

ACCREDITATION AND APPROVALS

Accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities. CARF recognizes Goodwill for maintaining its primary objective: the rehabilitation of persons with disabilities and providing quality services through individualized and integrated programs.

Goodwill's vocational rehabilitation programs are approved for the clients served through the California Department of Rehabilitation.

Service provided to CalWORKs participants are authorized by the Department of Social Services.

ADMINISTRATION

President and CEO ..... Michael J. Paul

Sr. Vice President ..... John T. Collins, II

ADMINISTRATIVE HEADQUARTERS

350 Encinal St.  
Santa Cruz, CA 95060  
831-429-6415



*Our Business  
is Changing Lives!*

A Division of Goodwill  
**SHORELINE**  
Workforce Development Services

# Participant Handbook

A division of Goodwill Industries of Santa Cruz,  
Monterey & San Luis Obispo, Inc.

## Know Your Rights

## Notes

**WELCOME.** Congratulations on taking an important step towards your future. Our services are offered to everyone regardless of physical or mental disability, race, color, sexual orientation, age, religion/spirituality, or national origin. This is a positive learning environment. You will be treated with dignity and respect.

Information about you and your participation in our programs is confidential. Access to personal files and other information is restricted to the professional staff working directly with you and third parties authorized by you through the Authorization for Release of Information Form. You may request copies of your files and you will be given a copy of paperwork signed by you.

You have a right to privacy. There may be times when either individually or in a group setting, you will be asked to express yourself. We respect your wish to share or not to share.

You have the right to be protected. If you make known a plan to harm/endanger yourself or others, or disclose harm/neglect of minor children, the law requires that we report such incidents to the proper authorities. You will be referred for supportive services.

Our program and services rely on your input and participation. With the help of a staff member the goals you make for your Vocational Plan are tailored to fit you. You will receive a copy of your Vocational Plan, but you may alter these plans at any time.

Please feel free to make suggestions for improvement or change. Should a situation arise in which you feel you are treated unfairly, or to lodge a complaint, please speak with us. If the situation cannot be resolved informally, please use the formal Grievance Policy procedure. All problems will be resolved within 30 days.

You can expect to grow and thrive in our programs. We encourage you to participate fully for the maximum benefit. We want to help you achieve your goals. Thank you for enrolling at Shoreline.

**MY NAME:** \_\_\_\_\_

**MY PHONE #:** \_\_\_\_\_

**MY SHORELINE SPECIALIST NAME AND PHONE #:**

\_\_\_\_\_

**LOCATION(S) START DATE AND TELEPHONE # FOR MY SERVICES:**

**ADMISSIONS PROCEDURE**

Followed by a verbal or email referral from a referring agency, we receive a written referral. We then contact you and give you an appointment for a tour/orientation. At that meeting you receive a program overview and guidelines, you become enrolled, discuss program goals and create a service plan. You then receive a start date and location

**FEES AND REFUNDS**

There are no charges to the participant, so refunds do not apply.

**PROGRESS POLICY**

Shoreline monitors your successes, attendance and areas for growth. Competencies to achieve are in your service plan. Progress is reviewed with you daily/weekly/monthly as needed. Monthly summaries are sent to sponsoring agencies.

**STAFFING POLICY**

Regular reviews are held in order to address any problems or concerns regarding your progress. These meetings may include not only Shoreline Staff but also your county workers and/or worksite supervisors.

**DISMISSAL POLICY**

Upon review of the Vice President for Shoreline Workforce Development Services, you may be dismissed for: excessive absenteeism, an incident of intoxication or drugged state of behavior, possession of weapons, possession of non-prescription drugs or alcohol upon Goodwill's premises, behavior creating a safety hazard, disobedient or disrespectful behavior towards others in programs, administrator or staff members, or any other infraction of conduct. (See examples page 6.)

**GRIEVANCE AND APPEAL POLICY**

You may question and appeal any occurrence in which you feel harmed. At intake your Shoreline Workforce Development Services (SWDS) specialist informs you of this policy. Generally all appeals are handled as many steps are needed to resolve it – by the SWDS specialist, within 48 hours, - by the Vice President of Vocational Services within 1 week, - by the president of Goodwill within 2 weeks, - by your referring agency anytime. Ask your employment specialist for a form or call (831) 423-8611 ext: 213.

## **ETHICS POINT STATEMENT FOR STUDENTS AND CLIENTS**

Goodwill the parent company of Shoreline is committed to high ethical standards and compliance with the law in all its operations. All employees are expected to act in accordance with the highest ethical standards, and are encouraged to report any suspected violations of this policy or other questionable financial, accounting, audit matters, or potential legal violations of state and/or federal laws or regulations without fear of retaliation. Goodwill has set up a mechanism to ensure that complaints are investigated in a timely manner and an employee/student/client bringing a complaint is free from retaliation.

Goodwill has established the following procedures for the confidential, anonymous submissions of concerns or complaints by students or client regarding possible unlawful or unethical conduct.

### **FILING A COMPLAINT**

Any student or client who has complaints or concerns with respect to unethical or unlawful behavior is strongly encouraged to report such a complaint or concern.

Students or clients may choose to report their concerns directly to the President or Vice President, or contact EthicsPoint, Inc., an independent third party organization that Goodwill has hired to receive anonymous complaints from participants. EthicsPoint, Inc. will then coordinate the delivery of such complaints to the Audit Committee and/or appropriate Goodwill personnel for investigation and corrective action where needed. Contact information for EthicsPoint is 1-888-241-6934 or [www.ethicspoint.com](http://www.ethicspoint.com)

### **IN CASE OF AN EMERGENCY**

Remain calm – listen for directions. Staff has been trained for emergency situations. Please review safety guidelines.

#### **FIRE EVACUATION PROCEDURE**

1. If you discover a possible fire or life-threatening situation, notify the receptionist
2. Listen for the Public Address System announcement to evacuate according to the posted EXIT PLANS.

17. Possession, use, distribution, or sale of alcoholic beverages, drugs, or narcotics at Goodwill or during hours.
18. The inability to perform tasks safely due to alcohol, drugs, narcotics, over the counter or prescribed medication.
19. Possessing or bringing firearms, weapons on or to Goodwill property is cause for immediate dismissal.
20. Physical or verbal abusive conduct or speech threatening the safety of customers, visitors, peers or Goodwill staff.
  - A. Use of abusive language, profanity, or improper behavior at Goodwill.
  - B. Fighting, horseplay (rough, boisterous fun) or improper behavior, whether or not provoked on Goodwill premises or during work hours.
21. Insubordination, including to but not limited to:
  - A. Deliberate refusal to comply with assignments or instructions.
  - B. Deliberate disobedience of any rules or regulations after it has been specifically called to your attention
22. Continued inefficient or careless performance and/or failure to meet reasonable standards of efficiency and productivity.
23. Posting or inscribing literature or other material on bulletin boards or other Goodwill property, or removing or defacing literature or other material which has been posted, without approval of Goodwill.
24. Distributing literature or other materials in working areas or during work experience time or soliciting for any cause.
25. Violation of safety/health rules, including but not limited to:
  - A. Failure to report accidents or injury immediately to the supervisor in your work experience area, the instructor in your classroom or worker assigned.
  - B. Failure to report exposure to contagious disease immediately
  - C. Being careless and disorderly at workstations or on Goodwill property thereby endangering the health and welfare of yourself and others.
26. Inadequate personal care and cleanliness. Not following dress code, Policy 8
27. Violating confidential procedures in any department.
28. Sexual harassment or other unlawful harassment of other trainees, employees, guest or business invitee.

## EXAMPLES OF UNACCEPTABLE CONDUCT

It is impossible to provide an exhaustive list of the kinds of conduct that may result in disciplinary measures, however, the following list mentions examples of conduct that may result in disciplinary action, up to and including discharge.

1. Frequent or excessive absences or tardiness. Failure to notify your worker when you will be absent without a prior excuse.
2. Absences usually for more than 10% of the time scheduled. You are expected to attend 90% or more of the time. See your worker for exceptions.
3. Failure to stay where you are assigned; for example, at your work experience assignment, in the classroom or entering departments, breakroom, or restrooms without authorization.
4. Failure to observe schedules for lunch and rest periods.
5. Entering or remaining on the premises other than during scheduled hours, breaks, lunch periods, or within a reasonable time before or after hours as needed for access.
6. Receiving personal phone calls or visitors while at Goodwill without approval.
7. Entering hours on another's worksheet or punching the time card of another or knowingly permitting another to punch his/her time card or repeated failure to punch own time card.
8. Working on unauthorized personal projects during scheduled time.
9. Smoking in the building or other restricted areas.
10. Falsification of any reports, communications, or records including but not limited to intake applications, personnel and production records, claims for benefits, welfare to work plans, documentation, time cards, and evaluation sheets.
11. Failure to keep all personal packages, parcels, and bundles at designated areas, including lunch bag, boxes and thermos. Personal possessions are not allowed in production or retail areas.
12. Unauthorized use of company equipment or vehicles.
13. Deliberate misuse or careless damage to Goodwill Industries property.
14. Destruction, defacement, concealment, or theft of Goodwill Industries property or the property of an employee, supplier, customer or business invitee of Goodwill, whether or not such property is actually removed from Goodwill premises.
15. Unauthorized buying/selling of Goodwill Industries merchandise, including all dump items. You may not purchase or hold back, items from our stores for a minimum of the first three hours items are placed sale.

3. You will be directed to the safety location, usually the parking lot across from the main building. No smoking is allowed during the evacuation.
4. Traffic is diverted by staff away from the premises.
5. You will either be instructed to leave for the day, or return when it is safe to do so.
6. In some cases, this event may be a safety fire drill.

## EARTHQUAKE PROCEDURES

1. The receptionist will announce over the P.A. system, "Earthquake or Earthquake Drill – seek cover!"
2. Please remain calm. You will seek cover and assume protective position in your immediate area. Remain as so until you hear "CLEAR!" over the P.A. system.
3. Safe places to seek cover: under table or desk.
4. Lead personnel will assist disabled individuals in need of help.
5. Avoid windows, glass, hanging objects, and shelves.
6. Stay to center of building if possible.
7. Do not use stairs; if on stairs, stop and tuck there.
8. HOW TO TUCK: Kneel on the floor with your head tucked in front of your knees, clasping your hands around the back of your head.
9. Catch your breath, assess the situation around you, stay calm, and decide on a plan of action.
  - A. Do not use electrical appliances, or open flame. Do not use phone unless life or death situation
  - B. Turn on battery operated transistor radio for emergency information.
  - C. Save water, do not flush toilets, this is a good source of emergency water and sewer lines may be broken, causing them to back up sewage into the building.
10. The Safety Committee will make a check of each department before announcing "**CLEAR!**"
11. After the last aftershock,
  - A. Check for injuries, and administer needed first-aid, worst cases first.
  - B. Check for fire and gas leaks
  - C. Turn off utilities, if necessary.

## GUIDELINES

### 1. Be on Time.

If you will be late or absent, due to an emergency, please **call** your Shoreline specialist at least **30 minutes** before you are scheduled. In case of prolonged absence, you must call in each day you are absent. (Please refer to the Syllabus handout.)

Notify your Shoreline specialist **24 hours** before you have a job interview or other important appointment at times you are supposed to be here. When possible arrange appointments around your schedule here.

### 2. Be honest about your tasks, such as: homework, record keeping, timecard, forms, and breaks. Complete tasks. If you are having difficulty with a task talk to your Shoreline specialist for clarification.

#### **For Everybody:**

“Clock in or out” or “Sign in” and “Sign out” only for yourself for each appointment, shift or class and for breaks at the designated area. “Check in” with the receptionist at the front desk when scheduled for meetings with your Shoreline Specialist.

#### **For those who have work assignments only:**

Stay in your work area during the time scheduled. You should leave the work experience area during breaks.

### 3. Be respectful of others property including the property of any worksite, participants, others in the building and staff members.

#### **For Everybody:**

Food is only allowed in the lunchroom. No eating, drinking or gum chewing is allowed any place else. You will have regular breaks to eat and drink. Use lids for beverages when possible. **Warning:** The refrigerator is cleaned out weekly.

All items belonging to the worksites should be treated with respect and not removed from the site.

If you have been given a name badge or guest pass, wear it.

Store your carry-in items in the assigned area.

### 4. Be respectful of your person and others.

When going about at your designated site, do not go into other departments, distract workers at their workstations or students in the classroom.

A positive attitude is encouraged and very important to be successful in competitive employment. Practice smiling and learn to do even the most menial tasks cheerfully.

Park in the assigned areas only or on the street. You are encouraged to car pool, use shuttles, or public transit.

Please conduct personal business after your appointments, classroom, work experience hours or on your break. There will be designated times and stations to use the telephone.

There is **no smoking** allowed in the building.

### 5. Be dressed in standard and acceptable attire and hygiene for conducting business for your work experience. (see the syllabus for more information)

### 6. Be non-prescription drug and alcohol free.

Coming to the building inebriated or under the influence of non-prescription drugs or alcohol is not a safe practice. Inform your worker if you are taking a prescription that may affect your motor skills, etc. Do not stop taking your medication without your doctor’s permission. Anyone in violation of these standards will be asked to leave for the day. Other disciplinary measures may be taken on a case by case basis. See Drug Free Policy 4, for details.