services included, but are not limited to the following:

Relationship Building-Various assessments aimed to build rapport and gather information around the participants interests, skills, ambitions, previous experience, risks, and potential barriers to employment.

Goal Setting-A collaborative process to establish the participant's overall goal for services, objectives, and action steps needed to accomplish the overall goal.

Career/Education Exploration-Various assessments to further explore the participants interests, inherent strengths, areas of opportunity, and potential careers. Evaluation of best fit surrounding physical and social work environment.

Assistance with Hard Skills-Support with creating and/or polishing needed documents and skills for obtaining employment. This may include: resume creation, establishing references, focused job searching, completing an application, creating a personal brand, mock interviewing, obtaining professional attire, and budgeting.

Assistance with Soft Skills-Available classes and workshops to address common challenges such as personal presentation, professionalism in the workplace, interpersonal communication, and coping skills for personal triggers.

Job Search-Assistance with searching for a job through various mediums. The degree of assistance will vary based on individual.

Placement-Support with obtaining employment. This could include: collaboration with employers, interview assistance, attending job fairs, advocating for participants with community partners.

Retention-365 days of on-going support once placed in employment. This may include: conversations around job fit, evaluation of job performance, assistance with learning the role/new skills, support with accommodations, continued barrier resolution, acting as a liaison between the employer and participant, building in natural supports on the job.

Special Policy on the Relationship of Goodwill Staff and Participants

Staff members cannot become personally involved with you and/or other participants including, but not limited to; romantic relationships or friendships, performing favors, loaning or borrowing money, 'friending' on social media, and/or otherwise maintaining a personal or professional relationship beyond Goodwill business and/or working hours, etc. Staff members are role models for you and other participants and are responsible to behave appropriately at all times. Should you believe your rights have been violated please bring this to the attention of your primary staff. If this staff person is the one whom you believe has violated your rights then ask the receptionist to see the Participant Rights Advisor or receive the number for the Goodwill Hotline 1 (866) 908-7230.

Employees of Goodwill are not allowed to accept gifts, and/or money from individuals receiving or who have received services. Nor may they receive gifts and/or money from those individual's family and/or friends. If you or a family member or friend would like, you may make a donation of either a gift or money to Goodwill in the name of that employee. You may contact Goodwill's Community Relations department at 616-532-4200.

Things You Need to Know

Personal Property: Goodwill is not responsible for lost or stolen property.

Bad Weather: If Goodwill Industries is to be closed due to bad weather, an announcement will be made on most local television stations and their websites.

Smoking: The Goodwill buildings are a smoke-free environment; designated smoking areas are provided at all locations.

Attendance: You are expected to notify your primary staff and/or training supervisor prior to your scheduled meeting time/shift if you expect to arrive late or are unable to attend meetings/trainings.

Conduct: All Goodwill facilities are professional workplaces. Each service area holds orientation where you will be given the rules and expectations. You will be expected to follow these rules and expectations to ensure safety and a professional environment.

Disclosure: Goodwill's practice is to avoid any potential conflict of interest. An example of a conflict of interest may be a staff member providing services to a relative or close friend or job placement information at a place of business owned by the relative of a staff person. If a conflict of interest is disclosed, Goodwill will take the necessary action to investigate and resolve the situation.

Staff

Goodwill is governed by a group of men and women from the service communities who are elected to the Board of Directors. They volunteer their time and do not receive payment for serving on the board. The Board hires a President for the organization and the President employs staff who assist in providing the various services Goodwill offers.

Goodwill consists of several departments that assist in supporting the delivery of services. Our focus is on providing services to achieve our mission, maintaining financial stability and environmental stewardship.

The practice of Goodwill Industries is to hire individuals who have a desire and an understanding of working with individuals who may have a disability and/or barrier to employment. Part of the hiring process is to conduct a background check in addition to reference checks on all potential staff. The staff holding these positions will possess a Bachelor's degree in a related field or the equivalent experience and a combination of experience and/or certifications.

Your primary staff coordinates services for you while at Goodwill and together you will create and continually update your goals pertaining to services. Goodwill staff will meet with you regularly throughout services. Office hours are Monday through Friday 8:00 a.m. until 4:30 p.m. but staff work flexible hours based on the needs of their participants. Primary staff are responsible for assuring compliance with program requirements, as well as confidentiality procedures and participant's preference.

Organizational Planning and Program Outcomes

Goodwill completes organizational Strategic Planning on a regular basis, including creating organizational goals and tactics to guide future business plans and services. Goodwill provides information regarding the organization's goals, progress, performances and outcomes at all locations. The method used to relay the information varies and includes monitors in the main lobby, posting in the public areas/cafeterias, and the following website: www.goodwillgr.org

Program Fees

In most cases the services you are receiving are being paid by your referral agencies. Many services that do not require a referral are free of charge. For those services that may require payment and there is not referral source, private pay may be an option. If you have any questions regarding payment of your services please contact your primary staff.

Confidentiality of Records

The nature of our business requires that you, your primary staff, and any other Goodwill staff providing services exercise the highest degree of confidentiality when dealing with matters involving you and/or other Goodwill participants. These confidentiality obligations are both legal and ethical. All information regarding you and/or your services will be kept in the highest confidential manner by Goodwill both during and after the completion of services

Goodwill prohibits the disclosure of confidential information whether with family, in restaurants, at parties, or the like. Goodwill staff are also prohibited from discussing confidential matters with coworkers unless necessary as part of their assigned job duties. Confidential information includes, but is not limited to, participant files, all documents relating to participant services, individual and private information regarding a participant or services rendered to a participant, and medical information about participants. To further protect confidentiality, staff will not record or photograph you without your written permission.

Goodwill Industries maintains strict confidentiality and security with respect to the protected health information of its participants. Protected health information (PHI) includes individually identifiable health information in any form, including information that is transmitted verbally, in writing, or in computerized/electronic form. Only staff with a legitimate "need to know" may access, use, or disclose PHI. This includes all uses and disclosures related to services provided to participants on behalf of Goodwill. Staff may only access, use or disclose the minimums necessary information to perform their job functions and provide services, regardless of the extent of access provided to them.

Protected health information will not be disclosed without your permission with the following exceptions: in a medical emergency, for medication management, or as required by law. A signed consent allows Goodwill to use this information for the purposes of treatment, payment of services, and organizational operations. This rule is to protect and enhance your rights and those of other persons applying for and/or receiving services, by establishing specific rights and procedures.

Requests for access to and release of Protected Health Information (PHI) will be met within a reasonable amount of time, usually within 14 days.

In order to be in compliance with Michigan law regarding a duty to warn, Goodwill Industries must give verbal or written information directly to the people involved and legal authorities where there is a clear and present danger to human life. Goodwill also complies with HIPAA regulations, if applicable.

Goodwill values the privacy of all information regarding participants and their services within programming. Staff adhere to the strict code listed below and do not violate this code unless absolutely essential to the health and wellbeing of others.

Confidentiality of Records

1. Workforce Development staff of Goodwill Industries of Greater Grand Rapids, Inc. may have access to records on a "Need to Know Basis."
2. You have the right to ask to see your record. You or your guardian (if you have one) may read or get a copy of your record or a part of it upon written request.
3. Goodwill Industries may be working in a partnership with other agencies in providing services. Referral agencies, which may include the court or criminal justice system, will be provided with information regarding your progress. Files will be maintained regarding any participant on active status. At the end of services referral agencies may be given information about your services.
4. In order to be in compliance with Michigan Law regarding a duty to warn, Goodwill Industries must divulge verbal or written information directly to the people involved and legal authorities where there is a clear and present danger to human life.
5. Program and participant records are reviewed by auditors on a routine basis. The purpose of these audits is to ensure that Goodwill Industries meets all standards for quality service.
6. Group statistical data is sent regularly to various funding sources and partner organizations for ongoing planning and budget review. Individual names are not used in this process.
7. Goodwill staff may share your information with other staff if the information is needed to provide support or services.
8. No other information is to be shared with anyone without your written permission.

Remote Communication Guidelines

When it is not possible to meet in person, the participant may choose to permit communication with Goodwill staff by way of phone, email, text, video, or messaging. Goodwill cannot guarantee but will use reasonable means to maintain security and confidentiality.

Goodwill is not responsible for e-mail or text messages that are lost due to technical failure. Participants may initiate communications with Goodwill staff via phone, text, and/or email. If this situation occurs, Goodwill staff can assume (unless the participant has explicitly stated otherwise) that phone, text, and email communications are an acceptable form of communication for the individual. If Goodwill staff feel the participant is unaware of the possible risks of using remote forms of communication or has concerns about liability, staff can educate the participant on the risks and let the participant determine whether or not to continue communication via that format.

Risks:

- Messages can be sent to unintended people
- Even deleted messages may still exist electronically
- Employers and online service-providers have a right to inspect messages transmitted through their systems
- Messages can be intercepted, altered, or used without authorization or detection

Expectations:

- Email and texting should be between assigned Goodwill staff and the participant
- Emails and texts may be included as part of your record
- If a voicemail, email, or text is received while the staff is out of the office, Goodwill staff will respond when they return
- Either you or your Goodwill staff can ask in writing (email or letter) to stop using any specific form of communication at any time

Acceptable Use:

- Email, text, and messaging should be used only for basic communication about services and community connections
- Examples: Questions about employment opportunities, reading ability for job fit, appointment scheduling, referral to resources in the community, etc.
- Email, text, voicemail, and messaging should never be used for transmitting sensitive personal information
- Examples: Results of a doctor's appointment, information regarding counseling or treatment, etc.

Participant Rights and Responsibilities

All Goodwill staff shall be familiar with Participant Rights and staff will explain these rights at intake. Goodwill has a Participant Rights Advisor who is designated with the responsibility of assuring compliance with participant rights and the complaint procedure as implemented within the organization.

It is the responsibility of this organization to protect and promote your rights. Furthermore, Goodwill will not restrict your participant rights.

Goodwill staff do not utilize any behavioral intervention during the course of service. Instead, Goodwill staff will promote an environment focused on positive intervention.

Goodwill does not participate in medical research studies but may release data for other studies. Data released does not contain any personal identifying characteristics.

At your intake into Goodwill programming, all services and procedures will be explained to you. This meeting may include others you wish to have present.

Staff will assist you and other participants with access or referral to legal assistance and/or advocacy group(s) outside of Goodwill upon request. This can include the referral source that brought you to Goodwill.

Your Rights

- You have the right to participate in the development of your own goals
- You have the right to receive a copy of your plan
- You have the right to update your goals and/or objectives upon request
- You have the right to review and get a copy of your records (If you request a copy of the information, we may charge a reasonable fee for the cost of copying, mailing, or other supplies associated with your request)
- You have the right to request a release of information
- Your service delivery team will consist of you, your Primary Staff and can include other Goodwill staff and/or referral agency staff
- You have the right to be treated with respect and dignity
- You have the right to express your feelings, desires, and choices regarding your services and staff
- You have the right of freedom from abuse, neglect, financial or other exploitation, retaliation, and/or humiliation
- If you feel that any of these rights have been violated by any Goodwill staff and/or another participant, you may file a formal complaint. Any Goodwill staff can assist you in completing the Goodwill Industries Complaint Form.
- You have the right to be free from any retaliation from Goodwill staff and/or other participant if you file a complaint. All complaints are investigated and are reviewed annually to track trends and to assure that resolutions meet Goodwill's standards.
- If you desire external assistance, self- help, or advocacy (i.e. American Arbitration Associate), Goodwill will provide you with a referral list upon request.
- You will maintain all existing rights, including Americans with Disabilities Act, legal, and non-discrimination

Your Responsibilities

- To tell program staff if there are changes in your address, telephone number, or employment.
- To treat Goodwill staff and other participants with respect.
- To attend all appointments and training as scheduled or notify program staff that you are not able to attend.

Accessibility and Accommodation

Goodwill is enthusiastic about helping participants access services regardless of barrier and seeks to allow full participation and equal opportunity for all participants, this includes people with disabilities or other disadvantaging conditions. If accommodations cannot be made, other individualized ways of overcoming barriers will be put in place. You will not be denied services based on your disability or accommodation needs.

Complaints

- a. If at any time you feel you have been treated unfairly or are dissatisfied with services, you have the right to complete a Participant Complaint Form.
- b. It is the responsibility of the Participant Rights Advisor to accept and oversee the process of all complaints filed by you or another participant or another person or agency on your behalf (with your written consent). The Participant Rights Advisor will assist you or your designee in filing the complaint. If necessary, the Participant Rights Advisor will represent you and/or your designee at any of the complaint levels.
- b. Participant Rights and Complaint Forms and Procedures will be posted in organizational public areas. Copies of the Participant Rights will be given to participants at the time of intake and reviewed annually if in services longer than one year.
- c. The Participant Rights Advisor will confidentially maintain records of written complaints, including a copy of the documentation of the investigation and resolution of the complaint and a copy of the letter sent to you reflecting resolution of the complaint.
- d. On an annual basis, all complaints findings are reviewed by management to track trends, analyze areas that need improvement and evaluate actions taken.

Complaint Report Procedure

You have the right to discuss any concern regarding your services with your primary staff member in an attempt to reach a resolution. If you feel the concern has not been resolved to your satisfaction, you may request a meeting with the supervisor of the staff involved. If you still feel the concern has not been resolved, you may initiate a formal complaint by completing the top portion of the Participant Complaint Form (Appendix B) and turning it in to any Goodwill employee who will give it to the Participant Rights Advisor within 2 business days of receiving it. You also have the right to complete the Complaint form without first talking to any staff. There will be no consequence or retaliation by Goodwill Staff against any participant filing a complaint.

Once a formal complaint is received by the Participant Rights Advisor, within 2 business days, an investigation will begin and the participant and staff involved will be contacted. The following steps will occur:

1. The complaint and findings will be reviewed.
2. A meeting will be scheduled with all parties in hopes of reaching a resolution to the participant's satisfaction.
 - a. If the participant chooses not to meet with the staff, the Participant Rights Advisor will meet separately with all parties.
3. If the complaint is not resolved, it will be forwarded to the subsequent level of staff who will complete the above steps 1 and 2 within 2 business days of receiving the complaint and findings. This process will not exceed 60 days. The order of staff to receive the complaint, if not resolved at previous level, is:

- a. Workforce Development Director
- b. Chief Talent Development Officer
- c. Vice President of Human Resources
- d. External advocacy/self-help group(s) referral

The following will also occur in addition to the steps listed above:

1. The Participant Rights Advisor will keep the participant informed of where the complaint is in the process.
2. The formal complaint and findings will be logged and saved.
3. The formal complaint (along with all others received) will be reviewed on an annual basis to track trends and develop any future training for staff/employee in areas where consistent complaints may have been filed.
4. The Participant Rights Advisor will record a summary of all interactions and decisions.

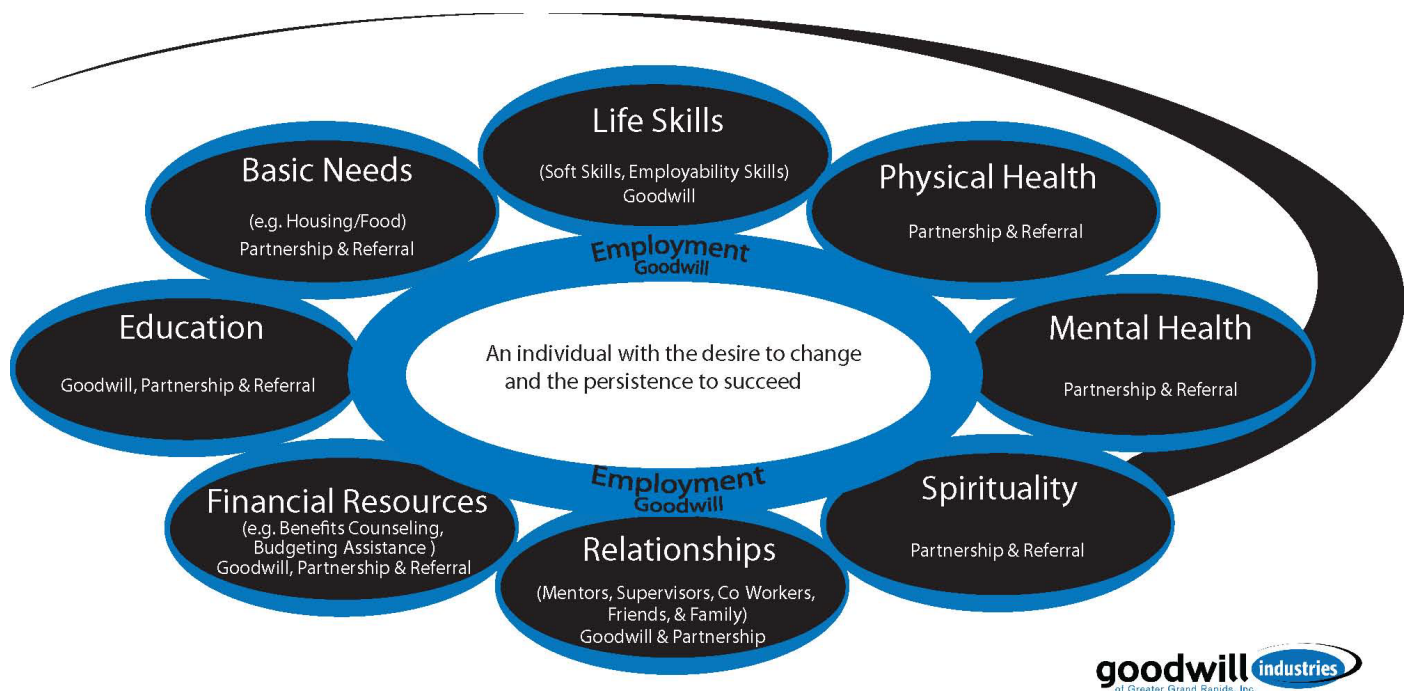
At any time during this process you may request external assistance or advocacy (i.e. American Arbitration Association at either www.adr.org or at 1-800-778-7879)

*If you need assistance in completing the form, you may designate a person of your choice to assist you, including your primary staff or Participant Rights Advisor.

(A Spanish or large print edition of this Handbook can be made available if requested. For participants who do not read written text, this information can be made available in a digital format.)

Self Sufficiency and Goodwill's Role

“Self Sufficiency is demonstrated by the desire to change one’s circumstances, the knowledge to access and use resources, the achievement of successful employment and the persistence to succeed. Collectively, these lead to attaining and maintaining the living standards each individual seeks.”





**Goodwill Industries of Greater Grand Rapids, Inc.
Participant Complaint Form**

I. What is the nature of the complaint? Please include the date, time, and location where the complaint originated. What happened that led to the complaint? Identify any witness that may have seen what occurred. (This section is to be completed by the participant. If the participant requires assistance, please use the participant's exact words to describe complaint. If the participant has a guardian, they may assist them in completing this form.)

II. How would you like to see this complaint resolved?

Signature of Complainant or Guardian

Date

Signature of Witness (if not completed by complainant)

Date

This section to be completed by the Participant Rights Advisor

III. How was this complaint resolved? (Include name of staff taking actions and what actions were taken)

IV. Does the individual filing the complaint feel that the issue has been resolved to their satisfaction? YES _____ NO _____

If NO, explain why not:

V. Are there any other actions needed? YES _____ NO _____

Action to be Taken

By Whom/When

Date of Completion

Participant Rights Advisor Signature

Date

WFD Quality Manager Signature

Date