

# Burnaby Association for Community Inclusion



## Customized Employment Handbook For Job Seekers

Revised: November 2021





# Table of Contents:

A Message to Job Seekers	5
What is Customized Employment?	6
Our Commitment	8
Steps to Employment	10
How to Reach Us	12
Our Employees	14
Rights and Responsibilities	15
Health and Safety	18
The Complaints Procedure	20
Keeping Quality Service	21



# A Message to Job Seekers:



## Why Do We Give You This Handbook?

We believe people need information so that they can make decisions for themselves. They need to know about things like their rights and responsibilities, how to make a complaint, and how they can see information stored about them. People need to know about the services they receive and what to expect. This handbook has general information about BACI's Employment Services and Training (BEST) and customized employment.

## Understanding the information:

We believe that it is very important that you are able to understand the information we give you. We have tried to write this handbook in plainer language. Someone can talk with you about what's in it, they can read it to you, or you can ask to listen to it on tape. You can also ask to receive it in another language or in sign language.



## How to Use this Handbook:

Someone will go through this handbook with you and your family and/or caregiver when you start receiving our services. We will give you a copy, which you can look at whenever you want. Keep this handbook in case you have any questions later. You can ask for help if you want to look at it again.

# What is Customized Employment?



Our goal is to support job seekers to find real work for real pay. We aim to find jobs where the employee is valued and included in all aspects of the work and workplace.

To do this, we follow the principles of Customized Employment and are flexible and responsive to the needs of each person.



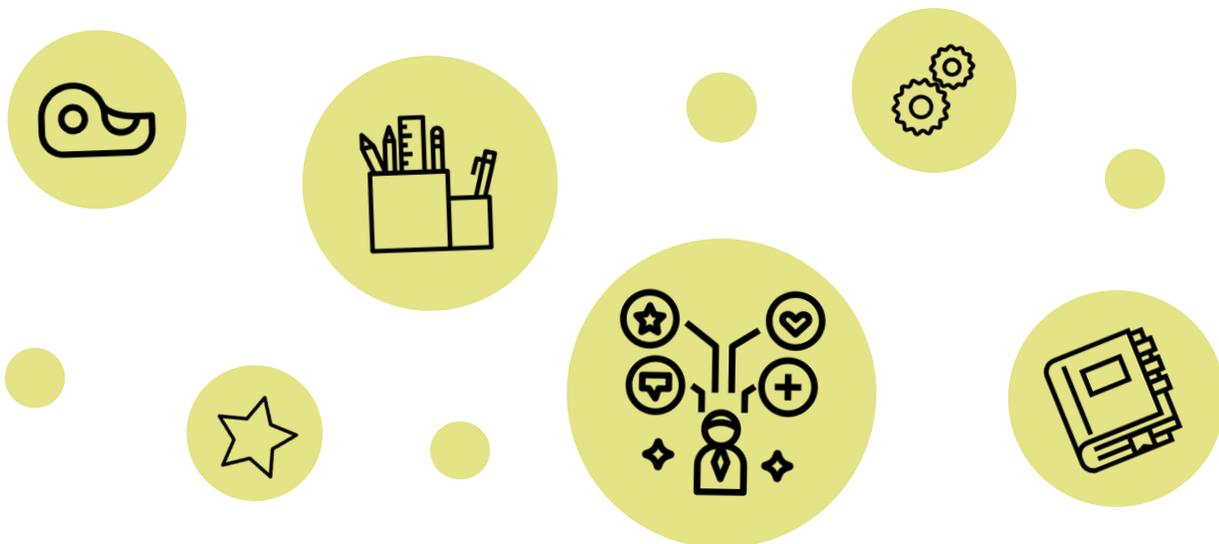
Customized Employment is an approach to finding paid work that focuses on the unique skills, abilities and preferences of each job seeker.

We work to identify these talents and contributions, and then find an employer that needs these skills.



## Principles of Customized Employment:

- Discovering and using the job seeker's interests, preferences and talents. We then use these to drive the process.
- Focusing on: one person at a time; one employer at a time; workplace inclusion alongside people without disabilities; real work for real pay.
- Supporting individual relationships between employees and employers to build working relationships that benefit everyone.
- Negotiating customized job responsibilities that fit the needs of each job seeker and the employer.
- Working with job seekers and employers to adjust and provide supports for the person to be successful in their job.
- Creating a support plan with the job seeker, employer and family that promotes the productivity and independence of the job seeker at work.
- Investing and responding to employer business needs in order to have a successful employment relationship.



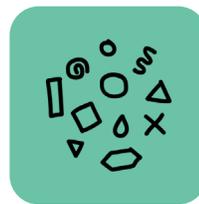
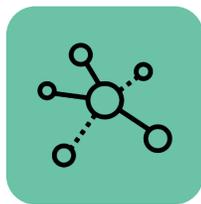
# Our Commitment

BEST Employment Specialists are committed to providing quality customized employment services that will enhance quality of life and support job seekers to:

- Become an asset in the workplace and contributing members of the community
- Earn income in order to improve financial status
- Increase self determination
- Share their gifts, talents and contributions with others
- Build new relationships and friendships in the workplace

BEST provides employers with:

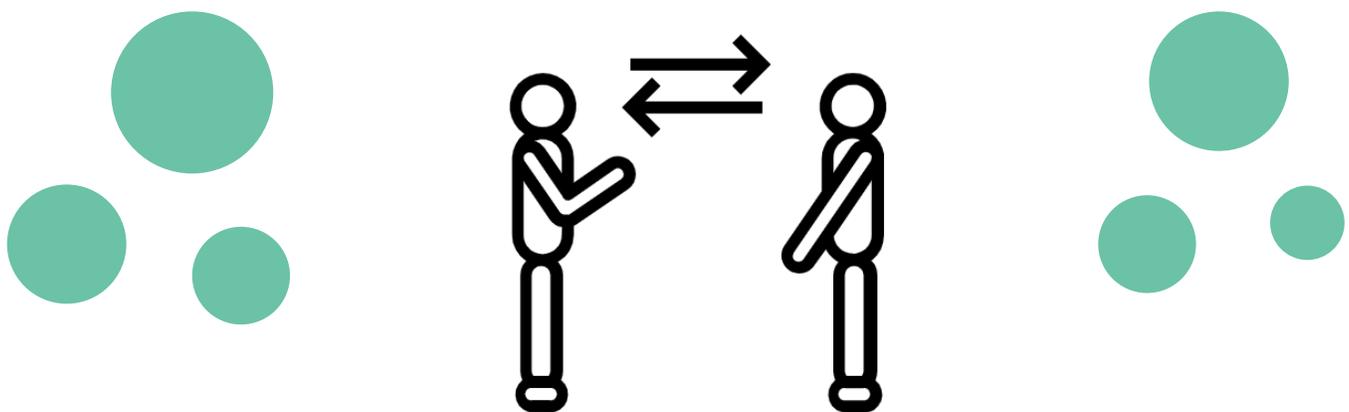
- Connections to high quality candidates that benefit their business
- Training resources and materials that can benefit all employees
- Skills to build diverse and inclusive workplaces



To access employment supports through BEST, job seekers must be CLBC eligible. Referrals come through Community Living British Columbia (CLBC), who also manages the waitlist. For more information, please contact Manager of Economic Inclusion, Rachel Borer by phone at 778-238-1281 or by email: [rachel.borer@gobaci.com](mailto:rachel.borer@gobaci.com)

# Customized Employment Best Practices Guiding Principles

1. **Choice and Control** - Employment support is guided by the job seeker to achieve their aspirations.
2. **Paid Employment** - The Job seeker receives the same rate of pay and benefits as other employees doing the same job. Individuals with competitive positions receive their pay cheque directly from the employer.
3. **Partnership** - Job seekers, employers, direct service providers determine the individualized strategies for providing support that will assist in career enhancement and ultimately facilitate long term satisfaction for the job seeker and the employer.
4. **Full Inclusion** - Socially and economically.
5. **Job Search** - Timely and appropriate support is provided to achieve successful employment.
6. **Individualized** - Negotiate to meet the unique / specific needs of the employer and skills of the job seeker, one person at a time.
7. **Natural Supports** - Employment supports are as unobtrusive as possible and (may) fade over time by building on community support and social capital.
8. **Long-Term Support** - Is available to all stakeholders to ensure people maintain employment stability and achieve career enhancement.
9. **Continuous Quality Improvement** - Stakeholders are involved in the evaluation of services and the Service Provider implements improvements.



# Steps to Employment

## 1. Intake

- Learn about Customized Employment and the services offered by BEST to decide if BEST supports will work for you
- Sign consents and collect basic information
- Set shared expectations

## 2. Discovery

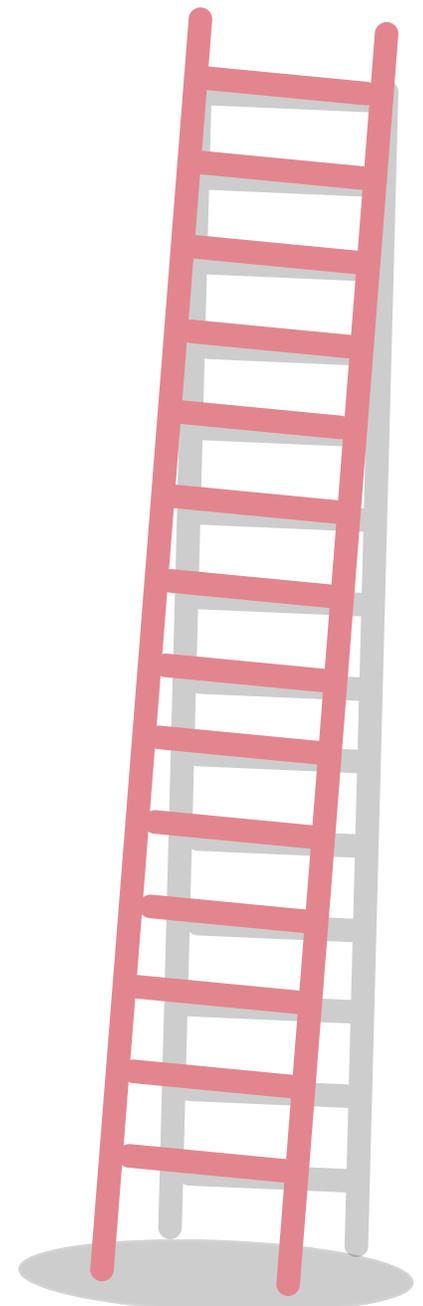
- Identify the unique passion, gifts and strengths of each job seeker
- Spend time doing a variety of activities in a variety of settings - some new, some familiar
- Develop individualized support strategies towards finding suitable and meaningful job matches

## 3. Discovery Summary and Meeting

- The Employment Specialist prepares the discovery summary which identifies interests, abilities, skills and preferences
- This is used as a tool to find a good job match
- Job Seeker, ES and network meet to review the discovery summary, plan next steps and brainstorm potential employers

## 4. Job Development

- Based on the planning meeting, the ES will start to reach out to the identified employers
- ES will build strong relationships with businesses to understand their needs and expectations
- Match skills of job seekers to the right business



## 5. Employment

- Individualized job orientation and training to build relationships with co-workers, learn skills and become independent on the job
- Support provided to ensure job seeker is meeting the needs and expectations of the employer.

## 6. Follow Up

- Employment Specialists will follow up on a continual basis with employers and employee in a variety of ways
- Address any concerns and support ongoing training, new responsibilities or job duties
- Renegotiate job duties, if needed
- Support job change or job loss

## Program Outcomes:

The goal of BACI's Employment Services and Training is to support job seekers to find real work for real pay. We aim to find jobs where the employee is valued and included in all aspects of the work and workplace. We support employers to meet their business needs, while building inclusive workplaces.



# Data Collection and privacy

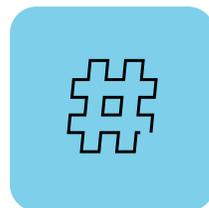
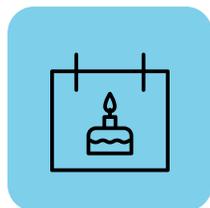
BEST supports are funded by Community Living BC (CLBC). CLBC receives these funds from the federal and provincial governments through the Workforce Development Agreement (WDA) – this is the program that funds employment services for all Canadians.

This agreement requires us to collect specific personal information from everyone that receives our supports. We are required to submit this personal information to CLBC.

## Information that you must provide:

- Full legal First Name
- Full legal last name
- Birth date
- Social insurance number
- Home Address

You have the right not to provide this information. If you choose not to provide it, BEST is not able to provide employment supports.



## You must also answer questions about:

- Level of Education
- Marital Status
- Indigenous Identity
- Gender
- Language Spoken
- Number of Dependents
- Immigrant Status and Year
- Visible Minority

For these questions you may answer 'Prefer Not to Report'

Keeping your information private is important. Your information is shared with CLBC through a Secure File Transfer system, and is confidential.

We make sure to store your personal information securely. You should never send information like your Social Insurance Number over email or by text. Please provide that information only when meeting in person or over the phone to your Employment Specialist.



# Contact Information and Resources

## BACI Important Phone Numbers

Richard Faucher – Co-Executive Director	604-299-7851
Tanya Sather – Co-Executive Director	604-292-1292
Rachel Borer – Manager of Economic Inclusion	778-238-1281
Heather Johnstone – Senior Manager overseeing BEST	604-366-9434
Lisa Thompson – Human Resources and Quality Assurance	778-888-4650
Barb Trippel - Human Resources and Quality Assurance	778-888-1437
Quality Assurance/ Human Resources - Office Line	604 299 7851

## BACI Important Emails

BEST: [best@gobaci.com](mailto:best@gobaci.com)

Quality Assurance/ Human Resource: [qahr@gobaci.com](mailto:qahr@gobaci.com)

Front Desk: [reception@gobaci.com](mailto:reception@gobaci.com)

## BACI Important Locations:

### Head Office - Deer Lake

130- 4946 Canada Way, Burnaby

Phone: 604-299-7851

Fax: 604-299-5921

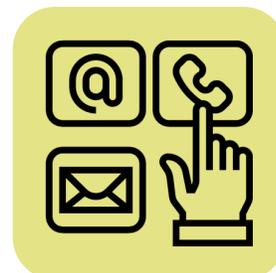
TTY: 604-563-2579 (9-4, M-F)

### BEST

(BACI Employment Services & Training)

336 Columbia St, New Westminster BC

[best@gobaci.com](mailto:best@gobaci.com)



# How to Reach Us

## Different Ways to Contact Us:

BEST Office By Email:

[best@gobaci.com](mailto:best@gobaci.com)



BACI Reception By Telephone

604-299-7851



By TTY

604-563-2579



By Fax

604--299--5921



You can call your Employment Specialist on their direct line at any time. You may also call Rachel Borer, Manager of Economic Inclusion at 778-238-1281.

You can call the BACI Reception Desk any time at 604-299-7851 if you are unable to reach your employment specialist directly. Our receptionist will answer from 8:30am to 4:30pm. Outside of these hours, you can leave a message.

If the call is urgent, reception can be reached during the hours we are open. You can call Reception, tell them it is an emergency and they will reach staff for you.

Visit our Website

[www.bestemployment.ca](http://www.bestemployment.ca)



Visit BACI's Website

[www.gobaci.com](http://www.gobaci.com)



# Our Employees

At BEST, we have 5 full-time Employment Specialists(ES)

## Employment Specialist Requirements and Training

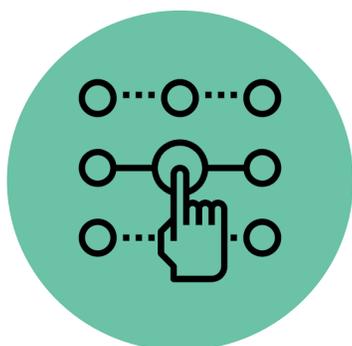
- Bachelor's Degree or Diploma in Social Services, Career/ Employment Counseling, Sales/Marketing, Business
- Experience in the Employment field
- First Aid and CPR – which must be kept up to date
- Nonviolent Crisis Intervention – so that they know how to respond in a crisis
- All employees complete Criminal Record Checks and tests for Tuberculosis (TB)



## Choosing Staff to Work with You

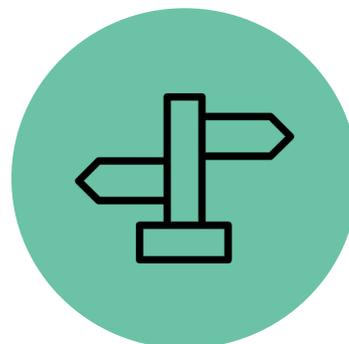
It is important to us that you feel comfortable with the Employment Specialist who is working with you or your child. If you don't feel comfortable, then you or your family member should talk to the Program Manager. They will see if there is anything that can be done to make changes for you.

For more information, please contact Rachel Borer, Manager of Economic Inclusion at 778-238-1281.



## Conflict of Interest

At BACI, employees will not work with a family member who may participate in a program. If someone who is in your family is one of our employees, we will arrange for another person to work with you.



# Rights and Responsibilities

In addition to the rights that you enjoy as a person living in Canada and as someone supported by BACI, you have specific rights and responsibilities that relate to working.

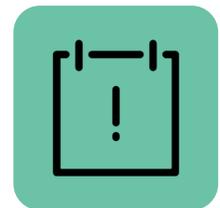
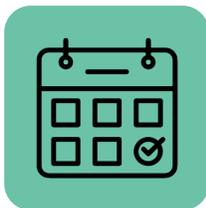


## Your Employment Rights in British Columbia

Your employment rights as a person living in BC are explained in The **Employment Standards Act**. It says that you cannot be discriminated against because you have a physical or developmental disability.

## The Act says you have the right to:

- Be given the same chance to work as anyone else. Employers must provide equal and fair opportunities to everyone, including people with disabilities, visible minorities, women and Aboriginal People.
- Be paid minimum wage or higher. Minimum wage is the lowest wage allowed.
- Take the breaks that you've earned. If you work more than 5 hours, you get a 30 minute break (you are usually not paid for your break). It is important to take breaks.
- Be paid for at least 2 hours, even if your shift is shorter, and to be paid overtime for shifts longer than 8 hours, or over 40 hours in a week.
- To be paid for Statutory Holidays if you have worked enough shifts (15 out of 30 days), and to get Vacation Pay (4% of your wage).
- Not to have money taken off your cheque except the deductions that employers are required to make - these deductions go to the government.
- To take maternity or parental leave if you have a baby and you have worked enough over the past year
- To take Bereavement Leave of 2 days if someone in your immediate family dies



# Your Responsibilities as an Employee

Your rights when you are working are protected, but you also have responsibilities that will help you to keep your job.

## You are responsible for:

- Being on time. Arrive for your shifts and return from your breaks on time.
- Being friendly and respectful to the people you work with, and to customers.
- Dressing appropriately for your job. Your employer will have specific rules about what clothing and shoes are appropriate for your job.
- Following the rules at work. Every employer has policies and procedures that all employees are expected to follow, and they're different for every workplace. Make sure you understand what is expected.
- Having good hygiene and wearing clean clothes. Don't forget to shower, shave and brush your teeth - come to work looking and smelling your best.
- Following your job duties correctly. If you're not sure what to do - ask for help!
- Taking maternity or paternity leave if you have a baby and you have worked enough over the past year.
- Following all work safety rules.



# Health and Safety

At BEST, we have procedures written down to help you if there is an emergency.

## Emergency Situations

If there is a fire, an earthquake, a flood, or power outage, we will help you to:

- Leave the building or be moved to a safe place until help arrives;
- Follow a route that is drawn on a map for your building;
- Meet in a chosen place outside the building;
- Practice emergency drills on a regular basis



## Medical Emergencies

If you have a medical emergency:

- The first person on the scene will give you first aid
- Other staff will go to get information about you so that we can give you the best support
- If necessary, we will assist you to go to a medical clinic
- If needed, we will call 911
- Your caregiver and family will be called



## First Aid

All BACI staff have up-to-date First Aid training. There are First Aid Kits at every site and in all our vehicles.



## Universal Precautions

BACI staff are trained in Universal Health Precautions. If they come in contact with blood or other body fluids, they will follow proper steps so they stay safe and so do you.



To prevent staff from coming into contact with blood or other body fluids, they will:

- Follow hand washing procedures
- Wear gloves
- Follow proper clean-up procedures



If you come into contact with blood or other body fluids, we will help to make sure you are safe.



# The Complaints Procedure

**You have the right to complain if things aren't working at BEST.**

For example, you or your family might disagree with a decision that has been made that affects you, or you may feel frustrated about a part of the customized employment process. If you, or others important to you, disagree with something, there is a way to help everyone involved to openly talk and resolve issues.

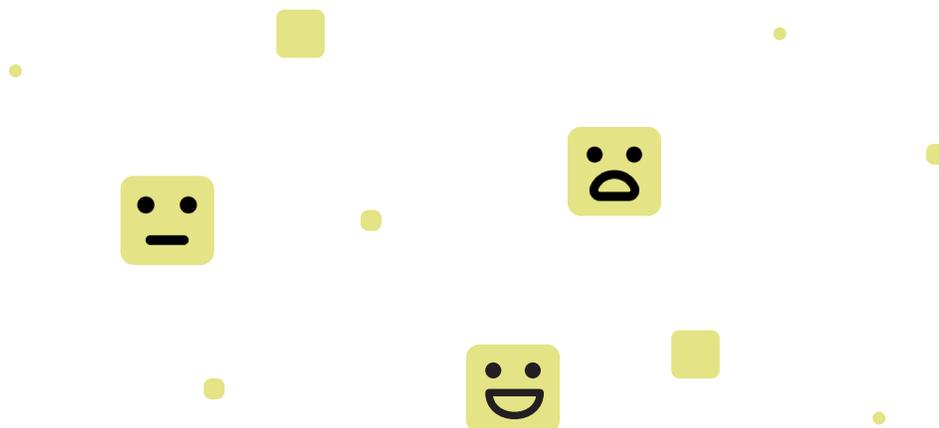
If you or your family disagree with something that was said or something that happened at BEST and you're not comfortable speaking about it to your Employment Specialist you may:

- Talk to the Program Manager
- You might decide to meet with your Employment Specialist and the Program Manager so that you can voice your concern.
- If your concern is not resolved, then you can choose to go through the Formal Complaint Process. You can find the Online Complaint Form at <http://gobaci.com/wp-content/uploads/2014/08/BACI-Complaint-Form-Plain-Language-2014.pdf>.

What can you do if you think you have been discriminated against because of your disability?

Talk to us – we can help you to take the next steps.

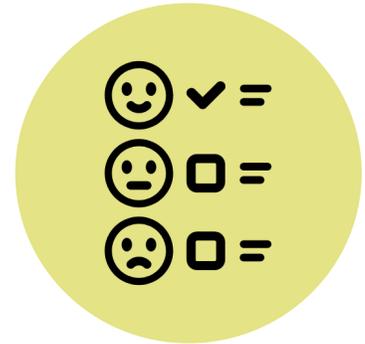
If you are working, find out if your employer has a complaints procedure



# Keeping Quality Service

## Satisfaction Surveys

Every year we will send you a form, or meet with you so we can ask you questions about your program and workers. We use this information to improve what we do.



## Direct Comments

When you, or people who care about you, tell us things you need or want we write it in your file and then we do our best to make sure you get it. If you tell us you're unhappy about something we make sure we listen and we try to sort it out. If you feel we haven't listened, you can always talk to someone else.

## Exit Interviews

We like to talk to people when they leave our services. This is a very important time for us to hear from you as to how you felt about the services you received.

