



GOODWILL

Training Programs Catalog & Student Handbook

2016

2017



Selected programs of study at Goodwill of the Olympics and Rainier Region are approved by the Washington Workforce Training and Education Coordinating Board's State Approving Agency (WTCEB/SAA) for enrollment of veterans and eligible beneficiaries to receive benefits under Title 38 and Title 10, USC.

*"Certified as true and correct
for content and policy"*

Daniel Fey

Senior Vice President of Workforce Development

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Welcome to Goodwill of The Olympics and Rainier Region!



CEO Terry Hayes

Message from the CEO

Thank you for your interest in Goodwill of the Olympics and Rainier Region! We want you to know that we are here to help you get the training you need to go to work. We pride ourselves on never turning anyone away who needs help. Our basic employment services are available to all members of the public and we offer more intensive program services based on meeting the eligibility requirements on an individual program basis. We also have scholarships available to enter our programs for those in need.

At Goodwill, we offer a full range of support – from soft skills training such as resume writing and interviewing techniques – to in depth job training programs in areas such as culinary skills, custodial skills and retail training, just to name a few. Our experienced instructors and support staff are here to help you succeed. And once you have completed your training, we work hard to help you get a job. We partner with over 1,000 employers in the community who turn to Goodwill for qualified candidates who are ready to work. And know this, we will be there for you every step of the way as you pursue your career dreams. Because your success is our success!

At Goodwill, our mission is to change lives by helping people with barriers to employment go to work. We look forward to help every student take their graduation certificate and turn it into a more important piece of paper – a paycheck.

Terry Hayes, President & CEO
Goodwill of the Olympics and Rainier Region

Vision, Purpose and Values

GOODWILL OF THE OLYMPICS AND RAINIER REGION

2017

OUR VISION

In our communities, people in need turn to Goodwill as the recognized leader in helping individuals develop work skills and find jobs.

OUR PURPOSE

Goodwill helps people with disabilities and other barriers to employment go to work by providing jobs, training and educational opportunities.

OUR VALUES



- R** We respect and honor people.
- I** We act with non-negotiable integrity in business, personnel and financial operations.
- S** We are responsible stewards of our social, financial and environmental resources.
- E** We strive to achieve excellence in everything we do.

ABOUT GOODWILL

In 1902, Edgar J. Helms, a Methodist minister, founded Goodwill in Boston.

When he faced a group who asked him for help getting food and clothes, Helms took a burlap bag and went to Boston's wealthy citizens. Instead of asking for money, he asked for whatever clothing they could spare. The Goodwill store was born when Helms hired people in need – many of who were considered unemployable – to repair damaged items and sell the donated goods.

“A hand up, not a hand out” was his motto. Helms opened Goodwill's doors to anyone with a “willingness to work” and became the pioneer of an organization that gave people hope, dignity and independence by providing them with the means to earn a paycheck and support their families.

His social innovation set in motion a worldwide movement – Goodwill Industries – that has touched millions over the course of the past century.

Goodwill of the Olympics and Rainier Region opened in 1921 as the 19th Goodwill agency in the United States, offering training and assistance for people in our community. While no longer in the business of repairing donated items, Goodwill employs hundreds of people in the cycle of donations of gently used merchandise, processing, and resale of these goods. Training programs in computer technology, Culinary Skills, Custodial Skills, and Retail Skills help our student to move to competitive jobs in today's economy.

Goodwill's history continues to be written in these modern times. In September 2009, Goodwill of the Olympics and Rainier Region held a public dedication for its new Milgard Work Opportunity Center. The four-story, 63,000-square-foot facility is a LEED Gold-qualified building with five times the classroom space of our previous facility, a Distance Learning Theater and the REACH (Resources for Education and Career Help) Center, a partnership of educational institutions and nonprofit agencies focused on helping young adults.

Since 1902, Goodwill's concepts of building job skills, instead of giving handouts, has provided people of all ages and backgrounds a chance to succeed. Goodwill is a unique, self-supporting 501(c) (3) nonprofit that utilizes donations sold in its 32 retail and specialty stores across a 15-county service area in Western and South Central Washington, covering nearly the entire Olympic Peninsula (except Kitsap County), south to Longview, east to Yakima and Ellensburg, along with a portion of South King County.

Goodwill is also a leader in online sales and relies on its Go2 Services, a single source business providing total property maintenance and care, along with its packaging and assembly contracting operations, to provide additional funding. More than 90 cents of every \$1.00 earned at Goodwill of the Olympics and Rainier Region supports our mission. During fiscal year 2012, Goodwill of the Olympics and Rainier Region provided services to over 8,600 people and placed more than 1,900 people in jobs – either at Goodwill of the Olympics and Rainier Region or in the local community. For every 1,000 people placed in a job, there is a community benefit of \$11,000,000 in increased tax revenue and less dependence on government assistance. Many of our programs are additionally funded through third parties, such as government agencies and private grants, but scholarships are also available as a result of donations to the Goodwill Foundation. Students at Goodwill of the Olympics and Rainier Region never pay for services they receive.

LOCATIONS

Pierce County

Milgard Work Opportunity Center

714 South 27th Street

Tacoma, WA 98409

253.573.6500 phone

253.573.6510 fax

The Pierce County location, the Milgard Work Opportunity Center (MWOC) is a four-story, 63,000 – square-foot facility that is a LEED Gold-qualified building. The MWOC service area is all of Pierce County, South King County and Thurston County. Conveniently located in Downtown Tacoma; with five times the classroom space of our previous facility, a Distance Learning Theater, the Neighborhood Bistro, Coffee Buzz, an Adaptive Computer Lab, drop in childcare, a Career Center, Placement services and REACH, a partnership of educational institutions and nonprofit agencies focused on helping young adults.

Cowlitz County

Work Opportunity Center of Cowlitz County

1030 15th Avenue, Suite 300

Longview, WA 98632

Phone: 360.501.8340

Fax: 360.423.6257

The Longview Work Opportunity Center is a nearly 4,000 square foot facility, located in Longview in the beautiful Columbia River Valley that provides for a Career Center, Distance Learning Theater, Skills Training Programs and Placement services.

Yakima County

Yakima Work Opportunity Center

10 North 10th Avenue

Yakima, WA 98901

Phone: 509.452.6061

Fax: 509.452.0352

The Yakima Work Opportunity Center is a 4,550 square foot facility centrally located in downtown Yakima in the Yakima Valley in central Washington. The Yakima Work Opportunity Center provides Skills Training Programs, Placement services and a Distance Learning Theater. All Work Opportunity Centers offer facilities providing adequate space for meeting rooms, classrooms, offices for vocational counseling, vocational testing and placement services. Equipment and curriculum used in training is critiqued regularly by Business Advisory Councils, which consist of individuals employed in the field. These councils regularly convene to review curriculum, course content, equipment and qualifications of staff.

GOODWILL OF THE OLYMPICS AND RAINIER REGION SKILLS TRAINING PROGRAMS

ADMINISTRATION

Accreditation

Goodwill of the Olympics and Rainier Region has consistently received the highest endorsement in skills training from CARF – the Commission on Accreditation of Rehabilitation Facilities – since 1973.

Admission Procedures

Applicants who are interested in a specific training program must contact the instructor/facilitator at the desired work opportunity center to schedule assessment times. Typically, individuals desiring training from Goodwill of the Olympics and Rainier Region are referred by an agency (third party), which will also pay for any training costs, but individuals are not required to be sponsored by a third party for entrance into programs.

Assessment

Students entering programs that have completion requirements are assessed prior to program entry to evaluate their ability to participate in and ability to benefit from the training before actual training proceeds. Assessments can be used to determine the length and content of training.

Attendance & Punctuality

Goodwill anticipates that students will treat Goodwill of the Olympics and Rainier Region training as a work assignment and that failure to attend training will be viewed much like an employer would typically view absenteeism. Good attendance during training is as important as it is on the job. Training programs are comprehensive sets of classes designed to build upon lessons learned in previous classes and attendance and attention is required at every class. Successful completion of a Goodwill of the Olympics and Rainier Region training program will also require at least 90% attendance to the required course. Goodwill of the Olympics and Rainier Region acknowledges that individual circumstances may prevent a student from attending a particular class period. Whenever possible, an absence should be prearranged with the instructor and the agreed upon time away from program will not count against a student's attendance rating. Students are responsible for all materials covered and announcements made during absences.

To maintain a safe and productive training environment, Goodwill of the Olympics and Rainier Region expects students to be reliable and punctual. Just as absenteeism and tardiness place a burden on employers and other employees in a workplace, it can place a burden on fellow students and instructors and multiple absences can compromise the integrity of the learning experience for other students in the class.

The following attendance policy is intended to encourage satisfactory student attendance and to give instructors a fair and objective way to evaluate attendance.

Point Accumulation

For infractions regarding attendance, points will be given as follows:

- .50 point Tardy (being late for class) **or** leaving class early without notification
- 1.0 point Full-Day Absence (any absence from class of over ½ the scheduled training day)
- 2.0 points No-call, no-show for scheduled training day

Exceptions include: holidays, cancellations/closures of training, jury duty or subpoena to court, military leave, leaving class early at the instigation of an instructor, and pre-arranged time off as defined in this policy. Consecutive days off for illness are counted as one (1) absence. A medical provider's note may be required prior to returning to training from an extended illness.

Trends or patterns of absenteeism or tardiness may be used when determining excessive absenteeism and tardiness and will result in an immediate discussion with the instructor regarding noted trends. Additionally, as excessive breaks are not tolerated in the workplace they will not be tolerated in the classroom unless special accommodations necessitate such breaks. Students will be provided a break and lunch schedule at the training site.

Attendance will be evaluated on a regular basis as determined by the length of the training program and is considered unsatisfactory when a student has a total of two (2) points. Notice will be given to the referring agency and/or vocational counselor as appropriate for extraordinary point accumulation. In cases where student attendance and punctuality become a concern, a staffing will be conducted with the vocational counselor, referral agency (if appropriate), student and instructor at the earliest possible convenience to remedy/resolve the issues. Attendance contracts and/or Corrective Action Plans may be implemented if necessary.

Pre-Arranged Time Off

Pre-arranged time off is an absence of a limited amount of leave time which has been discussed with the instructor a full three (3) class days before the absence occurs. Leaves of absences are suggested if and when the student knows that they will be unable to participate in training for extended consecutive days. In cases where leave of absences are requested for medical issues, a note from a physician or psychologist may be required prior to instituting the leave. Pre-arranged time off, as defined by the terms of this policy, does not count as an absence or tardy.

Emergency Leave

Emergency leave is defined as an absence of a limited amount of leave time that is required by the student to attend to an extraordinary personal matter which has occurred with little or no previous warning. Students must discuss the request with their instructor and are expected to give as much notice as is possible. Emergency leave requests are considered on a case-by-case basis. If an emergency leave, as defined by the terms of this policy, is granted, it does not count as an absence or tardy.

Call-In Procedure

Students must call their instructor to report an absence as early as possible. Students must endeavor to speak directly with their instructor. If the instructor cannot be located, an appropriate message may be left. If a student calls in more than one (1) hour after the start of the scheduled training day, it will be considered a "no-call, no-show" for that scheduled training day. Students who do not call in or report to training for five (5) consecutive

scheduled training days will be considered to have voluntarily left their training program.

Disabilities & Accommodations

Goodwill of the Olympics and Rainier Region is committed to providing reasonable accommodations to qualified students with disabilities. Individuals with a disability wishing to participate in training should inform the case manager or instructor of any accommodations needed. Individuals may be requested to document their functional limitations which will outline any activities they are prohibited from participating in and give a reasonable prognosis of their ability to benefit from training.

Meet and Greet (Informational session)

Goodwill of the Olympics and Rainier Region programs offer opportunities for students to speak to the program staff and instructors to gain further information regarding available programs. At these meetings or events, the student will have an opportunity to gather information and ask questions regarding class opportunities, what is taught in the programs and what the student will need to succeed in the individual programs. Students are encouraged to contact the individual programs to schedule an appointment.

On-Going Enrollment

Since each student requires differing timelines for training based on ability, progress and specifics of training plans, enrollment in each training program is on a first come – first served basis. When a student graduates, the open seat is filled by the first individual in line for enrollment.

Non-Discrimination

Goodwill of the Olympics and Rainier Region training programs do not discriminate against students or potential students on the basis of race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability.

Placement Assistance

The Job Resource Room is open to the public and offers a variety of services. Designed to aid individuals in their on-going job search, it is equipped with multiple computers, a printer, and telephone and fax machine. From this location, the job seeker can access valuable resources such as labor market and occupational information, career-job search tools, job search assistance, and access to job postings. Staff is available to assist each student individually in job search activities and presents a series of interactive workshops and seminars from resumes to interviews and from computer job search to dressing for success. There is individual placement assistance available for those students who qualify through their referral source and whose vocational service plan includes placement services.

Physical Accessibility

Goodwill of the Olympics and Rainier Region training facilities are conveniently located in physically accessible buildings.

School Calendar

Goodwill of the Olympics and Rainier Region, at all locations, is open Monday through Friday from 8:00AM – 4:30PM. Training program times vary according to the individual program. Please consult the program descriptions for individual program information.

Classes are not held on New Year's Day, Martin Luther King Day, and President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day Thanksgiving Day, and Christmas Day.

Official Termination Date

The official date of termination of a student from training shall be the last date of recorded attendance when withdrawal occurs in any of the following manners:

1. When the school receives notice of the student's intention to discontinue the training.
2. When the student is terminated for a violation of a published school policy which provides for termination.
3. When a student, without notice to the institution, fails to attend classes for five (5) workdays.

Termination by the School

A student, who fails to maintain satisfactory progress, violates safety regulations, interferes with other students' work, is boisterous/vulgar/obscene, or is under the influence of alcohol or drugs, is subject to immediate termination.

Except in the most egregious violations of school policy, termination of training will take place after all interested parties are notified and all other means of handling the situation are not successful.

A grievance policy is in place for a student who disagrees with a disciplinary action or other concerns. A student who has been terminated may return at the discretion of Goodwill of the Olympics and Rainier Region.

Cancellation of Classes

The school reserves the right to cancel a training class at any time.

Dress Code

The goal of all Goodwill of the Olympics and Rainier Region Workforce Development programs is to promote a professional image and create a professional business environment. We believe that professional image and dress and personal cleanliness standards contribute to the morale and success of each student in the training programs. Good judgment and common sense should always be applied, error on the side of professionalism. Clothing should be proper fitting; not be too tight or too loose and pants should be worn at the waist. If not sure an item is appropriate or professional, students are advised to choose something else to wear.

As a general guideline, clothing should be selected that is comfortable yet, communicates a professional image. It is important to pay attention to the fit of your clothing and avoid clothing that is too tight, too revealing, too baggy or too short. Clothing should be clean, pressed and wrinkle free.

Specific programs have specific dress codes while students are in program. The dress code during training programs is to help prepare students for a work environment. Please review specific program dress codes as outlined in dress codes and uniform requirements in individual program descriptions.

Reasonable accommodation may be requested for a person with a disability or specific religious beliefs or practices.

Inappropriate Attire for all Programs:

- Jogging suits
- Tops with less than 3" wide straps (unless covered with a sweater or jacket)
- Flip flops; open toed shoes
- Leggings, sweatpants, stretch pants (Lycra), exercise wear, shorts
- Torn, worn, or stained clothing
- Skirts or crop pants more than 2" above the knee
- Shorts
- Clothing that is inappropriately revealing
- Bare midriffs
- Under garments that are visible through or outside of clothing

Appropriate Attire/Grooming Standards

Hygiene

As a courtesy to fellow students, good personal hygiene must be practiced at all times. Examples of good hygiene include but not limited to clothes that are clean and stain-free, fresh body odor, hair well-groomed, fresh breath and fingernails are trimmed and clean.

Facial Hair

Facial hair should be professional, neatly trimmed, and clean.

Tattoos

Tattoos must be appropriate in content, in keeping with a professional image, and covered whenever possible.

Piercings

Earrings may be worn but will be business appropriate in style and size. Other body piercings should not be visible.

Hair

Hair must be clean and groomed.

Scent-free

Students should refrain from wearing any perfume, cologne, or scented lotions, ointments, or products.

Appropriate Attire (In General)

Men

- Trousers: Khakis, Docker style, Dress Slacks
- Collared Polo style Shirts or Dress Shirts
- Dress Sweater or Suit Jacket Optional
- Loafers or Dress Shoes
- Jeans are acceptable if clean with no stains or tears

Women

- Slacks, Dress or Skirt (Professional looking crop pants are acceptable)
- Blouse, Collared Shirt or Sweater
- Suit Jacket or Cardigan Sweater Optional
- Professional Style Sandals, Boots or Shoes

- Jeans are acceptable if clean with no stains or tears

Arrangements may be available to assist with clothing on a case-by-case basis.

Any clothing item that presents a safety hazard must be modified or not worn.

GENERAL REQUIREMENTS

General requirements are applicable to all Goodwill of the Olympics and Rainier Region Job Skills Training programs.

- Criminal Background Check – depending on convictions for “crimes against persons” as defined by RCW 43.43, a criminal background check may disqualify an applicant from receiving services at Goodwill of the Olympics and Rainier Region; however, a criminal background is not necessarily a disqualification from training or employment. Applicants having a criminal record will need to review the actual record with appropriate Goodwill of the Olympics and Rainier Region staff before eligibility is determined.
- Complete the 2-week Pathways Life Skills Training Program.
- Goodwill of the Olympics and Rainier Region operates a drug and alcohol free workplace and training facility at all locations.
- Documentation of Disability – If a student has a disability, they may be requested to provide documentation, from a medical provider that describes the disability and barriers to employment as well as, the ability to benefit from training.
- Provide verification of the ability to work in the United States.
- Intake packets and all required paperwork must be completed.
- Be a minimum of 18 years of age at the beginning of training (Barista exception).
- All students will be required to sign that they acknowledge receipt of the Goodwill of the Olympics and Rainier Region Training Catalog and Handbook and will adhere to the policies contained within including; program dress codes, attendance policies, drug/alcohol free, weapon and violence free and student code of conduct.

TRAINING COSTS

The cost of training for all programs is covered below. **Many individuals referred to Goodwill of the Olympics and Rainier Region for training are funded by an external agency (i.e. Division of Vocational Rehabilitation (DVR), Department of Labor and Industries (L&I), Washington State Department of Services for the Blind (DSB) or other similar agency or organization).** The third party payee will facilitate arranging for alternative payments whenever appropriate. Goodwill of the Olympics and Rainier Region Scholarships may be available to qualified students who do not have a third-party payee.

Students are never required to personally pay for training.

Assessment Fees

All programs provide for assessments of a student’s aptitude for the work and their ability to learn and process information. If an assessment, in a specific program, leads to a student enrolling in said program, all fees and tuitions previously paid are transferred to the total cost of selected instruction.

Program Admission Fees

Every training program is subject to a non-refundable Program Admission Fee of **\$200.00**. This fee is charged to pay for processing the incoming student information and establishing a student records system. Remaining unused Program cost will be refunded after the \$200 fee is deducted.

Specific Program Costs

SKILL ASSESSMENTS- ALL PROGRAMS (OFFERED IN TACOMA AND LONGVIEW)	
Program skill assessment of student's aptitude for the work and ability to learn and process information.	\$40 per day

CULINARY SKILLS TRAINING (OFFERED IN TACOMA ONLY)	
Training Classroom and on the job training, days and hours may vary (average 60 days)	\$2700
Uniforms, appropriate work shoes and Food Handler's Card also incur a cost. Ancillary services by Culinary Skills Training are subject to an additional cost. Prices vary depending on service provided, length of time, etc.	\$50- \$100

CUSTODIAL / MEDICAL SKILLS TRAINING (OFFERED IN TACOMA AND LONGVIEW)	
Training Classroom and on the job training, days and hours may vary (45 days)	\$1800
Uniform Fee Custodial Skills Training Program uniform shirt Work Shoes	\$35 \$50

RETAIL SKILLS TRAINING (OFFERED IN ALL 3 GOODWILL CENTERS)	
Training-Tier 1 and 2 Classroom and on the job training, days and hours may vary (average 45 days)	\$1200
Training –Tier 3 Three weeks of on-the-job-training in Goodwill Retail. (Upon Eligibility)	\$600

COMPUTER/OFFICE SKILLS TRAINING	
Computer Skills Training A minimum of three hour session per day, Monday through Friday for 13 weeks to completion in classroom setting with on the job training includes Microsoft Office Suite 2010 Modules 1, 2, & 3 includes Computer Skills Handbook & License	2600
ZoomText Screen Reader/Magnification Session taught with minimal instruction for students who are more proficient with Microsoft Office Suite 2010	Cost varies by need
ZoomText Screen Reader/Magnification Session taught with intensive instruction for students who are less proficient with Microsoft Office Suite 2010	
Talking Typing Teacher The goal is that the Student will complete the training with a typing speed of 20 - 25 words per minute with 80% proficiency	
JAWS Screen Reader Session taught with minimal instruction for students who are more proficient with Microsoft Office Suite 2010.	

YOUTH BARISTA TRAINING (OFFERED IN TACOMA ONLY)	
<p>Training Classroom and on the job training, days and hours may vary, (typical completion within 16 weeks)</p>	\$2250
Warehouse, Logistics, & Transportation	
<p>Total Training Costs</p> <ul style="list-style-type: none"> • Classroom Training, Forklift Training, Textbook & materials, CLA Exam • <i>*Ancillary services subject to additional costs.</i> 	\$2,430

Refund Policy

The following cancellation and refund policies apply to third-party payees or the Goodwill of the Olympics and Rainier Region Scholarship Fund.

1. All book fees and funds expended for training materials such as uniforms, safety shoes, etc. are non-refundable.
2. **Except as described below, a \$200.00 student set-up fee is also non-refundable.**
3. Funding sources will receive a 100% refund of all money paid if the school does not accept a student. This includes cases where a starting class is cancelled by the school or if the student cancels training within five (5) business days** (excluding Sundays and holidays) after signing a vocational services plan, provided training has not commenced.
4. After training starts, funding sources, including the Goodwill of the Olympics and Rainier Region scholarship fund, are entitled to a pro-rata refund for all funds paid in advance.
5. If Goodwill of the Olympics and Rainier Region discontinues instruction in any program – for any reason - after students enter training, including circumstances where a school changes its location, students must be notified in writing in advance of such events and informed that they are entitled to request a pro-rata refund of tuition and fees paid unless comparable training is arranged by the school and agreed upon in writing, by the student. A written request from the student for such a refund must be made within 90 days from the date the program was discontinued and the refund must be paid within 30 calendar days after receipt of a request.

WORKFORCE DEVELOPMENT JOB SKILLS TRAINING PROGRAMS

Pathways and Ready to Work

Philosophy and Mission Statement

The Pathways Training program is designed to give students with barriers to employment a basic knowledge of job readiness skills before they enter a job skill training program. The program curriculum is a combination of classes on job searching, basic computer skills, and financial education and life skills and is taught by the Goodwill of the Olympics and Rainier Region Education and Training staff.

Pathways (Longview)

The student will learn life skills, goal setting, vocational exploration, financial literacy, job search and more. As important as the academics and vocational skills, an emphasis on soft skills will help students obtain and maintain employment. Students will learn new ways to communicate, make decisions, resolve conflict, as well as manage their time and finances.

Pathways (Tacoma)

Successful Completion of the first week Pathways to Success Program is required before a student is eligible to enter the following job skills training programs at the Tacoma Milgard Work Opportunity Center: Computer/Office Skills training, Custodial Skills Training, Culinary Skills Training, and Retail Skills Training. Successful completion of the second week Pathways to Employment must be completed prior to any internship or field experience and graduation from Program. Each Program has scheduled a program specific time for Pathways to Employment.

General Information (Tacoma)

The Pathways Training program is 50 hours of classroom training. These training hours are taught over a two-week period, Monday through Friday, in two daily sessions, 9:00am to 11:30 am and 12:30pm to 3:00pm. The program is 100% classroom time. Student to instructor ratio is 25:1. Throughout the Pathways program students learn positive work behaviors or “soft skills”, the skills necessary to get, keep and progress in a job.

The first week for all programs is Pathways to Success. During Pathways to Success, “Soft Skills” classes taught include Life Balance and Resources, Customer Service 1 and 2, Tools for Growth, Team Building/Diversity, Conflict Resolution and Anger Management, Attitude is Everything, Personal Assets Inventory, Professionalism, and Communication Skills.

The second week of Pathways is Pathways to Employment. Pathways to Employment is program specific, with each training program determining when in their training program Pathways to Employment will be completed. During this time students will participate in Goodwill’s Maximize Your Potential (MYP) class, Financial Education class, and Basic Computer class. MYP trains job search readiness and job retention including resume preparation, interviewing skills, job search strategies, conflict resolution and team building. Financial Education teaches students banking basics, goal setting, and money management. Basic Computer gives students the computer skills they need to apply for a job online.

Daily attendance is critical to the successful completion of this program and, as in all Tacoma training programs, students are required to perform as if they were at a job. If a student misses two classes they will be required to retake that week of the Pathway course. If the student misses 1 class in a week, they will be allowed to enter their specific job skills training program but will be required to make up the session on the next offered date. Failure to not make up the session or successfully complete Pathways after two attempts requires a 60-day waiting period before a student may re-apply.

At the end of each week of Pathways, students will be evaluated on Attitude, Cooperation, and Engagement (ACE performance). Evaluations must be a "Satisfactory" prior to moving into a training program.

Upon completion of all program requirements student will receive Certificates of Completion for the Pathways Program, Maximize Your Potential, and Financial Education.

Schedule

Course hours are 25 hours per week during Goodwill of the Olympics and Rainier Region's Operating hours. Training will typically occur Monday thru Friday from 9:00 am until 11:30 am and from 12:30 pm until 3:00 pm at Goodwill's Milgard Work Opportunity Center classrooms. Class schedules may vary to accommodate holidays and there are 2-week holiday breaks over Thanksgiving and Christmas.

Pathways Training Requirements

- All required paperwork must be submitted.
- All students will be required to sign the Pathways Attendance and Expectations Contract.

Textbooks and Pamphlets

Workbooks and handouts are provided to students by each individual instructor. All students will also receive the Goodwill of the Olympics and Rainier Region Student Handbook.

Audio-Visual Aids

Training may be augmented with Videos, DVD's and other types of media. Titles and editions may vary depending on industry updates, new or different equipment, and business needs.

Staff Objectives and Strategies

1. Training staff will work as a team to provide "best practice" training in essential job search skills, and life skills for job retention.
2. A Goodwill of the Olympics & Rainier Region representative will act as case manager and provide liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors/providers, local school districts and the Goodwill of the Olympics and Rainier Region Scholarship Fund.

Methods and/or Training to Be Used

1. Classroom instruction is provided in the Milgard Work Opportunity Center.
2. Instructor led and small group discussions.
3. Workbook and handout lessons.
4. Homework assignments.
5. Students are required, with accommodations if necessary, to demonstrate, written and verbal understanding of training topics.

6. Instruction and practice in basic computer operations, Internet navigation, Personal Computer (PC) care, ergonomics and intra-office decorum, including instruction on how to prepare a resume on the computer and email it to prospective employers.
7. Instruction in the preparation of resumes and interview preparation.
8. Instruction in the creation of a money management system.
9. Instruction in Customer Service and how to deal with difficult customers.
10. Instruction in and demonstration of the “soft skills” necessary to obtain and maintain employment.

Accommodations

Student accommodations may include, but are not limited to, reading assistance, writing assistance, foreign language and American Sign Language interpreters, pictograms, and color coded course materials. Participants should identify accommodations needed during intake process.

Skill Set Summary (all sites)

Job Readiness Skill Set

Demonstrate positive workplace behaviors such as attendance, punctuality, good hygiene, a neat and professional appearance and a demonstrated ability to work well with other students, instructors and Goodwill employees.

- Attendance
- Hygiene, grooming and dress code
- Cooperation
- Language and general attentiveness
- Ability to follow directions
- Ability to work independently
- Problem solving
- Team building
- Anger management
- Motivation
- Ability to accept constructive criticism
- Dependability and reliability
- Perseverance in completing assignments
- Ability to interact with other students and Goodwill Personnel
- Willingness to correct inappropriate behaviors
- Decision making
- Conflict resolution
- Professionalism

Maximize Your Potential (MYP) Skill Set

- Prepare an electronic resume utilizing one of the different resume formats (chronological, functional, and skills)
- Complete a “mock interview” to receive constructive feedback
- Ability to complete an job application
- Ability to network successfully

Financial Education Skill Set

- Write out effective goals with a practical action plan
- Differentiate needs versus wants
- Identify spending leaks

- Produce a written Spending Plan
- Learn the advantages of mainstream banking to avoid predatory lending

Basic Computer Skill Set

- Create email address
- Send an email message
- Receive and reply to messages
- Open attachments
- Attach resume to email application
- Create and edit a document using Microsoft Word
- Navigate the internet
- Perform a basic instant search

Customer Service Skill Set

- Be aware of the messages you send
- Use the philosophy of going above and beyond for your customers
- “Read” what your customers want and need
- Apply the Exceptional Customer Service approach
- Deal with customer’s emotions
- Avoid “trigger” words that could potentially upset an unhappy customer even more
- Know how to react when a customer upsets you

Culinary Skills Training Program

Philosophy and Mission Statement

The Culinary Skills Training program is designed to train students with little or no food service experience in the basic skills required to obtain entry level employment in the food service industry. Skills in the areas of sanitation & food safety, measuring & portioning, recipe interpretation, and an introduction to working in a commercial kitchen is provided through hands-on training at Goodwill of the Olympics and Rainier Region “Neighborhood Bistro”. The program curriculum is kept current through the efforts of a Business Advisory Council (BAC) that is composed of restaurant and catering representatives from the Tacoma/Pierce County area. Industry professionals and “Guest Chefs” will provide both demonstration and hands-on training in the kitchen and dining room as well as classroom lectures and examination at every level.

Location

The Culinary Skills Training Program is available at the following Work Opportunity Center.

Tacoma

714 South 27th Street

Tacoma, WA 98409

Phone: 253.573.6633

Fax: 253.573.6510

www.tacomagoodwill.org

General Information

The Culinary Skills program is 390 hours of hands-on training and 24 hours of classroom training, approximately 95% hands-on training and 5% classroom time. These training hours are

taught during 12 weeks of instruction broken into two 6-week tiers. Progress is documented and formal reports are created and provided to the referral source and the student on a regular basis or as requested. Each training tier has a focus area which is taught and reinforced during both the classroom and the hands-on training. As students progress academically through the training tiers, they simultaneously rotate through a variety of kitchen stations modeled after standard food service job positions. Student to instructor ratio is 6 to 1. Throughout the program students perform hands-on training in *The Neighborhood Bistro*, a cafeteria style dining room in the Milgard Work Opportunity Center, an operating restaurant which is open to the public, serving lunch Monday through Friday, as well as providing catering services to Goodwill of the Olympics and Rainier Region, its partners and the public. As service personnel in the Neighborhood Bistro, students have the experience of working in an operating restaurant from the first day of training until the end.

Daily attendance is critical to the successful completion of this program. The rapid progression and testing as well as the materials and new equipment the students will be exposed to require students to perform classroom and kitchen duties as if they were on the job.

In addition to classroom examination and work completion, evaluations will be made by the training staff as to the students' ability to progress to the next training tier. A Goodwill of the Olympics and Rainier Region Certificate of Completion is awarded upon successful completion of all program requirements.

Students will also receive reinforced training in positive work behaviors or "soft skills", the skills necessary to get, keep and progress in a job.

Schedule

Course hours are 30 hours per week. Training will typically occur Monday thru Friday from 7:00am until 3:00pm at Goodwill of the Olympics and Rainier Region's Milgard Work Opportunity Center classrooms and Neighborhood Bistro training kitchen.

Specific Culinary Training Requirements

- Obtain a food handlers permit. Permits are issued by the Pierce County Health Department.
- Physical Requirements: students must meet industry standard physical requirements for food service positions: be able to lift a minimum of 50 pounds, be able to stand for extended periods and be capable of bending, kneeling, squatting and manual dexterity necessary to operate standard kitchen hand tools such as chef's knives.

Accommodations are available to provide for accessibility and arrangements may be available to assist with clothing on a case-by-case basis please discuss these with the Instructor.

Culinary Skills Program Dress Code and appearance

Top	Uniform Shirt (as issued)
Bottom	Black Work Pants (as issued)
Headgear	Colored Hat (as issued)
Shoes	Dark-colored, slip resistant, close-toed sturdy shoe (as issued)
Nametags	Visible at all times (as issued)

Textbooks and Pamphlets

- Gisslen, Wayne. Professional Cooking, 6th ed. Hoboken, New Jersey: John Wiley & Sons, 2007

- Gisslen, Wayne. Professional Baking, 5th ed. Hoboken, New Jersey: John Wiley & Sons, 2009
- Labensky, Sarah R, Hause, Alan M and Martel, Priscilla A. On Cooking: A Textbook of Culinary Fundamentals, 5th ed. Upper Saddle River, New Jersey: Pearson Education, Inc, 2011
- Culinary Institute of America. Garde Manager: The Art and Craft of the Cold Kitchen, ed. Kate McBride, 3rd ed. Hoboken, New Jersey: John Wiley & Sons, 2008
- Jones, Terri. Culinary Calculations: Simplified Math for Culinary Professionals, 2nd ed. Hoboken, New Jersey: John Wiley & Sons, 2008
- Drummone, Karen Eich and Brefre, Lisa M. Nutrition for Foodservice and Culinary Professionals, 7th ed. Hoboken, New Jersey: John Wiley & Sons, 2010
- Paster, Tara. The HACCP Food Safety Training Manual. Hoboken, New Jersey: John Wiley & Sons, 2007

Additional DVDs, CDs and Audio Visual aids may be used in the course of study.

Equipment Used

The Culinary Skills training program utilizes standard modern kitchen tools and equipment including kitchen cleaning materials. Hand tools that students may use might include kitchen knives, peelers and other sharp instruments that may pose a hazard.

Students may learn to use meat slicers, mixers and other small machines that may pose a hazard. Training on or exposure to the use of other equipment that conducts heat – ovens, steam baths etc. may also pose a hazard to the safety of the student and others. All reasonable care will be taken to ensure the safety of the student, however there are inherent risks and hazards involved in this environment.

Standard kitchen equipment may include:

- Conventional, convection and microwave oven
- Commercial Range
- Grill
- Flat top griddle
- Deep fryer
- Steam Jacket Kettle
- Commercial dish washing machine
- Commercial grade refrigerators and freezers
- Dinnerware computerized Point-of-Sale order taking and cash handling system

Staff Objectives and Strategies

1. Training staff will work as a team to provide “best practice” training in culinary skills and commercial kitchen operations.
2. A Goodwill of the Olympics and Rainier Region representative will act as case manager and provide liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors/providers, local school districts and the Goodwill of the Olympics and Rainier Region Scholarship Fund.

Methods and/or Training To Be Used

1. Classroom instruction is provided in the Milgard Work Opportunity Center.
2. Textbook lessons with individual and group discussions covering topics from food safety to inventory control and cooking methods.
3. Instruction in and demonstration of the use of dishwashing machine and general kitchen cleaning procedures.

4. Instruction in and the demonstration of proper inventory control procedures including FIFO (First in, First Out) AND LIFO (Last in, First Out).
5. On-the-job training in the “Neighborhood Bistro” in general aspects of commercial kitchen operations.
6. Instruction in and demonstration of the use of an Electronic Cash Register cash register and cash handling procedures.
7. Lesson tests, chapter review and testing and procedural preview for each job/position.
8. Food safety including Hazard Analysis Critical Control Point (HACCP) rules and procedures paramount at all times.

Accommodations

Accommodations may include, but are not limited to, reading assistance, writing assistance, foreign language and American Sign Language (ASL) interpreters, pictograms and color coded course materials. Participants should identify accommodations needed during intake process.

The Program is structured in tiers so as to breakdown complex lessons and assist students in easing through more concise and focused coursework. Tier structures also assist individuals in gaining measurable instances of success through completion of specific steps during training.

Tier 1 – Culinary Essentials

The Culinary Essentials Tier includes beginning skill levels in kitchen safety & sanitation, beginning knife skills, introductory levels of kitchen equipment and hand tool use and safety and “soft skills” or positive workplace skills and habits. The tier also includes an introduction to mass and volume measuring units. Students also study professions and professionalism in culinary arts

Tier 2 – Advanced Culinary Skills

The Advanced Culinary Skills certificate continues instruction from the Essentials phase and adds skills in culinary math, basic inventory controls, and the “science” of cooking, including identification of fruits, vegetables, tubers and rice and grains. Students will learn to identify common herbs, spices, cheeses and dairy products as well as their uses. This tier focuses students on the career path that they may want to follow. Students are integrated into the highest levels of production and begin to take on supervisory rolls in the kitchen.

Skill Sets Summary

Job Readiness Skills

Demonstrate positive workplace behaviors such as attendance, punctuality, good hygiene, a neat and professional appearance and a demonstrated ability to work well with other students, instructors and Goodwill employees.

- Attendance
- Hygiene, grooming and dress code
- Cooperation
- Ability to recognize a good performer
- Language and general attentiveness
- Ability to follow directions
- Ability to work independently
- Willingness to correct inappropriate behaviors
- Time Management
- Motivation
- Ability to accept constructive criticism

- Response to pressure for increased output
- Dependability and reliability
- Perseverance in completing assignments
- Ability to interact with other students and Goodwill of the Olympics and Rainier Region Personnel

Kitchen Safety

- Preventing cuts
- Preventing burns
- Preventing falls
- Preventing injuries from equipment

Food Safety

- Safe food handling – receiving – storage – preparation - service
- TDZ (temperature Danger Zone) Monitoring temperatures – holding – cooling – reheating
- Labeling / dating – food rotation FIFO (First In, First Out) & LIFO (Last In, First Out)
- Barriers to food borne illness such as gloves, utensils, etc.

Sanitation

- Pest control
- Equipment maintenance
- Cleaning / sanitizing solutions - techniques

Kitchen Equipment and Hand Tools

- Knife identification – use / beginning/intermediate/advanced
- Cutting board identification
- General hand tool identification and use
- Identification and use of small equipment (mixers-slicers-etc)
- Identification and use of major kitchen equipment (oven – grill – fryer)
- Identification and use of pots, pans and other small wares

Other technical skills

- Identifying fresh ingredients (meats – fruits – vegetables)
- Handling raw foods
- Handling ready to eat foods
- Receiving an order
- Proper storage of foods
- Cooling and reheating foods
- Portion control / culinary math
- Recipe portioning
- Moist and dry heat cooking methods
- Microwave cooking
- The hierarchy of the modern kitchen
- Culinary professionalism

Custodial Skills Training Program

Philosophy and Mission Statement

The Goodwill of the Olympics and Rainier Region's Custodial Skills Training Program is designed to teach and train the competitive job skills necessary for a worker to work in a commercial custodial/janitorial position in the local job market. The program recognizes that the job duties of a building custodian now exceed the traditional janitorial cleaning duties generally associated with this type of job. These duties include responsibilities for general and fire safety, health hazards, energy conservation, environmental concerns and building security. The program curriculum is kept current through the efforts of a Business Advisory Council (BAC) that is composed of representatives of the custodial/janitorial vocation from the Tacoma/Pierce County area. This program also utilizes the guidance and expertise of the Cleaning Management Institute. The Program Goal is always unsubsidized employment as a janitor/custodian (job may have different labels depending on individual employers) in the local job market.

Locations

The Custodial Skills Training Program is available at the following Work Opportunity Centers.

Tacoma	Longview
714 South 27 th Street Tacoma, WA 98409 Phone: 253.573.6678 Fax: 253.573.6510	1030 15th Avenue, Suite 300 Longview, WA 98632 Phone: 360.501.8340 Fax: 360.423.6257

Custodial Skills (Longview)

The Custodial Skills Training course is a Washington State Certified program that teaches competitive skills in the custodial field. Students learn how to perform specific skills, including use and care of equipment and the effective use of cleaning compounds. Emphasis is placed on safety awareness. Instruction includes blood born pathogen safety and all phases of custodial duties. Students are taught in both a classroom setting and through on-the- job experience. Medical Hospitality is additionally offered several times a year. A certificate is issued upon completion of the course.

Custodial Skills (Tacoma)

This is an open entry/open exit program allowing students to move through the curriculum until they have mastered completely all phases of the training. Training consists of 9 weeks and progress is documented and formal reports are created and provided to the referral source and the student on a regular basis or as requested. The Goodwill of the Olympics and Rainier Region Custodial Skills Training Program includes eight (8) Janitorial/Custodial Skill Sets plus evaluations in positive work behaviors or "soft skills," which are necessary to obtain, keep and progress in a job. The training program allows a prospective student to start the course at any point. Graduation occurs when the applicant has received satisfactory performance evaluations from the course instructor in all Skill Sets. All students who graduate receive a certificate of completion.

Schedule and Hours of Operation

Typical **Pierce County Hours***: Monday – Thursday, 11:00AM – 5:00PM and Friday, 1:00PM – 5:00PM

Typical **Cowlitz County Hours***: Monday – Friday, 7:00AM – 10:00AM (On-the-Job Training); 10:30AM – 12:30PM (Classroom Instruction)

Schedules may vary slightly in both locations depending on space and instructor availability. It should take a student an average of 45 training days to complete the program, although some students may progress faster and some may progress slower depending on barriers to employment and necessary accommodations.

Regardless of the location, the program includes the following components: classroom instruction, homework assignments and on-the-Job (OJT) training within Goodwill facilities. Student to Instructor ratio is no greater than 15:1. All training is treated as a jobsite and students are expected to appear each day appropriately groomed and dressed to perform work as a building custodian.

Specific Custodial Training Requirements

Physical Requirements: students must be able to lift a minimum of 20 pounds, be able to stand for extended periods of time and be capable of bending, kneeling, squatting, twisting and pushing.

Accommodations are available to provide for accessibility and arrangements may be available to assist with clothing on a case-by-case basis. Participants should identify accommodations needed during intake process.

Custodial Skills Program Dress Code and appearance

Top	Uniform shirt (as issued)
Bottom	Black, khaki, or navy blue Work Pants (Dickies or Carharts) or Jeans
Belt	May be required
Shoes	Dark-colored close-toed sturdy shoe or boot suitable for custodial work
Nametag	Visible at all times

Textbooks & Pamphlets

- A syllabus will be handed out with a folder on the first day of class.
- Cleaning Management Institute Magazine will be available in the classroom
- The Training Network: *Blood borne Pathogens* (Durham, N.C.)

Note: Teaching materials may be revised depending on current industry standards.

Equipment Used

In addition to the usual and ordinary tools and equipment used by janitors and custodians such as mops, brooms, buckets, ladders, gloves, janitor carts, dustpans, stripping pads, and cleaning chemicals and compounds, training is provided on the following equipment.

- Portable Moto-Scrubber
- Wet Vacuum
- Pro-Team Super Coach Vacuum
- Upright Regular Vacuum
- Carpet Extractor
- Portable Carpet Extractor
- High and Low Speed Buffers
- Propane Buffer
- Auto Scrubber

Similar equipment is used in all training locations but brand names and models may vary.

Audio-Visual Aids

Training may be augmented with Videos, DVD's and other types of media. Titles and editions may vary depending on industry updates, new or different equipment, and business needs.

Staff Objectives & Strategies

1. The Goodwill of the Olympics and Rainier Region Custodial Skills Instructor provides classroom instruction, monitors homework assignments, supervises OJT training within Goodwill of the Olympics and Rainier Region facilities, and schedules training activities. Additionally, the instructor provides regular assessments of student progress.
2. A Goodwill of the Olympics and Rainier Region representative will act as Case Manager and provide liaison with various referral sources (i.e. Washington Division of Vocational Rehabilitation, Labor and Industries counselors/providers, local school districts, and the Goodwill of the Olympics and Rainier Region Scholarship Fund).

Methods and/or Training to Be Used

1. Classroom instruction is provided in the Custodial Skills Training Program Classroom, a room specifically equipped and designated for such instruction.
2. All students are given homework assignments and are required, with accommodations if necessary, to demonstrate, written and verbal understanding of training topics.
3. On-the-job training performing custodial services at various Goodwill of the Olympics and Rainier Region facilities and work locations.
4. Fire extinguisher training in Pierce and Cowlitz counties is instructor provided and occasionally, on an as available basis, through special arrangement with local fire departments.
5. Hands on bed making will be performed during the hospitality skill set in the classroom.

Accommodations

Accommodations may include, but are not limited to, reading assistance, writing assistance, foreign language and American Sign Language interpreters, pictograms, and color coded course materials. Participants should identify accommodations needed during intake process.

Skill Set Summary

Job Readiness Skill Set

Demonstrate positive workplace behaviors such as attendance, punctuality, good hygiene, a neat and professional appearance and a demonstrated ability to work well with other students, instructors and Goodwill employees.

- Attendance
- Hygiene, grooming and dress code
- Cooperation
- Ability to recognize a good performer
- Language and general attentiveness
- Ability to follow directions
- Ability to work independently
- Willingness to correct inappropriate behaviors
- Time Management
- Motivation
- Ability to accept constructive criticism
- Response to pressure for increased output
- Dependability and reliability

- Accepting supervision
- Perseverance in completing assignments
- Ability to interact with other students and Goodwill of the Olympics and Rainier Region Personnel

Safety, Security & Conservation Skill Set

General Safety

- Be safety conscious and practice safety procedures
- Become familiar with Labor and Industries safety techniques
- Be able to practice safe lifting techniques
- Know how to set up proper janitorial caution signs
- Practice general ladder safety and know safe climbing habits
- Know how to respond to power outages and snow emergencies

Fire Safety

- How to report a fire
- How to recognize potential fire hazards
- Basic fire prevention
- The types of fires and the proper method of extinguishing each
- How to use a fire extinguisher
- How to safely escape a fire

Blood & Bodily Fluid Clean up

- Procedures for clean-up of blood and potentially infectious materials from both carpeted and hard floor surfaces
- The dangers of blood borne pathogens
- OSHA blood borne pathogen standards
- How to prevent the spread of infectious disease
- How to stay personally well

Security

- Building security procedures, including the proper handling of building keys, dealing with building alarm systems and the presence of surveillance cameras, and securing all necessary doors
- Job ethics, theft issues and the proper handling of lost and found property, including how to work around a building occupant's personal property and looking out for suspicious packages

Energy Conservation

- Methods for conserving equipment, electricity, and water
- Turn offs for electricity, water, and propane

Chemicals and Cleaning Compounds Skill Set

- The history of Material Safety Data Sheets (MSDS)
- Storage and use of chemicals, including cleaning products, disinfectants, PH factors, furniture polish, metal polish, enzyme cleaners and liquid and jelly soaps
- Appropriate chemical safety equipment
- The basics of stain removal
- The importance of environmentally safe or "Earth friendly" cleaning products

Tools & Equipment Skill Set

- The various types of brooms and which is appropriate for a particular type of task
- Proper use and care of a dust mop
- Procedures for wet mopping and maintenance of wet mopping equipment
- Microfiber Cleaning Technology
- How to prepare and use a custodial supply cart
- Use and maintenance of various vacuum cleaners including HEPA filter systems
- Use and maintenance of floor machines, auto scrubbers and high-speed floor machines
- Use and maintenance of carpet cleaning extraction systems and the carpet cleaning – bonnet system
- The importance of cleaning mop heads and the practice of not using bathroom mops in any other area
- How to remove rusty screws, including proper tools and the use of WD-40

Restroom Cleaning Skill Set

- How to arrange and maintain a custodial closet and how to arrange and maintain a commercial cleaning kit
- Procedures for emptying bathroom trash, including health and safety precautions
- How to fill soap and paper dispensers
- Procedures for cleaning and disinfecting toilets, urinals, sinks and other bathroom fixtures
- How to clean mirrors
- How to clean graffiti
- Basic Bathroom Maintenance, including water turn-off, using a plunger, the use of bathroom chemicals such as cleaners and drain openers, the water flow screw on urinals, and exhaust fan repair, including the cleaning and replacing of filters

General Office Cleaning Skill Set

- Dusting techniques
- Methods for polishing furniture
- Emptying trash, including health and safety procedures
- Cleaning office space, including public areas, corridors, and lobbies
- Proper cleaning of drinking fountains
- Changing fluorescent lights, including ladder safety, fluorescent tube replacement and cleaning plastic diffusers
- Cleaning exposed duct work (ceilings and floors)
- Proper window and glass cleaning techniques
- Materials required for glass cleaning, including, pails, spray bottles, scrub brush, step ladders, window scrapers and squeegees
- Appropriate use of commercial glass cleaners

Floor Care Skill Set

General Floor Care

- Basic wood floor care
- Proper cleaning of different floor surfaces (marble, tile, concrete, terrazzo, clay, rubber and acrylic), including how to identify a floor finish and how to

eliminate streaking, loose tiles, finish build-up, raised grains, unpleasant odors, and various other floor care problems

- Procedures for mopping and sweeping floors, including dust mopping and spray buffing and techniques for wet mopping, including storage and care of mop buckets
- How to strip, wax, and seal floors
- The principles of motion economy
- Methods for sweeping classrooms, and school gymnasiums

Vacuum Cleaning

- Proper vacuuming tools
- Techniques for vacuum cleaning
- HEPA filter systems
- Basic upright vacuum cleaner repair and maintenance (Changing belts, changing bags or receptacles, changing filters, cord maintenance and the “beater bar,” etc.)

Carpet Care

- Basic carpet care
- Spot cleaning and stain removal
- Carpet shampooing
- Carpet rinsing techniques, including extraction and bonneting
- The cookie cutter method of carpet repair

Hospitality Skill Set

Students will learn in the class room the basics for going to work in the hospitality industry.

- How to properly enter the room
- How to make the bed
- Cleaning the restroom and shower
- Security
- How to properly prepare the trolley cart
- General responsibilities of the housekeeper

Medical Cleaning Advanced Class

For Custodial Skills Training participants, there is an advanced class in medical cleaning that prepares the student to clean in a hospital setting. This is a comprehensive medical cleaning training to include class work and hands on training in the mock hospital room set up in the class. This class is offered concurrently with the above 8 Custodial Skill Sets. A separate certificate of completion of Medical Cleaning is issued upon graduation from the Program along with the basic certificate.

During this training the student will learn:

- Inpatient room cleaning
- Discharge room cleaning
- Isolation cleaning
- Specialty area cleaning
- MRSA room cleaning
- General hospital housekeeping
- “OR” cleaning
- Medical cleaning terminology

COMPUTER SKILLS TRAINING PROGRAM

Philosophy and Mission Statement

Goodwill of the Olympics and Rainier Region offers a progressive Computer Skills Training Program (CS). The program is Washington State Certified and specifically structured to help students develop competencies or remain competitive in today's business environment where computer literacy is necessary. This training program is designed to teach the competitive job skills necessary for a worker to compete for an entry level office position in the local job market or any position requiring employment level computer skills. The program curriculum is kept current through the efforts of a Business Advisory Council (BAC) composed of representatives from employers in different fields.

For persons with disabilities, the Computer Lab has adaptive workstations and offers a variety of assistive software (e.g. Dragon Speak, Zoom Text, JAWS, Talking Typing Teacher and ClaroRead) and accessibility hardware (e.g. Braille and Dvorak keyboards) with the goal of allowing persons with disabilities access to Computer Skills Training. In addition to these resources, all workstations incorporate advanced features for persons with mobility impairments. Participants should identify accommodations needed during intake process.

Locations

The Computer Skills Program is available at the following Work Opportunity Centers.

Tacoma
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6564
Fax: 253.573.6510

Longview
1030 15th Avenue, Suite 300
Longview, WA 98632
Phone: 360.501.8340
Fax: 360.423.6257

Yakima
10 North 10th Ave
Yakima, WA 98902
Phone: 509.452.6061
Fax: 509.452.0352

www.goodwillwa.org

Please contact individual locations for additional information.

General Information

The goal of Computer Skills is to provide students with a conceptual as well as experiential understanding of the Microsoft Office Suite. Each student may pursue the direction that fulfills his/her needs towards employment or education, especially with regard to developing employable skills or refining one's computer-related abilities.

Key features of the Computer Skills Training Program are the flexibility of the program and individualized training. The teacher/student ratio of the classroom is at least 1:14, but usually closer to 1:7. This translates into training that focuses on students' needs. If needed, training will be provided on assistive technology, giving students the ability to perform tasks required in the business environment. Instruction is provided individually and in groups. All tasks are hands-on performance-based followed by practical application. Progress is documented through case notes and formal reports sent monthly to the referring agency and to the student. The classroom is a simulated open office environment, and students learn soft skills for office work along with the computer skills.

The Computer Skills Training Program has flexible characteristics that ensure students who complete training will have the skills necessary to seek entry-level employment once completed. The Computer Skills students move at their own pace; it takes a different amount of time for each student.

Attendance is vital in attaining all the skills and graduating. Students should treat training as a job, demonstrating their motivation and dependability when it comes to completing assigned tasks. A certificate will be awarded to each student upon successful completion of their training goals.

Schedule

Instruction periods run from 9:00 AM to 12:00 PM with some opportunities for 1:00 PM to 4:00 PM independent lab support sessions depending upon the Training Center site. The training program length will be customized to students needs.

Computer Skills Training Requirements

- All students will be required to sign that they acknowledge receipt of the Goodwill of the Olympics and Rainier Region Training Catalog and Handbook and will adhere to the policies contained within including; program dress codes, attendance policies, drug/alcohol free, weapon and violence free and student code of conduct.
- Program Entrance Interview – Computer Skills is not a beginning computer class. Students are required to have basic computer skills upon entrance. The Computer Skills Instructor will interview and generally assess students' computer skills prior to entry into the program to ensure that the student is receiving relevant training (Meet & Greet).
- Complete a skills assessment with the computer lab,
- High School Diploma, GED or GED completion agreement between program coordinator and student.

Accommodations are available to provide for accessibility and arrangements may be available to assist with clothing on a case-by-case basis. Participants should identify accommodations needed during intake process.

TACOMA COMPUTER SKILLS

The Computer Skills Training Program is a class in which students attend class for 3 hours a day Monday through Friday. The class consists of Keyboarding and Microsoft Office 2010, as well as adaptive technology or software as needed. The overall length of the program varies by the needs of the students.

The Computer Skills Training program has minimum of 3 Modules of Microsoft Office 2010/2013 programs with additional ones available depending on student needs. Assistive technology programs are available as well to our students. Each student receives a personalized training plan taking into account any barriers such as English as a Second Language or a learning disability and for any assistive technology and Microsoft Office 2010 programs that are determined to be needed for the student.

Keyboarding

Each student is asked to practice keyboarding skills for 30 minutes a day using Online Keyboarding. The goal is for students to progress through the lessons focusing on accuracy. Each week the student is asked to take a Speed Test where the focus is on Words per Minute

(WPM). The goal is for students to keyboard with a high rate of accuracy at or as close to 45 WPM by the completion of the Computer Skills Training Program.

Methods of Instruction

Students receive instruction in the form of online classes with instructors available to assist and in board talks where concepts are demonstrated with a smart board and students can have hands on experience following along on their own computer. Each student receives a Microsoft Office 2010 Comprehensive Introductory book, a thumb drive loaded with assignment files and access to the online website.

Admittance to Assistive Technology

Students are referred for training by the Washington State Department of Services for the Blind (DSB) as well as other state and private vocational rehabilitation agencies. The instructor is certified to teach by DSB and to provide job placement and retention services.

Assistive Technology

Each student will experience an instructor to student ratio of 1:1. Each student will have specific and specialized curriculum created based upon whether they are severely visually impaired or totally blind as well as their knowledge in the Microsoft Office Suite 2010 and Internet Explorer. Sessions are typically two hours and students generally meet with the instructor twice a week.

Assessments

Assessments are used to gauge general computer skills knowledge and students' application of skills. The instructor will determine the length of the assessment dependent on the skill level being assessed and the students' prior knowledge. Assessments are designed to determine the students' initial level of computer skills knowledge and help to determine their retention ability of new information. Using in-class assignments and practical application, students are introduced and/or reintroduced to a variety of topics including computer basics, software applications and in some cases, accessibility software and hardware.

Classroom

The Computer Skills Classroom is designed to operate as an office setting. Each student is assigned their own workstation and provided their own textbook. Students work independently on their classroom assignments and may request assistance from the instructor or their fellow students.

Students are responsible for completing training lessons and submitted on a daily basis for review. Lesson tests are administered throughout the training time to gauge understanding of specific concepts and provide a basis for review. Once a student completes all required training lessons and passes the lesson tests, a unit test is administered on the specific training topic (i.e. Word or Excel). Certificates of Completion are issued to students who satisfactorily complete all lessons, lesson tests and the unit tests for the programs outlined in their training plan.

Practical application testing will be done for students who are learning accessibility software or learning to use accessibility hardware. Mastery will be based on the student's ability to demonstrate correct use of the system or tool to accomplish requested tasks.

Office Support Skills encompasses the soft skills that are needed in the workplace. Topics are integrated throughout instruction include: communication, time management, telephone etiquette, email etiquette, conflict resolution, effective listening, emotions in the workplace, diversity, and awareness of standard office equipment

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Internship

A three week job related internship experience gives one hands on experience with varied office required skills and responsibilities. The internship may be coordinated through the Office Skills training program or arranged independently by the participant. NO expectation for employment through this internship should be made by the employer or the participant. Prior to beginning the internship Pathways to Success and Pathways to Employment shall be successfully completed.

Job Search

Each student is expected to incorporate performing job search into their daily activities. This is intended to both increase the amount of internet exposure and to identify employment opportunities. Students are expected to increase their job search time incrementally during their training time. Placement assistance is available for students who qualify. For those students where continued education is the goal; activities will focus on career exploration and goal setting for higher education.

Textbooks & Audio-Visual Aids

As Computer Skills Training is individualized, there are a variety of textbooks available. The textbooks used in this training program, depends upon which version of Microsoft Office is being used:

- *Microsoft Office 2010: Comprehensive Introductory*, edition. Labyrinth Publications: El Sobrante, CA. 2011
- *Welcome to the World of Computers, 4th Edition* Labyrinth Publications: El Sobrante, CA. 2011
- *Other secondary books as needed*

All additional textbooks are from the Microsoft Office Quick Course Series or Brief Series, available through Labyrinth Publications. Training may be augmented with videos, DVDs and other types of media. Titles and editions may vary depending on industry updates, new or different equipment, and students' needs.

Equipment Used

Personal Computer (PC)

Copier

Printer(s)

Staff Objectives & Strategies

1. The Goodwill of the Olympics and Rainier Region Computer Skills Staff provides classroom instruction based on textbook assignments and, as necessary, provides alternate instruction in additional methods of performing the same task(s). In addition, the Staff monitors assignments, grades tests, and supervises classroom behavior.
2. A Goodwill of the Olympics and Rainier Region staff member will assist with self-directed job search and provide liaison to potential employers.
3. A Goodwill of the Olympics and Rainier Region representative will act as Case Manager and provide liaison with various referral sources (i.e. Washington Division of Vocational Rehabilitation, Labor and Industries counselors/providers, local school districts, and the Goodwill of the Olympics and Rainier Region Scholarship Fund).

Methods and/or Training To Be Used

1. Classroom instruction is provided in the Adaptive Technology Lab, a room specifically equipped and designated for such instruction.
2. Textbook lessons, online instruction, individual and group discussions covering individual computer software topics in Microsoft Office 2010. Topics covered throughout

the course will include (but are not limited to) study of Internet, Outlook, Word, and Excel,

3. Individual, classroom and group discussion on basic computer operations, Internet navigation, PC care, ergonomics and intra-office decorum.
4. Weekly keyboarding time will be provided while in class.
5. Individualized instruction is offered at our Longview and Yakima Sites. In Tacoma we offer a combination of cohort and individualized instruction.
6. Lesson tests and Unit tests to check recall.

Responsibilities of the Student

1. Students are expected to attend the training site on each scheduled training day, appropriately groomed, attired and ready to work. If an individual is ill, it is expected that a telephone call be made each day of absence.
2. Students will sign responsibility agreements regarding Goodwill of the Olympics and Rainier Region policies on ethical behavior, drug free work place and hazardous chemicals.
3. Disciplinary action is taken when a student violates policies set by Goodwill of the Olympics and Rainier Region. Termination of the program will take place after all interested parties are notified and other means of handling the situation are not successful.
4. A grievance policy is in place for a student who disagrees with a disciplinary action or other concerns. An individual who has been terminated may return at the discretion of Goodwill of the Olympics and Rainier Region.

Accommodations

Accommodations may include, but are not limited to use of assistive technology (e.g. Dragon Speak, ClaroRead, ZoomText, JAWS and Talking Typing Teacher), scheduling assistance, foreign language interpreters and American Sign Language interpreters as needed.

Assistive Technology

Instruction needs and costs will vary based upon the degree of instruction and service needed.

Computer Skills Overview

Programs are structured in modules so as to breakdown complex lessons and assist students in easing through more concise and focused coursework. Modules are not necessarily sequential and may appear in different sequences depending upon start date.

Module 1 Computer Concepts and Windows, Internet and Outlook

The Module 1 certificate includes beginning skill levels in computer operations, including file management, Outlook and email use, internet navigation through Internet Explorer.

Module 2 Word

The Module 2 certificate includes developing an understanding of the more advanced functions of Word by creating your own documents, how to search the Help feature, create and enhance business letters, memoranda, reports and press releases.

Module 3 Excel

The Module 3 certificate includes introduction to Excel by exploring more advanced program operations that one will use often in an office setting. Areas covered include formatting worksheets, using formulas to calculate changes in data and preparing charts for professional presentation.

Online and Upward

Online and Upward uses distance education to provide job relevant training opportunities. Courses are designed to teach new skills or enhance current skills for a variety of today's careers. Training is completed in an online environment and courses include an opportunity to practice and test new skills. This program is self-monitored and self-paced.

Assistive Technology Overview

The Assistive Technology program has software that meets the needs of those students who are severely visually impaired or totally blind. Programs are structured for individualized instruction and lesson plans based on student's learning style. With these trainings, students are equipped with the tools to be competitive in employment and or higher education and as a result eventually reach greater independence. The Assistive Technologies require additional time to learn the software therefore increasing the general timeframe of the Computer Skills materials listed above.

- **Dragon Naturally Speaking**
- **ZoomText Screen Reader/Magnification**
- **Talking Typing Teacher (students who are visually impaired)**
- **JAWS Screen Reader**

Skill Set Summary

Office and Job Readiness Skills

Demonstrate positive workplace behaviors such as attendance, punctuality, good hygiene, a neat and professional appearance, customer service skills, and demonstrate ability to work well with other students, instructors and Goodwill employees.

- Attendance
- Hygiene, grooming, and dress code
- Cooperation
- Ability to recognize a good performance
- Language and general attentiveness
- Ability to follow directions
- Ability to work independently
- Willingness to correct inappropriate behaviors
- Constructing resumes and cover letters
- Interview skills and personal preparedness
- Typing speed minimum of 35 words per minute
- Time management
- Ability to accept constructive criticism
- Response to pressure for increased output
- Dependability and reliability
- Accepting supervision
- Perseverance in completing assignments
- Ability to interact with other students and Goodwill of the Olympics and Rainier Region personnel
- Personal motivation and ability to multitask
- Ability to use a keyboard and mouse
- Knowledge of fax machines, printers and knowledge of basic filing
- Phone etiquette
- Listening skills
- Customer service skills

Computer Skills

Digital File Management

- Creating new folders
- Organizing documents, pictures or folders by size, date and type
- Moving files and folders to other locations
- Knowledge of Flash Drives and other storage devices

Outlook

- Composing a new email message
- Replying to messages
- Sending and forwarding email messages to multiple individuals
- Using address/contact lists
- Attaching documents to emails
- Organizing emails into folders
- Using Calendar to schedule appointments

Internet Explorer

- Using the URL/Address bar to access different websites
- Understanding different types of web addresses
- Downloading files
- Using search engines to conduct research
- Using hyperlinks and the Back button to navigate through pages of a website
- Updating anti-virus software

Microsoft Word

- Creating a new document
- Opening, saving and printing documents
- Formatting text
- Cutting, Copying and Pasting text
- Spell-check and grammar-check
- Changing margin settings
- Adjusting page views
- Using Mail Merge to create letters, envelopes and labels
- Creating reports, press releases, tables and other professional documents

Microsoft Excel

- Creating a new spreadsheet workbook
- Navigating through workbooks
- Entering data
- Formatting data as dates, numbers, etc.
- Analyzing and interpreting data
- Creating formulas, cell references and functions
- Using charts
- Changing data presented in charts and graphs
- Formatting charts and graphs.

LONGVIEW COMPUTER SKILLS

Online & Upward

Online & Upward uses distance education to provide job-relevant training opportunities. Courses are designed to teach new skills or enhance current skills for a variety of today's careers. Training is completed in an online environment and courses include an opportunity to practice and test new skills. This program is self-monitored and self-paced.

Basic Computer Classes

Introduction to Computers offers assistance for computer beginners learning the basics including using a mouse and keyboard. Classes offered Mondays at 305 Pacific Ave., Kelso, WA 98626. Seating is limited.

Office Essentials

The Office Essentials Training class core includes an a la carté menu from the Microsoft Office Suite, plus individualized training plans for students with disabilities and/or disadvantages to prepare them for today's workplace. Office Essentials training has an open entry/ open exit policy. This means that classes are available for new students on an on-going basis. The Goodwill Office Essentials Training program has flexible characteristics that ensure students who complete their training program will have the skills needed to continue their education in a college setting or to gain entry-level employment once completed, depending on their individualized plan.

Computer Skills

Available versions to learn with 2003 – 2007 – 2010 – this course is designed as an al-a-carte type system where we customize the curriculum to meet your needs. This course can be short or long based on the level of detail desired to be successful in this challenging and ever changing work environment.

- MS Word
- MS Excel
- MS PowerPoint
- MS Access
- MS Publisher
- MS Outlook
- Internet
- MS Windows
- File Management
- Lock ups
- Hook/Unhook PC's
- Ergonomics

Keyboarding

In this complex world we are asked to type Faster and Faster and be 100% accurate. We work with you to help you improve your keyboarding skills from 0 to your potential. You will get daily practice, and are encouraged to practice at home as well.

10-key – We utilize the old style 10 key machines if needed, but utilize more frequently the computer keyboard 10 key pad.

Keyboard

- Mavis Beacon teaches typing – a standard utilized by many, Mavis is stand-alone software that you install on your personal computer.
- TypingWeb.com – Is an online typing tutor that records your scores and gives you tips. When you use this program, the instructor can also keep track of your progress from their computer station.
- One-handed typing – We utilize a curriculum for typing one handed from a company called Lilly Walters, her program utilizes a normal keyboard and trains you how to overcome your barrier to typing.

Multi-Line Phone Systems

Good Telephone Skills are a must in Today's office. With Our Office Essentials Course, we extend our knowledge of Telephone etiquette. We help our students know how to project a “smile” so that the customers on the other end of the phone think that they are welcomed. The use of Single line and Multi-line telephones is a must. Here at Work Opportunity Center of Cowlitz County we have our students shadow our receptionist then they have the opportunity to do the receptionist duties for a time to practice and hone their skills.

http://www.cisco.com/web/learning/le31/le29/learning_ip_phone_basics.html

Ergonomics

Do you want to help your employees be more comfortable in their computer workstations? Work longer without feeling worn out. You will learn: How to adjust your chair and computer workstation to fit yourself, or another user Where to best position key items such as: keyboard, monitor, pointing device, document holder, etc. To identify things that make a workstation fit a person poorly that may cause problems.

Fundamentals – SkillSoft – Prerequisite to Quickbooks

Accounting and finance are the universal languages of business, and their functions form the core of most organizations. The accounting function sets up the bookkeeping system, monitors it, prepares and presents the financial statements to management, and interprets them as needed. Bookkeeping is a part of the accounting function and involves the mechanical aspect of recording, classifying, and summarizing transactions in account books and posting them to respective financial statements. Apart from the statutory importance, accounting data is very critical to any organization's decision and control system. Managers, decision makers, external stakeholders, and interest groups take the basic accounting data, mix them with other external and supplementary information, and produce meaningful information used for decision making and control purposes.

Course Listings:

- Basics of Accounting
- The Accounting Equation and Financial Statements
- The Accounting Cycle and Accrual Accounting
- Accounting Transactions and Books of Account
- Trial Balance and Adjusting Entries
- The Income Statement
- The Balance Sheet
- The Cash Flow Statement
- Accounting for Companies' Stock Transactions and Dividends

Intuit Quickbooks

QuickBooks is a course geared for the small business and the small business owner. It contains the features that you loved in Quicken, then goes a step further to give small businesses the accounting software they need to take their numbers from an expensive CPA's desk to their own computers.

This course was designed for any small business who wants to start doing their accounting in-house. It's also perfect for the student who wants to learn this software program for their employer or to further their skills and career. Whether you want to learn QuickBooks Pro or Premier, this course will teach you the skills you need to know to be able to use the software program for almost any business type.

You'll learn:

- How QuickBooks is organized
- How to create lists that you'll need to be able to use the software efficiently
- The features of QuickBooks 2011 and, much more importantly, the ones you'll need
- How to set up QuickBooks. QuickBooks 2011 has a difficult setup process. We'll walk you right through it and explain everything along the way
- How to create bank accounts and other accounts in QuickBooks
- How to track your expenses in QuickBooks
- How to track inventory
- How to use QuickBooks to generate invoices and sales receipts
- All about Accounts Payable and QuickBooks 2011
- How to write checks using QuickBooks
- How to write credit memos
- And how to do all of your business accounting, including payroll and taxes, using QuickBooks.
- Each lesson gives step-by-step instructions and provides detailed screenshots of the actual software whenever possible. After completing this course, you'll be a pro at understanding and using QuickBooks!

Conflict Resolution

Conflict is a natural and common phenomenon in social interaction. Many models of social work practice – radical, ecological, systems, generalist, and problem-solving approaches – engender concepts such as conflict, advocacy, negotiation, and mediation. While different types of conflict management are discussed as important social work roles, there are few opportunities in the social work curriculum for students to explore the theoretical basis for a conflict resolution approach or to gain experience in how to put a comprehensive set of conflict resolution techniques into practice. This course will identify a range of conflict resolution approaches, but will focus primarily on negotiation, mediation, and advocacy.

Customer Service

Good customer service is not about satisfying the customer, it is about "wowing" the customer! It's about making the customer walk in, do business, and walk out again absolutely stunned that their transaction was so enjoyable.

Customer service is a crucial buzzword in the corporate world today. Just about every company seems to understand just how important customer service is and many have started to find ways to improve and measure customer service. In this course we are going to look at what customer service is and isn't and identify how you can understand and provide good customer service.

Filing

Here at Work Opportunity Center of Cowlitz County we provide the student the opportunity to learn or improve their filing skills. We teach a filing concept and make sure the student knows how to alphabetize by numbers then by letters. Each organization could have their way of filing. We want our students to be able to face any and all challenges that come their way.

Office Ethics - SkillSoft Options Available

We do our best to teach, enhance and/or fine tune the basic moral concepts of goodness, right, and obligation and an overview of the ways in which these concepts operate in such contexts as society, religion, and the law.

Multi – Function Printer

Fax/copier/scanner basics and what these machines can do. With so many machines on the market how do you train a student to be successful in this area? Well here at Work Opportunity Center of Cowlitz County we train our students to quickly understand the concept of the copy/ fax/ scanning device. We discuss concepts of the machine rather than specifics of individual machines. Some of the topics include:

- Dual-sided copies - Duplexing
- From 2 sided to 1 sided copies
- Form 1 sided to 2 sided copies
- Enlarging / Reducing
- Scanning capabilities: Via folder or email options.
- Does the device have different quality settings?
- Can it scan only on the glass or does it have a doc feeder
- Faxing: cover pages, confirmation pages, correct information etc.
- Jams: every copier is going to jam. We teach how to search for the jam and ways of un-jamming.

JAWS

Learn to use the world's most popular screen reader! JAWS enables the visually impaired to use a computer. This course provided by Atomic Training uses screen capture and audio narration to explain all the features of JAWS. This course has sections, chapters, and playback options to make it easy to take the course at your own pace.

Some aspects of JAWS that this course covers:

- Getting started with JAWS
- Using keystrokes and the keypad for help and reading
- Using the virtual ribbon
- Modifying the settings of JAWS
- Changing voice settings and options
- Using the internet with JAWS
- Informational Keystrokes
- Braille features

Learning how to use JAWS effectively is great for users of the program as well as people who are personally or professional involved with people who are visually impaired.

Zoom Text

This software allows individuals with visual impairments to see the screen clearer and more efficiently by magnifying it.

MS Publisher

Microsoft Publisher is desktop publishing software that is designed for people who are not design professionals but who need to produce professional looking publications. The typical user is routinely called upon to create publications quickly without the support of art designers or a production studio who are experienced in page layout and technique. To make it easier for the user, Publisher has several automated tools, templates and wizards.

Why use Publisher over Word? Both Publisher and Word have templates offering similar types of publications. However, Publisher gives a wider variety of templates and more control over the page design. Plus Publisher contains hundreds of sample layouts that you can easily modify.

Objectives:

- Main features of the Publisher Window
- Working with Text
- Connecting Text Boxes
- Spacing of Characters, Lines and Paragraphs
- Add a Drop Cap
- Add Guides
- Insert Items
- Group and change the Orientation of Objects
- Text Wrapping
- Use the Spell Checker
- Save a File
- Set up Auto Recovery
- Closing and Opening files
- Print a Publication

Dragon Naturally Speaking Voice Recognition Software

Dragon Naturally Speaking® is voice recognition software that allows the user to dictate to the computer verses using a standard keyboard for typing. This series covers the basics for training and dictating.

Talking Typing Teacher Voice Recognition Software

This software is similar to Dragon Naturally Speaking where you talk to the computer into a microphone to type or command the computer.

Medical Terminology

This basic medical terminology course will provide the framework needed before advancing to a more comprehensive medical terminology course or employment option. This course will focus on the many components of a medical term and how to break down a medical term by simply knowing the meaning of the prefix or suffix. By learning the individual parts of a medical word, you will not need to memorize hundreds of complex medical terms and their definitions.

This is a great beginner course to take on your career path, and also serves equally well as a refresher for all health information management professionals.

Objectives:

- Learn the basic rules and elements of a medical term.
- Learn the medical terms related to body structure.
- Learn 100's of medical suffixes and prefixes to recognize and correctly form medical terms.

Computers in the Medical Office

Obtain the computer skills needed to work in a medical office using state-of-the-art software and current, realistic medical office cases while building transferable computerized medical billing and scheduling skills. Practical, systematic approach based on real-world medical office activities.

Is this class for you? As healthcare continues to shift toward all electronic claims and records, computer skills will continue to gain significance in the workplace. Obtain the computer skills needed to work in a medical office using state-of-the-art software and current, realistic medical office cases while building transferable computerized medical billing and scheduling skills.

This course provides a practical, systematic approach based on real-world medical office activities.

YAKIMA COMPUTER SKILLS

Computer Skills

The core of the Computer Skills course includes an a la carte menu from the Microsoft Office Suite, plus individualized training plans for students to prepare them for today's workplace or to continue to post-secondary education.

Classes are available for new students on an on-going basis. The Goodwill Computer Skills program has flexible characteristics that ensure students who complete their training program will have the skills needed to continue their education in a college setting or to gain entry-level employment once completed, depending on their individualized plan.

CUSTOMER SERVICE REPRESENTATIVE

General Information

The Customer Service & Sales class goal is for students to have an inviting and warm environment to learn the breadth of concepts, ideas and practices involving general customer service and sales. The class is designed for learning, discussing and practicing proven customer service skills. These universal skills will help students gain employment by fusing the skills and their personalities. This will allow what the students learn in class to be applied to any direction they travel. Also with the volunteering aspect and successful completion, they will have an inside track into procuring and maintaining employment via referral with various partners.

Instructional Goals

Communication – Students will become cognizant of the way that they communicate with customers and the way customers communicate with them. The communication piece comprises of active listening and body language.

Active Listening -

These skills will focus on thoroughly listening to the customer and looking for trigger words that will assist in understanding the customer as comprehensively as possible.

Body Language -

Using body language (which comprises of body posture, face, voice volume and voice tone), students will be able to recognize and pick up on cues the customer gives into their emotion state, as well as their query. The ability to be sensitive to these non-verbal communications will put customers in position to connect with and deeply understand the customer.

Phone Etiquette -

This aspect helps put into perspective for the customers that tone, words and volume are very important in dealing with customers. Going over professional standards, etiquette and tact; students will be able to implement behaviors that are conducive towards great customer service.

Time Management -

This segment will offer time management tips as well as describing the important role the measurement of time has on every aspect of our lives, especially customer service. Students will demonstrate good time management skills that are comfortable for them to incorporate into their daily practice.

Ethics -

Students will understand the importance of integrity and their representation of a business; brand, store, etc. are towards activities at work as well as at home. This portion delineates the concept of ethics and how this idea permeates into any and all actions.

Technology -

Using technology is essential to business and customer services. Students will implement the ideas and practices of being familiar with using technology. Students will be using computers for data entry, data search, as well as 10-key.

Building Rapport -

This skill is essential for establishing customer loyalty, leading to lasting relationships which adds value to any and all customer purchases. Branching from the communication pieces, students will be able to connect and build relationships with customers by customizing their communication and actions for customers. Using NLP (Neuro-Linguistic Programming), students will be able to decipher how to customize communication by paying close detail to the way a customer speaks, the words they choose and matching their body language. This will enable the students to gain the customer's trust and places an immeasurable amount of value into their ability to take care of customers.

Problem Solving -

Assisting customers to help resolve any issues they bring to customer service agents. The students will be aware that helping customers is one of the main priorities as a Customer Service Representative. Coming up with different solutions and figuring out which idea may be the best fit for the customer and having alternative action plans.

Cross-Selling-

Students will be able to think outside the box in helping to solve issues and/or problems. This may be products and/or services that will aid the customer in their goals, but may not have thought would apply to them. When done properly, this illustrates that customer service agents are genuinely listening to and appreciate customer's concerns and questions; helping them come up with creative solutions.

Closing -

This portion covers the end of a customer-customer service agent's transaction. A proper closing sale will be asking for the business. This is a natural step in customer service and combines all the steps previous. Students will know that when all steps are followed: active listening, customizing communication, building rapport, being ethical, cross-selling (if applicable) and closing/asking for the business will enhance the relation of the business, customer service agent and the customer.

Location

714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6564
Fax: 253.573.6564

RETAIL SKILLS TRAINING

Philosophy and Mission Statement

Working within the guidelines of our mission statement, Goodwill of the Olympics and Rainier Region offers on-the-job training. Our program provides skill enhancement and/or training at the student's level of knowledge and abilities. The program is open-entry/open-exit, interactive, and teaches the student how to become proficient in customer service and gain cash register skills on a point-of-sale system. In addition, students learn cash register operations and maintenance, merchandising, security procedures, and all other assigned duties that apply in a retail setting.

Locations

The Retail Skills Training Program is available at the following Work Opportunity Centers.

Tacoma	Longview	Yakima
1415 East 72nd Street Tacoma, WA 98404 Phone: 253.573.6768 Fax: 253.573.6510	1030 15th Avenue, Suite 300 Longview, WA 98632 Phone: 360.501.8340 Fax: 360.423.6257	10 North 10th Street Yakima, WA 98902 Phone: 509.452.6061 Fax: 509.452.0352

Please contact individual locations for additional information.

General Information

Due to space considerations at the various training locations, the Retail Training Program may be presented in a different format at the individual locations.

Pierce County's Retail Skills Training Program is a 6-9 week training program that combines classroom and on-the-job training. This course is divided into 3 training tiers. Students will be eligible to advance through the tiers as they successfully complete the training requirements for each tier. Tier 1 is a two week introductory period of classroom training as well as 1 hour of hands on training at the beginning of the class day. Tier 2 is four weeks of classroom and on-the-job training at the Tacoma, Washington Goodwill 72nd street store. Tier 3 is three weeks of advanced on-the-job training at a different Goodwill of the Olympics and Rainier Region retail store. Students will work under the guidance of instructors and store managers and will perform all duties and tasks of an employee during the on-the-job training portion.

Yakima County and **Cowlitz County** programs are divided into 2 training tiers. Students initially begin doing assisted computer based learning in an individualized setting. During tier 2, once their computer based learning is completed, the student moves to 1:1 on the job training in a Goodwill retail location.

All locations cover the same training topics and each course is designed to better prepare students for entry into the retail industry.

The Retail Skills Training Program is open to students 18 years of age and older who meet Goodwill's general requirements (criminal background check, drug screen, and must be eligible to work in the United States).

Specific Retail Training Requirements

- Students must be functionally literate and possess basic mathematical skills and reading skills at an 8th grade level or greater.
- Physical Requirements: students must be able to stand for several consecutive hours, lift up to 30 pounds and be capable of bending & squatting as well as using hand dexterity for tasks such as receiving donations, tagging, pricing, sorting and merchandising products on the floor and able to operate a cash register and related equipment.
- As the hands on training takes place in a retail store, students will be subject to the same conditions they will encounter in the workplace including customer service, cashiering, merchandising and working with a team.
- Students will be required to sign policies regarding cash handling and register processes prior to performing transactions in a retail location.
- Students will be informed of the Goodwill of the Olympics and Rainier Region stashing policy and will be required to sign acknowledging acceptance.
- All training will be done at a Goodwill Retail Center. Students will receive an overview of store, safety and security policies/procedures. Professional grooming and behavior is required at all times. Personal hygiene and self- presentation skills are a part of the training curriculum and expected at the training site.
- Students will sign responsibility agreements regarding Goodwill of the Olympics and Rainier Region policies on ethical behavior, drug free work place, and hazardous chemicals.

Attendance is vital in attaining all the skills and graduating. Students should treat training as a job, demonstrating their motivation and dependability. A certificate will be awarded to each student upon successful completion of training.

Schedule

Schedules may vary from location to location depending on space and instructor availability.

The **Pierce County Program** operates 7 days per week with Monday through Friday 8:00am to 11:00am are scheduled classroom days. On-the-job training times may vary depending on training location and work schedules, and generally extend to weekends; a representative work schedule for retail sales. The feasibility of this scheduling will be recommended on a person-by-person basis and with the full knowledge of the student and the referring agency. A typical training day will last 3-7 hours and consist of in-class training and hands-on experience with equipment.

The **Yakima County** and **Cowlitz County Programs** generally operates on weekdays, Monday through Friday, but actual days and hours of training may vary depending on training location

and work schedules. Students must progress through their classroom training prior to beginning on the job training time. A typical training day will last 4 – 5 hours.

Retail Skills Program Dress Code and appearance

Top	White or navy collared polo or blouse
Bottom	Black, khaki, or navy blue: Dress pants, Dockers style slacks, or skirt
Shoes	Dark-colored close-toed shoes
Nametags/Badges	Visible at all times
Apron or Vest	Goodwill issued

Equipment Used

The following equipment will be utilized in the program:

- Point of Sale Register
- Rolling Racks (textile)
- Credit Card Scanner
- Z-racks
- Pallet Jacks

Staff Objectives & Strategies

1. The retail instructor provides instruction and supervises on-the-job training within Goodwill of the Olympics and Rainier Region facilities.
2. Goodwill of the Olympics and Rainier Region representative will act as Case Manager and provide liaison with various referral sources (i.e. Washington Division of Vocational Rehabilitation, Labor and Industries counselors/providers, local school districts and the Goodwill of the Olympics and Rainier Region Scholarship Fund).

Methods and/or Training to Be Used

1. Classroom Training with instructor led and small group discussions.
2. On the job training (OJT) at Goodwill of the Olympics and Rainier Region Retail Sales Centers providing hands-on lessons.
3. Instruction and demonstration of cash register use on a Point of Sale system including; Process and Procedures for Opening & Closing a Register, Cash Handling, Processing/Verifying Personal Checks and Credit Cards.
4. Learning and utilizing merchandise tags/tickets and departments.
5. Merchandise handling, bagging, sales receipts, sold items, maintaining/facing stock, etc.
6. Clerking duties; stocking the store with new merchandise, rotating merchandise, creating displays, facing, rotating/pulling, merchandise, and sizing.
7. Overview of store policies and procedures, safety policies and procedures and instructions, security policies/procedures to learn how to detect/deter shoplifting, theft, fraud, tag switching, etc.

Accommodations

Accommodations may include but are not limited to reading assistance, writing assistance, foreign language and American Sign Language interpreters, pictograms and color coded course materials. Participants should identify accommodations needed during intake process.

Tier Overview

Programs are structured in tiers so as to breakdown complex lessons and assist students in easing through more concise and focused coursework. Tier structures also assist individuals in gaining measurable instances of success through completion of specific steps towards

retraining. It is important to remember that despite the differences in the training program layout, in all locations each course is designed to prepare students for entry into the retail industry.

TACOMA Retail Skills Program

*Each tier requirement must be complete successfully before you are eligible to move onto the next tier.

Tier 1 and Tier 2

Training is a classroom based introduction to retail that focuses on policy and procedures, safety & security and customer service.

Training is a combination of classroom activities and hands on training time in the Goodwill of the Olympics and Rainier Region 72nd ST store. Skills learned are Anger Management, Conflict Resolution, Basic Retail Math, Safety and Loss Prevention. In addition, students are scheduled for 20 hours per week in the 72nd St store to put into practice and demonstrate the skills they have learned in the classroom.

Prior to starting the retail skills program students must complete Pathways to Success, a week long course dedicated to teaching soft skills. Also, after completing Tier 2 students must complete Pathways to Employment, a week long course dedicated to honing employment skills.

*Upon completion of Pathways to Success, Tier 1, Tier 2, and Pathways to Employment, the student will have successfully completed the retail skills program.

Tier 3-Advanced Training (upon eligibility)

Training skills are entirely focused on hands on training time at a Goodwill of the Olympics and Rainier Region store location. In this tier students continue to hone the skills learned in Tiers 1 & 2 and begin to focus on merchandising and display & replenishment and recovery of store areas.

Teach Internship (upon successful completion of Tier 3 and recommendation of store manager)

Eighteen (18) months of additional on-the-job training at a Goodwill retail store location (may or may not be the same location where a student completes Tier 3). Case Management team will also assist the student with job development (Job searches, applications, resume updates) and job placement outside of Goodwill during the internship.

Longview and Yakima Retail Skills Program

Tier 1

Skills include computer based and individual training designed to provide basic instruction in operating a Point of Sale Register including; Processes and Procedures for Opening and Closing a Register, Voids, Discounts, Tender Types and Counting Cash Back, Identifying bills and coins and proper placement of cash and coins.

Tier 2

Skills include individualized instruction in a Goodwill store location. In this tier, students have an opportunity to process transactions on an actual register. Additional skills are marketing and display of merchandise, safety and security and job readiness skills such

as; conflict resolution, anger management, interviewing, resume preparation and dress for success.

Skill Set Summary

Job Readiness Skill Set

Demonstrate positive workplace behaviors such as attendance, punctuality, good hygiene, a neat and professional appearance and a demonstrated ability to work well with other students, instructors and Goodwill employees.

General Retail Skill Set

What is Retail?

- Introduction to Retail
- Overview of Retail Operations
- Retail Terminology
- Major Retail Businesses
- Different Retail Positions

Basic Retail Math

- Retail Math terminology
- Merchandise pricing
- Expenses
- Profits

Safety Skill Set

Safety

- Emergency Evacuation
- Hazard Communication
- Safe Lifting Practices
- Fire Prevention
- Blood Borne Pathogens
- Lock-Out Tag-Out
- Personal Protective Equipment
- Gaylor/Pallet Inspection
- Handling Suspicious Objects
- Employee Expectations
- MSDS

Loss Prevention

- What is Loss Prevention?
- Different types of loss-Internal/External
- How to spot a shoplifter
- What to do when you suspect someone of shoplifting/How to handle difficult situations
- Reward Program
- Methods of Loss Prevention
- Consequences of Theft

Cashiering Skill Set

Point of Sale Register

- Processes and Procedures for Opening and Closing a Register
- Customer/Employee Purchases
- Uneven Change

- Sales Receipts
 - Voids
 - Discounts
 - Exchanges>Returns
 - Processing/Verifying Personal Checks
 - Credit Cards/Credit Card Machine
- Tender Types and Counting Cash Back
- Identifying bills and coins
 - Proper placement of cash and coins
 - Register Till
 - Counting cash back
 - Drawer shortage/overage procedure
 - Bagging procedure
 - Types of Transaction: Sale/Return
 - Types of Tender
 - Tax exempt
 - Cash Register Layout
 - Check policy-Bad check list/Credit card
 - Handling multiple tender transactions

Merchandising Skill Set

Merchandise Presentation and Display

- Sales Floor Layout
- Colorizing
- Presentation Standards
- Store signs, wall grids, displays
- Forms of Marketing-Appealing to a Target Market
- Activity-Select items to create a display

Replenishment and Recovery

- Z-Racks
- Replenishing the Sales Floor
- Recovery, sizing, colorizing and rack pulls
- Stocking shelves and checking fitting rooms

Production Skill Set

- Unloading and loading donated items from Goodwill trucks
- Inspecting items for salability
- Fastening price tags/Price gun
- Maintaining production records
- Warehouse safety

In addition to the curriculum, the students are evaluated throughout the course on the following.

- Attendance
- Hygiene, grooming, and dress code
- Cooperation
- Ability to recognize a good performance
- Language and general attentiveness
- Ability to follow directions

- Ability to work independently
- Willingness to correct inappropriate behaviors
- Time management
- Motivation
- Ability to accept constructive criticism
- Response to pressure for increased output
- Dependability and reliability
- Accepting supervision
- Perseverance in completing assignments
- Ability to interact with other students and Goodwill of the Olympics and Rainier Region personnel

WAREHOUSE, LOGISTICS AND TRANSPORTATION TRAINING PROGRAM

Approved by local employers, this 7-week program provides all the entry-level and career advancement skills for the manufacturing, warehouse, transportation and logistics field. The program curriculum is a combination of classes on supply chain logistics, safety in a warehouse environment, Basic computer skills, Mathematics Review, Work Readiness and Job Search Skills.

Tacoma Community College Faculty teaches this program, using interactive video technology, connecting participants at the Tacoma, Yakima & Longview Goodwill Work Opportunity Centers. Classes are small allowing for hands-on support in the classroom.

Each quarter, Goodwill provides open recruitment and orientation sessions. To qualify, you must be at least 18 years old and meet motivation guidelines.

Locations

Tacoma

Milgard Work Opportunity Center

714 South 27th Street

Tacoma, WA 98409

Phone: 253.573.6500

Fax: 253.573.6510

Longview

Work Opportunity Center of Cowlitz County

1030 15th Avenue, Suite 300

Longview, WA 98632

Phone: 360.501.8340

Fax: 360.423.6257

Yakima Work Opportunity Center

10 North 10th Avenue

Yakima, WA 98901

Phone: 509.452.6061

Fax: 509.452.0352

Schedule

Classes are Monday through Friday, 8:30am to 2:00pm at the Goodwill Work Opportunity Centers located in Longview, Tacoma and Yakima.

- The forklift training is off site from **8:00am to 4:00pm.**
- Warehouse training classes are held (4) times a year- fall, winter, spring, summer.

Daily attendance is critical to the successful completion of the program. Participants are expected to treat training as a job, and demonstrate their motivation and reliability by completing all assigned tasks.

Eligibility Requirements

- You must be at least 18 years old and meet motivation guidelines.
- Current State issued ID/DL***
 - ***if not issued by WA state, must obtain WA State ID/DL before program ends.
- Social Security Card
- Registered with Selective Services (Male , if born 1960 or later)
- DD214 (if Veteran)
- Background Check (not a deterrent)

Participants should identify accommodations needed during intake process.

Textbooks & Handouts

All participants will receive Textbooks as needed. Each individual instructor will provide class handouts as required.

Audio Visual Aids

Training will include the use of videos, DVD's and other types of media. Interactive Video Technology connects to participants at Goodwill's Work Opportunity Centers in Tacoma, Yakima and Longview.

Staff Objectives and Strategies

1. Training Staff will work as a team to provide training essential to entry-level frontline workers in supply chain logistics.
2. Participants will receive Case Management Support and Job placement/Retention assistance

Summary of skills

- Supply Chain Logistics
 - Global Supply Chain Logistics
 - Logistics Environment Equipment
 - Material Handling Equipment
 - Safety Principles
 - Safe Material Handling & Equipment Operation
 - Quality control Principles
 - Internship (Optional)

- Computers
 - Intro to Word
 - Intro to Excel
 - Understanding common computer terms
 - Identify basic hardware components
 - Identify software applications
 - Find files
 - Understand windows explorer
 - Customize your desktop
 - Create & manipulate files and folders
 - Search for information on the internet
 - Send & receive email and attachments

- Math Review
 - Integers: Comparing and rounding
 - Add, subtract, multiply whole numbers
 - Dividing whole numbers
 - Averages
 - Word problems
 - Decimals: comparing and rounding
 - Add, subtract, multiply & divide
 - Percentages

- Work Readiness, Customer Service, Job Finding Skills
 - Develop soft skills used in the workforce.
 - Identify your behavioral style & communication process.
 - Identify and learn how to use persuasion techniques.
 - Identify your core values; develop mission statements and personal goals.
 - Understand & use the principles of success and teamwork.
 - Use problem-solving processes.
 - Learn to deal with difficult customers.
 - Understand diversity in the workplace.
 - Learn to demonstrate outstanding customer service.
 - Understand and use better listening skills.
 - Create and use targeted cover letters and resumes.
 - Acquire skills on how to fill out a job applications
 - Learn the 'Dos and Don'ts' after a job interview.
 - Participate in Mock Interviews.

Upon successful completion of the program, participants will receive:

- Customer Service Certificate
- Work Readiness Certificate
- Forklift Certification
- General Warehouse Clerk Certificate
- Certified Logistics Associate (CLA); w/ prior approval

Funding

This college-instructed course and related services are free to older youth (18+) and adults. Contact us for more information regarding your interest in this career track. Veterans are encouraged to apply.

YOUTH BARISTA TRAINING PROGRAM

Philosophy and Mission Statement

The program is designed to train youth between the ages of 16-24 with little or no experience in the basic knowledge of a café and its operations, and the barista skills necessary to be successful in a café. The program is a mix of both classroom instruction and hands-on training, both led by experienced industry professionals. As a youth program, Barista Training is available in the Goodwill of the Olympics and Rainier Region REACH Center.

Location

The Youth Barista Training Program is available at the following Work Opportunity Center.

Tacoma

714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6560
Fax: 253.573.6510
www.goodwillwa.org

General Information

The Youth Barista Program is a 16 week-long certificate course. Completion of the program would amount to roughly 300 hours of hand-on training and 20 hours of classroom training. Total hours of training may be adjusted to address established individual goals and expectations.

Student to instructor ratio is 5 to 1. Throughout the program students perform hands-on training in The Coffee Buzz, an operational café space within the REACH center. The Coffee Buzz is open to the public Monday through Friday, and additionally provides catered coffee service for meetings throughout the Milgard Work Opportunity Center. As the primary service personnel in the Buzz, students have the experience of working within an operational café from the second week of training onward.

Additionally, intermediate and advanced students also train at a secondary Coffee Buzz location, located within Community Health Care's Hilltop Regional Health Center. In this way, students have the opportunity to apply their new skills in a new environment, while adapting to new staff, customers, and equipment.

Daily attendance is critical to the successful completion of this program. The rapid progression and testing as well as the materials and new equipment the students will be exposed to require students to perform classroom and café duties as if they were a job.

A Goodwill of the Olympics and Rainier Region Certificate of Completion is awarded upon successful completion of all program requirements.

Students will also receive training in positive work behaviors or "soft skills", the skills necessary to get, keep and progress in a job.

Schedule

Course hours vary. The Coffee Buzz is open to the public from 7:00am-4:00pm Monday – Thursday, and from 7:00am-3:00pm on Friday. Training will typically occur Monday through Friday between 6:00am until 4:30pm at Goodwill of the Olympics and Rainier Region’s Milgard Work Opportunity Center classrooms and The Coffee Buzz.

Barista Training Requirements

- Be between the ages of 16 - 24.
- Pass a drug screen – Goodwill of the Olympic and Rainier Region operates a drug and alcohol free workplace and training facility.
- Students will sign responsibility agreements regarding Goodwill of the Olympics and Rainier Region policies on ethical behavior, drug/alcohol/violence free work place and hazardous chemicals.
- Obtain a food handlers permit. Permits are issued by the Pierce County Health Department.
- Physical Requirements: students must be able to lift a minimum of 25 pounds, be able to stand for extended periods of time and be capable of bending, kneeling and squatting.

Accommodations are available to provide for accessibility and arrangements may be available to assist with clothing on a case-by-case basis please discuss these with the Program Manager.

Youth Barista Program Dress Code

Top	black, white, grey or brown collared shirt, sweater, or blouse
Bottom	black, brown, or khaki pants
Shoes	closed-toe, black or brown, slip-resistant shoes

Equipment Used

The Youth Barista Training Program utilizes standard modern café tools and equipment including cleaning materials. Hand tools that students may use might include scissors, thermometers, and other sharp instruments that may pose a hazard. Training on or exposure to the use of other equipment that conducts heat – espresso machines, industrial brewers, sanitizers, etc. may also pose a hazard to the safety of the student and others. All reasonable care will be taken to ensure the safety of the student, however there are inherent risks and hazards involved in this environment.

Standard equipment may include:

- Espresso machine
- Coffee brewer
- Whole bean grinder
- Coffee air pot
- French press
- Refrigerator
- Sanitizer
- Refrigerated display case
- Point of sale (POS) system

Staff Objectives and Strategies

1. Barista Program staff will work as a team to provide “best practice” training in barista skills and café operations.

2. A Goodwill of the Olympics and Rainier Region representative will act as case manager and provide liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Labor and Industries counselors/providers, local school districts and the Goodwill Scholarship Fund.

Methods and/or Training To Be Used

1. Classroom instruction is provided in the Milgard Work Opportunity Center.
2. Classroom lessons feature group discussions covering topics from coffee history, to espresso preparation, to customer service scenarios.
3. Instruction in and demonstration of the general sanitation and safety practices within a café space.
4. Instruction in and demonstration of proper and safe café equipment usage.
5. On-the-job training in the Coffee Buzz in barista skills, recipe standards, teamwork.
6. Instruction in and demonstration of a computerized point of sale system.
7. Tests and reviews given periodically to help evaluate retention of information.
8. Mock café exercise allows students the opportunity to run the café on their own for a brief period, while being evaluated and offered specific feedback by instructors.
9. Occasional field trips to local cafés, roasters, and coffee professionals.
10. Additional written assignments and group projects to affirm skills and foster teamwork.

Accommodations

Accommodations may include, but are not limited to, reading assistance, writing assistance, foreign language and American Sign Language (ASL) interpreters, pictograms and color coded course materials.

Summary of Skill Sets

Job Readiness Skills

Demonstrate positive workplace behaviors such as attendance, punctuality, a neat and professional appearance and a demonstrated ability to work well with other students, instructors and Goodwill employees.

- Attendance
- Hygiene, grooming, and dress code
- Cooperation
- Ability to recognize a good performance
- Language and general attentiveness
- Ability to follow directions
- Ability to work independently
- Willingness to correct inappropriate behaviors
- Time management
- Motivation
- Ability to accept constructive criticism
- Response to pressure for increased output
- Dependability and reliability
- Accepting supervision
- Perseverance in completing assignments
- Ability to interact with other students and Goodwill personnel

Café Safety

- Preventing burns
- Preventing falls

- Preventing strains or repetitive motion injuries
- Preventing injuries from equipment

Health & sanitation

- Safe food handling and storage
- Food temperature monitoring
- Food rotation – FIFO (first in first out)
- Equipment maintenance and cleanliness
- Cleaning and sanitizing techniques and best practices

Café equipment and tools

- Understanding and use of espresso machine
- Understanding and use of handheld tools: porta filters, thermometers and tampers
- Understanding and use of coffee grinders
- Understanding and use of coffee brewer
- Understanding and use of air pots
- Understanding and use of blender
- Understanding and use of ice machine
- Understanding and use of sanitizer
- Understanding and use of Point of Sale system

Other skills

- Coffee history knowledge
- Steaming milk
- Standard café beverage recipes
- Handling ready to eat food and drink
- Receiving an order
- Proper storage of foods
- Cash-handling and register operation
- Customer service
- Deployment of tasks within a team environment

ADDITIONAL EDUCATION PROGRAMS

GED Preparation

In collaboration with Lower Columbia College, this course assists students in preparing for the GED Exam through classroom training, self-paced online programming and individual tutoring. Practice exams are available on site.

Financial Literacy Instruction

Has the goal of giving each student the knowledge necessary to achieve a financially stable future. This course incorporates banking basics, budgeting, debt management, investing, critical thinking skills, reading and understanding credit reports/scores. Second Chance banking services through participating banks and credit unions are made available to students upon completion of 4 of the 8-session training.

Construction Skills Program (Longview)

Participants can acquire construction and pre-apprenticeship skills through classroom and hands-on practical training. This is made possible through partnerships with Habitat for

Humanity, Longview Housing Authority, and Self-Help Housing and can help participants work off any community service hours they may owe. Students have the ability to receive certifications in OSHA 10-hour Safety Training, Flagging, Forklift and First Aid/CPR/AED

Youth Services Programs (Longview)

WIA Out-of-School Youth - Targeting 16-24 year-old, drop out, low-income youth, including court-involved youth. This program is funded through a federal Workforce Innovation and Opportunity Act grant administered by the Southwest Washington Workforce Development Council

Jumpstart to Employment (Longview)

Focused on youth 16-24 years of age with barriers to employment.

These programs provide the opportunity to acquire marketable skills in demand by Cowlitz County employers, through any of our skills training programs, while working to complete their high school diploma or prepare for their GED. A Case Manager will help students through all phases of training and job placement, as well as provide follow up for one year post-employment.

Additionally, interested students will explore potential career paths, and can be provided with assistance in applying for FAFSA, scholarships, and college.

EMPLOYMENT PROGRAMS (Longview, Yakima, & Tacoma)

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is the only federal workforce program targeted to low-income older workers. It is administered by the U.S. Department of Labor's Employment and Training Administration and helps subsidize part-time, paid training in non-profit and government positions so that older workers gain the necessary skills to transition into unsubsidized jobs.

For more information on SCSEP call:

Pierce: 253.573.6759

Clallam, Jefferson & Thurston: 360.456.0273 Grays Harbor, Mason, Pacific: 360.532.0041

Cowlitz, Lewis, Clark, Skamania: 360.501.8350

Yakima, Klickitat, and Kittitas: 509.452.6061 or 1.800.907.1702

Program funded by U.S. Department of Labor

Job Search Room/Job Search Assistance

The Job Search Room is available to aid you in your ongoing job search, and is open to the public. Equipped with multiple computers, printer, phone and fax machine, as well as job postings, work guides, phone books and many other resources, the Job Search Room is staffed with people available to assist you.

Supported Employment (Longview)

The following programs are provided through contracts with Cowlitz County Human Services and require a referral from either the Division of Vocational Rehabilitation (DVR) or the Development Disability Administration (DDA).

Community Based Assessment

This is a program in which the participant is placed in a job and assessed to see how well s/he performs. This is a real work experience; the participant is expected to perform the duties of their job. Successful participants may be referred to job placement services. It also gives participants the opportunity to try out different jobs to help them find the best and most enjoyable fit for them. Accommodations may be made based on limitations.

Placement Services

This program assists applicants in discovering their strengths and abilities and how to market themselves in the workplace, and guides them through the application and interview process. Case management is provided to successful job seekers to help them adapt to their new work environment.

Job Supports

Goodwill provides Job Coaches for on-the-job support for qualified people with developmental disabilities in competitive jobs within the community. Training and long term case management are provided to suit an individual's need.

Ready to Work

Designed for those needed a little extra help in job seeking, the Ready To Work program provides classroom and one-on-one assistance in preparing applications or resumes, interviewing, job seeking and retention strategies, and more.

Food Handlers Training and Testing

Goodwill is licensed by Cowlitz County Health Department to provide training and testing for the Food Handlers card. Training, testing, and renewal are available during normal business hours of 8 AM to 4 PM, no appointment is necessary. Staffs are available to assist students.

Driver's License Book Study Assistance

Are you having difficulty reading or comprehending the Driver's License manual in preparation for the test? Goodwill can assist you with learning the essential material needed to pass the Driver's License exam. Appointment is required

FACULTY MEMBERS

Dan Fey-Vice President of Workforce Development

Dan Fey is the Vice President of Workforce Development. Prior to joining Goodwill of the Olympics and Rainier Region, Mr. Fey served as the Dean for Workforce and Continuing Education at Shoreline Community College and as the Chief Operations Officer at the Workforce Development Council for Seattle-King County. Dan has nearly 20 years of experience in workforce development and holds a Masters in Public Administration from the University of Washington.

Sarah Oliver – Assistant Director of Workforce Development

Sarah Oliver has 17 years experience in nonprofit management, with a focus on staff and volunteer training, and group facilitation. Ms. Oliver's work has mostly been in the areas of Youth Development and Workforce Development. Previously, with Women in Community Service, she led a national training initiative to provide youth development training to youth workers and volunteers, and taught facilitation techniques in partnership with ICA-USA. As a regional manager with a Job Corps contract, Ms. Oliver oversaw recruitment and job placement services for disadvantaged youth in Washington and Idaho. Ms. Oliver has a Bachelor's Degree

in Comparative Literature from University of Washington, and holds certificates in group facilitation and secondary language arts education.

Kurt Simmons – Assistant Director of Workforce Development

Kurt Simmons has over 15 years of Workforce Development experience from working with the Workforce Snohomish, North Seattle Community College, Bellevue College, The Washington State Employment Security Department, and most recently Goodwill of the Olympic and Rainier Region. Mr. Simmons has a Master's Degree in Public Administration and a Bachelor of Arts degree in Psychology both from The Evergreen State College. He has spent most of his career developing, implementing and managing workforce training and service delivery programs focused on helping individuals either transition into a new career or enter the workforce for the first time.

TACOMA

Julie Acosta – Retail Skills Training Store Manager (Tacoma)

Julie Acosta graduated from Western Washington University with a Bachelor's Degree in Sociology-Criminal Justice Concentration. She then went on to become a Group Life Counselor at the Jessie Dyslin Boys Ranch where she helped facilitate the day school that was provided to at risk teens. Following that, she worked as a Psychiatric Child Care Counselor at Child Study and Treatment Center co-facilitating anger management groups and leading counseling groups. She then took time off to raise two children, and during that time she opened and operated a Retail Thrift Store in Puyallup and earned her Real-State License and has been licensed for approximately 12 years. Re-entering the professional work force again in 2006, Ms. Acosta has held various positions such as; Therapist/Family Support and Social Worker. Prior to Ms. Acosta's placement in February of 2011 at Goodwill of the Olympics and Rainier Region Workforce Development as the Retail Skills Instructor, she worked as an Assistant Manager since May 2010. She is currently Store Manager at the 72nd Street Goodwill Store in Tacoma, Washington.

Garuba Akinniyi – Warehouse, Logistics, and Transportation Coordinator (Tacoma)

Garuba Akinniyi has been the Programs Coordinator of the Warehouse, Transportation & Logistics Program for the past 6 years. He has a graduate degree in Applied Behavioral Science.

Kendra Blattenberg – Bistro Production Chef Trainer (Tacoma)

Kendra Blattenberg is the Neighborhood Bistro Production Chef Trainer. She works hands on with students and is in charge of daily production; Kendra brings a passion for food and a love of teaching to the kitchen. She attended a community college culinary program in California and worked in food service before graduating from the prestigious Le Cordon Bleu College of Culinary Arts in Seattle. Kendra is delighted to be able to pass on the classical French techniques she learned to her students, along with some of the determination and drive gained from her experience as a single mother. She is a member of the Washington State Chef's Association, local chapter of the American Culinary Federation. Kendra is delighted to be able to pass on the classical French techniques she learned to her students, along with some of the determination and drive gained from her experience as a single mother. She is a member of the Washington State Chef's Association, local chapter of the American Culinary Federation.

Norman Brickhouse – Financial Education Instructor and VITA Coordinator

Norman Brickhouse has a BA in Finance from the University of Texas at Arlington. He has over 20 years of experience in the financial sector. He has worked as an Account Executive in the mortgage industry for 15+ years. He has also been a Branch Manager for Norwest Financial for

4 years and 2 years as a Loan Officer at a credit union in Texas. He has taught our Key to Change Financial Education classes since 2008 both at Goodwill's Milgard Work Opportunity Center and at Habitat for Humanity as a Volunteer. He has also served on the Board of Directors for Washington Association of Mortgage Brokers for 13 years as Charity Director.

Sarah Call – Retail Skills Training Case Manager (Tacoma)

Sarah Call is a Summa Cum Laude graduate from Washington State University with a Bachelor's of Arts in Human Development and Sociology. After college, Sarah worked at Washington Women's Employment and Education in Tacoma, Washington, where she gained a solid background in case management and specialized assistance to young adults and other adults. At Goodwill of the Olympics and Rainier Region, she provides quality-focused case management, job development, and placement services to Retail Skills and TEACH students. Under Ms. Call's direction, quality, efficiency, and satisfaction measures have continued to improve, and enrollment into the Retail Skills/TEACH programs have continued to grow.

Crystal Curby –Custodial Instructor and Program Coordinator

Crystal Curby is the Program Coordinator-Instructor for the Custodial Skills Training for the Olympic and Rainier Region. Crystal works with the students in classroom training and with Hands-on skills. Crystal holds a double Bachelor's Degree from Marylhurst University in Oregon. Her passion has always been in Counseling and Art therapy. Crystal also works with community employers to develop employment opportunities for those individuals who are struggling with barriers to employment.

Deena Giesen – Financial Education Program Coordinator (Tacoma)

Deena is an Accredited Financial Counselor that has genuine passion for empowering the underserved to make informed, wise financial decisions. Deena came to Goodwill of the Olympics and Rainier Region with over 15 years of experience in customer service, clerical support and financial management. Prior to Goodwill of the Olympics and Rainier Region, Deena was an Independent Agent for Kingdom Consulting and Management. Her primary focus was helping people to attain, maintain, and successfully transfer financial assets. Her skills and experience have helped her in her position as a Case Manager for the Work First Program with Goodwill of the Olympics and Rainier Region. In 2011, Deena transferred to the Financial Education Program and has since helped hundreds of people in the community to become financially savvy.

Melissa Huddleston—Assistant Barista Program Manager (Tacoma)

Melissa Huddleston comes to us with four years of coffee experience that started in her family owned coffee shop and moved on to being a barista in a corporate coffee company. Melissa graduated from Pacific Lutheran University with a bachelor's degree in Social Work while working full time as a caregiver in a local nursing home. Melissa has a passion for helping our youth and others in our community. For the past 14 summers she has been volunteering for Muscular Dystrophy Association as a camp unit leader. Here at Goodwill, she loves watching her students grow into not only passionate baristas but dependable co-workers as they prepare for their first job.

Martha Matthias-Culinary Arts and Barista Case Manager (Tacoma)

Martha Matthias is the food service case manager (Culinary Skills Program and Youth Barista Training Program) Martha has a degree in Culinary Arts from Johnson and Wales University and worked in the food industry for many years. She combined her love of travel and food while living and working in around the United States and the Caribbean.

Martha is a graduate of Saint Martin's University with a BA in Psychology and is currently finishing up her Masters of Public Administration program at the Evergreen State College. She is passionate about empowering people toward positive change and personal growth. She loves bringing her two passions (food and social services) together in her current position.

Jeff Pratt – Chef, Program Manager – Culinary Skills Training (Tacoma)

Chef Jeff earned his culinary degree in Renton, WA and has 25 years of experience in the restaurant/hospitality industry. His experience ranges from chef/innkeeper at a waterfront country inn, where he was named Innkeeper of the Year for Kitsap County, to chef at an upscale neighborhood restaurant; from food & beverage director at a Las Vegas golf club to corporate chef for a regional retirement housing provider. Jeff has served as chairman of the culinary arts advisory committee at Renton Technical College. He is an active member of the American Culinary Federation where he serves as Treasurer of the local chapter and Chair of the Culinary Apprenticeship committee. He was named Washington State Chefs Association Chef of the Year for 2013 and has twice been the recipient of the Presidents Medal for service to the community.

Richard Rife – Computer & Office Skills Training Instructor and BFET Coordinator

Richard Rife is currently the Computer & Office Skills Training Instructor and the BFET Coordinator. He has a Bachelor of Arts in Psychology from Alma College in Michigan and a Masters of Divinity degree from Louisville Presbyterian Theological Seminary in Louisville, KY. He is also a Certified Employment Support Professional. Richard has worked in the nonprofit sector since 1995, most recently serving two other Goodwill agencies: Goodwill Industries of Northwest Ohio (9 years) and Memphis Goodwill (2 years). He has served as Associate Director of Workforce Development, Grant Writer, Vocational Instructor, Job Coach, First Aid & CPR Instructor, Workshop presenter (for the Ohio Rehabilitation Association conference in 2011), and author ("Vocational Evaluations vs. Community Based Work Assessments: A Trend or a Result of Budget Cuts?" The Bulletin, May 2013, p.2-4.). He has also written a Job Coach Manual, two Janitorial Training manuals, and compiled and edited a 300+ page Academic Coaching Toolbox for Lourdes University in Ohio.

Resie Rogers – Instructor and AmeriCorps Coordinator (Tacoma)

Growing up in Tacoma, Resie Rogers has over six years experience in the financial industry as well as more than a decade of customer service experience. Resie graduated from Saint Martin's University with a BA in Sociology and Cultural Anthropology with a minor in Women's Studies. Writing for the school paper and being a member of student clubs, Resie brings a keen interest in social issues, as well as passion to help people with a positive impact

Katlin Rutledge-Assistant Barista Program Manager (Tacoma)

Katlin Rutledge is a graduate of the University of Northern Colorado with a BA in Psychology. In the barista program she gets to do two of her favorite things: make coffee and teach people how to make coffee.

Alex Shinneman-Retail Skills Instructor (Tacoma)

Alex Shinneman graduated from Saint Martin's University with a Degree in Political Science. Before settling in Washington, Alex lived in multiple states across the United States as well as overseas in Germany. Alex brings with him extensive experience dealing with people of diverse backgrounds.

Aaron Tran – Computer/Office Skills Program Coordinator (Tacoma)

Aaron Tran is a graduate from the University of Washington with a Bachelor's of Science in Information Technology and Systems. Aaron started with Goodwill as an AmeriCorps Volunteer

for the Computer and Office Skills Training Program. Mr. Tran worked for the Computer and Office Skills Training Program from 2013-2014, and was hired to become the Computer and Office Skills Training Instructor. In 2015 Aaron was hired to become the Computer & Office Skills Program Coordinator. Mr. Tran comes from a background in technology, customer service, as well as teaching older adults various levels of computer skills. Mr. Tran is currently working on his Master's of Adult Education and Training at Seattle University.

James Watts – Workforce Navigator (Tacoma)

Mr. Watts is a graduate of Washington State University with a Bachelors Degree in Business with a focus in Marketing. He has over 5 years experience in Workforce Development, and during this time has worked on several projects with the Employment Security Department, WorkForce Central and WorkSource. Mr. Watts comes from a sales background and utilizes this experience to teach students to sell themselves to prospective employers.

Evelyn Undziakiewicz – Job Resource Assistant and Workshop Facilitator (Tacoma)

Evelyn Undziakiewicz has over 10 years experience in nonprofit management with a focus on family housing and self improvement workshop presentations. Evelyn is a Job Resource Room Aide and workshop facilitator presenting “Maximize Your Potential” workshops for the Pathways Program. She is also an Employment Workshop Facilitator/Trainer with Insignia Federal Group, Inc. and presents employment workshops for Military Service Members and their spouses that are transitioning into the civilian culture/workforce. Previously, Evelyn Founded and was the Executive Director of a local nonprofit that provides affordable housing to single women, Evelyn also host personal growth workshops, “WBY” Self Improvement Retreats©, and other life improvement training events nationally. Evelyn has a Liberal Arts Degree from Evergreen State College with a focus in Creative Writing and Advanced Psychology.

LONGVIEW

Carl Cecka, Manager, Vocational Services (Longview)

Carl Cecka has over 30 years of experience in vocational rehabilitation and has worked extensively with the medical, funding, and employer communities in assisting people with disabilities to achieve meaningful and rewarding work lives. He has held leadership positions in non-profit and private sector vocational rehabilitation as well as in Health Care Disability Management. Prior to coming to Goodwill Carl served for 8 years as Vice President of Client Services at Innovative Services NW, a Clark County non-profit providing life span services to people with disabilities and other disadvantages. Carl has a Masters Degree in Vocational Rehabilitation from the University of Utah, and a Masters Degree in Business Administration.

Amanda Rasmussen – Assistant Manager of Workforce Development (Longview)

Amanda Rasmussen came to Goodwill after a career in social services and program management and has spent the last ten years working in nonprofit settings. Amanda earned her Associate of Arts degree in Psychology from Lower Columbia College and her Bachelor of Arts degree in Public and Nonprofit Administration from The Evergreen State College. Prior to her position as Assistant Manager, Amanda spent four years as the Support Services Coordinator in our Transportation & Warehouse training program.

William Carnahan – Computer Instructor/Office Essentials/Online and Upward/Work Release (Longview)

Bill Carnahan is a retiree from a 23 year career in the U.S. Army doing various duties; his most recent function was in Public Affairs. Mr. Carnahan has an Associate's Degree in Micro Computer Networking from Lower Columbia College. Prior to coming to Goodwill, he spent six

(6) years as an Internet Technology Helpdesk Technician at Cowlitz Bank. Mr. Carnahan has undergone training to teach Office Essentials.

Kathleen Chilson – DVR and DDA Case Manager Lead, Job Placement and Individual Supported Employment (Longview)

Kathleen Chilson received a Bachelor of Art in Liberal Art (study in social work) from Evergreen State College and hold certifications as Rehabilitation Counseling with Deaf and Hard of Hearing Adults and Supported Employment Professional. Prior to joining Goodwill, she worked with DD adults and children for 10 years for the School Districts in Thurston County as Para Educator and for the DD Adult home service as a direct support person. She served as a Job Coach and Case Manager for Longview Work Opportunity Center for five years. She works with the Deaf community and sits on the Board of Directors for the Southwest Washington Center for Deaf and Hard of Hearing. Kathleen is fluent in American Sign Language.

Twylla Corrie—Navigator (Longview)

Twylla Corrie has 16 years of experience in Workforce Development in non-profits, higher education and for-profit industries and operates a contracting business with her husband. Twylla has coordinated services under the federal WIA contract at two organizations, served as Disability Services Manager, Women's Programs Manager, Career Specialist & Business Outreach Coordinator at a community college, acted as business manager for the family business, and started several small entrepreneurial ventures on her own. At Lower Columbia College, she coordinated several large events, including the SW Washington Career & Employment Fair and Camp Moxie, a summer day camp for middle school girls. She has served as President of Longview Kiwanis, served on the board of directors for the Leadership Academy, assisted with several large charity fundraisers, and led numerous groups, teams, and activities for children. She is currently focused on using her experience and long-standing network in the community to connect our Work Opportunity Center programs with the potential students. Twylla Corrie is a graduate of Washington State University with a BS in Psychology and of Warner Pacific College with an MS in Management & Organizational Leadership.

Hazel Faul – Support Services Coordinator/Retail Program Coordinator/Pathways Instructor (Longview)

Hazel Faul comes to Goodwill after 13 years working with victims of domestic violence, sexual assault, and victims of crime. She spent those 13 years providing intensive crisis case management and community outreach. For eight years Hazel coordinated multiple service programs in a shelter setting. She is a Washington State certified Domestic Violence and Sexual Assault advocate. Hazel looks forward to building our volunteer outreach and helping her students overcome their barriers to employment.

Peggy Johnson – Custodial Training Instructor (Longview)

Peggy Johnson's has 5 years of experience in Industrial, commercial cleaning and custodial and janitorial cleaning. Prior to her coming to work for Goodwill, she was employed by the Kalama School District and ESD 112 where she worked in the Special Education Department and a janitorial position. There she also taught a Skills Living class, teaching mentally and physically challenged students how to take care of themselves and their surroundings. Ms. Johnson has many certificates in different aspects of Safety, Blood Borne Pathogens, CPR- First Aid, OSHA Compliance, and certified CNA, a member of the Safety Committee. She has also completed training and received certificates from the Academy for Leadership, Performance and Development and is a Certified Floor Care Technician.

Katie Miles –Youth Services Coordinator (Longview)

Katie Miles manages our three youth programs in Longview: WIOA Out-of-School Youth Program, 1418 / Open Doors Youth Re-engagement Program, and Jumpstart. Prior to joining the Youth Services Team, Katie coordinated the Goodwill Transportation & Warehouse program. Katie earned her Associate of Science degree from Lower Columbia College in Business Management. She is currently pursuing her Bachelor of Arts degree in Business.

Tori Skinner – Business Development Coordinator (Longview)

Originally from the Seattle area, Tori Skinner managed health care staffing before moving to Longview, WA in 2013. She then worked in recruitment and business development for a local staffing firm before joining the Goodwill family in January of 2016. She is an active member of the Longview Early Edition Rotary, Kelso Longview Chamber, Woodland Chamber, Castle Rock Chamber, and an Advisor on the Business and the Manufacturing Advisory Boards for Lower Columbia College. Tori enjoys sharing her knowledge of staffing management, employment, and professional networking with each of the Longview Goodwill Programs, while also engaging area employers and resources in Goodwill's efforts. She strives to be the bridge that connects job seekers to future careers and employers to workforce success. Tori is a graduate of the University of Washington with a Bachelor's of Science in Psychology and a Minor in Law, Society and Justice.

YAKIMA

Tisha Bryant – Computer Instructor (Yakima)

Tisha Bryant was born and raised in Yakima, Washington. She graduated from West Valley High School in 2009. In June of 2012, Tisha came into the Computer Skills training program and became certified in Microsoft Office Essentials while working a part time job. Upon job searching for an additional part time job, she applied for and was hired as a Job coach through Yakima Work Opportunity Center. Along the way she has had many training opportunities and acquired certification working with DVR, Assistive technology, etc. Tisha has always had a big interest in working with computers. Tisha began working as Yakima Computer Instructor in November 2014. Over the last two years Tisha has worked in case management with DDA and scholarship clients in addition to computer instruction.

Andy Garza – Case Manager (Yakima)

Andy Garza grew up in Yakima WA and Graduated from West Valley High School in 2003. In 2005 Michael got his first job working with the disabled as a Work Skills Trainer. Michael taught various group crews skills in janitorial and a production work. Training for janitorial consisted of teaching the students how to vacuum, dust, and mop all job skills that a Janitor would need to know to gain employment. Production skills consisted of teaching how to fabricate and build aluminum horse corrals using power tools such as rotating saws, drills, and bending machines. Michael has obtained training and certification to work with students in the Community Protection Program. Other job skills Michael brings to Goodwill include developing and implementing Individual Program Plans, goal writing, behavior modification, and ASL. In 2008 Michael joined the Yakima Work Opportunity Center as a Job Coach and Retail Skills trainer. Michael is now a case manager. Bringing with him the many skills and diversity needed in working with individuals with barriers and disabilities, and assisting them in gaining the skills needed for employ.

Trisha McCray – Assistant Vocational Service Manager (Yakima)

Trisha McCray grew up in Yakima WA and Graduated from Eisenhower High School in 2004. She worked part-time at a childcare facility while attending College full-time. Trisha graduated

from Yakima Valley Community College in 2007 with Her AA in Criminal Justice. Trisha started working with the disabled in 2007 as a Skills Trainer assisting participants with finding employment in the community as well as helping them get job ready. Trisha joined the Yakima Work Opportunity Center in 2008 where she started working as a job coach. Trisha also worked as the computer instructor, SCSEP coordinator, Support Service Coordinator for the Warehouse & Logistics Program, and is now the Assistant Vocational Service Manager.

Eduardo Sanchez – Warehouse Logistics Support Specialist (Yakima)

Eduardo Sanchez grew up in the valley of San Fernando California where he attended John F. Kennedy High School up to his senior year. He then moved to Yakima Washington the winter of 2011. In Yakima he attended Pace High School and graduated in the summer of 2012. After completing High School he went through People for People to gain work experience in reception and customer service. After completing his training enrolled in the Warehouse & Logistics Training Program to be better suited for the work opportunities within the community. Once finished with his training he proceeded to gain employment with Ace Hardware Distribution Center where he put his newly found skills to work. Soon after he discovered that there was an opening with Yakima Work Opportunity Center as the Warehouse & Logistics Support Specialist and applied. His combination of customer service with reception skills, completing the Warehouse training at YWOC, and warehouse experience at Ace landed him the job as full time Warehouse & Logistics Support Specialist.

Gail Goode- SCSEP Employment Specialist (Yakima)

Gail Goode was born in Seattle, Washington, raised and educated in Toppenish, Washington. Gail has had many jobs throughout her life that include Office work, Bartending, Banking, Cooking, waitressing and Retail in Seattle, WA, Boise, Id, Cascade, Id and Yakima Valley, All of these have given her many life skills. Gail became a SCSEP participant in March of 2007, refreshing her retail skills. After a few months of training, Gail was rotated to the Vocations Unlimited office (now YWOC) she became Participant staff in the SCSEP program. Gail was hired as SCSEP Employment Specialist May 01, 2009.

Gloria Sortillon – Skills Trainer (Yakima)

Gloria Sortillon grew up in Santa Clara Valley, California, earned her GED in 1988, prior to her getting her GED, Gloria work in the fields and warehouses, where she became a machine operator at one particular warehouse. She then moved to the San Joaquin Valley, where she earned her GED. Gloria got a job with an elementary school as a playground monitor. Because of her people skills and that she is bilingual Gloria was offered a job as a pharmacy clerk. After some time she moved to Washington State, to the Yakima Valley, where she work for a plastic company as machine operator and ran an injection molding machine. Gloria was recommended by friend to apply for the SECEP Program. She was a participant for a year and half in that program and was enrolled into the Computer Skill Class. Gloria then applied for a part time job coach position and within the next year she applied for a full time position as a skill trainer where she trains participants for Retail and helps them in office doing job search.

Murry Bradley- Business Development Coordinator (Yakima)

Murry Bradley is the Yakima Business Development coordinator at the Yakima Work Opportunity Center. His primary task is to engage local and regional agencies, non-profits, corporations and businesses to promote Goodwill programs and services. His daily focus is developing partnerships, building new community relationships while seeking out new business connections. Murry has been with the Yakima Work Opportunity center since 2011 starting out in case management working with partners, clients and outside funding sources (DVR, L&I, dislocated worker, and Veterans).

Tammy Southards- Educational Access Program Specialist (Yakima)

Tammy Southards was born and raised in Yakima Washington. She graduated from West Valley High School in 2001. Tammy has been working with the public and cliental for the last 17 years. In 2010, she moved to Ellensburg to attend Central Washington University. She graduated in 2014 with a double major in Sociology/Social Services and a minor in Psychology. While going to school, she was hired on with Starbucks. She continues to work for them part time on nights and weekends. February 2016, Tammy was hired on with Yakima Work Opportunity Center. She is an Educational Access Program Specialist. Her passion and goal is to help people change their lives one day at a time. She wants nothing more than to see people happy, healthy and successful. When her students are happy, Tammy is happy. Her favorite saying is, "Never Give up when life gets to hard."

STUDENT HANDBOOK

POLICIES AND PROCEDURES

Badges & Identification

For the security of all individuals Goodwill of the Olympics and Rainier Region issues badges for all persons accessing Goodwill of the Olympics and Rainier Region Work Opportunity Centers. Upon entering the building, all students & students and visitors are required to sign in and will receive a temporary one day badge for access to appointments, classes or services. In some cases, students will be issued their own identification badge for the purposes of training. In all cases, badges must be worn at all times in the building and while at training locations. Proper display of any type of badge is on the front of the person, above the waist. In the event that you loose or misplace your badge, it is important to immediately notify your instructor or Case Manager.

Contributions to Organizations

No student may be required to make financial contributions to an employing agency as a condition of employment. Solicitations for such contributions should be reported to the student's case manager. Initiation fees and dues for trade unions, as required of regular employees, are excluded from this policy.

Computer and E-mail Usage

Computers, computer files, the email system and software are furnished by Goodwill of the Olympics and Rainier Region and are intended for educational and job related purposes only. To ensure system compatibility and reduce possible operating conflicts, no executable files are to be downloaded and installed over the Internet, such as screen savers and system utilities. Email may not be used to solicit others for commercial ventures, religious or political purposes. Students and all individuals who access Goodwill of the Olympics and Rainier Region computer and email systems should understand computer and email transmissions are not private or confidential, and Goodwill of the Olympics and Rainier Region reserves the right to review and monitor them at any time. Logon to Goodwill of the Olympics and Rainier Region network constitutes acceptance of this policy.

Internet

Internet access to global electronic information resources on the World Wide Web is provided to students to assist in career progress, job search data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet data that is composed, transmitted, or received via Goodwill computer communications system is considered to be part of the official records of Goodwill and, as such, is subject to disclosure to law enforcement or other third parties. Logon to Goodwill of the Olympics and Rainier Region network constitutes acceptance of this policy. The following behaviors are non-exclusive examples of previously stated or additional actions that are prohibited.

- Sending or posting discriminatory, harassing or threatening messages or images
- Copying, pirating, or downloading software and electronic files without permission
- Violating copyright law
- Failing to observe licensing agreements
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander others
- Attempting to break into the computer system of another organization or person

- Refusing to cooperate with a security investigation
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of Goodwill of the Olympics and Rainier Region's electronic communications system
- Sending or posting messages that disparage a person or another organization's products or services
- Passing off personal views and representing those of Goodwill of the Olympics and Rainier Region
- Sending anonymous email messages
- Engaging in any other illegal activity.

Abuse of the Internet access provided by Goodwill of the Olympics and Rainier Region in violation of the law or Goodwill policies will result in removal of access privileges. Persons may also be held personally liable for any violations of this policy.

Denial of Program Services

If Goodwill of the Olympics and Rainier Region should decide not to provide vocational services to you the Program Manager will make the final decision. You are entitled to receive a notice in writing telling you the name of the person who ultimately decided to deny you services and a list of the reasons for such denial. If you disagree with the decision, you are entitled to have the decision reviewed through the Goodwill of the Olympics and Rainier Region Student Grievance Procedure. The notice of the denial of services along with a copy of the Student Grievance Procedure will be mailed to the address you provide to Goodwill of the Olympics and Rainier Region in your application to receive Goodwill services. It is the responsibility of the person making the final decision denying Goodwill services to mail you this information.

Drug Free & Alcohol FREE POLICY

It is the desire of Goodwill of the Olympics and Rainier Region to maintain a healthy, safe and drug free environment. To promote this, it is expected that all students report to training in the appropriate mental and physical condition to perform their training. The use of illicit drugs or abuse of alcohol by students on Goodwill of the Olympics and Rainier Region property or as part of any of Goodwill's training activities is a violation of the Student Code of Conduct and is subject to disciplinary action up to and including termination of training.

Emergency Closings

At times, emergencies such as severe/inclement weather, fires, floods, power failures, or earthquakes can disrupt operations across all Goodwill of the Olympics and Rainier Region facilities. In extreme cases, these circumstances may require the closing of the facility. In the event such an emergency occurs local radio stations and/or television stations will be asked to broadcast the event. Please check with your training center regarding an emergency closure telephone line you may contact.

Student safety is a paramount concern at Goodwill of the Olympics and Rainier Region. Specifically in the case of severe/inclement weather, Goodwill of the Olympics and Rainier Region has an information number with a recorded message giving instructions for the specific day. The number is (888) 319-5305 and will be updated as of 6:30am on the day of the event in question. If the recorded message is not updated by 6:30am, students should call the number back at 10 minute intervals until the message is updated. In all cases, especially in cases of inclement weather, Goodwill of the Olympics and Rainier Region asks that students use their best judgment on travelling to the training location. Those students who feel they cannot attend class because of weather conditions in their specific location will be excused and students who

feel they must leave early or arrive late due to inclement weather may do so provided they inform their Instructor or Case Manager. When in doubt, please contact your instructor or case manager.

Feedback

Student's opinions are important! Occasionally, students will be asked to tell us how Goodwill of the Olympics and Rainier Region is doing by completing a questionnaire and returning it to the Director of Workforce Development. Students can also complete the Goodwill of the Olympics and Rainier Region feedback form online at www.tacomagoodwill.org. Students may contact the Director of Workforce Development anytime during work hours to discuss any problems or concerns. Please remember that concerns regarding a referring agency should be address to that agency directly or reported to the Student Assistance Program, not Goodwill of the Olympics and Rainier Region.

Goodwill of the Olympics and Rainier Region compiles a quarterly report that evaluates our results. Students may request a copy of the latest report by asking a Case Manager, the Administrative Manager or the Director of Workforce Development.

Nepotism

Students may never be instructed or supervised by anyone considered family. Where there is a family relationship, student eligibility to receive services will be determined by the Director of Workforce Development.

Reporting of Progress

Standards of progress are determined with the ultimate goal of maintaining levels that will facilitate competitive employment. Students are evaluated by the instructor in areas of skill retention and work habits. The process is monitored regularly by both the instructor and the vocational counselor assigned to the student to ensure continual progress toward the desired vocational objective. Failure to adhere to appropriate levels of achievement will result in a staffing with the appropriate personnel to determine cause and appropriate remedial action. Progress is documented and formal reports are created and provided to the referral source on a regular basis or as requested. Copies of all reports are forwarded to the student for review and comment. Students will be given an opportunity to comment on their progress reports if they so choose.

Safety

Goodwill of the Olympics and Rainier Region strives to provide a safe environment for all students, employees and visitors; to achieve this, Goodwill has an established safety program. All persons should only operate equipment they have been trained to operate. Any person who has a safety concern or identifies an unsafe situation should report the information to their Case Manager immediately. Goodwill routinely holds evacuation drills for fires, earthquakes, and other incidents where the safety of the employees and students could be at risk. If an evacuation is necessary, students and visitors should follow the instruction of instructor or Case Manager and meet in a previously designated area until an all-clear announcement is made.

In the case of accidents that result in injury, regardless of how insignificant the injury/incident may appear, students and visitors should immediately notify their instructor or Case Manager. In the event that neither is available, they should notify an available Goodwill staff member. Injury/incident reports are necessary to ensure the safety of all persons who utilize Goodwill of the Olympics and Rainier Region.

Selective Service (Males Only)

According to the Workforce Investment Act, each individual participating in any program or receiving assistance or benefits established under the Act must, if eligible, register for Military Selective Service. Eligibility Criteria: all male citizens of the United States and other male persons residing in the country, born on or after January 1, 1960, who have attained their 18th birthday, must register. This includes aliens who are permanent residents and aliens who are refugees.

Smoking Policy

State law prohibits smoking within 25 feet of any entrances, windows, or air intake systems of any type. Smoking is permitted in designated areas only.

If you elect to chew tobacco products on breaks, you must do so in the designated smoking areas or your personal vehicle.

It is expected that you maintain a clean environment and pick up after yourself. Dispose of cigarette ashes and used cigarette filters in the proper receptacles provided. Chewing tobacco should always be disposed of in a container.

Student Records

Goodwill of the Olympics and Rainier Region affords students certain rights with respect to their records. They are:

The right to inspect and review a student's individual record within 20 days of the day that Goodwill receives a written request for access. A student's file contains such information as the student's name, address, telephone number and other personal information, referral documents from government or private agencies, the student's individualized service delivery plan, status reports from Case Managers and Supervisors, chronological case notes, job applications, résumés, records of training, documentation of performance appraisals and pay increases, medical and psychological reports, and other employment information.

Program files are the property of Goodwill of the Olympics and Rainier Region and access to the information they contain is restricted. Generally, only Case Managers and Supervisors and management personnel of Goodwill of the Olympics and Rainier Region who have a legitimate reason to review the information in a program file are allowed to do so.

Students will be allowed to review their file at all reasonable times and under reasonable circumstances. Students who make a written request will be given an appointment to review their file in the presence of the Case Manager or another appropriate Goodwill representative.

A student may request copies of documents contained in their program file. The Case Manager or another appropriate Goodwill representative will make photocopies of such items and have them available for the student by the end of the next working day. Goodwill of the Olympics and Rainier Region reserves the right to charge the student for these copies, paid to the Goodwill of the Olympics and Rainier Region Accounting Department.

Requesting Copies of Records/Transcripts

Permanent records are maintained on each student in a locked cabinet for a period of eight years. Former students wishing to obtain copies of their progress reports or records must present their request in person. Copies will be made at a cost of 10¢ per page. Records more than eight years old will have been shredded and are not available for copying or review.

Harassment

Goodwill of the Olympics and Rainier Region is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples.

- Unwanted sexual advances
- Making or threatening reprisals after a negative response to a sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs or jokes
- Verbal sexual advances or propositions
- Verbally abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual or suggestive or obscene letters, notes or invitations
- Physical contact that includes touching, assaulting or impeding or blocking movements

All allegations of sexual harassment will be investigated quickly and discretely. To the extent possible, confidentiality will be maintained for the reporter and that of any witnesses. If a student feels they have been harassed, they may contact their Case Manager, the Program Manager, or the Director of Workforce Development for assistance in filing a complaint. Those who report suspected harassment should do so without fear of reprisal or retaliation.

Violence Prevention

Goodwill of the Olympics and Rainier Region is committed to preventing violence and maintaining a safe environment for all persons accessing Goodwill services. Goodwill has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

- Firearms, weapons and other dangerous or hazardous devices or substances are prohibited from the premises of Goodwill.
- All persons are expected to refrain from fighting, "horseplay", or other conduct that may be dangerous to others.
- Conduct that threatens, intimidates, or coerces a student, employee, customer, vendor or member of the public at any time is not tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, national origin, disability, sexual orientation, or any characteristic that is prohibited by federal, state or local law.

All suspicious individuals, activities, or threats of, or actual violence should be reported to a Goodwill employee immediately. Goodwill reserves the right to investigate all reported incidents and any person determined to be responsible for threats of or actual violence or conduct that is in violation of these guidelines will be subject to penalty including and up to legal action as applicable.

RIGHTS, RESPONSIBILITIES AND DISCIPLINARY ACTION

Rights and Responsibilities

Goodwill of the Olympics and Rainier Region provides programs and activities for eligible participants to aid them in securing employment or to provide job skill training, which will enable them to become employable. This information has been prepared to give each participant an understanding of the rights, rules, and responsibilities governing participation in Goodwill programs and activities.

As a student in Goodwill of the Olympics and Rainier Region Services you have the right to:

- Receive services that enable you to acquire information, make career decisions, and balance information, decisions and external factors that have an impact on work.
- Receive skills training which reflects current labor market demands in our community.
- Have the option to refuse, accept or reasonably modify services because your participation in a program is voluntary.
- Negotiate for the best possible services, including referral to other agencies.
- To participate in the development of your program planning and to choose the services those are right for you.
- To have input and consensus into the selection of your service delivery team.
- To have your constitutional and civil rights upheld and to work in a safe and integrated area.
- To expect and receive services without regard to age, sex, race, color, religion, marital status, disability, ethnicity, familial status, political affiliation or belief, sexual orientation, citizenship, or vocational barrier.
- To have prompt investigation and resolution of alleged infringement of rights, including legal rights not specifically mentioned in this policy.
- To expect that Goodwill will not include you in any research projects, publicity exposure, or non-related agency supported services without your consent, and, if included, that Goodwill will adhere to the research ethics and guidelines.
- To be treated with dignity and respect, to remain free from physical or mental abuse, neglect, corporal punishment, financial or other exploitation, humiliation, and retaliation.
- To have the opportunity to make timely informed choices and decide what program(s) will be involved in your services with Goodwill.
- To participate in concurrent services that will compliment your training plan.
- To expect us to serve you in a timely manner and to keep you informed of our services.
- To expect that your privacy will be maintained.
- To have your information treated with confidentiality. All the information we have about you is confidential. No one outside Goodwill and the agency which referred you will receive information about you without your knowledge or written consent.
- To have reasonable access to your own records.
- To expect that, in the event there is a potential for conflict of interest, you will be fully informed before services are provided or referrals made.

- To provide prompt and courteous responses to questions regarding the program and any changes that affects participation.
- To provide a full explanation of allowance payment or support-based payments or compensation in lieu of wages or compensation in lieu of wages at established rates.
- To provide counseling and other support services necessary to assure participant progress in the program and the selection of training that is in the participant's best interest.
- To provide assistance in job development and placement to secure permanent unsubsidized employment.

Your Responsibilities as a Student

- To adhere to the policies, rules, and regulations of Goodwill and the employing agency as explained in the orientation.
- To regularly attend work, training, and other program activities scheduled and to give prior notice in case of unavoidable absence.
- To notify program staff of problems related to employment and training.
- To seek out and participate in training programs which will enhance employability, as outlined in the Individual Service Strategy.
- To be courteous and honest in dealing with program staff, training supervisors, and employers.
- To return any books and/or equipment purchased on your behalf if the training course is not completed.
- To actively seek work leading to permanent unsubsidized employment.
- To consider any and all offers of permanent employment that are suitable in terms of your education, work experience, and previous earning power, and that before you decide NOT to accept any offer of employment, you will discuss, in person, the offer with your assigned Goodwill Case Manager.
- To certify that you meet the program eligibility requirements, where applicable, and that the information provided by you in your application form to determine eligibility is true and correct.

Responsibilities of Goodwill of the Olympics and Rainier Region

- To provide prompt and courteous responses to questions regarding the program and any changes that affect participation.
- To provide a full explanation of allowance payment or support-based payments or compensation in lieu of wages at established rates.
- To provide counseling and other support services necessary to assure student progress in the program and the selection of training that is in the student's best interest.
- To provide assistance in job development and placement to secure permanent unsubsidized employment.
- To ensure that no persons shall, on the grounds of race, color, religion, sex, disability, national origin, age, citizenship, sexual orientation, marital status, familial status, political

affiliation or belief be denied employment or benefits, or be discriminated against as a student.

Student Code of Conduct

Disciplinary action may be taken for violation of any part of this student code or for a violation of any other Goodwill of the Olympics and Rainier Region policies:

1. Possession, use, sale or distribution of any illegal drug or abuse of alcohol on Goodwill of the Olympics and Rainier Region premises. The use of illegal drugs or abuse of alcohol by any student in any training activity is prohibited even if the event does not take place on Goodwill of the Olympics and Rainier Region Property.
2. Behavior in a training classroom or activity that is disruptive.
3. Engaging in lewd, indecent or obscene behavior.
4. Where the student presents an imminent danger to Goodwill of the Olympics and Rainier Region property or to him/herself or other students.
5. Dishonesty, including cheating, plagiarism, or knowingly furnishing false information to Goodwill of the Olympics and Rainier Region.
6. The intentional making of false statements or of filing false charges against Goodwill of the Olympics and Rainier Region and its employees, volunteers or vendors.
7. Forgery, alteration, or misuse of documentation, records or instruments of identification with the intent to defraud.
8. Theft from, damage to or misuse of Goodwill of the Olympics and Rainier Region premises or property or damage to property of a member of Goodwill of the Olympics and Rainier Region community or premises.
9. Failure to comply with the direction of Goodwill of the Olympics and Rainier Region employees or volunteers acting in the legitimate performance of their duties.
10. Engaging in unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where such behavior knowingly offends the recipient, causes discomfort, or humiliates or interferes with educational performance or training activities.
11. Falsely setting off or otherwise tampering with any emergency safety equipment, alarm, or other device established for the safety of individuals or Goodwill of the Olympics and Rainier Region facilities.
12. Actions and/or language directed to others that incites disruptive behavior.
13. Verbal or written threats and intimidation.
14. Malicious damage to or malicious misuse of Goodwill of the Olympics and Rainier Region property, or the property of any person where such property is located on Goodwill of the Olympics and Rainier Region premises.

15. Entering any locked or otherwise closed facility in any manner, or at any time without the permission of the agent in charge of said space.
16. Violation of any rules or policies pertaining to the use of computer and technology resources.

Disciplinary Action

A student's violations of the Student Code of Conduct or other Goodwill of the Olympics and Rainier Region policies shall be discussed with the individual student and a corrective action be addressed. In cases where conduct warrants, termination from the training program shall be immediate. Reinstatement shall not occur unless a meeting is held with the Education and Training Manager or other appropriate Goodwill of the Olympics and Rainier Region staff, appropriate vocational counselor(s), a representative from the referral agency (if applicable), and the student to discuss the specific nature of the infraction and to discuss any appropriate remedial action to be taken prior to re-entry into program.

In situations warranted, law enforcement will be notified as applicable.

Grievance Policy

Goodwill of the Olympics and Rainier Region is committed to providing the best possible vocational services to program participants. Part of this commitment is encouraging an open atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Goodwill staff. Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can participants and Goodwill staff develop confidence in each other. This confidence is important to the operation of an efficient and harmonious vocational service environment and helps to ensure everyone's satisfaction.

Goodwill strives to ensure fair and honest treatment of all program participants. Goodwill supervisors, managers and employees are expected to treat participants with common courtesy and respect. Program participants are encouraged to offer positive and constructive criticism.

A program participant may use the assistance of a person of their choice to help speak on their behalf or assist in the preparation of written materials.

Problem Resolution - If participants disagree with established rules of conduct, policies, or practices, they can:

- a) Express their concern through the problem resolution procedure. No participant will be penalized, formally or informally, for voicing a complaint with Goodwill in a reasonable, business-like manner or for using the problem resolution procedure.
- b) If a situation occurs where a participant believes that a program requirement or a decision affecting them is unfair or unjust, they are encouraged to make use of the following steps. The participant may discontinue the procedure at any step. This procedure may be used by the program participant in addition to any other grievance or complaint resolution procedure that may apply to the particular program.
- c) Participants should contact their program Case Manager promptly when they feel there is a justified program-related problem. If a particular program has a Program Coordinator, he/she should participate in the initial problem resolution discussion. If a discussion with the Case Manager and/or Program Coordinator does not result in a satisfactory solution, the participant may wish to pursue the grievance further by

following the steps outlined below. It is the responsibility of the Case Manager and/or Program Coordinator to inform the participant about this option.

Filing a Formal Grievance:

- a) The participant must submit a detailed, written explanation of the problem to the Manager of the program involved in the grievance or complaint. Forms are available in the Workforce Development Department. If a discussion with the Program Manager does not result in a satisfactory solution, the participant may wish to apply for a formal grievance review as outlined below. If the grievance is against the Program Manager, this step may be waived.

Grievance Review:

- a) First Level of Review: The Manager will forward the written explanation of the problem to the Director of Workforce Development. After receipt of the grievance form, the Director of Workforce Development will arrange a meeting with all program personnel, including the Program Manager, against whom the grievance is filed within five (5) working days or as soon as is practicable given the circumstances. If this is not possible due to the absence of a program employee or the Program Manager, the participant will be contacted regarding the delay. The participant filing the grievance may ask another person to attend the meeting to speak on the participant's behalf. Clients may also be represented by their Case Manager or other person of their choice. The Director of Workforce Development will act as facilitator at the meeting.

Witnesses or other persons may attend the hearing only when both the Director of Workforce Development and the participant have agreed prior to the meeting that including witnesses or other persons will assist in bringing a speedy resolution to the problem. The Director of Workforce Development will submit a written response to the program participant no later than three (3) working days after the hearing or as soon as is practicable after the meeting given the circumstances. The response will be mailed to the participant's home. If the grievance is against the Director of Workforce Development, this level of review will be waived.

Second Level of Review: Within three (3) working days after the receipt of the Workforce Development' decision, the participant may complete the grievance review process by notifying the Chief Executive Officer of Goodwill of the Olympics and Rainier Region of their request for a final review. This review will be done by the Chief Executive Officer or an individual designated by the Chief Executive Officer. The Director of Workforce Development will provide the Chief Executive Officer with the written grievance and related documents. A meeting with the participant will be scheduled if requested by the Chief Executive Officer or designee. The Chief Executive Officer, or the designee, will make a full review of the grievance, and will submit a written decision as soon as is reasonable possible following investigation of the matter.

- b) Third Level of Review: In cases where the participant is not satisfied with the results of the grievance resolution, mediation at a neutral third party site can be arranged. The cost of a third party review will be borne equally by both parties. The results of that decision will be final.

Additional Information:

- a) If the participant filing the grievance does not initiate or continue the grievance process by notifying the next level of review within the time limits set forth in the policy, the decision of the last reviewer will be considered final.

ADDITIONAL SERVICES

GETTING SUPPORT

Goodwill of the Olympics and Rainier Region has a variety of free career programs and services available to students to assist them in their success. The following classes/programs are available at all Work Opportunity Center locations:

Financial Education

Goodwill's Financial Education program is designed to provide students, employees and members of the community with invaluable skills essential to building financial stability and self-sufficiency. This 6-class course incorporates banking basics, budgeting, debt management, investing, critical thinking skills, and reading and understanding credit reports/scores. Class size is structured to ensure a supportive learning environment with the goal of giving each student the knowledge necessary to achieve a financially stable future. After completing the course, participants qualify for one-on-one financial coaching.

Financial coaching is an emerging approach for helping individuals set and reach their financial goals. The coaching process focuses on closing the gap between where the client is and where he wants to go. Financial coaching emphasizes the client's responsibility to take action and be accountable to use the tools learned in the financial education course.

Job Search Room/Area

The Job Search Room/Area is available to aid students in their ongoing job search and is open to the public. Equipped with multiple computers, printer, phone and fax machine, as well as job postings, work guides, phone books and many other resources, the Job Search Room/Area is staffed with people available to assist all users.

Workforce Navigator/Job Search Assistance

The Goodwill of the Olympics and Rainier Region Workforce Navigator offers job search assistance and referrals to trainings and other programs at Goodwill of the Olympics and Rainier Region. Anyone looking for employment or job skills training is qualified to receive this assistance.

SkillSoft E-Learning

SkillSoft, through its online learning system, provides job-relevant training opportunities. Courses are designed to teach new skills or enhance current skills for a variety of today's careers. Training is completed in an online environment and courses include an opportunity to practice and test new skills. This program is self-monitored and self-paced.

Maximize Your Potential

All Goodwill program students are required to learn how to "maximize your potential" by taking advantage of interactive workshops on a helpful range of topics - from résumés to interviews and from computer skills to dressing for success! Students learn through role-playing and video tapes, and take home tools they can use again and again.

Computer Basics Classes

Students learn how to navigate a computer terminal, as well as the basics in Internet access and Microsoft Word, keyboarding, and gain the skills needed to start a job search and create a résumé.

SPECIALIZED PROGRAMS

In addition to other services, there are individualized supported programs that have specific admission criteria. Not everyone can utilize all the services that exist at Goodwill of the Olympics and Rainier Region. Unfortunately, not all programs are available at all locations; please contact the individual locations for specific opportunities. To qualify for the services outlined below, students must contact the specific program. General entrance requirements include:

- There are age restrictions for specific training programs. As a general requirement, all students must be 18 years of age or over.
- Students must not be considered a danger to themselves or others.
- Students must be vocationally disadvantaged and there must be a reasonable prognosis of their benefiting from services.
- Students, with appropriate support, must be able to care for basic needs.
- Students must display a willingness to comply with established rules and procedures of the agency or business where the program is located.
- Service is provided on a first-come first-served basis. If space is limited, the person interpreting the admission criteria is the Program Manager.

Senior Community Service Employment Program

The Senior (age 55+) Community Service Employment Program (SCSEP) is the only Federal workforce program targeted to low-income older workers. It is administered by the U.S. Department of Labor's Employment and Training Administration and helps subsidize part-time, paid training in nonprofit and government positions so that older workers gain the necessary skills to be able to transition into unsubsidized jobs.

Supported Employment

Supported Employment matches qualified people with developmental disabilities to competitive jobs within the community. Training and follow-up case management are provided as needed.

Group Supported Employment

Group Supported Employment contracts with businesses to provide training opportunities for people whose disabilities need closer supervision. An on-site skills trainer works with groups of 4-6 individuals.

Work Evaluation

This is a 20-day program, for persons with documented disabilities, in which the student is placed in a job and assessed to see how well she/he performs. This is a real work experience; the student is expected to perform the duties of their job and may be paid. Successful students may be referred to job placement services. It also gives students the opportunity to try out up to four different jobs to help them find the best and most enjoyable fit for them. Accommodations may be made based on limitations.

WorkFirst

WorkFirst programs help transition people to financial stability and a rewarding career. Students spend up to six months in the program, which provides skill assessments and on-the-job training, and increases the student's professional skills and employability. Students also receive guidance in developing vocational and educational goals, identifying and eliminating barriers to employment and other support services to help them succeed.

Only DSHS referrals are eligible.

Job Placement Services

This program assists applicants in discovering their strengths and abilities and how to market themselves in the workplace, and guides them through the application and interview process. Case management is provided to successful job seekers to help them adapt to their new work environment.

Retention Services

Retention Services supports students in continuing a positive and successful career experience. One-to-one support and assistance is offered to Goodwill students and employees for managing success in the workplace. Students are referred by a Case Manager or Manager prior to receiving services. Students may also self-refer.

Ticket to Work

The Ticket-to-Work and Self-Sufficiency Program is a flexible and voluntary employment program for people with disabilities who are interested in going to work. The Ticket Program is part of the Ticket to Work and Work Incentives Improvement Act of 1999 – legislation designed to remove many of the barriers that previously influenced people's decisions about going to work because of the concerns over losing health care coverage. The goal of the Ticket Program is to increase opportunities and choices for Social Security (SSI) or Social Security disability (SSDI) beneficiaries to obtain employment.



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