



## **Community Employment Service Handbook**

**Your Job Coach or Job Developer is**

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### **VANCOUVER ISLAND COMMUNITY CONNECTIONS**

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# **VANCOUVER ISLAND COMMUNITY CONNECTIONS INC (VICC)**

## **VISION**

Social Worth for All

### **VICC MISSION STATEMENT (our purpose)**

To provide service guided by a holistic vision of the person, with respect for informed self directed choice and connection to community.

### **VICC GUIDING PRINCIPLES:**

#### **Versatility:**

adaptable, competent and capable in many areas of service.

#### **Involvement:**

involved in our community.

#### **Community:**

interconnected as “We’ more than “I”.

#### **Connections:**

Your connections and associations open doors.

### **Community Employment Service Goals:**

- To provide supports that will lead to opportunities for people to demonstrate their skills in the job pursuit of their choice.
- To provide supports and services that will assist in the promotion of inclusive hiring practices and increase employment opportunities for people with developmental disabilities.

## **What is the Community Employment Service?**

Our Community Employment Service is an employment assistance program where we work together to find you a great job. You are ready to work, and we are here to help you make positive connections in our community which will lead to long term paid employment.

Depending on your life experiences, you may need to take part in unpaid Work Experience at a local business, Training Programs provided by us, or Work Place Assessments in the community, which will give you more hireable skills and lead you to paid employment in the type of job you are looking for.

## **Where is the Community Employment Service Located?**

Our office is located at #4- 1351 McPhee Ave, Courtenay, BC. The office is fully wheelchair accessible. There are bus stops nearby so please feel free to phone the office, and someone will assist you with finding the best route and stop for you to use.

## **What are the hours of the Community Employment Service?**

The office is open Monday to Friday, 8:30 am to 4:30 pm. However, our Community Employment Service does not have set hours. The Community Employment Service will provide job coaching when you need it in order to keep your job. Staff are in and out of the office but they do check messages regularly, so when you call, please leave a message. Someone will get back to you within 24 hours unless it is the weekend or holiday they will return your call the following business day.

Community Employment Service Job Coaches have flexible hours to support with active job coaching. Meetings are scheduled during regular business hours. We will meet with you at a time and place that is convenient for you, alternative meeting places can be requested at your convenience.

## What kind of Services should I expect?

There are many ways in which the Community Employment Service Job Coaches can assist you, such as:

- 3 Themed Job Search in fields that you want to work in
- Non Traditional Job Seeking strategies
- Customized Employment approach; making the right job for you
- Individually tailored Job Coaching and on the job support
- Job Profile styled resume
- Support during interviews and help with application forms
- In-office training seminars and guidance through other training programs
- Networking in the work world
- Support in learning how to travel to work independently
- Support with understanding workplace culture and etiquettes
- Facilitating natural supports within the workplace and beyond

\*For your information.....

CES is only funded for 43 individuals at any given time. People are contacted within one month after we have received the referral from CLBC and an intake meeting is arranged as the waitlist allows. We are a globally funded program which enables us to be flexible with our schedules to best suit your employment needs.

**We work TOGETHER to find YOU a ....**



## **What if I don't know what type of job I would like?**

You and your Job Developer will work on an Individual Service Plan. This plan is part of your service and when it is complete, you will know 3 different types of work that you want to do. Then, we will try to find as many work options as we can for each type of work. In the end, we hope that you will know exactly what kind of job you would like to do and.... GET THAT JOB!

## **What should I bring to the intake meeting?**

During the intake meeting, we will explain your rights as a person receiving service, introduce you to VICC staff and possibly other people that go to VICC, tour the office, describe other services with VICC, explain the complaints process, and go over this handbook. Also please try to bring as many of the items that we have listed below. If you can't get them all, no worries, we will have lots of time to collect them. You can use the boxes to check off which ones you have.

- ( ) 1. Your correct address, postal code and phone number.
- ( ) 2. Your Social Insurance Number.
- ( ) 3. The names and phone numbers of people we would contact in case of emergency.
- ( ) 4. Your doctors name and phone number.
- ( ) 5. Your medical care card number.
- ( ) 6. A resume (if you have one).
- ( ) 7. Any school, college, or work evaluations you have.
- ( ) 8. Any medical information that could effect your work, for example, whether you take medication, or if you have a back problem etc. A medical problem does not mean that you can not get a job, but it may mean a difference in the type of work that you look for.
- ( ) 9. References - Names and phone numbers of people we can call to discuss your history. This can be a former employer, supervisor or your school teacher or college instructor.

## Now what?

**Once you are accessing the service,** over the next few months you will meet with a Job Developer and a you and your Job Coach will get to know each other. You will meet to do things like a Skills and Interests Inventory and create your Individual Service Plan.

A skills and interests inventory asks you lots of questions about what you like to do and what skills you have. We may also talk to the people who know you well, such as friends and family, to see what you like to do, what skills you have and what the ideal job would be for you. We will also go into the Community together and explore work possibilities and themes of work that you are interested in. And like all things, the more you put into the process, the more you will get out of it. We are here to work together.

Your Individual Service Plan is updated every six months and will include long and short-term goals. Long and short-term goals and expected outcomes and results are monitored through persons served notes and information in your weekly journal as well as through your ISP. This is *your* plan, and should be about what *you* want. You are encouraged to direct the way in which you would like your services to be. If you want to change your plan before it is time to, it's okay, just talk to your Job Coach.

You may also do some work experience. This will help you to try different types of work. We will also update or create your resume, and offer assistance with job readiness, job search, and interview skills.



## What are my responsibilities?

### **You are responsible to:**

1. Show up on time for all appointments.
2. Call in ahead of time to cancel appointments if there is a good reason why you can not make it to the appointment (e.g. you are sick).
3. Lead your own job search.
4. Be willing to learn and try new things.
5. Be clean and wear appropriate clothing. (See page 15 for definitions of underlined words)
6. Be respectful and honest.

### **Job Coaches are responsible to:**

1. Show up on time for all appointments.
2. Call ahead of time to cancel the appointment if there is a good reason to cancel.
3. Help you to learn how to be a good employee.
4. Help with your job search.
5. Help you to train on the job.
6. Be respectful and honest with you.
7. Act in a professional manner at all times.
8. Provide information or offer assistance with accessing other employment services.
9. Provide training opportunities or assistance with accessing training opportunities through other businesses or services.

10. CES staff will follow rules, policies and procedures of  
Vancouver Island Community Connections Inc.

11. CES staff will keep informed of best practices for employment.

## **Can you explain the types of work?**

With our service, you may experience one or all of the different types of work depending on your individual service plan:

### **WORK EXPERIENCE:**

You may need to do Work Experience to build important skills that will help you get Paid Employment. Work Experience is also a great way to show off the skills that you already have to an Employer. A good Work Experience can lead to a great job.

### **TRAINING PROGRAMS:**

Some people might have a job in mind, but they need specific training to obtain the job. We can provide specialized training opportunities for you and support you through courses if needed.

Types of training may include: First Aid, CPR, WHMIS Training, Food Safe training, Work place etiquette, Mock Interviews and Personal Development.

### **PAID EMPLOYMENT:**

This is a real job where get paid an hourly wage for your work. This can be on a part-time or full-time basis. We will always find jobs that follow the laws in B.C. (the Employment Standards Act) about how many hours a person can work or the minimum dollars per hour you are paid for this work.

## **Can I see my Community Employment Service file?**

Yes. Most of the paper work in your file is done with you and your Job Coach.

## **Can anyone else see my Community Employment Service File?**

Your Community Employment Service file is created to help Job Coaches to do their jobs. You would have already signed a consent form with Community Living BC so information can be shared with a CLBC Facilitator or Analyst. Information from your file is not shared with anyone else unless you give us the okay. To give the okay, you must sign Vancouver Island Community Connections Inc's consent form to release the information. Information is shared and delivered in a way that meets your service needs.

## **What if I am not happy with the service I am getting from this Community Employment Service?**

Hopefully this won't happen. If it does you should follow these steps:

- 1) Talk to the person you are having the problem with.
- 2) If you are not comfortable doing this, or have tried and it didn't change the situation, then make an appointment to speak to one of the program coordinators, Lesley Gibson or Carol Gjesdal, at 250-338-7201. VICC Directors will explain the complaints process and give you a form to complete.
- 3) You may also want to talk to your family/caregivers, Self-Advocate support person, or Facilitator (Social Worker) and ask for their advice or assistance.

**Let's Work Together,  
Have Fun and  
Find a Great Job!**

## **Does My Service Change?**

Your service will change as you progress through the service. You will begin with intake and planning activities and might go through a discovery process to see how your interests and skills match certain jobs. You might get a job and have a job coach with you the entire time you are working, then as you get to know the job, the job coach will not be there as much. This will happen when you, your employer, and your job coach decide together about how much your job coach needs to help you. When you know your job really well, and your employer agrees with you, then your job coach might only monitor your service. Monitoring is when the job coach checks in with you and your employer less than four times per month.

## **When does my service end?**

Vancouver Island Community Connections Inc. (VICC) is committed to working with individuals as their life needs change and one of those changes may be to leave VICC services. VICC strives to ensure that when you leave VICC services, or move to other services that will better meet your needs, we will work with the new service provider to ensure a smooth transition. The following are some of the reasons people leave the service.

### **General Service Exit Criteria**

- Would have health and/or safety jeopardized by continued participation in the service.
- Requests to leave the service for any reason
- Can no longer attend the service due to a change in residence.
- Has been assisted by the service in making reasonable progress toward the Individualized Service Plan objective(s) and the level of skills and ability development indicate that continued placement in the service no longer meets the person served needs.
- Exhibits behaviors that are disruptive of service activities namely (a) consistently poor hygiene, (b) abuse of alcoholic beverages or illegal

drugs during service hours and/or at their place of employment, (c) threatening injury to persons or property, (d) experiences continuous work terminations, (e) refuses to take direction from a job coach, and (f) there is unstable mental and/or physical health issues that prevent you from working.

- Has received an evaluation by the CES Team which has determined that the Community Employment Service no longer meets your needs.
- Requires a level of staff support that denies people on the waitlist their right to CES services, if additional support is not provided by the funding source. In this case, CES staff will work with you and your support network to find available community resources and advocate for services.

### **Specific Employment Exit Criteria**

The person served

- Can no longer meet the general job requirements of a community employer or the community employment service such as showing up for work and appointments.
- After one year, show no interest in gaining employment readiness skills
- Decides that they want an alternative service provider to provide Job Development and/or Job Coaching services.
- No longer requires support to do a job.

When you are no longer getting service with VICC, your file will be inactive. If you decide to return to VICC, if you need help with employment again, then you will ask a CLBC facilitator for a referral to the Community Employment Service.

We have included a VICC company chart with arrows that shows how VICC leadership is organized. We hope this handbook is helpful. Please phone one of the Directors if you have more questions. We look forward to a positive working relationship with you and we will work hard to assist you in meeting your goals.

## WORD MEANINGS

**Job Coach:** The person who works with you to learn a job

**Job Developer:** The person that meets with employers and arranges a job

**Appropriate clothing:** Means the right type of clothing for the type of work you are doing. Job coach will help you decide if you are not sure.

**Inactivate:** This means that your file at Vancouver Island Community Connections' Community Employment Service is not active, so Community Employment Service Job Coaches will not be in contact with you.

**Job Readiness:** Job readiness means some of the skills you need in any job. A few examples of some job readiness skills are:

- good personal hygiene
- following directions
- being on time
- asking for help when you need it
- getting along and working with others

**Stable Living situation:** This means you are happy with where you live and get along with the people you live with.

**Stable mental health:** Most of the time you are in control of your emotions (for example anger or sadness).

**Stable physical health:** This means you are healthy, and could be available for work. If you have problems with your health (other than colds or the flu once or twice a year) it may not be the right time to think about coming to the Community Employment Service.

**Respectful:** This means being polite and kind, not rude.

**Commitment:** *Commitment might mean different things to different employers but generally it means:* show up on time ready for work; do the work that your employer asks you to do; be willing to learn new tasks; work for one year without