



Work Transforms Lives

Client Handbook

Training Programs for Adults

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History

JVS (Jewish Vocational Service) transforms lives by helping people build skills and find work. JVS was founded in 1973 to aid recent Jewish college graduates who were having trouble finding work. In the 1980s and 1990s, we expanded to meet the needs of both the huge influx of refugees from the former Soviet Union, and the workers who had been displaced during turbulent economic times.

Today, JVS is the Bay Area’s leading job training agency with a mission to transform lives by helping people build in-demand skills and find work. We work closely with Bay Area employers to develop programs that teach skills that our clients need and employers demand. Our locally and nationally recognized programs connect job seekers to training opportunities in healthcare, financial services, administration and technology, with more to come. We are a nonprofit, non-sectarian organization serving clients from all walks of life and at a variety of experience levels. JVS is committed to treating clients with dignity and fairness and appreciates the diversity and uniqueness of each employee, client, volunteer and community partner.

The JVS Team is a group of talented and experienced professionals who receive ongoing training to ensure that they remain experts in their field and continuously build strategies to help clients meet their goals. JVS is a Healthcare Sector Access Point and a Dislocated Worker Access Point for San Francisco and receives many referrals from the Comprehensive and Neighborhood Access Points for training and employment counseling services.

JVS Locations and Hours

JVS provides its fullest array of services at our office in San Francisco’s Financial District. In addition, we offer services at various community organizations throughout San Francisco, the Peninsula, and the East Bay. For a full description of services offered, see pages 3-4.

JVS in San Francisco	Services Offered	Get Started
JVS – Main Office 225 Bush Street, Suite 400 – West Lobby San Francisco, CA 94104	<ul style="list-style-type: none"> • Job Search Skills Workshops • Job Search Intensive (JSI) • Skills to Work training programs 	Office is open 9:00 AM to 5:00 PM, Monday – Friday. Closed for all federal and most Jewish Holidays Attend a Welcome Session every Wednesday at 1pm
San Francisco JCC (JCCSF) 3200 California Street San Francisco, CA 94118	<ul style="list-style-type: none"> • Job Search Skills Workshops 	No regular office hours. Register in advance for workshops: www.jvs.org/calendar

<p>Comprehensive Access Point: Goodwill Industries 1500 Mission Street @11th Street San Francisco, CA 94103</p>	<ul style="list-style-type: none"> • Job Search Skills Workshops 	<p>No regular office hours.</p> <p>Register in advance for workshops: www.jvs.org/calendar</p>
JVS in the Peninsula	Services Offered	Get Started
<p>Peninsula JCC (PJCC) 800 Foster City Blvd. Foster City, CA 94404</p>	<ul style="list-style-type: none"> • Job Search Skills Workshops • Job Search Intensive (JSI) 	<p>No regular office hours.</p> <p>Register in advance for workshops: www.jvs.org/calendar</p> <p>Connect with the Peninsula Regional Coordinator for JSI enrollment information: Dean Maffie, dmaffie@jvs.org</p>
<p>Jewish Learning Works, Oshman Family JCC (OFJCC) 3921 Fabian Way Palo Alto, CA 94303</p>	<ul style="list-style-type: none"> • Job Search Intensive (JSI) 	<p>No regular office hours.</p> <p>Connect with the Peninsula Regional Coordinator for JSI enrollment information: Dean Maffie, dmaffie@jvs.org</p>

JVS in the East Bay	Services Offered	Get Started
<p>JFCS East Bay 2484 Shattuck Avenue, Suite 210 Berkeley, CA 94704</p>	<ul style="list-style-type: none"> • Job Search Skills Workshops 	<p>No regular office hours.</p> <p>Register in advance for workshops: www.jvs.org/calendar</p>

Services Available

JVS's free services are made possible by the generous support of Bay Area businesses, foundations, government and individuals who have invested in JVS's programs – and you! We hope you will reach your employment goals through one of these programs.

Skills to Work Programs

These programs are our “secret sauce” and combine industry-specific training, job search support and many also include paid work experience. Most of these programs require a full-time commitment to your job search and range from 8-weeks to several months. You can find detailed information about these programs on our website, www.jvs.org/skillstowork.

Skills to Work in Technology: JVS is partnering with some of the best technology trainers in the Bay Area to prepare qualified individuals for careers in Salesforce Administration, Digital Marketing, Business Administration, and more to come. These programs are primarily designed for people who have been out of work for at least six months.

Skills to Work in Financial Services: Are you ready for a career that offers stability and opportunities for growth? Our BankWork\$ program trains job seekers for entry-level sales and service positions within the financial services industry. The 8-week program concludes with a hiring fair, where candidates meet with our banking partners.

Skills to Work in Healthcare: JVS has a 20+ year track record of working with the Bay Area's leading healthcare providers, including UCSF, CPMC, San Francisco General Hospital and more. Our programs help nurses get clinical experience and re-enter the field, and also train people for roles as medical administrative assistants, home healthcare providers and more.

Job Search Intensive (JSI) Workshop and Post JSI Offerings

Join a team and see results faster. The Job Search Intensive Workshop provides an opportunity to create a strong job search foundation with a supportive cohort of job seekers. Led by a JVS employment specialist, you will meet several times with the same group of job seekers to learn how to conduct a strategic, effective job search. When you've completed the Job Search Intensive Workshop, you will be able to take advantage of Post Job Search Intensive Labs, Success Groups, and individualized sessions with your Employment Specialist.

During the Job Search Intensive Workshop and Post JSI Offerings, you will:

- Develop an individual employment plan to identify your employment and career goals according with your work-related values, skill sets, interests and work environment preferences
- Research updated information on the Bay Area Labor Market and its trends
- Identify barriers/challenges and develop strategies and resources to overcome them
- Develop skills and strategies for an effective job search, including how to adjust your resume and write a customized cover letter to attract employers
- Articulate and market your preferred skills and work experience
- Persist in your job search with realistic expectations and a positive attitude
- Pursue job leads and employer contacts
- Adjust to your new job and successfully retain and advance in it

Technology Center

JVS's Technology Center is a computer facility, resource library and business center available to clients who are currently enrolled or have recently graduated from a Skills to Work training program or the Job Search Intensive Workshop. **The Technology Center is open to clients Monday, Wednesday, Friday 1:00 PM – 4:45 PM and Tuesday and Thursday 9:00 AM – 1:00 PM.** (Hours are subject to change. Please check the calendar for closures, www.jvs.org/calendar.)

The Technology Center resource card gives access to the following resources:

- High speed Internet access and hundreds of online classes
- Software for resume writing career exploration, and basic skill-building
- Microsoft Office Suite and tutorials in Microsoft Office applications
- Access to Lynda.com and other e-learning websites for job skills training
- Office services (faxing, photocopying, telephone) to assist with your job search
- One-on-one assistance from employment technology experts and basic skills instructors
- A wide array of workshops on computer use and job search strategies
- A library of printed resources
- A telephone for employment related or brief family calls

What can I do at the Technology Center?

- Search for a job
- Improve your computer skills with self-paced tutorials and online courses
- Take a photo for your LinkedIn profile
- Print business cards
- Build your resume, cover letter, and basic job search skills

Job Search Skills Workshops and Resources

Get a taste of JVS by attending one of our monthly job search workshops, JVS workshops provide general job search skills, opportunities to network, and a link to employment experts and industry sector leaders. See the current offerings, www.jvs.org/calendar.

Sample workshop titles include:

- Interviewing Success
- How to Link through LinkedIn
- Identifying your Target Job
- Successful Networking Techniques

Basic Admission Standards for Skills to Work and Job Search Intensive programs

Assigned Staff are responsible for determining individual eligibility for JVS services. The following criteria determine eligibility to participate in Skills to Work or Job Search Intensive Programs from JVS:

- Adults, ages 18 and older, who require assistance with career counseling, job training, placement and/or job retention services to achieve and retain gainful employment.
- Resident within the San Francisco Bay Area.
- Free from alcohol or other substance abuse. An individual with a current substance abuse problem may be initially ineligible and may be referred to treatment services.
- If taking prescribed medication, client must be independent in medication management or receiving assistance from another service provider. JVS staff do not assist with medication management.
- Client must be eligible for employment in accordance with the Immigration Reform and Control Act of 1986, which states employers should only hire American citizens and aliens who are authorized to work in the United States.
- Depending on the program, client may need to be eligible for subsidized services from various agencies, such as: the California Employment Development Department (EDD), the California Department of Rehabilitation (DOR), Mayor's Office of Economic and Workforce Development (OEWD), Human Services Agency (HSA), and the Department of Labor (DOL).
- Client must be motivated to achieve and retain employment and willingness to work with JVS staff.

Waiting Period

There is no waiting list for the Job Search Intensive workshop clients are accepted on a first-come, first-served basis. However, priority goes to Veterans and/or those who are eligible for and are enrolling in the subsidized services listed above.

Other JVS job search and placement assistance services may have a waiting list. When a space becomes available, clients are enrolled into services based on the date of intake or date of completed application. If you are placed on a waiting list, the Program Coordinator of the services you are requesting will keep you regularly informed of your status on the waiting list and will also provide you with an estimated time of enrollment.

JVS Point Person / Creating Your Job Search Plan

Your JVS point person will assist you in ensuring that you are linked to all the services (including the services noted on pages 3-4) and referrals you think you need to help you reach your goals.

Together with your JVS point person, you will create your own job search plan that prioritizes your needs, interests and strengths. This plan will detail your job search goals and the steps and timeline necessary to reach these goals.

In addition to helping you assess your skills sets, goals, and work environment preferences, we will support you in **obtaining referrals for any services** you think you may need. This includes referrals to obtaining and retaining public assistance you may be eligible for.

There are numerous community agencies in the San Francisco Bay Area and we are committed to linking you to the services that best meet your needs. When necessary, and with your permission, we will advocate on your behalf to secure the most appropriate services. We also believe that you should be given the opportunity to build your own advocacy skills and we will provide you with support in building these skills by coaching you on advocacy strategies and by referring you to self-advocacy organizations in the community.

Keeping Appointments

We expect you to be punctual for all your scheduled appointments and/or classes and request that you call or email as soon as possible if you cannot make it and/or need to reschedule. An updated staff contact list can be found at the end of the Client Handbook on pages 19-20.

When you arrive at JVS for your appointment, please ask the receptionist at the front desk to contact the JVS staff member you are scheduled to meet with. Do not attempt to find that person directly.

Discontinuing Services

While we know that most clients who enroll in JVS services intend to complete them, circumstances may require a person to leave services. If you feel that you will not be able to stay for the time determined in your job search plan, please schedule a meeting to discuss your decision with your JVS point person.

Work Protocol

Our Work Protocol ensures that JVS remains a professional business office that is a productive and safe environment for both clients and staff. This information is intended to provide an overview of expected behavior at JVS, or JVS sponsored events. It also serves as a useful resource that helps all clients and staff feel productive and safe.

We expect that JVS clients and JVS team members adhere to the following behaviors:

1. **Attendance:** Be on time for scheduled appointments and/or classes. Clients should notify staff as soon as possible if an emergency will affect attendance.
2. **Harassment, discrimination or bullying:** Engage in behavior that supports an inclusive and diverse work environment. Do not engage in behavior that could be interpreted as harassment, discrimination, or bullying against another person for any reason, including race, color, sex, gender identity, sexual orientation, disability, national origin, ethnicity or religion.
3. **Profanity/Obscenity:** Use language and gestures that promote a productive and safe environment. Do not use language, gestures, or conduct that is vulgar, profane, obscene or abusive, and possession of/viewing offensive materials.
4. **Violence:** Do not assault or threaten any client, staff, or visitor.
5. **Participation:** You are expected to participate fully in JVS services, including feedback/surveys, and maintain contact with JVS staff. Clients must agree to inform JVS staff of any changes in employment status that may affect your job search, including getting a job.
6. **Disruption:** Act in compliance with the directions of JVS staff who are acting in performance of their duties, including not interrupting or interfering with the orderly conduct of JVS activities.
7. **Attire/Grooming:** Wear attire and display grooming that encourages learning and that promotes safety, health, and acceptable standards of social conduct in the workplace.
8. **Scent Sensitivity:** Limit the use of scented products, including perfumes. Exposure to scented products can trigger serious health reactions in individuals with asthma, allergies, migraines, or chemical sensitivities.
9. **Food/Beverages:** Eat and drink in authorized areas of the agency. Do not eat or drink in the Computer Lab, Technology Center, and when using a JVS laptop.
10. **Facility, equipment, and resources:** Do not enter or utilize JVS facilities, supplies, equipment, including computers without authorization.
11. **Property:** Respect JVS property. Do not deface, damage, or steal property belonging to JVS or any another person.
12. **Smoking:** Smoking is not permitted anywhere in the building.
13. **Alcohol and drugs:** Do not use, sell, distribute, or possess alcohol or drugs or attend JVS services while under the influence of alcohol or drugs. Should staff suspect at any time that the client is abusing alcohol or other substances, staff will discuss options with clients including referral to treatment services, conferences with staff from referring agencies, and/or suspension of JVS activities as indicated below.
14. **Weapons/Explosives/Fireworks:** Do not possess, distribute, handle, or use a weapon or any object, including explosives and fireworks.

Suspension and Dismissal Policy

Violation of any part of the JVS Work Protocol may result in suspension and/or dismissal from services.

If you fail to follow JVS's Work Protocol, a JVS Workforce Specialist will schedule a meeting to review your behavior or lack of participation. Issues that cannot be resolved at this level may be referred to the appropriate JVS team member. If the behavior continues, a three-way meeting will be scheduled between you, the Workforce Specialist and the Program Manager. Depending on the severity of the offense, the Vice President of Programs and/or the Client Services Director and/or their designees may determine that a suspension or dismissal from services is in order. While this is a suggested guideline to provide feedback, we reserve the right to terminate services at any time for any reason.

In the case of suspensions or a dismissal from services, you must meet with the Vice President of Programs and/or the Client Services Director and/or their designee to determine if reinstatement of JVS services is appropriate.

If you disagree with any disciplinary action, you may file a grievance with the Vice President of Programs as noted on page 12.

Facilities Policy

Accessibility

JVS maintains offices, classrooms and public spaces that are accessible to persons with disabilities. Persons with walkers or wheelchairs can receive services in most of our locations. Persons with hearing or visual needs can also receive accommodations, if we know in advance of your needs. When registering for a service, you will be given the opportunity to request an accommodation to meet your needs. Additionally, this handbook and any of our workshop material is available in large print upon request.

Service Animals

Service animals are welcome at JVS's facilities. You will be asked to confirm that your animal is a service animal.

We ask that everyone with a service animal follow these guidelines:

- Bring your service animal on a leash or in a container.
- Keep birds, reptiles, amphibians and rodents in an enclosed carrier/container.
- Keep your animal at your feet, or on your lap. Your service animal may not sit on JVS furniture.
- Ensure that your service animal is not aggressive toward people or other animals.

While service animals are welcome at JVS, you are responsible for the care and supervision, including any damage or soiling caused by your service animal.

Eating and Drinking

There is access to drinking water in the hallway between Classrooms 2 and 3. We ask that you use care when eating or drinking in Classrooms and Meeting Rooms. Eating and drinking is prohibited in the Computer Lab, the Technology Center, and when using a JVS laptop.

Restrooms

The restrooms are located on either side of the elevators. The Women's Restroom is on the same side as JVS's main lobby. The Men's Restroom is located on the other side of the elevators.

JVS programs serve diverse clients, including the transgender community. For many transgender people, finding a safe bathroom is a daily struggle. Transgender people are frequently harassed and assaulted in bathrooms and many feel that public bathrooms are unsafe. For this reason, transgender people will often avoid public bathrooms and have health problems as a result. Everyone has the basic human right to go to the bathroom. JVS wants to ensure that transgender people have a safe and positive experience using the restrooms at JVS.

JVS Restroom Policy

All patrons of JVS are free to use the restroom that corresponds to their gender identity. While in the restroom, we ask all patrons of JVS to respect the right of others to use the bathroom of their choice based on their gender identity..

If you have any questions or concerns regarding this policy, please contact the Director of Client Services, at 415-782-6209 or via e-mail at edaftary@jvs.org, or the Manager of Client Services at (415) 782-6235 or via email at druggles@jvs.org.

For more information, please read the publication "Peeing in Peace" produced by The Transgender Law Center which you can find on the Transgender Law Center's website at <http://transgenderlawcenter.org/issues/public-accomodations/peeing-in-peace>

Thank you for your attention to this matter. We appreciate everyone's cooperation in making JVS a safe and supportive environment for everyone.

Health and Safety Protocol

Safety Drills

JVS is serious about safety. Periodically, we conduct safety drills to make sure our staff and our clients know how to react and stay safe in an emergency. Each year we practice fire drills, earthquake drills, utility failures, bomb threats, hostage situation drills, and medical emergencies. If a drill takes place while you are at JVS, please follow the directions of the JVS staff. The drills are important, and we want you to take them seriously.

Safety and First Aid Training

Safety training is mandatory for JVS staff members, and many members are certified in First Aid and CPR. They can assist you if you have an accident or incident that may need medical attention. Please follow the staff person's instructions, and above all, stay calm in an emergency. JVS staff will get the help you need.

Bringing Children to JVS

Children should not be brought to JVS in place of child care. Upon occasion, extenuating circumstances may require that you bring a child or children with you to a meeting or class. Upon such occasions, and with the advance permission of JVS management, children may be brought to JVS.

JVS values family life and welcomes children and other family members to attend special events such as graduations and celebrations. Children must remain under your direct supervision as the parent/guardian.

All visitors, including children, are required to abide by our Work Protocol at all times.

Code of Ethics

JVS's Code of Ethics serves as our expectation for the treatment of persons served and states that all staff, board members, and volunteers will:

- Protect and promote the interests and informed choices of clients by making it possible to develop their potential.
- Strive to provide the highest level of quality services.
- Treat all clients with respect and dignity and respect their legal rights.
- Model professionalism and work ethic.
- Maintain professional boundaries with the persons served.
- Avoid any conflict of interest in service delivery.

Details for how these principles are implemented are detailed throughout this handbook. If you would like to see the complete Code of Ethics, please visit www.jvs.org/jvsethics.

Conflicts of Interest

JVS staff are trained to protect your interests to the greatest extent possible and to avoid conflicts of interest. If you have any questions or concerns about potential conflicts of interest, please do not hesitate to contact the Vice President of Programs.

Input Policy

At JVS, clients shape the services and programs offered and one way we do this is through your input. You may be asked by staff to participate in interviews to find out your opinions about our services and you will also be asked to complete Client Satisfaction Surveys at intervals during your participation in JVS services. We hope to get your honest thoughts and opinions, so that we can include them as we plan for the future and improve our services and programs.

Your feedback during interviews or surveys is completely anonymous and will be used for program planning purposes only.

You can also speak to the Client Services Director or the Vice President of Programs at any time if you would like to discuss your experiences with our services.

Grievance Procedure

We expect any problem or misunderstanding can be effectively resolved in a timely manner by discussing it with the staff person you are working with. It is your responsibility to immediately inform your instructor, JVS Point Person, or other staff person if you are having a problem or need to share a concern.

In the event that you and the staff person cannot agree on a solution to a specific problem or issue, you should request to meet with the staff person's immediate supervisor. Following your request, the immediate supervisor will contact you within 10 working days to schedule a meeting. As a client, you may request the attendance of another person at the meeting, such as a case manager, Department of Rehabilitation counselor, or an advocate of your choice.

If no satisfactory solution is reached between you and the supervisor, please direct your grievance to the JVS Vice President of Programs. You have up to one year to file a formal grievance from the date a violation took place. Within 30-days of the submission of your formal complaint, JVS will schedule a meeting on the matter and you will receive 10-days advanced written notice of the meeting date and time.

Contact information for the Vice President of Programs is included on page 21 of the Client Handbook. The grievance should be documented in writing and addressed to:

Vice President, Programs
Jewish Vocational Service
225 Bush Street, Suite 400
San Francisco, CA 94104

Following the meeting, the Vice President of Programs or their designee will respond with a written decision to your grievance within 60-days of the original submission of your formal complaint.

If no satisfactory solution is reached between you and JVS, you may have the opportunity to direct your grievance to a third party. JVS staff will assist you in identifying the appropriate person to whom your grievance should be directed.

If at any time you feel your actions and/or feedback have resulted in retaliatory actions or increased barriers to service, please notify the Vice President of Programs immediately in writing.

JVS Grievance Procedure Addendum

The JVS Grievance Policy states:

If no satisfactory solution is reached between you and JVS, you may have the opportunity to direct your grievance to a third party. JVS staff will assist you in identifying the appropriate resource to whom your grievance should be directed. Below are some resources (non-exhaustive list):

Clients who are referred by the **California Department of Rehabilitation (DOR)**:

Step 1: Contact referring DOR Counselor (Local Office: 415-904-7100)

Step 2: Client Assistance Program: 1-800-776-5746 (voice) or 1-866-719-5798 (TTY)

Clients who are referred by or who are participating in programs funded by the **California Employment Development Department (EDD)** may request a State hearing by submitting a written notice of appeal within 10 days of receiving a final decision from JVS to:

Chief, Compliance Review Division Chief, MIC 22-M
Employment Development Department
P.O. Box 826880
Sacramento, CA 94280-0001

Clients who are referred by or who are participating in programs funded by the **San Francisco Office of Economic and Workforce Development (OEWD)** or the **US Department of Labor (DOL)** may file a complaint in writing with the DOL Civil Rights Center (CRC). A strict timeline is required for filing a complaint (within 180 days of alleged occurrence). The written complaint must be accompanied by the CRC's Complaint Information Form and Privacy Act Consent Form, which are available at the link below: www.dol.gov/oasam/programs/crc/DL1-2014a-English.pdf

Direct written complaints via:

POSTAL MAIL:

Director, Civil Rights Center (CRC)
ATTENTION: Office of External Enforcement
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, D.C. 20210

FAX: (202) 693-6505, ATTENTION: Office of External Enforcement

EMAIL: CRCEXternalComplaints@dol.gov

You also have the right to request technical assistance with filing a complaint, and may call OEWD at 415-701-4848 for more information on how to file.

Client Confidentiality Policy

JVS is firmly committed to the right of confidentiality. We are also aware that, at times, it is both important and essential for us to share information with others, such as employers and other social service professionals, in order to provide the fullest service to our clients.

The following steps will be taken to maintain this confidentiality:

- 1) All information shared shall be considered confidential among the staff of JVS. No information shall be shared, either verbally or in writing, without the consent of the client. Client files are used by JVS staff only. JVS staff members are mandated to report knowledge of or observation of suspected child abuse or neglect and knowledge of or observation of suspected abuse or neglect of dependent adults.
- 2) Clients will be asked to sign a Release of Information statement (see page 18 of the Client Handbook) allowing JVS to share information with prospective employers for the purpose of job placement and with funders for grant reporting.
- 3) A Release of Information form (see page 17) shall also be used whenever it is necessary to either give or receive information from other social service professionals, e.g., Jewish Family and Children's Services, therapists, Department of Rehabilitation counselors, counseling agencies.

The original release form should be sent to the organization/professional with whom client information is discussed. A copy of the release form shall remain in the client's file.

Client Services Agreement Template

Client Name _____ Date _____

You and JVS staff member, _____, have discussed the job search and placement process and have agreed that it is a **team** process in which:

You will

- Develop and follow employment-focused strategies with the guidance of JVS staff.
- Complete homework assignments agreed upon by you and JVS staff.
- Inform JVS staff of any changes in employment status that may affect your job search, including getting a job.
- Depending on your program, you will provide documentation of employment (pay stub or offer letter) when you start a job. You will also provide follow-up information for up to one year after you complete the program.
- Give 24 hour notice for cancellation of appointments and maintain communication.
- Agree to the professional standards of behavior as outlined in the Work Protocol.

JVS Staff will

- Develop employment-focused strategies in cooperation with you.
- Provide guidance/support in job search skills and strategies.
- Maintain confidentiality of job search.
- Respect your rights at all times.
- Provide retention support for at least 90 days after you start a job.
- Depending on your program, provide retention support for up to one year after you complete the program and collect retention information from you or the Human Resources department of your employer.
- Agree to the professional standards of behavior as outlined in the Work Protocol.

You agree to keep JVS staff updated regarding acceptance or termination from employment. You are aware that if failed to do so, you might not be considered eligible to receive services from JVS in the future.

You and the JVS staff member have agreed to this service agreement and understand it may be modified by mutual agreement during the job search process. This agreement will be in effect for two years following the contract date above, during which time it may be amended.

This is included in the Client Handbook for illustrative purposes and if/when you enroll in a program you will review and sign a program specific agreement with a JVS team member.

Rights of People Served Policy

It is the policy of JVS to honor the human and civil rights of all persons served, to treat them with dignity and respect, ensure their safety, and to advocate for their access to services. It is our intent to ensure you freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect. In keeping with this policy, all staff and volunteers are informed during new staff orientation of client rights and grievance procedures, and reporting requirements for suspected abuse of children, dependent adults, and elders. Should there be suspicion of any kind of abuse toward a client by an employer, staff member, or other client, a summary of the incident will be documented in the case record and a copy sent to the appropriate authorities.

Informed Consent

Clients are informed of the array of services available, the identity of key staff, prior notice of their involvement in research projects, and guidelines governing those research projects.

Release of Information

In order to develop a comprehensive client profile and provide quality vocational services, you will be asked to sign a Release of Information form authorizing designated persons or agencies to release specific information. You may access JVS generated records from your case-file, upon request. See Release of Information on page 17.

Confidentiality

All clients are informed upon intake of JVS's Client Service Agreement which includes our commitment to maintain clients' confidentiality with the exclusion of threat to harm themselves or others. If you express at any time a threat to yourself or others, this disclosure must be immediately reported by JVS staff. Disclosure of such nature is immediately documented and reported to the appropriate authorities. See policy on page 14.

Grievance

All clients are made aware of the JVS Grievance Procedure during the Orientation and Intake process. In the event that you and your JVS staff member cannot agree on a solution to a specific problem or issue, you may request to meet with their immediate supervisor. See page 12-13 for a full description of JVS's Grievance Procedure process.

I have reviewed and understand each of the Rights of People Served Policy sections.

Client Signature

Date

JVS Staff: Please copy this form to give to the Client for the client's records.

Job Search and Placement Receipt for Client Handbook

I, _____, have reviewed and understand the information within The JVS Client Handbook including the following content:

- History, Locations, Hours and Services
- Admission Standards and Client Eligibility
- Getting Started
- Work Protocol
- Suspension and Dismissal Policy
- Leaving Services
- Facilities Policy
- Health and Safety Protocol
- Code of Ethics
- Conflict of Interest
- Input Policy
- Grievance Procedure
- Confidentiality Policy
- Client Services Agreement Template
- Release of Information
- Rights of People Served Policy

Client Signature

Date

JVS Staff: Please copy this form to give to the Client for the client's records.