



WORKFORCE DEVELOPMENT DIVISION

Participant Handbook

*Participant Handbook
Policies and Procedures
Revised July 2020*

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MISSION

We transform lives and communities through the power of education and employment

VISION

We are building a community where people are empowered to achieve their fullest potential and RISE to their highest level of self-sufficiency.

Service Values – R.I.S.E.

(R)espect - We treat everyone with respect, compassion, and dignity, honoring their contributions and differences.

(I)ntegrity - We conduct our business with integrity, accountability, and concern for the environment.

(S)ervice - We serve, empower and advocate for our clients and each other.

(E)xcellence - We pursue a vision of excellence and continuous improvement to better the lives of those we serve.

EQUAL OPPORTUNITY

Davis Memorial Goodwill Industries, operating as Goodwill of Greater Washington (GGW) will take affirmative action to provide equal opportunity in training without discrimination because of race, age, color, religion, gender or expression of gender identity, national origin, political affiliation, disability, matriculation, personal appearance, sexual orientation, family responsibilities, familial status, veteran status, marital status, pregnancy, childbirth, genetic background, or any other legally protected characteristic. GGW follows a zero-tolerance policy towards discrimination or harassment. Anyone who believes that they have been unlawfully discriminated against or harassed should inform the Equal Opportunity Officer. No retaliation of any kind will be taken for such a complaint.

What to Do If You Believe You Have Experienced Discrimination?

If you think that you have been subjected to discrimination under a Workforce Innovation & Opportunities Act (WIOA) Title I - financially assisted program or activity, you may file a grievance within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer:

Judy Adams, Vice President, Human Resources
1140 Third Street, NE, Suite 350
Washington, DC 20002
202.719.1224
judy.adams@dcbgoodwill.org

or

Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N4123
Washington, DC 20210

If you file your grievance with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your grievance, you do not have to wait for the recipient to issue that Notice before filing a grievance with CRC. However, you must file your CRC grievance within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your grievance with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a grievance with CRC. You must file your CRC grievance within 30 days of the date on which you received the Notice of Final Action.

GGW Career Centers
www.DCGoodwill.org

IVERSON CAREER CENTER
3731 Branch Avenue
Temple Hills, MD 20748
202.636.4225

DC CAREER CENTER/HEADQUARTERS
1140 Third Street, NE
Washington, DC 20002
202.636.4225

PRINCE GEORGE COMMUNITY COLLEGE
CAREER CENTER
6505 Belcrest Road
Hyattsville, MD 20782
202.636.4225

PART I: YOUR RIGHTS AS A PARTICIPANT

This section of the handbook explains your rights as a participant at GGW. It also explains the services you will receive as a participant.

Participant Rights Statement

Participants in GGW's programs have the following rights:

- Provide input and recommend changes in policies and services without retaliation.
- Confidentiality and privacy of personal and medical records.
- Access to own confidential case records and files in a timely manner.
- Freedom from abuse, neglect, financial or other exploitation, retaliation, humiliation.
- Right to review their individual employment and support plan.
- Treated with understanding, respect, and dignity.
- Right of integration.
- Access to information pertinent to facilitate decision making in a timely manner.
- Informed consent, freedom of choice and refusal of services, supports, providers, and composition of the service delivery team.
- Informed consent, freedom of choice and refusal of release of information, concurrent services, and involvement in research projects.
- Access or referral to legal entities for appropriate representation.
- Access to self-help and advocacy support services.
- Adherence to research guidelines and ethics when participants are involved.
- Investigation and resolution of alleged rights infringement.
- Make a formal complaint, file a grievance, and appeal a decision made by a GGW team member without retaliation or resulting in barriers to service.
- Right to Equal Opportunity.
- Same civil and human rights as other citizens.

To file a complaint with the U.S. Department of Education concerning alleged failures by GGW to comply with the requirements of the Family Educational Rights and Privacy Act. The name and address of the office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-4605

Filing a Complaint Procedure

What do I do if I have a concern or a complaint?

GGW is committed to helping all participants resolve complaints quickly and privately. You may register complaints about policies and procedures, a disciplinary action, or other matters

related to your services from GW's Workforce Development Division. A participant may not file a complaint for a fellow participant.

Participants should follow these steps when filing a complaint:

1. If you have a complaint, you should begin by discussing the concern or complaint with Steve Stilwell, Director of Learning and Development, (202) 715-2659 or steve.stilwell@dcgoodwill.org.
2. If there is no response to the complaint after three (3) business days or no resolution after (5) business days of talking to the above referenced Manager, you should contact the Chief Mission Officer, Colleen Paletta, 202-715-2609 or colleen.paletta@dcgoodwill.org.
3. The Chief Mission Officer will meet with you and issue a written recommendation within three (3) days of the completion of the review.
4. If you are not satisfied, you may appeal the decision to the President/CEO. A final decision will be provided to you in writing after five (5) business days.

GW is an approved training provider by the District of Columbia Higher Education Licensure Commission (HELC). Pursuant to DC Official Code §38-1306(c)(4) complaints may be filed with the HELC against postsecondary educational institutions and approved training providers operating in the District of Columbia. Consumers who have experienced a violation of the HELC statute or regulations should contact HELC:

Office of the State Superintendent of Education
Higher Education Licensure Commission
1050 First St. NE, Fifth Floor
Washington, DC 20002
(202) 727-6436

GW is an Eligible Trainer Provider with the State of Maryland. As defined in 29 CFR Part 37, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014, the Prince George's County Workforce Investment Area has established the following procedures for resolving complaints alleging a violation of the Act and ancillary regulations, or any agreement of which the Employ Prince George's/Workforce Services Division is a party under the Act, including complaints arising out of programs operated by its subrecipients. Complaints can also be made in writing and may be directed to:

Employ Prince George's
Workforce Services Division Equal Opportunity Officer
1801 McCormick Drive, Suite 400
Largo, Maryland 20774

If you need assistance in filing a complaint, a staff member of Workforce Development will be happy to assist you with the process. You have the right to use outside resources or advocates in filing a complaint. Participants may return to their referring or funding agency for assistance in the event they disagree with the results.

It is important to follow these procedures to avoid having the complaint dismissed or overlooked. There will be no penalty against a participant for filing a good faith complaint or participating in the above process in good faith.

Reasonable Accommodations for Participants with Disabilities

GGW is committed to following the Americans with Disabilities Act (ADA) and ensuring equal employment opportunity (EEO) for qualified persons with disabilities. GGW will make reasonable accommodations for participants with disabilities whenever possible.

Participants with a disability who believe they need an accommodation should talk to their assigned Career Coach. The Director of Learning and Development will consult with the Vice President of Mission Services to determine whether an accommodation is reasonable according to ADA and EEO. A large-print version of this manual is available on request for those with impaired vision.

Background Checks

It is the intention of GGW's Workforce Development Division to comply with all obligations under the Fair Credit Reporting Act as amended, and any other applicable law, while maintaining the integrity of its programs. This is accomplished by ensuring the rights, safety and security of its participants and staff; and giving due consideration to the ultimate goal of assisting participants in securing employment.

Criminal convictions will not necessarily disqualify an applicant for program services or cause a person served to be dismissed from a program. When considering an individual's criminal history, the Workforce Development Program Manager and Vice President of Mission Services will consider at least the following:

- 1) The specific duties and responsibilities necessarily related to the employment sought by the applicant following the completion of services from the Workforce Development Division;
- 2) The bearing of the criminal offense for which the applicant was previously convicted will have on his or her fitness or ability to perform one or more such duties or responsibilities;
- 3) The time which has elapsed since the occurrence of the criminal offense;
- 4) The age of the applicant at the time of the occurrence of the criminal offense;
- 5) The frequency or seriousness of the criminal offense; and
- 6) Any information produced by the applicant, or produced on his or her behalf, in regard to his or her rehabilitation and good conduct since the occurrence of the criminal offense.

Staff Relations with Participants

The safety of participants is a priority of GGW. The primary relationship with any participant by a WFD staff member is professional not personal. WFD staff members are expected to be professionals and must avoid doing anything that would erode that relationship.

WFD staff members are expected to be cautious with social relationships and activities with participants outside GGW, keeping in mind the above expectation of a professional relationship with participants. To that end, WFD staff members should refrain from using the various social media sites (e.g., Facebook, Instagram, Twitter, LinkedIn, youtube, TikTok, WhatsApp, Reddit, SnapChat, Pinterest, etc.), for personal, non-GGW and training related interactions and communication with participants. WFD staff members are barred from becoming “friends” of participants through such media. Further, WFD staff should refrain from accepting invitations and immediately counsel participants regarding all non-job search related communications, including those from such social media sites.

WFD staff members may not **personally** give food to participants; this includes candy. This is due to the possible food allergies or medical restrictions a participant may have. If WFD is hosting a graduation ceremony, career fair, appreciation luncheon, etc. at a GGW location or in the community it is the participant’s responsibility to refrain from consuming food due to allergies or medical restrictions.

Individual Employment Planning

You will work with your assigned Career Coach to develop an Individual Employment and Support Plan (IESP). The IESP will help you identify:

- employment-related goals and preferences
- barriers faced in reaching your goal(s)
- accommodations needed in training or the workplace
- supportive service needs and strategies to manage barriers

You will complete your IESP no later than three (3) weeks from date of acceptance for services; however, this may vary based on caseloads. You will meet with your assigned Career Coach to review your progress in achieving your goals and modify your IESP at least monthly.

Supportive Service Referrals

Participants in need of supportive services, not offered by GGW, will be referred to other organizations that can provide the assistance. You will be given written information on these services, including contact information and any known costs.

In the event that a supportive service referral does not meet your needs, please inform your assigned Career Coach so they can contact the referral agency to attempt to resolve the situation or coordinate another community referral.

Job Placement Assistance

GGW services are designed to assist participants in job placement service programs to identify a target career, obtaining employment within their target career and maintaining employment. Placement is expected to be consistent with the vocational goal in the IESP as well as the participants’ interests, abilities, and social, psychological, communication, environmental and medical needs. Appropriate members of the WFD

team will assist you in finding job leads, preparing your resume and/or applications, and preparing for interviews.

While GGW's services will increase participants' chances of securing employment, GGW cannot and does not guarantee our services will lead to employment.

Confidentiality

Your information (contact, records, etc.) will not be released to anyone other than GGW's Workforce Development staff and contractors that are working with GGW on this program without your signed permission.

You will be asked during orientation to sign a Job Development Authorization Form, which gives GGW permission to share your information with potential employers, and Employment Verification Form, which gives GGW permission to verify your employment once employment is secured.

If you are referred to an outside organization for supportive services, your Career Coach will ask you to sign an Authorization for Exchange of Information. You will also be asked to sign a form either giving or denying permission for GGW to use your story to promote GGW's programs in the community.

Your Records

Participant records are the property of GGW.

You have the right to view your individual file, under staff supervision. If you would like to review your file, contact your Career Coach to arrange a time to do so. You should inform GGW of any changes to your contact information (address, phone, and/or email).

If you believe your file contains information that is inaccurate, misleading, or in violation of your rights of privacy, you may ask your Career Coach to amend the record. Within five business days after your request, GGW will decide whether to amend the record and notify you of its decision.

If GGW decides not to amend the record, you have the right to request a hearing to challenge the contents of your file. The hearing will ordinarily be held within ten business days after your request and you will be given notice of the date, time and location of the hearing. GGW's VP of Mission Services, or her/his designee, will conduct the hearing. You will be given a full and fair opportunity to present evidence relevant to the issues you raised. You may, at your expense, be assisted or represented at the hearing by one or more individuals of your choice, including an attorney.

GGW will make its decision in writing and ordinarily within ten business days after the hearing. The decision will be based solely on the evidence presented at the hearing, and include a summary of the evidence and the reasons for the decision. If, as a result of the hearing, GGW decides that the information is inaccurate, misleading, or otherwise

in violation of your privacy rights, it will amend the record accordingly and inform you of the amendment in writing. If, as a result of the hearing, GGW decides that the information in the education record is not inaccurate, misleading, or otherwise in violation of your privacy rights, it will inform you that you have the right to place a statement in the record commenting on the contested information in the record or stating why you disagree with the decision.

PART II: YOUR RESPONSIBILITIES AS A PARTICIPANT

This section of the Participant Handbook explains your responsibilities as a participant at GGW.

- **Minimum Technical Skills.** Student must demonstrate the basic technical and academic skills to be a successful online student; one who can operate the computer and internet functions necessary to complete an online class and someone who has the self-discipline and time management skills to work independently.
- **Accessibility:** For online learners, students must have ready access to a computer/laptop, the internet and a backup plan if hardware or internet access fails. Should a student need support in overcoming a technological barrier, the student should inform their assigned coach as soon as possible.
- **Attending the Course Orientation:** Students must participate in the orientation to become accustomed to the learning environment in which the course will operate.
- **Reading Course Documents:** It is important that students read all course documents to become familiar with course expectations. This will allow students the ability to properly plan for all course activities.
- **Attendance:** Students must arrive to class on time. Students attending training online must also log in on time just as they would a traditional course. Class participation is essential to course success. In an online course, student attendance is considered to be defined as logging into the selected virtual classroom on scheduled days and times and participating in all academic activities required by the instructor.
- **Organizing and Managing Time:** Instructors and career coaches will periodically remind students of course expectations, however, student must be organized and must pay careful attention to the course's schedule and deadlines.
- **Academic Honesty:** Academic honesty is a cornerstone of student coursework. GGW standards of academic honesty and conduct pertain to all courses taught by GGW and its training vendors.
- **Evaluating Computer Setup:** Students taking trainings virtually are responsible for ensuring that they have access to required hardware, software, and an Internet connection. However, should a student need support in overcoming a technological barrier, the student should inform their assigned coach as soon as possible.
- Students have the responsibility of maintaining the security of their usernames, passwords, and personally identifiable information.
- **Communication:** Student must stay in contact with their assigned GGW career coach. Students must take advantage of all the communication options that are available in the course (e.g., email, discussion boards, chat areas) to facilitate learning and complete projects as well as communicating with the instructor and fellow students in a professional, polite manner, using appropriate tone and language.

Safety at GGW

Safety in your training program, as well as in your future workplace, is important and is everyone's responsibility. Knowing and following GGW safety procedures will help ensure a safe and effective training environment for everyone.

Emergency Evacuation

An emergency evacuation will be signaled either by an alarm sounding or a verbal warning from a GGW staff member. When evacuating the building, calmly and quickly exit the building through the emergency exit and proceed to the designated gathering area

- **DC Career Center:** L Street, NE and 3rd Street, NE near children's playground.
- **Iverson Career Center:** Parking lot at 3731 Branch Avenue, Temple Hills, MD. The Career Center staff will take attendance at the gathering area to ensure that everyone has safely left the building.

You should not leave GGW property until a WFD staff member has confirmed your safe evacuation. You should not re-enter the building until you have been directed by the Health and Safety Manager or designee.

Natural Disaster/Shelter in Place

In the event of a natural disaster, shelter in place will be announced by the Health and Safety Manager or designee. Proceed calmly and quickly. You will be advised by the Health and Safety Manager or designee when it is clear to leave the shelter-in-place.

Power/Utility Failure

In the event of a power failure, remain calm and follow instructions from WFD staff. If the power failure is brief, training will continue as normally as possible until power is restored. If the power failure is for an extended period, the center may need to be closed and evacuated per the emergency evacuation procedure above.

In the event of a water failure the Career Center Manager or designee will provide guidance.

Medical Emergency

Emergency medical treatment or first aid may be required during or after an emergency. A first aid kit is located in our Career Centers, and direct service WFD staff members are trained in first aid and CPR. In the event of a medical emergency, remain calm and notify a WFD staff member immediately.

Bloodborne Pathogens

Always avoid any direct contact with blood or any other bodily fluid. If any such substance is present, leave the area and notify a staff member immediately.

Violent Threat

Any situation involving violence against a person or property should be reported to WFD staff immediately. Move out of range of the threat as quickly as possible. Do not take

violent situations into your own hands; let WFD staff and/or authorities handle the situation.

Medication Monitoring

GGW does not handle, store, or monitor medications. Prescription and over-the-counter drugs are allowed when taken at a doctor's direction, as long as the participant's functioning is not impaired. The participant is responsible for monitoring his or her medication and for making sure it is used and stored safely. All medication must be under the participant's control at all times.

Housekeeping

A clean work environment is important to maintaining a safe work environment. Participants should assume responsibility for cleaning up any spills or messes they may create, and should ask for assistance as needed.

Good Judgment and Prevention

Good judgment is the most effective safety procedure, and helps prevent safety hazards. Always think before you move, be aware of your surroundings, and report any potential safety hazards to you're a WFD staff member.

Site Visit Safety

When visiting a site as part of your training, always stay with the group, wear proper personal protective equipment, follow all safety rules for the site, and be aware of your surroundings.

Machine Safety

Never handle a piece of machinery or equipment without receiving proper instruction on its use. Always follow instructions for proper use of equipment.

Lockout/Tagout

Lockout/tagout procedures prevent faulty equipment from being used and prevent injury to people repairing faulty equipment. When using any power tools or machinery, always follow lockout/tagout procedures when equipment is found to be faulty, and never ignore or remove a lock or tag on a piece of machinery.

Safe Chemical Handling

Any hazardous materials will have a Safety Data Sheet outlining its proper use. Always take time to read, understand, and follow the instructions on these sheets to ensure proper handling of these materials.

Personal Protective Equipment

Personal protective equipment such as gloves, boots, goggles, and hard hats are necessary to ensuring your safety in certain work environments. Always use these items when instructed, always make sure they fit you properly, and always ensure you are using them correctly.

Expected Professional Behaviors

GGW expects participants to behave as professionals. GGW believes participants who follow these behaviors during the delivery of workforce development services and in the work place will have a greater likelihood of success.

Demonstrate Dependability and Punctuality

- Attend all classes and any appointments with a WFD staff member
- Arrive and log on for class and meetings on time, ready to participate.
- Being on time for class means: *You have recorded your time on the attendance sheet and are in your seat by 9 a.m.*
- *Arriving 1 hour late to class counts as one absence. You are allowed to miss 15% of the class.*
- *Remember: Early is on time, on time is late!*
- Leave or log out of class only with permission
- Be respectful of the time provided for breaks during class. Returning to class late delays the continuation of instruction for the entire class. It can also put the trainer behind schedule regarding the amount of material he/she has planned to teach for the day.
- Contact trainer by email, phone, text or in person if you will be absent
- Complete and turn in assignments on time

Work Effectively and Respectfully

- Show a “willingness to try” attitude
- Minimize personal business in the classroom
- Do not leave for lunch or break in the middle of class or during a group assignment
- Evaluate your own performance and share that self-evaluation
- Conduct yourself as you would at a job

Demonstrate Mature Communication Skills

- Do not interrupt others
- Respond to others in a clear voice and maintain eye contact
- Do not use offensive statements
- Complete assignments with quality
- Work cooperatively with your classmates
- Listen and act on what you hear
- Ask questions
- Tell your trainer when a participant’s behavior puts others in danger or violates GGW rules

Take Responsibility for Personal and Professional Growth

- Complete assigned tasks in your Goal Tracking document and notify your assigned Career Coach if you need any assistance
- Conduct job searches as agreed upon in your Job Development Action Plan

- Provide all follow up information as requested by assigned Career Coach (i.e., details about work history, contact information for references, awards/certifications, etc.)

Attendance

What Is GGW's Attendance Policy?

GGW's online courses has an 85% attendance requirement; there are no excused absences. Absences are counted from the first scheduled class meeting. A student who misses more than 15% of the scheduled classes may be dismissed from the class.

Dress Code

Your personal appearance reflects your interest and pride in your profession. You are expected to dress appropriately when attending meetings, workshops, trainings, etc. Any member of the WFD team may give a warning or send a participant home if a participant is in violation of this policy. If you are in need of appropriate clothing for class, notify your assigned Career Coach.

For online students, learning from the comfort of your home can make it feel desirable to dress down, but GGW's expectation is that you look presentable. While participants are not be required to wear professional attire at all times, it is the expectation that students dress in a way that is modest, clean, and avoids any unnecessary distraction.

Unless you are ill, you will be expected to share your screen through video in order to engage in discussion, so please dress well. Sleepwear and anything that could be perceived as immodest should be avoided. If you have any questions about proper clothing, please consult your career coach.

The following clothing is prohibited for all participants:

- Anything other than Natural and Neutral hair colors
- Extremely loose fitting or baggy clothing
- Sweat pants or Sweat suits
- Jeans
- Flip flops
- Revealing attire, such as mini-skirts, tight skirts, split skirts or dresses, shorts, crop tops, tank tops, tube tops, low cut shirts or shirts with the back exposed, and clothes made of see-through materials, or exposing cleavage
- Exposed undergarments. Undergarments, such as t-shirts and boxers/underwear should not be exposed
- Gang attire, including insignias, symbols and phrases
- Excessive jewelry, wrist bangles or long dangling earrings, nose, eye brow or facial piercings
- Hats (ie. Winter hats, sports caps, doo rags, stocking caps and fashion head wraps). Please see your Career Coach if you are wearing something for religious reasons.
- Clothing with obscene images or foul language

Additional information regarding the Student Dress Code is included in a hand out provided during your Individual Employment Plan (IESP) Meeting or during the training class.

A Note on Personal Hygiene:

Personal hygiene is an important part of professionalism. Participants should maintain good personal hygiene while in training. This means regular bathing or showering, clean and neat hair, and brushing of teeth.

Evaluation and Performance Review

Evaluations will be based on your attitude towards the program and your individual progress in class. If you are having difficulty, you may ask for help from Goodwill staff. Success for every student is the goal for every program.

When a student's performance does not meet standards, a performance review will be conducted. The Director of Learning & Development, the Trainer, and the assigned Career Coach will serve as the Performance Review Committee. The performance committee will review students if the following actions and/or behaviors happen and to determine if dismissal is needed:

1. Unprofessional behavior.
2. Behavior that interferes with your performance or others' performance.
3. Failure to develop and use good communication skills (verbal and nonverbal).
4. Failure to make good personal choices, such as accepting feedback and seeking help for personal problems.

The committee will discuss how the student's performance could improve. When possible a meeting will be held with the student to develop a plan that will include the problems to be solved, deadlines for solving them, and consequences for not solving them. A copy of this plan will be included in the student's case file. Failure to follow the recommendations on this plan may result in dismissal from the program.

Full Disclosure of Information

GGW's goal is to help prepare you for the workplace and to reach your professional goals. To meet this goal, GGW will ask for a variety of personal information from you on documents such as the Application for Services, and IESP. We need and expect you to give complete and accurate personal information to GGW when requested in order to be of the most assistance to you. We want to see you succeed!

Intentionally giving false or misleading information may result in dismissal from the program.

PART III: OTHER POLICIES AND PROCEDURES

This section of the handbook explains other policies and procedures that all participants and staff at GGW are asked and expected to follow.

These policies and procedures are to keep participants and staff safe, comfortable, and productive during their time at GGW.

COVID-19 Prevention Protocols

Social Distancing

To ensure the health and safety of our students and staff, students and staff must adhere to physical social distancing protocols to maintain a distance of six feet of separation between one another. All training space at GGW training locations will be configured to support this physical distancing.

Non-Medical Face-Masks for Staff and Students

All staff, visitors, and students must wear non-medical face coverings or face masks that cover the nose and mouth at all times (except when eating or drinking) while in the school building.

If a student has a medical condition that prevents them from wearing a face covering, they must have documentation on file from a medical provider that they are not able to do so.

Masks will be made available in the front office for students, visitors, or staff members that do not bring or have a mask.

Staff may wear face coverings with clear plastic windows, or briefly remove their face coverings, when interacting with students with disabilities identified as having hearing or vision impairments, who require clear speech or lip-reading to access instruction.

Hygiene

Signs will be posted promoting handwashing with soap and water that is done for at least 20 seconds, after using the restroom, before eating, after coughing or blowing your nose or sneezing.

Hand sanitizer dispensing stations will be posted in the training area and replenished by custodial staff.

Daily Health Screenings

All students are requested to check their temperatures and general health for signs of coronavirus **before coming to training and to remain at home if they are sick.** All students must enter through the entrance door for the training room only. Once in the suite, students temperature will taken by the front desk receptionist with an infrared

thermometer located at the reception desk. Additionally, the reception will review the COVID-19 health screening questions posted at the front desk with the student. It is preferred that the student ask themselves the same questions below **before** coming to training and remain at home if they answer “yes” to any of the questions;

- Are you currently experiencing any of the following COVID-19 symptoms – fever (temperature of 100.4°F or higher), chills, cough, shortness of breath or difficult breathing, fatigue, muscle or body aches, headache, diarrhea congestion, nausea or vomiting sore throat or new loss of taste/smell?
- Have you tested positive for OR been diagnosed with COVID-19?
- Have you been requested to self-isolate/quarantine by a medical professional or local health department official?
- Have you had close contact (within six feet for 15 minutes or more) with anyone who has been diagnosed with COVID-19?
- Have you had close contact (within six feet for 15 minutes or more) with anyone who is currently waiting to receive Covid-19 test results?

The student will be asked to leave the premises by a designated GGW associate if they do not pass the health screening. The GGW Associate provide the student two flyers: “Instructions for students who feel sick with flu or COVID-19 symptoms” and the CDC publication “10 Things You Can Do to Manage Your COVID-19 Symptoms at Home.” The student will be allowed to return to training when they have a temperature of less than 100.4°F for at least 72 consecutive hours (three full days) **without** the use of fever reducing medication and any respiratory symptoms have improved and at least ten days have passed since the onset of symptoms, whichever is later.

Drug-Free Training Center

Alcoholic beverages and illegal drugs are not allowed on GGW property at any time. Individuals under the influence of alcohol or illegal drugs are also not allowed on GGW property.

GGW does not handle, store, or monitor medications. Prescription and over-the-counter drugs are allowed when taken at a doctor’s direction, as long as functioning is not impaired. The participant is responsible for monitoring his or her medication and for making sure it is used and stored safely. All medication must be under the participant’s control at all times.

Violation of this policy will result in immediate dismissal from the training program.

Violence- Free Training Center

Violent behavior of any kind, including threats or intimidation, will not be tolerated at GGW. Possession of weapons of any kind are considered a threat of violence and are not permitted. Individuals who engage in violent behavior will be dismissed from the training program and may also face criminal prosecution.

Bullying & Cyberbullying is a form of violence and is reason for immediate dismissal from the training program. Bullying is hurtful behavior that is unwanted, aggressive, and repeated. This can be physical, verbal, social, or online can immediately cause shame,

guilt, sadness, and anger. Cyberbullying is bullying that takes place online and over digital devices. Examples of cyberbullying include hateful or mean texts, social media posts intended to spread rumors, embarrassing or fake images, or sexually explicit or threatening direct messages.

Vandalism (willfully damaging or abusing GGW property) is a form of violence and is reason for immediate dismissal from the training program. Participants engaging in vandalism will be expected to pay for any damages to GGW property.

Harassment-Free Training Center

It is against GGW policy for any participant to harass any participant or GGW employee on the basis of race, age, color, religion, gender or expression of gender identity, national origin, political affiliation, disability, matriculation, personal appearance, sexual orientation, family responsibilities, familial status, veteran status, marital status, pregnancy, childbirth, genetic background, or any other legally protected characteristic.

Harassment may take many forms—including, but not limited to:

- 1) **Verbal harassment** (suggestive comments, jokes of a sexual, ethnic, racial, or religious nature; sexual propositions, advances or threats; pressure for sexual favors; inappropriate comments about an individual's body or appearance; or personal inquiries into their private lives);
- 2) **Non-verbal harassment** (display of offensive objects or pictures, e-mail, websites, gestures, etc.);
- 3) **Physical harassment** (unwanted contact, including touching, pinching, brushing the body, or pushing).

If you believe you have been harassed, you should tell the offender (the person harassing you) that the behavior is unwelcome and you want it to stop. GGW recognizes that it is not necessary for a participant to talk directly to an offender.

In all cases, you should report any harassment immediately to your trainer. If you are uncomfortable reporting the harassment to your Trainer or Career Coach, you may report it to the Director of Learning and Development.

GGW will maintain the confidentiality of complaints of harassment as much as possible. Investigation of these complaints may require talking to the accused individual and other witnesses so the facts can be gathered.

GGW will investigate any harassment claim. When a decision is made regarding the alleged harassment, those involved will be informed of the decision.

There will be no penalty by GGW against a participant who, in good faith, complains of harassment, reports harassment, or participates in an investigation of harassment.

If GGW determines that a participant has engaged in harassment, that participant will be disciplined up to and including dismissal from the program.

Sexual Harassment

Sexual harassment is illegal and will not be tolerated at GGW. Sexual harassment may be against a person of the opposite sex or the same sex. It includes unwelcome sexual advances, request for sexual favors, and other unwelcome verbal or physical behavior of a sexual nature).

Examples of Sexual Harassment

Examples of sexual harassment include, but are not limited to:

- a. Unwelcome sexual offers, invitations, requests, and flirtations.
- b. Threats that a person may be negatively affected by not submitting to sexual advances.
- c. Unwelcome statements of a sexual nature, including graphic sexual comments; the unwelcome use of sexually degrading language; unwelcome suggestive or insulting sounds or whistles; or obscene phone calls.
- d. Display of sexually suggestive objects, images, recordings, emails, or literature that may embarrass or offend others.
- e. Unwelcome touching, patting, pinching, or obscene gestures.

If GGW determines that a participant has engaged in sexual harassment that participant will be disciplined up to and including dismissal from the program.

Relationship with the Criminal Justice System

At times GGW must, by law, report participants' progress to the criminal justice system. Your Career Coach will notify you if this applies to you.

Parking & Transportation

A parking permit is not required to park at the DC Career Center; however, there are multiple paid parking lots available. The costs are between \$6.00 and \$12.00 per day. In addition, there is free parking at the Iverson Career Center in the Iverson Mall parking lot. Also, please follow the parking policies for classes held at Prince Georges Community College in Hyattsville, MD. You are responsible for your own transportation to and from GGW and all off-site locations. If transportation is a problem, it is your responsibility to work with your assigned Career Coach to find other ways to get to and from GGW programs.

You will receive advance notice of any off-site activities so you can plan for transportation. Training and off-site visits will be accessible by public transportation whenever possible.

Stipend Payments

A weekly stipend check is awarded to program participants who demonstrate a training related barrier (**i.e. transportation, childcare, etc.**) and who consistently show their adherence to the Code of Conduct (**i.e. punctuality, attendance, etc.**) This stipend is to be used by the student to assist with the identified barriers during the training period. The stipend is not payment for attending class or payment for being on time. Stipends will be

provided to participants who are present, arrive and log in on time, and do not leave early. **Arrivals and departures** are documented using the Student Attendance Sheet, and times are based on the clock in the classroom. For online learners, arrivals and departures are documented when students put their names in the 'chat box' in the virtual learning platform. Individuals who fail to sign-in and sign-out will be coached on the requirement of signing in and out. Students who neglect to sign the Student Attendance Sheet or check in on the 'chat box' run the risk of not receiving a stipend for that day.

A daily \$5 stipend is awarded to online program participants as well as those taking training at the DC Career Center, Iverson Career Center, Temple Hills, MD, and Prince George Community College Career Center, Hyattsville, MD. Students **who arrive late, who are absent, or who leave early will not** receive a stipend for that day.

Building Access

Participants are only allowed in the GGW Career Centers during normal business hours and for scheduled appointments, alumni events, workshops or special events.

Severe Weather Policy

GGW Headquarters follows the Federal Government's severe weather policy; however, our sector based training programs locations varies per Career Center, so please refer to your Goodwill Instructor regarding the severe weather policy for your training program.

Holiday Schedule

GGW Career Campuses will be closed on the following holidays: New Year's Day; Martin Luther King Jr.'s Birthday; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Thanksgiving Day and the day after Thanksgiving; and Christmas Day.

Telephone/Cell Phone Use

- Not all Career Centers have telephones for participants use; however, if a phone is available for participant's usage is limited to a **max of 5 minutes**.
- You may use the phone during break periods, and keep calls to a minimum.
- You may NOT give out the phone number for the resource area phone. The phone is NOT intended for incoming calls.
- Be courteous of other participants who may need to use the phone.
- Silence your cell phone in the classroom (turnoff or set it to vibrate).
- Calls should be made or received only when absolutely necessary and should be as brief as possible.
- If you must answer a call, you should leave the classroom to take it. Your trainer has the right to add to or change this policy as he/she sees fit.
- For online learners;
 - For calls unrelated to classes, please use your phone during break periods, and keep calls to a minimum.
 - Silence your cell phone while class is in session (turnoff or set it to vibrate).

- Phone calls unrelated to classes should be made or received only when necessary and should be as brief as possible during class time.
- If you must answer a call, you should place your Zoom or Microsoft Teams session on mute to take it. Your trainer has the right to add to or change this policy as he/she sees fit.

Computer, Internet and E-Mail Use

Any computer equipment, software, and/or internet access provided to you are the property of GGW and are to be used for educational purposes only. Your computer use may be monitored, and any inappropriate use of the computers may lead to disciplinary action up to and including dismissal from the training program.

All participants using GGW computers must behave in a professional manner at all times; violations may lead to dismissal from the program.

Computers may be used to:

- Search for jobs or submit job applications
- Create resumes, letters, and other employment-related documents saving to a USB/flash drive.
- Correspond with prospective employers via e-mail.

The following activities are not allowed at any time:

- Viewing or listening to any material that is not related to seeking employment.
- Viewing or listening to any material that could be considered pornographic or inappropriate.
- Engaging in any form of business activity, including on-line shopping.
- Engaging in any form of illegal activity, including but not limited to, online gambling.
- Using the computer to engage in any form of harassment.
- Installing or downloading any software or files of any kind, unless specifically instructed to do so by your Trainer.
- Changing any settings on the computer, unless specifically instructed by your Trainer.
- Eating and drinking while using the computer equipment.

Smoking

Smoking may only take place during break or lunch periods at designated location outside GGW buildings. This rule applies to both participants and staff.

Food & Beverages

Eating and drinking are not allowed in the classrooms, unless permitted by the Trainer. Eating and drinking are not permitted near GGW computers.

Break Rules and Procedures

The Break Rooms in the career centers are for GGW participants and staff. Everyone is expected to treat the space and equipment with respect. Please dispose of all trash and keep the space neat and clean.

You may use the refrigerator and all food must be labeled with your full name. Long-term food storage is not permitted. The refrigerator will be cleaned out regularly and items not removed by the end of the day will be disposed of. Do not take items in the refrigerator that are not your property without permission.

Solicitation and Distribution

You may not engage in solicitation (for example, selling your daughter's Girl Scout cookies) or distributing literature (for example, for your place of worship or a political campaign) during classroom time.

Conflicts of Interest

GGW has a conflict of interest policy which all employees and participants are expected to follow. If a potential conflict of interest arises that may affect you, we will meet with you to resolve the issue as quickly as possible.

Tuition and Refunds

GGW does not charge tuition or fees directly to participants to enroll in any of its programs.

Accreditation

GGW is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International. CARF International accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community.

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