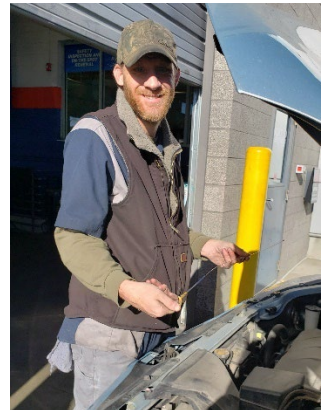


# **PARC** A ServiceSource Affiliate

## Competitive Integrated Employment Participant Guidebook



**“Work to become, not to acquire.”**  
-Elbert Hubbard

# WELCOME

**Congratulations** and thank you for choosing PARC a ServiceSource Affiliate

## **Our Mission**

*The mission of PARC, a ServiceSource affiliate, is to empower people with disabilities through employment and training.*

## **Our Vision**

*We envision communities that are inclusive and welcoming of the full diversity of their members of all abilities, in all aspects of community participation.*

## **Values**

- **Impact:** to support and engage people of all abilities
- **Building:** relationships and partnerships
- **Respect:** for individual needs and choices
- **Integrity:** through stewardship and selfless service
- **Diversity:** of thought and participation
- **Growth:** through innovation and learning
- **Excellence:** of purpose and performance

## **Competitive Integrated Employment**

Our Competitive Integrated Employment Program utilizes a large network of businesses and organizations to provide the best job match with a job seeker's interests and abilities. Each PARC participant is supported and trained by a job coach in obtaining and maintaining successful employment.

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## 1.1 CONTACT INFORMATION:

485 PARC Circle

Clearfield, Utah 84015

Office Phone: (385) 423-3900

Fax Number: (801) 825-4475

Office hours: 8:00 am to 4:00 pm, Mon - Fri

Website: [www.parc-ut.org](http://www.parc-ut.org)

Email: [info@parc-ut.org](mailto:info@parc-ut.org)

## 1.2 EMPLOYMENT SUPPORT TEAM MEMBERS:

My Employment Specialist's Name is:

\_\_\_\_\_

Phone # \_\_\_\_\_

Email \_\_\_\_\_

## 1.3 GOALS OF THE PROGRAM:

The number one goal of this program is to help you find employment that fits your interests, skills, and abilities.

The Employment Support Team is committed to helping you:

- Learn job skills
- Gain employment
- Meet employment and training goals
- Earn a wage
- Become more independent
- Stay healthy and safe
- Take an active part in your community



# Your Services

## COMPETITIVE INTEGRATED EMPLOYMENT

### 2.1 ASSESSMENT:

Assessments are designed to determine the best-fit job match for you.



There are two different kinds of assessments:

- **Work Strategy Assessment:** An assessment of an individual's abilities, skills, and behaviors in a real work setting. The setting chosen for a Situational Assessment must correspond to the individual's employment goals and be completed during the Work Strategy Assessment.
  - **Discovery:** This comprehensive look at a job seeker's talents and abilities was piloted here by PARC staff and PARC is one of the very few providers in the state providing this innovative assessment that looks at all areas of a person's life to determine a "best-fit job match" and any "conditions for success". This assessment is conducted by completing interviews with the participant and with those who best know the participant. It also includes detailed observations of the participant as he/she goes about their daily routines and activities. After the completion of these observations, this information is presented to the job seeker and their support team to develop a plan to obtain a "best-fit job match." This assessment may be best for job seekers who do not fit traditional employment models or who are not sure what type of job might best suit them.
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## 2.2 PRE-EMPLOYMENT MEETING:

Your **Pre-Employment meeting** will include you, PARC staff, your *Funding Agency*, and any others you designate to develop an employment plan.

## 2.3 JOB DEVELOPMENT:

- **Resume Builder:** When appropriate, Employment Specialists will help develop an effective resume' for a participant to assist him/her in obtaining employment.
- **Contact Employers:** Employment Specialists contact suitable employers to assist the participant find employment that best fits their skills and interests.
- **Prepare for Interviews:** Job Coaches provide a forum to practice interviewing and develop improved interview skills.

## 2.4 JOB SKILLS TRAINING:

This includes key elements: a detailed Position Summary of assigned work duties, the Systematic Instructional Approach to training, as instructed by The Center of Employment and Inclusion in the Workplace Supports Training, and Job Skills Follow-up to ensure the participant is maintaining performance. Providing these three supports creates the highest probability of success on the job.

## 2.5 PARTICIPANT ADVOCACY:

- **Transportation:** Coordination of transportation requirements for the participant to ensure the employer's schedule can be met. This can include training on public transportation.
- **Social Skills:** This can include counseling, role-playing, and other interventions to assist participants in integrating into work culture.
- **Budgeting:** Educating and assisting participants in managing money so higher levels of financial independence can be obtained. (when authorized by the VR counselor)

# SAFETY

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## 3.1 STEPS FOR STAYING SAFE:

Your safety is very important to us. Please follow these steps to help ensure your safety at work:

### STEP 1 - Follow All Policies

You will be given rules of safety from the company you work for. Your job coach will help you understand these rules. Part of safety is listening carefully to your supervisor and attending staff meetings.



### STEP 2 - Be Careful

Take your time completing job tasks. Accidents happen most often when a person is in a hurry or feels rushed.

### STEP 3 - Use tools and machines the right way

Only use tools and machinery after you have been trained to use them correctly. Never use any tool or piece of machinery without proper training and permission.

### STEP 4 - Report Unsafe Conditions

If you see something that doesn't look safe, tell your supervisor right away. A safety hazard could be someone using tools the wrong way, water spilled on the floor or not wearing the right safety gear, such as safety glasses.



### STEP 5 - Use Safety Equipment

Always use the safety gear given to you including gloves, goggles, aprons, or a facemask.

### **STEP 6 - Know Where Your Emergency Exits Are.**

Pay attention to the emergency exits in your work area in case you need to leave—quickly for a fire or other emergency. Your employer should have an emergency exit plan posted in your area. Be sure to look at the exit plan.

### **STEP 7 - Report All Injuries**

Tell your supervisor right away if you get hurt while you're working or if you begin to feel ill.



### **STEP 8 - Know Locations of First Aid Kits**

First aid kits can be used to help an injured person.

\*If you are not feeling well, please tell your supervisor right away. We don't want you working while you feel sick. This can lead to an injury.

## **3.2 STEPS TO TAKE IF AN ACCIDENT OCCURS:**

**STEP 1** ALL work accidents should be reported, no matter how small.

**STEP 2** Never wait to report an injury. Tell your supervisor right away and provide as many details as possible.

**STEP 3** A report of what happened will be written by your supervisor. Tell your supervisor exactly what happened.

**STEP 4** If needed, you will receive medical care and will be given instructions about how to get additional medical attention.

## **3.3 DRUG-FREE WORKPLACE:**

All work areas should be free from drugs, alcohol and smoke. If you choose to smoke, you must do so in the designated areas outside of the building. Please ask your supervisor if you need directions to an area where smoking is allowed.



## **3.4 YOUR HEALTH & MEDICATION:**

We know there may be times when you will need to take medication. Share with your job coach/supervisor the medication(s) you take, and the times you take it. We will do our best to make sure your work schedule does not interfere with the times you take your medication.



# Here We Go

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## 4.1 YOUR FIRST DAY AT THE EMPLOYMENT SITE:

Your Job Coach and Supervisor will show you where your work area is. They should also help you meet other employees and go over your job duties.

## 4.2 YOUR WORK SCHEDULE:

**Days of the week:**

Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

**Shifts:** \_\_\_\_\_

**Tasks:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Uniform:** \_\_\_\_\_

\_\_\_\_\_

## BREAKS-

Break times will be determined by your employer. Most places have a designated time and place to take your breaks. Please follow the directions of your supervisor of when and where to take your breaks.

## ABSENCES -

Your attendance can be a major indicator of how successful you will be as an employee, can set a good example for your co-workers, and lets your employer know they can depend on you.



If you can't work because you are sick, call your supervisor at work as soon as possible. When you are sick, it is better to stay home. If you have a vacation planned, be sure to tell your supervisor as soon as you can.

### 4.3 DRESS CODE:

Good personal hygiene habits are an important step in helping you prepare for employment. Practicing good hygiene habits such as showering daily, brushing your teeth, and dressing in clean clothes is a way to set a good example for your peers, and helps you look and feel good.



#### Examples of good hygiene and grooming are:

- Wearing a clean shirt and pants **without** rips or tears, offensive words, and pictures.
- Shirts should cover your shoulders, chest, and stomach. Tank tops and halter tops are discouraged.
- Pants need to fit well. Pants should fit at the waist, not too tight or too large.
- Wearing shoes that cover the entire foot for protection and provide support and comfort for walking and standing.
- Keeping hair clean, combed, or brushed, trimmed or cut, and giving an appearance that it's been cared for.
- Visible body piercings or tattoos generally are not acceptable office attire. Check with your employer for their policy.
- Taking a daily bath or shower.
- Brushing your teeth at least twice a day.
- Changing clothes daily.

## 4.1 TRANSPORTATION:

Your Support Team will support you in selecting the best transportation options for you. The team will teach you how to use and access the transportation of your choice. A few transportation options are listed below:

- Walking
- Riding a bicycle
- Motorized scooter
- Personal Vehicle
- Carpool or Ride Share
- Public transportation (Bus, Paratransit, TRAX, Front Runner)
- Shuttles



**For more information about Public Transportation services, visit the website or call the number:**

Utah Transit Authority (UTA)	(801) RIDE-UTA
Paratransit	(801) 287-7433
UTA	<a href="http://www.rideuta.com">www.rideuta.com</a>
Paratransit	<a href="http://www.publictransportation.org">www.publictransportation.org</a>
Work Ability Utah	<a href="http://www.workabilityutah.org">www.workabilityutah.org</a>
Utah TravelWise	<a href="http://www.travelwise.utah.gov">www.travelwise.utah.gov</a>
U Car Share	<a href="http://www.ucarshare.com">www.ucarshare.com</a>

## 4.2 We can HELP WHEN CHALLENGES ARISE:

We want you to have the best employment experience possible. If you are unhappy with the job tasks or if certain tasks are too difficult, please speak to your Job Coach and/or your supervisor right away so that adjustments can be made quickly.

# YOUR RESPONSIBILITIES

## 5.1 YOUR RESPONSIBILITIES

The PARC representative expects your best every day you're in the program. Offering your best means that you're responsible to:

- Be on time.
- Take good care of company property.
- Keep all personal computer games and other items at home.
- Respect other employee's personal property.
- Follow all the safety steps.
- Let your supervisor know when you have completed a task.
- Speak with a calm voice. If you become frustrated ask your supervisor for help.
- Take breaks at their scheduled times. If you need a break at a time it is not scheduled, ask your supervisor.
- Let your supervisor know if you need to leave your work area.



# HUMAN RIGHTS

## 6.1 HUMAN RIGHTS POLICY:

You deserve all of the rights that are given to all citizens of the United States as well as those stated in the Americans with Disabilities Act (ADA). A list of your individual rights includes the following:

### *You have the right to.....*

- Be treated at all times with courtesy, dignity, and respect.
- Be treated equally as a citizen under the law.
- Practice the religion of your choice or choose not to.
- Be free from neglect, misuse, and physical, emotional, or mental abuse.
- Be free from financial exploitation. This means nobody can take your money or use it without asking. This also means you don't have to give your money to anyone else unless it's to pay a bill.
- Personal privacy.
- Communicate freely.
- Be in a safe, clean and smoke-free work environment.
- Work, earn a wage and access your money.
- Disagree with people in a respectful manner.
- Share concerns or problems and not be punished.



Your Support Team will help make sure your rights are protected. If you ever feel that your rights are not protected, tell one of your Support Team staff right away. If you believe you are being abused or neglected, tell someone right away. Adult Protective Services (APS) will be contacted immediately. APS is an agency that helps make sure adults are safe and free from abuse. They will investigate your report. You can also contact **APS at 1-800-371-7897**.

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## 6.2 KEEPING YOUR PRIVATE INFORMATION SAFE:

The PARC employment team will be collecting information about we will secure your records by keeping this information safe and secured so others cannot see it.

ALL information we collect about you will be kept confidential. This means we will not share your information with anyone without your permission unless certain law enforcement agencies require us to do so.



## 6.3 HOW TO SOLVE A PROBLEM:

Your PARC representative is committed to helping you resolve any problems you may have throughout the program. We feel it's best to discuss your problems with your supervisor or Job Coach first. However, we also want you to speak with whomever you feel most comfortable.

We hope you feel comfortable enough to tell us any problem you may be having. We are here to help you find the best solution to any issues that cause you to be unhappy or unsatisfied with your employment experience. We will investigate your concerns and work to resolve them. We may ask you to write down your complaint. This helps us understand the problem clearly. You are always free to tell a family member, guardian or friend and ask for their help.



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## **6.4 KEEPING IT FAIR (NON-DISCRIMINATION PRACTICES)**

The PARC Community Integrated Employment Services program values and serves all people equally without regard to their:

- Race
- Religion
- National Origin
- Age
- Sex
- Family Status
- Sexual Orientation
- Gender Identity
- Disability
- Veteran Status
- Genetic Information



If at any time you feel you have been treated unfairly due to any of the categories listed above, please tell your Program Manager or someone on your support team.

## **6.5 WHAT IF I DON'T LIKE A JOB?**

We want you to have the best experience possible. If you are unhappy with the job tasks, or if certain tasks are too difficult, please speak to your Supervisor or Program Manager. You can always ask for another assignment.

## **6.6 WHAT IF I WANT TO SWITCH JOBS?**

You are in charge of the supports you receive at PARC. If you want to try another job, please speak with your Supervisor. Sometimes they can “Customize” your job. Customizing your employment means your employer will develop a unique job based on your individual interests and abilities.

## 6.7 CAN I QUIT WHEN I WANT?

Yes, you can quit or opt out of the program at any time. It is always your choice. *Competitive Integrated Employment* at PARC is committed to providing you with options for training in a wide range of jobs. Other opportunities with PARC might be available for you as well.

You also have the right to transfer to another service provider. If *Competitive Integrated Employment* and PARC are not able to help, we would happy to help find a service provider that is right for you.

# ACTIVITIES

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## OTHER EVENTS

### 7.1 SOCIAL ACTIVITIES:

PARC believes social activities may help you build better job skills and improve your friendships, teamwork, and self-confidence. PARC sponsors several social events every year to which you will always be welcome! They include:



- Support Meetings
- Dances
- Holiday Lunches

We will send out reminders when and where these social events take place.



## 7.2 PERSONAL GROWTH:

Your Job Coach will help you to learn new skills and improve your abilities. It's important to keep appointments with your Job Coach. These short meetings are designed to address the following:

- Hygiene and Grooming
- Independent Living
- Recreation and Leisure
- Safety
- Self-advocacy
- Pursuing hobbies and interests
- Social Connections
- Work Attitude
- Planning for the Future
- Building additional Work Skill



*Again, we welcome you! We hope this guide will help answer your questions. Please feel free to ask us about anything else. We look forward to working with you throughout this journey and we're excited to see where your employment path leads.*



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