



Workforce Development

PARTICIPANT HANDBOOK AND INFORMATION GUIDE

Excel and Workforce Development Center

222 E. Redwood Street
Baltimore, MD 21202
443-870-5050

Lower Shore Career Center

700 South Salisbury Blvd
Salisbury, MD 21801
410-219-9216

WELCOME

Goodwill Industries of the Chesapeake (GIC) welcomes you to our organization. We hope that this handbook will help you to understand our training and employment services.

Mission Statement

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

Values

- *Accountability*- Honesty, transparency, ethical standards, communication
- *Collaboration*- Working together to support the mission
- *Community Engagement*- Being open to customers that either need our engagement services or partner with us to provide them
- *Performance Excellence*- Continuous improvement in all we do
- *Respect and Compassion*- Patience, kindness, manners, courtesy, communication, active listening

Workforce Development

Goodwill Industries of the Chesapeake, Inc. (GIC) was established in 1919 in the Baltimore region and operates to move the Goodwill mission forward, matching the needs of our community members and local labor market.

Today, GIC provides workforce development and related services to more than 1,000 individuals each year. These services may include skills training opportunities, job readiness training, barrier removal, and employment support.

Funding

GIC Workforce Development programming is offered at no cost to program participants. Programming is funded by GIC's financial contributions along with federal, state, local, and/or private contacts and grants.

PROGRAM OVERVIEW

Training Programs

Job Readiness

DOT Flagger

ServSafe Food Handler

Certified Nursing Assistant/Geriatric Nursing Assistant (CNA/GNA)

Building Maintenance

Typical goals and skill development areas include:

- Completion of certification-based training
- Matching participant skills with employer needs
- Develop and/or enhance resume and interviewing skills
- Employment application assistance
- Long-term follow-up services to ensure work adjustment and job satisfaction

[Not all services are available at all locations]

Program Hours

Program hours vary depending on program.

Workforce Development (WFD) hours of operation are Monday through Friday between 8:30 AM and 4:30 PM. In-person walk-in hours are below. It is recommended that participants schedule appointments in advance.

Walk-In Hours

Excel and WFD Center

Monday through Thursday- 8:30am to 4:00pm

Lower Shore Career Center

Monday through Thursday- 8:30am to 4:00pm

Hybrid Services

All GIC workforce development programs have some level of in-person participation. In addition to in-person hours, some programming is offered virtually as well. Virtual services may include intake, case management, employment assistance and retention, and some training certification programs.

PROGRAM EXPECTATIONS

Goodwill Industries of the Chesapeake Inc. (GIC) is committed to a training environment in which all individuals are treated with respect and dignity. Participants have the right to train in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices. We expect that all relationships among persons involved in training at GIC be business-like and free from bias, prejudice, and harassment. Goodwill will make every reasonable accommodation for individuals with disabilities in compliance with the Americans with Disabilities Act of 1990.

Goodwill Industries of the Chesapeake Inc. is an equal opportunity workforce development agency. It is our policy to train and/or administer any personal actions without regard to race, color, religion, age, gender, disability status, marital status, sexual orientation, national origin, veteran status, union status or other classification covered by federal, state, or local law.

As a program participant of Goodwill Industries of the Chesapeake, Inc. you have a right to:

- Protection from exploitation, mistreatment, neglect, and abuse
- Fair compensation for labor
- Participate in the development and implementation of your Individual Career & Financial Plan with the assistance of staff
- Receive services in the least restrictive environment as determined by the service team
- File grievances according to Goodwill Industries of the Chesapeake, Inc.'s grievance policy and receive notice as to the results of the grievance
- Receive humane treatment in a clean and safe physical environment
- View your program participant information files (A written request may be required)

Participant Code of Conduct

To safeguard you and others and to provide you with a welcoming and comfortable training environment, Goodwill prohibits certain activities. You are NOT permitted to:

- Possess, distribute, use or be under the influence of drugs or alcohol
- Use profanity
- Smoke or use tobacco products on Goodwill property
- Deliberately damage or deface Goodwill property
- Voice threats to harm others
- Engage in a physical or verbal altercation
- Remove company property that was not authorized by a staff member
- Gamble
- Violate safety rules
- Conceal or use weapons on Goodwill property
- Utilize personal cell phone during class

A violation of any of these rules is considered serious misconduct and may result in suspension or termination from a program or service.

PROGRAM PROCEDURES

Program Acceptance

Participation in GIC's workforce development programming is voluntary and designed to support individuals in meeting various training and employment goals. Training programs are available for individuals who are at least 18 years of age, eligible to work in the United States, and have an immediate interest in gaining employment or seek career advancement. Eligibility for individual training programs is determined by a compilation of GIC policy, Community Partner policy, State and Federal laws surrounding certifications and licensure, and Employer Partner policy. The following criteria may impact a participant's ability to enroll in some training and/or employment opportunities.

Program Goals

GIC's workforce development programs are designed to assist individuals in gaining necessary skills to achieve their desired employment outcomes. Qualifications and expectations vary by training program but include:

- Consistent class attendance
- Arrive on-time for classroom instruction and events
- Maintain regular communication with GIC staff
- Create an Individual Career and Financial Plan (ICFP)
- Develop or enhance a resume and interviewing skills
- Adhere to the participant code of conduct while interacting with GIC staff, participants, community partners, employer partners, and vendors.

Participation in GIC's workforce development programming is designed to encompass enrollment, evaluation, goal planning, training, barrier elimination, and employment obtainment and retention. Participants are encouraged to maintain contact with GIC staff through each phase. Participation in workforce development programming is voluntary.

DISCHARGE PROCEDURES

Voluntary

If a participant is no longer interested in receiving services from GIC, they should contact GIC and request dismissal from each program they are enrolled in. Upon request, GIC can provide additional community resources to support this transition.

No Engagement

GIC staff are responsible for making consistent efforts to engage participants in services. Participants who do not maintain contact or respond to outreach attempts from GIC staff will be dismissed from the program. Prior to enrollment in a training program, participants will receive a minimum of 3 engagement attempts prior to dismissal. Participants who enroll in training and/or complete training will receive a minimum of 5 engagement attempts prior to dismissal.

Involuntary

GIC reserved the right to dismiss participants from workforce development services based on the following criteria:

- Not meeting training program attendance expectations
- Failure to meet completion criteria for a training program

- Failure to follow safety procedures
- Gross Misconduct- behavior that is illegal, or clearly harmful to GIC operations, staff or participants. The following are examples of gross misconduct:
 1. violent or threatening behavior
 2. language or behavior that is abusive or offensive to others
 3. verbal harassment of staff or other consumers
 4. bringing a weapon onto GIC property
 5. alcohol or drug intoxication on grounds
 6. selling or dispensing of illegal substances on GIC grounds or to GIC participants
 7. sexual harassment
 8. theft
 9. refusal to follow agency rules

PROGRAM RE-ENTRY

An individual discharged from the program may request to return to the program post-discharge.

Re-entry into the program will be at the discretion of the program, in conjunction with the availability of appropriate staff. Program re-entry may result in the necessity to repeat any or all of the program components.

DISCLAIMERS

- GIC does not hold, manage, or otherwise control client's personal finances.
- GIC does not store, handle, prescribe, dispense, administer or dispose of any medications.
- GIC staff do not seclude or restrain participants
- GIC prohibits illegal substances on company property
- GIC operates non-smoking facilities; the use of tobacco products on GIC property is prohibited
- GIC does not have the authority to make legal decisions for clients

SAFETY & SECURITY

GIC Technology & Equipment

GIC utilizes technology to support training initiatives. Workforce Development participants can use computer labs to access software, online learning and communication platforms. If you require any assistance in utilizing these platforms, please inform GIC staff.

Access to GIC computers must be preauthorized by GIC staff and program participants must adhere to the following guidelines:

- GIC computers are designed for training and employment purposes only
- Be sure to sign out of all websites and emails you have logged into
- Participants may not download or install software
- No food or drink is permitted in GIC computer labs
- Cell phones may not be plugged into computer for charging or synchronizing purposes

Health and Safety Guidelines

Goodwill Industries of the Chesapeake Inc. (GIC) values the health and safety of staff, participants and community members. In congruence with Center for Disease Control (CDC) and Goodwill Industries of the Chesapeake Inc. staff guidelines, Goodwill strongly encourages participants and community members to follow the protocols listed below.

- Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands
- Report any blood or bodily fluid exposure to staff and a medical provider as it poses a risk of infection transmission
- Contact staff to reschedule your appointment when you are sick to avoid the spread of germs
- If you become ill or injured, please notify staff immediately.

Emergency Procedures

Fire drills are conducted regularly at Goodwill Industries of the Chesapeake, Inc. Staff should review the evacuation route you are to follow. Accidents, injuries, and illnesses should be reported to staff immediately.

HUMAN RIGHTS

The GIC workforce development staff will ensure participants 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 access your records in a timely manner. The right, with written permission, for your attorney to have access to your records.
4. The right to confidentiality of your record in accordance with the appropriate sections of the annotated code of Maryland.
5. The right to informed consent, freedom of choice and refusal of services, supports, providers and composition of the service delivery team.
6. The right to refuse to participate in physically intrusive research.
7. The right, prior to admission, to an explanation in terms and language you can understand of admission and discharge policies.
8. 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.
9. 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.
10. The right to a discharge plan.
11. 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.

FILE MAINTENANCE AND CONFIDENTIALITY

During admission, Goodwill enters all program participant data into an electronic data system. All information shall remain confidential. Some information is aggregated and prepared for internal and external program evaluation and measurement purposes. Surveys are distributed during services or program completion for evaluation purposes.

Information about Goodwill Industries of the Chesapeake, Inc. and its program participants should not be divulged to anyone other than persons who have a right to know or are authorized to receive such information.

Confidential information related to enrollment, training, or employment with Goodwill Industries of the Chesapeake, Inc. is not to be used by an employee for the purpose of furthering any private interest or means of making personal gain.

The following people will have access to individual program participant files:

- Assigned Staff (Intake Specialist, Instructor, Career Navigator, Employment Specialist)
- WFD Managers and Directors
- Chief Division Officers and CEO
- External technology/CRM consultants
- Legal Guardian (request must be made in writing)
- Court System *upon subpoena

A release of information must be signed by a program participant before any confidential information will be released to a person or agency outside the list above. The release of information form must include a specific reason for the use of the information, dates the information can be released, and the person or place to whom the information can be released. Goodwill Industries of the Chesapeake, Inc. will only release information upon request, which includes data generated at Goodwill related to program or employment services.

PROGRAM PARTICIPANT GRIEVANCE POLICY

A grievance is any cause or complaint arising between you and your assigned staff or supervisor over the interpretation and application of Goodwill's rules and regulations.

Step I

If you wish to initiate a grievance action, you should do so within 3 (three) days of the incident that causes the grievance. The first step is to present your grievance to your assigned staff or supervisor for informal resolution. He/she must attempt to reach a resolution of the problem within 3 (three) days of the date you presented your grievance.

If the grievance cannot be resolved at this point, you may take Step II.

Step II

Within 3 (three) days of concluding Step I, present your grievance in writing to the next level. Contact Director of Workforce Development, Kelsey DiFatta at kdifatta@goodwillches.org. She must render a decision within 7 (seven) days of the date you presented your grievance. If you are not satisfied with that decision, you may proceed to Step III.

Step III

Within 3 (three) days of completing Step II, present your grievance in writing to the Chief Mission Officer, Ryan Smith at resmith@goodwillches.org. The Chief Mission Officer must return a written decision within 7 (seven) days.

If you are not satisfied with the decision, you may have one more appeal available.

Step IV

If your training is funded by another agency other than Goodwill Industries of the Chesapeake, Inc., you may present your grievance to that agency. To do so, request referring agency contact from Goodwill Industries of the Chesapeake, Inc.

Receipt of Participant Handbook

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

- A. Goodwill program staff have communicated these rights and responsibilities in a manner that is meaningful.
- B. I am fully informed of and understand these rights and responsibilities.
- C. The participant and Goodwill agree to abide by the policy

Participant Signature

Staff Signature

Date

Date

Parent/ Legal Guardian Signature

Date