



Staff Protocols

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WorkSource Skagit Center Protocols A User's Manual

Philosophy

- Both job seekers and businesses are better able to access the workforce services and information through the Center and its affiliates. A network of integrated service providers across the community connects our customers to the products and services they need and value. The Center brings value to the workforce development system by:
- **Integrating Services** requires the ability for multiple systems to find ways to talk across agency lines about job seekers and business customers. This is accomplished through integrating technology, assessment, case management, employer contacts, governance, programming outcomes and accountability mechanisms.
- **Customer Satisfaction** is enhanced for all customers when the services they receive are in one place and the service delivery is customer focused. Additionally, customer satisfaction is achieved when we gather, analyze and apply customer data in making continuous improvements to our system, products, and services.
- **Better Services** Moving away from program and funding specific service delivery allows customers to receive

comprehensive information and diverse service delivery with regard to the programs available to them at the Center.

- **Accountability** Once the Center is operational for a time, experience shows that one stop centers assist programs in meeting and exceeding their individual program outcomes.
- **Leading Change** as a community focal point for improvement efforts. Systemic change requires not only access to information and services through the Center, but also through an integrated system.

The Center represents the professional commitment of each of us to ensure the workforce development system in our community functions as a high performance workplace. This can mean many, and often different, things to each individual. We have attempted to identify the general behaviors, guidelines, and expectations of staff and customers for use of the Center.

We hope you find these Center protocols helpful and useful as a guidepost to achieving our common vision:

*To excel at providing workforce services
which assist workers and businesses to
achieve success in the global economy.*

Operating Principles

- To provide only value-added services. Every visit provides our customers with something they value. Services and questions are not redundant.

- To operate the Center as a place of business, and be viewed as such by our customers.
- To foster and retain a sense of humor and perspective.
- To invest all staff with the authority to handle issues, resolve conflict, and create solutions and are trusted to do so.
- To see ourselves and our work through the eyes and ears of our customers.
- To be stakeholders in our customer's success.
- To return calls quickly and maintain timely appointments.
- To make informed referrals to community resources and ensure all staff know the resources of the Center
- To build each others expertise by investing staff with training opportunities and sharing and applying our learning.
- To support each other, our partner organizations, and their services by speaking highly of each other and our products.

Common Values

We believe in the following shared principles, beliefs, and priorities

- **INTEGRITY** means living our values every minute of every day. Individuals have the right and professional responsibility to confront others compliance with these values.
- **ETHICAL BEHAVIOR** means willingness to share and show esteem, appreciation and acceptance of diversity. Individuals trust the professional competence of others; recognize others' contributions, whatever their position within

organizations; and regard others with honor and esteem.

- **TEAMWORK** is essential to our success. Individuals work together in a cooperative effort to achieve common goals. Each individual is committed to achieve the goals of the team by being accountable for his or her actions and by supporting the success of other team members.
- **PARTNERSHIP** is essential to our success. Organizations work together in a cooperative effort to achieve common goals. Each agency is committed to achieve the goals of the Partnership.
- **CUSTOMER SERVICE** means providing the customer, at all times, with services of the highest quality and value and continuously improving our level of service.
- **GROWTH** is essential. We embrace ongoing innovation and change for achieving continuous improvement and growth. Individuals are provided with opportunities for progressive development.
- **RESULTS** are essential to our success. Results must be obtained by attending to the process of getting the work done, as well as the product. Results are obtained by focusing on customer expectations, by providing a return on investment, and by ensuring future growth.

Global Learning Objectives

All learners at the Center will be given information to assist them in being able to:

- Articulate employer expectations of work - (Workforce Skill Standards)
- Demonstrate a critical skill set for getting and keeping a job:
- Goal setting skills
- Planning skills
- Research skills
- Learning how to learn skills
- Decision making skills
- Presentation skills
- Demonstrate self-confidence when approaching employers
- Use the job search and exploration resources available to their fullest extent
- Conduct job searches in a self directed, confident manner - now and in the future

Personal Responsibilities

- Professional attire is to be worn in the Center any time we are open for customers. This may include weekend and after hours periods if you are in contact with customers during these times. Our business is preparing our job-seeking customers for success in their employment. We are role models and standard setters exemplifying the workplace in which they are expected to enter and succeed. We communicate employer standards in a variety of ways to each customer; timeliness, preparedness, dress, speech, etc.
- Our voices are as important as our attire in creating a business-like atmosphere. Language used with customers is always professional, courteous, and appropriate. We are mindful of how our

conversations with each other may be heard and interpreted by others. Loud and/or social conversations are an intrusion upon our customers.

- Smoking is permitted in designated areas outside the front of the building.
- Personal items such as handbags, checkbooks, and other items of value must be kept in a place not accessible to the public.

Professional Responsibilities

- Customers are treated with respect and courtesy. Appointments are greeted in the lobby on time or within five minutes of their scheduled appointment time.
- Customers are escorted to and from the reception area by staff each visit. No customers are to wander through the building unescorted.
- Confidentiality is maintained throughout the building and at all times. Conversations regarding customers take place in private and out of earshot. Confidential conversations with customers may take place in individual offices. Documents with customer names are not displayed openly on desktops. Each organization hosting staff at the Center may have its own oath of nondisclosure or confidentiality agreement. These documents are in full effect at the Center. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the parties collecting, receiving or sharing information.
- The outcome of staff's work is expected to be of quality.
- All staff has access to telephones, Internet and e-mail. These are provided as tools to assist you in the performance

of your work. Your use of these tools is NOT private and may be reviewed by Administrative staff to ensure they are used in accordance with work related activities.

- Each organization hosting staff at the Center may have its communications policy. These policies are in full effect at the Center for those staff resident here.
- At a minimum, staff communication will avoid any message or image which may be deemed:
 - offensive
 - discriminating
 - frightening
 - intimidating
 - harassing
 - political
 - religious
 - violent
 - unlawful
 - pornographic
 - or self-promoting
- Staff members scheduled to conduct group activities or staff the Center is responsible for notifying their immediate agency supervisor if they are unable to perform their duties for any reason. That agency supervisor will provide a replacement person or negotiate with another agency for a replacement person in a timely fashion.
- Agency supervisors should notify the Center in the event a person will be delayed or absent and that a replacement is on the way.

Quality Standards

The Center is a product of the combined efforts of partner organizations and staff committed to finding a better way of achieving outcomes for our customers. We are joined for the purpose of

integrating our various services to provide our customers with a set of comprehensive choices, linked through the integration of our various systems, which facilitate the customers' ability to achieve outcomes they deem satisfactory.

As a Partnership, we have defined and adopted quality standards for a number of our key processes. Staff is responsible for learning and applying applicable quality standards to its work. Quality Standards for the Partnership are available from the Integrated Service Delivery Coordinator. Quality Standards include:

- Process standards to achieve and sustain designation as the Center
- Assessment
- Communication Products
- Work Based Training
- Information Gathering
- Information Providing
- Support Services

Customer Satisfaction

Our intention is to provide a facility, services, and staff that meet our customers' expectations 100% of the time. One way we measure our progress in attaining this goal is by making available comment cards throughout the facility.

- You are invited to display the Partnership's comment card in your workspace. It is displayed in all common areas of the Center.
- Staff is encouraged to frequently ask customers to complete the comment card by explaining it is a way to help us provide better service to them.
- Comment card results are displayed publicly for our customers to view and track our progress.

Reasonable Accommodations for Persons with Disabilities

Philosophy

To create an inviting and welcoming environment where all persons have equal access to Center services.

It is the policy of the Center to provide reasonable modifications of policy, practice, or procedure upon the request of individuals with disabilities. A reasonable accommodation is defined as a change or adjustment to an environment that permits a qualified customer to enjoy benefits and privileges of The Center equal to those enjoyed by customers without disabilities.

Protocol for Serving Customers with Disabilities

- Customer identifies self as disabled and/or in need of an accommodation.
- Center staff asks if customer knows what accommodation they will need to be successful.
- If the customer can identify the needed accommodation, staff determines whether the Center is able to provide the accommodation.
 - If staff and customer are both unable to identify a reasonable accommodation or alternate format, contact DVR or other appropriate agency.
 - If the Center is unable to provide the accommodation, staff will determine if a partner agency or other community agency is able to provide the accommodation.
- Once an accommodation has been identified and located, staff will schedule

an appointment for the resource to be used if it is not available immediately

- Staff provides training to access the accommodation if needed

Resources

Available at WorkSource Skagit:

- Washington Relay Service 711 or 1-800-833-6384 (Voice)
1-800-833-6388 (TTY)
- Adjustable work stations
- Large screen monitors
- Software with accessibility modifications

Contacts:

Division of Vocational Rehabilitation

(360) 416-3515 or 1-800-745-5960

ADA Specialists available for Technical Assistance

1-800-514-0301 ext. 7 (voice)

1-800-514-0383 (TTY)

<http://www.ada.gov>

Job Accommodation Network

1-800-232-9675

1-800-526-7234 (Voice/TTY)

<http://www.jan.wvu.edu>

Deaf & Hard of Hearing

Jim McGinley

Bellingham DVR

360-714-4147 TDD

360-714-4142 (voice)

E-mail: mcgint@dshs.wa.gov

Blind & Low Vision

Services for the Blind, Seattle Office

Sheila Burkett-Luckey

1-800-552-7103

or (206) 721-6463

E-mail: sheburkettluckey@dsb.wa.gov

Equal Employment Opportunity Commission

1-800-669-4000 (voice)
1-800-669-6820 (TTY)

Employee Rights/Employers Responsibilities

<http://www.eeoc.gov>

Non-English Speaking

AT&T Language Line
1-800-648-0179

Resident Staff

Reception

The impression made in the Center lobby is perhaps the most important message we send about our business, our expectations, and our ability to achieve success for our customers. For Center staff to serve our mutual customers well, it requires the concerted effort of **ALL** staff to:

- When you schedule appointments with customers, ALWAYS give them an appointment card with your name on it so they will know who to ask for when they arrive and help to set the expectation of arriving on time for the appointment. You will be notified when your customers have arrived for their appointments.
- Customers are to be greeted in the lobby and escorted to your office or interview room via the corridors.
- If you are unable to be on time for an appointment, notify the Resource Specialist how long you are delayed so that they may keep your customer

informed. The quality standard at the Center is that a customer will wait no longer than 5 minutes beyond a scheduled appointment time. Staff is expected to schedule its work to keep appointments in a timely manner.

- If you see customers waiting in the lobby or at the Resource Specialist desk and the Resource Specialist is away from the desk, please acknowledge the customer. You can either help the person yourself or you may tell the customer that the Resource Specialist will be available shortly.
- Stay out from behind the Resource Specialist desk whenever possible. Our arriving customers should have a single focal point for assistance.
- The lobby is not the place for social conversation among staff.
- Avoid conducting business with your customers in the lobby area. Remember that conversations in the lobby may be overheard on the telephone and by others in the immediate area.
- Turn on your voice mail when not at your desk, meeting with a customer, or out of the office.
- Turn off your voice mail when at your desk and not with a customer.

Staff Development

The Center models the need for life long learning to its customers. Our intention is to develop a learning organization that values risk-taking and innovation and the ability to learn from mistakes through reflection. It is anticipated that staff capacity building, as a part of an organizational strategy, improves overall productivity, motivates staff to deliver high-quality services, and creates an ongoing commitment to innovation and system improvement. Staff training is an integral

component of our efforts to transform the local workforce development system into a high performance integrated system that strives to continuously improve service quality and customer satisfaction.

The Partnership's Training Plan is used as a guide to planning and supporting training activities in the Center. The core competencies required in a one stop Center are identified in the Training Plan as well as a self-directed tracking tool to assist you in achieving them. Each staff functioning in the Center is expected to obtain and demonstrate these generalist skills.

Should you feel you need training on a particular aspect of the Center or its services, notify your immediate supervisor.

Supervision

Center staffs are expected to function as empowered, creative, team members. These protocols set the parameters of acceptable behavior within the Center. Each staff person is a professional and, as such, is entrusted to abide by them. Supervision at the Center is the responsibility of those administrative staff persons in residence at the Center. However, staff is ultimately accountable to their primary personnel organization for adherence to its policies and procedures.

Food and Beverage

A small coffee area for staff is available on the main floor.

If a lunch room is available:

- No food is to be consumed in personal workspaces
- Because of its permeating odor, microwave popcorn is unacceptable in

the Center.

- Beverages or food are not to be consumed in the presence of customers
- Each staff person is responsible for cleaning common food preparation areas and kitchenware after its use.

Throughout the Center, the following guidelines apply:

- Neither food nor beverage is permitted in the vicinity of electronic equipment.
- Snacks are permitted in the training room
- Beverages are permitted in:
 - Waiting area
 - Interview Offices
 - Training Rooms

Children

The Center is a community resource dedicated to improving educational skills, life skills, and vocational and job opportunities in an adult learning environment. To accomplish these tasks for our customers, we strive to maintain an environment free from distraction and reflective of a professional place of business.

- Youth, age 14 and older, are welcome to pursue their job search activity at the Center.
- Younger children may attend Center programs *if the programming is targeted specifically for their age group.*
- The Center makes available for public use advanced technology components that are vulnerable if misused. No children less than 14 years old shall be permitted in areas housing technological equipment.
- Resource area staff members are here to assist customers in their job search activities and are unavailable to monitor children in the Center.

- The Center will attempt to communicate our policy in both printed material and in orientations at all partner organizations.
- When possible, alternatives to arriving at the Center with children shall be provided in advance.
- Should a child arrive at the Center accompanied by a parent or guardian, it will be the responsibility of the facilitator or customer service assistant to explain the Center policy.
- If it is a short-term, one-time-only visit, determine if the child presents a disruptive influence to the work of others at the Center. (Disruptive influence is a discretionary call by the staff member present, it may include noise, activity, or space availability.)
- Resource Specialist staff shall contact the customer's counselor or coordinator to come immediately to respond to disruptive behavior in the waiting or resource areas.
- If the child is deemed disruptive, the facilitator, counselor or coordinator shall speak privately to the adult and politely invite the parent or guardian to return to the Center at another time without the accompanying child.

FACILITY

Your Workspace

Your environment should communicate confidence that you are a professional and have their best interest at heart. Please ensure:

- Good judgment is exercised when selecting artwork and personal items for display in your workspace.
- Workspaces are kept clean and orderly at all times. Filing is in cabinets, not on

the floor. Coats are hung, recycling is discreet.

- Wall hangings are framed and avoid the expression of politics or faith.
- Beverages are consumed at your desk *only* when customers are not present.
- Food is consumed in designated eating areas only.
- The personal workspace of others is respected and privacy is honored.
- Workspaces should be viewed as temporary space assignments. To ensure the proper functioning of the Center, it may become necessary, on occasion, to relocate staff to new workspace.

Shared Workspaces

The Center provides many common areas for staff use. These include; production and mailroom, kitchens, lunchroom, restrooms, interview rooms, conference rooms, and training rooms.

- Each staff person is responsible for ensuring the cleanliness of shared workspaces
- Equipment, fixtures, and tools designated to a particular workspace are to remain in that workspace.
- Customers are to be escorted to offices through public areas of the building only.
- Scheduling process for shared workspace is followed and honored
- Supplies are replenished upon completion of your use. Notify Lorraine Haven when supplies are low and always BEFORE they are depleted.

Common Space

Common spaces in the Center include; resource rooms, waiting areas, corridors, restrooms, training rooms, lunchroom and parking areas.

- Each staff person is responsible for ensuring common spaces are clean, orderly and representative of a business environment. Don't walk past it - own it!
- Each of us is responsible for communicating to our customers our expectations for the use of our facility. This may include; advising customers of our smoking or childcare policies, or asking customers to remove their feet from the furniture, wash their hands before using computers, etc.
- The aesthetic of the center is greatly influenced by the size, style, and quantity of signs posted and brochures distributed on the premises. It is our objective to provide signage in appropriate relation to the need for communication, visual impact of the piece, and content of the message using the following criteria:
 - Information should be of use to the customer
 - Language and style shall be respectful and courteous to the reader, and framed in a positive way.
 - Signs and handbills shall be posted on designated surfaces only, minimizing damage to walls and doors.
 - Staff foot traffic and conversation must avoid disrupting customers working in resource areas or training areas. Staff is to avoid walking through these customer areas.

Lost and Found

Staff will attempt to contact the owner of a lost

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item, if a phone number is available, and advise the item is being held in lost and found at the Center's central office.

- The owner may recover lost items when they accurately describe the item.
- Items not claimed within 90 days will be donated to charity or discarded.

Equipment Use

Authorized access to certain equipment is in effect. For example: computer servers, projection units, video units, etc.

Telephone use for customers: the telephone in the lobby is for job search related phone calls only. Phone calls are limited to 5 minutes. Long distance calls can be placed to the following counties: Island, San Juan, Skagit, Snohomish and Whatcom. Customers are asked to lower their voice as to not interfere with other job seeker activities going on in the Center.

Cell Phones: Customers are asked to hold cell phone conversations outside of the Lobby area.

Building thermostats are restricted from access.

- Dressing according to your needs or controlling temperature differentials through use of window blinds may accommodate individual preferences.
- Staffs wishing to request temperature alterations in the building are to forward a written or e-mail maintenance request to the facility supervisor. Skagit: Dan Vogel
- Space heaters, for safety reasons, are not permitted. Exceptions may be made at the discretion of the facility supervisor and only when installed and operated through his/her approved criteria.

Maintenance Requests

All requests for repair, installation, or alteration of facility furnishings, fixtures, or equipment are conducted through the facility supervisor.

- Submit a written or e-mail maintenance request form
- An e-mail acknowledgment of your request will be forwarded back to you within three days
- Any repair or situation posing a hazard shall be reported immediately, and addressed immediately, by the facility supervisor. In his or her absence, the hazard shall be brought to the attention of the WDC Operations Manager

Custodial Requests

The Center is cleaned under a contract agreement with an outside provider. However, it remains the responsibility of all staff persons to keep a clean and orderly workplace. The facility is too large to maintain effectively if we do not all do our part. Specific custodial requests are forwarded to the facility supervisor for action.

Supplies

Office supplies are provided by staff's primary organization, not the Center. Supplies stored within the facility by resident organizations are the sole property of that organization and shall not be used without express permission by the owner.

- Lease agreements may include the use of copy/Xerox paper and supplies, as well as printer paper and supplies.

- Notify Lorraine Haven when these shared supplies are low and always BEFORE they are depleted.

Medical Emergencies

In the event of a medical emergency, staff is to call 911 if deemed appropriate.

Security and Safety

At no time are Center customers or staff to be placed in an unsafe situation. Customers and staff should all have the reasonable expectation of safety while at the Center and we should each strive to create a safe environment.

Customer Emergency

If a person comes to the Center with an emergency request to contact a customer at the Center, the Resource Specialist on duty will not acknowledge if that individual is at the Center. The Resource Specialist will instead ask the person to write a note which will be delivered to the instructor or facilitator (if they are in a workshop or workgroup activity). The instructor/facilitator will then pass the note to the customer and the customer will have the option to respond or not.

If a customer contact the Center (via telephone) looking of another customer, the Resource Specialist will not acknowledge whether or not that person is at the Center. Instead, they will take a message and deliver that message to the customer, if they are at the Center.

Customer/Staff "Drop Ins"

When a customer, relative or friend drops in to see a staff person, without an appointment or prior

knowledge, the Resource Specialist on duty will contact the staff person without acknowledging if they are at the Center. Here is an example of a phone contact to the staff when they are actually the one to pick up the phone – in this instance the staff person is Joe: “would you see if Joe is available to see Jim?” The Resource Specialist will not acknowledge the staff’s presence unless they are advised to do so by that staff.

Building Security

- Lorraine Haven conducts key control and issuance of new keys. Each staff is responsible for those keys issued to them. Keys are not to be shared or lent to anyone. Lost or stolen keys must be immediately reported to Lorraine Haven.
- Staff is responsible for closing and locking upon their departure at the end of the business day.
- Staff takes the responsibility for keeping personal items, such as handbags, checkbooks and other items of value in a place not accessible to the public.
- The Center is open to the **job-seeking public** while **productively engaged** in these activities. The Center reserves the right to refuse service to anyone not meeting this standard or creating a distraction or disturbance to others.
- Persons acting in an inappropriate manner shall be:
 - assessed for the degree of disruption/danger they present
 - called to a private area (i.e. work table or break area, if you feel safe in doing so)
 - clearly and unemotionally explained the Center rules and their purpose
- If they do not understand or remain uncommitted to complying with the rules as explained:

- calmly ask the person to return another day when they will be able to comply
- If they refuse to leave:
 - advise the person in a factual and private way that they will be removed if they do not comply with your request
- If they continue to remain after these steps:
 - advise the Center director of the situation, or if unavailable, call WDC administrative staff for assistance
 - go to a private location and dial the police for assistance.
 - a staff person should be in the parking lot to meet the arriving officer/s
 - any activity or situation requiring the intervention of police or other emergency officials shall be brought to the immediate attention of the Center director.

Reporting Accidents

- Staff will use due care and caution and prevent accidents by reporting any unsafe circumstances at once to the Center director or the facility supervisor. At no time are customers or staff to be placed in an unsafe situation.
- Any individual experiencing an accident or injury shall complete an Accident Report Form immediately. This form is to be completed either by the Center director, or in his/her absence, the facilitator/instructor and the injured party.
- Accident Report Forms are available in the central office or from the Center director.

- Accident Report Forms are to be turned in to the Center director immediately for review and appropriate action.

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