

WorkSource-Whatcom Career Center Staff Protocols

Philosophy

Job seekers and businesses are better able to access workforce services and information through the WorkSource 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 WorkSource Center brings value to the workforce development system by:

- **Integrating Services** requires the ability to communicate across organizational 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 when services are received in one place and the delivery is customer focused. Additionally, customer satisfaction is achieved when we gather, analyze and apply customer data in making continuous improvements to our systems, products and services.
- **Better Services** Moving away from program and funding specific service delivery allows customers to receive more comprehensive information about the nineteen (WIA required) programs available to them at the Center.
- **Accountability** Once a 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 not only requires access to information and services available at the Center, but also through an integrated system.

The WorkSource 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 different things to each individual. We've attempted to identify with some specificity the general behaviors, guidelines and expectations of staff and customers using the WorkSource Center. We hope you find these WorkSource Center protocols helpful as guidance to achieving our common vision:

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 WorkSource 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, create solutions and be trusted to do so.
- To see ourselves and our work through the eyes and ears of our customers.
- To be stakeholders in our customers' success
- To return calls quickly, to maintain timely appointments
- To make informed referrals to community resources and ensure all staff know the resources of the WorkSource Center
- To build each others expertise by investing staff with training opportunities to share and apply our learning
- To support each other, our partner organizations and their services by speaking highly of each other and our products.

Our 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 to ensure compliance with these values.
- **Ethical Behavior** means a willingness to share and show esteem, appreciation and acceptance of diversity. Individuals trust the professional competence of others; recognize others' contributions regardless of their position within the organizations; and regard others with honor and esteem.
- **Teamwork** is essential to our success. Individuals working 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 own actions and by supporting the success of other team members.
- **Partnership** is essential to our success. Organizations working together in a cooperative effort to achieve the goals of partnership.
- **Customer Service** means providing the customer, at all times, with service of the highest quality, value and continuous improvement in our level of service.
- **Growth** is what matters. We embrace ongoing innovation and change for achieving continuous improvement and growth. Individuals are provided with opportunities for professional 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 Center staff create an environment which enables customers to:

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

Your Personal Responsibilities

Part of our business is preparing job seeking customers for success in their employment. We are role models and standard setters exemplifying the workplace they are expected to enter and succeed in. We communicate employers' standards in a variety of ways to each customer in our timeliness, preparedness, dress, speech, etc. during operating hours.

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.

Smoking is permitted in designated areas only.

Your Professional Responsibilities

Customers are treated with respect and courtesy. Appointments are greeted in the lobby within ten minutes of their scheduled appointment time whenever possible.

Staff should escort customers to the reception area as necessary. Customers unfamiliar with the building are always escorted.

Confidentiality is maintained throughout the building. Conversations regarding customers take place in private. Confidential conversations with customers may take place in the shared interview rooms. Documents with customer's names should be concealed in the presence of other customers. Each organization at

the Center has its own oath of nondisclosure or confidentiality agreement. These remain in 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.

Mistakes are a part of working in an evolving and continuously improving workplace. Staff are encouraged to use these opportunities to learn and discover new methods and creative solutions. The outcome of staff work is expected to be of quality-*

All staff have 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 at the Center may have its own communication policy. These policies are in full effect at the Center for those staff resident here. Colocated staff from organizations without a communication policy will abide by the NWDC Communication Policy.

Staff members scheduled to conduct group activities in the WorkSource Center are responsible for finding an acceptable replacement if they are unable to facilitate their scheduled function. Alternates should first be sought within their individual organization. The Center Manager shall be notified of the alternate arrangements, once made.

Scheduled staff members who are unavoidably delayed in their arrival to the Center should notify the receptionist of their anticipated arrival time. Our commitment to our customers is to provide uninterrupted service without variation in quality.

Quality Standards

The WorkSource 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 have come together 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 facilitates the customer's 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 their work. Quality Standards for the Partnership are available on Inside WorkSource Northwest. Quality Standards include:

- Process standards to achieve and sustain designation as the WorkSource Center

- Assessment
- Work Based Training
- Communication Products
- Information Gathering
- Information Providing
- Education and Training
- Support Services

Customer Satisfaction

Our intention is to provide facilities, 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 comment cards available throughout the facility.

- You are invited to display the Partnership comment card in your workspace. It is displayed in all common areas of the Center.
- Staff are encouraged to frequently ask customers to complete the comment card by explaining it as 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 Accommodation for Persons with Disabilities

Philosophy

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

It is the policy of the WorkSource 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 WorkSource 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 accommodation

Center staff asks if the customer knows what accommodations are necessary to be successful.

If the customer can identify the needed accommodation, staff determines whether the Center is able to provide the accommodation. The procedure to determine ability to accommodate is as follows:

1. If the customer is unable to identify the accommodation, staff may refer to “accommodation recommendations” located in the Resource Specialist manual and in the Center Managers office.
2. Employment Security Department designated Disability Specialists are available to provide on-site assistance as necessary.*
3. If staff and customer are both unable to identify reasonable accommodations or alternate format, contact Department of Vocational Rehabilitation or other appropriate agency for assistance.
4. If WorkSource staff is unable to determine if the WorkSource Center is able to provide an accommodation, contact the WorkSource Center Equal Employment Opportunity (EEO) officer for clarification of responsibilities.

Resources Available at WorkSource Whatcom

- Incoming/Outgoing TTY Relay Services and instructions
- Adjustable work stations
- Large screen monitor
- Software with accessibility modifications

Contact Information for Disability Related Issues/Services

Division of Vocational Rehabilitation

4101 Meridian Street
Bellingham, WA 98226
360-714-4136
1-800-745-5960
Onsite: 676-3249

Americans with Disabilities Specialists

Available for reasonable modification consultations
1-800-514-0301 Ext. 7

Job Accommodations Network

1-800-232-9675
www.janweb.icdi.wvu.edu

Hearing and Speech Impaired

Whatcom Interpreters Network (WIN)
360-758-9396
www.telcomplus.net/klbterp

Visually Impaired

Services for the Blind
Seattle Office
1-800-552-7103

Non-English Speaking
The Language Exchange
360-757-7009
www.langex.com

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

www.babelfish.com

Reception: Everyone's Front Door

The impression made at the reception desk, whether to a customer calling or entering through the door, is perhaps the most important message we send about our business, our expectations, and our ability to achieve success for our customers. For reception staff to serve our mutual customers well, it requires the concerted effort of ALL staff to:

- Provide ALL of your appointments to reception so that we know someone is expected. It is much easier to help your customers if reception knows who you are seeing and when.
- When you schedule an appointment with a customer ALWAYS give them an appointment card with your name on it so they will know who to ask for when they get here and help to set the expectation of arriving on time for the appointment. The receptionist will notify you when the customer has arrived for their appointment.
- Customers are to be greeted in the lobby and escorted to your office or interview room. On occasion, the staff may request that personal visitors proceed unescorted if they are familiar with the building. All personal visitors should check in at the Reception desk.
- If you are unable to be on time for an appointment, notify reception how long you are delayed so that they may keep your customer informed. The quality standard at the Center is a customer will wait no longer than 10 minutes beyond a scheduled appointment time. Staff are expected to schedule work to keep your appointments in a timely manner.
- When you see customers waiting at the reception desk and the receptionist is on the phone or unavailable, please acknowledge the customer. You can either help the person yourself or you may tell them the receptionist will be with them shortly.

- Stay out from behind the reception desk. Our arriving customers should have a single focal point for assistance.
- The reception desk is not a place for social conversation among staff. Reception is coordinating a number of customer and staff activities.
- Neither is the reception desk a place to conduct business with your customers. Conversations at the reception area or in the lobby may be overheard by others.
- Telephones, fax machine, staples, etc. at the reception counter are not for staff use. Use those located elsewhere to reduce congestion at reception.
- When walking through the Resource Lobby, if a customer asks you a computer-related question, refer them to the Resource Specialist for assistance. The Resource Lobby is self-directed; the reception staff is unable to provide computer assistance to customers using the Resource Lobby and we do not wish to establish a precedent of providing intensive customer support in this self-directed area.
- Turn on your voicemail when not at your desk, meeting with a customer, or out of the office.
- Turn off your voicemail when at your desk and not with a customer.
- When you are away from the office, tell us where you are and when we can expect your return.

Staff Development

The WorkSource Center models the need for lifelong learning to its customers. Our intention is to develop a learning organization that values risk taking, innovation and the ability to learn from mistakes through reflection. It is anticipated that staff capacity building, as 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 which 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 WorkSource Center. The core competencies required in a Northwest WorkSource Center are identified in the Professional Competencies for Workforce Development. Each staff functioning in the WorkSource 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

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

Food and Beverage

Throughout the WorkSource Center's public access areas, the following food and beverage guidelines apply:

- The Resource Lobby and Room 4 are Food and Beverage Free Zones
- The preparation or serving of coffee, food or other beverage by staff to customers in Room 1, 2 or 3 is not permissible. Business meetings, focus groups or other such engagements are the only exception.
- All beverages are to be in a covered container at all times
- The shelf above the front entrance coat closet is available for customers to store their beverages while working.
- Facilitators are responsible and accountable to ensure any spill is cleaned immediately. Rooms 1, 2 and 3 have spot remover and absorbent towels for this purpose.
- Facilitators are responsible and accountable to ensure their room is completely cleaned of all traces of food or beverage upon conclusion of their event.

The sight of staff eating at their desk, or the smell of food can be distracting to customers. An employee lounge is provided in the lower level of the WorkSource Center for preparation and consumption of food and beverage by staff members. Additionally, a small kitchen area is available on the first floor.

- Because of its permeating odor, microwave popcorn is unacceptable in the WorkSource Center.
- Food and beverages are not to be consumed in the presence of customers.
- Each staff person is responsible for cleaning common food preparation areas, kitchenware and office space

Children

The WorkSource 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.

Children under the age of 14 are not allowed in the Resource Lobby. Lobby staff should identify the appropriate program staff (when appropriate) to provide individual assistance in a private area. Program staff will be responsible for explaining Center policy and procedure regarding children and provide information about possible childcare available in the community.

Youth ages 14 and older are welcome to pursue their job search activity in at the WorkSource Center.

Younger children may attend WorkSource Center programs *if* the programming is specifically targeted for their age group.

No children under the age of 14 will be permitted in areas housing technological equipment.

The WorkSource Center will communicate our policy in printed material, Tour of Service, and in orientations at all partner organizations.

If a child is deemed disruptive, WorkSource Whatcom staff shall speak privately with the parent or guardian and invite them to return at another time without the accompanying child.

Facility Use and Care

Your Workspace

Each customer viewing your personal workspace creates an impression of you and your work. 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 art work and personal items for display in your workspace.

Work spaces are clean and orderly at all times. Filing is in cabinets, coats are hung, and 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.

Any food consumed in personal workspace should be done with discretion to ensure odors are indiscernible to customers/co-workers and that food remnants are properly disposed of.

The personal workspace of others' is respected and privacy is honored.

Workspaces are temporary space assignments. To ensure the proper functioning of the Center, it may become necessary to relocate staff to new workspaces.

Shared Workspaces

The WorkSource Center provides many common areas for staff to use. These include: production and mail room, kitchens, employee lounge, restrooms, interview rooms, conference rooms and training rooms.

Each staff person is responsible for ensuring the cleanliness of workspaces.

Equipment, fixtures and tools designated to a particular workspace are to remain in that workspace.

Customers are to be escorted to offices or interview rooms through public areas of the building only. For example, customers should not be escorted through the copy room.

Scheduling processes for shared workspace is followed and honored.

Supplies should be replenished upon completion of your use. Notify the Administrative Assistant when supplies are low and always before they are depleted.

Common Space

Common spaces in the WorkSource Center include the: Resource Lobby, waiting area, corridors, elevator, restrooms, breezeway, outdoor deck, training rooms, employee lounge, 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!"

WorkSource staff are individually responsible for communicating our expectations for the use of our facility to our customers. This may include: advising customers of our smoking or child policy, asking customers to remove their feet from furniture or wash their hands before using the 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. Our objective is 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 is respectful and courteous to the reader and framed in a positive way.

Signs and handbills will be posted on designated surfaces only to minimize damage to walls and doors.

Staff foot traffic and conversations must avoid disrupting customers working in the Resource Lobby or training rooms. Avoid walking through customer's work areas as a regular route to and from workspaces.

Although the deck is for staff use only, it is visible to customers and staff. Appropriate attire and activity is required at all times.

Parking

Resident staff are assigned a parking space. Those in the underground lots are provided a security door opener. Watch closely for pedestrians when exiting the parking areas. Use caution to not close the automatic door on incoming traffic. Lock your vehicles at all times.

Itinerant facilitators/instructors are welcome to park in the courtyard during their assigned times at the WorkSource Center.

Parking is severely limited at the downtown location of the WorkSource Center. Encourage customers to use public or alternate modes of transportation whenever possible.

Free parking is available at the Parkade for eligible customers. Eligible customers may obtain a parking sticker from their individual staff contact person.

Lost and Found

Staff will attempt to contact the owner of a lost item if contact information is available. Customers should be informed that lost items are held at the WorkSource Center reception desk.

Staff will log and store any lost/found items at the reception desk upon discovery.

The item will be entered in a log maintained at the reception desk. Indicate the description, location of its discovery, the date and time found.

The item is placed in secure storage, size permitting, in the lost and found drawer.

Lost items may be recovered by the owner when they accurately describe the lost object. Owners are required to sign for the item's return in the lost/found log.

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.

Staff are not authorized to adjust temperature. The heating, ventilation and air conditioning systems have many different zones and are subject to the irregularities of a building with diverse uses and spaces. It will never be perfectly balanced for everyone.

Alteration of temperature requests can be phoned, e-mailed or directed to the Operations Manager in person. The request will be addressed as soon as possible.

For safety reasons, space heaters are not permitted. Exceptions may be made at the discretion of the Operations Manager 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 shall be submitted to the Operations Manager by e-mail. The request will be addressed as soon as possible. In the Operation Manager's absence, requests should be submitted to the Center Manager.

Any repair or situation posing a hazard shall be reported to and immediately addressed by the Operations or Center Manager.

Custodial Requests

The WorkSource 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 cleaning service will not pick up papers off the floor or clean desktops.

Specific custodial requests are forwarded to the Operations Manager. If staff have a specific request from the cleaning service, a note may be placed on any bathroom mirror.

Security and Safety

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

Key control and issuance of new keys is conducted by the Operations Manager. Each staff is responsible for the keys they are issued. Keys are not to be shared with or lent to anyone. Lost or stolen keys must be immediately reported.

Staff is responsible for closing and locking windows and doors prior to departure at the end of the business day.

Staff is responsible 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 business customers and 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. Report persons behaving in an inappropriate manner to the Center Manager. In his absence, the Operations Manager, Deputy Director of the Workforce Development Council or any member of the WDC administrative team should be contacted.

Any activity requiring the intervention of emergency officials shall be brought to the immediate attention of the Center Manager.

Reporting Accidents

Safety is no accident. A safety attitude is your best tool.

Staff will use due care and caution to prevent accidents by reporting any unsafe circumstances to the WorkSource Center or Operations Manager immediately.

At no time are customers or staff to be placed in an unsafe situation.

Staff must complete an Accident Report Form appropriate for their organization's policies.

Accident Report Forms are available from immediate supervisors or from the Center Manger.

Accident Report Forms are to be turned in to your immediate supervisor immediately for review and appropriate action with a copy to the Center Manger.