

# open door group

Opening Doors to Lifelong Learning and Career Success



## CLIENT HANDBOOK

# ABOUT OPEN DOOR GROUP

Established in 1976, Open Door Group started as a small group of dedicated citizens providing wood-working and sewing classes to people with physical and mental disabilities. Over the years, we have grown into a provincial organization with locations throughout the Lower Mainland and the Interior of BC. We now serve over 3,000 people a year.

Open Door Group is funded by the:

- Ministry of Social Development and Poverty Reduction
- Ministry of Advanced Education and Skills Training
- Vancouver Coastal Health Authority
- Interior Health Authority
- Service Canada

## **Mission Statement**

Opening doors to lifelong learning and career success.

## **Vision Statement**

Meaningful skills and careers for everyone.



# OUR APPROACH TO SERVICE

Open Door Group's core values are ideals, guiding principles, and commitment in how we work with, and treat our clients. The following core values are central to the work we do:

## **We believe everyone wants to work**

We believe that the aspiration for meaningful careers is part of the human condition.

## **We expand possibilities**

We believe that everyone has a story that is unique and meaningful, and through such stories the seeds for growth resides.

## **We are solutions focused**

We strive to understand our client's needs and wants. We customize programs and services to produce positive results.

## **We are authentic**

We manage with integrity and honesty, and through fairness and transparency.

## **We are innovative**

We strive to always improve and always evolve.

## **We are results focused**

We achieve superior results without being result-driven and we are accountable.

## **We are a cohesive team**

Our strength lies in working together to achieve our collective goals.



# OUR COMMITMENT TO YOU

1

Providing 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.

2

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

3

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

4

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

5

Protecting the confidentiality of your records and sensitive information.

6

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



## ABOUT OUR TEAM

Upon being hired, all staff are provided with the following mandatory training:

- Mental Health First Aid Certification
- Non-Violent Crisis Intervention Certification
- Career Development Ethics and Standards Certificate
- Career Development Theory, Models, and Practices Certificate
- Cultural Awareness
- Naloxone

Open Door Group is committed to making sure our staff provide top notch career services. To support this commitment, we support all staff in achieving their Certified Career Development Practitioner (CCDP) Candidacy or Certification. CCDP Certification is a formal designation that confirms an individual's expertise, knowledge and ongoing commitment to growth and development within the industry.

## YOUR CHOICE OF STAFF

At Open Door Group, we want you to feel comfortable with the staff that support you. If, at any time, you don't feel comfortable with the staff who support you, please let us know. There are many ways to let us know:

- Tell the staff person what you like and dislike
- Ask to speak to a manager
- Fill out a Dispute Resolution Form
- Talk to your friends, family or caregivers about how you feel. They can talk to us and help us make sure you're happy with the staff who are working with you.

# OUR PROGRAMS AND SERVICES

## WorkBC Employment Services

Open Door Group offers WorkBC Employment Services at centres across the province to provide information, services, programs and support to help you find - and keep - a job in BC. Our trained staff will help you access the services and resources you need to start and succeed in your job search, including:



**JOB SEARCH SERVICES & RESOURCES**



**SKILLS ENHANCEMENT**



**WORK EXPERIENCE PLACEMENTS (WAGE SUBSIDY)**



**PERSONAL EMPLOYMENT PLANNING**



**SELF-EMPLOYMENT**

Our WorkBC Centres also offer targeted services and resources that support the following inclusion groups:

- Indigenous
- Francophone
- Immigrants
- Single Parents
- People with Disabilities
- Mature Workers
- Individuals with Multiple Barriers
- Women & Survivors of Violence
- Youth & Youth At Risk

Open Door Group WorkBC locations are noted on the back cover of this booklet or you can find your local WorkBC Centre with our interactive map at [www.workbccentres.ca](http://www.workbccentres.ca)

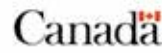
### Admissions Criteria

To be eligible for WorkBC services, you must be unemployed, underemployed, precariously employed or at risk of losing your job.



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

# JOBS IN DEMAND



Funding provided by the Government of Canada through the Canada-British Columbia Workforce Development Agreement.

Jobs in Demand is an 8-week cohort Skills Training Program that includes career exploration and assessment, essential, soft skills and Indigenous cultural awareness, the acquisition of occupational short-term certificates and supported job search. The objective of the Program is to increase the labour force participation and reduce the unemployment rate of individuals in British Columbia who are facing two or more barriers to Employment. Open Door Group offers 3 Jobs in Demand Programs:

## **Jobs in Demand: Skills Training for Employment Program for Multi-Barriered Individuals (offered in Kamloops and Sechelt)**

Eligibility Criteria:

- Unemployed or precariously employed
- An individual facing one or more of the following barriers to employment:
  - Housing instability
  - Recovering from addiction
  - Prior criminal justice involvement
  - Mental health challenges
  - Lack of social networks and connection
  - Lack of recent and/or Canadian work experience
  - Limited literacy skills
  - Limited English language skills
  - Low self-esteem
  - Low income
  - Being a(n): Young Adult at Risk; or Older Worker; or Survivor of Violence and/or Abuse

## **Jobs in Demand: Skills Training for Employment Program for Young Adults with Barriers (offered in Kamloops)**

Eligibility Criteria:

- Between the ages of 18 and 24
- Unemployed or precariously employed
- An individual facing one or more of the following barriers to employment:
  - Housing instability
  - Recovering from addiction
  - Prior criminal justice involvement
  - Mental health challenges
  - Lack of social networks and connection
  - Lack of recent and/or Canadian work experience
  - Limited literacy skills
  - Limited English language skills
  - Low self-esteem
  - Low income

## **Jobs in Demand: Skills Training for Employment Program for Survivors of Violence and/or Abuse (offered in Kamloops)**

Eligibility Criteria:

- Identifies as a survivor of violence and/or abuse (an individual that experienced or was threatened by physical violence, coercion, threats, intimidation, isolation, stalking, or emotional, sexual or economic abuse by a group or individual looking to gain or maintain power or control; or other trauma)
- Unemployed or precariously employed

# OUR PROGRAMS AND SERVICES



**Open Door Group's THRIVE and Gardengate Programs support individuals with a mental health condition to thrive through community connection and healthy living.**

The THRIVE and Gardengate Programs are a stepping stone for individuals living with a mental health condition to connect in their community, develop life and social skills, learn about healthy living to improve and maintain wellness and build community networks through the following services:

- Development of a personal wellness and healthy lifestyle plan
- Attachment to workshops and services to build skills and knowledge

The location of Open Door Group's THRIVE and Gardengate Programs are noted on the back cover of this booklet, or you can access our website at [www.opendoorgroup.org](http://www.opendoorgroup.org) for more information.



## Admissions Criteria

THRIVE: You are a resident of Vancouver or Richmond and you have a mental health condition.

Gardengate: You are a resident of Kamloops and you have a mental health condition.



# CLIENT RIGHTS

## As a client at Open Door Group, you will have:

- 1** Freedom from discrimination<sup>1</sup>, harassment, and abuse (including neglect, assault and deliberate humiliation).
- 2** Privacy and reasonable confidentiality<sup>2</sup>.
- 3** Reasonable access to information concerning yourself and your file<sup>3</sup>.
- 4** Access to qualified staff and services that meet professional standards, the outcomes of which may be evaluated with you.
- 5** The ability to give informed consent and take part in decisions about your future.
- 6** The ability to participate in voluntary research that falls within the guidelines of established ethical standards and will not jeopardize your privacy.
- 7** Access to the community and other community services available to you.
- 8** Freedom to speak up for yourself, or to have someone else speak for you.
- 9** The ability to raise issues of concern and resolve disputes without fear of retaliation through the confidential Dispute Resolution Process<sup>4</sup>.
- 10** Freedom from financial and other exploitation or retaliation.
- 11** The obligation to report immediately to management any abusive behaviour, discrimination or harassment which you have witnessed or are aware of.

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1. As per the BC Human Rights Code, RSBC 1996, c. 2010

2. Proper authorities will be informed in the case of information being illegal, information related to a crime, and information concerning the safety of a person under the legal age.

3. As per the Freedom of Information and Privacy of Protection Act, RSBC 1996, c. 165

4. Issues that may give rise to disputes include, but are not limited to: Access, timeliness and effectiveness of programs and services; dealing with staff, management or volunteers; health and safety, and harassment, discrimination and abuse.

# YOUR HUMAN RIGHTS

## THE CANADIAN CHARTER OF RIGHTS AND FREEDOMS

Guarantees the rights and freedoms set out in it subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society.

Fundamental freedoms:

- Freedom to conscience and religion;
- Freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication;
- Freedom of peaceful assembly; and
- Freedom of association

## DISCRIMINATION IN EMPLOYMENT

A person must not:

- Refuse to employ or refuse to continue to employ a person, or
- Discriminate against a person regarding employment or any term or condition of employment

A person must also not discriminate because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of that person or because that person has been convicted of a criminal or summary conviction offense that is unrelated to the employment or to the intended employment of that person.

## THE BC HUMAN RIGHTS CODE

The purpose of this Code are as follows:

- To foster a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political and cultural life of British Columbia;
- To promote a climate of understanding and mutual respect where all are equal in dignity and rights;
- To prevent discrimination prohibited by this code;
- To identify and eliminate persistent patterns of inequality associated with discrimination prohibited by this code;
- To provide a means of redress for those persons who are discriminated against.

## DISCRIMINATION IN EMPLOYMENT

An employer must not discriminate between employees by employing an employee of one sex for work at a rate of pay that is less than the rate of pay at which an employee of the other sex is employed by that employer for similar or substantially similar work.



# PARTICIPANT DISPUTE RESOLUTION

Open Door Group recognizes the importance of maintaining good relations with our stakeholders: clients, service providers, other government bodies, and the general public. We recognize that disputes provide opportunities for the organization to learn and improve.

Open Door Group offers a variety of avenues for resolving conflict, appealing decisions and discussing procedures that are available for participants and staff.

We are confident that most issues can be resolved by direct communication between two people in dispute. We have provisions for both informal and formal complaints and appeal procedures.

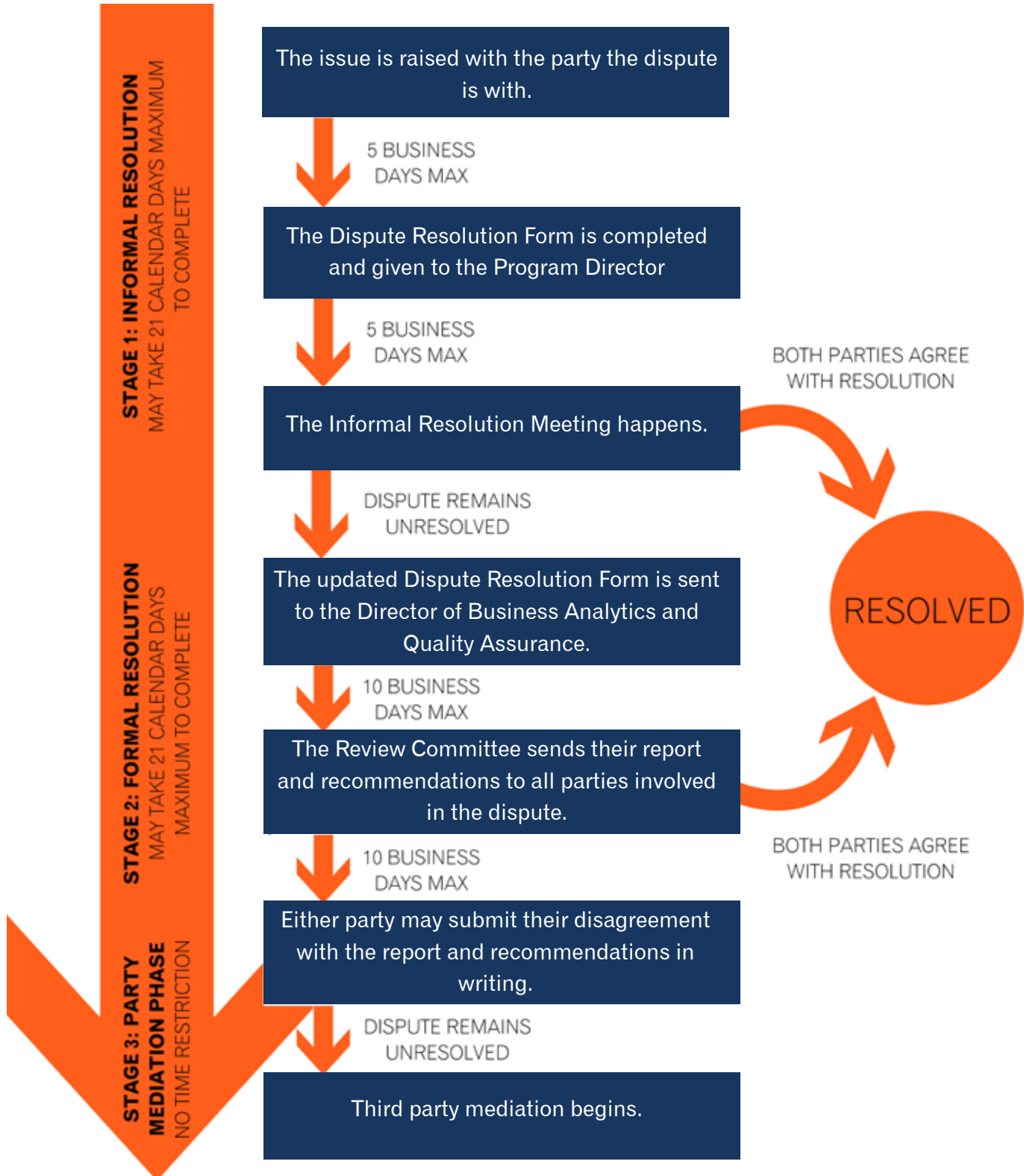
All disputes brought forward will be handled in a fair and transparent process that is respectful of timelines. The dispute resolution process is highly confidential. Those responsible for dealing with grievance inquiries and resolution will not discuss the matter with anyone else, except for the people that initiated the dispute and those that are directly impacted by the dispute.

If you would like to file a complaint, or dispute any decision related to the service you have received, please ask to speak with the manager at any of our centres and request our full Dispute Resolution Policy and Process Guidelines. These guidelines can also be found hanging in Resource Centres..

**Bringing a dispute forward will not result in retaliation or barriers to service. All disputes brought forward will be handled in a fair and transparent manner.**

Our full dispute resolution policy can be found on our website at [www.opendoorgroup.org](http://www.opendoorgroup.org). You can also email our Director of Quality Assurance at any time at [qualityassurance@opendoorgroup.org](mailto:qualityassurance@opendoorgroup.org).

# PATHWAY TO DISPUTE RESOLUTION



# RESPONDING TO REQUESTS FOR INFORMATION

If the complainant is connected with one of Open Door Group's Provincially and/or Federally Funded Programs, and they would like to have access to a client file they will need to follow government Freedom of Information guidelines. As our Funders are the owner of client files, ODG and sub-contractors do not have the right to provide certain information.

Information given directly to the complainant or the complainant completed and provided (i.e. resume, action plan, or contract signed by parties involved) ODG is permitted to provide copies of this information to the complainant. ODG is not permitted to give third party information (i.e. medical information from a doctor or employer reports on a client). To access this information the complainant must go through the Office of the Information and Privacy Commissioner for BC (OIPC).

## **Office of the Information and Privacy Commissioner for BC (OIPC)**

PO Box 9038, Stn Prov Govt,  
Victoria B.C. V8W 9A4  
Third Floor, 756 Fort Street  
Toll Free: 1-800-663-7867  
Victoria: (250) 387-5629  
Vancouver: 660-2421  
Fax: (250) 387-1696  
Website: [www.oipc.bc.ca](http://www.oipc.bc.ca)

## **How to make a request**

1. To obtain access to a record, the applicant must make a written request that
  - a. provides sufficient detail to enable an experienced employee of the public body, with a reasonable effort, to identify the records sought,
  - b. provides written proof of the authority of the applicant to make the request, if the applicant is acting on behalf of another person in accordance with the regulations, and
  - c. is submitted to the public body that the applicant believes has custody or control of the record.
2. The applicant may ask for a copy of the record or ask to examine the record.





# HEALTH AND SAFETY

At Open Door Group, the health and safety of everyone we deal with is important to us: you, the staff, visitors to our program and members of the public. Designated staff at each location are trained in:

- First-aid and CPR
- Occupational Health & Safety
- Evacuation Procedures
- Non-Violent Crisis Intervention
- Naloxone Administration
- Mental Health First Aid
- Safe Handling of 'Sharps'
- Food Safe

## **YOUR PERSONAL HEALTH AND SAFETY**

When you first come to Open Door Group, we will meet with you to find out what you need to keep safe. If you have any identified health issues, we will ask questions about:

- The medications you take
- Health concerns you have
- Safety concerns you have

The answers to these questions are written down. We will share this information with the staff that work with you so that we can best support you and address your health and safety needs when applicable.



## PARTICIPANT FEEDBACK

Feedback on our programs and services is important to us. It helps us to improve our services. We encourage all stakeholders - clients, government, and community - to complete satisfaction surveys to help us better understand what we are doing well and where we need to improve.

You may be asked to complete one or more surveys during your participation with Open Door Group. If you are not asked to complete a survey, but want to share your experiences, good or bad, confidential survey forms and boxes are available in the resource area of each of our centres.

**If you would like to share any additional feedback about any of our programs and services, please contact [qualityassurance@opendoorgroup.org](mailto:qualityassurance@opendoorgroup.org).**

# PARTICIPANT EXPECTATIONS & RESPONSIBILITIES

**To ensure that Open Door Group provides our services in a safe, professional environment, and in accordance to our contracted obligations, the Organization requires the following understanding from all clients:**

- I understand that Open Door Group programs receive funding from the Ministry of Social Development and Poverty Reduction (MSDPR), Interior Health Authority, Ministry of Advanced Educations and Skills Training, Government of Canada's Opportunities Fund, and Vancouver Coastal Health Authority. Because of this, my case files are the property of the Funder.
- I understand that clients and staff of the Centre will conduct themselves in a respectful and professional manner, will remain from harassing others, acts of discrimination, disruptive behaviour, and verbally or physically aggressive actions.
- I understand that the facility and the facility's property is to be treated with respect by staff and clients alike and any damage to property must be reported immediately.
- I understand that I am not allowed to remain on the premises if I am under the influence of alcohol or non-prescription drugs.
- I understand that the computers - especially the Internet and email, are not to be used for any purposes other than those prescribed by the program - i.e. job search, labour market research, etc..
- I understand that Open Door Group facilities must not be used for illegal or illicit purposes and that any illegal or illicit activities observed must immediately be reported to an Open Door Group staff person.
- I understand that I am responsible to be punctual for all scheduled activities that I have agreed to attend
- I understand that if I miss three scheduled activities my participation at Open Door Group will be evaluated and that my absenteeism may be cause for dismissal from services. Drop-in services are excluded.
- I understand that if I threaten to physically harm myself or any other person, Open Door Group is obligated by law to take any action that is deemed as necessary to protect people from harm.
- I understand that if I am knowingly involved in illegal activities, or when I am a victim of such activities, Open Door Group is required by law to report such activities to the rightful authorities, without prior consent from myself.
- I understand that if Open Door Group has reason to believe that children are at risk of abuse, Open Door Group is obligated by law to report this to the appropriate government agency.

Our staff strive to assist you in achieving your goals and are committed to providing you with a safe, comfortable and friendly environment. As such, any person that demonstrates a disrespect for the facility's participant expectations & responsibilities policies will be asked to leave the premises, and may be banned from Open Door Group services for a set period of time or indefinitely.





## DISCLAIMER FOR JOB SEEKERS

Open Door Group and its Board and/or staff are not responsible for the employment practices of entities or individuals to whom referrals are made or from whom job leads are received. All applicants for any job are responsible to determine, by consulting with the employer, all terms and conditions of employment for the job and to be aware of the Employment Standards Act, the BC Human Rights Code, and the Workers Compensation Act. This applies to:

- A “direct placement” made by Open Door Group. In this case, Open Door Group takes every reasonable step to assess the suitability of the client’s skills and needs with those of the employer’s available job posting only.
- A job lead passed on to an Open Door Group client by an Open Door Group employee.
- Any and all other channels of information by which a client of Open Door Group may receive a job lead from an Open Door Group employee.

# LOCATIONS & HOURS

## HEAD OFFICE

#300-30 East 6th Avenue  
Vancouver, BC

T: 604-872-0770  
E: [info@opendoorgroup.org](mailto:info@opendoorgroup.org)

## VANCOUVER DTES

134 East Hastings Street  
Vancouver, BC  
T: 604-334-6372  
E: [centre-vancouver-134easthastings@workbc.ca](mailto:centre-vancouver-134easthastings@workbc.ca)  
W: [workbccentre-vancouver-134easthastings.ca](http://workbccentre-vancouver-134easthastings.ca)

8:00am – 4:30pm — Mon & Tues  
8:00am – 1:00pm — Wednesday  
8:00am – 4:30pm — Thursday  
8:00am – 4:30pm — Friday  
10:00am – 2:00pm — Saturday

## VANCOUVER BARRARD

#900 - 1200 Burrard Street  
Vancouver, BC  
T: 604-334-6372  
E: [centre-vancouvercitycentre@workbc.ca](mailto:centre-vancouvercitycentre@workbc.ca)  
W: [workbccentre-vancouvercitycentre.ca](http://workbccentre-vancouvercitycentre.ca)

8:30am – 6:00pm — Monday  
8:30am – 6:00pm — Tuesday  
8:30am – 2:00pm — Wednesday  
8:30am – 4:30pm — Thursday  
8:30am – 4:30pm — Friday

## VANCOUVER VCC

#200 - 250 West Pender Street  
Vancouver, BC  
T: 604-334-6372  
E: [centre-vancouver-westpender@workbc.ca](mailto:centre-vancouver-westpender@workbc.ca)  
W: [workbccentre-vancouver-westpender.ca](http://workbccentre-vancouver-westpender.ca)

9:30am – 6:00pm — Monday  
9:30am – 6:00pm — Tuesday  
9:30am – 2:00pm — Wednesday  
9:30am – 4:30pm — Thursday  
9:30am – 4:30pm — Friday

## SECHELT

5674 Cowrie Street  
Sechelt, BC  
T: 604-885-3351  
E: [centre-sechelt@workbc.ca](mailto:centre-sechelt@workbc.ca)  
W: [workbccentre-sechelt.ca](http://workbccentre-sechelt.ca)

8:30am – 6:00pm — Monday  
8:30am – 6:00pm — Tuesday  
8:30am – 2:00pm — Wednesday  
8:30am – 4:30pm — Thursday  
8:30am – 4:30pm — Friday

## SEA TO SKY

302 - 37989 Cleveland Avenue  
Squamish, BC  
T: 604-639-1743  
E: [centre-squamish@workbc.ca](mailto:centre-squamish@workbc.ca)  
W: [workbccentre-squamish.ca](http://workbccentre-squamish.ca)

8:30am – 6:00pm — Monday  
8:30am – 6:00pm — Tuesday  
8:30am – 2:00pm — Wednesday  
8:30am – 4:30pm — Thursday  
8:30am – 4:30pm — Friday

# LOCATIONS & HOURS

## KAMLOOPS SOUTH SHORE

#210 - 450 Lansdowne Street  
Kamloops, BC  
T: 250-377-3670  
E: [centre-kamloops-lansdowne@workbc.ca](mailto:centre-kamloops-lansdowne@workbc.ca)  
W: [workbccentre-kamloops-lansdowne.ca](http://workbccentre-kamloops-lansdowne.ca)

8:30am – 6:00pm — Monday  
8:30am – 6:00pm — Tuesday  
8:30am – 2:00pm — Wednesday  
8:30am – 4:30pm — Thursday  
8:30am – 4:30pm — Friday

## KAMLOOPS NORTH SHORE

795 Tranquille Road  
Kamloops, BC  
T: 250-377-3670  
E: [centre-kamloops-tranquille@workbc.ca](mailto:centre-kamloops-tranquille@workbc.ca)  
W: [workbccentre-kamloops-tranquille.ca](http://workbccentre-kamloops-tranquille.ca)

8:30am – 6:00pm — Monday  
8:30am – 6:00pm — Tuesday  
8:30am – 2:00pm — Wednesday  
8:30am – 4:30pm — Thursday  
8:30am – 4:30pm — Friday

## CHASE AND DISTRICT

822B Shuswap Avenue  
Chase, BC  
T: 250-679-8448  
E: [centre-chase@workbc.ca](mailto:centre-chase@workbc.ca)  
W: [workbccentre-chase.ca](http://workbccentre-chase.ca)

11:00am – 6:00pm — Monday  
10:00am – 6:00pm — Tuesday  
10:00am – 4:00pm — Wednesday  
10:00am – 4:00pm — Thursday  
closed — Friday

## CLEARWATER

#100-240 Park Drive  
Clearwater, BC  
T: 250-674-2928  
E: [centre-clearwater@workbc.ca](mailto:centre-clearwater@workbc.ca)  
W: [workbccentre-clearwater.ca](http://workbccentre-clearwater.ca)

8:30am – 4:30pm — Monday  
8:30am – 4:30pm — Tuesday  
8:30am – 2:00pm — Wednesday  
8:30am – 6:00pm — Thursday  
8:30am – 4:30pm — Friday

## BARRIERE

#5 - 4480 Barriere Town Road  
Barriere, BC  
T: 250-672-0036  
E: [centre-barriere@workbc.ca](mailto:centre-barriere@workbc.ca)  
W: [workbccentre-barriere.ca](http://workbccentre-barriere.ca)

10:00am – 6:00pm — Monday  
9:00am – 4:00pm — Tuesday  
9:00am – 2:00pm — Wednesday  
9:00am – 4:00pm — Thursday  
9:00am – 4:00pm — Friday

We also work in partnership with other service providers to deliver employment services in the following communities: Surrey (Whalley, Guildford, Newton), Merritt, Vancouver Midtown, Richmond, & Tri-Cities.

For services in these communities, please [email info@opendoorgroup.org](mailto:info@opendoorgroup.org)

open  
door  
group