

COMMUNITY SERVICE PROGRAM PARTICIPANT GUIDELINES (Retail)

While completing required service hours through the Community Service Program, or any other community based or service-learning programs administered by Goodwill, participants must follow all policies and procedures of Goodwill Industries of Tenna, Inc. This includes Goodwill's [Code of Ethics and Accountability](#). Community Service Program participants must be at least 16 years of age, adjudicated, and recommended for community service. Individuals referred to the program must not have violent offenses. Individuals with charges of assault/battery, child abuse, domestic abuse, murder, rape, sexual violence offense, or a charge with the aggravated designation are not eligible for community service placement with Goodwill.

Participants who do not follow all Goodwill policies and procedures may be asked to leave the store premises or have their participation in the Community Service Program terminated. Your referral agency contact will be notified of any incidents. By signing below, you agree to the following:

- 1. Conduct/Appearance:** Professionalism in the Retail Store or while on any Goodwill-controlled property is mandatory. No inappropriate conduct or language will be tolerated. The appearance standard for community service participants is the same as for all retail employees and volunteers. Refer to the attached *Appearance Standard for Retail Employees and Volunteers* policy statement for required attire and personal appearance guidelines.
- 2. Store Duties and Mobile Phone Usage:** Store duties may include but are not limited to accepting and processing donations; cleaning the facility; grading and hanging textiles; pulling, straightening, and stocking items on the sales floor, or running carts of processed items to the sales floor for display. Mobile phones are not allowed on the sales floor. Please keep your phone in your vehicle if you drive to the location. If not, mobile phones are to stay in the breakroom with the ringer set to silent mode. Mobile phones may be used only during your break or lunch times if applicable.
- 3. Breaks and Lunches:** If you are on the schedule for 8 hours, you are allowed two 15-minute breaks and one 30-minute lunch. If you are on the schedule for 6 or more hours, you are allowed a 30-minute lunch. If you are on the schedule less than 6 hours, you are not required to take a break or a lunch. All break times are at the discretion of a Team Lead.
- 4. Shopping:** You may not shop while scheduled to complete service hours at the store. You must shop on a day that you are not scheduled for service hours at the store. Items cannot be held for you.
- 5. Safety:** You must follow all Retail Store safety procedures as instructed by your Team Lead, including all COVID-19 related safety measures and mask requirements. Report any unsafe working conditions to your Team Lead immediately.
- 6. ID and Time Sheets:** Your identity must be verified before any service hours can be performed at a Retail Store. A copy of your driver's license or other valid photo ID must be attached to this form. Your ID will be placed on file with the Team Lead. You must present your valid ID to the Team Lead upon arrival to perform your initial service hours. Official time sheets are to be kept on store premises. You are responsible for logging accurate dates, times, service hours, and for signing and retaining copies of your monthly time sheets for your personal records. The Team Lead will review, sign, and submit monthly time sheets to the Volunteer Services Coordinator to verify your service hours.
- 7. Attendance:** You must arrive on time for your scheduled community service shifts. If something interferes with your scheduled hours and prior notification is not possible, you must notify the Team Lead within 48 hours of your absence. If you fail to notify the Team Lead within 48 hours of your absence, the Team Lead can elect that you not be allowed to perform community service hours at that Retail Store.
- 8. Online Training Hours:** You must complete an online Workforce Development Services Client Data Survey and five online learning modules before performing any service hours in the store. The required learning modules are Goodwill 101, Attitude in the Workplace, Basic Customer Service, Self-Presentation in the Workplace, and Workplace Safety.

Participant Signature: _____ Date _____