

Your Rights When Receiving Services



Goodwill Northern New England strives to fulfill our mission of enabling persons with diverse challenges to achieve personal stability and community engagement. We are guided by eight citizenship behaviors:

Be kind. To everyone.

Be open. We welcome new opinions, suggestions, ideas and knowledge brought about by the diversity of our workforce. We listen with an open mind when someone has a different life experience and perspective than our own.

Be consistent. We do what we say and we say what we do. In all situations, we treat everyone with the same respect and trust.

Be flexible. We understand that change is a part of all of our lives. We work through it together to make things better for ourselves and our Goodwill.

Listen to understand. It is hard to walk in someone else's shoes – to fully understand what they are going through. But we try, with respect – to hear, to understand, to encourage, and to acknowledge each other.

Speak up. Sharing can make a difference, especially when it's difficult to share. When we see that something is not quite right, we speak up about it – respectfully. It shows that we care.

Offer praise. We are generous in praise of teammates for their positive work contributions and accomplishments.

Own it. We accept and are honest about our behavior. We don't place blame. We always seek to learn from mistakes.

YOUR RIGHTS

You have the right to receive services in a manner that is consistent with our mission and citizenship behaviors. In addition:

1. You (and your guardian) have the right to understand and use your rights. Staff will review these with you.
2. You have the right to have a representative (a person who can work with you to protect your rights).
3. You have the right to be treated with dignity and respect all the time.
4. You have the right for all information about you to be private and confidential. We will not give any information out without your permission in writing, except in the following instances:
 - If you say you want to hurt yourself or other people.
 - When we are required to by law.
 - To regulatory agents, their employees or independent contractors performing authorized regulatory functions.

5. You have the right to make your own choice.

6. You have a right to a copy of the file Goodwill Northern New England generates about you.

7. You have the right to decide who you tell about your health information, how they can access it, and how it can be used and talked about to others.

8. You have the right to see and have a copy of all the laws and regulations Goodwill Northern New England follows when providing services. Your Career Advisor will give you a copy of these laws and regulations if you want or need a copy.

9. You have the right to file a complaint if you are unhappy with the services you are receiving with Goodwill Northern New England. Please refer to the section titled "Filing a Grievance" for details.

FILING A GRIEVENCE

If you are unhappy with the services that you are receiving from Goodwill, we encourage you to let us know. You can let us know in a variety of ways:

- Talk with staff or program manager to let them know you are not happy with how your services are going.
- Call your guardian or case manager.
- Reach out to the Executive Director of Healthcare Services, Stephen Habeeb, at 207-774,6323.

If you have done these steps above and you are still unhappy with Goodwill's services, you have the right to make a grievance to the Senior Vice President of Client Services, Kelly Osborn, or the Chief Executive Officer of Goodwill, Richard Cantz. They can be reached by calling (207) 774-6323.

Goodwill has a "Consumer Grievance Form" which you can fill out if you prefer to write out your grievance. If you are unable or need assistance filling out the form, someone at Goodwill will help you fill out the "Consumer Grievance Form" (located at all Goodwill program locations).

You may also want to contact Disability Rights of Maine if you are not satisfied with your services at 1-800-452-1948. Disability Rights of Maine's website is: <https://drme.org>



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