

# REDI Program Overview for Partners

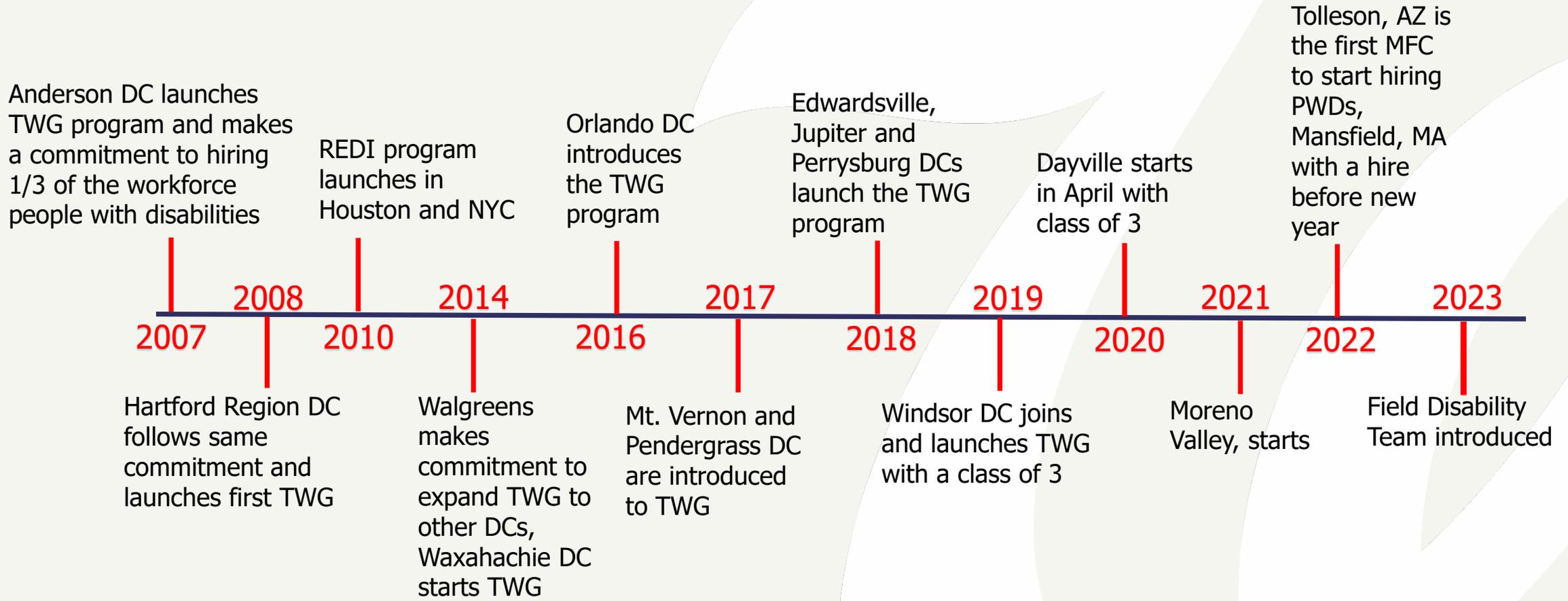
Diversity, Equity, and Inclusion



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# Commitment to Inclusive Hiring

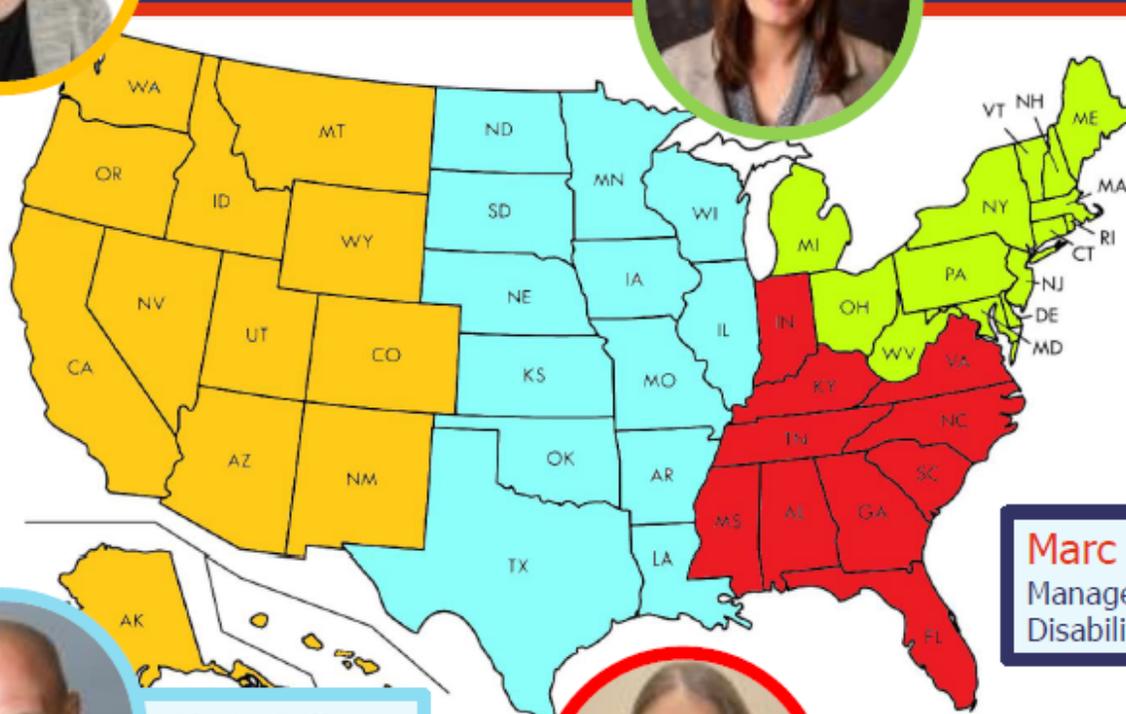


# FIELD DISABILITY TEAM (FDT)

**Natalie Pollett**  
Area Field Disability  
Specialist  
**WEST**



**Julie Oakley**  
Area Field Disability  
Specialist  
**EAST**



**Chris Dillon**  
Area Field  
Disability Specialist  
**MIDWEST**



**Lauren Spradley**  
Area Field Disability  
Specialist  
**SOUTH**



**Marc Senia**  
Manager Field  
Disability Inclusion



- The Field Disability Team identifies areas of opportunity in field operations segments within their regions (e.g., Distribution Centers, Centralized Services, Retail) for initiatives that target hiring people with disabilities.
- Promote disability hiring and training/employment initiatives with transition schools, state agencies & within the community to share Walgreens commitment to hiring PWDs and attract, identify and hire disability talent to Walgreens.
- Develop and leverage partnerships to increase the number of people with disabilities through training programs or direct hires.
- Seek and identify non-traditional sources of disability talent for the region of responsibility.
- Provide support to field managers and HR on how to be an effective manager for employees with disabilities.
- Encourage strong collaboration between Walgreens businesses, partner agencies and state agencies to identify and work through obstacles that may surface.

# Hiring Programs for people with disabilities



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## REDI

### Retail Employee Disability Initiative

- Hiring and placement program for Customer Service Associate position
- Training time is flexible; average is 3 weeks
- Program works as an extended interview

## Goals

- Create a pool of qualified candidates with disabilities for Customer Service Associate positions
- Standardize skills needed to be successful in the Customer Service Associate role
- Create opportunity for people with disabilities to learn the position functions at their own pace, with individualized support
- Provide employment for those who demonstrate the skills required to be successful in our stores

# Customer Service Associate



**Job Level: Entry**



**Shifts: Full-time or Part-time**

Weekends, Days, Nights (some stores)



**Salary: Hourly**

Pay Transparency – Current salary range is \$15 – \$19.00 per hour.



**Benefits**

Health, Dental & Vision

PTO

401k

Employee Discount

Life Insurance



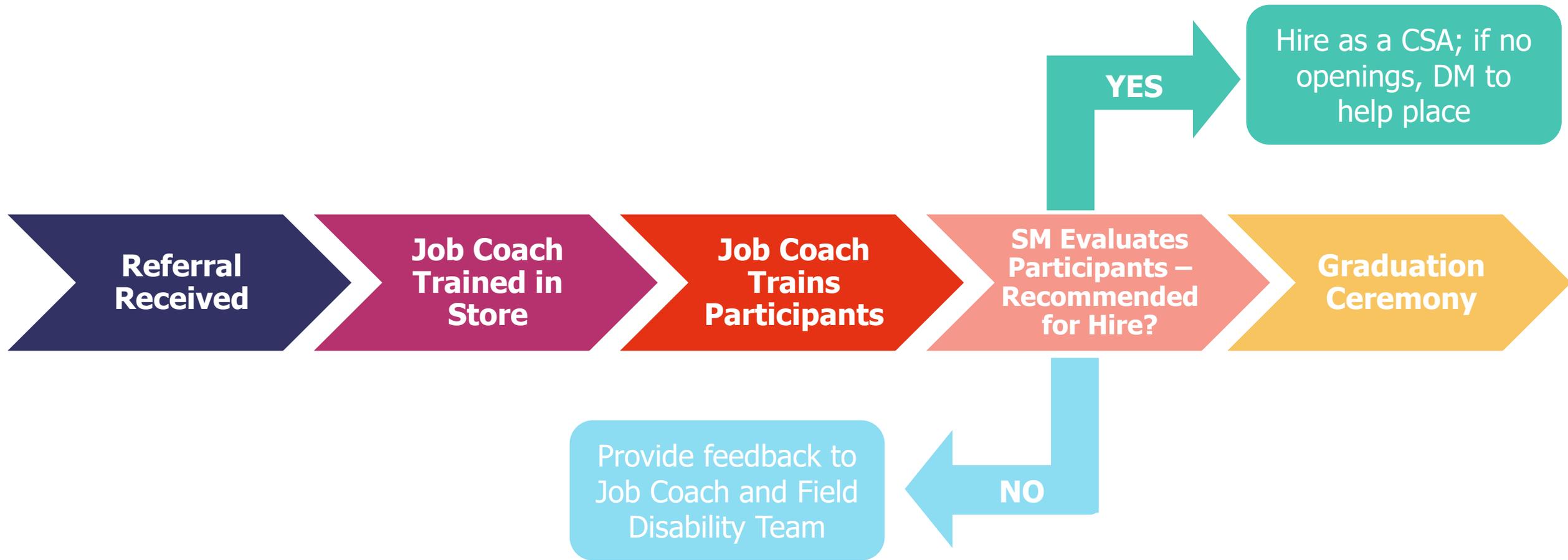
**Application Requirements**

Minimum age: 16

Background check – 7 years  
Misdemeanors/felonies will be processed  
thru a risk assessment.

No drug screen

# REDI Process Overview





**Referral  
Received**

**Job Coach  
Trained in  
Store**

## Job Coach Training

*1 day in the store, before bringing participant in*

### Tasks trained on:

- Using the cash register in training mode
- Stocking shelves
- Facing the store
- Warehouse truck day tasks
- Basic merchandising
- Hanging mylars & signs
- In-Store pickup process
- Pulling expired products
- Cleaning

### Job Coach completes:

- REDI Trainer Code of Conduct
- Non-Disclosure Agreement

### Store Manger and Job Coach agree on:

- Start and end date for session
- Schedule for session – times and day of the week

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**REDI**



Referral  
Received

Job Coach  
Trained in  
Store

Job Coach  
Trains  
Participants

## Participant Training

- Job coaches work with participants on the tasks our Customer Service Associates complete
- REDI guide for participants includes meeting store team and learning about other job opportunities
- Job Coaches and Store Managers connect on progress
- Evaluation determines if a participant is recommended for hire; Job Coach input is essential

### Tasks trained on:

- Using the cash register in training mode
- Stocking shelves
- Facing the store
- Warehouse truck day tasks
- Basic merchandising
- Hanging mylars & signs
- In-Store pickup process
- Pulling expired products
- Cleaning

# REDI Materials

### REDI Store Manager checklist



- Pre-Day 1:**
  - Provide Job Coach training using REDI Reference Guide (if not completed previously)
    - Provide Store Tour and Safety procedures
  - Create REDI file in office file cabinet
  - Have Job Coaches complete the following and save in REDI file:
    - REDI Trainer Code of Conduct (if not on file)
    - Non-Disclosure Agreement (if not on file)
  - Agree to schedule with Job Coach
  - Prepare your team for Day 1 arrival of participant(s)
  - Ready the following:
    - Name tag, labeled Trainee
    - Locker and combination
  - Ask Job Coach to have participants bring:
    - Participant Handbook
  - Share what to wear and parking information
- Participant Day 1:**
  - Greet and welcome participant(s)
  - Collect completed REDI Extern Agreement and Release for each participant
    - Save agreements in REDI folder
  - Review Purpose, Vision, and Values with participant(s)
- During session:**
  - Have a check-in conversation with participants and job coach
- End of Session:**
  - Complete Evaluation for each participant, sharing feedback with Job Coach
  - Prepare REDI extern graduation certificate(s) and plan small ceremony, ensuring District Manager and Field Disability Specialist are aware of graduation date
  - Share recommendations for hire and reasoning with Area Field Disability Specialist
  - If participant is recommended for hire, you will be emailed a link for a shortened application for participant to complete in-store
  - If you recommend for hire but do not have an open CSA position, contact your District Manager and Field Disability Specialist to help with placement

### REDI Job Coach checklist



- Pre-Day 1:**
  - Arrange for your training with Store Manager, if not previously trained
  - Agree to participant schedule with Store Manager
  - Submit the following:
    - Participant(s) legal names through link provided by Field Disability Specialist
  - For each participant:
    - Provide a printed Participant Handbook
    - Share what to wear and parking information
- Day 1:**
  - Introduce participant(s) to Store Manager
    - Complete Start Strong with participants
  - Complete Welcome to Walgreens sheet in workbook with participants
  - Provide name tag to participants
  - Show locker and locker combination
  - Discuss receipts, bag checks, locker checks, and cell phone policy
  - Discuss Store values:
    - Respect: For customers and each other
    - Honesty: Truth is essential
    - Dependability: On time every time
    - Service: The most important person in the store is the customer
  - Provide a store tour, including bathrooms, breakrooms, and fire exits/fire extinguisher locations
  - Complete "Scavenger hunt" workbook activity
- During Session:**
  - Utilize Participant Handbook for continued training
  - Evaluate skillset on a weekly basis to determine focus areas
- End of Session:**
  - Discuss evaluation results with Store Manager
  - If participant is recommended for hire, assist in completing shortened application in-store
  - If at a different location is requested by participant, work with Store Manager for placement

### On your way at Walgreens



REDI Participant Handbook

*"You've got one moment in time to lift the smile, lift the spirit, and lift the heart. One moment of time to make a difference."*

- Steve Gentry, Body Consultant and 2015 Fitness Award Winner

### Congratulations!

Today marks the start of your training program at Walgreens. By now, you've already met with your manager, job coach, and your team member buddies, but you still have a few more stops on your journey.

In this guide, we'll help you answer:

- "What's it like to work as a CSA at Walgreens?"
- "What's my customer service story?"
- "Who can help me?"

REDI guides are provided for Store Managers, Job Coaches, and Participants.

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REDI

# Job Coach Materials

**REDI Job Coach checklist**

 **Pre-Day 1:**

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**During Session:**

- Utilize Participant Handbook for continued training
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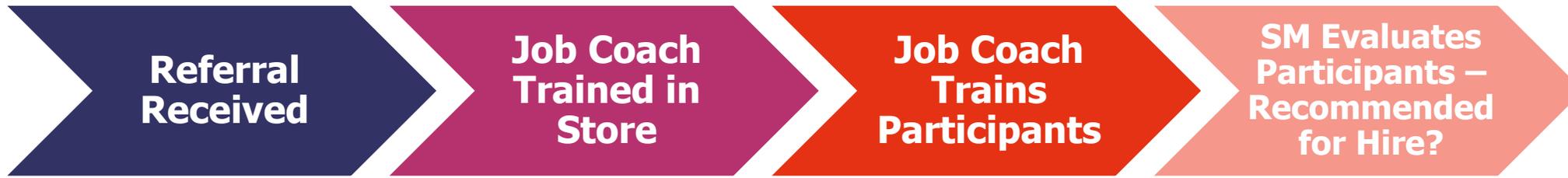
**End of Session:**

- Discuss evaluation results with Store Manager
- If participant is recommended for hire, assist in completing shortened application in-store
- If at a different location is requested by participant, work with Store Manager for placement

- Checklist for REDI
- Start Strong guide
- Participant Handbook
- Evaluation form (for reference)
- Graduation Certificate (for reference)

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REDI



# Evaluation



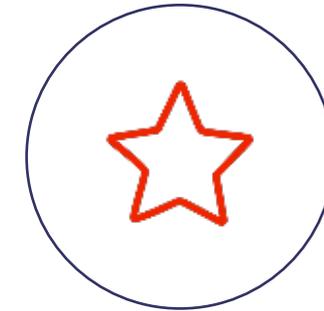
## Program Exposure

- Core Experience
- Retail Experience
- Customer Service & Social Skills



## CSA Competencies

- Communication
- Seeking help
- Dependability



## Recommendation for Hire

- **Recommended:** all Program Exposure met and CSA Competency average of 3 or higher
- **Not recommended:** Missing items from Program Exposure and/or CSA Competency score under 3



# REDI Evaluation Overview



Program Exposure



Soft Skills

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REDI

<input checked="" type="checkbox"/>	Topic
<input type="checkbox"/>	<b>Core Experience</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Welcome</li><li><input type="checkbox"/> Scavenger Hunt</li><li><input type="checkbox"/> Store Tour</li><li><input type="checkbox"/> REDI Program Overview</li><li><input type="checkbox"/> Expectations and Policies</li><li><input type="checkbox"/> Program Completion Requirements</li></ul>
<input type="checkbox"/>	<b>Retail Experience (Utilize Reference Guide)</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Key Functions<ul style="list-style-type: none"><li><input type="checkbox"/> Point of Sale</li><li><input type="checkbox"/> Stocking</li><li><input type="checkbox"/> Store Condition</li><li><input type="checkbox"/> Merchandising</li><li><input type="checkbox"/> Instore Pickup</li></ul></li></ul>
<input type="checkbox"/>	<b>Customer Service &amp; Social Skills (Completed with School/Agency)</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Initiating Discussions with Coworkers</li><li><input type="checkbox"/> Interpreting Facial and Body Expressions</li><li><input type="checkbox"/> Monitoring Your Voice at Work</li><li><input type="checkbox"/> Self-Maintenance and Appropriateness</li><li><input type="checkbox"/> Maintaining Self-Control</li><li><input type="checkbox"/> Handling Inappropriate Behavior</li><li><input type="checkbox"/> Getting Along with Your Coworkers</li><li><input type="checkbox"/> Being a Team Player</li><li><input type="checkbox"/> Following Directions</li><li><input type="checkbox"/> Communicating Needs to Supervisors and Coworkers</li><li><input type="checkbox"/> Responding to Positive and Constructive Feedback</li></ul>

# REDI Evaluation Overview: CSA Competencies

## Dependable & Completes Assignments

### Getting Along with Your Coworkers



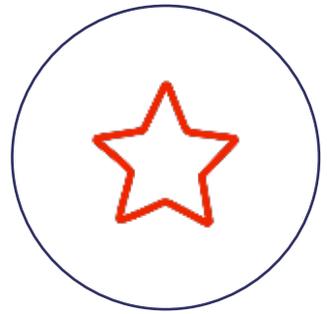
Behavioral Examples (check observed behaviors and circle final score)

Competency	Rating
<b>Communicates Effectively &amp; Learns New Skills</b>	
<b>Seeks Help When Needed &amp; Applies Feedback</b>	
<b>Works With Teams &amp; Resolves Conflicts</b>	
<b>Dependable &amp; Completes Assignments</b>	
<b>Average (Total ÷ 4)</b>	

effective manner.		situation in an acceptable manner.		beyond to ensure that the situation was resolved in a mutually beneficial way.
1	2	3	4	5

project		project		completed a very difficult task or project.
1	2	3	4	5

# REDI Evaluation Overview: Recommendation for Hire



## Final Recommendation (Check One Box):

Recommended for Hire

- Part 1: All three items checked **and**
- Part 2: Minimum average score of 3 (Achieving Expectations)

**Not** Recommended for Hire

- Part 1: Missing items from checklist **and/or**
- Part 2: Average score less than 3

Referral Received

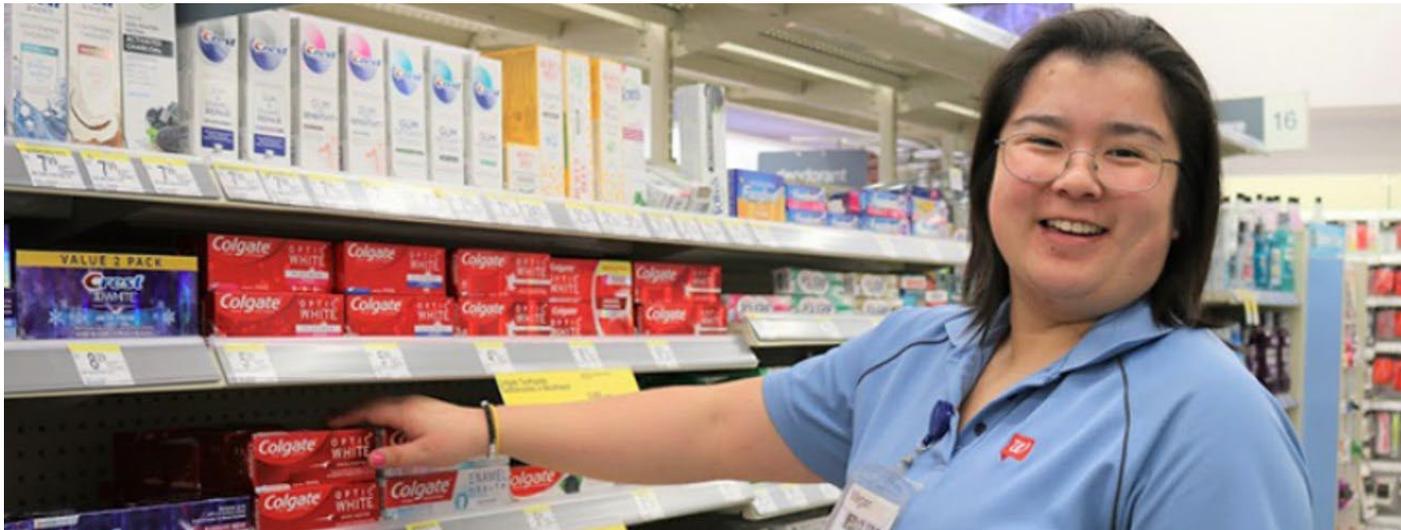
Job Coach Trained in Store

Job Coach Trains Participants

SM Evaluates Participants – Recommended for Hire?

Graduation Ceremony

# Graduation



**W REDI**  
Retail Employees with Disabilities Initiative

This certificate is awarded to

[Redacted Name]

In recognition of mastery of skills in the following:

<input type="checkbox"/> Cashiering	<input type="checkbox"/> Maintaining Store Appearance
<input type="checkbox"/> Customer Service	<input type="checkbox"/> Stock/Inventory Management

Provider/funder signature \_\_\_\_\_

Store Manager signature \_\_\_\_\_

Provider/funder signature \_\_\_\_\_

Date \_\_\_\_\_

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There's a way™

- Every participant will receive a certificate
- Presentation is individualized based on participant preference
- Job Coaches should communicate presentation preference with the Store Manager



Referral  
Received

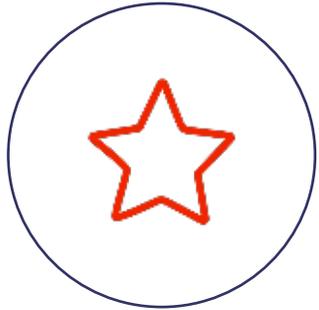
Job Coach  
Trained in  
Store

Job Coach  
Trains  
Participants

SM Evaluates  
Participants –  
Recommended  
for Hire?

Graduation  
Ceremony

## Applying for an open CSA position



**Candidates Recommended for Hire:** all Program Exposure met and CSA Competency average of 3 or higher

The candidate will apply for the Customer Service Associate position.

My team will send the Store Manager a special link to the Customer Service Associate application that will allow the candidate to bypass the assessment

The Store Manager will then proceed with onboarding the candidate if selected for an open position.

# Flexibility

Our REDI Training Program model is flexible, allowing for more individualized opportunities.

Please do not hesitate to ask us if we can accommodate a scenario specific to a participant – we will absolutely consider all options to make sure that participant has the opportunity to come through our program.



## Cohorts Welcome

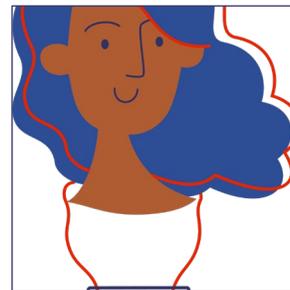
We can accommodate a group of participants supported by 1 Job Coach in the store. Each participant follows the curriculum at their own pace and will be evaluated individually.

Limit – 4:1, but flexible



## Extensions

Our REDI training model is very flexible. We are happy to extend the training beyond 3-4 weeks if a participant needs more time to develop skills.



## Schedules

It's common for team members to work varying levels of part-time and full-time. Sometimes participants want fewer hours than the Store Manager hopes to fill - Our team will communicate the business benefit of bringing the participant and their demonstrated talent onto the team at the schedule they desire.

# Get Started

**Job Coach agency identifies a client interested in REDI**

**Or**

**VR Counselor identifies a referral and contracts them with a Job Coach Agency/TWC Job Coach**

**Job Coach Agency Registers with Walgreens**

Fast and simple, done online.

Only needs to be done once.

**1**

**Alert me to the referral – I'll start arranging training**

We'll identify the closest store and look at Customer Service Associate openings/budget for future openings.

I need:

- Referral name
- Referral location

**2**

**Get the Store Manager on board**

I will connect with the Store Manager – ensuring there is opportunity for both training and the possibility of hiring in the near future.

I will send the Store Manager their own copy of the curriculum and a checklist for their role in the program.

The Community Partner will visit the store and connect with the Store Manager for a Meet & Greet and initial training. In this meeting, arrange a start date for REDI training.

**3**

**Job Coach Facilitates the Training**

I will send the Job Coach a copy of the curriculum and a checklist for their role in the program.

I will send a copy of the curriculum for the Participant and a checklist for them to follow.

**4**

# Help us set participants up for success

## Vocational Rehab Counselors can consider...

### Employment Goal

Is the participant interested in Customer Service/Retail?

### Job Coach Support

Has the Community Partner assigned a dedicated staff member to train the candidate through the REDI curriculum?

Is there a plan for staff turnover/callouts to ensure the participant has the fullest opportunity to complete the REDI program efficiently?

### Soft Skills

Communication/Self Advocacy

Conflict Management

Professionalism

Time Management

### Transportation

Have a plan for transportation after REDI training



# Let's partner to create a sustainable model

Our goal is to offer continuous opportunities.

Positive experiences with REDI in our stores will make Store Managers and their teams more likely to be excited about future REDI candidates.

## **Best Practices:**

- Candidates referred to participate in REDI are job-ready and are interested in working for Walgreens.
- Job coaches are professional, helpful, and communicative with Walgreens team on site.
- Any changes in Job coach staffing are communicated to the Store Manager.
- The curriculum is utilized to give each participant the fullest opportunity to develop CSA skills. Job coaches make sure the participant has the best opportunity to be successful. Let the participant show us what they can do – do not assume someone cannot perform a task.

# Job Coaching for Success

We really value the expertise that Job Coaches offer, and lean on coaches to help us offer the best opportunity possible for the participant.

## Strategies:

- Review the curriculum before training begins
- Review the eval form before the training begins (review with participant). Set the stage by communicating to the participant that this is a serious experience
- Communicate, communicate, communicate. If you see an obstacle, bring it up to stakeholders like the participant's support system, VR counselor, your job coach agency manager, and my team
- Let the participant show us what they can do. Train on the full scope of the job position and do so without bias or preconceived ideas of what you think the participant can't do. REDI gives the gift of time to learn a task. Beyond that, be creative – what might help a participant get the hang of a challenging task?
- Don't hide behind the scenes. REDI participants are welcome to train and practice job tasks in the public setting. Don't be afraid to encourage the participant to interact with our customers to practice social skills as it relates to the job.
- Remember that sometimes you are not just job coaching the participant – you are coaching the public and other team members, perhaps without even knowing it. People observe you – be intentional in how you speak with the participant, how you coach the participant, and how you encourage team members to interact with the participant.

# Job Coaching for Success

## Other skills to practice:

- Interpersonal interactions
- Receiving feedback
- Asking for help when needed
- Advocating needs and desires to teammates and managers
  - Role play scenarios that might occur, like when a participant would need to call out of work, ask for time off, or ask for a schedule change
- Practice the transportation plan
  - If the participant will not have access to job coach support after being hired, prepare for independent transportation
- Getting ready for work
  - How to pick out a great work-ready outfit
  - Hygiene

# Store Locations

Texas is the state with most Walgreens stores!

Top 10 States with the most Walgreens stores

State / Territory	Number of stores	Population
Texas	701 (8%)	29.00M
California	569 (6%)	39.51M
Illinois	563 (6%)	12.67M
New York	516 (6%)	19.45M

# Direct Hire



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## Qualified Candidates

- People with Disabilities are not required to participate in REDI training in order to join our teams
- Candidates with previous customer service experience/transferable skills are welcome to apply directly to our retail store positions
- Use me!
  - Now that we have a team, please reach out to me to let me know you are supporting a candidate in applying directly to an opening at the store
  - I cannot recommend the candidate for hire, but I can contact the Store Manager and have a conversation about inclusive hiring, inclusive workplaces, and remind them of our commitment to increase the representation of PWD in our company

## Heads up!

The most common reason applications are denied is because the candidate did not select enough flexible availability.

Scheduling specifics can be discussed in the interview, so please don't indicate very limited availability on the application.

# Inclusive Hiring Models

## Retail Stores

### **Direct Hire:**

- Agencies send referrals for direct hire to Field Disability team, who ensures applications are flagged

### **REDI Training Program:**

- Agencies send referrals to Field Disability Team, who will help find location
- Job coaches are trained by store managers
- Participants recommended for hire will be matched to local Customer Service Associate openings

## Distribution Centers

### **Direct Hire:**

- Referrals sent to Area Disability Team are guaranteed an interview

### **TWG Training Program**

- Sessions run quarterly
- Recommended class size is 10
- Successful participants are offered a position at the end of training

## Micro fulfillment Centers

### **Direct Hire:**

- Agencies send referrals to Field Disability Team
- Candidate applies; application is flagged for review

### **MFC Training Program:**

- Coming in 2023

# Hiring Program Locations

## REDI

- Can be held at any full retail location in US or PR
- Locations recommended based on staffing and hiring needs

## TWG

- Currently we partner with one agency per distribution center

East	Midwest	South	West
Windsor, CT	Mt. Vernon, IL	Anderson, SC	Waxahachie, TX
Dayville, CT	Edwardsville, IL	Pendergrass, GA	Houston, TX
Linden, NJ	Windsor, WI	Orlando, FL	Moreno Valley, CA
Nazareth, PA		Jupiter, FL	Woodland, CA
Perrysburg, OH		Valparaiso, IN	

## MFC

- Planned locations

East	Midwest	South	West
Mansfield, MA	Bolingbrook, IL	Memphis, TN	Northlake, TX
Allentown, PA	Brooklyn Park, MN	Orlando, FL	Denver, CO
Newburgh, NY	Liberty, MO	Mechanicsville, VA	Kent, WA
Winchester, OH		Indianapolis, IN	Tolleson, AZ

# Contact Information

Area Field Disability Specialist – Western  
Region

Natalie Pollett – [natalie.pollett@walgreens.com](mailto:natalie.pollett@walgreens.com)

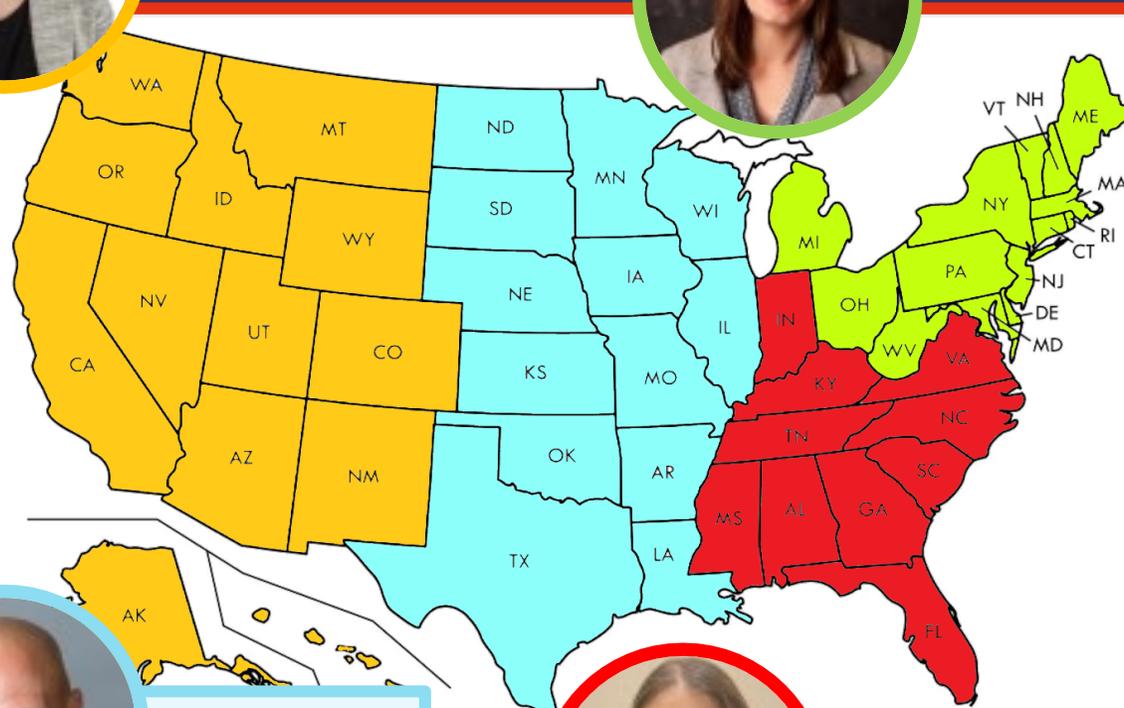


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