

A background image showing four diverse young adults (two men and two women) smiling and working together at a table. They are holding pens and looking at papers, suggesting a collaborative work or study environment. The image has a blue overlay.

Client Handbook

**Introduction to WorkBC
Employment Services
2024-2025**

**open
door
group**

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**Opening Doors
to Opportunity!**

Get to Know Us

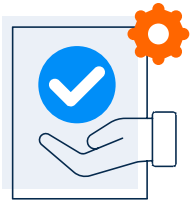
Welcome! We are happy you chose us to work with you on your employment journey. Open Door Group is a people-centred organization. We are committed to building genuine collaborative relationships that support meaningful work for everyone.

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

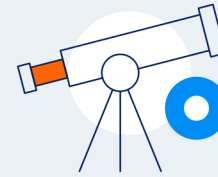
A customer's entire journey with Open Door Group is considered and met with a high standard of quality and care. Every department. Every position.

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 benefit from **WorkBC's employment services** free of charge to help you find and maintain a rewarding and sustainable job.

The programs and services are designed to be accessible and inclusive for everyone. The program offers: Job search services and resources, Skills assessment, Work placements (wage subsidies), Training services.

Accessing Services

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

Who Services Are For

To access WorkBC employment services, you must be legally authorized to work in British Columbia.

Whether you are unemployed, have a disability, or currently hold a job with irregular hours (e.g., casual work, on-call work) or an unreliable income (e.g., piecework, commission) that does not provide enough income to support yourself and your family, WorkBC services are designed to help you succeed in the long term in the job market.

We understand the challenges and uncertainties that come with job searching, applications, and 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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Ce programme est financé par le gouvernement du Canada
et la province de la Colombie-Britannique.

We have a team of staff who are available to support you with your employment goals. We'll work with you to learn more about your strengths, needs, and interests to help you find sustainable and meaningful employment. **Available employment services include:**



Have Questions?

If you want to learn more about our services and what you are eligible for, your WorkBC team members can assist you.



Personal employment planning

Develop short and long-term work goals, including exploring what training/education may be needed to reach those goals.



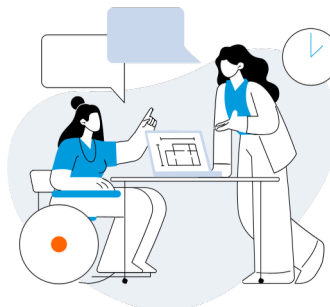
Wage subsidy

Help an employer offset hiring costs while you gain valuable on-the-job training and work experience. This work experience opportunity could land you a job that leads to a long-term career!



Group or individual workshops

Learn how to search for jobs, apply for jobs, and create/edit a resume.



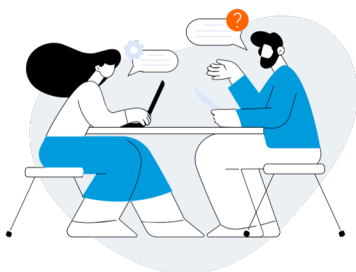
Skills enhancement services

Attend training to upgrade skills. If you need additional training to secure long-term sustainable employment, funding for tuition, books, living supports, child care or other related costs may be available.



Job search services

Searching for a job can be stressful. Receive assistance with resume and interview preparation, job search planning, and more to help you find a job that is right for you.



Job sustainment services

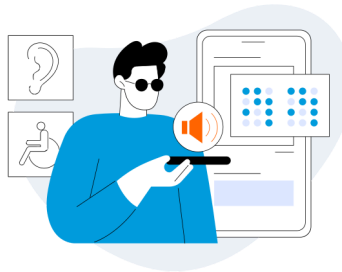
We assist newly employed people or people working a part-time, seasonal, and casual job to succeed in keeping their job through coaching and mentoring, essential work clothes, and more.

Remember to ask us about our gift card program once you are in sustainment services! (You can receive up to \$100)



Work experience placement services

Gain meaningful, recent work experience and skill development that will support you in achieving sustainable employment.



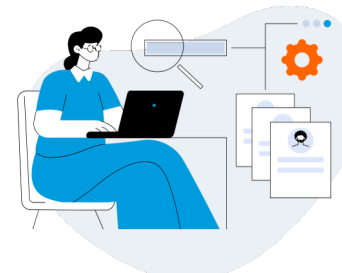
Customized employment

Jobs can be customized to meet your needs, skills, abilities, and competencies. It is a comprehensive approach that meets the employer's requirements and your needs.



Self-employment services

Are you interested in self-employment opportunities? Eligible participants can receive business owner skills development support to build and implement a business plan and become self-employed. It allows participants to concentrate on building a sustainable business by providing financial assistance while receiving business advice and support.



Financial supports

We provide for costs related to your employment activities (e.g., interviews, training). Supports could include child care, transportation costs, essential work clothing, tools, supplies, or equipment. We will complete a financial needs assessment to understand your needs.

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 own 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 conflicts of interest.
- | Protecting confidential information and sharing only when legally obligated.
- | Complying with all applicable laws and regulations.
- | Acting in such a way 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 help you and address any concerns you may have. Please note that any form of inappropriate behaviour, aggression, violence, or abusive language toward our clients and team members will not be tolerated at our Centres. 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 Centres, providing you a secure way to share your experiences.

A safe space for everyone

You can help to keep our centers 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 centres 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 to be mindful of the work of other participants at our Centres.
- | **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 Centre.
- | **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.**

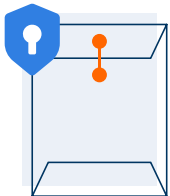
Client Policies

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 can 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 relevant 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.



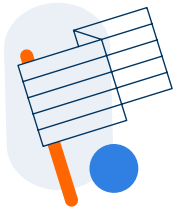
Privacy

We ensure the protection and proper handling of personal client information, including any 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 (FOIPPA) and guidance of the Office of the Information and Privacy Commissioner of B.C.



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

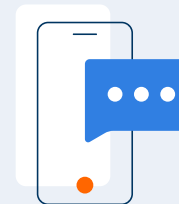
We are committed to treating everyone with respect and dignity. You have the right to freedom from discrimination and harassment based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, gender, or age.

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 or 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.



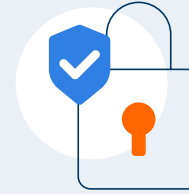
Service Level Standards

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 British Columbia \(OIPC\)](#).

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 client 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/clientinformation** to provide us with your feedback. If you need further assistance accessing or completing 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 Centres, 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 services, **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 Sud

#210 – 450 Lansdowne Street, Kamloops, BC

Phone: 250-377-3670

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

📍 Kamloops Nord

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

4936 Barriere Town Road, Barrière, BC

Phone: 250-672-0036

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[Instagram](#)



[Facebook](#)



[Site Web](#)



Ce manuel a été conçu pour répondre aux normes et lignes directrices WCAG 2, quoique avec certaines limitations. Pour nous faire part de vos suggestions sur la manière d'améliorer ce manuel, veuillez envoyer vos commentaires à info@opendoorgroup.org.