

# ***GOODWILL***

**CAREER PATHWAYS PROGRAM HANDBOOK**

## **Vision and Mission**

We want to extend a sincere and warm welcome to the Career Pathways Program. Goodwill of Central and Northern Arizona (GCNA) and its affiliated entities (Collectively, the “Company”) are 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.

## **Program Overview**

Career Pathways is a program available to Team Members, community members, service members, and Excel Center students seeking sustainable employment, career development, and upskilling. It provides individualized career services tailored to each participant's needs, delivered by dedicated program staff. The scope of services may range from transactional services, including resume writing, cover letter assistance, job searching, and application preparation, to more intensive services requiring a higher-level engagement, such as creating a career success plan, training, workshops, and certifications. Together, a plan is designed to help individuals achieve their goals.

- One-on-One Career Coaching
- Referrals to Support Services
- Interview Preparation
- Assessments & Career Exploration
- Job Search & Applying
- Resume & Cover Letters
- Design & Develop a Career Success Plan
- Workshops and Certifications
- Mock Interviewing
- Goal Setting & Execution
- Training & Tutoring
- Employment Connections

## **Career Pathways Addendums / Subprograms**

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

## **How the Program Works**

Participants work alongside a career coach to make informed decisions about their development, designing and developing a personalized career success plan rooted in their strengths, skills, interests, and employment challenges. Career services staff provide guidance and encouragement, helping participants set meaningful goals and identify the milestones and tasks necessary to achieve their desired outcomes. Meetings with career services staff may be held in person at a Goodwill location or conducted virtually via web conferencing or by phone. Engagements occur as needed, based on the goals and activities outlined in an individual's career success plan, and are conducted in semi-private or private settings with participants, career services staff, program leaders, and, at times, additional staff for training purposes.

## **Program Eligibility**

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

- 16 years or older to access resources at career center locations
- Engage with program staff during business hours
- Willing to complete all intake, profile, and entry requirements
- Communicate with program staff on progress and job placements

## **Cost**

The Career Pathways program is offered at no cost to Team Members, community members, servicemembers, 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**

**Arizona:** Monday - Thursday: 9 am - 4 pm, and Friday: 8 am - 12 pm **Maryland:** Monday - Thursday: 9 am - 6 pm, and Friday: 9 am - 4 pm

*Note: hours are subject to change for special events or professional development.*

## **Career Center Etiquette**

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

## **Program Discontinuation / Exit**

Participants and Goodwill have the right to discontinue or terminate services. Reasons for exiting the program include, but are not 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 this handbook, which may include missing appointments, inappropriate behavior, or intoxication while receiving services

## **Re-Entry / Renewal Requirements for Program Participation**

- If a participant wishes to rejoin the program after leaving, they must complete a new intake
- Active participants will have an annual review and must also complete a new intake for renewal

## **Participant Commitment**

We ask all participants to maintain open communication with career services staff. If your contact information or personal circumstances change, please notify us. We assess needs at intake and check in throughout the program. Still, your updates help us address changes in housing, transportation, food, clothing, health, safety, financial, or legal needs as they arise. By communicating openly, you help us remove barriers and support your path to success. Knowing where you've been and where you're headed helps us understand what's working and how we can do better. Participants are recommended to consistently attend appointments, training sessions, or events as agreed upon. If you are unable to participate in a scheduled appointment, training, or event on time for any reason, please contact program staff by phone or email as soon as possible. Thank you for staying connected and sharing updates about your career journey.

## **Participant Rights**

All persons receiving services at Goodwill locations hold the following 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, resumes, and cover letters.
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). A copy of the handbook has been provided, and an acknowledgment has been attached to their profile.

## **Behavior**

Goodwill is committed to fostering a welcoming environment free from unlawful discrimination and harassment, one where Team Members and participants treat one another with respect, dignity, and courtesy. Behavior or comments that undermine an individual's dignity are not tolerated. Discrimination or harassment of any kind is prohibited. This includes slurs or other unwelcome verbal or physical conduct related to race, color, religion, gender (including pregnancy), national origin, age, disability, genetic information, sexual orientation, gender identity, military status, or any other status protected by law, when such conduct interferes with services, work performance, or creates an intimidating environment. Sexual harassment includes these behaviors as well as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Goodwill will promptly and thoroughly investigate all concerns, maintaining confidentiality whenever possible. Team Members and participants are encouraged to speak up without fear of retaliation; no one will face adverse consequences in employment, training, or participation for raising a concern. By working together to uphold this policy, we help ensure a respectful and inclusive environment. When discrimination or harassment is found, appropriate action will be taken. Goodwill ensures fair and timely processes that respect dignity and address every concern with care and integrity. If you believe this standard has been violated, including instances of unlawful discrimination or harassment, please report the matter promptly to the onsite leader or contact our corporate offices at [www.goodwillaz.org/contact-us/](http://www.goodwillaz.org/contact-us/) or [www.gimv.org/contact-us/](http://www.gimv.org/contact-us/).

## **Disability Accommodations**

Goodwill complies with all federal, state, and local laws protecting individuals with disabilities and is committed to providing reasonable accommodations to ensure equal access to our facilities and services. If you have a disability that may affect your ability to participate, please inform career services staff as soon as possible. We will work with you to identify the most appropriate accommodations and communicate our decision promptly. All disability-related information will be handled with care and kept confidential.

## **Grievances**

Goodwill is committed to addressing concerns promptly and fairly, ensuring every voice is heard. Any Team Member or participant may submit a grievance at any time. Grievances can be discussed informally with the on-site leader, who will report the matter to their direct leader and document it in the participant's profile. Organizational leadership reviews all grievances annually to learn, grow, and enhance performance. Individuals may also call 888-355-1444 and/or submit a written complaint, concern, question, or compliment at [www.goodwillaz.org/contact-us/](http://www.goodwillaz.org/contact-us/) or [www.gimv.org/contact-us/](http://www.gimv.org/contact-us/).

## **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 contact career services staff to discuss an appropriate accommodation. For example, services may be provided virtually, or appointments may be rescheduled to other days or times during operating hours.

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## **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 their own medical or health insurance coverage.

## **Consent to Virtual Services**

I agree to receive virtual services remotely via phone, email, conference platforms, for appointments, meetings, and live chat, or through the internet. By signing my name below, I grant permission. I am providing full and informed consent to Goodwill and to all career services staff, entities, or other partners/employers approved by Goodwill to perform and administer virtual services, and to release any information necessary 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. I have read this release before signing below and fully understand its contents, meaning, and impact.

## **ACKNOWLEDGMENT**

My signature below acknowledges and agrees that: (1) I have fully read this Career Pathways Program Handbook, (2) I fully understand the information in this handbook, (3) all my questions (if any) have been answered to my complete satisfaction, (4) A copy of the handbook has been provided to me, and my acknowledgment is attached to my profile, (5) I am in complete agreement with all policies, procedures, terms and conditions outlined in this handbook, (6) I understand, in specific, that I am releasing my right to certain potential legal claims and rights that I may otherwise have, and (7) I am providing full and informed consent to Goodwill and career services staff, under these conditions, to provide career services. Furthermore, I acknowledge that the Career Pathways Program Handbook is subject to change at Goodwill's sole discretion.

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Service Location:**

- ☐ **Veteran Career Center, 4005 N 16th St., Phoenix, AZ 85016**  
**Phone Number: (602) 535-4212**
- ☐ **Monocacy Career Center, 1750 Monocacy Blvd., Suite A, Frederick, MD 21701**  
**Phone Number: (240)651-8899**
- ☐ **Virtual Career Services**  
**Phone Number: 1 (888) 355-1444**