GOODWILL OF THE OLYMPICS & RAINIER REGION

2019

VOCATIONAL TRAINING PROGRAM CATALOG

With locations in Tacoma, Longview and Yakima

REVISED
August 2019
Welcome to Goodwill of the Olympics & Rainier Region!

Thank you for your interest in Goodwill of the Olympics & 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 away anyone 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 for those in need to be able to enter our programs.

At Goodwill, we offer a full range of support, from career readiness training that better prepares individuals to enter the workforce to in-depth programs in areas like culinary, barista, advanced manufacturing and warehouse and computer technology. Our experienced instructors and support staff are here to help you succeed. And, once you have completed your training, we work hard to assist you in getting a job. We partner with employers throughout the community who turn to Goodwill for qualified candidates who are ready to work. And please know we will be there for you as you pursue your career. Because your success is our success!

Goodwill’s mission is to help people reach their fullest potential through education, job placement and career pathway services. We look forward to helping every student achieve their goals and thrive in all aspects of life.

Lori Forte Harnick
President & CEO
Goodwill of the Olympics & Rainier Region
Vision, Mission and Values

GOODWILL OF THE OLYMPICS & RAINIER REGION

2019

OUR VISION

Every person has the opportunity to learn, work, and thrive in all aspects of life.

OUR MISSION

To help people reach their full potential through education, job placement, and career pathway services made possible by community donations, purchases, and partnerships.

OUR VALUES

Goodwill CARES. We:

Champion Diversity
Act with Integrity & Gratitude
Respect Everyone
Educate & Serve with Compassion
Strive for Excellence
# TABLE OF CONTENTS

## INTRODUCTION
- About Goodwill 6
- Locations 7

## GOODWILL OF THE OLYMPICS & RAINIER REGION VOCATIONAL SKILLS TRAINING
- Training Programs Overview 8
- General Requirements 13
- Length of Programs & Training Costs 13
- Refund Policy 14

## WORKFORCE DEVELOPMENT VOCATIONAL SKILLS TRAINING PROGRAMS
- Career Readiness Education & Development Program 16
- Advanced Manufacturing and Warehouse Skills Training Program 19
- Computer Skills Training Program 22
- Computer & Office Skills Training – Tacoma and Longview 24
- Personalized Computer Skills Training – Longview 26
- Computer Distance Education Training – Tacoma and Longview 27
- Food Services Skills Training Program 28
- Culinary Skills Training Program 28
- Barista Skills Training Program 32
- Additional Educational & Employment Programs 35
- Supported Employment – Longview 37
- Administration and Faculty 38

## STUDENT HANDBOOK
- POLICIES and PROCEDURES 41
  - Badges and Identification 41
  - Computer & E-mail Usage 41
  - Contributions to Organizations 41
  - Denial of Program Services 41
  - Drug and Alcohol-Free Policy 41
  - Emergency Closures 42
  - Feedback 42
  - Harassment 42
  - Internet 43
  - Nepotism 44
  - Religious Accommodation 44
  - Reporting of Progress 44
  - Safety 44
  - Selective Service (Males only) 44
  - Smoking Policy 45
  - Student Records 45
  - Violence Prevention 45
- RIGHTS, RESPONSIBILITIES AND DISCIPLINARY ACTION 47
  - Rights and Responsibility 47
  - Your Responsibility as a Student 48
  - Responsibilities of Goodwill of the Olympics and Rainier Region 49
  - Student Code of Conduct 49
  - Disciplinary Action 50
  - Grievance Policy 50
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 & Rainier Region opened in 1921 as the 19th Goodwill agency in the United States, offering its own job training and placement services. Today, Goodwill operates work opportunity training centers in Tacoma, Longview and Yakima. Training programs in computer technology, culinary, construction and other in-demand industries help prepare our students to move to competitive jobs in today’s economy. Our Career Readiness Education Development program supplements that training by assisting with interpersonal development, resume drafting, interview techniques and financial education and coaching.

Goodwill is a unique, self-supporting 501(c) (3) nonprofit that utilizes donations sold in its 37 stores across a 15-county service area in Western and South-Central Washington, and online sales to fund its programs. More than 92 percent of Goodwill expenses goes to support mission programs and services and retail. Additional funding comes from public grants and financial contributions from the community.

Goodwill is governed by a volunteer Board of Directors that provide direction and stewardship of this community-based, not for profit organization.

The 2019 Board of Directors are: Christopher Algeo, Chair, Colette Taylor, Chair Elect, Shahrokh Saudagarn, Treasurer, Charelle Foege, Secretary, At Large members Bill Dickens, Shannon Govia, and Carlyn Roy, and Directors Greg Biersack, Barbara Mitchell Briner, Susan Brinkman, Anthony Chen, MD, Rory Connally, Suzy Esposito, Demetrius Forte, Josh Garcia, Daniel Glover, Jason Hall, Terry Jones, Jacqueline Justice, Karen Koch, Bev Losey and Andy Stolz.
LOCATIONS

Goodwill of the Olympics & Rainier Region currently operates vocational training programs at three Work Opportunity Centers within Washington State. More detailed information about course offerings at each of these locations can be found at https://www.goodwillwa.org. In addition, Goodwill of the Olympics & Rainier Region has a variety of free career programs and services available to students to assist them in their success. Please contact any of the three Work Opportunity Center locations to discover more information.

Pierce County
Milgard Work Opportunity Center
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6500
Fax: 253.573.6510

The Milgard Work Opportunity Center (MWOC) is a four-story, 63,000 square-foot LEED certified building designed to more efficiently use environmental resources. The MWOC service area is all of Pierce County, South King County and Thurston County. Conveniently located in downtown Tacoma, the facility includes a Distance Learning Theater, an Adaptive Computer Lab, a Job Search Room/Career Center, numerous training rooms and the REACH Center, a partnership of educational institutions and nonprofit agencies focused on helping at-risk young adults age 16 – 24 years of age.

Cowlitz County
Longview Work Opportunity Center
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, that houses a Career Center, a Distance Learning Theater and a variety of job skills training programs and placement services. The LWOC service area includes Cowlitz, Lewis, Skamania and Wahkiakum Counties.

Yakima County
Yakima Work Opportunity Center (Union Gap)
1907 South First Street
Yakima, WA 98907
Phone: 509.452.0207

Located within the Goodwill store in Union Gap, the Yakima Work Opportunity Center provides 16 computer stations as well as a Distance Learning Theater. Serving both Yakima and Kittitas Counties, the Center currently offers skills training in Warehouse and Advanced Manufacturing and Career Readiness, with additional skills training programs planned.
GOODWILL OF THE
OLYMPICS & RAINIER REGION
VOCATIONAL SKILLS TRAINING

TRAINING PROGRAMS OVERVIEW

Accreditation
Goodwill of the Olympics & Rainier Region has consistently received the highest endorsement in skills training from CARF – the Commission on Accreditation of Rehabilitation Facilities – since 1973. The Vocational School is certified through the Workforce Training and Education Coordinating Board (WTECB) of the State of Washington.

Admission Procedures
In Tacoma, applicants who are interested in a specific training program must attend a bi-weekly Meet and Greet orientation and intake in order to learn more about an individual program and to enroll. In Longview and Yakima County, applicants who are interested in a specific training program must contact the Longview Work Opportunity Center or the Yakima Work Opportunity Center (Union Gap) for orientation information or to schedule assessment times. Typically, individuals desiring training from Goodwill of the Olympics & 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 to participate free of charge in our programs.

Assessment
Students entering programs may be 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 Policy
Goodwill anticipates that students will treat Goodwill of the Olympics & Rainier Region training as a work assignment and that failure to attend training will be viewed much like an employer views 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, therefore attendance and attention are required at every class. Successful completion of a Goodwill of the Olympics & Rainier Region training program requires at least 90% attendance to the required course. Goodwill of the Olympics & 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 & Rainier Region expects students to be reliable and punctual. Just as absenteeism and tardiness place a burden on employers and employees in a workplace, it can place a burden on fellow students and instructors in the classroom. Multiple absences can compromise the integrity of the learning experience for other students in the class. While all vocational training programs follow the policy as outlined above, specific training programs may impose supplemental attendance requirements based on industry standards and class needs.
Exceptions to the attendance policy include: holidays, cancellations/closures of training, jury duty or subpoena to court, military leave, leaving class early at the instigation of an instructor, pre-arranged leave and emergency leave. 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.

Pre-arranged leave is an absence of a limited amount of time which has been discussed with the instructor three (3) full class days before the absence occurs. Pre-arranged leaves of absence are suggested if and when students know they will be unable to participate in training for extended consecutive days. In cases where leaves of absence are requested for medical issues, a note from the doctor 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 is defined as a limited time absence that is requested 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.

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 class, 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 classes will be considered to have voluntarily left their training program.**

Trends or patterns of absenteeism or tardiness 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.

Attendance will be evaluated on a regular basis as determined by the length of the training program. In cases where student attendance and punctuality become a concern, a meeting 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.

**Cancellation of Classes**
The school reserves the right to cancel a training class at any time.

**Disabilities & Accommodations**
Goodwill of the Olympics & 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.
**Dress Code**
The goal of all Goodwill of the Olympics & Rainier Region Workforce Development programs is to promote a professional image and create a professional business environment. We believe that professional image, 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, err on the side of professionalism. Clothing should be proper fitting; not 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 revealing, too baggy or too short. Clothing should be clean, pressed and wrinkle free.

Specific programs have specific dress codes while students are in the 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 the 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 are 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
Goodwill of the Olympics & Rainier Region has a “light fragrance” policy, and students should not wear any heavily-fragranced perfume, cologne, scented lotions or ointments.

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

Clothing that presents a safety hazard must be modified or not worn, and arrangements may be available to assist with clothing on a case-by-case basis.

Financial Assistance
Students are never required to personally pay for training at any Goodwill Work Opportunity Center and students who are not sponsored through an external agency, or third-party payer, may still participate in our trainings for free. Goodwill of the Olympics & Rainier Region does receive funding from the Washington State Department of Social and Health Services for basic Food (SNAP) recipients, and can assist with support services, such as childcare or housing, during training.

Meet and Greet Information and Orientation Session (Tacoma)
Goodwill of the Olympics & Rainier Region offers opportunities for students to speak to program staff and instructors to gain further information regarding available programs, and to enroll in the specific program they would like to attend. At these sessions, students will have an opportunity to gather information and ask questions regarding class opportunities, what is taught in the programs and what students will need to succeed in the individual programs.

Non-Discrimination
Goodwill of the Olympics & Rainier Region training programs do not discriminate against students or potential students on the basis of age, race, creed, color, national origin, sex, veteran or military status, sexual orientation, 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.

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.

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 & Rainier Region.

**On-Going Enrollment**

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.

**Physical Accessibility**

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

**Placement Assistance (Tacoma and Longview)**

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, the room is equipped with multiple computers, a printer, a telephone and a 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 members are available to assist each person individually in job search activities and present interactive workshops and seminars on all aspects of the job search process. The Job Resource Room at the Milgard Work Opportunity Center in Tacoma is a certified WorkSource Affiliate site.

**Retention of Transcripts**

Goodwill of the Olympics & Rainier Region will retain a copy of the student's Certificate of Completion(s) in its files and these Certificates will contain the class curricula.

**School Calendar**

Training Centers in Tacoma and Longview are open Monday through Friday from 8:00 AM – 4:30 PM. The Training Center in Yakima is open Monday through Friday from 8:30 AM – 5:00 PM. Training program times vary according to the individual program. Please consult the program descriptions for individual program information.

GENERAL REQUIREMENTS

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

- Goodwill of the Olympics & Rainier Region operates a drug and alcohol-free workplace and training facility at all locations.
- Documentation of Disability – Students with a disability 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.
- With the exception of Career Readiness Education & Development and the Barista Skills training program, students must be at least 18 years of age at the beginning of training.
- All students will be required to sign that they acknowledge receipt of the Goodwill of the Olympics & Rainier Region Training Programs Catalog, and will adhere to the policies contained within including program dress codes, attendance & punctuality, drug/alcohol-free, weapon and violence-free and student code of conduct.

LENGTH OF PROGRAMS & TRAINING COSTS

The cost of training for all programs, with the exception of Skill Assessments ($40 per day) is $2500 per program. Many individuals referred to Goodwill of the Olympics & 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.

Students are never required to personally pay for training and students who are not sponsored through an external agency, or third-party payer, may still participate in our trainings for free.

<table>
<thead>
<tr>
<th>SKILL ASSESSMENTS - ALL PROGRAMS (OFFERED IN TACOMA AND LONGVIEW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program skill assessment of student’s aptitude for the work and ability to learn and process information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAREER READINESS TRAINING (OFFERED IN TACOMA, LONGVIEW AND YAKIMA)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Career Readiness Training</strong></td>
</tr>
<tr>
<td>Classroom training includes basic math, basic computer essentials (introduction to Microsoft Word, Excel and Outlook) leading to digital literacy certification, interpersonal skills, financial literacy, career preparation and employment placement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER SKILLS TRAINING (OFFERED IN TACOMA AND LONGVIEW)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer Skills Training</strong></td>
</tr>
<tr>
<td>Classroom and on-the-job training include advanced Word, Excel, Outlook and Introduction to Information Technology (web maintenance and hardware).</td>
</tr>
</tbody>
</table>
CULINARY AND BARISTA SKILLS TRAINING (OFFERED IN TACOMA ONLY)

**Culinary Skills Training**
Classroom and on-the-job training include knife skills and safety, culinary math, inventory control, kitchen equipment and the “science” of cooking.

**Barista Skills Training**
Classroom and on-the-job training include café safety, health and sanitation, café beverage recipes, proper storage of foods and cash register operations.

<table>
<thead>
<tr>
<th><strong>ADVANCED MANUFACTURING AND WAREHOUSE SKILLS TRAINING</strong></th>
<th><strong>12 weeks</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advanced Manufacturing and Warehouse Training</strong></td>
<td><strong>8 weeks</strong></td>
</tr>
<tr>
<td>Classroom and on-the-job training include Forklift, Flagger, OSHA 10 and LEAN.</td>
<td></td>
</tr>
</tbody>
</table>

REFUND POLICY

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

All book fees and funds expended for training materials such as uniforms, safety shoes, etc. are non-refundable.

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**. After training starts, funding sources, including the Goodwill of the Olympics & Rainier Region Scholarship Fund, are entitled to a pro-rata refund for all funds paid in advance.

The school may retain an established registration fee if a student cancels after the fifth (5th) business day (excluding Sundays and holidays) after signing the enrollment contract. The fee may be either fifty dollars ($50.00) or an amount equal to fifteen percent (15%) of the tuition, whichever is less, but no greater than one hundred fifty dollars ($150.00).

If training is terminated after the student enters classes, the school may retain the registration fee, plus a percentage of the total tuition as described in the following table:

<table>
<thead>
<tr>
<th>If the student completes this percentage of lessons:</th>
<th>The school may keep this percentage of the tuition cost:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% through 10%</td>
<td>10%</td>
</tr>
<tr>
<td>11% through 25%</td>
<td>25%</td>
</tr>
<tr>
<td>26% through 50%</td>
<td>50%</td>
</tr>
<tr>
<td>More than 50%</td>
<td>100%</td>
</tr>
</tbody>
</table>
When calculating refunds, the official date of a student’s termination or withdrawal of a student shall be determined in the following manner:

(a) When the school receives notice of the student’s intention to discontinue the training program, or

(b) When the student is terminated for a violation of a published school policy which provides for termination, or

(c) When a student, without notice, fails to attend classes for thirty (30) calendar days. Refunds must be paid within thirty (30) calendar days of the student's official date of withdrawal or termination.

Application/registration fees may be collected in advance of a student signing an enrollment agreement; however, all monies paid shall be refunded if the student does not sign an enrollment agreement and does not commence participation in the program.

**For discontinued programs:**

If instruction in any program is discontinued after training has begun or if the school moves from one location to another, it must either provide pro rata refunds of all tuition and fees paid or arrange for comparable training at another public or private vocational school. Students must have the opportunity to accept or reject comparable training in writing.

If the school plans to discontinue a program it must notify the agency and affected students in advance. The notification must be in writing and must include at a minimum, the data required under WAC 490-105-210(3).

Funding sources affected by a discontinuation must request a refund within ninety (90) days.
WORKFORCE DEVELOPMENT
VOCATIONAL SKILLS TRAINING PROGRAMS

CAREER READINESS EDUCATION & DEVELOPMENT PROGRAM

Philosophy and Mission Statement
Current labor market research indicates that it is imperative to provide those looking for work or those looking to advance their position with career readiness skills, so as to ensure they have the basic computer, math, interpersonal and financial literacy knowledge that will lead to being a successful contributor to any organization. As such, Goodwill of the Olympics & Rainier Region offers a Career Readiness Education & Development Program that helps students learn the skills necessary to get, keep and progress in a job. Classes include math fundamentals, basic computer skills, interpersonal skills (work habits), career preparation and placement and financial literacy. For those students whose objective is continued education, activities will focus on career exploration and goal setting for higher education.

Locations
The Career Readiness Education & Development Program is available at the following Work Opportunity Centers:

Milgard Work Opportunity Center (Tacoma)
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6564
Fax: 253.573.6510

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

Yakima Work Opportunity Center (Union Gap)
1907 South First Street
Yakima, WA 98907
Phone: 509.452.0207

General Information
The Career Readiness Education & Development Program (CRED) provides approximately 40 hours of classroom instruction in those skills necessary to be successful in today’s labor market. The Advanced Manufacturing and Warehouse, Barista, Culinary and Computer Skills Training Programs incorporate the CRED curriculum into their specific course content, but CRED classes are also taught on a stand-alone basis to any participant 16 years of age and older who is interested in learning about and applying these work readiness skills. The program curriculum includes classes in basic math principles, digital literacy, interpersonal skills in communication,
conflict resolution and customer service, financial education, career preparation and job placement. Students will have their reading comprehension and math knowledge assessed at the beginning of the program, and will be provided one-on-one support should it be needed.

Daily attendance is critical to the successful completion of this program. Students should treat training as a job, demonstrating their motivation and dependability when it comes to completing assigned tasks. The CRED Credential, along with a Certificate in Digital Literacy Training, will be awarded to students upon successfully completing the program.

Schedule
Stand-alone classes meet for 15 hours per week for approximately three (3) weeks. Depending upon the month in which CRED is offered, class times are from either 9:00 AM until NOON, or from 1:00 PM until 4:00 PM Monday through Friday.

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.

Staff Objectives & Strategies
- The Career Readiness Education & Development Staff provides classroom instruction, monitors assignments and supervises classroom behavior.
- Goodwill Staff will assist with self-directed job search and provide liaison to potential employers.
- Goodwill Staff will provide support as needed as well as liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors / providers and local school districts.

Responsibilities of the Student
- Students are expected to attend the training each scheduled training day on time, appropriately groomed, attired and ready to work.
- Students will sign enrollment contracts regarding Goodwill of the Olympics & Rainier Region policies on ethical behavior, drug/alcohol-free workplace and weapons and violence free-workplace.
- Disciplinary action is taken when a student violates policies set by Goodwill of the Olympics & Rainier Region. Termination of the program will take place after all interested parties are notified and other means of handling the situation are unsuccessful.
- 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 & Rainier Region.

Content Summary

Math Fundamentals
- Addition, subtraction, multiplication and division
- Decimals, fractions and percentages
Basic Computer (Digital Literacy)
- Common computer terms
- Basic hardware components
- Software applications
- Windows Explorer
- Desktop customization
- Files and folders
- Internet information search
- Appropriate e-mail and attachments
- Introduction to Word, Excel and Outlook

Interpersonal Skills (Work Habits)
- Attendance
- Language and general attentiveness
- Following directions and working independently
- Correcting inappropriate behaviors
- Time management
- Motivation and cooperation
- Constructive criticism
- Dependability and reliability
- Supervision
- Perseverance in completing assignments
- Principles of success and teamwork
- Problem-solving processes
- Customer service
- Diversity in the workplace
- Listening skills

Career Preparation and Placement
- Hygiene, grooming and dress code
- Job applications
- Targeted cover letters and resumes
- Professional social media profile
- Effective interviewing techniques
- Mock interviews

Financial Literacy
- Educational Funding
- FAFSA
- Budget fundamentals
- Banking and loan processes
- Credit reporting
ADVANCED MANUFACTURING AND WAREHOUSE SKILLS TRAINING PROGRAM

Philosophy and Mission Statement
Manufacturing and warehouse continue to be two of the most active industry sectors in Washington State, and this training program provides all the entry-level and career advancement skills needed for positions in either the manufacturing or warehouse fields. Puget Sound region of Washington State. Approved by local employers, this program is a combination of classes on manufacturing principles, safety in a warehouse or manufacturing environment, precision measuring and applied mathematics. The Aerospace Joint Apprenticeship Committee (AJAC) teaches this program, using interactive video technology, connecting participants at the Tacoma, Longview and Yakima Goodwill Work Opportunity Centers.

Locations
The Advanced Manufacturing and Warehouse Skills Training Program is available at the following Work Opportunity Centers:

Milgard Work Opportunity Center (Tacoma)
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6500
Fax: 253.573.6510

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

Yakima Work Opportunity Center (Union Gap)
1907 South 1st Street
Yakima, WA 98907
Phone: 509.452.0207

General Information
The Advanced Manufacturing and Warehouse Skills Training Program provides approximately twenty (20) hours of classroom instruction and hands-on training each week for twelve (12) weeks. Classes are small allowing for hands-on support in the classroom and, to qualify, students must be at least 18 years of age.

Career Readiness Education & Development is incorporated into the class content, and students will also study topics such as industrial terminology, shop math and warehouse fundamentals. Students will receive training in forklift, scissor lift and flagging, and also have the opportunity to meet with local Manufacturing and Warehouse employers and tour their facilities. Students will have their reading comprehension and math knowledge assessed at the beginning of the program, and will be provided one-on-one support should it be needed.
Daily attendance is critical to the successful completion of this program. Students should treat training as a job, demonstrating their motivation and dependability when it comes to completing assigned tasks. The CRED Credential, Certificate in Digital Literacy Training and Certificates in Forklift / Scissor Lift, OSHA 10, First Aid/CPR, Flagger and LEAN will be awarded to students upon successfully completing the program.

**Schedule**
Classes are held from 8:30 AM to 12:30 PM, Monday through Friday, at the Work Opportunity Centers located in Tacoma, Longview and Yakima (Union Gap). The forklift and scissor lift training is off-site and times will be determined once the class has begun. The Advanced Manufacturing and Warehouse Skills Training Program is offered quarterly.

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.

**Staff Objectives & Strategies**
- The Aerospace Joint Apprenticeship Committee (AJAC) Staff provides classroom instruction and supervises classroom behavior, while Goodwill Staff monitors attendance and assignments.
- Training will include the use of videos, DVD's and other types of media. Interactive Video Technology connects to participants at Goodwill Work Opportunity Centers in Tacoma, Longview and Yakima.
- All participants will receive textbooks as needed and AJAC and Goodwill Staff will provide class handouts as required.
- AJAC and Goodwill Staff will assist with self-directed job search and provide liaison to potential employers.
- Goodwill Staff will provide support as needed as well as liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors / providers and local school districts.

**Responsibilities of the Student**
- Students are expected to attend the training each scheduled training day on time, appropriately groomed, attired and ready to work.
- Students will sign enrollment contracts regarding Goodwill of the Olympics & Rainier Region policies on ethical behavior, drug/alcohol-free workplace and weapons and violence free-workplace.
- Disciplinary action is taken when a student violates policies set by Goodwill of the Olympics & Rainier Region. Termination of the program will take place after all interested parties are notified and other means of handling the situation are unsuccessful.
- 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 & Rainier Region.

**Content Summary**

**Introduction to Advanced Manufacturing**
- Industrial Terminology
- Precision Measuring
• Introduction to Blueprints
• Safety Fundamentals
• G&M Coding
• Manufacturing Process and Work Flow
• Critical Thinking and Problem Solving

Applied Shop Math
• Integers: Comparing and rounding
• Addition, subtraction, multiplication and division of whole numbers
• Dividing whole numbers
• Averages
• Word problems
• Decimals: comparing and rounding
• Percentages

LEAN Principles

First Aid/CPR

Forklift and Scissor Lift Training

Fundamentals of Flagger Training
COMPUTER SKILLS TRAINING PROGRAM

Philosophy and Mission Statement
Goodwill of the Olympics & Rainier Region offers a progressive Computer Skills Training Program for students 18 years of age or older. 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.

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

Milgard Work Opportunity Center (Tacoma)
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6564
Fax: 253.573.6510

Longview Work Opportunity Center
1030 15th Avenue, Suite 300 & Suite 100
Longview, WA 98632
Phone: 360.501.8340
Fax: 360.423.6257

The Computer Skills Training Program offers specific computer software classes and services, and content of these classes are different, depending upon location. Individualized instruction is offered at our Longview site, while in Tacoma, instruction involves a combination of cohort and individualized instruction. Please contact individual locations for specific information about classes provided at that location.

General Information
The goal of the Computer Skills Training Program is to provide students, ages 18 years of age and older, with a conceptual as well as experiential understanding of Microsoft Office Suite and related software programs. Students may pursue the direction that fulfills their needs towards employment or education, especially with regard to developing employable skills or refining their computer-related abilities.

Key features of the Computer Skills Training Program are the flexibility of the program and individualized training. The instructor to student ratio is at least 1 to 14, but usually closer to 1 to 7. This translates into training that focuses on students' needs and, if needed, 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, and progress is documented through case notes and monthly reports given to the student.

Career Readiness Education & Development is incorporated into the class content, and students will also study topics such as file management, creating and editing documents and formatting graphs. Students will have their reading comprehension and math knowledge
assessed at the beginning of the program, and will be provided one-on-one support should it be needed.

The Computer Skills Training Program has flexible characteristics that ensure students who complete training will have the skills necessary to seek entry-level employment. Students move at their own pace; it takes a different amount of time for each student. Each student receives a personalized training plan that assesses any barriers such as English as a Second Language or a learning disability and for any assistive technology and Microsoft Office programs that are determined to be needed for the student.

Daily attendance is critical to the successful completion of this program. Students should treat training as a job, demonstrating their motivation and dependability when it comes to completing assigned tasks. Depending on the software studied in the classroom, appropriate certificates of Completion will be awarded to students upon successfully completing the program.

Schedule
Instruction periods at the Milgard Work Opportunity Center in Tacoma run from 9:00 AM to 12:00 PM, Monday through Friday, with some opportunities for 1:00 PM to 4:00 PM independent lab support sessions. At the Longview Work Opportunity Center, classes are offered at other times, such as 8:00 AM to 10:00 AM, Monday through Friday, with opportunities for independent lab support sessions provided as well.

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.

Staff Objectives & Strategies
- The Computer Skills Training Program is not a beginning computer class. Students are required to have basic computer skills upon entrance. The Computer Skills Instructor will interview and assess students’ computer skills prior to entry into the program.
- Goodwill Staff provides classroom instruction, monitors attendance and assignments and supervises classroom behavior.
- Goodwill Staff will provide workbooks depending upon which version of Microsoft Office is being used. Books may be augmented with videos, DVDs and other types of media.
- Goodwill Staff will assist with self-directed job search and provide liaison to potential employers.
- Goodwill Staff will provide support as needed as well as liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors / providers and local school districts.

Responsibilities of the Student
- Students are expected to attend the training each scheduled training day on time, appropriately groomed, attired and ready to work.
- Students will sign enrollment contracts regarding Goodwill of the Olympics & Rainier Region policies on ethical behavior, drug/alcohol-free workplace and weapons and violence free-workplace.
- Disciplinary action is taken when a student violates policies set by Goodwill of the Olympics & Rainier Region. Termination of the program will take place after all interested parties are notified and other means of handling the situation are unsuccessful.
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 & Rainier Region.

**COMPUTER & OFFICE SKILLS TRAINING (Tacoma and Longview)**

Computer & Office Skills Training is an intermediate computer class that provides approximately fifteen (15) hours of classroom instruction and hands-on training each week for twelve (12) weeks. In addition, students are provided with an introduction to Information Technology (IT), and have the opportunity to complete an optional three (3) week internship. At the Milgard Work Opportunity Center in Tacoma, the class is held from 9:00 AM to 12:00 PM, Monday through Friday. The same class is provided at the Longview Work Opportunity Center, but class days and times might vary. Students interested in taking this class in Longview should contact the Center at 360.501.8340.

The Computer & Office Skills class consists of keyboarding, multi-function printing and Microsoft Office, with the classroom designed to operate as an office setting. Each student is assigned his or her own workstation and provided his or her own textbook. Students work independently on their classroom assignments and may request assistance from the instructor or their fellow students. The version of Microsoft Office will depend on which level of training program the student decides upon.

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.

For persons with disabilities, the Computer Lab has adaptive workstations and offers a variety of assistive technology (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. Other accommodations may include, but are not limited to, scheduling assistance, foreign language interpreters and American Sign Language interpreters as needed.

**Equipment Used**
- Personal Computer (PC)
- Copier
- Printer(s)
Content Summary

Keyboarding
Each student is asked to practice keyboarding skills for thirty (30) minutes per day. The goal is for students to progress through the lessons while focusing on accuracy. Students have the option of taking typing tests where the focus is on Words per Minute (WPM). By the completion of the training program, the goal is for students to keyboard with a high rate of accuracy at or as close to 35-45 WPM.

Multi-function Printer
- Dual-sided copies - Duplexing
- Copies from 2 sided to 1 sided
- Copies from 1 sided to 2 sided
- Enlarging / Reducing
- Scanning capabilities: Via folder or E-mail options.
- Quality settings
- Scanning capabilities - only glass or via document feeder
- Faxing
- Resolving jams

Productivity Skills
Digital/Cloud File Management
- Creating new folders
- Organizing documents, pictures or folders by size, date and type
- Moving files and folders to other locations

Microsoft Word 2016
- Basic editing
- Character and paragraph formatting
- Managing text flow
- Creating tables
- Working with themes, style sets, backgrounds, quick parts and text boxes
- Using illustrations and graphics
- Formatting a report or research paper
Microsoft Excel 2016
- Using Office Backstage
- Using basic formulas
- Using functions
- Formatting cells and ranges
- Formatting and managing worksheets
- Working with data and macros
- Using advanced formulas
- Creating charts
- Securing and sharing workbooks

Microsoft Outlook 365
- Composing a new E-mail message
- Replying to messages
- Sending and forwarding E-mail messages to multiple individuals
- Using address/contact lists
- Attaching documents to E-mails
- Organizing E-mails into folders
- Using Calendar to schedule appointments

PERSONALIZED COMPUTER SKILLS TRAINING (Longview)

Accounting Fundamentals – SkillSoft

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.

- 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
**Ergonomics**
Students will learn how to assist employees be more comfortable in their computer workstations so they are able to work longer without feeling worn out. Topics include adjusting office chairs and computer workstations to fit the user; where to best position a keyboard, monitor, pointing device, document holder and how to identify potential problems in a poorly fitting work station.

**Filing**
Students are offered the opportunity to learn or improve their filing skills. Students are taught a filing concept and how to alphabetize by numbers then by letters. Each organization could have their way of filing, and it is crucial that students are able to face any and all challenges that come their way.

**Microsoft Publisher**
MS 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 can be easily modified.

- 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

**COMPUTER DISTANCE EDUCATION TRAINING**

**Skillsoft E-Learning (Tacoma and Longview)**
Skillsoft E-Learning uses distance education to provide job relevant training opportunities in over 1500 subjects. Courses are designed to teach new skills or enhance current skills for a variety of today’s careers. Training is completed in an on-line environment and courses include an opportunity to practice and test new skills. This program is self-monitored and self-paced.
FOOD SERVICES SKILLS TRAINING PROGRAM

CULINARY SKILLS TRAINING

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 & 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:

Milgard Work Opportunity Center (Tacoma)
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6633
Fax: 253.573.6510

General Information
The Culinary Skills Training Program provides approximately thirty (30) hours of hands-on and classroom training, approximately 95% hands-on and 5% classroom, each week for twelve (12) weeks. These training weeks are broken into two six (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. Classes are small, with the instructor to student ratio being 1 to 6 and, to qualify, students must be at least 18 years of age. Throughout the program students perform hands-on training in the Neighborhood Bistro, a cafeteria style dining room and operating restaurant in the Milgard Work Opportunity Center, which is open to the public for lunch Monday through Thursday, as well as assist in providing catering services to Goodwill of the Olympics & Rainier Region and partners who utilize the MWOC building for meetings. 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.

Career Readiness Education & Development is incorporated into the class content, and students will also study topics such as kitchen safety, sanitation and culinary professionalism. Students will have their reading comprehension and math knowledge assessed at the beginning of the program, and will be provided one-on-one support should it be needed.
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 Goodwill Staff as to a student’s ability to progress to the next training tier. The CRED Credential, Certificate in Digital Literacy Training and Certificate in Culinary Skills will be awarded to students upon successfully completing the program.

**Schedule**
Classes are held from 7:00 AM until 3:00 PM, Monday thru Friday, at the Milgard Work Opportunity Center and Neighborhood Bistro training kitchen.

**Specific Culinary Skills Training Program Requirements**
- Students must obtain a food handlers’ permit issued by the Pierce County Health Department.
- Students must meet industry standard physical requirements for food service positions, and 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. Participants should identify accommodations needed during intake process.

**Culinary Skills Program Dress Code**

<table>
<thead>
<tr>
<th>Top</th>
<th>Uniform shirt (as issued)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bottom</td>
<td>Black work pants (as issued)</td>
</tr>
<tr>
<td>Headgear</td>
<td>Colored hat (as issued)</td>
</tr>
<tr>
<td>Shoes</td>
<td>Dark-colored, slip resistant, close-toed sturdy shoe (as issued)</td>
</tr>
<tr>
<td>Nametags</td>
<td>Visible at all times (as issued)</td>
</tr>
</tbody>
</table>

**Textbooks and Pamphlets**
Equipment Used
The Culinary Skills Training Program utilizes standard modern kitchen tools and equipment including kitchen cleaning materials. Small machines and hand tools that students use, including mixers, kitchen knives, peelers, meat slicers and other sharp instruments may pose a hazard. Training on or exposure to the use of equipment that conducts heat, such as ovens, steam baths or grills 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
- Computerized Point-of-Sale order taking and cash handling system

Staff Objectives and Strategies
- Goodwill Staff will work as a team to provide “best practice” training in culinary skills and commercial kitchen operations, and will provide instruction, monitor attendance and assignments and supervise classroom and training kitchen behavior.
- Training will include the use of videos, DVD’s and other types of media. All participants will receive textbooks as needed and Goodwill Staff will provide class handouts as required.
- Goodwill Staff will assist with self-directed job search and provide liaison to potential employers.
- Goodwill Staff will provide support as needed as well as liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors / providers and local school districts.

Responsibilities of the Student
- Students are expected to attend the training each scheduled training day on time, appropriately groomed, attired and ready to work.
- Students will sign enrollment contracts regarding Goodwill of the Olympics & Rainier Region policies on ethical behavior, drug/alcohol-free workplace and weapons and violence free-workplace.
- Disciplinary action is taken when a student violates policies set by Goodwill of the Olympics & Rainier Region. Termination of the program will take place after all interested parties are notified and other means of handling the situation are unsuccessful.
- 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 & Rainier Region.
Content Summary
The Culinary Skills Training 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, knife skills, introduction to kitchen equipment and hand tool use and safety. Additionally, the tier 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 Tier 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.

**Kitchen Safety**
- Preventing cuts, burns, falls and injuries from equipment

**Food Safety**
- Safe food handling – Hazard Analysis Critical Control Point (HACCP) rules and procedures
- TDZ (temperature Danger Zone) Monitoring temperatures – holding – cooling – reheating
- Proper inventory control - 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 and general hand tool identification and use
- Identification and use of dishwasher and general kitchen cleaning procedures
- 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

- Identification of fresh ingredients (meats – fruits – vegetables)
- Handling raw and 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
- Understanding and use of computerized Point of Sale system

BARISTA SKILLS TRAINING

Philosophy and Mission Statement
The Barista Skills Training Program is designed to train students 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. The Barista Skills Training Program takes place in the Goodwill of the Olympics & Rainier Region REACH Center and the Hilltop Regional Health Center located in the Hilltop neighborhood of Tacoma.

Location
The Barista Training Program is available at the following locations in Tacoma:

The REACH Center at Milgard Work Opportunity Center
714 South 27th Street
Tacoma, WA 98409
Phone: 253.573.6560
Fax: 253.573.6510

Hilltop Regional Health Center
1202 Martin Luther King Jr. Way
Tacoma, WA 98405
Phone: 253.441.4742
Fax: 253.442.8680

General Information
The Barista Skills Training Program provides approximately thirty (30) hours of hands-on and classroom training each week for eight (8) weeks. Total hours of training may be adjusted to address established individual goals and expectations. Classes are small, with the instructor to student ratio being 1 to 4 and, to qualify, students must be at least 16 years of age.

Throughout the program students perform hands-on training in The Buzz, an operational café space open to the public Monday through Friday. In addition, The Buzz at the Milgard Work
Opportunity Center also provides catered coffee service for meetings taking place in that location. As the primary service personnel in The Buzz, students have the experience of working within an operational café from day one of training onward.

Career Readiness Education & Development is incorporated into the class content, and students will also study topics such as health and sanitation, cash handling and customer service. Students will have the opportunity to meet with coffee professionals, tour local cafés and roasters and have the opportunity to operate The Buzz at the Milgard Work Opportunity Center on their own for a brief period, while being evaluated and offered specific feedback by instructors during a Mock Café exercise. Students will have their reading comprehension and math knowledge assessed at the beginning of the program, and will be provided one-on-one support should it be needed.

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.

In addition to classroom examination and work completion, evaluations will be made by Goodwill Staff as to a student’s ability to succeed following training. The CRED Credential, Certificate in Digital Literacy Training and Certificate in Barista Skills will be awarded to students upon successfully completing the program.

Schedule
The MWOC Buzz is open to the public from 7:30 AM - 3:30 PM Monday – Thursday, and from 7:30 AM - 1:30 PM on Friday. The Buzz at the Hilltop Regional Health Center is open to the public from 7:00 AM - 2:30 PM Monday – Friday. Classes are held from 6:30 AM until 3:00 PM, Monday thru Friday, at the Milgard Work Opportunity Center and The Buzz training locations.

Specific Barista Skills Training Program Requirements
- Students must obtain a food handlers’ permit issued by the Pierce County Health Department.
- Students must meet industry standard physical requirements for barista positions, and be able to lift a minimum of 25 pounds, be able to stand for extended periods and be capable of bending, kneeling, squatting.

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.

Barista Skills Training Program Dress Code

<table>
<thead>
<tr>
<th>Top</th>
<th>Black, white, grey or brown shirt, sweater or blouse (stripes and modest patterns ok)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bottom</td>
<td>Black or brown khaki pants or nice jeans (no holes)</td>
</tr>
<tr>
<td>Shoes</td>
<td>Slip-resistant, close-toed shoes (as issued)</td>
</tr>
</tbody>
</table>

Equipment Used
The Barista Skills Training Program utilizes standard modern café tools and equipment including cleaning materials. Hand tools that students use, including scissors, thermometers, and other sharp instruments may pose a hazard. Training on or exposure to the use of
equipment that conducts heat, such as espresso machines, industrial brewers or sanitizers 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 café equipment may include:
- Espresso machine, coffee brewer and French press
- Whole bean grinder
- Coffee air pot
- Refrigerator and refrigerated display case
- Sanitizer
- Point of sale (POS) system

Staff Objectives and Strategies
- Goodwill Staff will work as a team to provide “best practice” training in barista skills and commercial café operations, and will provide instruction, monitor attendance and assignments and supervise classroom and training cafe behavior.
- Classroom instruction is provided in the Milgard Work Opportunity Center. All participants will receive textbooks as needed and Goodwill Staff will provide class handouts as required.
- Goodwill Staff will assist with self-directed job search and provide liaison to potential employers.
- Goodwill Staff will provide support as needed as well as liaison with various referral sources - i.e. Washington Division of Vocational Rehabilitation, Department of Labor and Industries counselors / providers and local school districts.

Responsibilities of the Student
- Students are expected to attend the training each scheduled training day on time, appropriately groomed, attired and ready to work.
- Students will sign enrollment contracts regarding Goodwill of the Olympics & Rainier Region policies on ethical behavior, drug/alcohol-free workplace and weapons and violence free-workplace.
- Disciplinary action is taken when a student violates policies set by Goodwill of the Olympics & Rainier Region. Termination of the program will take place after all interested parties are notified and other means of handling the situation are unsuccessful.
- 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 & Rainier Region.

Content Summary

Café Safety
- Preventing burns, falls, strains or repetitive motion injuries and injuries from equipment

Health and 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, coffee brewer, air pots and blender
• Understanding and use of ice machine and sanitizer
• Understanding and use of computerized 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

ADDITIONAL EDUCATIONAL & EMPLOYMENT PROGRAMS

Financial Education and Financial Coaching (Tacoma)
Provides each student with 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. Personalized financial coaching is also available at no cost.

GED Preparation – Adults and Youth (Tacoma)
Classroom based instruction and tutoring, based on individual needs.

Job Resource Room/Job Search Assistance (Tacoma and Longview)
The Job Resource Room is available to aid students and job seekers in their on-going job search. Open to the public, the room is equipped with multiple computers, printer, telephone and fax machine, as well as job postings, work guides, phone books and many other resources. Staff members are available to assist each person individually in job search activities and present interactive workshops and seminars on all aspects of the job search process. The Job Resource Room at the Milgard Work Opportunity Center in Tacoma is a certified WorkSource Affiliate site.

Senior Community Service Employment Program (Tacoma, Longview, Yakima and other locations – see below)
The Senior Community Service Employment Program (SCSEP) is the only federal workforce program targeted to low-income older workers. Funded and administered by the U.S. Department
of Labor, Employment and Training Administration, the program helps subsidize part-time, paid training in nonprofit 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

YouthBuild (Tacoma)
This program emphasizes the importance of education, leadership and job training, and is available to youth 18 to 24 years of age who have not completed High School or obtained a GED. YouthBuild helps at-risk young people complete their education by providing GED education classes while simultaneously training for the future in a variety of construction trades. On-the-job training includes building new homes for low-income families in the community. Youth are exposed to industry professionals who help them identify and support the youth in reaching their goals. The program is primarily funded by the U.S. Department of Labor, Employment and Training Administration.

Youth Services Programs (Longview)
GED Preparation
Classroom based instruction and tutoring, based on individual needs.

Jumpstart to Employment
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 a high school diploma or prepare for a GED. A Case Manager helps students through all phases of training and job placement, and provides follow up for one-year post-employment. Students will also explore potential career paths, and can be provided with assistance in applying for FAFSA, scholarships and college.

Norpac On-the-Job Training
The North Pacific Paper Company (NORPAC) On-the-Job Training program provides hands-on learning in the in-demand international paper manufacturing industry, preparing students for employment opportunities through real-world work experience. This paid six (6) month program is available to youth 18 – 24 years of age.

WIOA 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.
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 he or she 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.

**Driver’s License Book Study Assistance**
Job seekers having difficulty reading or comprehending the Driver’s License manual in preparation for their driving test can receive assistance with learning the essential material needed to pass the Driver’s License exam. An appointment is required.

**Food Handlers Training and Testing**
The Longview Work Opportunity Center is licensed by the 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 8:00 AM to 4:00 PM, and no appointment is necessary. Goodwill Staff is available to assist as needed.

**Job Supports**
The Longview Work Opportunity Center 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 based on an individual’s needs.

**Placement Services**
This program assists applicants in discovering their strengths and abilities and how to market themselves in the workplace, and then 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.

**Ready to Work**
Designed for those needing 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, retention strategies and more.
VOCA TIONAL SCHOOL ADMINISTRATION

Eu-wanda Eagans – Senior Vice President of Workforce Development (Tacoma)
Eu-wanda Eagans joined Goodwill of the Olympics & Rainier Region in the spring of 2019, and brings over twenty years of strategic leadership and operations to its Workforce Development division. Most recently she was Chief Operating Officer at Northwest Harvest, a nonprofit food bank distributor to 350+ food banks throughout Washington state. Eu-wanda has served as the Assistant Commissioner and the Deputy Assistant Commissioner for the Washington State Employment Security Department, and has also held several planning and engineering positions at General Motors Corporation in Detroit, Michigan. Eu-wanda earned her MBA from Columbia University and dual Bachelor’s degrees from Spelman College and the Georgia Institute of Technology.

Dr. Jayme Kaniss – Director and Dean of Vocational School Programs (Tacoma)
Dr. Jayme Kaniss has nearly ten years of Workforce Development experience and is the Dean of Vocational School Programs. Dr. Kaniss served as the Director of Workforce Education at Green River College as well as a Business Services Specialist for the Pierce County Workforce Development Council and the Employment Security Department. Jayme received a Bachelor of Arts degree from Mount Holyoke College and both a Master's of Public Administration and a Ph.D. in Political Science from Florida State University. She has spent much of her career developing, implementing and managing workforce training and service delivery programs focused on helping individuals transition from college to life beyond the classroom.

Carl Cecka, Director of 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 eight 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 Master’s Degree in Vocational Rehabilitation from the University of Utah, and a Master’s Degree in Business Administration.

VOCA TIONAL SCHOOL FACULTY and STAFF

Garuba Akinniyi – Advanced Manufacturing and Warehouse Program Coordinator (Tacoma)
Garuba Akinniyi is the Program Coordinator for the Advanced Manufacturing and Warehouse Skills Training Program. He holds a Bachelor of Science degree in Social Science and a Master of Arts degree in Applied Behavioral Science. Garuba has extensive experience in Social Work and the mental health field, and has worked as a Corrections Officer, Case Manager and Clinical Supervisor. Garuba joined Goodwill of the Olympics & Rainier Region in 2010.

Kendra Blattenberg – Production Chef Trainer (Tacoma)
Kendra Blattenberg is the Production Chef Trainer for Culinary Skills Training. She works hands on with students, is in charge of daily production in the Neighborhood Bistro and brings a passion for food and a love of teaching to the kitchen. Kendra 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. She 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 (Tacoma)
Norman Brickhouse has a BA in Finance from the University of Texas at Arlington, and over 20 years of experience in the financial sector. He has worked as an Account Executive in the mortgage industry, been a Branch Manager for Norwest Financial and served as a Loan Officer at a credit union in Texas. Norman has taught Financial Education classes since 2008 at the Milgard Work Opportunity Center and Habitat for Humanity, and has also served as Charity Director on the Board of Directors for the Washington Association of Mortgage Brokers.

Jason Clawson – Computer Skills Program Coordinator (Longview)
Born and raised in Clatskanie, Oregon, Jason Clawson served as a nuclear power plant mechanic and supervisor in the Navy prior to receiving certification as an IT specialist in 2016. Hired as the Computer Skills Training Coordinator at the Longview Work Opportunity Center in 2017, he has since become certified as a Microsoft Office Specialist in Word, Excel, PowerPoint and Outlook. Jason is certified in QuickBooks online, is an active pro advisor for QuickBooks online and teaches a QuickBooks online course at LWOC. In Longview. In addition, he provides individual training and group workshops covering the topics of job searching, resume writing, interviewing and how technology can assist in the process as well as individuals who struggle to use technology to enhance their job search.

Calvin Crawford – Job Resource Room / WorkSource Affiliate Site Coordinator (Tacoma)
Calvin Crawford currently serves as the Job Resource Room Coordinator at the Milgard Work Opportunity Center in Tacoma. As an employee of AmeriCorps, Calvin worked in the Computer Skills Training Program as a Teacher’s Aide, and was hired by Goodwill in 2017 to serve as the Job Resource Room Coordinator. He provides employment assistance to job seekers utilizing the Resource Room and teaches classes in resume development and interviewing techniques.

Moussa Diallo – Computer Skills Program Coordinator (Tacoma)
Moussa Diallo serves as the Computer Skills Program Coordinator at the Milgard Work Opportunity Center. He holds a Bachelor’s degree in Networking and Telecommunication (IT), and is completing a BS in mathematics. Prior to working at Goodwill, Moussa had five years’ experience working with students as a Math, French and English tutor at Pierce College – Fort Steilacoom Campus between 2009 and 2011. He also worked as a math advisor at Tacoma Community College – MARC (Math Advising and Resource Center) between 2015 and 2017. Moussa joined the Goodwill Math Center in April 2017 and was promoted to the position of Computer Skills Program Coordinator in December 2017.

Jonathan Escamilla – Vocational and Career Readiness Training Programs Coordinator (Yakima)
Jonathan Escamilla serves as the Vocational and Career Readiness Training Programs Coordinator at the Yakima Work Opportunity Center in Union Gap. He holds a Bachelor’s degree in Psychology, and, prior to joining Goodwill, served two years as a Care Coordinator, engaging in solution-based activities for mental health needs with at-risk youth and their families. Jonathan also has experience as a Vocational Rehabilitation Counselor, managing cases of injured workers and seeing them through to the completion of their medical treatment and eventual return to work.

Hazel Faul – Support Service Coordinator / Navigator (Longview)
Hazel Faul serves as the Support Service Coordinator and Navigator at the Longview Work Opportunity Center. She has a Columbia Industrial Training and Education completion as a Qualified Instructor in Forklift-Class 1, 2, 3, 4, & 5 (Trainer). Prior to working at Goodwill, Hazel spent 15 years working in Domestic and Sexual Assault, Victims of Crimes and as a Children’s Victim Advocate. She joined LWOC’s former Warehouse, Transportation and Logistics Training Program in 2015 and was promoted to Support Services Coordinator / Navigator in 2016.
J.P. Henry – Vocational Training Program Instructor (Tacoma)
J.P. Henry serves as the Vocational Training Program Instructor for the Career Readiness Education & Development (CRED) Program. Originally from Portland, Oregon, J.P. holds a Bachelor’s degree in Classical Civilizations from Loyola University Chicago and a Master's degree in Humanities from the University of Chicago. Before coming to Goodwill, he worked as an Education Advisor to at-risk teens with the Metropolitan Development Council. He began his career as an educator in Chicago, teaching Latin, History, Social Studies and Weightlifting to high school students on the city’s West Side. J.P. joined Goodwill in February 2019 and, as a product of a career readiness program himself, is excited to continue to develop and expand the CRED Program.

Jeff Pratt – Chef and Culinary and Barista Skills Program Manager (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, and 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. Named the Washington State Chefs Association Chef of the Year in 2013, Jeff has twice been the recipient of the President’s Medal for service to the Puget Sound community.

Lenora Seastres – Café Lead and Barista Skills Trainer (Tacoma)
Lenora joined Goodwill in December 2018 as the Café Lead at MWOC’s Café Buzz, where she manages business operations and coordinates on-the-job training for students. She graduated from the University of Washington with a BA in American Studies, while working as a barista for Starbucks where she trained newly hired employees and was eventually promoted to a supervisory role. Upon completing her degree, Lenora furthered her experience at the UW’s Health and Food Service department, where she worked closely with students, organizing barista trainings and coordinating student employment. Lenora enjoys the process of learning through teaching and hopes to continue down this career path long term.

Madison Shaw – Barista Skills Trainer / Program Career Readiness Coordinator (Tacoma)
Madison began her career in the food services industry at the age of 19 while working at FareStart in Seattle WA, as a Youth Barista Instructor – recognized as one of their youngest instructors. A graduate of the Culinary Arts Program at Seattle Central College, Madison first joined Goodwill in 2016 as a catering cook and then worked as an instructor in the Neighborhood Bistro. She runs a community garden that provides fresh fruits, vegetables and herbs for Goodwill's Culinary and Barista program and started a pre-consumer composting initiative at the Bistro that supplements nutrients for her community garden.

Karen Sowell – Vocational School Programs Administrative Coordinator (Tacoma)
Originally from Houston, Texas, Karen comes to us with over 20 years of administrative professional experience. She was hired by Goodwill in 2017 as the Receptionist/Human Resources Assistant, and currently serves as the Vocational Training Programs Administrative Coordinator for Workforce Development in Tacoma. In this role she supports the WFD staff, including Program Managers, Program Coordinators and Instructors of the training programs.
STUDENT HANDBOOK
POLICIES AND PROCEDURES

Badges and Identification
For the security of all individuals, the Milgard Work Opportunity Center in Tacoma issues badges for all persons accessing the Center. Upon entering the building, all 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 lose or misplace your badge, it is important to immediately notify your instructor or Case Manager.

Computer and E-mail Usage
Computers, computer files, the E-mail system and software are furnished by Goodwill of the Olympics & 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. E-mail may not be used to solicit others for commercial ventures, religious or political purposes. Students and all individuals who access Goodwill of the Olympics & Rainier Region computer and E-mail systems should understand computer and E-mail transmissions are not private or confidential, and Goodwill of the Olympics & Rainier Region reserves the right to review and monitor them at any time. Logging on to the Goodwill of the Olympics & Rainier Region network constitutes acceptance of this policy.

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 instructor or Case Manager. Initiation fees and dues for trade unions, as required of regular employees, are excluded from this policy.

Denial of Program Services
If Goodwill of the Olympics & Rainier Region should decide not to provide vocational services to a student, the Program Manager will make the final decision. The student is entitled to receive a notice in writing providing the name of the person who ultimately decided to deny services and a list of the reasons for such denial. If the student disagrees with the decision, the student is entitled to have the decision reviewed through the Goodwill of the Olympics & 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 student address provided to Goodwill of the Olympics & Rainier Region in the student intake application form. It is the responsibility of the person making the final decision denying Goodwill services to mail the student this information.

Drug and Alcohol-Free Policy
It is the desire of Goodwill of the Olympics & 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 & 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 Closures
At times, emergencies such as severe / inclement weather, fires, floods, power failures or earthquakes can disrupt operations across all Goodwill of the Olympics & 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 the training center attended regarding their emergency closure telephone line.

Student safety is a paramount concern at Goodwill of the Olympics & Rainier Region. In the case of severe / inclement weather, Goodwill of the Olympics & 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 6:30 AM on the day of the event in question. If the recorded message is not updated by 6:30 AM, 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 & 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 the instructor or Case Manager.

Feedback
Student’s opinions are important! Occasionally, students will be asked to tell us how Goodwill of the Olympics & Rainier Region is doing by completing a questionnaire and returning it to the Director and Dean of the Vocational School. Students can also complete the Goodwill of the Olympics & Rainier Region feedback form online at www.tacomagoodwill.org. Students may contact the Director and Dean of the Vocational School 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 & Rainier Region.

Goodwill of the Olympics & 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 Director and Dean of the Vocational School or the Senior VP of Workforce Development.

Harassment
Goodwill of the Olympics & 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 advance
- 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 and Dean of the Vocational School for assistance in filing a complaint. Those who report suspected harassment should do so without fear of reprisal or retaliation.

**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. Logging on to the Goodwill of the Olympics & 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 & 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 & Rainier Region
- Sending anonymous email messages
- Engaging in any other illegal activity.

Abuse of the Internet access provided by Goodwill of the Olympics & Rainier Region in violation or the law or Goodwill policies will result in removal of access privileges.
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 Senior VP of Workforce Development.

Religious Accommodation
Goodwill of the Olympics & Rainier Region will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work. Examples of religious accommodations may include: rescheduling of an exam or giving a make-up exam for the student in question; altering the time of a student's presentation; allowing extra-credit assignments to substitute for missed class work; and arranging for an increased flexibility in assignment due dates.

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 Case Manager 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 meeting with the appropriate personnel to determine cause and appropriate remedial action. Progress is documented and formal reports are created and provided 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 & 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 the 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 & Rainier Region.

Selective Service (Males Only)
According to the Workforce Innovation and Opportunity Act, each individual participating in any program or receiving assistance or benefits established under the Act must, if eligible, register
for Military Selective Service. 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, and if students elect to chew tobacco products on breaks, they must do so in the designated smoking areas or inside their personal vehicle. It is expected that students maintain a clean environment and pick up after themselves. Cigarette ashes and used cigarette filters should be disposed of in the proper receptacles provided. Chewing tobacco should always be disposed of in a container.

Student Records
Goodwill of the Olympics & Rainier Region affords students certain rights with respect to their records. 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 & Rainier Region reserves the right to charge the student for these copies, paid to the Goodwill of the Olympics & Rainier Region Accounting Department.

Permanent records are maintained on each student in a locked cabinet for a period of fifty 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.

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 & 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 & Rainier Region who have a legitimate reason to review the information in a program file are allowed to do so.

Violence Prevention
Goodwill of the Olympics & 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 & Rainier Region provides programs and activities for eligible students to aid them in securing employment or to provide job skill training which will enable them to become employable. The programs and activities may be funded by the State of Washington or U. S. Government agencies, and those programs are subject to both State and Federal rules and regulations. This information has been prepared to give each student an understanding of the rights, rules and responsibilities governing participation in Goodwill programs and activities.

As a student in Goodwill of the Olympics & Rainier Region, 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 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 exploitation, humiliation and retaliation.

• To receive a fair wage for all work performed. Students in Goodwill’s evaluation and training programs who are doing work that benefits Goodwill, are paid for their efforts, with the exception of those individuals who are currently on L&I time-loss. Those individuals who are paid, are paid in accordance with the Fair Labor Standards Act (FLSA), which allows Goodwill an exemption to the normal minimum wage. People are paid according to their commensurate wage, which is regularly monitored. For questions
about pay, contact a Program Manager, Case Manager or the Director and Dean of the Vocational School.

- To have the opportunity to make timely informed choices and decide what program(s) will be involved in your services with Goodwill of the Olympics & Rainier Region.
- To participate in concurrent services that will compliment your training plan.
- To expect Goodwill 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 of the Olympics & Rainier Region 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.

Your Responsibilities as a Student
- To adhere to the policies, rules and regulations of Goodwill of the Olympics & Rainier Region and the employing agency as explained in the orientation or other materials.
- 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 your employability, as outlined in the Individual Vocational Services Plan.
- 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, work experience (WEX) or on-the-job training that are suitable in terms of the student’s education, work experience and previous earning power, and that before you decide NOT to accept any offer of employment, work experience (WEX) or on-the-job training, you will discuss, in person, the offer with your assigned Case Manager. Should a student refuse to accept an offer
of employment without consulting or against the advice of their Case Manager, this action may constitute grounds for termination from the program.

- To certify that you meet the program eligibility requirements and that the information provided by you in your application form to determine eligibility is true and correct. Should any of the information you have given staff regarding your eligibility be incorrect, you are responsible for repayment of all wages, benefits and services that you receive from the program. You may also be subject to termination. If information was given under fraudulent conditions, civil and criminal penalties may also be applicable.

**Responsibilities of Goodwill of the Olympics & 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 help 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 & Rainier Region policies:

- Possession, use, sale or distribution of any illegal drug or abuse of alcohol on Goodwill of the Olympics & 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 & Rainier Region Property.

- Behavior in a training classroom or activity that is disruptive.

- Engaging in lewd, indecent or obscene behavior.

- Where the student presents an imminent danger to Goodwill of the Olympics & Rainier Region property or to him/herself or other students.

- Dishonesty, including cheating, plagiarism or knowingly furnishing false information to Goodwill of the Olympics & Rainier Region.

- The intentional making of false statements or of filing false charges against Goodwill of the Olympics & Rainier Region and its employees, volunteers or vendors.
• Forgery, alteration, or misuse of documentation, records or instruments of identification with the intent to defraud.

• Theft from, damage to or misuse of Goodwill of the Olympics & Rainier Region premises or property or damage to property of a member of Goodwill of the Olympics & Rainier Region community or premises.

• Failure to comply with the direction of Goodwill of the Olympics & Rainier Region employees or volunteers acting in the legitimate performance of their duties.

• 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.

• 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 & Rainier Region facilities.

• Actions and/or language directed to others that incites disruptive behavior.

• Verbal or written threats and intimidation.

• Malicious damage to or malicious misuse of Goodwill of the Olympics & Rainier Region property, or the property of any person where such property is located on Goodwill of the Olympics & Rainier Region premises.

• 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.

• 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 & 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 the appropriate Goodwill of the Olympics & Rainier Region Staff, appropriate Case Manager(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 & 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 program has a Program Coordinator, he or 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:**
The participant must submit, using the Goodwill grievance form, a detailed, written explanation of the problem to the Manager of the program involved in the grievance or complaint. Forms are available upon request to Goodwill staff. 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:**

*First Level of Review:* The Manager will forward the written explanation of the problem to the Senior VP of Workforce Development. After receipt of the grievance form, the Senior VP 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 Senior VP of Workforce Development
will act as facilitator at the meeting.

Witnesses or other persons may attend the hearing only when both the Senior VP 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 Senior VP 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 Senior VP 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 & 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 Senior VP 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.

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.

Other 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.

b) Nothing in the policy prevents a student from contacting the Workforce Training and Education Coordinating Board at 360.709.4600 at any time with a concern or complaint.
This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to the:

Workforce Training and Education Coordinating Board
128 Tenth Avenue SW, Box 43105
Olympia, Washington 98504
Web: wtb.wa.gov
Telephone: 360.709.4600
E-mail Address: wtecb@wtb.wa.gov