



# TRAINEE HANDBOOK

## *Fort Meade*

195 Saxton Road  
Fort Meade, MD 20755  
#410-799-9423

## *Social Security Administration*

6401 Security Blvd  
Baltimore, MD 21235  
#443-695-0487

## *Coast Guard Yard*

2401 Hawkins Point Road  
Baltimore, MD 21226  
#443-934-7126

## **WELCOME**

Welcome to Goodwill Industries of the Chesapeake, Inc. We are glad to have the opportunity to support your efforts to achieve employment success. Like other programs, this handbook will outline the policies and procedures that govern your participation in this training program. Please take the time to become familiar with them and ask questions if anything is unclear.

Goodwill makes a commitment to provide you with a friendly and supportive training environment, giving your training goals the utmost importance. This handbook does not constitute a contract with Goodwill or guarantee of any particular benefit from Goodwill.

## **WORK SERVICES TRAINING PROGRAM**

The purpose of this training program is to develop the trainee's vocational skills. This will include educating the trainee in obtaining and maintaining employment in the community. Goodwill's contract services and workforce development staff will determine how trainees are progressing toward their vocational goals. Goal attainment will be measured against the following functional areas: work skills, work tolerance, self-care, mobility, self-direction, and communication.

## **MISSION STATEMENT**

Goodwill Industries of the Chesapeake, Inc. prepares people to secure and retain employment and build successful independent lives.

## **VALUES**

*One Company, One Team, One Mission*

*Accountability*           Honesty, transparency, ethical standards, communication

*Collaboration*           Working together to support the mission

*Community  
Engagement*           Being open to customers that either need our services or partner  
or partner with us to provide them

*Performance  
Excellence*           Continuous improvement in all we do

*Respect and  
Compassion*           Patience, kindness, manners, courtesy, communication,  
actively listening

## **VOCATIONAL TRAINING**

Goodwill's training program institutes a systematic form of training for trainees at all Goodwill Custodial Contract sites. Our intent is that all trainees will have a common understanding of the cleaning standards expected of them and the accepted methods of accomplishing these standards. Each trainee will be assigned a site supervisor that will train them on industry standard and the most efficient, best practices available. Supervisors will collaborate with employment counselors to determine trainees vocational development in the program.

## **EMPLOYMENT COUNSELING**

Each trainee will be assigned a Goodwill Employment Counselor during their time in the training program. Their employment counselor will assist the trainee in the development of their Individual Service Plan (ISP), provide on-the-job case management support, make referrals to community providers, and provide vocational counseling. The employment counselor will collect feedback from the contract services supervisor to address any barriers and highlight successes of the trainee in the program. As trainees are progressing in achieving their vocational goals, employment counselors will prepare them to transition to the competitive labor market.

## **PROGRAM ACCEPTANCE**

Trainees must have a qualified certifiable severe disability, no history of criminal background, and be at least 18 years of age. During their time in the training program, participants work title is trainee (a trainee is NOT an employee and is not eligible for unemployment insurance or covered by certain employment laws).

## **RESEARCH**

Goodwill Industries of the Chesapeake, Inc. does not participate in research projects. Trainee information will not be used or shared for any research studies.

## **FUNDING**

Wages of the trainees are funded by Goodwill's AbilityOne contract. Goodwill Industries of the Chesapeake, Inc. provides the financial support for employment counseling for trainees in the Work Services Program. Goodwill Industries of the Chesapeake, Inc. does not accept cash as payment for services.

## **TRAINEE RIGHTS**

### **Equality in Service**

All services will, at all times, be provided without discrimination on the basis of race, color, age, gender, national origin, sexual preference, marital status or disability.

### **Continuity of Care**

Each participant will be assigned an Employment Counselor. If your assigned Employment Counselor is not available, the Employment Stability Manager or another qualified employment counselor will be assigned to support the trainee.

### **Confidentiality**

Your records are kept in strict confidence. Information about you and your family will not be released or discussed without your knowledge and written permission. If GIC staff believes that it is necessary to share information about your case with others, we will ask you to sign a Release of Information which will explain with whom we plan to share the information and why. Discharged trainee files will be maintained for a period of seven years.

### **Grievances**

The following grievance procedure has been developed for trainees. A complaint, whether regarding quality of services, violation of rights, violation of the law or any other concerns regarding your participation in the Work Services Program can be made through oral or written communication either in person, by telephone, or mail. If you disagree with your vocational plan or have a complaint about the services received or supervision, you should:

1. Discuss the problem with the Employment Counselor, or your direct supervisor. He/she will respond within two working days and attempt to correct or explain the situation to you.
2. If the problem has not been resolved as a result of Step 1, you are entitled to bring the matter to Goodwill's leadership, who shall provide a written response within five (5) working days.

Michael Waldron  
Employment Stability Manger  
443-890-6263  
3700 Koopers Street, Suite 200  
Baltimore, MD 21227  
[mwaldron@goodwillches.org](mailto:mwaldron@goodwillches.org)

Woolrick Bennett  
Director of Contracts  
410-409-5485  
3700 Koppers Street, Suite 200  
Baltimore, MD 21227  
[wbennett@goodwillches.org](mailto:wbennett@goodwillches.org)

3. All grievances will be filed into the Contracts grievance report and reviewed quarterly by the Chief Mission Officer. A case note reviewing the above steps will be entered into the trainee(s) profile.
4. If the trainee is not satisfied with the leaderships' decision, the participant may appeal in writing to Goodwill's President and CEO, Lisa Rusyniak (3700 Koppers Street, Suite 200 Baltimore, MD 21227). The President and CEO must return a written decision within seven days.

\*Please note, submission of a grievance will not result in retaliation or barriers to accessing services with the Employment Counseling Program. Trainees can have a liaison identified to assist with submitting the grievance.

### Human Rights

Goodwill will ensure trainees are given reasonable accommodation to make sure they enjoy their rights. These rights include:

1. The right to receive appropriate humane treatment.
2. The right to be protected from harm and to be free from abuse, neglect, financial and other exploitation, retaliation, and humiliation. All allegations of consumer abuse must be reported to the Director who must report them to the local law enforcement agency.
3. The right to an individualized vocational plan.
4. The right to participate, in a manner appropriate to your condition, in the development and periodic review of your vocational plan.
5. The right to receive vocational training as stated in the individualized vocational plan.
6. The right to be told in appropriate terms and language you can understand:
  - a) The content and objectives of vocational training;
  - b) The nature and significant possible negative effects of vocational training;
  - c) The name, title and role of the staff members who are directly responsible for carrying out your vocational training, and when appropriate;
  - d) other services.
7. The right to access your trainee records in a timely manner. The right, with written permission, for your attorney to have access to your records.

8. The right to confidentiality of your records.
10. The right to informed consent, freedom of choice and refusal of services, supports, providers and composition of the service delivery team.
11. The right to refuse to participate in physically intrusive research.
12. The right, prior to admission, to an explanation in terms and language you can understand of admission and discharge policies.
13. The right, prior to admission, to an explanation of your rights in terms and language you can understand and to have a list of the rights posted in a prominent place in the facility.
14. The right, prior to admission, to an explanation in terms and language you can understand, at the charges and fees you may be required to pay.
15. The right to a discharge plan.
16. The right to make a complaint, file a grievance, and appeal a decision made by the agency personnel or team members without retaliation or resulting in barriers to service.

### **HEALTH AND SAFETY**

Goodwill values the health and safety of staff, trainees and work sites.

In congruence with Center for Disease Control (CDC) and Goodwill Industries of the Chesapeake Inc. staff guidelines, Goodwill strongly encourages trainees to follow the protocols listed below:

- If you become ill or injured, please notify your supervisor immediately.
- Do not wander into areas of the building you are not assigned to.
- Report any blood or bodily fluid exposure to supervisor and a medical provider as it poses a risk of infection transmission.

Fire Drills may be conducted at your training site. Your counselor and/or supervisor will review the evacuation route you are to follow.

There may be circumstances that cause GIC to conclude it is necessary to inspect items at the worksite. GIC, therefore, reserved the right to inspect anything located on or within its property or on its premises of any worksite. This policy applies to, but is not limited to, desk, lockers, file cabinets, offices, etc. In addition, you may be asked at any time to reveal the contents of your purses, backpacks, lunch boxes, briefcases, shopping bags, etc. Please remember that this policy applies to anything and everything that is brought to the worksite. You should not, therefore, bring any items onto GIC property and/or worksite that you do not wish others to see or discover.

## DRESS CODE

Trainees are provided uniforms annually. Uniforms must be kept clean and neat at all times. Closed toed shoes are required to be worn.

## ATTENDANCE

Work hours are established by your supervisor.

For trainees to have a successful training experience, it is important to be present at work when scheduled.

### 1. Definitions:

- a. *Absence*- Failure to report to work as scheduled. This includes any additional shifts that he/she has assumed responsibility for working.
- b. *Tardiness/Lateness*- Reporting to work late after that start of a scheduled shift, 7 minutes or more after the start of a scheduled shift.
- c. *Occurrence*- Absence, tardiness, or leaving early of 1 or more consecutively scheduled shifts or partial days.

### 2. The following leave, when approved in advance, will not be considered an absence:

- a. Approved scheduled vacation
- b. Sick Time
- c. Scheduled Holiday
- d. Jury Duty
- e. Military Leave
- f. Funeral Leave
- g. Leave of absence for family, medical or other reasons – Must be approved by Human Resources
- h. Worker's Compensation absence

### 3. Available Paid leave will be used for all absences and missed time (lateness/leave early).

In the event you are sick and have no sick time available, vacation leave will be used in lieu of sick time.

### 4. Absences and/or tardiness will be evaluated over a rolling 12-month period starting with the trainee's first absence or tardiness. Absences and tardiness more than 12-months old will not be considered.

### 5. Trainees may receive a Performance Improvement Plan, according to the following occurrences:

- a. Trainees who have completed the first 60 days of training:
  - i. Verbal- 4 or 5 attendance infractions (days)
  - ii. Written- 8 or 9 attendance infractions (days)
  - iii. Final Written- 12 or 13 attendance infractions (days)

- iv. Termination- 16 attendance infractions (days)
- b. Trainees who have not completed the first 60 days of training and incur 3 or more unscheduled/unexcused attendance infractions may be terminated from the program.
- c. Each trainee will meet with his/her employment counselor for a work services counseling session.

6. All trainees are required to call the Supervisor directly 2 hours before the start of the shift if they are unable to work. A text message is not considered using proper call out procedures and will count as an occurrence.

- a. Failure to call will result in the following progressive corrective actions:
  - i. Verbal- First occurrence
  - ii. Written- Second occurrence
  - iii. Final Written- Third occurrence
  - iv. Termination

If a trainee is absent for 2 or 3 consecutively scheduled workdays without providing notice, he/she will be considered to have abandoned his/her job and may be terminated from the program.

**HOLIDAYS AND VACATION (Subject to Change)**

New Year’s Day	Martin Luter King Day	President’s Day	Memorial Day
Juneteenth	Fourth of July	Labor Day	Columbus Day
Veteran’s Day	Thanksgiving Day	Christmas Da	

Trainees may be eligible to receive 2 weeks of vacation time after successfully completing 1 year of training. Vacation must be approved in advance by the Supervisor. Vacation should be used before the following year’s anniversary date. If trainees do not use all their vacation within this timeframe, they are permitted to roll over 5 days of vacation into the following year. All trainees who successfully complete training and move on to other employment outside of Goodwill will receive any vacation time that they have not used, providing he/she has provided two weeks written notice. Any trainee who is terminated from the training program will not be eligible to receive vacation pay.

**PERSONAL CONDUCT**

Goodwill is committed to providing a positive training environment that fosters success for all trainees. We know that trainees want to do a good job and we want to support that. There are behavioral and other program requirements that must be maintained throughout the training program.

The following list of actions is representative of performance problems that may result in corrective action up to and including termination from the program:



- Failure to promptly report a work-related injury or accident
- Unsatisfactory work performance
- Negligence that results in injury to an employee, trainee, customer, self or a visitor
- Sleeping while on duty
- Making malicious, false, or derogatory statements that may damage the integrity or reputation of GIC, its employees and/or trainees
- Refusal to follow instructions of authorized personnel, rude and/or discourteous conduct
- Abuse of break times or lunch periods
- Abuse of solicitation policy
- Punching timecard prior to 7 minutes before scheduled working hour
- Failure to be at workstation during scheduled work time
- Leaving the worksite without permission
- Money lending for profit or "loan sharking" and collecting private debt.
- Harassment of a GIC employee/trainee (including sexual harassment)
- Destruction of, damage to, or unauthorized removal of GIC property or government's property
- Being under the influence of alcohol, narcotics, or drugs while at any GIC work site
- Insubordination, including refusal or failure to perform assigned work
- Falsification of records required in the transaction of Goodwill Industries business and/or directly or indirectly, either for one's personal benefit or for the benefit of any other person or company, revealing any confidential information or employee/trainee information
- Unauthorized punching or signing of another trainee's or an employee's timecard, recording the time of another trainee or an employee, or having another trainee or employee punch or sign you in or out
- Gambling, disorderly or immoral conduct while on GIC premises or work site
- Fighting at any GIC worksite
- Possession, display, or use of explosives, firearms, or other dangerous weapons while on duty or at any GIC worksite
- Discriminatory conduct or actions against any other person
- Use, dispensing, or possession of illegal drugs
- Threatened or actual physical violence or the use of profane or abusive language
- Rude, disrespectful, and/or disruptive behavior
- Stealing/theft
- Tobacco use outside of designated area on worksite

The following procedures may be used when violations occur:

- i. Verbal Warning- 1<sup>st</sup> Offense
- ii. Written Warning- 2<sup>nd</sup> Offense
- iii. Suspension- 3<sup>rd</sup> Offense
- iv. Termination- 4<sup>th</sup> Offense

Depending upon the severity of the incident, a trainee can be suspended and/or terminated from the program on the first offense. Goodwill Industries reserves the right to terminate trainees from the program without warning.

### **ALCHOL AND DRUG FREE WORKPLACE**

Goodwill maintains a drug, tobacco, and alcohol free work environment and conducts reasonable suspicion drug and/or alcohol testing.

Trainees suspected of working under the influence of drugs and/or alcohol will be required to submit to a drug and/or alcohol testing as a condition of continued participation in the training. Trainees are not permitted to return to the training program until the results of the test are returned. Failure to submit to a requested drug and/or alcohol test will result in immediate program discharge.

### **DISCHARGE PROCEDURES**

Trainees may continue participation in the Work Services Program if such services and support are needed and desired.

You are eligible for discharge if you:

- Successfully complete the program and can find competitive employment.
- Elect to voluntarily terminate your participation.
- Violate trainee personal conduct policy (Listed above).

### **PROGRAM RE-ENTRY**

A Trainee who has voluntarily separated from the program is eligible to reapply for the program at any time.

A trainee who has involuntarily been dismissed from the program is required to wait based on the time given in the Discharge letter.

### **DISCLAIMERS**

- Goodwill does not hold, manage, or otherwise control client's personal finances.
- Goodwill does not store, handle, prescribe, dispense, administer or dispose of any medications.
- Goodwill staff does not seclude or restrain trainees.
- Goodwill prohibits illegal substances on company property.
- Goodwill does not have the authority to make legal decisions for clients.

## Receipt of Trainee Handbook

My signature indicates that I (the trainee) understand that:

- A. Goodwill staff has communicated my rights and responsibilities in a manner that is meaningful.
- B. The trainee is fully informed of and understands these rights and responsibilities.
- C. The trainee and Goodwill agree to abide by the policy.

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**Trainee/Legal Guardian Signature**

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**Staff Signature**

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**Date**

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**Date**