

## **PARTICIPANT RIGHTS**

Goodwill has an open door policy and encourages participants to express valid concerns on matters affecting their work or working conditions, excluding discipline and discharge decisions. Participants are encouraged to bring all issues and concerns to Goodwill first before seeking outside assistance and can do so without retaliation. Goodwill's policies and procedures are designed to meet everyone's needs, providing a safe and positive work environment.

As a Goodwill participant, you have the right:

- To be treated respectfully.
- To have a choice regarding the composition of your service delivery team and concurrent services.
- To receive quality mission services from competent, professional staff.
- To not be denied programming based on your age, gender, sexual orientation, race, religious beliefs, ethnic origin, marital status, physical and/or mental disability.
- To expect confidential information in your case file to be confidential in accordance with HIPAA and corporate policy.
- To have privacy.
- To choose whom to have information released to.
- To have freedom from physical, verbal, emotional, or mental abuse.
- To have freedom from retaliation, financial or other exploitation, humiliation and neglect.
- To view, with some limits, any documents generated by Goodwill related to your rehabilitation program and to have access to your own records.
- To a written Individual Service Employment Plan.
- To receive pertinent information in sufficient time to facilitate decision-making.
- To provide input into your rehabilitation program at any time.
- To refuse services. You will be informed of possible consequences regarding your decision.
- To have referrals to legal entities, self-help and advocacy services.
- To receive a written statement of the reason(s) why you are ineligible for a service.
- To be actively involved in every aspect of your programming, planning and

decision-making.

- To be informed of the agency's grievance procedure; the process for filing a complaint; the availability of advocates or other assistance; and the appeal process.

Please see a Goodwill staff member if you have questions, concerns or need more information about your rights as stated above.