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An Introduction to Junior Ambassadors of Goodwill

Thank you for your interest in volunteering with Goodwill.

Welcome to the Junior Ambassadors of Goodwill! As a student volunteer you will get hands-on working knowledge and experience with Goodwill's daily operations. This will include a tour of Goodwill's headquarters and facilities, where you'll learn about the operations of our retail stores, outlets and warehouses. You'll learn about our Life Skills Development and BookWorks programs. Volunteering will take place over a five-day period Monday through Friday for 7 hours each day (including drive time). Upon completion of the course you'll receive a certificate of completion of your volunteer program with Goodwill.

Our Mission

Goodwill Industries-Suncoast, Inc. is a nonprofit, community-based organization whose mission is to help people achieve their full potential through the dignity and power of work. This mission is accomplished through employment services, training programs and affordable housing. The sale of donated and new goods at Goodwill stores enables the agency to offer a variety of employment and training services, promote self-sufficiency, and contribute to community conservation through recycling.

A Half Century of Helping People

Goodwill-Suncoast was founded in October 1954 in downtown St. Petersburg. We began by assisting a handful of people with disabilities to gain work skills and paychecks. Now we help thousands of people overcome a variety of barriers through our employment programs, five subsidized apartment buildings, training centers for adults with developmental disabilities, and rehabilitative community corrections facilities. To support these services, Goodwill-Suncoast operates 20 retail stores and three outlet stores.



Over 87% of Goodwill-Suncoast's operating budget is devoted to our programs and services. On an average year, we serve more than 60,000 people and place more than 3,000 people in jobs in the community. We are headquartered in St. Petersburg and provide services to people in 10 counties – Pinellas, Pasco, Hillsborough, Polk, Hernando, Marion, Citrus, Sumter, Levy and Highlands counties.

Goodwill Founder Edgar J. Helms - A Biography



Edgar James Helms (1863-1942), a man admired for his uncommon character and entrepreneurial vision, is credited as the founder of the movement that would grow into Goodwill Industries®.

Helms was born near Malone, NY, on January 19, 1863. As a young man, Helms had tried his hand at law and newspaper publishing, but felt called to the ministry. In 1889, he enrolled in Boston University Theological School. Helms and two fellow students requested that the City Missionary Society support them in opening a full-scale settlement house in the North End. Instead, Helms was offered a struggling inner city mission in Boston's South End, Morgan Chapel, established a generation earlier by Henry Morgan.

The young minister was appalled at the conditions faced by immigrants who found themselves in a new country without jobs and sometimes desperate for food, clothing and shelter. Using burlap bags from Thomas Wood and Company, Helms went door-to-door in Boston's wealthiest districts asking for donations of clothing and household goods.

Goodwill® differed from many charities of the day, emphasizing that donated goods could be sold for profit and that money would be used to pay workers who helped refurbish those goods. Helms hired people in need — many of who were considered unemployable — to do this repair work. Employees were paid \$4 a day. When money was scarce, workers were given \$5 clothing vouchers.

Although it wasn't until 1915 that the term Goodwill Industries was coined, 1902 became known as the year Goodwill was born. With the help of Methodist Church funding, Helms went on to help establish Goodwill Industries organizations across the U.S. By 1920, there were 15 Goodwills, including Morgan Memorial in Boston.

But Helms was not content until the Goodwill message could be heard around the world. In 1926, he began travels that would take him to Australia, China, Japan, the Philippines,



Malaysia, Ceylon (Sri Lanka), India, Egypt and several European countries. While on these travels, Helms wrote much of the book, "Pioneering in Modern City Missions."

Major economic and political crises like the financial crash of 1929, the Great Depression, and World War I solidified the need for an organization like Goodwill. In 1934, Helms realized Goodwill needed to have a bigger hand in rehabilitation. In a prophetic letter, he wrote, "Goodwill will be out of business if it does not take over work with the handicapped people."



Helms was married twice. In 1892, he married Jean Preston, his childhood sweetheart. They had three children together before Jean died of tuberculosis in 1898. Three years later, he married Jean's sister, Grace. Helms died on December 23, 1942, leaving behind Grace and 12 children.

An estimated 1,500 people thronged Boston's Morgan Memorial Church of All Nations to pay final tribute at his funeral on December 27.

Bishop G. Bromley Oxnam spoke these words in his eulogy: "[Helms] was blessed with a fine mind, a great heart and a strong will. His unusual business ability, passionate devotion and physical strength enabled him to serve his fellow man, who were uninterested in charity, but yearned for a chance."

In 2002, during Goodwill's Centennial Celebration, a bronze medallion in Helms' honor was added to The Extra Mile — Points of Light Volunteer Pathway in Washington, DC, the only national monument that honors individuals who selflessly championed causes to help others realize a better America.

Today, Goodwill Industries International sponsors two annual national awards that honor staff members in local Goodwill agencies who exemplify Helms' values of unselfish service, self-reliance and a strong work ethic.



Volunteering at Gandy, Clearwater & Pinellas Park Centers

1. You will be provided with two T-shirts. You must wear one each day.
 2. Wear long comfortable pants that you don't mind getting a little dirty. No yoga pants.
 3. Wear closed-toed shoes. Sneakers are suggested.
 4. Lunch will be provided. If there are dietary concerns, please bring your own lunch.
 5. Time schedule is 8:00 a.m. to 2:00 p.m., Monday through Friday.
 6. No cell phone use while volunteering. You may use your phone during breaks and at meal time.
 7. Read and be familiar with your student handbook.
 8. You will be granted 35 hours of volunteer time (including drive time) for your participation in Goodwill's J.A.G. program.
 9. You will receive a certificate of completion for your experience with the J.A.G. program.
 10. Most of all – **HAVE FUN!**
-



Retail Store, Donation Drop Off and Processing

Gain hands-on working knowledge of Goodwill's retail store. Many steps must take place before a donated item can be made ready for sale in our stores. When donated items come into our donations drop off they must be sorted. Some items may need to be placed on the processing table for cleaning. Some items will move into stations such as textile hanging station, textile pricing station and wares processing station.

Outlet Store

Learn what happens when a product has not been sold in the retail store and it is moved to our outlet where the items are sold by the pound. If an item still has not sold the items are then separated into salvageable and recyclables.

Production

You will be helping our Life Skills Development clients remove clothing from the hangers that has not sold in our outlet stores and separated into salvageable and recyclables.

Life Skills Development

Goodwill's Life Skills Development programs enable people with developmental disabilities to achieve greater independence and community inclusion. Participants earn paychecks doing work activities throughout Goodwill in preparation for transition to community employment and engage in a variety of activities that will allow them to become more self-sufficient.

BookWorks

Help with sorting, cleaning, and preparing donated children's books for our BookWorks program. Volunteers then have an opportunity to read to students at local Head Start centers and daycares. At the end of each reading, volunteers provide each child with a book of their own to take home. The volunteers prepare the books by writing each child's name on the book prior to their reading.

Freedom Village I & II

Student volunteers will get to interact with the residents of our Freedom Village I & II apartments with activities and meal preparations. Our apartments are designed specifically for people with limited incomes who have disabilities or are at least 62 years old.



Volunteering at Ocala & Lakeland Centers & Superstore Locations

1. You will be provided with two T-shirts. You must wear one each day.
2. Wear long comfortable pants that you don't mind getting a little dirty. No yoga pants.
3. Wear closed-toed shoes. Sneakers are suggested.
4. Lunch will be provided. If there are dietary concerns, please bring your own lunch.
5. Time schedule is 8:00 a.m. to 2:00 p.m. Monday through Friday.
6. No cell phone use while volunteering. You may use your phone during breaks and at meal time.
7. Read and be familiar with your student handbook.
8. You will be granted 35 hours of volunteer time (including drive time) for your participation in Goodwill's J.A.G. program.
9. You will receive a certificate of completion for your experience with the J.A.G. program.
10. Most of all – **HAVE FUN!**

Retail Store, Donation Drop Off and Processing

Gain hands-on working knowledge of Goodwill's retail store. Many steps must take place before a donated item can be made ready for sale in our stores. When donated items come into our donations drop off they must be sorted. Some items may need to be placed on the processing table for cleaning. Some items will move into stations such as textile hanging station, textile pricing station and wares processing station.



Outlet Store

Learn what happens when a product has not been sold in the retail store and it is moved to our outlet where the items are sold by the pound. If an item still has not sold the items are then separated into salvageable and recyclables.



Production

Depending on whether the clothes are going to the retail store, the outlet store or salvage, you will be placing clothing on hangers and racks or taken off of them and putting them in canvas carts.

Life Skills Development

Goodwill's Life Skills Development programs enable people with developmental disabilities to achieve greater independence and community inclusion. Participants earn paychecks doing work activities throughout Goodwill in preparation for transition to community employment and engage in a variety of activities that will allow them to become more self-sufficient.

BookWorks *(If available)*

Help with sorting, cleaning, and preparing donated children's books for our BookWorks program. Volunteers then have an opportunity to read to students at local Head Start centers and daycares. At the end of each reading, volunteers provide each child with a book of their own to take home. The volunteers prepare the books by writing each child's name on the book prior to their reading.

Heritage Oaks Apartments of Ocala *(If available)*

Student volunteers will get to interact with the residents of our Heritage Oaks apartments of Ocala with activities and meal preparations. Our apartments are designed specifically for people who are at least 62 years old with low incomes.



Life Skills Development



The purpose of the Life Skills Development program is to provide participants experience and training that will support their participation in their community, including job training and exploration volunteering, accessing community resources and self-advocacy. The program is designed to be person-centered giving individuals the ability to develop his or her own outcomes based on their needs, wishes and desires. It is the overall goal of the program to support each individual in achieving the highest possible degree of independence and control in their daily life.

Services provided in Life Skills Development emphasize training in personal care, daily living, communication, mobility/travel, decision-making, social skills, and job readiness skills. Any participant of Life Skills Development who is performing work activities will be paid minimum wage.

It is the goal of the program to assist individuals in moving to a less restrictive environment to include supported employment whenever possible. In keeping with this goal, the Life Skills program has developed a curriculum based on a continuum (a progression) of services. This curriculum begins with exposure to a variety of activities, work and non-work, and moves through full engagement in the community through competitive or supported employment. The program supports individuals in gaining a variety of skills that could help them in their daily life.

Some of the other areas of instruction and/or training that individuals may be involved in are:

- Financial literacy including money recognition, change making and budgeting
- How to plan, shop, prepare and cook nutritious meals
- Wellness and nutrition
- How to take care of themselves, such as caring for clothing (laundry) and personal hygiene
- Work readiness
- Digital learning to include computer skills
- Assistance with referrals to vocational rehabilitation and any other social and/or community resources
- Decision-making/choices
- Self-advocacy
- Social skills

- Community inclusion activities such as shopping, volunteering, recreational and sporting events, etc.
- Communication and cultural awareness, such as sign language, augmented speech devices, and events
- Art projects for recreation and/or resale
- Customer service through the outlets, employment development dining events, Sugar Shacks and My Mobile Market
- Any other goals that might be listed on the individual's Support Plan

There are several possibilities after the program is complete, which might include but are not limited to getting a job through a competitive or supported employment program, getting further job training, or attending a program that addresses more specific areas such as art or leisure services. The amount of time spent in the program will vary from one person to another and is based on the needs and desires of the individual participating.



BookWorks Program



BookWorks early literacy program helps to instill a love of reading in children over a seven-county area. Volunteers in each county visit local Head Start centers and daycares and conduct a story-time reading. At the end of each reading, the volunteers provide each child with a book of their own to take home. The volunteers prepare the books by writing each child's name on the book prior to their reading.

BookWorks provides the books to read and the books to distribute to the class at the end of the reading. The teachers provide the volunteers with a class list in order to help to prepare the books prior to their reading.

The BookWorks early literacy program receives donations of books through various sources and volunteers help to sort the donations to determine age-appropriate books for the program. After the books are sorted, they are checked thoroughly for damage, cleaned and labeled with a BookWorks bookplate. The books are then put together in stacks of ten and shelved in order to distribute to the volunteer readers in the community.

Freedom Village Apartments



Goodwill-Suncoast operates five apartment communities that provide affordable living options for seniors and people with disabilities. Each provides rent subsidies from the U.S. Department of Housing and Urban Development on a scale that is based on expenses and income.

Goodwill's Freedom Village apartments in Pinellas Park, Tampa and Clearwater are architecturally barrier-free facilities for people who have disabilities. Heritage Oaks apartments in Palm Harbor and Ocala are designed specifically for people who are at least 62 years old

with low incomes. In total, Goodwill offers the community 335 rent-subsidized apartments. These beautifully maintained facilities have professionally landscaped grounds, attractive common areas and caring management.



“My favorite part was working in the retail store. It provided me with the opportunity to interact with goodwill customers.”

“The people who worked the [JAG] program were extremely nice & helpful.”

“My experience with JAG was wicked cool!”

STUDENT
SURVEY

PARENT
SURVEY

“My child discovered a lot about themselves and our community and also enjoyed the field trips and free lunch. We have always donated to Goodwill and feel that our donations have helped make an impact. Thank you!”

“This is the most organized volunteering my kids have done in this county. Thank you for your leadership on this.”

“My son enjoyed working with others and learning about how to work at a job. He came home excited about what he had done that day.”

“[It was] great to get to experience different areas of service within our community. This was different than our daughter had ever experienced and it was great to get her out of her comfort zones (church, school, scouts) for volunteering. Thanks.”

Safety, Conduct & Policies

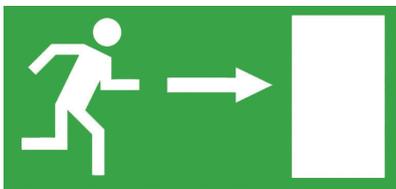
Safety Guidelines

Safety is everyone's business! By being careful you may prevent accidents to yourself or others. If you see any unsafe condition, please notify the manager onsite immediately. Below are some of the safety practices Goodwill expects everyone to follow:

- Read and become familiar with the posted evacuation diagrams in your area.
- Observe "NO SMOKING" signs.
- Keep work areas clean and aisles, walkways and emergency exits free from obstacles and clutter.
- Never wear open-toed and/or open-heel shoes in a warehouse and processing area.
- Pay attention to any vehicles that may be around you, including forklifts, while in the parking lot and processing areas.
- Wear personal protective equipment when required, such as goggles, gloves, back support, aprons, etc.
- Ensure safety guards are used on all machinery.
- Lift with your legs, not your back.
- Combustible liquids must be kept in proper storage locations.
- Participate in safety training that may be available through your assignment.

Injury/Accident Reporting

If you should injure yourself in any way, even a cut on the finger, you must report this to the onsite manager immediately so that you get prompt medical attention....do not wait until tomorrow! An accident form will be filled out and given to the Risk Management department so that actions can be taken, if necessary, to prevent the accident from happening again. Remember, you can prevent injuries to yourself and others by being aware of safe working procedures and conditions.



First Aid Supplies

First aid kits are available at each Goodwill location. All first aid kits are OSHA approved and available for use by individuals trained in first aid practices and procedures. First aid kits are also available in all vehicles used to transport clients.

Fire/Emergency Plans and Procedures

Fire prevention is the responsibility of everyone! Because of the seriousness of a fire and other natural disasters such as severe weather storms like a tornado and the possibility of losing power,

emergency drills are not only important but also required. Some types of emergencies, such as a fire, require us to leave the building while others require us to seek safety in a secure room away from windows and flying debris. Practicing the different types of emergencies so that you know what to do is extremely important and therefore may be held frequently depending on your assignment. It is important to know when to leave the building and when you should not. For example, when there is a fire the alarm will sound and the emergency lights will flash, meaning you must begin to evacuate or leave the building immediately. You will be told what to do ahead of time as the onsite manager will explain the procedures to you and will show you where the closest exit is from the building, where the safe room is located, and what to do in the event of a medical emergency.

Drug-Free Workplace



Goodwill-Suncoast is committed to providing a safe, productive and healthy place for employees, program participants and volunteers. Individuals working, visiting or volunteering at Goodwill are not allowed to have, sell, make, distribute, dispense or use unauthorized alcoholic beverages, non-prescribed drugs, controlled substances or illegal or illicit drugs while on any Goodwill property during work, training or volunteer assignment.

Safety Standards

Volunteers are responsible for adhering to all published safety policies as well as the implementation of specific standards that may be assigned. Volunteers are expected to report unsafe conditions and unsafe acts in a reasonably prudent manner. All safety rules and regulations that apply to employees also apply to volunteers in the agency and Goodwill stores/outlets. Volunteers agree to adhere to the following additional guidelines:

- Volunteers who have breathing restrictions including asthma, allergies, etc., will not be assigned to stores, the warehouse and/or book room, unless specifically requested by the volunteer.
- Onsite managers/supervisors will be advised if a volunteer requires special assistance, for example evacuating the building during a fire drill.
- Volunteers who are disabled will be given first preference for tasks, unless other duties are preferred and requested.
- Volunteers will report spills or debris that may cause slippage or accidents.
- Volunteers will observe all common sense safety procedures, including walking (not running), using proper lifting techniques, etc.
- Volunteers will be informed of fire and storm procedures in the event these are a threat.



Hazard Communication and Florida “Right to Know” Law

Volunteers have a right to know about workplace chemical hazards and will be provided appropriate access to safety equipment and information according to standards adopted under the federal

Occupational Safety and Health Act. Goodwill-Suncoast tries to use chemicals of a non-hazardous nature as much as possible to reduce the chemical hazards to which employees, program participants, customers, volunteers and visitors are exposed. All cleaning chemicals approved for use within all Goodwill facilities have been selected and tested to ensure their non-hazardous nature. If you wish to know more about the substances used in your volunteer location, please ask to speak to a staff member in our Risk Management (Safety) department at 727-523-1512.

Florida Clean Indoor Air Act

FCIAA was enacted in 1985 by the Florida Legislature to protect people from the health hazards of secondhand smoke and to implement the Florida health initiative in the state constitution. As such, smoking is not allowed at any time in any Goodwill-Suncoast building. Designated smoking areas have been set up for use outside of each building.



Abuse, Neglect or Exploitation Reporting

Any person in the state of Florida who knows or has a reasonable cause to suspect that a child or a vulnerable adult has been, or is being abused, neglected or exploited has a responsibility to immediately report that knowledge or suspicion so that it can be investigated and resolved. This can be done by contacting the Florida Abuse Hotline at 1-800-962-2873 (1-800-96ABUSE).

When a person contacts the hotline they should be prepared to provide as much information as they can. Even though they might not be able to answer all of the questions they are asked they should still call the Hotline and a counselor will assess the information available to see if the Department of Children and Families should initiate a protective investigation. Although the individual does not have to give their name when they call (they can make the report anonymously), it is very helpful if the investigator can follow up with the individual to clarify any questions that may arise.

If you are being abused or if you need help reporting the abuse of someone else, please ask any Goodwill staff member for assistance. Goodwill staff is required to report suspected abuse, neglect or exploitation within one hour of becoming aware of the situation.

Infection Control Procedures

Goodwill staff continually watches for signs and symptoms of infection or illness in order to protect program participants, employees, volunteers, customers and visitors from exposure to contagions. When an individual arrives ill or becomes ill during the day, staff will attempt to isolate the individual away from others until arrangements can be made to have the individual return home. Depending on the symptoms of the individual, staff may request that a medical exam be completed by a licensed physician to ensure he or she does not have a communicable or debilitating condition that could have been transferred to others. In some situations, the individual may not be allowed to return to their assignment unless he or she has been cleared to return by his or her treating physician.

In order to prevent illnesses or infections from spreading, good personal hygiene is a must! Washing hands thoroughly after coming in contact with money or dirty utensils or when going to the restroom should be followed. Hands and fingernails should be clean and well maintained at all times. When coughing and/or sneezing, the mouth should be covered with an arm and not your hand to help prevent germs from spreading. Keeping hands away from your face, in particular your eyes, nose and mouth will help to reduce the likelihood of becoming ill. Although washing your hands frequently with hot, soapy water is the best way to clean and disinfect hands and arms, bottles of liquid hand sanitizer are available in all locations and should be used when necessary.



Other Important Information

Confidentiality

While volunteering with Goodwill, you may be exposed to conversations or documentation of a sensitive nature. Goodwill complies with HIPAA (Health Insurance Portability and Accountability Act) and the HITECH Act, which serves to ensure the confidentiality of all program participants Protected Health Information (PHI) from unauthorized viewing, use and disclosure. PHI, including protected health information stored or maintained electronically (ePHI) includes any information that identifies the individual, such as medical, financial, personal information, records, data, etc. In order to safeguard a program participants PHI, volunteers may only look at, use or disclose client information only for reasons necessary to the performance of their assigned responsibilities. Any unauthorized viewing, use or disclosure of such information will provide grounds for termination of volunteer affiliation and potential prosecution under the law. When in doubt as to whether or not information is considered to be PHI, it is your responsibility to discuss the matter with your onsite manager before a violation occurs.

Rules of Conduct

In order for Goodwill to safely conduct our business and to protect program participants as well as our employees, customers, visitors and volunteers, rules of conduct have been established and are expected from all individuals in the facility. The following actions are examples of rules of conduct infractions that may result in corrective action including reassignment or dismissal from your volunteer assignment.

- Threats to the order of the facility at which the volunteer is assigned
- Actions that threaten the well-being or safety of staff, program participants, other volunteers or recipients of Goodwill's services
- Discrimination against Goodwill staff, other volunteers or recipients of Goodwill's services on the basis of age, race, spiritual beliefs, sexual orientation, disability, marital, veteran, or socioeconomic status

- Inappropriate communication with Goodwill staff, other volunteers or recipients of Goodwill's services on the basis of age, race, spiritual beliefs, sexual orientation, disability, marital, veteran or socioeconomic status
- Failure to perform assigned tasks
- Failure to follow the directions of an immediate supervisor
- Failure to be a positive role model for program participants or recipients of Goodwill's services
- Theft of Goodwill merchandise
- Excessive tardiness and/or absenteeism
- Failure to accurately disclose criminal history

Code of Ethics

Volunteers are responsible for being knowledgeable about Goodwill's code of ethics and for conducting themselves accordingly. Ethical conduct is expected at all times in all matters. Volunteers are expected to bring any questions about whether or a not a specific situation presents a potential conflict with this policy to the attention of their onsite manager. Volunteers shall:

- Conduct themselves professionally and in a manner that creates and maintains respect for Goodwill
- Avoid any action that might result in or create the appearance of adversely affecting the confidence of the public in the integrity of Goodwill
- Uphold the ethical rules governing their professions (if applicable)
- Not use or possess illegal drugs or narcotics or abuse any drugs or narcotics at any time
- Not show partiality toward or become emotionally, physically, sexually, or financially involved with program participants, employees or residents
- Not offer to give any article, favor, or service which is not authorized in the performance of the volunteer's duties
- Not show favoritism or give preferential treatment to any individual or group over another
- Not use profanity, obscene, or abusive language when communicating with others
- Not engage in any conduct that is criminal in nature or which would bring discredit upon Goodwill
- Not use brutality, physical violence, or intimidation toward others
- Not possess lethal weapons or weapons which may inflict personal injury in the facility

Conflict of Interest

A "conflict of interest" is usually a situation in which the best interests of one party is affected by or opposed to the interests of another. In order to make sure that our program participants' interests are always our first priority, Goodwill staff, board members and volunteers are required to avoid any situation that would result in a real or perceived conflict of interest. Examples include dating or having an intimate personal relationship with anyone who is a program participant; having a business relationship outside of Goodwill with a program participant, a member of a participant's family, or an agency which provides funding to Goodwill; accepting payment from anyone other than Goodwill for providing a service to a participant; or other situations in which a conflict of interest might occur or

be perceived as one. If you have any questions or concerns about a situation such as this, please contact the onsite manager.

Volunteer Harassment Policy

It is the policy of Goodwill Industries-Suncoast to provide an environment free of harassment and discrimination. Goodwill will not tolerate any form of harassment based upon an individual's race, color, religion, sex, age, sexual orientation, national origin, disability, marital status, veteran's status or other protected status. For these purposes, the term harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual's race, color, religion, sex, age, sexual orientation, national origin, disability, or marital status. The term harassment also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Any volunteer acting contrary to this policy will be subject to corrective action up to and including separation from their volunteer position. Harassment on the basis of race, color, religion, sex, age, national origin, disability, marital status, veteran's status, sexual orientation, or other protected status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

What to Do if You Are Being Harassed

You should immediately contact the Community Relations Coordinator.

Whistleblower Policy

Goodwill will not retaliate against any employee or volunteer who, in good faith raises a complaint, discloses, or threatens to disclose truthful information regarding a suspected violation at Goodwill. Retaliation includes discharge, demotion, suspension, threats, harassment, or any adverse employment action.

Questions or Problems

It is normal to run into problems or have questions about one thing or another during your volunteer experience. When this happens, please talk with your onsite manager or our Community Relations Coordinator, Scott Coursen (Office: 727-523-1512, ext. 1013; Cell: 727 692-0385).



PLEASE PRINT

Name _____ Date Started _____

Volunteer Opportunity Title _____

Location _____

Welcome/General Information:

- _____ Description of Volunteer Service and Mission of Goodwill-Suncoast
- _____ Identification/Discussion of Duties including Scope of Responsibility, Schedule and Supervision
- _____ Reporting Illnesses
- _____ Assessment of Performance
- _____ Introduction to Other Members of Department
- _____ Dress and Personal Appearance
- _____ Parking and Building Access

Tour of Facility (if assigned to Gandy Facility or Other Permanent Goodwill-Suncoast location):

- _____ Emergency Evacuation Procedures and Location of Emergency Exits
- _____ Location of Restrooms
- _____ Location and Use of Cafeteria, if applicable
- _____ Location and Use of Elevator, if applicable

General Policies / Safety / Training:

- _____ Abuse, Neglect, Exploitation Reporting Procedures and Responsibilities
- _____ Goodwill-Suncoast Code of Ethics
- _____ HIPAA Confidentiality Requirements (may view "Get Hip with HIPAA" online)
- _____ Drug Free Workplace Program
- _____ Hazardous Communication / Florida Right to Know
- _____ Safety Practices, including Accident/Injury Reporting
- _____ Sexual Harassment / No Harassment
- _____ Others Applicable to Assignment, such as Violence in the Workplace, etc.

My signature indicates that I understand the information above and have had the opportunity to have my questions answered to my satisfaction. I have also received and will read the Junior Ambassadors of Goodwill Handbook.

Volunteer Signature

Date

Goodwill Supervising Staff Signature

Date