Your Rights at

Goodwill Northern Illinois

Mission Statement: Goodwill Industries of Northern Illinois creates opportunities for individuals with barriers to enhance their lives.

1 THE RIGHT TO FREEDOM

- to be protected and free from discrimination, abuse, neglect, humiliation, and financial or other exploitation. You have the right to privacy and to have your confidential information kept secure.

2 THE RIGHT TO BE INFORMED

- to be given information and resources in a timely manner so that you can make decisions concerning your services.

3 THE RIGHT TO CHOOSE

- to be given options and express your choices on the services provided and/or the right to refuse services, as well as services in multiple or concurrent programs. You have the right to provide input on your service delivery team when feasible. You have the right to choose if information will be shared and if so, with whom, as well as to refuse to share information. You have the right to review your records. You also have the right to change your mind and withdraw consent for the future.

4 RIGHT TO BE HEARD

- to have your feelings and opinions heard by Goodwill staff in planning your services without fear of retaliation. Goodwill will provide access to referrals of appropriate support, including self help support services, legal options, and advocacy services.

5 THE RIGHT TO SERVICE

- to receive the full services and all other legal rights to which you are entitled to without discrimination in regard to age, sex, race, gender, marital status, disability, sexual orientation, socioeconomic status, or national origin.

If you feel that your rights have been violated, please speak with a Goodwill staff member or supervisor. You can call (815) 965-3795 to report confidentially without barriers to service or retaliation. Goodwill will investigate all allegations of rights violations.