

# Goodwill Industries of Wayne and Holmes Counties, Inc.

## Client Policies



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## **Mission Statement**

Goodwill is your local nonprofit helping people overcome challenges, build skills, find jobs, and grow careers.

## **Vision Statement**

We will build stronger generations by creating a community where we are working toward a better future.

# DISCRIMINATION AND HARASSMENT

It is our policy to abide by all laws that prohibit discriminatory business practices. Goodwill is committed to maintaining a diverse workforce and will utilize recruiting methods to ensure a diverse pool. Clients and employees are entitled to work and train in a positive work environment that is free from any form of unlawful harassment, sexual harassment or discrimination.

Goodwill Industries of Wayne and Holmes Counties, Inc. prohibits and does not tolerate discrimination or harassment of any kind. Discrimination or harassment is any unwanted intimidating, hostile or offensive action that singles out a client/employee, to the client's/employee's objection, because of race, sex (including without limitation pregnancy, sexual orientation and gender identity), color, religion, national origin, age, disability, protected veteran status, military status, gender information, or ancestry. Discrimination or harassment also includes actions by any client/employee that are intended to interfere with or impede the proper performance of another client's/employee's job duties. This policy applies to all clients/employees of Goodwill Industries of Wayne and Holmes Counties, Inc. (including supervisors and management). The policy also applies to every aspect of employment throughout the organization and to the dealings of our employees with clients, vendors and customers.

Sexual harassment has been defined generally as including unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual or otherwise offensive nature, whenever:

- 1) Submission to the conduct is either an explicit or implicit term or condition of employment.
- 2) A client's/employee's reaction to the conduct is used or threatened to be used as a basis for employment decisions.
- 3) The conduct has the purpose or effect of interfering with the client's/employee's work performance or creates an intimidating, hostile or offensive working environment.

No client/employee should be subjected to such conduct, nor should any client/employee be led to believe that an employment opportunity or benefit would in any way depend upon "cooperation" of a sexual nature. Sexual harassment may occur between persons of the same or different genders. Clients/employees of all genders are protected by the law and this policy, regardless of whether a male or female is the harassed, the victim or the harassment involves individuals of the same sex. Harassment takes many different forms. It may also include such actions as but not limited to:

Sexually oriented verbal "kidding", "teasing," or jokes.

Repeated offensive sexual flirtations, advances, or propositions.

Verbal abuse, ridicule or bullying.

Continued or repeated verbal abuse of a sexual nature.

Improper physical contact.

Interference with a client's/employee's work by improper action such as threats or intimidation.

The display of sexually explicit pictures or objects.

Demanding favors (sexual or otherwise) for employment, promotion or transfer.

It is extremely important that everyone review their attitudes and conduct toward fellow clients/employees to ensure that what might be intended as a harmless joke or comment is not interpreted by another client/employee as a form of sexual harassment.

Clients/employees may bring complaints regarding discrimination or harassment, to the attention of their supervisor, or if they are not comfortable discussing the matter with their supervisor, to the department Vice President or Human Resource Department. Complaints of discrimination or harassment will be promptly and carefully investigated in accordance with the Complaint Policy in this manual. Reasonable steps will be taken at the request of the complainant to separate the complainant and the alleged harasser during the investigation. Additionally, any manager or supervisor who observes any conduct of a discriminating or harassing nature has an obligation to report the observations, so that appropriate steps can be taken to ensure that the inappropriate conduct is stopped immediately.

Management's investigation will include interviews with the complainant, the accused, and other potential witnesses. Information will be shared only on a need-to-know basis. Precautions will be taken to ensure that only those necessary to the conduct of an effective investigation know the identity of the person reporting the discrimination or harassment.

Goodwill Industries of Wayne and Holmes Counties, Inc. will review its findings with the complainant. If the investigation reveals that the complaint appears to be valid, immediate and appropriate corrective action, up to and including termination will be taken to stop the discrimination or harassment and prevent its recurrence in accordance with the Progressive Discipline Policy in the manual at the conclusion of its investigation. Goodwill Industries of Wayne and Holmes Counties, Inc. prohibits retaliation against anyone making a complaint of discrimination or harassment in good faith. Please reference the policy on Duty to Report.

## COMPLAINT PROCEDURE

It is our purpose to provide an effective and acceptable means for clients and employees to bring work-related concerns/problems or programming to the attention of management. Therefore, the following complaint procedure has been established for the benefit and use of Goodwill Industries' clients and employees.

A complaint may be a concern regarding a Goodwill policy and/or procedure. A complaint may also be filed under this policy regarding harassment/hostile work environment based on sex, race, a hostile work environment or any other fact that results in unlawful discriminatory treatment. Violations can only be corrected in an atmosphere free of discrimination and harassment, maintained only to the extent that management is made aware of problems. Under the plan, clients or employees may submit complaints in the following sequence:

### Step 1:

- A. To ensure prompt attention, complaints must be submitted **immediately** after the event occurs.
- B. Complaints should be presented in writing to the client's/employee's immediate supervisor or case manager. The supervisor or case manager will inform the appropriate Director, Vice President or Human Resource Department of the complaint. If you believe it would be inappropriate to discuss the matter with your supervisor or case manager, report it directly to the Human Resource Department and Vice President.
- C. The client or employee submits the complaint personally but may elect to have another client/employee, advocate, or other representative appear with them. The client may also contact their referring agency for a non-binding external review.
- D. The supervisor or case manager should make every effort to resolve the complaint in this initial step.
- E. The complainant shall be informed of the progress or the resolution of the complaint.
- F. The action of filing a formal complaint will not result in retaliation or barriers to services.

## **RESOLVING THE COMPLAINT:**

- A. The HR Director will attempt to investigate and resolve the complaint and will respond within 10 days to the complainant. If the complaint is made against the HR or Mission Services Departments, the CEO will assign an executive staff member to investigate and resolve the complaint.
- B. The problem is taken to a committee consisting of the VP of Operations, the HR Director, the Executive Staff member involved and any appointee of the President of Goodwill Industries of Wayne and Holmes Counties, Inc. The action of the President is deemed final.
- C. The complaint and the investigation are kept as confidential as possible.
- D. Goodwill prohibits any form of retaliation or barriers to services for filing a complaint or for assisting in the investigation of a complaint.
- E. If the investigation concludes there has been a violation of Goodwill's policies the appropriate and effective disciplinary action up to and including termination will be taken.
- F. The resolution of the complaint will be presented to all involved parties. The VP, HR representative and/or Case Manager will talk to the complainant. The resolution may be presented in writing if that request is made by the complainant.

## **CONFIDENTIALITY**

In recognition of the rights of all individuals, it shall be the policy and practice of this organization and its employees to conduct its business while protecting the rights and privacy of all our clients/employees. We shall do this in ways that are reasonable and consistent with good business practices, with the rights of individuals as our ultimate guideline.

The Organization will:

Request and use only that personal information which is pertinent to the effective conduct of our business.

Consider personal information collected and maintained to be of a confidential nature, recognizing our responsibility to provide adequate safeguards to maintain that confidentiality.

Refuse to make available, without the knowledge and written consent of the client/employee, personal information to outside agencies, individuals or organizations except as required by law.

Make available to clients/employees, upon proper request, information we generate with regards to them recognizing our obligation to protect the privacy of the source of the information.

Allow clients/employees access to their own personnel file; however, employees must make an appointment to review their file with the Mission Service Department. Clients may have copies of any information contained in their file if the document was generated by Goodwill Industries. Client files are the property of Goodwill Industries and are confidential.

Wage and bonus information will be kept in confidence.

Correct or delete any information found to be inaccurate.

Expect all clients and employees to conform to our well-established ethical standards as to the confidentiality of personal information held by this agency.

Discipline anyone in violation of this policy.

# CLIENT ATTENDANCE

All clients must have 100% participation. Participation is defined as attending daily at Goodwill, missing only for pre-approved appointments. Pre-approved appointments would include your doctor's appointments, your child's doctor appointments, social service agency appointments and/or anything deemed as related to your self-sufficiency.

All missed time must have documentation and still needs to be made up. This may be done by coming in early, staying late, or some other method approved by a Case Manager. All missed time must be made up within 10 days' time and within the month of the absence. Wayne County Department of Job and Family Services is kept apprised of attendance. If you need to be absent, it is required that you call off to 330-287-5050 before 7:30am, even if you already spoke to someone about it.

# CLIENT DISCIPLINE

## **OTHER RELATED POLICIES AND OR PROCEDURES: (ORGANIZATIONAL RULES OF CONDUCT)**

While this organization realizes that a large majority of clients will never give cause for disciplinary action, nevertheless, to deal uniformly with the offenders, it shall be the policy of this organization to have a written disciplinary procedure which shall provide for the following:

- A. That a client shall have been given proper notice of what constitutes improper action.
- B. That a client will have had sufficient notice that continuance of such improper actions will bring about further disciplinary action and eventual discharge from the Goodwill Program.
- C. That the level of discipline shall be commensurate with the severity of the offense.
- D. That a report in writing be made of all warnings given and disciplinary measures taken.
- E. Two members of staff will be present at all disciplinary actions.

## **DISCIPLINARY PROCEDURE:**

Whenever a client commits an offense warranting disciplinary action, **a Case Manager may begin disciplinary action in any of the steps listed below,** depending on the seriousness of the offense committed:

- A. For minor offenses the client should be given a verbal warning. If this does not correct the situation within a reasonable length of time, the Case Manager should then use the second step of this procedure.
- B. Written Warning - The client will be given a written warning stating what they must do to correct and what happens if behavior is not corrected.
- C. Suspension from Goodwill Program.
- D. Termination from Goodwill Program
- E. Clients may be sent home without credit. In all cases, Wayne County Department of Job and Family Services Case Managers will be notified.

# ORGANIZATION RULES OF CONDUCT

## **OTHER RELATED POLICIES AND OR PROCEDURES: (EMPLOYEE DISCIPLINE, ETHICS CODE)**

The following actions shall be deemed unacceptable conduct when exhibited by any client/employee and that client/employee shall become liable to disciplinary action up to and including dismissal. The following list is a guideline and not all inclusive. Also see Employee Discipline Policy 1-7 and FMLA Policy. Nothing herein is intended to create a binding contract; employment is at will.

- Stealing from other clients/employees or the organization.
- Removal of property of the organization without permission.
- Falsification of records or misrepresentation of essential information.
- Deliberate falsification or tampering with one's own or another's timecard.
- Possession and/or use of alcohol, drugs, or controlled substance on the organization's property or while during the organization's business.
- Fighting on organization property.
- Deliberate destruction, abuse, or misuse of the organization's property or property of another client/employee.
- Conducting oneself in such a manner as to endanger life or property.
- Possession of any weapon on the organization's property.
- Failure to report to the immediate supervisor any accident the client/employee is involved in.
- Improper conduct toward persons entrusted to this organization for rehabilitation services including, but not limited to, verbal and physical abuse, social or sexual improprieties.
- The unauthorized release of any information regarding a client or employee.
- Insubordination (refusal to perform work assigned or any reasonable request made by a supervisor or management personnel).
- Leaving the job or workstation during scheduled working hours without permission from supervisor.
- Disorderly and/or disruptive conduct which interferes with organizational operations or the performance of other clients/employees, which damage the image of the organization in the community.
- Illegal gambling on the organization's property.
- Violating safety rules.
- Carelessness or misuse resulting in loss of or damage to the organization's property assigned to a client/employee in the performance of the organization's business.
- Shopping for goods in the processing area of all the stores.
- Tobacco and related products, including E-Cigarette use in the building or vehicles.
- Failure to report to work when scheduled and at proper starting time.
- Failure to make/and maintain adequate levels of effort in terms of quality and/or quantity of work performed.
- Attending personal business during scheduled work time.



- Visiting other work areas except when engaged in organization business.
- Posting, removing, or tampering with organization signs and bulletin boards without authorization.
- Interfering with other clients/employees in the performance of their duties.
- Inviting and/or allowing non-clients/employees to visit the client/employee or the client/employee's work area. Visitors are not permitted for clients. The visitor should be met in the lobby if there is an unapproved arrival.
- Failure to adhere to policies and procedures established by management.
- Creating and/or contributing to unsanitary conditions or poor housekeeping.

## **INTERNAL PROGRAM BEHAVIOR GUIDELINES**

### **Van Rules**

- No smoking, vaping or any tobacco products allowed in the Goodwill vans.
- The vans will leave on time in the morning and afternoon. Unless requested by a Case Manager, the drivers will not wait for clients.
- There will be no unauthorized stopping during the routes. This includes getting food or beverages.
- **See staff if you have a car seat.**
- If you are on Goodwill's transportation you will be picked up starting as early as **7:30 a.m.**
- If you are calling off for the day you **must call off before 7:30 a.m. to 330-287-5050** as all transportation leaves Goodwill at 7:30. You will be able to leave a message.
- If you do not call off as instructed before 7:30 and the van is sent to pick you up and you do not get in it, you will receive a "No Call / No Show".
- The drivers are not able to assist you with carrying anything or putting in your child's car seat(s). It is *your* responsibility to be ready on time and take care of your child(ren)'s needs and belongings.
- At three No Call / No Show's you will receive a disciplinary write-up and you will lose your transportation for 30 calendar days. The No Call / No Shows accumulate during your entire time in the program whether one month or longer and the count does not start over unless you have obtained the fourth one and have lost your transportation. Losing your transportation does not change your attendance requirements for the program. You will need to decide and be at Goodwill at 8:00 a.m. when not receiving our transportation.
- A No Call / No Show will be considered if you do not show for your transportation home. If you are not using Goodwill's transportation to go home, you must let the Transportation Coordinator know before 2:30.
- Clients should be respectful to drivers. Parents will be responsible for sitting in the back of the van and attending to their children, taking care that children are safe and do not create a distraction to the driver.
- Appointments must be arranged with your case manager 24 hours prior to the appointment.

### **Computer Lab Rules**

- There is no food allowed in the lab.
- Drinks must have a closed lid and be placed in the appropriate approved area. There are no drinks allowed at the computer stations.
- A badge needs to be worn while on Goodwill property and the lab is no exception.

- Cell phone usage: cell phones must be put on silent and put away. Arrangements for usage can be made at the discretion of the Case Manager.
- No smoking, vaping or use of tobacco products.
- No sleeping.
- No being late to class or lab (unless you have authorization from your Case Manager).
- No weapons are allowed in the lab or other buildings.
- No use of unauthorized music.
- No drug or alcohol use. If the Lab Instructor suspects that you are under the influence you will be sent to see a Case Manager.
- No disruptive or disrespectful behavior toward the Lab Instructor or others in the lab.
- Not following your approved schedule. No unapproved activities during class or lab time.
- Violation of any other program rules and policies.
- Restrooms are in the Nold building only.
- Clients must use the approved entry only.

### **Training Class Rules**

- No food is allowed in the Training Room. Drinks must be in closed containers.
- Arrive on time.
- Cell phones are not allowed to be used.
- If you are 15 minutes or more late you will not be able to sit for class.
- Loud talking, disruptive behavior or music is not allowed in class.
- Restrooms are in the Nold building only.
- Clients must use the approved entry only.

### **General Rules**

- Clients may only meet with Case Managers before assigned duties, during breaks/lunch, at the end of the day or when meeting has been scheduled.
- The use of profanity is prohibited.
- Time missed must be made up within the month of the absence.
- Smoking and the use of other tobacco products are allowed in a designated outside location (pavilion) on lunches and breaks only.
- Goodwill recognizes that many clients have personal cell phones. While in class, lab or working at one of the Goodwill locations cell phones should be put on silent and away unless given approval from their Case Manager for authorized activity. Clients should otherwise plan to use personal cell phones during lunch and break. Clients will be allowed to use cell phones while in the vans. However, they will only be able to use them for applications that are on silent mode (such as text).
- Cell phone usage will be monitored regarding approved activities and if it is found to be a hinderance to productivity a client will be found in violation of this policy. If clients violate this policy, they may be disciplined up to and including being sent home without credit.
- Clients should refer to the Organizational Rules of Conduct in the Client Handbook.
- Effective communication between a client and their case manager is essential for a successful partnership. The case manager will strive to return contact within 24-48 hours via various methods, including in-person meetings, phone calls, texts, or emails. This

prompt response time ensures that the client feels heard and supported. However, it's important to understand that this initial response may not always provide a resolution to the issue or answers to all questions. The case manager will acknowledge the client's concerns and outline the next steps, but resolving complex matters may require additional time and information gathering. Patience and ongoing communication are key as both parties work together towards a satisfactory outcome.

- Communication should take place during regular office business hours. Goodwill is not an emergency service, and messages received outside of business hours will not be monitored or returned until normal business hours resume.

## PROGRAM HOURS AND TIMECARDS

The WFT program runs from 8am until 2:30 Monday to Friday (unless it is an approved holiday). You are accountable for hours. All missed time must be made up within the same month as absence. One 15-minute morning break and a ½ hour lunch will be provided. (WFT Only)

Clients are responsible for accurately filling out sign in/out sheets and timecards if applicable. (All Clients)

## TRANSPORTATION

Transportation is available for individuals to come to Goodwill and then home again with stops at childcare if needed.

- If you are on Goodwill's transportation you will be picked up starting as early as **7:30 a.m.**
- If you are calling off for the day you **must call off before 7:30 a.m. to 330-287-5050** as all transportation leaves Goodwill at 7:30. You will be able to leave a message.
- If you do not call off as instructed before 7:30 and the van is sent to pick you up and you do not get on it, you will receive a No Call / No Show.
- No Call/No Show:
  - At 1 No Call/No Show you will receive a warning/conversation with your Case Manager.
  - At 2 No Call / No Shows you will receive a disciplinary write-up.
  - At 3 No Call / No Shows you will receive a disciplinary write-up and lose your transportation for 30 calendar days.
  - A No Call / No Show also includes if you do not show for your transportation home. If you are not using Goodwill's transportation to go home, you must let the Front Desk know before 2:30.
  - The No Call / No Shows accumulate during your entire time in the program whether one month or longer and the count does not start over unless you have obtained the 3rd one and have lost your transportation.
  - Losing your transportation does not change your attendance requirements for the program. You will need to make arrangements and be at Goodwill at 8:00 a.m. when not receiving our transportation.
- The drivers are not able to assist you with carrying anything or putting in your child's car seat(s). It is *your* responsibility to be ready on time and take care of your child(ren)'s needs and belongings.
- After clocking out for the day everyone must go straight to their designated van.
- Calling off your transportation does not equal calling off for the program.
- You are required to call yourself off, messages from anyone else are not appropriate unless it is a true emergency about you personally. Messages should include the reason for your lateness or calling off. If it is a sensitive situation, you may indicate so and not leave any uncomfortable details.
- Clients should be respectful to drivers. There will be no eating, drinking or smoking in company

- vehicles. Parents will be responsible for sitting in the back of the van and attending to their children, taking care that children are safe and do not create a distraction to the driver.
- Goodwill transportation will drop you off and pick you up for approved appointments.
  - Appointments during program hours that will be self-transport should still be reported to Case Managers so missed time is known and an appointment paper can be provided if it is an approved activity.
  - Appointments must be arranged with your case manager 24 hours prior to the appointment.
  - The last appointment to use Goodwill transportation home is 1:00 pm. If your appointment is after 1:00 pm you must find your own way home.
  - You are to report for transportation at your scheduled departure time. If you are late reporting to transportation, you will not be transported to your appointment that day.
  - Once dropped off at your appointment, you must wait one hour from your appointment time for transportation to come back to pick up.
  - If your appointment is going to be longer than one hour, call the number provided to let transportation know you will be late.

## **EMERGENCY DRILLS/EMERGENCY CONTACTS**

Periodic emergency drills are held to aid all clients/employees in learning the proper exit routes to follow in the event of an emergency (fire, tornado, bomb threat, etc.) routes are mapped out and posted throughout all Goodwill facilities.

The Safety Officer shall instruct staff and supervisors in the proper evacuation techniques. A copy of the Evacuation Procedures may be obtained from the supervisors/managers.

The information of who to notify in case of an emergency is kept in everyone's client file and in the immediate supervisor's files. In the absence of the Human Resource Director, the Vice President of HR and Mission Services may provide the information.

## **CLIENT HEALTH AND SAFETY**

Occupational health and safety programs are very important in not only the economic aspect of a business, but even more so in providing an environment that does not pose a health hazard or an unreasonable risk of injury to clients/employees.

It is difficult to be precise about occupational health and safety guidelines in a manual of this sort because OSHA, EPA, and state laws and regulations number in the thousands. General policies are set to guide managers, supervisors and clients/employees in obeying these regulations.

This company will not tolerate acts which pose imminent danger to clients/employees.

While the client's/employee's personal health and safety are increasingly important, the protection of company property, equipment and facilities remains an important goal, too. Safe practices, when followed, help to ensure that not only workers are kept out of danger but also that risk of damage to company property is minimal.

### **SAFE AND HEALTHFUL WORKING CONDITIONS:**

This organization is committed to providing the best possible working conditions for all its clients/employees. To do so the organization will not only comply with all current occupational health, safety and environmental laws, it will also strive to develop the best feasible operations, procedures, technologies and policies to provide such conditions.

Organizational policy in this area is aimed at preventing any client/employee, visitor, customer or person in

working in or near company facilities from being subjected to any usual health or safety risks. This organization shall establish comprehensive and realistic programs, based on both experience and scientific/research developments, to prevent unreasonable health or safety risks.

- To fulfill these goals, the organization shall take these steps:
1. Maintain an on-going program to identify all health and safety risks to client/employees. The organization shall see to it that all employees clearly understand all facets of company health and safety programs which directly affect them and their duties.
  2. Provide programs to encourage employees to identify control and eliminate occupational health and safety risks.
  3. Recognize that despite every effort the company makes, the basic responsibility for health and safety rests with the individual. It is a condition of employment for all employees to conduct their work in a safe and healthful manner and in accordance with Goodwill's safety policies.

#### **OCCUPATIONAL HEALTH AND SAFETY ADMINISTRATION (OSHA) AND THE ENVIRONMENTAL PROTECTION AGENCY (EPA) COMPLIANCE:**

The organization shall comply with all OSHA and EPA requirements. Because such rules and regulations are so extensive, each employee, supervisor, and manager are strongly advised to consult with the appropriate safety official within the organization if there is the slightest question.

The organization will cooperate with all OSHA or EPA inspections and compliance reviews.

#### **WORKERS' COMPENSATION:**

Injuries sustained by Wayne County Department of Job and Family Services clients or coming through a Wayne County Department of Job and Family Services work related grant program will follow Wayne County worker's compensation policy. Injuries sustained by the Wayne County Department of Job and Family Services client while at Goodwill or an alternate work site and in conjunction with his/her regular work duties may be covered by the County's worker's compensation policy. Wayne County Department of Job and Family Services clients are responsible for immediately notifying his/her supervisor, or another available supervisor, of such injuries in accordance with injury reporting and Worker's Compensation. If a Wayne County Department of Job and Family Services client suffers a work injury, the client must cooperate with the County and give the County access to inspect the worksite.

Goodwill will provide the Wayne County Department of Job and Family Services Workforce Supervisor and Wayne County Department of Job and Family Services Workforce Administrator with an incident report and accident report if medical attention is needed. Goodwill will also forward any follow-up information or reports. These reports will be sent to the Wayne County Department of Job and Family Services Business Administrator to have processed at the County.

If a Goodwill client is not in a Wayne County Department of Job and Family Services program prior to participating in any work assessments, they should fill out a Release of Liability form and have necessary approval to participate in a work assessment.

If the client is enrolled in Opportunities for Ohioans with Disabilities and working in Goodwill programming per CBA Requirements the provider shall pay consumers for work experience activities and provide Worker's Compensation coverage to the individual during the service.

**SAFETY PROGRAMS:** The organization shall establish and maintain the best practical safety programs. While safety is the direct responsibility of each client/employee, the organization shall designate a safety team leader whose primary responsibility is the development and implementation of safety programs. These programs shall include, but not be limited to:

1. Educational programs for all employees.
2. Incentive programs, and rewards when appropriate.
3. Spot checks by the facility Safety team leader to simulate OSHA or other governmental inspections and to promote employee interest in appropriate safety and health inspections.
4. Investigation of each accident to determine the cause and recommendations to prevent future occurrences. This will occur within 48 hours of the accident.
5. The Safety team leader will form a committee of employees and staff to review accidents, conduct safety inspections at least bi-annually, and review and update policies and procedures annually to ensure a safe work environment.

#### **ORGANIZATION PROPERTY:**

Each client/employee is responsible for the safe operation of all the organization's property-equipment, tools, machinery, vehicles, etc. - in his or her charge at any time.

The organization shall provide for the proper care and maintenance of the organization's property; however, each client/employee should report any malfunction of the organization's property to his or her immediate supervisor. The supervisor shall investigate and take the necessary steps to correct the malfunction as soon as possible. All the organization's property damage shall be reported on the appropriate form.

In cases of serious malfunction where clients/employees are endangered or organizational operations threatened, clients/employees should not jeopardize their personal safety, but they should immediately report this situation to their fellow employees, supervisors, managers and anyone else affected.

#### **PROTECTIVE EQUIPMENT:**

Clients/employees are required to wear all appropriate protective equipment in designated areas. Failure to wear required protective equipment is cause for a disciplinary notice. The organization is legally and morally bound to make sure each client/employee complies with this policy. Supervisors shall strictly enforce this policy. Infractions will result in disciplinary action up to and including termination.

#### **PROTECTIVE MEASURES:**

The safety team leader will, in conjunction with the proper departmental official, establish and enforce all required measures to protect the organization's property and clients/employees, such as regular maintenance programs and regularly scheduled drills.

In some areas, steel-toed shoes may be required. Protective equipment such as ear protection, safety glasses, dust masks or gloves may be required in certain areas. Proper protective equipment items may be obtained from the supervisor.

#### **HAZARDOUS MATERIAL PROGRAM:**

All clients and employees will be kept informed about, and have access to information on, all toxic/hazardous substances in the workplace. The information is posted in the area where the material is being used and/or in the offices of the manager at each location.

All clients and employees will be made aware of hazardous materials and how to safely use them. Failure to use them properly will result in disciplinary action up to and including termination.

#### **SAFETY GUIDELINES**

A clean and organized workplace is a part of health and safety. The following is a list of general safety guidelines for clients/employees to follow:

1. Never treat your own or another client's/employee's injuries (except for minor injuries or life-threatening situations) or attempt to remove foreign particles from the eyes. (Use eye station)
2. Report any unsafe conditions to your supervisor at once. Do not wait for the person to do it. Someone might be injured or lose his/her life in the meantime.
3. Help keep working conditions clean and orderly. Do not throw rubbish and other litter on the floor. Wastebaskets are provided for waste and scrap. Arrange stock in a safe, orderly manner and keep it that way when removing anything from stock.
4. Do not attempt to lift objects which may be too heavy for you. Ask for help when you need it and always lift the proper way. The proper way to lift is by bending your knees, keeping your body erect, and then pushing upward with your leg muscles. Stooping over and lifting with the legs straight places undue strain on the back and frequently results in serious back injuries.
5. Use a ladder, if required to do any climbing, and before using the ladder, make sure that it is safely placed.
6. Hitching a ride on a lift truck or hand jack is prohibited.
7. Horseplay is prohibited as such acts often result in serious injury.
8. Never operate any office equipment, machines, power truck, or any other piece of power equipment unless approved by your supervisor and are thoroughly trained in its safe operation.
9. Do not attempt to repair, adjust or change machines, equipment, power lines, etc. without first reporting the condition to your supervisor and obtaining his/her approval.
10. Never clean, oil or adjust a machine while running or try to stop rotating spindles, shafts, pulleys, belts, etc., with your hands.
11. Do not strike matches, light cigarette lighters, or use an open flame around flammable liquids or storage batteries or in any area where there is a fire hazard.
12. Do not use electric fans unless they are properly guarded and grounded.
13. Use the safety protection furnished and when instructed by your supervisor or when necessary.

## **EMERGENCY PROCEDURES**

### **FIRE**

Everyone will exit the building in an orderly fashion. All appropriate exits are marked. Walk rapidly. Do not crowd or run. Remember the "buddy system" and use it.

The supervisors and managers will be responsible for sending someone to direct the Fire Department or EMS to the proper location.

If the primary route is blocked, use the alternate route. Both routes will be discussed by your supervisor.

Know the location of exits. Be sure the safest way out of the building is known, no matter where you are.

Know the location of fire extinguishers.

Maintenance shall shut down gas and power to the facility.

Upon leaving the building, proceed to the designated area and await instructions from your supervisors.

The supervisors and managers are responsible for counting each person to make sure all have evacuated.  
No client/employee shall re-enter the facility until told to do so by supervisor or fire department personnel.  
Basic first aid will be provided at the assembly area, if necessary, by those certified in first aid and CPR until fire department personnel arrive.  
No smoking is permitted during a fire drill or in case of a fire.

## **MEDICAL**

In case of injury or suspected injury, first aid will be administered by the first individual certified in first aid on the scene.

Emergency contact information for everyone is kept in the Supervisor/ Manager's office for use if necessary.

If there is a question of the degree of seriousness, the local EMS will be notified by dialing 911.

A person will be designated by the Supervisor to stand by the nearest exit to direct the EMS to the emergency site.

An accident report will be completed immediately and follow up assistance will be provided.

## **TORNADO**

When weather conditions warrant, a radio in the Supervisor or Manager's office will be tuned to the local radio station and monitored.

An announcement will be made over the public address (PA) system warning of a tornado alert. Supervisors will announce also.

Clients/employees are to go to the designated area and await further instructions.

Clients/employees are to crouch or squat down with head between knees and arms over their heads.

Persons in wheel chairs will cover their heads.

If a tornado strikes without adequate warning, clients/employees shall take cover wherever possible.

After the tornado has passed, clients/employees will assemble in the designated area. Management shall take a head count to make sure all are accounted for and their condition.

If the building is damaged, electricity and gas shall be shut down, if it can be shut down safely, by Maintenance personnel. The fire department will be notified immediately in case of injury or failure to locate all clients/employees.

## **BOMB THREAT**

If a bomb threat is called in to the facility, the person receiving the call will get as much information as possible. Listen to the caller and to any background noises. Management must be notified immediately.

Call the police and fire departments and inform them of the threat. Management must decide the validity of the threat and whether or not to evacuate the facility. If there is any doubt as to the validity of the threat, it must be treated as a real threat and the facility must be evacuated.

An announcement will be made, by a designated staff member, over the PA system to evacuate the buildings.

All clients/employees will cooperate with the authorities in searching the facility for possible explosive devices.



All clients/employees shall evacuate the facility and await further instructions.

No smoking is permitted during the drill or in the case of a real bomb threat.

## **THREATS TO PERSONNEL**

The organization will not tolerate any threat of physical violence to any person in this facility. If there is a threat of physical violence to a client/employee or visitor, the threat must be reported to the Manager, Supervisors, Job Coaches, or member of senior management.

If the threat is determined to be valid, management will take the necessary steps to deny access of this person to the buildings. If it is another client/employee who issues the threat, that client/employee will be subject to disciplinary action up to and including termination.

If an armed, violent individual is in the facility, clients/employees should cooperate with that individual. If it is an active shooter situation, clients/employees should vacate the building via the nearest exit. Police will be notified immediately.

## **POWER FAILURE**

In the event of a power failure, all machines shall be turned off. The Emergency Power Lights will come on. All clients/employees will proceed to the designated area to await further instruction by the Manager, Supervisors, or appropriate staff member. All supervisors and staff members are equipped with flash lights. The outage will be reported immediately to the appropriate power company.

No smoking is permitted during this time.

## **BULLETIN BOARDS**

The bulletin boards at Goodwill Industries are used for documents that, by law, must be displayed. Postings placed in locations other than the bulletin boards will be removed. Only those postings approved by the CEO, Vice Presidents or Human Resource Department may be posted.

## **CELL PHONE**

Telephones will be made available for client use at each Goodwill location. Personal calls may be made during breaks and lunch.

Personal telephone calls should be kept to a minimum. Goodwill recognizes that many clients have personal cell phones. While in class, lab or working at one of the Goodwill locations cell phones should be put on silent and away unless given approval from their Case Manager for authorized activity.

Clients should otherwise plan to use personal cell phones during lunch and break. Clients will be allowed to use cell phones while in the vans. However, they will only be able to use them for applications that are on silent mode (such as text). Cell phone usage will be monitored regarding approved activities and if it is found to be a hinderance to productivity a client will be found in violation of this policy. If clients violate this policy, they may be disciplined up to and including being sent home without credit and/or confiscation of cell phone while on Goodwill premises.

Personal long-distance calls by clients/clients are not permitted. Emergency calls may be made to the organization and clients will be notified.

## **CLIENT RIGHTS POLICY**

It is the policy of this agency that each client has all the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy; this would include the prohibition of physical abuse, including sexual abuse, physical punishment as well as the prohibition of psychological abuse, including humiliating, threatening, financial and other exploiting actions, neglect and retaliation.
2. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client. You also have the right to access or referral to legal entities for appropriate representation and referral to self-help and advocacy support services.
3. The right to a current, written, Individualized Service Plan that addresses one's own mental health, physical health, social and vocational needs and desires, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral. The right to have access or referral to legal assistance, self-help support or advocacy support services.
4. The right to active and informed participation in the establishment, periodic review, and reassessment of the Service Plan. This included refusal or expression of choice regarding the follow: service delivery, release of information, concurrent services, composition of the service delivery team and involvement in research projects.
5. The right to pertinent information in sufficient time to facilitate your ability to make an informed decision.
6. The right to an explanation of research guidelines and ethics if you voluntarily agree to be involved in a research project.
7. The right to confidentiality of information produced or obtained because of your involvement in services.
8. The right to have access to your case files information and be provided copies of any documents generated by Goodwill Industries. Certain documents, such as psychological test reports, are restricted and may only be reviewed at the discretion of the psychologist who prepared the report.
9. The right to 180-day review of any restrictions placed on persons served, and a reinstatement of their rights if deemed appropriate. The Client Rights Officer will conduct these reviews.
10. The right to receive an explanation of the reasons for denial of service.
11. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex (including sexual orientation and gender identity), national origin, age, lifestyle, physical or mental handicap, or developmental disability.
12. The right to file a grievance and to have an investigation and resolution of alleged infringement of rights. The right to have an external review of a filed grievance and the right to discuss grievances with the client's funding source.
13. The right to have oral and written instructions for filing a grievance and the right to have written notification regarding actions taken to address the complaint.
14. The right to no be subject to retaliation of experiencing barriers to services because of filing a formal grievance.

In addition, it is the policy of this agency that the HR Director shall serve as the Client Rights Officer having responsibility to oversee the process of any grievance filed and be available according to the following schedule:

Client Rights Officer: HR  
Director

Location: Goodwill Industries of Wayne and Holmes Counties, Inc

1034 Nold Ave. PO Box 1188

Wooster, Ohio 44691

Telephone: 330-264-1300

Hours: 8:00 a.m. – 4:30 p.m. Monday - Friday

A copy of the client rights policy shall be posted in a conspicuous location within the agency and every staff person shall become familiar with all specific client rights and the grievance procedure at the time of Orientation.

## **DISPENSING OF MEDICATIONS**

No supervisor or employee of Goodwill Industries will assume the responsibility of storing, handling or dispensing any type of medication for any employee or client involved in any program at our facility or in the community. Clients must assume the responsibility of self-medication.

## **DRESS AND GROOMING**

Goodwill Industries attempts to recognize individual taste, preference, custom and comfort in clothing and appearance; however, it is expected that all clients exercise good judgment in taste.

The following guidelines are provided to help the client in selecting proper clothing and accessories.

What to wear:

1. Clothing that is appropriate for the job being performed (Computer lab, Industrial Services, Retail, etc).
2. Clothing that meets safety standards: closed toe shoes in settings outside of the computer lab and no loose-fitting clothing/jewelry. Appropriately groomed hairstyles (hair pulled back and out of the way) around machinery or in areas that would be a safety hazard.
3. Clothing that is clean/neat without strong odors.

What to avoid:

1. Revealing clothing (low cut, see through, tight)
2. Clothing with drug/alcohol messages or offensive/suggestive comments.
3. Halter tops, spaghetti straps or clothing that would show bare midriff.
4. Shorts, skirts, and dresses shorter than mid-thigh length (to ensure appropriate coverage)
5. Tight sweatpants, spandex or leggings without a shirt or dress that covers to at least mid-thigh length (to ensure appropriate coverage)

General Tips:

1. If you're unsure, don't wear it.
2. If you have any questions please ask your Case Manager.

Clients found in violation of these dress and grooming standards will be subject to disciplinary action referenced on page 7 titled Client Discipline.

Goodwill management reserves the right to judge what is acceptable and not acceptable.

## **DRUG AND ALCOHOL POLICY**

### **Drug and Alcohol Policy**

Goodwill will not condone and will not tolerate behaviors on the part of clients that relate to substance use and abuse, such as:

- a. use of illegal drugs,
- b. misuse of legal drugs (prescription or over-the-counter medications),
- c. misuse of alcohol,
- d. sale, purchase, manufacture, transfer, use or possession of any illegal drugs or prescription drugs obtained illegally; and/or
- e. the arrival to work or return to work under the influence of any drug (legal or illegal, including medical marijuana) or alcohol.
- f. Depending on the situation, law enforcement may be called.
- g. Clients, Wayne County Department of Job and Family Services and Goodwill Case Manager, may create an ISP or IOP which includes drug and alcohol testing and counseling.

**Reasonable suspicion testing:** Reasonable suspicion testing will be performed when Goodwill management and/or supervisory personnel have reasonable suspicion that a client may be under the influence of drugs and/or alcohol.

- observable phenomena, such as direct observation of drug and/or alcohol use or possession and/or the physical symptoms of being under the influence of drugs and/or alcohol.
- abnormal conduct or erratic behavior.

Since this test involves a concern that the client may be under the influence of drugs and/or alcohol, a staff member must transport the client for testing and transport the client either back to Goodwill to leave for the day or home.

For safety concerns, the client will be advised not to drive a motor vehicle and will not be permitted to return to Goodwill same day for hours completion. Further guidance will be received from Wayne County Department of Job and Family Services as appropriate, for a plan moving forward.

Clients who are tested and found to be under the influence will be subject to disciplinary action up to and including termination from the program. In all cases as appropriate, Wayne County Department of Job and Family Services Case Managers will be notified.

Clients not working with Goodwill through Wayne County Department of Job and Family Services will be required to safely leave the premises. For safety concerns, the client will be advised not to drive a motor vehicle and will not be permitted to return to Goodwill same day. Appropriate personnel will be informed, and guidance will be received for a plan moving forward.

## **ACCEPTABLE USE POLICY**

This Acceptable Use Policy covers the security and use of all Goodwill information and IT equipment. It also includes the use of email, internet, voice, and mobile IT equipment. This policy applies to all Goodwill employees, clients, board members and contractors.

This policy applies to all information, in whatever form, relating to Goodwill, business activities and to all information handled by Goodwill relating to other organizations with whom it deals.

### **Computer Access Control**

Access to Goodwill IT systems is controlled using User ID and passwords. All User IDs and passwords are uniquely assigned to named employees and consequently, employees are accountable for all actions on

Goodwill's IT systems. Employees must not allow anyone else to use their user ID and password on any Goodwill IT system. Employees must not leave devices unlocked and unattended. Employees must not use someone else's user ID and password to access Goodwill IT systems. Employees must not leave their password unprotected (for example writing it down), perform any unauthorized changes to Goodwill's IT systems or information, attempt to access data that they are not authorized to use or access, store Goodwill data on any non-authorized Goodwill equipment, give or transfer Goodwill data or software to any person or organization. outside Goodwill without the authority of Goodwill.

### **Communications:**

Each employee is responsible for the content of all text, audio, or images that they place or send over the Internet. Fraudulent, harassing, or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane, or offensive language or hate speech will be transmitted through the system. Employees who wish to express personal opinions on the Internet are required to obtain their own usernames on other Internet systems. There is to be no printing or copying of personal emails or communications.

### **Copyright Issues**

Copyrighted materials belonging to entities other than Goodwill may not be transmitted by staff members on the Internet. Users are not permitted to copy, transfer, rename, add, or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action up to and including termination from Goodwill Industries of Wayne and Holmes Counties, Inc., or legal action by the copyright owner.

### **E-Mail Conduct:**

The electronic mail system hardware is Goodwill property. Additionally, all messages composed, sent, or received on the electronic mail system are and remain the property of Goodwill Industries of Wayne and Holmes Counties, Inc. They are not the private property of any client/employee. The use of the electronic mail system is reserved for the conducting of business at Goodwill Industries of Wayne and Holmes Counties, Inc. The electronic mail system may not be used to fundraise or advertise for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.

The electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability. Clients/Employees are encouraged to refrain from hate speech, publishing jokes, short stories or other items which are not business related.

The electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, personal information such as social security numbers or similar materials without prior authorization.

Goodwill Industries of Wayne and Holmes Counties, Inc., reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received, or sent over the electronic mail system for any purpose. The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within Goodwill without the permission of the client/employee.

The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Notwithstanding Goodwill's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other clients/employees and accessed only by the intended recipient. Clients/employees are not authorized to retrieve or read any e-mail

messages that are not sent to them. Any exception to this policy must receive prior approval by the President or Vice Presidents.

The use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to Goodwill Industries of Wayne and Holmes Counties, Inc., Clients/employees shall not use a code, access a file, or retrieve any stored information unless authorized to do so. Clients/employees should not attempt to gain access to another employee's/client's messages without the latter's permission. Any client/employee who violates this policy or uses the electronic mail system for improper purposes shall be subject to discipline, up to and including termination.

### **The Internet**

Employees accessing the Internet are representing Goodwill Industries of Wayne and Holmes Counties, Inc. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical, and lawful manner. The Internet is to be used to conduct official company business or to gain technical or analytical directions. Employees may use the Internet during lunch or breaks if it does not break company rules.

Clients/employees may not use the Internet for commercial activity or personal gain. This includes but is not limited to running any sort of private business. Employees may not use the Internet for fund-raising or advertising for commercial or non-commercial organizations, except for Goodwill-related organizations and Goodwill-related events. Clients/employees may not use the Goodwill name through the Internet in any way that implies Goodwill endorsement of other organizations, products, or services. Use of the Internet must not disrupt the operation of Goodwill Industries network or the networks of other users. It must not interfere with your productivity.

### **Mobile Storage Devices**

Mobile devices such as memory sticks, CDs, DVDs, and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data. Confidential data should not be transferred to removable hard drives or to personal cell phones. Confidential data includes but is not limited to the names, Social Security numbers, addresses, telephone numbers, and credit information of Goodwill clients and employees, the substance and nature of Goodwill's work for clients, trade secrets, and non-public information not generally available to the public relating to Goodwill and our clients, customers, employees, vendors, contractors, service providers and IT information.

### **Software**

Clients/employees must only use software that is authorized by Goodwill. Authorized software must be used in accordance with the software suppliers licensing agreements. All software on Goodwill computers must be approved and installed by Goodwill's IT Department. Clients/employees must not store personal files such as music, video, photographs, or games on Goodwill equipment. Anything stored on Goodwill network drives or equipment is the property of Goodwill.

### **Virus Protection**

The IT Department has implemented centralized, automated virus detection and virus software updates within Goodwill. All PC's have antivirus software installed to detect and remove viruses. Individual users may not remove or disable anti-virus software. They should not attempt to remove virus-infected files or clean up an infection. All issues must be reported immediately to the IT Department.

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads must be done with the prior approval of the IT Department. Authorized software downloads must be saved to the user's own hard drive. Unless directed by the IT Department, no files are to be downloaded to the Goodwill File Server or network.

### **No Expectation of Privacy Using Goodwill Information and IT Equipment**

Clients/employees have no expectation of privacy when using Goodwill information and IT equipment, including voicemail, email, Internet, Intranet, and word processing. Subject to applicable laws, a client's/employee's use of IT equipment may be monitored, and all information on the IT equipment may be monitored, accessed, duplicated, deleted, or disclosed at any time without notice to you and without your permission. Goodwill further has the right to limit, block, monitor, remove, and/or record access by any employee, client, contractor, or licensee when using Goodwill IT equipment and when accessing any information on the Internet or Intranet.

**Violations:** Violations of any guidelines listed above may result in disciplinary action up to and including termination. If necessary, Goodwill Industries will advise appropriate legal officials of any illegal violations.

## **CLIENT/EMPLOYEE RELATIONSHIPS**

Purpose: To protect both client and employee from possible compromising situations and/or exploitation. Clients and employees should also refer to the Client Rights Policy in this manual.

1. In accordance with Goodwill's Policy of client rights, social relationships between a client and employee are to remain professional in nature since involvement can interfere with the provision of services. Experience has shown that such relationships can lead to compromising situations for both the client and employee. Therefore, it shall be the policy of this organization to consider non-working relationships as inappropriate and subject to disciplinary action, up to and including termination.
2. An employee is defined as anyone hired by Goodwill to perform a specific job duty.
3. A client is defined as anyone participating in program services and assigned a case manager.

## **ETHICS CODE**

Goodwill Industries of Wayne & Holmes Counties, Inc. believes that certain principles and values must guide our actions and relationships with other staff, employees, clients, customers, external business personnel and vendors. These principles form the basis of how we approach our work with other individuals and establish core values that define the principles and values that make up the Ethics Code. Goodwill has established an Ethics Policy and Ethics Procedure. See a Vice President or HR representative for details

Some of the Goodwill core values are:

- Honesty
- Respect for every individual
- Valuing what each individual has to contribute regardless of race, color, disability, age, marital status, sexual orientation, religion, veteran status, gender or nationality
- Individual responsibility
- Making only commitments that we can accomplish either individually or as a team

- Holding people accountable for their work performance and conformance to the Ethics Code

## **General Guidelines**

- Goodwill Industries and its staff and employees will comply with all lawful requirements applicable to company business
- Goodwill Industries will comply with all federal, state and local environmental and safety laws. Staff, employees and clients must abide by all Goodwill safety policies and procedures.
- The provisions of the Ethics Code are mandatory and full compliance is expected under all circumstances
- Any employee who is aware of or observes any violation of the Ethics Code is encouraged to report the violation to the Department Head or the Human Resource Department. Failure to report such a violation may result in corrective action up to and including termination of employment

Retaliation against an employee for reporting violations of the Ethics Code is forbidden and will not be tolerated by Goodwill.

## **ETHICS POLICY**

- We will conduct ourselves and operate Goodwill in a manner that upholds our integrity and will merit the trust and support of the public.
- We will comply with all applicable laws and regulations to protect and/or enhance the Agency's ability to accomplish its mission.
- We will treat others with respect, doing for and to others what we would have done for and to us in a similar circumstance.
- We will be responsible stewards of the Agency's resources.
- We will take no actions that could benefit us personally, either directly or indirectly at the unwarranted expense of the Agency, avoiding even the appearance of a conflict of interest. We will exercise prudence in expenses we charge to the Agency.
- We will carefully consider the public perception of our personal and professional actions, and the effect our actions could have, positively or negatively, on the Agency's reputation in our communities and elsewhere.
- We will strive for personal and professional growth to improve our effectiveness as board members, employees or volunteers of the Agency.

Retaliation against an employee for reporting violations of the Ethics Code is forbidden and will not be tolerated by Goodwill.

## **MISAPPROPRIATIONS**

Goodwill Industries of Wayne and Holmes Counties, Inc. solicits, collects, and processes donations for sale in its retail outlets and for use in its rehabilitation programs and services of persons with disabilities. Organizations which accept and use gifts, donations, contributions, and bequeaths to support and subsidize, or to generate revenue for, its operations and programs, have a responsibility to assure the trust of the public by protecting against the misappropriation of donated and/or agency merchandise, supplies, materials, equipment, and funds. All employees, staff members supervisors, Volunteers, and clients of Goodwill are prohibited from any activity which may be considered misappropriation in accordance with the following guidelines.



1. Donated merchandise, supplies, materials, equipment and funds are the property of Goodwill and any use of such items for purposes other than those expressed by the donor and/or designated by Goodwill management is considered misappropriation.
2. No client/employee involved in the solicitation, collection, sorting, processing or accounting of donated and/or agency merchandise, supplies, materials, equipment or funds may sell, trade, take or give to a third party (either employee or non-employee) any such items. This includes items that may be considered trash or salvage.
3. Any client/employee who violates these guidelines will be subject to immediate dismissal.
4. Any client/employee having knowledge of any activities in violation of these guidelines must report such activities to his/her supervisor without delay. Failure to report such conduct will be considered assisting in the prohibited conduct and will subject the knowledgeable employee to immediate dismissal.

## **PROPERTY AND EQUIPMENT**

Clients/employees will not use or allow the use of Goodwill property or equipment for other than activities approved by the organization. Clients/employees should refer to the Misappropriation Statement.

## **COPYRIGHTED OR LICENSED MATERIALS**

It is illegal and unethical to engage in practices that violate copyright laws or licensing arrangements. It is the policy of Goodwill that all clients/employees respect these laws, and refrain from making unauthorized copies of protected materials such as computer software and printed material. Clients/employees should refer to the Internet/E-Mail Policy.

## **RESPONSIBILITY TO PERSONS RECEIVING SERVICES**

Clients will be treated with respect. All services provided to clients will be in the best interest of those individuals. The Goodwill staff must respect client's rights. Discrimination, sexual or general harassment against clients based on race, gender, color, disability, age, marital status, veteran status, religion, sexual orientation, or nationality is strictly forbidden by Goodwill.

Confidentiality will be maintained about all information obtained in the course of services provided to clients. Records will be stored and maintained in a secured area, and only authorized personnel will be allowed to access client files. Goodwill staff will not discuss client records in public or with persons not entitled to these records.

In accordance with Goodwill's Policy of Client Rights, social relationships between a client and employee are to remain professional in nature since involvement can interfere with provision of services. Experience has shown that such relationships can lead to compromising situations for both the client and employee. Therefore, it shall be the policy of this organization to consider nonworking relationships as inappropriate and subject to disciplinary action. Employees working with clients will not try to influence clients in the areas of religion, politics, or other such topics that should be considered matters of individual choice. Employees should also refer to the Ethics Policy.

## **CONFIDENTIAL INFORMATION**

The inappropriate disclosure of disability, medical information, salary or other staff, employee or client sensitive information is prohibited.

## **STANDARDS OF CONDUCT**

Although the various matters presented in the Code of Ethics do not cover every aspect or activity, conduct or behavior, they are representative of Goodwill's commitment to the maintenance of high ethical standards. Any violation of the Code of Ethics will be grounds for corrective action, up to and including termination of employment.

## **RESOLUTION OF ALLEGATIONS**

The Executive staff member (Director or V P) shall attempt to resolve any violation of the Code of Ethics within 10 days of the event.

In case the above does not find a solution, the problem shall be taken to a committee consisting of the Human Resource Department, the appropriate V P or Director and an appointee of the President of Goodwill Industries of Wayne and Holmes Counties, Inc.

Violations of the Ethics Policy should be reported to your immediate supervisor or the Human Resource Department or see Complaint Procedure in this manual.

## **LOCKER AND SEARCH POLICY**

Upon entry into employment or into a Goodwill service, if lockers are available, the client/employee will be loaned a locker in which to keep his/her personal items such as coats, boots, purses, etc. The employee will also be given a key to that locker. It is then the client's/employee's responsibility to protect his/her personal items by keeping the locker locked. Goodwill Industries and its staff will assume no responsibility for lost or stolen items.

All lockers remain the property of Goodwill Industries. Lockers are to be kept clean and sanitary and free of waste material. As part of our Loss Prevention Program, periodic locker checks may be conducted; the VP's or HR representative and another member of management will be present for the search. If the client/employee is working at the time of the search they will be present also. If items are discovered which are clearly company property and no receipt can be found, the client/employee will be disciplined up to and including termination. If illegal substances are found, the police will be called, and the client/employee disciplined up to and including termination. At any time, a client/employee leaves the building, he/she may be asked by authorized personnel to open bags, lunch boxes, or brief cases for inspection.

Master keys are kept in the Workforce Development Department or in Store Manager's office. Should an employee lose his/her key, a replacement may be obtained from the Workforce Development Department or Store Manager. There is a \$5.00 deposit required to obtain a locker, which will be returned to employee upon termination when key has been returned.

## **LUNCH AND BREAKS**

All clients will be given one 15-minute break in the morning and a ½ hour lunch break. The times will be determined by the Case Manager or Job Coach.

## **ORGANIZATION CLOSING**

If there is a need to close any part of the organization during catastrophic, severe weather conditions or any other emergency, the closing will be communicated to clients and partner agencies via Goodwill Staff. The organization will close, or a portion thereof, at the discretion of the President.

## **SMOKING AND USE OF OTHER TOBACCO PRODUCTS**

Goodwill Industries of Wayne & Holmes Counties, Inc. is a smoke free environment. Smoking and the use of other tobacco products, including vapes are prohibited in all Goodwill facilities. Smoking and the use of other tobacco products, including vapes are allowed in a designated outside location on lunches and breaks only. Certain youth programs may prohibit the use of smoking or the use of tobacco products.

## **SOCIAL MEDIA**

Goodwill's Model Release Form needs to be filled out prior to sharing a picture or video about employees, coworkers, customers, board members or clients. Clients/employees should exercise caution regarding the posting of copyrighted materials.

It is not our intention to prohibit any concerted client/employee activities that are protected by federal law, and which comply with the above prohibitions against defamation, confidential disclosures, hate speech, malicious words, etc. However, social networking activities, other than approved marketing activities, are personal and need to be done on your own time. Use of social media and social media activities must never interfere with client/employee work duties. Violations of this policy may result in further disciplinary action up to and including termination.

## **VISITORS**

This organization does not permit clients to have visitors while at work. No one may enter our job locations or other facilities unless working for or conducting business with the organization. In a personal emergency situation when someone must contact you, that person should first contact the receptionist in the lobby. If the person works in one of our stores, the Store Manager or person in charge should be contacted.

## **WORKPLACE VIOLENCE POLICY**

### **POLICY STATEMENT:**

Goodwill Industries of Wayne and Holmes Counties, Inc. expects and requires all its client/employees to display common courtesy and engage in safe and appropriate behavior on the job at all times. Goodwill Industries does not tolerate acts of workplace violence committed by or against clients/employees. Goodwill strictly prohibits clients/employees from making threats or engaging in violent acts. Clients/employees can be held responsible for off-duty conduct that occurs on Goodwill's premises or related to Goodwill business.

### **PROHIBITED CONDUCT:**

Conduct which is prohibited but is not limited to:

Injuring another person physically.

Engaging in behavior that creates a reasonable fear of injury in another person.

Engaging in behavior that subjects another individual to extreme emotional distress.

Possessing, displaying or using a weapon while on Goodwill premises or engaged in Goodwill business.

Damaging property intentionally.

Threatening to injure an individual or damage property.

Committing injurious acts motivated by, or related to, domestic violence or sexual harassment

## **IDENTIFYING AND RESPONDING TO RISKS:**

Goodwill Industries identifies and responds to workplace violence hazards as follows:

A **Threat Assessment** team, including members of the senior staff will review Goodwill's vulnerability to violence and determine the appropriate preventive measures. The team annually reviews the workplace to identify existing or potential violence hazards. The workplace review will include, but not be limited to:

- Inspecting security measures
- Review records of violence and monitor on a monthly basis
- Conduct quarterly Code 2 Drills
- Conduct quarterly security audits
- Hold quarterly Loss Prevention Team meetings

Clients/employees are encouraged to express security and/or loss prevention concerns to their Case Manager, supervisor or the Loss Prevention Officer.

The Human Resource Department shall maintain records of threats and incidents of violence committed against clients/employees. Access to these records is on a need-to-know basis only.

## **SUPPORT OF VICTIMS OF VIOLENCE:**

Vice Presidents, Supervisors, Case Managers and Human Resource Department will work with at-risk clients/employees to address their specific risks at work. All requests for accommodations need to be approved by the appropriate member of management (CEO or VP level) and must be documented and sent to Human Resources.

Victims of violent incidents may be accommodated by:

Referral to appropriate community resources, hospital, counseling, legal aid and/or domestic violence shelters.

Providing flexible work hours or short-term or extended leave if necessary.

Cooperation with law enforcement personnel in the investigation of the crime and the prosecution of the offender.

Providing a debriefing for other employees after a serious violent occurrence to explain what happened and what steps are being taken by Goodwill Industries to support the affected employees.

## **ENFORCEMENT:**

If violence occurs, a team of supervisors and Executive staff members will promptly conduct an investigation. All incidents of physical altercations are treated as gross misconduct and can result in disciplinary action, up to and including termination of employment. Pending the results of the investigation, Goodwill can suspend clients/employees who are involved in physical altercations that result in injuries, create a risk of injury or have an adverse impact on productivity, safety or morale.

## **MANAGEMENT OF INDIVIDUAL'S FUNDS**

It will be the policy of Goodwill Industries that no one will be permitted to be the guardian of, pay bills on behalf of, be a signer or co-signer on any account of or generally be responsible for the management of any client's funds.

## **INCLEMENT WEATHER POLICY**

The following guidelines will be in effect in the event of inclement weather:

1. If the client makes the decision to call off due to weather, the absence will not be excused, no homework or credit will be given for hours missed.
2. If Goodwill or Wayne County Department of Job and Family Services makes the decision not to transport, homework will be given. Homework must be turned in on the next program day or credit for missed hours will not be given.
3. If Goodwill closes early clients will be sent home and credit will be given for all hours missed.

## **ABAWD EMPLOYABILITY PLAN POLICY**

Able bodies adults without dependents (ABAWD) are required to complete twenty hours in one of more ABAWD allowable activities in accordance with 5101:4-3-20 of the Administrative Code. Allowable activities include,

- Working 20 hours per week (80- hours averaged monthly) in exchange for money, goods or services (in-kind work) or verified unpaid work averaged monthly (unpaid work is defined as doing or performing something for which no compensation is received and that benefits the community or a member of the community that you do not reside with);
- Participating in and comply with the requirements of a work program (e.g. the SNAP employment and training program, a workforce program through and OhioMeansJobs Center for twenty or more hours per week;
- Any combination of working and participating in a work program for a total of twenty hours or more per week.

ABAWDS are required to participate in the appraisal process and assigned employment and training activities included in their Employability Plan. The goal of the Employability Plan is to achieve self-sufficiency and personal responsibility. See page 2 of the Employability Plan for detailed responsibilities required of the client.

ABAWDS who do not meet this work requirement, without good cause, during any 3 months in a 36-month period, will be ineligible to receive SNAP benefits. If your failure is related to SNAP

employment and training requirements you will be sanctioned.

## **CLIENT PURCHASES**

To promote fair and equitable purchasing methods for customers, clients and employees, the following policies are to be used when making client/employee purchases.

- All merchandise must be placed on the sales floor for a period of seven days before employees can purchase. Under no circumstance can any client/employee or customer purchase items directly from the processing/sorting area.
- Under no circumstances can clients/employees price items at the request of or on behalf of other clients/employees.
- Purchasing of items may occur only during non-working hours (Clients/employees cannot purchase on their lunch or breaks).
- You cannot purchase the color of the week.
- There will be NO storing, setting aside or holding of any item(s) prior to purchase.
- All items MUST be taken directly to the register for checkout.
- The Manager, Assistant Manager or Shift Supervisor must do the actual checkout procedure for other employees.
- Sold items must be placed in an appropriate bag with the receipt attached (or in the bag) or taken immediately to your car and out of the store.
- If you do not have a way to store your purchased items outside of the store, bagged purchased items must be stored in the manager's office and taken with you at the end of your shift. Larger items (like furniture) will be tagged by the manager or assistant manager and must be removed within the appropriate timeframe.
- Employees may not bid on or otherwise purchase silent auction items.
- To promote proper processing of items We CANNOT sell items that are going to be trashed or salvaged. Clients/employees who take any of these items will be terminated.
- Clients/employees cannot ask another client/employee or customer to purchase items for them.

Violations of this policy may result in disciplinary action up to and including termination.

## **Daily Sign In/Out and Badge Security**

Morning Arrival:

- Sign in at the reception desk at the beginning of the day (Name, Time In, & Badge Number recorded)
- Badges:

- ***Keep Badge on your person for the entire day*** (Badge allows Goodwill Staff and Clients to identify you and verify that you are permitted in Goodwill facilities)
- ***Show badge at locked doors to gain access.***
- ***Car seats:***
  - ***Clients will see staff concerning storage of car seat(s) while attending program.***
- Sign in at Nold Computer Lab.

#### Morning Break:

- Sign Out and In at Nold Computer Lab. No need to sign out at reception for the morning break.
- You will need your Badge to gain building access during & after break.

#### Lunch Break:

- Sign out in Nold Computer Lab (Time Out & Destination: LUNCH)
- If you leave Goodwill property for your 30-minute lunch, additionally sign out at the front and return your badge.
- Keep your badge with you during lunch break if you are staying on Goodwill property.
- After lunch, please go to the approved building entrance(reception) and sign back in at the front (if you left property) and the lab. If you left property, don't forget to grab a badge again.

#### End of the Day:

- Work on scheduled items until approved release time (if no other appointments – program end is 2:30)
- Sign out (time out) in Nold Computer Lab.
- Sign out at the front desk/reception and turn your badge in.
- If you are utilizing Goodwill transportation home, reception will call and inform transportation of your readiness.
- *If you have a car seat a staff member will take you to retrieve it.*
  - ***No waiting outside or smoking while waiting for transportation. If you are not in the lobby when transportation is ready to leave, they will leave without you, unless requested by a staff member.***

#### Appointments:

- If leaving for an appointment or leaving the Nold building during operation hours, please return your badge to reception. If you will be returning after the appointment sign back in at reception and get another badge.
  - See receptionist to check in to transportation. Sign out with the destination: location of appointment.

***\*\*Failure to return Badge before leaving the program for the day will result in immediate disciplinary action.***

\*1<sup>st</sup> Violation- Documented Discussion with Case Manager

\*2<sup>nd</sup> Violation- Awarded no credited hours for the day (0 hours)