

Employment ACTION Rights and Responsibilities

Rights – From Employment ACTION, you will receive:

- Service in a non-judgmental manner, and to be treated with dignity and respect
- Help guiding you through your return to work process and support in your decisions
- An explanation of the details of ODSP and other income supports and assistance with filling out related paperwork
- Guidance in obtaining a competitive job goal, resume, interview skills, and assistance to the best of our abilities to determine the most appropriate employment plan and/or academic/skills upgrading for your needs and placement success
- On-going job supports and retention for up to three years (3) after obtaining employment
- We will attempt to give minimum one-hour notice of any day-of appointment cancellations, whenever possible
- Phone calls returned within two working days, barring unexpected circumstances
- Constructive feedback on your success in meeting job readiness, job search or job placement guidelines
- The ability to access other ACT programs and resources for supports and information

Responsibilities – To access Employment ACTION services, you agree to:

- Take responsibility for your career goals and complete each step in your employment plans within agreed timelines
- Agree to maintain contact with EA staff once employed, provide hire details, and maintain monthly contact for up to three (3) years for on-going job supports and retention

- Demonstrate employment appropriate professional behaviour during appointments and communication with EA staff and volunteers:
 - Make your employment appointments a priority:
 - Show a willingness to accept feedback
 - If you are affected by any substance that may impact your ability to complete the designated tasks during the appointment, please call to reschedule
 - Maintain appropriate personal hygiene and employment appropriate-dress

- If you are unable to make it an appointment, EA must be notified by at least the day of the appointment time, wherever possible. Missing three appointments could result in you being asked to leave the program for up to three months.

- Actively job search – with support from EA staff, be prepared to look for work outside your appointments or as part of your appointment preparation.

- Communicate with Employment Action:
 - If your employment goal or plan must be changed or if it difficult to continue working with EA due to changes in your situation [health, housing, family responsibility].
 - If you are unhappy with any aspect of your working relationship. Attempt to resolves the issue with your EA staff contact before escalating.
 - If you have a change of address, phone number or e-mail

I, _____, agree to the Employment ACTION program Rights and Responsibilities and understand that if I fail to abide by these expectations, I may be asked to leave the program for up to three months and/or referred to appropriate supports and ACT resources as needed.

Signed _____ Date _____

Witness _____ Date _____

EA staff

ACT SERVICE USER RIGHTS AND RESPONSIBILITIES

AS A SERVICE USER at ACT, YOU HAVE THE RIGHT TO:

- Have your information kept confidential
- Be treated in a non-discriminatory way
- Timely, appropriate and respectful services
- Provide feedback and have access to a complaints process
- Decline or end services.

AS A SERVICE USER, YOU HAVE THE RESPONSIBILITY TO:

- Be respectful to ACT staff, volunteers, other visitors and the office space
- Be accountable for your decisions
- Keep confidential any information you might have about other ACT service users, volunteers, visitors and staff
- Behave in a manner that does not discriminate against another individual or community.

AS SERVICE USERS/ VOLUNTEERS/ STAFF / VISITORS, WE WILL NOT TOLERATE:

- Threatening others or taking violent actions against others or ACT's offices.
- Disrespectful words or actions, including those that are homophobic, racist, sexist, transphobic or otherwise discriminatory.

References:

Service User Rights and Responsibility Policy - P&S 1.1

Service User Complaints Policy/Form – P & S 1.3