



Participant 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 request service delivery changes and to withdraw or refuse consent of services and release of information
- You have the right to be treated with respect and dignity
- You have the right to express your feelings, desires, and choice 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 participants 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

Participant Rights Advisors at Goodwill Industries are:

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