



Bill of Rights and Responsibilities

This document details the rights and responsibilities for each of the following positions and has been developed to ensure program participants, referral sources, staff, advocates and other involved individuals understand what is expected of them and what can be expected from others.

The Person Served Has the Right To:

- be treated with dignity and respect at all times
- informed consent
- to be listened to and treated as an individual
- ask questions in order to obtain clarification and further understanding of pertinent issues
- invite interested parties to team meetings and staffings
- privacy and freedom from financial or other exploitation
- freedom from any form of retaliation
- access self-help or advocacy services and/or referral to legal entities as desired
- a clean, safe, efficient, and supportive training and working environment
- to choose or refuse services once those services and the consequences of refusal have been thoroughly explained and understood
- to receive information about the performance results of Goodwill Industries Serving Southeast Nebraska Inc. and to offer suggestions for improvement
- receive requested information in a timely manner

The Person Served Has the Responsibility To:

- contact designated supervisor prior to start of shift if absent or tardy; notify supervisors in advance of scheduled appointments
- strive to attend and utilize training days
- notify designated supervisor and Employment Specialist if there are any safety or health considerations that they need to be aware of
- participate in identifying and designing training goals/objectives and work with their team to develop a program plan
- actively work towards the fulfillment of their individual program plan
- perform assigned duties within established guidelines
- to treat customers, donors, and staff with dignity and respect and understand that they too have rights

Referring Counselors Have a Right To:

- attend staffings and team meetings
- evaluate program progress and effectiveness
- confidential evaluation of program staff and their effectiveness

Referring Counselors Have the Responsibility To:

- fully share intake and history information in a timely manner
- be available for consultation, referral assistance, and feedback
- monitor and follow-up on the implementation of the (post discharge) plan

Guests at Team Meetings Have a Right To:

- attend staffing and team meetings as invited
- review and comment on the program plan

Guests at Team Meetings Have a Responsibility To:

- aid in evaluating the program plan and the resulting continued progress
- be available for consultation
- support the person served

Site Personnel Have a Right To:

- be informed of any applicable work considerations regarding persons served
- participate in team meetings, staffings or disciplinary actions
- provide input for the designing of training goals and objectives for the person served

Site Personnel Have a Responsibility To:

- observe and note significant behavior and performance of the person served and share observations with team
- have knowledge of each individual's goals and objectives
- answer questions and provide feedback to the person served
- affirm and support positive behaviors of the person served
- measure performance and evaluate work goals of the person served and report results to the team
- maintain a professional relationship with person served

Legal Guardians and/or Conservators Have a Right To:

- participate in all meetings, disciplinary action or discussions regarding their program participant
- request that the program participant's paychecks be sent directly to them
- be present before any documents are signed by their program participant
- sign documents on behalf of their program participant
- review the individual file of their program participant

Legal Guardians and/or Conservators Have a Responsibility To:

- be available for consultation regarding their program participant
- provide documents verifying appointment as legal guardian and/or conservator
- attend all team meetings necessary to ensure a quality program plan for their program participant
- respond promptly to requests for signature
- provide advocacy and support for their program participants
- provide input to the team regarding participant needs they are aware of
- promote freedom of choice for the person served
- advocate that each person served received fair and consistent treatment

All Individuals Have a Right To:

- be assured that confidentiality will be maintained, that information will be shared only on a need to know basis and only after the proper release forms have been signed by the person served
- to register complaints or grievances with no concern for reprisal
 - **Corporate Compliance and Grievance Hotline 402-438-2022 ext.126**

All Individuals Have a Responsibility To:

- ensure that confidentiality will be maintained, that information will be shared only on a need to know basis and only after the proper release forms have been signed by the person served

Your cooperation with and support of these rights and responsibilities will help us to better fulfill our mission of providing employment and training opportunities for individuals with disabilities or other special needs.