

# Handbook for Individuals and Families



## Employment Services



Our Vision

*Communities where every person lives with dignity and enjoys a full life.*

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## **Important**

This Handbook was printed on September 25, 2023.

Please note that contents may have changed and the most recent copy of this Handbook should be referenced on our Resource Portal on the CLS website.

<https://www.communitylivingsociety.ca/portfolio-items/important-information-about-cls/>

Thank you

# Welcome to Employment Services

## About Employment Services at CLS

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The Employment Services program focuses on helping find the right job for you. We want to make sure you find ‘real work for real pay’ where you can make minimum wage or more at a job in the community.



We don't just find you any job. We believe it is important that the job we help you find is the right fit for you. We want you to feel confident and comfortable in your job by finding one that builds on your skills, strengths, and interests.



This may be your first job, or perhaps you have had other jobs before. Whatever your experience, at CLS we take time to help you get work that you feel is a good match for you so you want to be there, and the employer can count on you!



Our goal is to help you find work within 6 months of starting service. Sometimes, it may happen sooner and sometimes it may take longer. You have the most important part to play in your job search. At CLS, we respect your right to have choice and control in the job directions we explore with you, and in how we support you in your job search.

The Employment Services program is funded through Community Living British Columbia (CLBC). They manage referrals and refer eligible people to us when we have an open space in the program. There is no cost to you for this service.

## About The Employment Team and Their Skills

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CLS Employment Developers and Job Coaches have lots of experience helping people find work. CLS belongs to The Canadian Association of Supported Employment (CASE), and we ensure all members of our team are trained in best practices in supported employment. Employees also take special workshops and training to stay up to date on job development skills.

Our program focusses on looking for real work for real pay in the community. To do this, the Employment Developers and Job Coaches don't just work with you - they connect with community members, businesses and other agencies. They want to make sure everyone knows about the importance of inclusive workforces.

## Is CLS Employment Services the Right Fit for Me?

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It is important for you to make a good choice about the support you feel you need to find and keep a job. So, before you decide to join the CLS program, we want you to know how we will work with you.

1. We work as a team together.
2. We each make sure to do our part.
3. We each commit to the plan we create together.

If together we decide the way we work together is not a good fit, the CLS Director of Programs will help you to explore other services that may be better suited to your needs.

Let's look a little more at how we work together so you can decide if this will work for you.

1

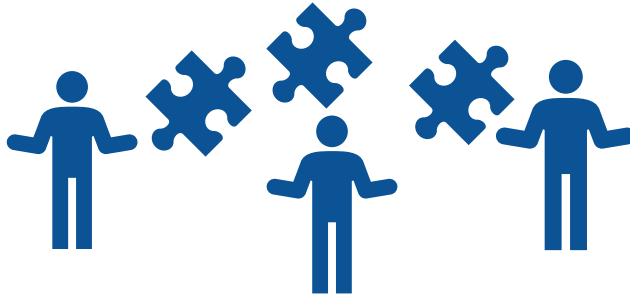


Your team includes you + the CLS Employment Developer and Job Coach + any family or other members of your network you choose to include.

## **We work as a team together.**

Even though we may not all be doing everything together, we need to remember we are all working together and need to make sure we keep each other in the know about what we each are doing so we move in the same direction together.

2



## **We each make sure to do our part.**

It is your job search. This means we need to count on you to take an active part in all the steps we follow to help you get a job. You can count on us to help you make an employment plan that works for you. This plan will help each of us know what we need to do to make sure we follow your plan. We can then make changes, as needed, so you are successful in finding the work you want.

3



**We each commit to the employment plan we create together.**

We will sign an agreement together that outlines our commitment to each other. These are the details of this commitment.

**Your CLS Employment Developer and Job Coach commit to:**

**Helping you find a job:**

- ▶ Helping you get a Social Insurance Number (SIN) if you don't have one – you must qualify for, and be eligible to, work in Canada and have a SIN number.
- ▶ Take time to listen and learn from you.
- ▶ Provide you with opportunities to share all the wonderful things about you – your interests, skills, special qualities, preferences, and talents.
- ▶ Make sure we learn about the important things that you need in place to be successful in the workplace.
- ▶ Work together with you to understand your job goals and dreams.
- ▶ Make a plan with you to find a job that matches your goals and dreams.
- ▶ Explore job options with you to help find the right fit.
- ▶ Make sure we do all the steps we say we will do in the plan.
- ▶ Give you support and guidance to do your parts of the plan.
- ▶ Help solve problems with you when things don't work as planned.



## Helping you settle into and be successful in your job (to the level that works for you and your employer)

- ▶ Help you orient to and learn your new job.
- ▶ Provide ongoing support for you and your employer.
- ▶ Support you to build your own supports within the workplace.
- ▶ Be available to troubleshoot any issues with you and your employer that may arise.



As the job seeker, we ask you to commit to:

### Making your job search a priority:

- ▶ Get a Social Insurance Number if you don't already have one.
- ▶ Attend and take part in all our meetings and planned activities together.
- ▶ Answer questions and tell us all about you. We want to know about your strengths and skills and interests, and even things you find difficult, or others have concerns about. That way, we can help you find the right type of job where you can be successful in the workplace.
- ▶ Help us find others in your life who can help us learn more about the special things about you.
- ▶ Be ready to explore lots of different job options and try different things with us so we can better understand what will work for you.
- ▶ Be on time for meetings and interviews with us and with any potential employers.
- ▶ Tell us if things aren't working for you and why so we can work things out with you. For example, if you are not comfortable with moving forward on any part of your employment plan.
- ▶ Let us know if you do not want to look for a job anymore.

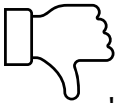
## Making the job you find a priority:

- ▶ Work with your CLS job coach and new employer to make a good plan for you to learn your new job and get the support you need.
- ▶ Let your family, friends and others know how they can support you so you get to work on time and ready to do your job well.
- ▶ Be available for check-ins with your CLS employment team so we can make sure things are going well and work with you and your employer to make sure you can do your job well.

## Seeking support if things change once you have a job:

- ▶ Let us know when there are changes on the job for you. For example - a new person to report to, new job responsibilities, a change in hours, etc. We can help you deal with this change so you can feel confident and successful.
- ▶ Let us know if you are having problems on the job. We can help you talk with your employer to try and work things out.
- ▶ Let us know if you are thinking of leaving your job. We can spend time with you to be sure this is a good decision for you and what your next steps might be.

## Making a Decision About Whether to Proceed with our Employment Services



After talking with us and going through this Handbook, you and/or your family/personal network may decide this service is not what you want.

Similarly, at CLS, we may reconsider if our services will be a good fit based on our capacity to meet your needs. In either case, we will work with you to make sure you connect with other resources that may better meet your needs.



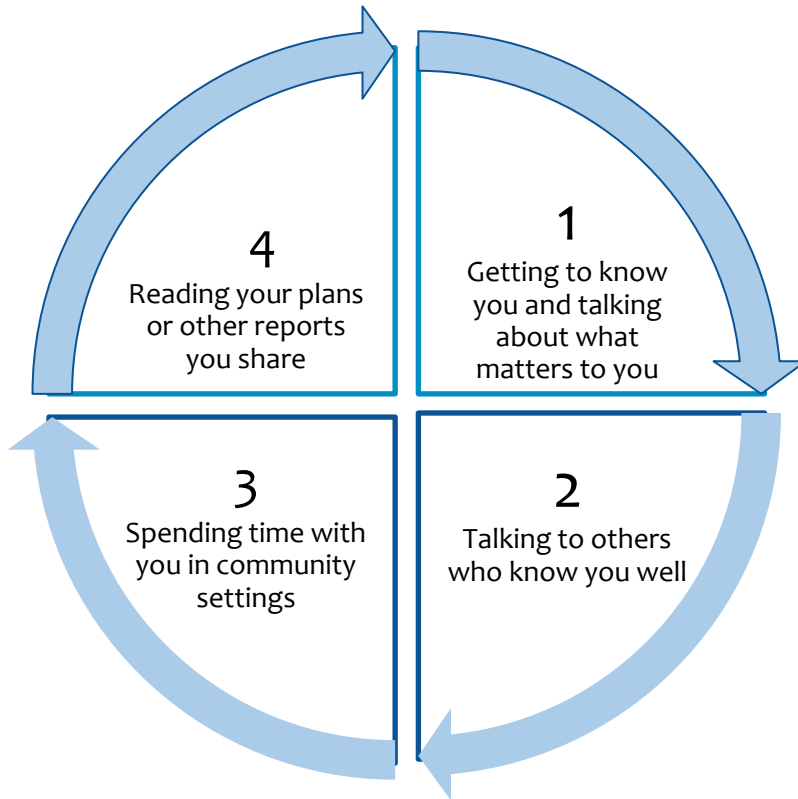
If all looks good and we all feel confident this is the right service for you, then let's get started by reviewing this Handbook together. Be sure to ask lots of questions. Don't leave your questions unanswered!



## The Steps We Take to Assist You in Finding the Right Job for You

To make sure we learn from you about what's important, we take the following steps:

### Getting to Know You - Discovery

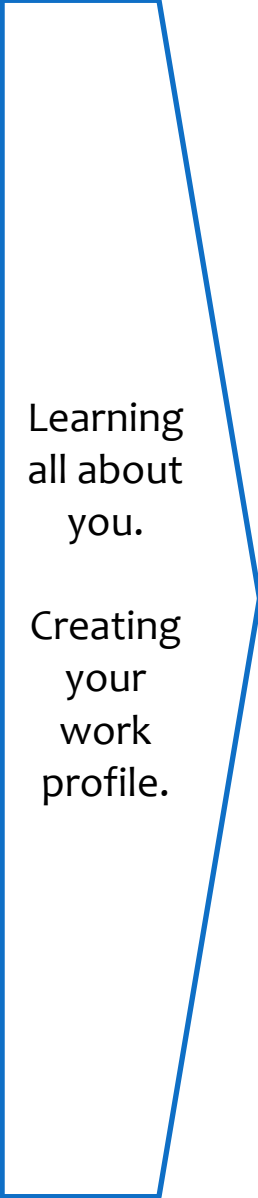


“Discovery” includes 4 steps that we use to learn about you before we begin job search with you.

1. Getting to know you.
2. Talking to others who know you well.
3. Spending time with you in community settings.
4. Reading any plans or other reports you share.

Note: If you take any medication, CLS employees are not able to administer or have any oversight over this. You must be able to manage medications independently.

## Discovery in Action



Learning  
all about  
you.

Creating  
your  
work  
profile.

Discovery helps us learn about you so we can develop your employment plan. We use this plan to guide our job development with you. Our time together while we build this plan will be mostly spent learning all about you and your likes, strengths, preferences, skills to create your work profile. This is an important part of making this your plan. We don't like to rush Discovery, but we will make sure how we do it works for you.

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- Step 1. We will spend time together so you can help us understand more about you. We might use questionnaires, visit you at your home, or simply spend time talking together so we can start to create your work profile.
  - Step 2. We also will ask you to share the names of people in your life who can help us learn about you. We know that sometimes the people who know you well can add other ideas about what you do well, what they appreciate about you, and where they think you might need support. This can help us add to your profile.
  - Step 3. Next, once we have some ideas about your interests, we will spend time with you in the community so we can learn more about how you might like to use your skills in places of interest to you. We might observe you doing different tasks, or have you show us thing you like to do.
  - Step 4. Finally, we like to read any plans you have that are used to support you. If you have other goals you are working on in other programs, or if you have support plans in place to help you enjoy good quality of life, we want to make sure we know about these when we build your work profile.
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## Developing Your Work Profile



Every work profile is different. Some people like to create one that is bright and colourful. Others just like something simple. You get to choose.

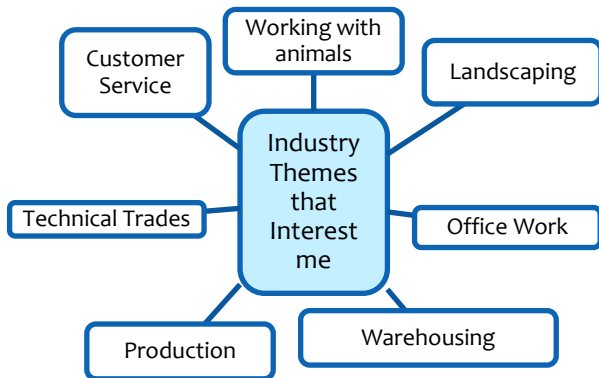
This profile will include all the important information about you that we learned as part of our Discovery together. This is your profile. So...you get to decide what we include.

Remember that the profile helps us make sure we stay true to what matters to you so we can help you to find the right job for you. If we have missed things, be sure to let us know. This is your profile!!

## Making a List of Job Possibilities

Once we have created your profile together, we work with you to come up with a list of possible job types (we call these Industry themes) that make sense to explore. These help all of us start to think about job possibilities. You may already have some job ideas. These can be a good place to start. We can match these with your work profile so you can decide whether they still feel like good possibilities.

It is also good to explore more than one job type or industry theme. We encourage you to explore lots of possibilities, so we don't get stuck if one doesn't work out.

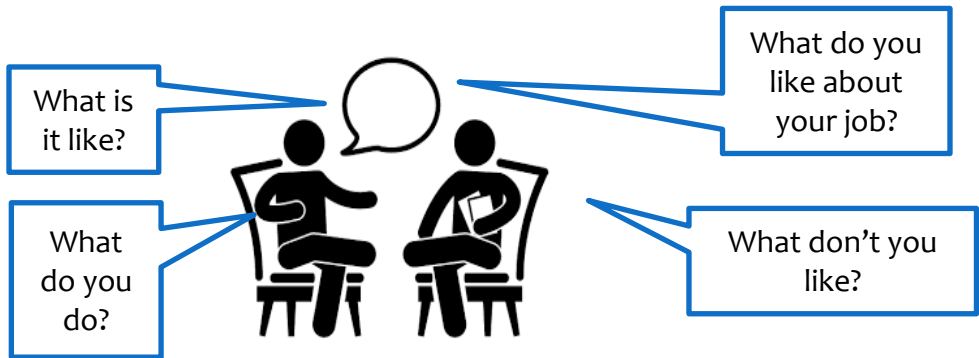


## Exploring Job Possibilities

Exploring jobs and job types can be different for everyone.

### One Option: Test Out Your Job Ideas Before Focussing on Job Search

If you haven't worked in many jobs before or haven't worked at all yet, you may want to start by spending time in some workplaces, or talking with people about some of the different jobs from your list. This can also be a good step if you have worked but want to try new types of work you think you might like better:



Meet with people who work in the places where you might like to work.



What is it like?

Are workers doing things you might like to do?

Would you like being there?

Visit places you might want to work or even ask your job coach to arrange for you to spend a day there.

## Another Option: Start Looking for Jobs in Your Areas of Interest

Maybe you feel ready to begin looking for jobs. Everyone is different.

You may already have had some jobs in one or more of the job types we have identified together. This experience may help you feel confident about going ahead with a job search, especially if you feel you have some good ideas about some employers you have already decided are a good fit. Your exploration will be all about seeing if there are possibilities with these employers. We can help you map out a plan.

Look for jobs that are open right now that you feel you can do

Make sure you have a Social Insurance Number

Find job openings

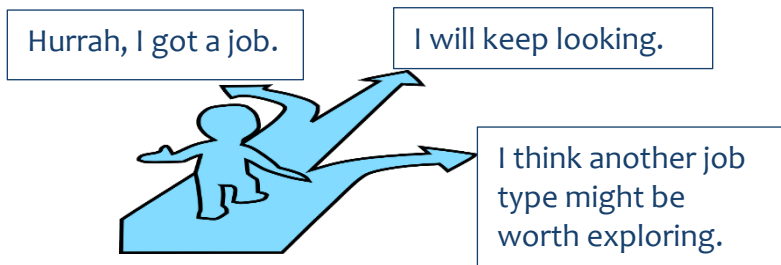
Make a resume

Practice interviews

Visit the businesses with job openings to learn about the job

Start meeting with employers or sending out applications

This option might lead to work right away or may help you decide to explore other job types if you discover you don't like or can't find any job openings you like.



## Focussing Your Job Search

Once you have had a chance to explore and decide what job types or jobs you like, we will focus on finding work with specific businesses or look at ways to develop a job for you if you haven't already found work.

Your employment developer or job coach will work with you to explore the best ways to start your job search with you. Some of the ways they might help you include:

### Making Our Job Search Approach Fit for You

Looking for openings for jobs that are available in businesses you are interested in right now. Checking our Job Board.

Helping you to fill out applications for the job type you are interested in in local businesses even if they haven't advertised any.

Talking with employers about their needs and making a plan for you to use your skills to fill those needs in a new or adapted job in their company.

Exploring ways you might use your skills and interests to meet people's needs by starting your own business.

Helping you find the right job in workplaces you think you might like means making sure we find the best way to support you.  
We might try a lot of these approaches before we get the right fit.

You can count on your Employment Developer and Job Coach to be there with you every step of the way until you successfully find a job and beyond!

## Focussing Your Job Search through Job Development

Job development is one way we can help you to find work when you find the job openings that are available are not a good fit for you. We still do a job search but instead of waiting to find jobs that people are doing already, we explore how we might develop a job so it works for you and the employer.

**Customized Employment** – We will find and work with a business that works in an area of interest to you to figure out if there are ways they can use your skills and interests to get tasks done that can help them. We then create a new job description that you feel confident doing and that meets their needs. It is a brand new job in their company just for you.

**Job Carving** – There may be parts of a job you can do really well and parts of another job you can do really well too. But both jobs have parts that you can't do so well. This means the employer can't hire you for either job. We talk to the employer about creating a job that pulls out the parts from one or more jobs to create a job that you can do really well. Then they can hire you to do this new job and know they can count on you.

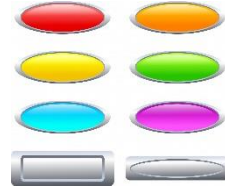


Collect carts



Bag groceries

**Job Accommodations**—Sometimes, there are tasks in a job that you might be able to do if you had different equipment or tools to do them, or a different way of doing them. We work with employers to problem solve how to make these tasks achievable for you. Many workers have job accommodations such as different chairs, special glasses, different coloured buttons on their keyboards or reminder prompts that help them do their job better. We help employers find the right accommodations for you.



**Self-Employment** – Although we don’t do this very often, we might find that you are better suited to a job where you can do it at your pace so you can manage the times and demands of the job around any health or other factors that may change from day to day. Self-employment, where you provide a service or make a product to sell, might be the best fit for you. We will explore ideas with you that match your work profile. We then help you get the support you need to decide if this type of job will work best for you and can be successful. There are lots of things to think about in starting your own business, so it is important to talk with business experts who can help you decide if your business idea is practical and you have the right support from your family or personal network to keep it going.

## Accepting a Job Offer

It is always exciting to find a job! At CLS, we are excited too!



Part of accepting a job means taking time to learn more about what you are accepting so you can make a decision about whether it will work for you. It is not fun to find out once you have started a job that you don’t like it and have to quit. Employers don’t like that either!

If you have found a job on your own or we have helped you to find a job, we will spend time with you to make sure you have all the information you need before you accept the job. This practice makes sure you feel confident that the job will



be the right fit for you. Employers expect you to do this. They don't want you accept a job if you don't want to be there!

Some of the things we might help you to learn more about if you haven't already learned about them will be:

- How much you will be paid and how often.
- How often you will work each week, or if this might change every week.
- How long you will work each day, or if this might change every day.
- The job duties you will have + a copy of your job description if they have one.
- Who will train you and what you can do if you need more support.
- Where you will be working – sometimes businesses have more than 1 location and it is important to know if you can easily get to and from the location where you will work.

**NOTE:** Not liking everything about a job doesn't mean you shouldn't accept it! We all have parts of our jobs we don't like. BUT, if there are too many things you are not happy about or that worry you, make sure you discuss them with your employment team before you accept the job. They can help you look at ways to work some of your concerns out with the employer or make plans for how you can make the job work for you.

## Supporting You in Your New Job– Our Role

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Once you have accepted a job, your employment team will help you to get off to a good start so you feel confident and comfortable in your new workplace taking on the job tasks you will be expected to do. We offer many types of support and will work with you to make sure we pay attention to the type of support that will fit for both you and the workplace where you will be working.

Our motto with all our support is to get the right balance so you can be successful.

Our focus will be on helping to make sure you learn all the things you need to know about your new job.

***“No more support than needed and no less than necessary.”***

**World Association for Supported Employment**



We will try to make sure we are providing just enough support to help you be successful.

This means we have to pay attention to what will work for you and for others in your workplace and how that will change once you get more comfortable on the job.

Some examples of how you might work with your job coach include:

- ▶ Check-ins between you and your coach before and after your first shifts.
- ▶ Check-ins with employer and your job coach before and after your first shifts (if we have been a part of helping to develop the job with you).
- ▶ Having your job coach spend time at your new workplace to understand your job duties and help create a training plan for you and the employer.
- ▶ Having your job coach at the workplace with you for some or all of your first shifts to help you get oriented to and learn your job.

## Providing Ongoing Support for You In Your Work

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At CLS, we want you to be successful in your work.

Once you have settled into your job we will talk with you (and your employer if we are working with them too) about the ways we can continue to support you. We will update your employment plan with the areas we will focus on together.

As much as possible, we want you have independence in your work so that you are using the systems in place at your work to get the support you need. But sometimes this might take time. We will make sure we build the right support plan for you so you can be comfortable with your job duties and can feel confident to shift away from our support for all or most of your tasks, if and when you are ready. It will be different for everyone.

We make sure you have regular opportunities to talk with your employment team if you have any questions, suggestions, or concerns about the ways in which we are supporting you with your job. We will set up meetings or phone calls with you so we can check in together and keep your employment plan up to date.



If we are no longer actively supporting you at your job, we still make sure to check in with you (and your employer if we are involved with them) regularly. We will talk with you about how often we will do these check-ins. You will still have an active employment plan with us that we will want to review with you regularly to celebrate your successes, add any new areas you want to focus on, and make sure your plan is up to date and working for you.



No matter how often we might have regular contact, it is important that you **contact us anytime if you are having challenges or upset on the job** so we can make sure to sort these out with you and your employer. It is best to talk to us as soon as you can before things feel too big and upsetting for you.

## Supporting Your Success

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In addition to the support, you might need to be successful doing your job, the Employment Services team can help you directly or may refer you to other resources or other members on your team to get support to:

- Manage your schedule so you can get to work on time.
- Learn how to use the bus or sky train to get to work.
- Deal with personal issues that come up for you that are making it hard at work or to get to work.
- Learn how to communicate well on the job to get along with your co-workers and get the support you need if you are having trouble with a task.
- Learn how to ask for time off, call in if you are sick, ask for more shifts.
- Learn how you can work to keep your job if issues come up.

Before you start work, or as part of our support for you on the job, we will talk with you about some of these areas and build them into your support plan. We may add others as we go so you have the right support when you need it.

## Involving your Family/Personal Network

We hope that you will include others on your team to support you in your employment journey. Your family members or other people who are important to you (your support network) can help you in many ways if you make sure to include them. We can talk with you more about the ways you might want to have them be involved. You get to choose. If they will be part of the team, we will ask you to sign a consent that will include what information you agree can be shared with them about you and your employment plan with us.

## Understanding Your Rights and Responsibilities as an Employee

### Safety on the Job

Every worksite has to follow Work Safe BC standards and every employee must know about and follow the safety rules at their work. These rules protect the employer and employees from getting hurt on the job. You must follow these rules when you are at work. If you don't understand the rules, it is important that you talk with your job coach or employment developer to help you get the support you need.

### Employment Standards at Work

Every worker in BC has rights. These rights are listed in the BC Employment Standards Act. Some of your basic rights include:

- ▶ The right to receive minimum wage;
- ▶ The right to be paid on time.

If you have questions about your rights, it is important that you talk with your job coach or employment developer who can refer you to people you can talk with about your concerns. You can also get a copy of the Employment Standards from their website.

## Income Reporting

If you receive Disability Assistance or BC Benefits from the Ministry of Social Development and Social Innovation (MSDSI), you need to declare your income each month. You have to submit on My Self Serve which is online from a computer <https://myselfserve.gov.bc.ca/>.



It is still the law that you must declare your earnings even if you do not make enough money from your job to affect your benefits. If you do not declare your earnings, this is a type of fraud, and it means you are breaking the law.

Your employment team will talk with you about your disability assistance and the earning exemptions you have. They will make sure you know who to contact so you get up to date information. They will also work with you and your family members/personal network to help you register, know how to report your income every month on My Self Serve, and have a system or supports in place to do this. They cannot do this for you. It is your responsibility.

## Payroll Deductions

If you work for a business as a staff member, the employer will have to do payroll deductions. This means that some of the money you earn will not go to you. It will go to pay for government programs. Employers don't have a choice. They have to make these deductions for all of their workers to provide important support systems for all of us.

Your Employment Services team can help you find out more about the deductions your employer will be taking from each payment they make to you. These are the main deductions they will have to make:

- ▶ Income Tax
- ▶ Employment Insurance (EI)
- ▶ Canada Pension Plan (CPP)
- ▶ Union Dues (if you work in a business whose staff are in a union)

## Income Tax Filing

Income Tax is a tax that is deducted from the money you earn from working. This money goes to the government to help fund programs for all people living in Canada.

Every year you must fill out an income tax form stating how much income you earned and taxes you paid. This form must be submitted to the government by April 30<sup>th</sup> each year. If you need assistance filling out your Income Tax, your Employment Services team can help you find the best places to go for help.

## Ending or Changing Your Job

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Remember we are your support team. Make sure you reach out to us if you decide you want to quit or want to change your job. Sometimes, we can help you fix what isn't working for you or work through issues if you want to leave because you are unhappy on the job.



We want to support you so that you enjoy good job experiences and that, if you decide to leave a job, you leave in a good way so it doesn't make it hard for you to find new work that better fits for you.

## Leaving/ Ending Services

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Sometimes, CLS Employment Services may no longer be what you need:

- ▶ You may find you are managing well on the job and don't feel you need our support anymore. In these cases, we won't automatically end services for you. That way, if something comes up, you can still have our support if you need it. But we won't have regular contact with you or an active employment plan in place.
- ▶ You may no longer want to work or to look for work.
- ▶ You may decide you want service from another service provider.
- ▶ You choose to end service because you don't feel you need it anymore.
- ▶ You move to another community or location where CLS does not provide employment services.



Whatever the reason, we will make sure we spend time with you to support you in your transition to next steps for you. We will also prepare a closing summary for you that celebrates all the work we did together. Finally, we will ask you to give us feedback about your experience using our services so we can learn what worked and how we might improve.



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