



Client Handbook

**Introduction to
Open Door Group
Employment Services
2024-2025**

**open
door
group**

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**We open
doors to
opportunity**

Get to Know Us

Welcome! We are happy you chose us to work with you on your employment journey. Open Door Group is a people-centred organization. We are committed to building genuine collaborative relationships that support meaningful work for everyone.

The work of Open Door Group takes place across British Columbia, Alberta, Saskatchewan, Manitoba, and Ontario – the homelands of over 500 distinct Indigenous nations and cultures. Our home office is located on the ancestral and unceded territories of the skwxwú7mesh, xʷməθkʷəy̓əm and səliłwətaʔ peoples. We extend thanks, honour, and respect to our hosts for stewarding these lands since time immemorial.

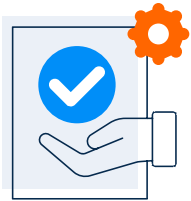
This handbook is valuable as we work together to help you reach your employment goals. It has essential policies regarding your privacy, confidentiality, and data security. You will also find information on Open Door Group's free employment programs & services and discover how our programs can help you find and sustain a meaningful job.

If you have any questions or concerns, please do not hesitate to contact our team!



Mission

Fostering well-being for all through opening doors to sustainable and meaningful employment.



Values

Customer Experience

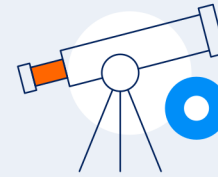
A customer's entire journey with Open Door Group, is considered and met with a high standard of quality and care. Every department. Every position.

Impact Through Results

We optimize our efforts by using impact as a guiding principle. We understand that being accountable in matching our actions to our words will have the greatest impact.

Accessibility, Diversity, Equity, Inclusion

To sustainably deliver on our mission, we must constantly examine and evolve. As a service provider and as an employer.



Vision

We envision a world where all people have access to opportunities that give them purpose, prosperity, and belonging.



Guiding Principles

Strengths-Based

All individuals bring value and have the ability to succeed. We are stronger together as a diverse team. We recognize what our core competencies are and build partnerships to fill in the gaps.

Informed Work

We use data and evidence to plan, make decisions, and support ongoing learning and improvements. We include input from the people impacted by our efforts.

Courage

We acknowledge the courage it takes to show up, to give and receive feedback, to be vulnerable and grow.



**open
door
group**

**We are committed to
providing a safe,
comfortable, and
inclusive environment.**

Our Commitment

Open Door Group operates on the fundamental belief that all individuals have the ability to succeed, and our commitment is stronger than ever. To deliver the best services, we are committed to:

01

Providing you with quality services that are mindful of social diversity, including culture, race, ethnicity, national origin, colour, sex, sexual orientation, age, marital status, political belief, religion, and physical and mental ability.

02

Providing you with individualized program planning. Together, we will create a program of services just for you.

03

Supporting you to find a job that complies with the Employment Standards Act, which protects employees against financial exploitation.

04

Taking reasonable steps to ensure your understanding of our programs and services and their limitations, the dispute resolution process, and the qualifications of the team member assigned to you.

05

Protecting the confidentiality of your records and sensitive information.

06

Providing you with a safe and welcoming environment free from abuse, discrimination and harassment.

Employment Services

You can receive **free WorkBC Employment Services** to help you find and keep a meaningful and sustainable job. The programs and services are designed to be accessible and inclusive for all. The program offers:

- | Job search services and resources
- | Skills assessment
- | Work experience placements (wage subsidy)
- | Training services

Accessing Services

WorkBC team members can meet with you in person at one of WorkBC Centers, virtually through phone or video conference, or in-person out in the community through outreach.

Are you interested in getting started? Please complete an Online Employment Services application, and a representative will reach out to you. Need help to complete your application? WorkBC team members can support you in completing your application and your job search-related activities!

Who Services Are For

To be eligible for WorkBC employment services, you must be legally allowed to work in British Columbia. Whether you are **unemployed, have a disability, or are currently employed in a job with irregular hours** (e.g., casual work, on-call work) **or unreliable pay** (e.g., piecework, commission) that does not provide enough income to support you or your family, WorkBC services are designed to help you achieve long-term employment success.

We understand the challenges and uncertainties that come with looking for work, applying for jobs, and attending interviews, and we are here to guide you every step of the way!

Program Funding

This program is funded by the Government of Canada and the Province of British Columbia.



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and the Province of British Columbia.

Ce programme est financé par le gouvernement du Canada
et la province de la Colombie-Britannique.

Jobs In Demand Program

Get the support you need to thrive in today's job market with Jobs in Demand. **Our FREE 8-week program** empowers job seekers to develop relevant skills and work experience for in-demand industries to become job-ready, benefit from hands-on training, group workshops, and one-on-one support. Our team is here to support you the entire way!

Upon completion of this program, you will develop the following:

- | Industry-specific soft and essential skills training for the workplace.
- | Personalized plan to support career success.
- | Employability Skills training: Resume, Cover letter development, Networking and Marketing skills.
- | Occupational Skills Training Certificates (i.e. First Aid, WHMIS, NVCI, Food Safe, SuperHost, etc.)
- | Understanding of the labour market and personal career exploration.

Program Funding



This program is funded by the Government of Canada
and the Province of British Columbia.

Who Services Are For

To be eligible for the Jobs in Demand program, **you must be legally allowed to work in British Columbia**, currently unemployed or in precarious employment (such as casual, temporary, or unstable work), but you cannot be a full-time student. We have two program streams, one for young adults aged 18-29 and one for all ages.

If you face two or more barriers to employment, such as limited work experience, lack of social networks, housing instability, or having a disability, in that case, the program is here to assist you in finding sustainable and meaningful employment.

Accessing Services

Open Door Group offers three Jobs in Demand Programs in Kamloops, Kelowna, and Sechelt:

- | Skills Training for Employment Program for Job Seekers of All Ages- offered in Kamloops and Sechelt.
- | Skills Training for Employment Program for Young Adults (aged 18-29)- offered in Kamloops and Kelowna.
- | Skills Training for Employment Program for all ages and survivors of violence or abuse offered in Kamloops.

PROGRAMS & SERVICES



Get To Know STRIDES

Are you living with a disability and seeking employment opportunities? Get access to funding!

Operated under the Opportunities Fund, the program offers employment counselling, wage subsidies, disability support, financial assistance, and other resources to help individuals with disabilities gain confidence and acquire the skills and experience needed to achieve meaningful & sustainable employment

Services For Self-Identified Persons with Disabilities

We are here to provide you with access to financial assistance, training, and a range of resources that can empower you to build confidence, acquire the necessary skills, and gain valuable experience. Our goal is to support you in finding meaningful and sustainable employment.

Join our program if you:

- | Self-identify with a permanent or recurring disability that limits daily activities.
- | Are Canadian citizen, or permanent resident or has been granted refugee status and legally entitled to work in Canada; and
- | Require assistance to prepare for, obtain and keep employment or self-employment, or advance in your career.

Services For Inclusive Employers

Diversify your workforce and support individuals with disabilities in achieving their career goals.

Through the STRIDES program, eligible employers can receive wage subsidies, job coaching and mentoring for new employees, disability and adaptive technology supports, employee training and certification.

STRIDES will benefit employers that are:

- | A registered business in British Columbia.
- | Have a WSBC coverage and provide the Worksafe Account Number
- | Covers the Mandatory Employee Related Costs (MERCs)
- | Pays based on prevailing wage rates for the role
- | Offer the likelihood of long-term employment upon completion of the wage subsidy.

Program Funding

This project is funded by the
Government of Canada's Opportunities
Fund for Persons with Disabilities





Thrive- What We Offer

Find a safe and welcoming space where you can work on your wellness goals. If you are facing mental health barriers, Thrive is dedicated to offering help and providing opportunities for personal growth and meaningful community engagement. We are here to support you every step of the way on your journey towards personal development and goal achievement, enhancing your well-being and preparing you to find sustainable and meaningful employment opportunities!

Who Services Are For

Join Thrive program if you are:

- 17+ years old;
- A resident of Vancouver Coastal Health service delivery area and,
- Experiencing mental health and/ or substance use challenges.

Accessing Services

Thrive is located at 300 - 1338 West Broadway Vancouver, BC. For more information about Thrive, please visit our website at: opendoorgroup.org/programs/thrive-leisure-and-recreation

Program Funding





Gardengate- What We Offer

Personal and community wellness go hand in hand. That's why our Gardengate Horticulture Program was designed with both in mind.

Gardengate is a healing and recovery space for individuals with addictions or mental health conditions. Through activities in the garden, we'll support you in working towards personal goals such as healthy eating, active living, or vocational training. Build skills and confidence as you grow and harvest food for yourself and for the Kamloops community.

Who Services Are For

Gardengate services are available for Kamloops residents aged 17 years and older and living with a mental health condition(s).

Accessing Services

Gardengate program and services are currently offered in Kamloops City, BC. Open Door Group's Gardengate location is noted on page 20, or you can access our website at opendoorgroup.org for more information.

Program Funding



Our Key Initiatives

Open Door Group is leading the way in **disability inclusion and workplace accessibility** through impactful initiatives.



Canadian Partners In Workforce Innovation (CAN WiN)

In partnership with Open Door Group, CAN WiN offers free inclusive recruitment, retention, training and consulting services for employers in British Columbia, Alberta, Saskatchewan, Manitoba, and Ontario. [Learn more!](#)



Accessible Employers

The Community of Accessible Employers (CAE) is a free network for employers committed to workplace inclusion. The CAE offers tools, resources, and training for BC employers on recruiting, hiring, and retaining employees with disabilities. [Learn more!](#)



Untapped Accessibility Social Enterprise

Untapped Accessibility is a social enterprise of Open Door Group. They work with organizations across Canada to deliver accessibility beyond compliance to create truly inclusive organizations for all. [Visit Untapped Accessibility!](#)



Disability Inclusive Employer Self-Assessment Tool

Try our free 35-question self-assessment tool that identifies the top practices that move the dial for disabled employees and create inclusive workplaces. [Try the tool today!](#)



Project EveryBODY

Project EveryBODY is a community collaboration led by Open Door Group. The series of community events help celebrate thriving, inclusive, diverse communities. [Learn more!](#)



Untapped Workplace Inclusion Awards

The Untapped Workplace Inclusion Awards recognizes the outstanding achievements of employers and individuals leading the way in diversity & inclusion in the workplace. [Learn more on Untapped Awards!](#)

Code of Ethics

The board of directors and employees of Open Door Group are committed to the **highest standards of ethical conduct.**

01

Belief and commitment in the organization's Mission and Vision of fostering well-being for all through opening doors to sustainable and meaningful employment.

02

Excellence:

- | Continually seeking to improve the quality of programs and services to our customers.
- | Acquiring, preserving, and sharing knowledge and information as appropriate.
- | Being accountable to our customers for achieving timely and effective results.

03

Teamwork:

- | Fostering a working environment that promotes teamwork, learning and innovation.
- | Continually seeking to improve one's professional growth and development.

04

Respect and compassion for all:

- | Understanding and being sensitive to the needs of others.
- | Treating every person with respect and compassion.
- | Respecting the dignity, diversity, and human rights of all individuals

05

Personal and professional integrity:

- | Recognizing professional boundaries, limitations, and competencies
- | Representing themselves, their qualifications, and their experiences accurately.
- | Avoiding conflict of interests.
- | Protecting confidential information and sharing only when legally obligated.
- | Complying with all applicable laws and regulations.
- | Acting in such a way as to maintain Open Door Group's trust.

What to Expect

We are committed to providing a safe, comfortable, and inclusive environment.

A safe space for everyone

Our centres are welcoming and thoughtful about connecting persons with disabilities, Indigenous persons, persons of colour, and persons who identify as LGBTQ2S+ with inclusive employers.

If you encounter any behaviour affecting your experience at our centres, please don't hesitate to contact our WorkBC team members.

We are here to assist you and address any concerns you may have. Please note that our centers will not tolerate inappropriate behaviour, aggression, violence, or abusive language toward our clients and team members. Clients or team members who do not adhere to our Code of Conduct will be kindly asked to cooperate or may be requested to leave the building.



Feedback on our centers

Confidential survey forms and collection boxes are conveniently located in the resource area of each of our centers, providing you with a secure way to share your experiences.

A safe space for everyone

You can help to keep our centres safe and welcoming for everyone by following these guidelines:

- | **Use our centre's resources** only for job search, career exploration, assessment, occupational skills building, and other employment and training-related activities.
- | **Be considerate** by refraining from talking loud, using loud music players, or engaging in disruptive conversations that may disturb others.
- | **Foster a positive atmosphere** by using respectful language and avoiding profanity or abusive gestures.
- | **Our centers are drug-free environments**, so please refrain from consuming drugs or alcohol on-site.
- | **Our centres are a scent-free environment.**
- | **Children are welcome**, but please ensure they are under your supervision to ensure they are safe and mindful of other participants' work at our centers.
- | **Respect the confidentiality and privacy of others** by not compromising anyone's personal information.
- | **Help us maintain an organized space** by limiting your access to designated areas within the center.
- | **For everyone's safety**, carrying or displaying weapons or any items that may be used as a weapon is strictly prohibited.
- | **Service animals are allowed.**

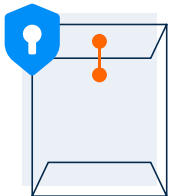
Client Policies

These policies ensure **the highest service standards and protect your rights and safety.**



Informed Consent and Refusal

We'll assist you in making an informed decision about the services you'll receive. Our team members will provide you with all the necessary information, and you'll be able to choose from available options.



Confidentiality

We only ask for relevant information so you can access our employment services and help you reach your employment goals. With your consent, we can help to share your information with appropriate parties like referring agencies, regulatory bodies, institutions, and employers. Unless required by law to report or prevent situations such as harm to oneself or others, suspected child abuse, neglect, or unsafe driving, we will not share your information with individuals not involved in your case.



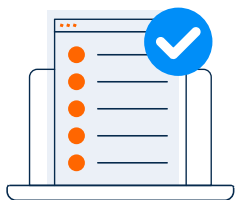
Release of Information

To access our services, we have a consent form for you to sign; this allows us to share information with our funder and provide you with available employment services. A separate Release of Information Consent form will be signed for each person, agency, or employer you allow us to share or receive your information.



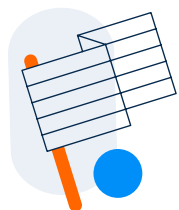
Privacy

We ensure the protection and proper handling of personal client information, including information about an identifiable individual's personal characteristics, health, activities, and views. Our organization and all team members and subcontractors are accountable for complying with the "Freedom of Information and Protection of Privacy Act" and Privacy Commissioner.



Waitlists

Within our employment services, we generally have few waitlists to access services. However, if there is a waitlist for a service, such as a workshop, you will be informed if a spot opens up, as well as being added to the next workshop or service.



Freedom from Discrimination and Harassment

We are committed to treating everyone with respect and dignity. You have the right to freedom from discrimination and harassment based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, gender, or age.

Discrimination involves denying accommodation, service, facility, or opportunity. Harassment includes unwelcome behaviour or communication that causes offence or humiliation.

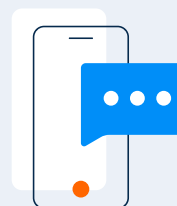
If you experience any acts of discrimination or harassment, please inform us as soon as possible.



Freedom from Abuse

Our centres have zero tolerance for abuse by staff or others and will take necessary measures to protect your rights. Please feel free to report any complaints without fear of reprisal or retaliation. You have the right to freedom from all forms of abuse, including physical, sexual, emotional, and financial exploitation and active and passive neglect.

If you experience any abuse, please inform us as soon as possible.



Use of Technology

We have technology available for you to use for job search, career exploration, assessment, occupational skills building, and other employment and training-related activities. You are responsible for appropriately using and caring for all our property and equipment.

Improper use and negligent or willful property and equipment damage may be considered a violation and may result in a suspension of services



Service Level Standards

We have set service standards to ensure we provide you with outstanding customer service.

For example, our maximum time between your appointments is two weeks; unless you expressly set out different appointment timelines with your caseworker.



Disclaimer for Job Seekers

At Open Door Group, we are dedicated to supporting you throughout your employment journey. We are here to offer guidance and assistance, and we encourage you to actively participate in understanding the available opportunities and making sure they meet your needs and comply with legal requirements. This applies to all job referrals, and leads received through Open Door Group, including direct placements and those provided by our employees or other channels. Please note that we don't have control over the employment practices of entities or individuals who provide job referrals or leads.



Accessing your Information

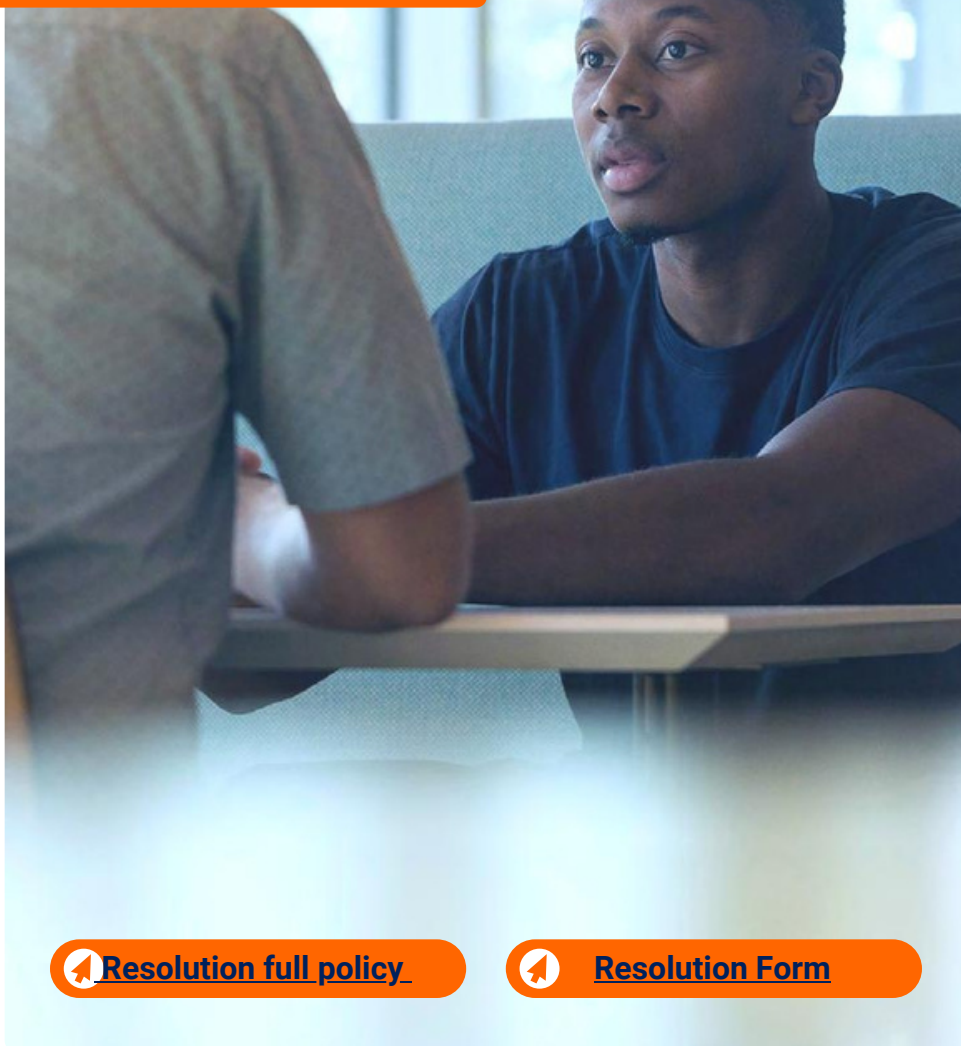
If you would like to access information in your case file, we are permitted by our funder to provide you with the information you gave us directly or completed with our team members, such as your resume or signed agreements.

However, If you want to review your entire case file, including progress notes and other documentation, we must follow the **Freedom of Information guidelines**.

You can access this information through the Office of the Information and Privacy Commissioner for BC (OIPC).

If you would like help completing the request form, please contact one of our team members for further assistance.

Issue Resolution Policy and Procedure



 [Resolution full policy](#)

 [Resolution Form](#)

Statement of Intent

If you have a complaint or would like to dispute a decision about the services you have received, we want to hear from you. We are committed to a fair, transparent and timely process to guide the issue resolution process for our clients and community partners. This issue resolution policy and procedure aims to provide a structured approach to resolving disputes through a fair and equitable process that will lead to acceptable solutions to all parties. You can access the Issue Resolution form here.

Guiding Principles

- | Providing a prompt and confidential response – within two business days
- | Treating everyone respectfully and professionally
- | Working together to resolve issues
- | Maintaining ongoing communication – specifically, weekly updates if the resolution process takes more than five business days

Issue Resolution Steps

- | **Informal Review** – resolving it directly with the parties involved and local management
- | **Formal Review** – escalating the issue to a formal review process leading to a final decision
- | **Independent Third-Party Review** – eligible in specific situations

Client Feedback



Programs and Services

Feedback on our programs and services is important to us. We encourage all stakeholders – clients, government, and community – to complete the feedback form to help us better understand what we are doing well and where we need to improve.

You can access our [Feedback form here](#) or visit our website at opendoorgroup.org/client-policies-information to provide us with your feedback. If you need further assistance to access to fill in the feedback form, please email us: info@opendoorgroup.org

We value your feedback and strive to provide the best customer experience at Open Door Group. To make sure we meet your expectations, we would like to invite you to share your feedback anytime during your journey with us. Your input, whether positive or negative, is important to help us improve. **Confidential survey forms and collection boxes are conveniently located in the resource area of each of our centers, providing you with a secure way to share your experiences.**



Additional Feedback

If you would like to share additional feedback about our programs and services, please get in touch with qualityassurance@opendoorgroup.org.

Locations



For the most up-to-date hours and days of service, please [visit our website](#).

Vancouver East Hastings

134 East Hastings Street, Vancouver, BC

Phone: 604-334-6372

[Email us](#) | [Visit our website](#)

Vancouver Burrard

#900 – 1200 Burrard Street, Vancouver, BC

Phone: 604-334-6372

[Email us](#) | [Visit our website](#)

Vancouver West Pender

#200 – 250 West Pender Street, Vancouver, BC

Phone: 604-334-6372

[Email us](#) | [Visit our website](#)

Sechelt

Unit 101 Wharf Plaza, 5530 Wharf Avenue, Sechelt, BC

Phone: 604-885-3351

[Email us](#) | [Visit our website](#)

Squamish

302 – 37989 Cleveland Avenue, Squamish, BC

Phone: 604-639-1743

[Email us](#) | [Visit our website](#)

Kamloops South Shore

#210 – 450 Lansdowne Street, Kamloops, BC

Phone: 250-377-3670

[Email us](#) | [Visit our website](#)

Kamloops North Shore

795 Tranquille Road, Kamloops, BC

Phone: 250-377-3670

[Email us](#) | [Visit our website](#)

Chase and District

822B Shuswap Avenue, Chase, BC

Phone: 250-679-8448

[Email us](#) | [Visit our website](#)

Clearwater

#100 – 240 Park Drive, Clearwater, BC

Phone: 250-674-2928

[Email us](#) | [Visit our website](#)

Barriere

#5 – 4480 Barriere Town Road, Barriere, BC

Phone: 250-672-0036

[Email us](#) | [Visit our website](#)

Locations

For the most up-to-date hours and days of service, please [visit our website](#).

📍 Vancouver

300 - 1338 West Broadway, Vancouver, BC

Phone: 604-876-0773

[Email us](#) | [Visit our website](#)

📍 Kamloops

915 Southhill Street, Kamloops, BC

Phone: 250-554-9453

[Email us](#) | [Visit our website](#)

📍 Kelowna

#245- 1855 Kirschner Road, Kelowna, BC

Phone: 604-872-0770

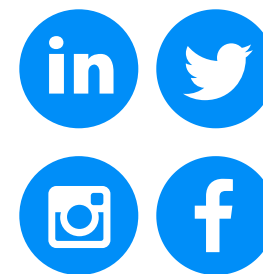
[Email us](#) | [Visit our website](#)



This handbook has been designed to meet WCAG 2 standards and guidelines, albeit with some limitations. To provide suggestions on how we can enhance this handbook, please send your feedback to info@opendoorgroup.org.



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