

Career Pathways | Participant Handbook

Introduction

On behalf of our entire team, we'd like to extend a sincere and warm welcome to the Career Pathways Program. We hope your participation proves productive and rewarding and that it helps you achieve your goals. We offer this handbook to help you become better acquainted with the program.

Vision and Mission

Goodwill of Central and Northern Arizona (GCNA) and Goodwill Industries of Monocacy Valley (GIMV) (together, "Goodwill") is a non-profit organization with a vision of Ending Poverty through the Power of Work. We accomplish this through our mission of Empowering Individuals, Strengthening Families, and Building Stronger Communities. We assist individuals throughout Arizona and Maryland in their quest for economic self-sufficiency through employment and training programs that are assessed annually by leadership.

Websites

You can learn more about Goodwill and its policies by asking program staff or by visiting our website at www.goodwillaz.org and www.gimv.org.

Program Overview

Career Pathways Program is a development program available to Team Members, community members, and The Excel Center students seeking sustainable employment, career development, and upskilling by providing a Career Coach who assists with individualized career services based on the needs of individuals. The scope of services may range from transactional, which includes resumes, cover letters, job searching, and applying, to more intensive services requiring a higher-level engagement, such as creating a career success plan, training, workshops, and certifications. Together, a plan is created to attain the individuals' goals.

- On-site One-on-One Career Coaching
- Job Search & Applying
- Referrals to support services
- Resume & Cover Letters
- Interview Preparation
- Mock Interview
- Assessments & Career Exploration
- Goal Setting
- Design & Develop a Career Success Plan
- Training and Tutoring
- Workshops and Certifications
- Employment Placement

Career Pathways Addendums / Subprograms

Additional information outlining the requirements for program participation in subprograms, training, and workshops will be provided upon entry.

Participant Commitment

Goodwill asks for a commitment from all participants to communicate with program staff. If your contact information changes, please think of program staff and their passion to help you achieve your employment goals and career development. Communicate with them if housing, transportation, food, clothing, health, safety, financial, or legal needs change. We assess needs at intake and touch base as progress is made in the program. Communicating changing needs will help us assist in removing any barriers blocking individuals from success.

Most importantly, we want to know if employment status changes. We can offer Career Pathways because past participants have communicated their employment information and know we have proven success in achieving employment placements. Past and future employment history helps us understand how well we are doing or how we can get better. Thank you in advance for staying in touch with us to track experiences and employment changes.

Connect with a Career Coach directly by calling or emailing your local career center or by calling toll-free at 1-888-355-1444.

Participant Rights

All persons receiving services at Goodwill of Central and Northern Arizona (GCNA) and Goodwill Industries of Monocacy Valley (GIMV) (together, "Goodwill") have these rights:

1. The right to privacy and confidentiality of program information
2. Freedom from abuse (mental or physical), financial or other exploitation, retaliation, humiliation, and neglect
3. Access to their own records and documentation to help make decisions, such as Career Success Plans, Training, Resumes, Cover Letters, and any other attachments
4. Informed consent or refusal or expression of choice regarding service delivery, release of information, concurrent services, composition of service delivery team, involvement of research projects, if applicable
5. Access or referral to legal entities for appropriate representation, self-help services, and advocacy support services
6. Adherence to research guidelines and ethics when persons served are involved
7. Investigation and resolution of alleged infringement of rights and other legal rights
8. To be treated with respect, consideration, dignity, and full recognition of individuality and the right to privacy
9. Upon entry, participants will receive this handbook, which provides an overview of the Career Pathways program, including program services and procedures
10. To be encouraged to exercise rights as a citizen and to make complaints and suggestions without fear of coercion or retaliation
11. To have their own possessions where reasonable. However, Goodwill does not assume responsibility for personal items on the premises

These rights have been explained to participants (or their guardians, if applicable), and a copy has been provided. A copy of this handbook is also attached to the participant's profile.

How the Program Works

Participants make decisions on development plans with a Career Coach's support, designing a Career Success Plan based on strengths, skills, interests, and employment challenges. A Career Coach assists and guides participants in building a tailored plan to meet personal and/or professional goals. Furthermore, the Career Coach assists with identifying milestones and tasks necessary to prepare participants for their target occupations while encouraging and inspiring them along the way.

Engagements with program staff may occur in person at a Goodwill location or virtually through web conferencing software and/or via phone. Cadence is as needed, depending on the program's needs and tasks, as outlined in Career Success Plans. Engagements are offered in semi-private to private spaces with the participant(s), Career Coaches, leaders, and occasionally with other program staff for training purposes.

Program Eligibility:

The following requirements **MUST** be met to participate in the Career Pathways program

- Must be 16 years or older to access resources within career center locations during regular business hours
- Must be willing to complete all intake, profile, and entry documentation
- Must engage with program staff within regular business hours
- Must communicate with program staff on progress and job placements

Attendance

For success, participants are recommended to consistently participate in appointments, training, or events as agreed. If participants cannot attend a scheduled appointment, training, or event on time for any reason, please contact program staff by phone or email as soon as possible, preferably no later than 30 minutes before the start of your appointment or meeting.

Behavior

Goodwill strives to maintain an environment free from unlawful discrimination and harassment, where Team Members and community members who participate treat each other with respect, dignity, and courtesy. Any conduct or comments that fail to respect the dignity of an individual will not be tolerated. Discriminatory conduct, or conduct characterized as harassment as defined below, is prohibited. In general, slurs and other unwelcome verbal or physical conduct relating to race, color, religion, gender (including pregnancy), national origin, age, disability, genetic information, sexual orientation, gender identity, military status, or any other category protected by federal, state, and local laws, constitutes harassment when it unreasonably interferes with a person's services, a Team Member's work, or otherwise creates an intimidating environment. Sexually harassing behavior includes all these prohibited actions as well as other unwelcome conduct such as sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.

If you believe there has been a violation of this standard, unlawful harassment, or unlawful discrimination based on the protected statuses mentioned above, including sexual harassment, you should promptly report the matter to the onsite Manager or contact our corporate offices at <https://www.goodwillaz.org/contact/> or <https://www.gimv.org/contact-us/>.

Goodwill will conduct a prompt investigation confidentially where possible. Any Team Member or participant who raises concerns and makes reports can do so without fear of reprisal and will not be adversely affected in terms and conditions of employment, training, or discriminated against or discharged because of the complaint. Participants are encouraged to cooperate with Goodwill in enforcing this policy and investigating and remedying complaints. Appropriate disciplinary or other action will be taken if discrimination or harassment has occurred. Goodwill seeks to provide a fair and just procedure to ensure that participants are treated fairly and grievances are addressed in a timely manner.

Disability Accommodations

Goodwill complies with all federal, state, and local laws regarding persons with disabilities. For that reason, Goodwill is committed to providing reasonable accommodations to disabled participants to allow them full accessibility to facilities and services. If you believe you have a disability that may impact your ability to receive services, please notify program staff immediately. Once Goodwill receives notice, it will discuss the most appropriate path forward with you. Goodwill will inform you of its decision on any accommodation request. All information about disabilities and accommodation will be kept confidential.

Grievances

Any Team Member or participant may submit a grievance at any time. Goodwill provides a fair and just procedure to ensure that participants are treated fairly and grievances are addressed in a timely manner. If any grievances are received in the year, leadership will review them annually to improve performance. Individuals may informally discuss a grievance with the supervisor of the service location. The supervisor should report the verbal grievance to their direct leader electronically and document a case note entry within the participant record. Individuals can also call 888-355-1444 and/or submit a written complaint, concern, question, or compliment at www.goodwillaz.org/contact or www.gimv.org/contact-us.

Cost

The Career Pathways program is offered at no cost to Team Members, community members, and Excel Center students. It is made available through the goodwill of shoppers and donors at Goodwill's retail operations.

Career Center Hours of Operation

Monday – Thursday, 9 am to 4 pm, and Fridays: Closed. A full list of locations and hours can be found on our websites

Career Center Etiquette

1. Be respectful of career services staff and courteous to other individuals in the center
2. Maintain low voices and place cell phones on vibrate
3. Report any equipment malfunctions to program staff
4. Be mindful of your time – others may be waiting to use our services
5. Ask questions if you need assistance with activities
6. Avoid inappropriate behavior not limited to intoxication, foul language, harassment, or business disruptions

Program Discontinuation / Exit

Participants and Goodwill each have the right to discontinue or exit participants from service. Reasons for exiting the program include but may not be limited to:

- Successful completion of the Career Success Plan (such as placement, promotion, and/or training)
- Unexpected life event impacting the ability to remain in the program
- No communication from participants for over 180 days (about 6 months)
- Self-selection to cease participation
- Violations of the commitments in this handbook, which may include missing appointments or other commitments, inappropriate behavior, or intoxication while receiving services

Re-Entry / Renewal Requirements for Program Participation

- If a participant desires to rejoin the program after departure, they will be required to undergo a new intake
- Active participants will undergo an annual review and be required to undergo a new intake for renewal

Consent to Virtual Services

I agree to receive virtual services remotely via phone, email, conference platforms for appointments, meetings, and live chat or internet and that by signing my name below, I am granting permission, and I am providing full and informed consent to Goodwill and to all program staff, entities, or other partner/employers approved by Goodwill to perform and administer virtual services and to release any information needed in connection with all virtual services including other services provided to me. This authorization is continuous and may only be withdrawn by my specific revocation of this authorization. I have read this release before signing below, and I fully understand the contents, meaning, and impact of my release.

Prescription and Non-Prescription Drugs

For the safety of participants, Goodwill will not manage, store, refrigerate, handle, or assist in the use of prescription drugs. If this affects your ability to receive services, please speak with program staff to find appropriate accommodation. For example, services may be provided virtually, or appointments may be rescheduled to other days or times during operating hours.

Medical Treatment

I hereby release and forever discharge Goodwill from any claim that arises, or may hereafter arise, because of any first-aid treatment or other medical services rendered in connection with an emergency during my time with Goodwill. Each participant is expected and encouraged to obtain his or her own medical or health insurance coverage.

ACKNOWLEDGMENT

My signature below acknowledges and agrees that: (1) I have fully read this Career Pathways Participant Handbook, (2) I fully understand the information in this handbook, (3) all my questions (if any) have been answered to my full satisfaction, (4) I am in full and complete agreement with all policies, procedures, terms and conditions outlined in this handbook; (5) I understand, in specific, that I am releasing my right to certain potential legal claims and rights that I may otherwise have; and (6) I am providing full and informed consent to Goodwill and program staff, under these conditions, to provide career services. Furthermore, I acknowledge that the Career Pathways Participant Handbook is subject to change at the sole discretion of Goodwill.

Participant Printed Name: _____

Participant Signature: _____

Date: _____

My Service Location

Address: _____

Phone Number: _____