



NACL

Nanaimo Association
for Community Living

NACL EMPLOYMENT SERVICES

HANDBOOK

for job candidates

Revised: May 2023



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NACL is proudly accredited by the Commission on Accreditation of Rehabilitation Facilities



Welcome to Nanaimo Association for Community Living (NACL). This handbook has all the information on what you need to know about NACL Employment Services.

If you have any questions or want to see our full Policy and Procedure Manual, please contact our Director of Employment Services.

We encourage you to read this handbook and keep it for future reference.

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PART 1: About NACL



Nanaimo Association for Community Living (NACL) is a non-profit society formed under the Societies Act of British Columbia. NACL has been serving people with developmental disabilities in Nanaimo and the surrounding area since July 22, 1986.

A detailed history of Nanaimo Association for Community Living can be found on our website at: www.nanaimoacl.com/our-history

NACL has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 2005.

Our mission, vision, and philosophy guide our programs, activities, and decisions.

OUR MISSION

“Through an unwavering commitment to delivering high quality services with integrity, to actively support as many people with diversabilities as possible in their journey to lead thriving lives.”

OUR VISION

“A world where all people with diversabilities thrive.”



Our Philosophy

“Embracing a person-centered culture, we create a Person Centered Plan with individuals to capture learning about what a meaningful life looks like for them, and what is needed to live that life.”



NACL's Core Values

NACL is dedicated to removing the barriers faced by people with diversabilities preventing them from reaching their full potential. NACL is committed to the following core values:

- ***Person Centered Planning***
We use Person Centered Planning to ensure the services we design and the supports we deliver are, at every stage, driven by the individual needs and aspirations of people we support.
- ***Equity, Diversity, and Inclusion***
Through active support and inclusive engagements, NACL is keen to build strong and lasting relationships with all people with diversabilities. We recognize that developing meaningful connections with individuals of varying ages, cultures, races, ethnicities, and genders requires authentic conversation, active listening, and a dedication to self-education.
- ***Respect***
In all our interactions, we treat people with respect and kindness.
- ***Safety***
In all our work, we prioritize the safety and security of the people we support, their families, and our NACL staff members.
- ***Sustainability***
We are unwavering in our commitment to sustainable practices that benefit local communities, the environment, and future generations.
- ***A Socially Entrepreneurial Ethos***
We are innovative. We try new things. We approach our work with an entrepreneurial spirit that ensures we best serve the people and families we support.
- ***Accessible Communication***
Great communication is accessible communication. We are designing our communications efforts to be inclusive and accessible to all people.



Statement of Diversity

Nanaimo Association for Community Living (NACL) acknowledges and respects the value of a diverse community. NACL recognizes that the scope of diversity includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socio-economic status, and occupational focus.

NACL will maintain an environment that is supportive of these elements. We will promote inclusion within our organization and the communities we support.

We commit to:

- *Services that respect people and their cultural differences;*
- *Promoting cultural awareness and understanding within the Association and community;*
- *Endeavoring to reflect the diversity of our community through our Board of Directors, staff, and volunteers; and*
- *Not tolerating discrimination of any kind.*

OUR SERVICES

Nanaimo Association for Community Living (NACL) provides services for people with diversabilities.

- *Services are targeted to youth ages six (6) and up, and adults who are 19 years or older;*
- *We support approximately 215 people; and*
- *NACL employs approximately 200 staff and contracts with over 100 home share providers.*

NACL's Current Programs

- **Community Inclusion** (Monday to Friday 8:30 a.m. to 3:00 p.m.)
 - ✓ *Actions Day Program*
- **Staffed Homes** (provided 24/7)
 - ✓ *Caspers Way Home*
 - ✓ *Jingle Pot Home*
 - ✓ *Jingle Pot Carriage House*
 - ✓ *Kennedy Home*
 - ✓ *Maxey Road Home*
 - ✓ *Nottingham Home*
 - ✓ *Portsmouth Road Home*
 - ✓ *Sherwood Home*
 - ✓ *Turner Connection Home*
 - ✓ *Westwood Lake Home*
- **Outreach Services**
 - ✓ *Uplands Outreach*
(0700-2200 daily with live-in after-hours
on-call available for emergencies)
 - ✓ *Prideaux Outreach*
(0930-1730 daily)
- **Home Share** (a program where a person is matched with contractors to live with)
- **NACL Employment Services** (a program that helps people find jobs)
- **Snoezelen Room** (a multi-sensory room, booked by appointment – ask for details if you're interested)

Referrals for these services, except for the Snoezelen Room and Child and Youth care, are accepted through Community Living British Columbia (CLBC). Child and Youth services are referred by the Ministry of Children and Family Development (MCFD). Waitlists for services are maintained by either CLBC or MCFD, as applicable.



BOARD OF DIRECTORS

As a registered non-profit society, NACL's membership is open to everyone (except employees) by donation. NACL holds an Annual General Meeting once a year to elect a Board of Directors, plus talk about the past year and future planning.

You can learn more about NACL membership NACL here:

www.nanaimoacl.com/membership

The Board of Directors establishes the vision, mission, core values, principles, and Code of Ethics to guide the employees, Home Share Providers, and contractors who support the people we serve. They also set the policies NACL uses to manage the organization.

The Board hires and oversees an Executive Director, who is responsible for implementing these policies and overseeing NACL employees and Home Share Providers, as well as making day-to-day decisions about NACL operations.

PART 2: General Information for the People and Families/Caregivers We Support



Individual Rights

Nanaimo Association for Community Living recognizes that the people we support have certain rights and responsibilities, and we strive to provide you with information about those.

The people we support have the right to be free from:

1. *Abuse;*
2. *Financial or other exploitation;*
3. *Retaliation;*
4. *Humiliation; and*
5. *Neglect.*

The people we support also have the right to:

- ***Equality and non-discrimination.***

People with diversabilities have an equal and effective legal protection against discrimination on all grounds.

- ***Accessibility.***

People with diversabilities have access to buildings and homes, to transportation, to information and communications technology, and to other facilities and services so they can participate fully in all aspects of life.

- ***Freedom of expression and opinion, and access to information.***

People with diversabilities can exercise the right to freedom of expression and opinion, including the freedom to seek, receive, and impart information and ideas on an equal basis with others and through all forms of communication of their choice. Further, children/youth in care can be consulted and express their views, according to their abilities, about significant decisions affecting them. They have the right to be informed about and to be assisted in contacting the representative under the *Representative for Children and Youth Act* or the *Ombudsperson*.

- ***Liberty and security of the person.***

People with diversabilities should:

- ✓ *Enjoy an equal right to liberty and security of person; and*
- ✓ *Not be deprived of their liberty unlawfully or arbitrarily.*

- ***Respect for privacy.***

People with diversabilities, regardless of living arrangements, shall not be subjected to arbitrary or unlawful interference with their privacy. Further, children/youth in care have the right to privacy during discussions with members of their families, subject to any court order made after the court has had an opportunity to consider the questions of access to the child/youth and during discussions with a lawyer.

- ***Health.***

People with diversabilities have the right to enjoy the highest standard of health without discrimination.

- ***Education.***

People with diversabilities can access general tertiary education, vocational training, adult education, and lifelong learning without discrimination and on an equal basis with others.

- ***Work and employment.***

People with diversabilities have the right to work on an equal basis with others.

- ***Protection and safety in situations of risk and humanitarian emergencies.***

Protection and safety of people with diversabilities will be preserved in situations of risk and humanitarian emergency.

- ***Freedom from torture or cruel, inhuman, or degrading treatment or punishment.***

No-one shall be subjected to torture or to cruel, inhuman, or degrading treatment or punishment. No-one shall be subjected without their free consent to medical or scientific experimentation.

- ***Freedom from exploitation, violence, and abuse.***

All appropriate legislative, administrative, social, educational, and other measures need to be taken to protect people with diversabilities from all forms of exploitation (including financial), violence, and abuse, including their gender-based aspects.

- ***Living independently and being included in the community.***

People with diversabilities have the same right as everyone else to live where and with whom they want.

- ***Adequate standard of living and social protection.***

The right of people with diversabilities to have an adequate standard of living for themselves and their families. Further, children/youth in care have the right to be fed, clothed, and nurtured according to the community standards, and to be given the same quality of care as other children.

- ***Participation in cultural life, recreation, leisure, and sport.***

People with diversabilities have access to services from those involved in the organization of recreational, tourism, leisure, and sporting activities. Further, children/youth in care have the right to participate in and receive the religious instruction of their choice, and to receive guidance and encouragement to maintain their cultural heritage. In addition, Indigenous children have the right to receive guidance, encouragement, and support to learn about and practice their Indigenous traditions, customs, language, and belong to their Indigenous communities.

NACL therefore ensures the following for the people and families/caregivers we support:

- *The information to make informed choices;*
- *Involvement in planning services and activities;*
- *Support to explore other options when someone changes their mind or makes a mistake;*
- *Involvement in exploring risks and developing plans to minimize those risks;*
- *Education regarding rights and responsibilities; and*
- *An annual review of those rights and responsibilities.*



Personal Information

When you're referred and accepted to a NACL service, we ask for basic information. However, when we begin the process of Person Centered Planning with you, we ask for more detailed information to understand your strengths and needs, so we can provide the best possible services.



Person Centered Planning

At NACL, we work with people on what is called a Person Centered Plan (PCP for short). This is a comprehensive document that ensures services and supports we provide reflect your needs, preferences, and dreams. You will be able to fully participate in the planning process. NACL also encourages your family members and support network to participate.

The plan covers many different areas of one's life. It is important that the information you provide is accurate and up-to-date, so we can adjust our services to meet changing needs.

We keep a copy of your plan on file and will provide plan copies to others involved in developing it, with your consent. Once you leave the program, we archive your file – but it is still available any time you want to look at it. Our commitment is to always keep the information secure and confidential, even after you leave the program.



Confidentiality

NACL upholds the rights of all people we support and their families/caregivers to privacy and confidentiality. To ensure you have the right to have information about you treated in confidence:

- *You, your family members, guardians, committees, or representatives will participate in intake meetings and be fully informed of your privacy rights and access to personal records, including:*
 - ✓ The use of **Form SD003-P (Authorization and Waiver of Confidentiality)**;
 - ✓ The use of release forms for obtaining third party information;
 - ✓ The process for accessing their personal records; and
 - ✓ Complaint procedures regarding privacy concerns.
- *Whenever possible, you must provide the information about yourself.*
- *When shared by employees/Home Share Providers, only information which is deemed essential is to be given.*
- *Where employees, Home Share Providers, or volunteers provide the information, it is to be done with your consent, utilizing **Form SD003-P (Authorization and Waiver of Confidentiality)** unless due to health or impairment, you are unable to do so.*
- *All records, files, and notes pertaining to the people we support are the property of NACL and are subject to its control. Furthermore, all records (electronic and paper) are securely stored and retained and/or disposed of in accordance with applicable laws.*

If you have any concerns, speak to any NACL staff or the Program Supervisor.

Problem Solving

Person Centered Planning at NACL ensures a proactive approach in preventing and dealing with concerns or problems. Throughout the planning process we communicate directly with the people we support, their families/caregivers, staff, and Home Share Providers (if applicable). Any concerns are resolved with everyone involved.

Complaint Procedure

People NACL supports or their family members have the right to be heard. You should not wait to tell us if you are having a problem or have a complaint. It's every person's responsibility to tell us about an issue as soon as possible, and we will help in any way we can to solve the problem.

NOTE: There will be no retaliation or barrier to service if a person NACL supports has a complaint.

NACL encourages everyone to try to resolve a conflict in the following ways:

- *First, you or your family members/caregivers should try to talk to the Program Supervisor, contractor (if applicable), or a staff member you trust.*
- *If possible, use our special form (**SD015-P – Complaint Resolution Form**) to write out the complaint. If you can't write it, you can come to the front desk at NACL's Administration Office, and we'll make sure to find someone who can help.*
- *NACL will discuss the complaint with everyone involved within three (3) days (72 hours).*
- *Within 14 days of the complaint being filed, the staff heading the investigation will prepare a report about the incident, including the actions taken to resolve the complaint, and we'll book a meeting with the person submitting the complaint to talk about it.*
- *If you don't like the results, you can tell us why, we'll look at it again, and we'll meet with you to discuss any possible changes to the decision about the complaint.*
- *If you still aren't happy with the results, the Executive Director and/or the Board of Directors will give a decision in writing and meet with you within 14 days to discuss that decision.*
- *The Board of Directors is the highest level for complaint resolution at NACL.*
- *If you are still not satisfied with the Board of Directors' decision (if it goes to them), you or your family member/caregiver can contact Community Living BC (CLBC) or the Ministry of Children and Family Development (MCFD) – whichever one applies to you. We will give the contact information needed.*
- *If you are not satisfied with CLBC's or MCFD's decision, you or your family member/caregiver can contact the BC Government's Advocate for Service Quality. We will give the contact information needed.*



Health and Safety

Nanaimo Association for Community Living (NACL) is committed to promoting health and safety agency-wide. NACL ensures all people we support receive the highest quality of care, based on individual health and safety needs. NACL is also committed to a healthy and safe work environment for all employees and Home Share Providers.

In its effort to maintain this environment, NACL will:

- *Actively promote health and safety in the organization;*
- *Ensure the health and safety needs of all people NACL supports are addressed in Person Centered Plans;*
- *Endeavour to maintain safe working conditions;*
- *Develop safe service delivery and work procedures, providing the necessary training to staff or Home Share Provider/caregivers to successfully meet the health and safety needs of people NACL supports; and*
- *Enforce compliance with safety procedures, directives, and relevant legislation by all employees/Home Share Providers, including:*
 - ✓ Federal and provincial legislation;
 - ✓ WorkSafeBC regulations;
 - ✓ Community Living BC (CLBC)/Ministry of Children and Family Development (MCFD) standards of care;
 - ✓ The Commission on Accreditation of Rehabilitation Facilities (CARF) health and safety standards; and/or
 - ✓ The Collective Agreement (wherever NACL staff is involved).



Emergency Procedures

Each program and building has emergency procedures for the safety and well-being of people supported by NACL and employees/Home Share Providers in the event of a disaster (i.e. medical emergencies, bomb threat, fire, earthquake, explosion).

Staff have been trained in first aid, and each building is equipped with first aid and earthquake kits.

There is a Safety Manual on site to help staff effectively manage all types of emergency situations, from human-made to natural disasters.

Emergency response drills are practiced regularly, including monthly fire drills, with the participation of staff and people NACL supports.



Abuse/Harassment Prevention

NACL strongly recognizes that people with diversabilities shall not be subjected to abuse or harassment. To ensure this, appropriate personnel policies, procedures, and practices have been developed, maintained, and adhered to by NACL employees/Home Share Providers.

NACL staff will not engage in any behavior detrimental to a person (people NACL supports, employees, visitors, etc.) which would be considered harassment or abusive.

Furthermore, NACL is committed to eliminating and/or minimizing the risk of abuse or harassment through the following practices:

Hiring Criteria

NACL employees working in our programs must have:

- ✓ *A criminal record check;*
- ✓ *A Class 4 Unrestricted driver's license (to drive wheelchair-accessible vans) within three months of hire (requirement temporarily suspended in May 2022); and*
- ✓ *A minimum qualification of Community Support Worker or equivalent.*

Training

All NACL employees/Home Share Providers are trained and kept up-to-date on the following:

- ✓ *First aid certificate;*
- ✓ *Supporting Individuals through Valued Attachments (SIVA);*
- ✓ *Person Centered Thinking (PCT)/Person Centered Planning (PCP); and*
- ✓ *Ongoing in-service training specific to people's needs.*

Standards/Regulatory Compliance

NACL must remain in compliance with the various standards and regulations of providing community social services, including:

- ✓ *Community Living BC (CLBC)/Ministry of Children and Family Development (MCFD) standards of care;*
- ✓ *The Commission on Accreditation of Rehabilitation Facilities (CARF); and*
- ✓ *Community Care Licensing.*

Who Abuses People with Diversabilities?

Abuse can happen to anyone – however, people with diversabilities may be more at risk of being abused than others. People with diversabilities are most often abused by people they know. This can be anyone with whom they have some contact, as a patient or client. People with diversabilities can also be harassed by another person NACL supports, or anywhere outside in the community such as restaurants, markets, hospitals, sports facilities, etc.

Identifying Abuse/Harassment

The following chart will help you determine whether you are being abused or not.

RELATIONSHIP FACTORS	HEALTHY RELATIONSHIP	UNHEALTHY RELATIONSHIP	ABUSIVE RELATIONSHIP
Sharing feelings	You feel safe and strong enough to tell the caregiver how you really feel.	You feel awkward telling the caregiver how you really feel.	You are afraid to tell the caregiver how you really feel because you fear being put down or threatened.

RELATIONSHIP FACTORS	HEALTHY RELATIONSHIP	UNHEALTHY RELATIONSHIP	ABUSIVE RELATIONSHIP
Disagreements	You can have disagreements and still talk respectfully to each other. You resolve your disagreements.	Your disagreements often turn into fights.	You are afraid to disagree because you do not want the caregiver to get angry and violent. The disagreement is an excuse for abuse.
Dealing with changes in circumstances (for example, if your condition changes or if there is something new in your life)	As circumstances change, you and the caregiver talk about the changes and agree on any changes that may be needed with your care.	The caregiver does not want to talk about how things are changing or is slow to change when your circumstances change.	The caregiver refuses to adapt to changes, even if the care is no longer appropriate. Or, the caregiver makes changes without consulting or telling you in advance.
Medication and adaptive devices (for example, canes, hearing aids, or other equipment to help with a disability)	You and the caregiver understand and follow your medication requirements. Your assistive aids are in good repair, and available to you when you need them.	Sometimes medications are missed or late. Sometimes adaptive devices are not kept in good condition or are not available to you when needed.	The caregiver uses medication to try to control you, or the caregiver steals your medication. The caregiver threatens to deprive you of your medication or assistive aids.
Verbal abuse and violence	You and your caregiver do not say mean things to each other. There is no physical violence.	There have been a few incidents of putdowns and mean or controlling behavior in your relationship. There is no pattern of violence.	The caregiver hurts you and does not stop even if you say it is hurting. The caregiver has injured you. The physical or sexual abuse and/or intimidation are increasing.

SOURCE: humanservices.alberta.ca, 2018

If you suspect that someone (including you) may have been abused or neglected, you must follow these steps:

- *Watch for the signs of abuse listed above.*
- *Tell someone about what is happening.*

- ✓ If the person you tell does not seem to take you seriously, tell someone else, and keep telling people until you find a person who is helpful. The more people that know about the abuse, the more likely it is that someone will be able to help stop it.
- *Protect yourself from:*
 - ✓ **MEDICATION ABUSE:** In this case, notify the Program Supervisor, and get medical attention if needed.
 - ✓ **SOMEONE HURTING OR SCARING YOU:** If you are in immediate danger, phone 911.

If a Person Served Has Been Abused...

NACL will:

- *Ensure the person's immediate safety and well-being;*
- *Call the police if the person's safety is at immediate risk;*
- *Complete a Critical Incident Report and contact CLBC within 24 hours;*
- *Explain the options available to the person; and*
- *Cooperate fully with any investigation by the police and/or CLBC, the Office of the Public Trustee, or the Regional Health Authority.*



Advocacy

NACL supports the rights of individuals and their families through three kinds of advocacy:

1. Personal Advocacy

We advocate on behalf of people with diversabilities and their families/caregivers to ensure they receive support.

2. Self-Advocacy

We support people with diversabilities and their families to enhance their own advocacy skills.

3. Systems Advocacy

We advocate for support and change within the systems that affect people with diversabilities.

ADVOCACY RESOURCES FOR PEOPLE NACL SUPPORTS

▪ Community Living BC

PHONE: 1-877-660-2522
WEBSITE: www.communitylivingbc.ca
E-MAIL: CLBCInfo@gov.bc.ca
VISIT: 7th Floor – Airport Square
 1200 West 73rd Avenue, Vancouver, BC V6P 6G5

▪ Inclusion BC

CONTACT: Tina Dam, Community Inclusion Advocate
E-MAIL: advocacy@inclusionbc.org
WEBSITE: www.inclusionbc.org
PHONE: 1-844-488-4321

▪ BC Self-Advocacy Organizations

- ✓ Supporting Advocates in Leadership (SAL)

CONTACT: Eve Reinarz
E-MAIL: info@salnanaimo.ca
PHONE: (250) 753-1907
VISIT: 271 Pine Street, Nanaimo, BC V9R 2B7

▪ Representative for Children and Youth (RCY)

PHONE: 310-1234 (*24-Hour Helpline – no area code is required*)
To connect with one of the RCY's advocates, call (toll-free): 1-800-476-3933
WEBSITE: www.rcybc.ca
VISIT: Suite 400 – 1019 Wharf Street, Victoria, BC V8W 2Y9

▪ BC Office of the Ombudsperson

PURPOSE: The Office of the Ombudsperson impartially investigates individual complaints about unfair administrative actions.
PHONE: 1-800-567-3247 (1-800-567-FAIR)
WEBSITE: www.bcombudsperson.ca
MAIL: PO Box 9039, STN PROV GOVT, Victoria, BC V8W 9A5
VISIT: 2nd Floor - 947 Fort Street, Victoria, BC



Quality Assurance

We at NACL ensure quality services by maintaining conformance to the following standards:

- *CARF's Aspire to Excellence, Quality Individualized Services and Supports, and Employment and Community Services standards;*
- *CLBC's and MCFD's standards of care; and*
- *Licensed group homes meet the standards of the Community Care Facilities Licensing.*

This includes a commitment to continuous quality improvement, which is reported annually in our Performance Review on NACL's website. This report outlines the achievements of the year and the plans for improvement in the coming year.



Suggestions and Feedback

We welcome your suggestions and feedback about the services we provide. You can give this in many ways:

- *Tell staff about it.*
- *Contact the Program Supervisor.*
- *As part of our overall commitment to improving our services, we ask you to complete a survey once a year about how satisfied you are with the services you or your family member are accessing. There is a different survey for each program, so you may receive more than one.*



Accessibility

NACL promotes accessibility and works to remove barriers. If you face a barrier to accessing our services or the community, talk to a NACL staff member.

PART 3: NACL Employment Services



How will NACL Employment Services support me?

Together, you, NACL Employment Services, and your team (friends, family, and caregivers) will meet to talk about what services look like, and if it is a fit for you. Then, through a process called Discovery, we learn about your skills, interests, and abilities. NACL Employment Services uses this to match your skills with the business needs of the employer.

The following steps are what you can expect when working with one of our Employment Specialists:

1. Discovery

We spend time to get to know you and what your strengths, talents, and gifts are.

- Discovery is a way for us to get to know you better. We spend time with you to find out what you are really good at, what you like to do, and how you learn best.
- We hang out with you at different times and places, when you do what you usually do.
- At the end of Discovery, we write about your goals, preferred activities, strengths, and skills.
- Your Employment Specialist and team works with you to develop your Employment Plan.
- Discovery can take 20 or more hours.

2. Job Development

We will help you to make a strong job match. We search for a job that is a good fit for you and for your future employer. This includes:

- ***Informational Interviews:*** This is when you and NACL Employment Services choose a few businesses for you to go to. These will be businesses that you are interested in. You will ask the employer questions about what it is like to work there.
- ***Situational Assessments:*** This is when you work one or two shifts at a business to see if it is a good fit for you. Your job coach will help you, and observe what your skills and strengths are.
- ***Job Proposals:*** When there is work that needs doing and that work meets your ideal conditions of employment, we talk with you and a business about a job for you.

3. Job Coaching

Job coaching happens after you have been hired at a business. This includes:

- ***Training/Orientation:*** The job coach will be there to work with you and your new employer to help you learn how to do your job well.
- ***Natural Supports:*** Once you know how to do your job well, we leave your workplace. Your co-workers and boss will be there to answer questions and let you know what to do.
- ***Communication:*** We call you and your employer often to keep in contact. We will have received your permission to do this first.
- ***Ongoing Support:*** We will provide you with support if things change at work (i.e. new boss, new job duties).



Employment Services Agreement

- When you start working with NACL Employment Services, you agree to the following:
 - ✓ *Having valid ID, including a Social Insurance Number;*
 - ✓ *Attending all scheduled appointments agreed upon;*
 - ✓ *Telling NACL Employment Services if you can't be at an appointment;*
 - ✓ *Doing your best;*
 - ✓ *Contacting your Employment Staff right away if you need more support at your job;*
 - ✓ *Telling NACL Employment Services how your job is going;*
 - ✓ *Being responsible for getting to and from the workplace and job-related appointments; and*
 - ✓ *Completing a criminal record check form if required.*

- NACL Employment Services staff agree to:
 - ✓ *Not give out any personal/confidential information about you unless you say it is okay (informed consent);*
 - ✓ *Be at the appointments that we have booked;*
 - ✓ *Work with you to find a job that is the right fit;*
 - ✓ *Doing our best;*
 - ✓ *Provide support to you on the job to help with training and orientation as needed;*
 - ✓ *Support you always with your best interests in mind; and*
 - ✓ *Stay in contact with you even when job support is not needed.*

We have a file on our computer that has your name on it in our office, and it has information about you such as: your address, phone number, your employment plan, and other information that is important to your support here at NACL Employment Services. **If/when you want to see this, let NACL Employment Services Staff know.**



What's next after I'm hired?

Once you have a job and are getting paid, you must let the Ministry of Social Development and Poverty Reduction know as soon as you have cashed your first paycheque. You can report your income on your Monthly Report form. You need to do this, even if you have had no hours of work in that reporting period (just put “zero”).

If you are unsure how to do this or have further questions, you can call the Ministry's toll-free number at 1-866-866-0800, or visit any Employment and Income Assistance Office to get assistance from the staff. You can check out their website at:

www.gov.bc.ca



Transportation

You will be responsible for getting to and from:

- *Your job, once hired;*
 - We can assist with learning a new bus route to your new job or interview.
 - We May help with rides during Discovery and Job Development
- *Ongoing meetings with Employment staff;*
- *Informational interviews; and*
- *Work experiences.*

EXIT Leaving NACL Employment Services

You may have to leave Employment Services because:

- *Your needs can be better met by another service or agency;*
- *You move out of our service area; or*
- *You are not really interested in finding work or working at this point in your life.*

Whatever the reason, we are here to help support your transition to a new service. We prepare a detailed **Exit Summary** and document your experience. We will share this with your new service provider (if applicable), and work with you, other agencies, and programs to plan for the transition.



Questions or Comments?

If you have any questions or comments about our employment service program, please contact one of the following at any time.

Barb Barry
Director of Person Centered Practices/
Employment Services
(250) 741-0224, ext. 233
(250) 713-7196 (Cell)
barb.barry@nanaimoacl.com

Debra Bouvier
Employment Specialist/Program Coordinator 1
(250) 741-0224, ext. 239
(250) 667-3393 (Cell)
debra.bouvier@nanaimoacl.com

We want you to feel welcome, and to have the most positive experience possible with us!

We look forward to working with you!



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