



PARTICIPANT HANDBOOK

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

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INTAKE TOPICS

(For more information, see page number provided)

Mission and Values (pg. 5)

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

Service Options (pg. 6-8)

- Intended objectives of program, duration of services, possible wait times
- Other services available (i.e., computer lab, workshops, resource navigation referrals, etc.)
- Services are individualized based on information and feedback from you

Planning and Goals (pg. 7)

- Your individual Service Plan and goals are written based on your opinions and ideas. You will give input on all parts including changes and updates. If you do not understand something in your plan, the staff will explain it and/or change it. You may request and receive a copy of your plan and goals from your primary staff.
- Expectations of you and staff
- Exiting and/or ending services

Hours of Service/Staff Availability (pg. 9)

- When and how staff are available for communication
- When to expect a response after sending a text, email, voicemail
- Who to contact when your staff is not available, etc.
- Discuss the professional relationships between staff and participants and the gift policy

Communication (Options: phone, SMS text, email, video, and messaging platform) (pg. 9-10)

- You may choose how staff can communicate with them by marking a selection on the Intake Checklist. (At any time, you may request in writing changes to their communication preferences.)
- Email, text, voicemail, and messaging should be used for basic communication about services and community connections. Sharing sensitive info. through these methods is discouraged to protect privacy
- Goodwill will use reasonable means to maintain security of information, however,
 - Messages can be sent to unintended people, delayed, lost, or intercepted
 - Even deleted messages may still exist electronically
- If giving permission for communication via **SMS text**, please know the following:
 - Message frequency will vary. Standard message and data rates may apply.
 - You may text STOP to opt out, START to resume (after having opted out), and HELP for support

Safety and Security (pg. 15-16)

- Goodwill facilities are alcohol and drug-free, smoke-free, violence-free and weapons-free
 - Explain designated smoking locations
- Be aware of your environment and report any injuries or safety concerns
- Review designated evacuation routes and processes, shelter areas, and first aid kit availability
- Discuss how severe weather will be handled including any impact to services

Use of Technology and AI (pg. 15)

- Technology provided for use by Goodwill is to be used for job search/educational purposes only
- Computers are not to be used for any illegal or illicit activity
- **AI services** may be utilized to assist with employment-related services:
 - Before use, you will be informed about the specific AI tool(s) and their purpose for assisting you
 - You will also be informed of any changes to the use of AI tool(s) during participation
 - While third-party AI tools utilized have been reviewed for suitability, they may not be fully supervised/customized by Goodwill
 - At any time, you may opt-in or opt-out of AI use for your services

Participant Rights (p. 12), Confidentiality (pg. 10-12), and Accessibility (pg. 7)

- Review Rights/Accessibility visual on [page 4](#)

RIGHTS/ACCESSIBILITY VISUAL
(For more information, see pages [12-13](#))

Rights of Participants

Participant Rights

You have the right to receive information on available services and supports and to provide input on services and goals. You have the right to be treated with respect and dignity, and to be free from abuse, neglect, or other harmful treatment.

Privacy Practices

Goodwill may use or disclose your information with your permission in order to provide services. You have a right to access or amend your information, obtain a record of disclosures, and to request restrictions or confidential communications.

Confidentiality

All information regarding you and or/your services will be kept in the highest confidential manner by Goodwill. Information will only be shared on a “need to know” basis to provide services or to prevent threats to safety.

Complaints

If you feel you have been treated unfairly, please meet with the staff and/or supervisor of the program to discuss your concern. However, you may file a complaint at any time. The Rights Advisor will oversee the complaint process.

Accessibility

You can access services regardless of barrier, disability, or disadvantaging condition. Goodwill seeks to allow full participation and equal opportunity for all participants. If you feel you need an accommodation, let your assigned staff know.

Welcome and Introduction

Welcome to services at Goodwill Industries. Thank you for participating!

This Participant Handbook for Goodwill Industries of Greater Grand Rapids has information about the policies and procedures for services you may receive at Goodwill. In this handbook, you may see Goodwill Industries referred to as Goodwill, GWI, or the organization. When we say "participant," we mean anyone who is enrolled in a Goodwill program.

This handbook provides basic information on services and rules that are common to most programs at Goodwill Industries. However, because we have a variety of programs, this handbook is meant to be used as a general guide. If you need information specific to your program, please ask your primary staff member.

This handbook is subject to change and will be reissued to all participants as needed.

A translated, large print, or digital version of this handbook can be made available upon request.

Organizational Information

A. Mission and Values

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

Our Goodwill staff believe in the importance of person-centered planning and services tailored to meet individual needs. This includes a participant’s ownership of the goals that are set. Staff strive to assist individuals in reaching personal self-sufficiency. Staff are aware of and partner with various community agencies to help meet individuals’ needs.

To achieve our mission, we follow these values:

- Integrity
- Respect
- Innovation
- Stewardship
- Excellence

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

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 or give your written suggestions to any staff person.

B. History and Structure

Goodwill Industries began in 1902 in Boston, Massachusetts, thanks to Edgar J. Helms. To help people in need, the first Goodwill began collecting old clothing and household items to be repaired and 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 to provide “...a hand up – not a handout.”

Today, 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 include 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. Goodwill is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International.

C. Board of Directors

Goodwill is overseen by a group of individuals from the service community who are elected to the Board of Directors. They volunteer their time and do not receive payment. The Board hires a President for the organization. The President employs staff who provide the services Goodwill offers. There are several departments that help support the delivery of services. Our focus is on providing services to achieve our mission, maintaining financial stability, and being responsible stewards of the environment.

D. Organizational Planning and Program Outcomes

Goodwill regularly plans for its future through Strategic Planning. This involves creating organizational goals and tactics to guide business plans and services. Goodwill provides information regarding the organization's goals, progress, performance, and outcomes at all locations. The method used to relay the information varies and includes monitors in the main lobby, postings in the public areas/cafeterias, and the following website: www.goodwillgr.org

Programming and Services

A. Program Entrance Criteria and Order of Acceptance

As an organization, Goodwill seeks individuals who are motivated to work in a competitive, integrated setting who can function independently, and are open to support. These individuals take an active role in efforts to seek and maintain employment.

Goodwill works with multiple referral and funding sources. Entrance criteria for some programs are set by the funding source and cannot accept participants that do not meet their criteria. If this is the case, Goodwill staff assist in identifying alternative programming 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, unless otherwise identified by a funder, enrollment into programs occurs on a first come, first served 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 eighteen and older. However, select programs/services may serve those under eighteen. Your primary staff will inform you of the age requirement for the program/services you are requesting.

B. Program Fees

In most cases, services you receive are free of charge to you since they are paid for by your referral agencies, grant funding, or by funding provided through Goodwill Retail Stores. For those services that may require payment and there is not a referral source, private pay may be an option. If you have any questions regarding payment for your services, please contact your primary staff.

C. Accessibility, Accommodations, and Language Assistance

Goodwill is enthusiastic about helping participants access services regardless of barrier and seeks to allow full participation and equal opportunity for all participants including people with disabilities or other disadvantaging conditions.

Goodwill provides participants with free, reasonable language assistance to help them access and receive services. Interpretation and/or translation are made available upon request when feasible. Goodwill also has language identification cards available to assist participants in identifying their language preference.

If an accommodation 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.

D. 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 assessments to gather important background information as it pertains to seeking, obtaining, and maintaining long-term employment. Your primary staff will learn about your strengths, abilities, preferences, and what you hope to accomplish during programming. From the information gathered, you and your primary staff will together create goals and objectives related to obtaining and maintaining employment. Your plan will include an overall employment goal and objectives to help you successfully reach this goal. Both you and your primary staff will have specific roles identified as well as timelines for accomplishment.

The length of services varies based on individual needs. While meeting with your staff on a regular basis, you will be asked for continual input on your service plan. In addition, you will regularly discuss your progress toward your goals and objectives with your primary staff. It is your right and your responsibility to help develop and implement your goal and objectives in relation to your services. You have the right to review, update, or change any of your goals and/or objectives at any time during your services. Programs have been designed so the primary staff assigned to you at the start of services will assist you through the duration of programming.

E. Services

Available services include but are not limited to:

- **Relationship Building** – We use tools and conversations to get to know you better, including your interests, skills, previous experience, ambitions, and anything that might make finding or keeping a job more challenging. This helps us support you in a way that fits your needs.
- **Goal Setting** – We work with you to set a clear overall goal for your time in services. Together, we will break that goal into smaller objectives or action steps to help you reach that goal.
- **Career/Education Exploration** – We will use various assessments to help explore your interests, strengths, and possible career paths. This includes looking at what kind of work environment fits you best and considering the local labor market.

- **Assistance with Hard Skills** – We will support you with the tools you need to get a job. This may include writing a resume, identifying references, searching for jobs, filling out applications, practicing interviews, obtaining professional clothing, and learning how to manage your money.
- **Assistance with Soft Skills** – We offer workshops to help with topics such as how you present yourself, being professional at work, communicating with others, and handling stress or personal triggers.
- **Job Search Support** – We will help you look for a job using various methods. The level of assistance will vary based on individual need. A computer lab is also available.
- **Job Placement Assistance** – We will support you in getting hired. This could include working with employers, helping with interviews, going to job fairs, and speaking on your behalf with community partners.
- **Retention Support** – After you start working, our programs continue to support you. This support may include talking with you about how the job is going, helping you learn new tasks, providing support with accommodations, helping to solve challenges that come up, and building natural supports in the workplace. Your primary staff will describe the length of retention services offered by your program during intake.
- **Resource Navigation** – Goodwill staff can help participants learn about and connect with other community organizations to assist with needs outside of employment, such as food, housing, healthcare, transportation, education, etc.

F. Exiting 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 occurs 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 services received, summary of progress toward goals, and recommendations for future services.

G. Reasons Your Services Could Be Terminated

It is expected that you will treat Goodwill staff and other participants with respect. Services may be suspended or terminated due to violence, theft, making threats, carrying a weapon into any Goodwill location, possession of illegal drugs or controlled substances, reporting to services or working under the influence of illegal drugs, alcohol, and/or other controlled substances, or violating handbook or program policies. Also, services may end if you miss appointments or 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 parties involved. If you do not receive similar services from another community agency, Goodwill will strive to continue your services.

Staff

Each Goodwill participant is assigned a primary staff. Your primary staff coordinates services for you while at Goodwill and meets with you regularly throughout services. Primary staff are responsible for assuring compliance with program requirements, as well as confidentiality procedures and participant preferences.

- A. Staff Qualifications:** Goodwill hires individuals who have a desire for 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 background checks. Reference checks are also done on all potential staff. Staff holding these positions will possess a bachelor's degree in a related field or the equivalent combination of experience and/or certifications. Training is provided to ensure staff are equipped with the necessary knowledge and skills to perform their roles.
- B. Availability:** 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. If a voicemail, email, or text is received while the staff is out of the office, Goodwill staff will respond when they return.
- C. Conflict of Interest:** 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.
- D. Nature of the Professional Relationship:** Goodwill staff maintain professional relationships with 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.
- E. Gift Giving:** 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 an individual's family and/or friends. If you or a family member or friend would like, you may donate 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.

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 inform your primary staff. If this staff person is the one whom you believe has violated your rights, then you may speak with the program supervisor, the Participant Rights Advisor, or contact the Goodwill Hotline: 1-866-908-7230.

Communication

At intake, the participant will receive contact information for their assigned primary staff. Each staff member at Goodwill can be contacted via phone (including voicemail), text, or email. If the staff person is not available at the time of your communication, they will make an effort to respond within 24 – 48 hours. Messages left outside of normal business hours (which are Monday – Friday, 8:00am – 4:30pm) will be returned during usual business hours. If staff have planned time off, their out-of-office voicemail and email will provide an alternative contact and the expected date of return.

Goodwill staff make efforts to provide services in person. When this is not possible, the participant may choose to permit communication with staff via remote options including phone, email, SMS text, video, or messaging platforms. Participants are encouraged to consider allowing communication through a variety of methods since this can make connecting easier. At any time, participants may request in writing changes to their communication preferences. The following sections establish expectations around the use of remote communication, explain guidelines specific to SMS text, and describe security and potential risks to help participants make informed choices about communication preferences.

A. Remote Communication Expectations

- Email, text, and messaging should be used only for basic communication about services and community connections (i.e., questions about employment opportunities, retention follow-along, appointment scheduling, referral to resources in the community, etc.).
- Email, text, voicemail, and messaging should never be used for transmitting sensitive personal information (i.e., results of a doctor's appointment, information regarding counseling or treatment, etc.).
- Emails and texts may be included as part of the participant record.

B. SMS Text Guidelines

If the participant chooses to receive service-related communication from Goodwill via SMS text, the participant understands that:

- Standard message and data rates may apply.
- Message frequency will vary.
- The participant may reply STOP or notify primary staff at any time if they no longer want to receive communication via this method.
- The participant may reply START or notify primary staff if they want to restart communication via SMS text.
- The participant may reply HELP for support.
- Goodwill's SMS privacy policy may be viewed here:
<https://www.goodwillgr.org/goodwill-policies>.

C. Remote Communication Security and Risks

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. If at any point during services, Goodwill staff feel the participant is unaware of the possible risks of using remote forms of communication or has concerns about liability, staff will educate the participant on the risks and let the participant determine whether to continue communication via that format. Examples of potential risks are as follows:

- Messages could be delayed and/or lost due to connectivity or other technical issues.
- Messages can be sent to unintended people.
- Messages can be intercepted, altered, or used without authorization or detection.
- Employers and online service providers have a right to inspect messages transmitted through their systems.
- Even deleted messages may still exist electronically.

Confidentiality

The nature of our business requires that you, your primary staff, and any other Goodwill staff providing services use the highest degree of confidentiality when dealing with matters involving you and/or other Goodwill participants. These confidentiality duties 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 services.

Goodwill prohibits the disclosure of confidential information 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 minimum 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. Also, in choosing to follow Michigan law regarding a duty to warn, Goodwill Industries may provide 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, when applicable.

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

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 well-being of others.

A. Confidentiality and Medical Information

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. Medical information may be used for enrollment in training programs if the field of work has guidelines requiring it. This information is kept in strict confidence. Goodwill does not discriminate on the basis of disability or work options available. Goodwill holds strict privacy requirements.

B. 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 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. During and at the end of services referral agencies may be given information about your services.
4. In choosing to follow Michigan Law regarding a duty to warn, Goodwill Industries may provide 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.

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 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 receive information on services and supports available to you in order to make informed choices.
- You have the right to be fully involved in the services you are receiving, including expressing your input and choices regarding your services, goals, and staff.
- You have the right to complete a release of information, to request restrictions on use and disclosure of your information, and to request an accounting of disclosures.
- 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 review and obtain a copy of your records, including your plan and goals, and to request updates to your plan and goals.
- You have the right to be treated with respect and dignity.
- 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.
- You will retain all your current rights, including those protected under the Americans with Disabilities Act, legal rights, and non-discrimination protections.

Your Responsibilities

- Treat Goodwill staff and other participants with respect.
- Attend all appointments and training as scheduled or notify program staff in advance if you are unable to attend.
- Follow the rules outlined in the Participant Handbook and the program-specific rules outlined by program staff at enrollment.

- Inform program staff if there are changes to your contact information, employment, or any other changes that impact services.

Complaint Report Procedure

- A. As one of your rights, if at any time you feel you have been treated unfairly or are dissatisfied with services, you have the right to speak with staff, a supervisor, or to initiate a formal complaint in writing by completing the Participant Formal Complaint Form and turning it in to any Goodwill employee or emailing it to ParticipantComplaint@goodwillgr.org. 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.
- B. The Participant Formal Complaint Form can be found at the end of this handbook (Appendix A) or requested from any Goodwill staff person. Participant Rights and Complaint Forms and Procedures are also posted on the bulletin board in the Participant Break Area at Goodwill Employment Center. Copies of the Participant Rights will be provided to participants at the time of intake via the Participant Handbook and annually.
- C. If you need assistance in completing the complaint form, you may designate a person of your choice to assist you, including your primary staff, any Goodwill staff, or the Participant Rights Advisor.
- D. 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). If necessary, the Participant Rights Advisor will represent you and/or your designee at any of the complaint levels.
- E. On an annual basis, the Participant Rights Advisor will compile a report reviewing all formal complaints and their findings to identify trends and analyze areas that need improvement. This report will be reviewed by leadership to evaluate any necessary actions taken.

When a Formal Complaint is Filed

Once a formal complaint is received by the Participant Rights Advisor, the following steps will occur:

1. Within two business days, the complaint will be reviewed, and the Participant Rights Advisor will begin an investigation which may consist of interviewing those involved and reviewing documentation and findings.
2. The Participant Rights Advisor will record a summary of all interactions and decisions.
3. The Participant Rights Advisor will keep the participant informed of where the complaint is in the process.
4. 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.
5. If the complainant feels the complaint is not resolved, it will be forwarded to the subsequent level of staff who will begin the above steps 1 and 2 within five 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. Vice President of WFD or WFD Director
 - b. Chief Talent Development Officer
 - c. Vice President of Human Resources
 - d. External advocacy/self-help group(s) referral

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).

Safety and Security

Goodwill is committed to providing a safe, secure, and productive learning environment.

A. Alcohol and Drug-Free Facilities

Possession of illegal drugs (as classified under federal, state, or local laws) or controlled substances or reporting to services or working under the influence of illegal drugs, alcohol, and/or other controlled substances is not permitted. While the use of marijuana has been legalized under some state laws, it remains an illegal drug under federal law. Goodwill receives federal funding that prohibits allowing the use or possession of any Schedule I substances deemed illegal under federal law, including marijuana.

B. Basic Building Safety

All Goodwill buildings have designated evacuation routes, identified shelter areas in case of tornados, and first aid kits. This information is posted in each location. If you observe an unsafe condition (i.e., tripping hazard, icy parking lot), are injured, or see someone get injured, report this to your primary staff or program supervisor.

C. Medication and Vaccinations

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 programming.

Goodwill does not administer any vaccinations or screenings for infections or communicable diseases.

D. Personal Property

Goodwill is not responsible for lost or stolen property.

Goodwill does not hold funds for persons served.

E. Severe Weather

If Goodwill is closed due to severe weather, an announcement will be made on most local television stations and their websites. Speak with your Primary Staff to learn about your program's policy for severe weather.

F. Smoke-Free Facilities

Goodwill buildings are smoke-free environments. Smoking, including smokeless tobacco, electronic cigarettes, vaping, etc., is not permitted inside any Goodwill locations. Designated smoking areas are provided at all locations.

G. Violence-Free Facilities

Goodwill is committed to maintaining an environment free from violence, threats, intimidation, and harassment. Any form of violence – verbal, physical, or psychological – will not be tolerated. This includes but is not limited to destruction or defacement of property, fighting or attempting injury to others, profane or abusive language, and any form of harassment, threats, or bullying including verbal or nonverbal communication.

Participants who see, hear, or experience a threatening action must report it to their primary staff, program supervisor, Participant Rights Advisor, or the Goodwill Hotline: 1-866-908-7230. There will be no consequence or retaliation against any participant filing a complaint in good faith.

H. Weapons-Free Facilities

Goodwill is a private, not-for-profit organization and, therefore, its facilities are private property. Goodwill does not allow participants or anyone who enters its property to carry a firearm, explosive, knife, or other prohibited weapon of any kind regardless of whether the individual is licensed to carry the weapon. Property covered by this policy includes, without limitation, all buildings and surrounding areas such as sidewalks, walkways, driveways, and parking lots owned or leased by Goodwill.

Technology

Goodwill leverages technology to provide current and personalized support to participants. By using technology, Goodwill can connect with people more easily, provide better employment assistance, and offer more flexible support.

A. Artificial Intelligence (AI)

AI services may be utilized to assist with employment-related services.

- Before proceeding, you will be informed by a staff member about the specific AI tool(s), their purpose and use for assisting you with employment-related services.
- You will be informed of any changes to the use of AI tool(s) during participation.
- While third-party AI tools utilized have been reviewed for suitability, they may not be fully supervised or customized by Goodwill.
- At any time, you may speak to a staff member if you have questions or concerns.
- At any time, you may opt-in or opt-out of using the AI system based on your preference.

B. Computer Access and Usage

Computer equipment, software, and/or internet access provided for use by Goodwill are to be used for job search and educational purposes only. Computers are not to be used for any activity considered illegal or illicit. Changing computer configurations and installing or downloading any software or files is not allowed unless specifically instructed by Goodwill staff.

Closing Statement

Thank you for taking the time to read our handbook. We hope it has provided you with an understanding of our mission, history, services, and current expectations and guidelines. Please contact your Primary Staff with any questions. We are excited to assist with your employment goals.



Goodwill Industries of Greater Grand Rapids Participant Formal Complaint Form

Instructions: If you feel you have been treated unfairly, you can speak with staff, a supervisor, or file this formal complaint form. Submit the completed form in-person to a Goodwill staff or by email to ParticipantComplaint@goodwillgr.org A Participant Rights Advisor will follow-up with you regarding the concern within 1 - 2 business days. (The complete Complaint Report Procedure can be found in the Participant Handbook.)	
Name:	Participant's Name (if different from complainant):
Phone Number:	Email Address:
Best way to contact: <input type="checkbox"/> Phone <input type="checkbox"/> Text <input type="checkbox"/> Email	
When did the concern occur? (Date/Time)	Where did the concern occur?
Describe your concern (attach additional pages as needed). (This section is to be completed by the participant. If the participant requires assistance, please use the participant's exact words to describe the concern. If the participant has a legal guardian, they may assist in completing this form.)	
Were there any witnesses? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe:	
How would you like to see this concern resolved?	
Signature:	Date:
Name of person assisting to complete form (if applicable):	Signature of person assisting to complete form (if applicable):