



# Participant Handbook

## Training Programs for Adults

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# JVS Contact Information and Hours

## **JVS – Administrative Office**

548 Market Street  
PMB 37733  
San Francisco, CA 94104  
Phone: (415) 391-3600  
Email: [info@jvs.org](mailto:info@jvs.org)

Business hours are from 9:00 AM to 5:00 PM, Monday – Friday. \*closed for all federal and most Jewish Holidays.

JVS programs and services are offered online or by hybrid model at varying locations across the Bay Area.

## **Services Available**

Participating in a JVS training program offers an incredible opportunity for personal growth and transformation. Throughout the program, you will receive comprehensive support, become part of a dynamic group of learners, and gain access to valuable resources. Our programs are designed to create an inclusive community where you can interact with industry experts, attend engaging workshops and guest speaker sessions, and collaborate with peers. By joining one of our programs, you will receive guidance and assistance at every stage, ensuring you have the best possible experience.

## **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 and referrals you need to help you reach your goals. Together with your JVS Point Person, you will create a 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 skill sets, goals, and work environment preferences, we will support you in obtaining referrals for needed services. 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 advocacy skills, and we will provide you with support by coaching you on advocacy strategies and referring you to self-advocacy organizations in the community.

## **Code of Ethics**

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

- Protect and promote the interests and informed choices of participants
- Strive to provide the highest level of quality services
- Treat all participants 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 of how these principles are implemented are detailed throughout this handbook.

## Conflicts of Interest

At JVS, we prioritize your interests and well-being, and our staff members are trained to act in your best interests while avoiding any conflicts of interest. We hold ourselves to the highest standards of professionalism and ethics.

If you have any questions or concerns regarding potential conflicts of interest or any other matter related to our services, don't hesitate to contact Kelcie Wong, Vice President of Training. You can contact Kelcie at (415) 624-5383 or via email at [kwong@jvs.org](mailto:kwong@jvs.org).

## Equal Opportunity Is the Law

It is against the law for JVS, as a recipient of Federal Financial assistance, to discriminate on the following bases:

- Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation Opportunity Act (WIOA) on the basis of the beneficiary's citizenship/ status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIOA Title 1- financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title 1-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

If you think that you have been subjected to discrimination under a WIOA Title 1-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Vice President of Training Jewish  
Vocational Service  
548 Market Street, PMB 37733 San  
Francisco, CA 94104

Director of the Civil Rights Center  
U.S. Department of Labor Room  
N-4123  
200 Constitution Avenue, NW  
Washington, DC 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action or until 90 days have passed (whichever is sooner) before filing with the Civil Rights Center (CRC) (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your complaint within 30 days of the date on which you received the Notice of Final Action.

## Accessibility

At JVS, accessibility and inclusivity are paramount, and we strive to provide equal opportunities for all participants. If you require accommodations to fully participate in our programs, please let us know during the registration process. We want to ensure that everyone's needs are met to the best of our ability.

Throughout your time with JVS, if you find that you need reasonable accommodations, don't hesitate to reach out to your designated JVS Point Person. They are there to assist you and make the necessary arrangements to ensure your experience with us is both comfortable and productive.

Some of the common reasonable accommodation requests we can provide include closed captioning, Sign Language Video Relay Service (VRS), video or audio recordings of sessions, and providing materials ahead of JVS class sessions. However, we understand that every individual may have unique needs, and we are open to discussing and arranging additional accommodations.

Our commitment to accessibility reflects our belief in creating an inclusive and supportive community for all participants. Thank you for being a part of JVS, and we look forward to assisting you in any way we can to ensure you have a positive and enriching experience with us.

## Health and Safety Protocol

At JVS, we take necessary precautions to ensure the well-being and safety of our staff and participants. To be prepared for emergencies, we conduct both onsite and virtual safety drills periodically. These drills are designed to familiarize everyone with the proper procedures and protocols to follow in different emergency scenarios.

The safety drills may include fire drills, earthquake drills, utility failures, bomb threats, medical emergencies, and other potential situations that could arise. These practices are essential in helping everyone stay informed and ready to respond appropriately in case of an actual emergency.

If you happen to be enrolled in a JVS program while an onsite or virtual safety drill is taking place, we kindly ask you to cooperate with the directions provided by JVS staff. Your active participation and

adherence to their instructions will ensure the effectiveness of the drill and contribute to a safer environment for everyone.

## Text Messaging Policy

We may occasionally use text messages to communicate important updates about our programming and gather valuable feedback through surveys. We respect your preferences, and if you wish to opt out of receiving text messages from JVS, you can do so by:

- Completing this Short Form <https://jvs.tfaforms.net/81>.
- Alternatively, you can directly reach out to [info@jvs.org](mailto:info@jvs.org) to express your preference to opt out of text messages.

By opting out, you will no longer receive text messages from JVS, but you will continue to receive other forms of communication that you may have opted for.

At JVS, your privacy and preferences are important to us, and we want to ensure that you receive communications in a manner that suits you best.

## Gifts and Gratitude

Employees may not accept or give gifts to or from participants, participants' family members, vendors, suppliers, or other persons doing business with the agency. Expressing gratitude through actions like leaving reviews, referring friends and family, and making donations at [jvs.org/donate](https://jvs.org/donate) is a wonderful way to show appreciation and support. These gestures not only help us spread the word about our services but also contribute to our growth and success.

## Discontinuing Services

We understand that life can be unpredictable, and circumstances may arise that could lead to the need for participants to exit the program before its intended completion. If you find yourself in such a situation and feel unable to continue with the program for the duration specified in your job search plan, we encourage you to reach out and schedule a meeting with your designated JVS Point Person.

Your JVS Point Person is there to support and assist you, and they will work with you to explore potential solutions or alternative options that can help address your specific needs.

We believe in fostering a supportive and understanding environment, and your well-being and success are our priorities. If you find that you require a change in your program participation, don't hesitate to communicate your concerns, and together, we can find the best way forward.

## Suspension and Dismissal Policy

At JVS, maintaining a respectful and positive environment is essential for the benefit of all participants and staff. The Participant Protocol is designed to ensure that everyone can fully engage in the programs and services offered. However, in the event of a violation of this protocol, the following steps will be taken:

- **Review of Behavior or Participation:** If a violation occurs, a JVS Staff Member will schedule a meeting with you to discuss the behavior or lack of participation. This meeting is meant to provide feedback and address any concerns.
- **Escalation to Another Staff Member:** If the issue cannot be resolved at the initial meeting, it may be referred to another JVS Staff Member for further evaluation.
- **Three-Way Meeting:** If the behavior persists, a three-way meeting will be scheduled involving you, the Staff Member, and the Program Manager or Program Director. This meeting will delve deeper into the situation and explore potential solutions.
- **Consideration for Suspension or Dismissal:** Depending on the seriousness of the violation, the Vice President of Training or their designees may decide that a suspension or dismissal from services is warranted.
- JVS reserves the right to terminate services at any time if deemed necessary for any reason.

If you disagree with any disciplinary action taken, you have the option to file a grievance with the Vice President of Training by completing a [grievance form](#).

# Participant Protocol

To ensure that all participants have a positive and enriching experience, we expect the following behaviors from everyone involved in JVS programs or sponsored events:

1. **Respectful Communication:** Treat all fellow participants, staff members, and guests with respect and courtesy. Avoid using offensive language or engaging in disrespectful behavior.
2. **Active Participation:** Engage actively and positively in all program activities and discussions. Your involvement contributes to the success of the programs and enhances the experience for everyone.
3. **Professionalism:** Maintain a professional attitude and conduct while interacting with staff and other participants.
4. **Punctuality:** Be on time for all scheduled sessions, meetings, and events.
5. **Confidentiality:** Respect the privacy and confidentiality of others, especially regarding sensitive information shared during program activities.
6. **Conflict Resolution:** In case of disagreements or conflicts, communicate openly and constructively with the parties involved, or seek assistance from a JVS staff member if necessary.
7. **Responsibility:** Take responsibility for your actions and commitments. If you encounter challenges or need support, communicate with your JVS point person to find suitable solutions.
8. **Compliance with Rules and Guidelines:** Follow all program rules, guidelines, and policies set forth by JVS to ensure a harmonious and safe environment.
9. **Avoidance of Disruptive Behavior:** Refrain from engaging in disruptive or harmful behavior that may negatively impact the experience of other participants, including harassment, discrimination, and bullying.
10. **Property:** Respect JVS property, equipment, and resources. Do not deface, damage, or steal property belonging to JVS or any other person.
11. **Alcohol and drugs:** Refrain from attending JVS services while under the influence of alcohol or drugs.

By adhering to these behaviors, we create an inclusive, supportive, and collaborative environment at JVS, fostering growth and success for everyone involved. Thank you for being a part of our community, and we appreciate your dedication to upholding the Participant Protocol.

**I have reviewed and agree to adhere to the behaviors outlined in the participant protocol.**

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Attendance Policy

JVS and its academic partners take attendance at the start of each activity session. Program participants are responsible for attending all programmatic activities on time and for the entire duration of the activity. Participants who have an attendance issue must report it to a staff person at least 2 hours prior to the activity start time. Failure to report an absence, tardiness, or early out will lead to corrective action.

The JVS Attendance Policy applies for the entire duration of participation in JVS programming. If applicable to your program, for the duration of your work-based learning (Internship/Externship), participants must adhere to the host (employers) attendance policy.

## DEFINITIONS

**Activity:** Attendance Policy activities include: classes, meetings, work-based learning experiences (internship/externship), or any other interaction a participant has been requested to attend. Activities may involve JVS staff and/or external partners, including instructors and employers.

**Excused Absence:** A prearranged absence approved by program staff within 2 hours of activity start time. Participants are allowed 2 excused absences within 30 days for the duration of the program.\* Participants need to discuss with program staff options for make-ups or rescheduling.

Examples of an excused absence may include illness, injury, emergency, death in the family, or participation in religious observances.

**Excused Late Arrival/Tardy or Early-Out:** Reporting to an activity 10 minutes *after the* scheduled start time or leaving an activity *before* the scheduled dismissal/departure time that has been prearranged and approved by program staff. If you are late and/or leave early three times, it will be reported as one absence (3 tardy/early out = 1 absence).

**Unexcused Absence:** An absence that has not been pre-approved by program staff or was not reported within 2 hours of activity start time. Also referred to as a "no call/no show." Unexcused absences are not allowed and will lead to corrective action.

Examples of an unexcused absence may include: Not notifying about illness, injury, or emergency; walking out during activity; leaving for appointments that were not pre-approved.

**Unexcused Tardy/Early-Out:** A tardy or early-out that has not been pre-approved by program staff. An unexcused tardy or early out is not allowed and will lead to corrective action.



# Participant Input Policy

At JVS, participants shape the services and programs offered, and one way we do this is through input and feedback. I may be asked by JVS Staff to participate in interviews to find out my opinions about JVS services and will also be asked to complete Participant Satisfaction Surveys at intervals during my participation in JVS services.

I understand my feedback during interviews and surveys is completely anonymous and will be used for program planning purposes only.

I can also speak to Kelcie Wong, Vice President of Training, at (415) 624-5383 or via email at [kwong@jvs.org](mailto:kwong@jvs.org) at any time if I would like to discuss my experience with JVS services.

- Learn more about how JVS programs could be improved
- Find out how to best support me and future participants.
- Identify opportunities to build on my JVS experience.
- Gather data about JVS's impact and use it to improve the participant experience.

## **I understand/ agree to the following:**

- My participation in these interviews is confidential, and what I say or write will not be attached to my name or any other personal identifier without my written consent.
- To respond to JVS's requests for feedback.
- This ask will come from a JVS Staff Member whom I may or may not know.
- The ask for feedback may come in the form of an email, text, or phone call.
- To update my contact information with JVS staff members as soon as possible if it changes so JVS can easily reach me.
- The ask for feedback can happen while in the program and within seven years after the program ends.
- While I am giving feedback, I can skip questions or choose to end the interview, survey, or focus group at any time.
- I can opt out of giving feedback at any time by informing a member of the JVS staff in writing.
- Opting out of or discontinuing giving feedback does not make me ineligible for JVS programs and will not affect the services I receive from JVS.
- I understand that JVS may reach out to others to gather verifications of employment, and this is as important as providing feedback. I agree to send employment verifications in a timely manner back to JVS Staff Members.

**I have reviewed and agree to adhere to the Participant Input Policy. If I have any questions or comments, I will reach out to my JVS point person.**

---

Name (Please Print)

---

Signature

---

Date

## Grievance Procedure

We are committed to addressing and resolving any problems or misunderstandings that may arise during your participation in our programs. We encourage open communication and believe that most issues can be effectively resolved by discussing them with the Staff Member you are working with, whether it's your instructor, JVS Point Person, or another staff member.

- If you encounter a problem or have a concern, it is essential to take immediate action by informing the relevant staff member. They are there to support you and work towards finding a solution that addresses your needs.
- If you and the JVS Staff Member cannot agree on a resolution, you have the option to request a meeting with the immediate supervisor of the staff member involved. Upon your request, the supervisor will contact you within 10 working days to schedule a meeting. During this meeting, you may also request the attendance of another person, such as a case manager, counselor, or an advocate of your choice, to provide additional support and assistance.
- If the issue remains unresolved after meeting with the supervisor, you can escalate your concern to Kelcie Wong, Vice President of Training. You can email your grievance at [kwong@jvs.org](mailto:kwong@jvs.org), or you can also file a grievance through our website at: <https://forms.office.com/r/sjzsgq5dSh>. You have up to one year from the date a violation took place to file a formal grievance. Within 30 days of receiving your formal complaint, JVS will schedule a meeting to address the matter. You will receive 10 days' advanced written or emailed notice of the meeting date and time.
- Following the meeting, the Vice President of Training or their designee will respond with a written or emailed 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 resource 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 Kelcie Wong, Vice President of Training, at [kwong@jvs.org](mailto:kwong@jvs.org) immediately in writing or by email.

We are committed to ensuring that your concerns are taken seriously and addressed promptly. Your satisfaction and success in our programs are of utmost importance to us, and we want to provide you with a supportive and positive experience at JVS.

### **Third-Party Grievance Resources:**

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

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

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

Participants 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

Participants who are referred by or who are participating in programs funded by the **San Francisco Office of Economic and Workforce Development (OEWD)** or the **U.S. 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 1 year of the 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: <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/how-to-file-complaint>.

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](mailto: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.

## Participant Confidentiality Policy

At JVS, we recognize the importance of protecting our participants' privacy. However, we also understand that certain situations require sharing information with others to provide the best possible service and support. To maintain confidentiality while facilitating necessary communication, we follow these steps:

**Confidentiality among JVS Staff:** All information shared by participants with JVS staff is considered confidential and will not be disclosed to others without the participant's explicit consent. Participant files are accessible only to JVS staff members who are directly involved in providing services and support. It's important to note that JVS staff members are mandated to report any suspicion of child abuse, neglect, or abuse of dependent adults, in compliance with legal requirements.

**Authorization for Release and Sharing of Information:** Before sharing any information with prospective employers for job placement or with funders for grant reporting purposes, participants will be asked to sign an Authorization for Release and Sharing of Information form. This form grants permission for specific information to be shared as required for the stated purposes.

**Sharing Information with Other Social Service Professionals:** Whenever it becomes necessary to exchange information with other social service professionals, an Authorization for Release and Sharing of Information form will also be used. This form ensures that information is shared with explicit consent from the participant, allowing us to collaborate effectively to provide comprehensive support.

By following these protocols and obtaining explicit consent through the Authorization for Release and Sharing of Information form, we ensure that confidentiality is upheld while still enabling effective communication and collaboration. Protecting your privacy is of utmost importance to us, and we are committed to maintaining a secure and supportive environment at JVS. If you have any questions or concerns about confidentiality or information sharing, please feel free to discuss them with your designated JVS point person.

# Authorization for Release and Sharing of Information

I, \_\_\_\_\_ hereby authorize the release of the information listed below to the Jewish Vocational and Career Counseling Service ("JVS").

- **Educational history**, such as name of school, dates of attendance, grades, and graduation
- **Work History**, such as employer, dates of employment, reason for termination, and performance information
- **Training Information** such as attendance, participation reports, certifications, and grades
- **Employment Verification**, such as employer's address, dates of employment, position title, wage/rate of pay, and types of benefits
- **Job Placement Follow-ups**, such as attendance and performance information
- **Additional Program Eligibility Documents** such as identification documents, I-9, selective service records, work authorizations, and immunization records
- **Follow-up information after transfer of services to JVS, outside of JVS, or termination of services**

(The above information is collectively referred to as "Released Information")

JVS may seek the Released Information from my employers, local and state workforce development boards/agencies, California Employment Development Department, Department of Rehabilitation, The Work Number, Employment Training Panel, Human Services Administration, California Community College partners, other private educational or program partners, and community partners, related third-party payroll providers, and other similar organizations.

I understand JVS may seek Released Information and will use the Released Information it receives to administer its programs and services.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

I also authorize JVS to share the Released Information with my employers, local and state workforce development boards/agencies, California Employment Development Department, The Work Number, Employment Training Panel, Human Services Administration, California Community College partners, other private educational or program partner and community partners, Department of Rehabilitation, and third-party payroll providers in order to administer its programs and services.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

I further authorize JVS to release or obtain my employment and wage information, for up to 10 years from the date of signing this authorization, to and from organizations such as California Employment Development Department, The Work Number, and Employers for the purposes of understanding and evaluating the success of JVS's programs and agency impact.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

The Authorization for Release and Sharing of Information gives Jewish Vocational Service (JVS) permission to get or give certain information about your work history and/or educational outcomes, to help you with your job search, and to evaluate the success of JVS's programs and agency impact.

**Who will JVS be reaching out to obtain or share Information?**

JVS may reach out to your past or future employers, workforce development boards/agencies, [California Employment Development Department](#), [Department of Rehabilitation](#), [The Work Number](#), [Employment Training Panel](#), Human Services Agency, California Community College partners, other private educational or program partners, and community partners, related third-party payroll providers, and other similar organizations.

The most common reason JVS would reach out to a previous employer would be to confirm your previous wages/income so we can show the impact of our programs once you complete the program and find new employment. Normally we are able to get this information through the California Employment Development Department (EDD) or The Work Number, but in instances where this isn't possible, we may reach out to a previous employer.

A reason we may reach out to another entity like the Human Services Agency (HSA), or California Community College partners is to learn more about your participation in their programs so we can support you and ensure you have continuous care.

**Will JVS reach out to *all* of my previous employers or training providers?**

JVS will only reach out to your employers and/or educational or training providers to administer programs and services to you or for the purposes of understanding and evaluating the success of JVS's programs and agency impact.

**What kinds of Information about me can JVS obtain or release about me?**

Under the Authorization for Release and Sharing of Information, JVS has permission to obtain or share Information relating to your employment history, education history, contact information, and other history related to your job search or engagement at JVS.

**How long will JVS be able to obtain or share Information under the Authorization for Release and Sharing of Information?**

There are three parts to the JVS Authorization for Release and Sharing of Information, with timeframes associated with each.

- The first section of the Authorization allows JVS to seek released Information and is only valid for the duration of your participation in JVS's programs and services and a reasonable period of time afterward.
- The second section of the Authorization allows JVS to share released Information and is only valid for the duration of your participation in JVS's programs and services and a reasonable period of time afterward.
- The third and final section of the Authorization allows JVS to release or obtain employment and wage information for up to 10 years from the date of signing this authorization.

**How will my information be kept at JVS?**

All information will be maintained in the strictest confidence and is for the sole use of purposes stated in the Authorization for Release and Sharing of Information.

Some examples of how JVS protects your information include, but are not limited to:

- JVS uses Salesforce for online record keeping
- JVS uses multifactor authentication for access to all of our documentation and record keeping
- All JVS staff members receive training on best practices for protecting participant privacy and information

**When the form says, "to improve upon and administer our programs and services," what does that mean?**

JVS uses data from our programs and outcomes to showcase our impact. This can help fund current and new programs and inform programmatic changes JVS may want to make to best support participants moving forward. JVS may also speak with community partners or employers to ensure we support you as best as possible during the program.

**Who are some other community partners with whom JVS may release Information?**

If you are working with another community partner or non-profit agency and would like JVS to discuss your participation in our programs, this allows us to do that. This could include a case manager, a housing advocate, or a legal office, as examples.

**What if I don't want a specific person or organization to access my Information? Can I request that person or organization not be contacted?**

JVS's Authorization for Release and Sharing of Information does not allow individuals to remove or redact a specific person or organization from the Release. If you have a concern for your safety related to a particular entity, please reach out to Kelcie Wong, Vice President of Training, at [kwong@jvs.org](mailto:kwong@jvs.org) to schedule a meeting to discuss the next steps and options.

**If I change my mind about consent, can I revoke it?**

Yes, if you change your mind, you can revoke it. In order to continue participating in JVS programs, all JVS participants must maintain an active signed JVS Authorization for Release and Sharing of Information. If you are still enrolled in a JVS program and wish to revoke your Authorization for Release and Sharing of Information, please email the Client Services Team to discuss discontinuing programming and to learn about other community agencies that can best support you in your job search. If you wish to revoke your consent to the Authorization for Release and Sharing of Information, please reach out to [info@jvs.org](mailto:info@jvs.org).

**What if I have already signed a Release of Information from another organization I'm working with? Do I still need to sign this JVS Authorization for Release and Sharing of Information?**

Yes, in order to participate in programming, all JVS participants must sign JVS's Authorization for Release and Sharing of Information.

**I was a previous participant of JVS and signed another release of Information like this. Do I need to sign this new Authorization for Release and Sharing Information?**

Yes, as this is an updated Authorization for Release and Sharing of Information, new signatures are required. If you are re-enrolling in a program or beginning a new program, you must sign this document and the rest of the Participant Handbook.

**After speaking with someone, I still don't feel comfortable signing. What are my options?** For JVS programs to remain at no cost, all participants must sign the Authorization for Release and Sharing of Information. Without a signed authorization, we cannot offer you acceptance into the program.



# Consent for Participant Financial Support

We want to support you – in more ways than just occupational skills training and job search.

We understand that things come up that may hinder your ability to be successful in training or your job search, including housing, utility bills, professional clothing, transportation, and access to food. We have dedicated staff to support you with navigating the resources you may need.

As part of this, we also have funding available to support participants with unexpected expenses or bills.

To access these supports, you need to be an active and engaged participant. Please reach out to your JVS point person to get connected to financial support or to be referred to other resources.

JVS primarily distributes financial support through ACH transfers, PayPal, or similar credits. If you do not have a bank account, please reach out to your JVS point person to get connected to banking resources.

**JVS will only use your ACH, PayPal, or similar credits to provide you with financial support in a timely manner.** JVS will not share your financial or banking information with any outside entities unless we receive your written consent in the form of a Release of Information and there is a specific reason for that disclosure.

## Check one:

- ☐ **I hereby authorize JVS to initiate ACH, PayPal, or similar credits (payments to me).**  
These payments can be to an account I own or to a third party who is willing to receive payments on my behalf. At a later date, I will provide the bank account number, electronic payment account info, or third-party payment info to which I would like to receive payments. These payments to me will either be in the amount requested by me and approved by JVS or in the amounts agreed upon in advance for meeting certain milestones of my training program. I understand I may revoke this authorization at any time by notifying my main contact at JVS. I also understand if my ACH, PayPal, or similar credits (payments to me) information changes, I will notify my JVS point person as soon as possible to avoid any delay or disbursement to an incorrect account.
- ☐ **I DO NOT** authorize JVS to initiate ACH, PayPal, or similar credits (payments to me).

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# Program Participant Services Agreement

You and a JVS staff person have discussed the \_\_\_\_\_ Program requirements, job search, and placement process and have agreed that it is a team process in which:

## You will

- Adhere to the program policies, including:
  - Attendance – Unexcused absences or tardies not allowed (see full attendance policy)
  - Tech Use – Phone off or silenced for the entire duration of class, use only during breaks; Camera on during online classes/meetings
  - Responsiveness – Monitor JVS email/text communication, respond to program communications, or provide participation notifications within 24 hours
  - Virtual Classroom Etiquette – Use a quiet, private place to attend class (not in the car, not while running errands), sit at a table/desk, camera on, dress like going to class, utilize the mute button, be present – don't multitask
- Complete all assignments on time and to the satisfaction of the instructors
- Express constructive feedback/concerns to program staff in a timely and appropriate manner. For example, call/text/email at the time of concern, respond to surveys, or schedule a meeting with program staff to discuss concerns
- Actively participate in the job search process, including resume writing, interview prep, and job search planning\*
- Provide JVS written verification of an employment offer within 48 hours of job acceptance
- Provide JVS job retention updates for up to one year

## JVS Staff will

- Provide program coordination and assistance to support positive training experience
- Provide you with coaching and supportive services as needed to support your successful completion of the program
- Monitor your progress and provide feedback throughout the duration of the program
- Award a certificate of completion when program requirements are met
- Provide you with job placement assistance, including resume writing, interview prep, and job search planning\*
- Provide retention support for up to one year after you complete the program

*\*Note: Work-based learning opportunities (internship/externship) are dependent on availability and eligibility; work-based learning is not guaranteed. Employment assistance will be provided; job placement is not guaranteed.*

You and a JVS staff person have agreed to this service agreement and understand it may be modified by mutual agreement at any time during the program or post-program activities. This agreement will be in effect for the duration of your enrollment with JVS.

**I have reviewed and determined that I understand the commitments required of me to be a successful participant in the \_\_\_\_\_ program and can fully commit to meeting these requirements.**

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Participant Escalation Guide

This guide outlines the process for identifying concerns and addressing issues to support participants in achieving their program and career goals. JVS staff are dedicated to promoting success through empathy, transparency, and accountability.

The escalation process is structured as follows:

**Level 1:** You miss a deadline, a class session, or are exhibiting behavior that violates the Participant Protocol

- You receive a message from your JVS Point Person that highlights area of concern
- your JVS Point Person re-shares with you the Program Expectations/Agreements and provides you with guidelines around expected action item(s) to complete

**Level 2:** You are still not complying with requests/meeting program expectations

- You and your JVS Point Person will meet to discuss concerns
- You and your JVS Point Person agree on the next steps
- Your JVS Point Person will send you a follow-up email summarizing the conversation and highlighting the next steps and the timeline.

**Level 3:** You do not successfully complete the requirements from Level 2

- You and your JVS Point Person review and discuss a Performance Improvement Plan
- You sign and agree to the conditions of the Performance Improvement Plan
- Your JVS Point Person monitors your Performance Improvement Plan activities and progress

**Level 4:** You have not successfully met the expectations of the Performance Improvement Plan

- You meet with your JVS Point Person to discuss suspension or termination from the program

It's essential to note that while this is the suggested escalation guideline, JVS reserves the right to terminate services at any time, if necessary. If you disagree with any disciplinary action taken, you have the option to file a grievance.

If you have any questions or require further assistance, you can contact [info@jvs.org](mailto:info@jvs.org). The JVS team is here to support you throughout your journey with JVS and address any concerns you may have.

## Participant Covid-19 Certification

JVS is committed to providing participants and staff with a professional, productive, and safe environment. As such, all participants must agree to abide by JVS's health and safety rules, including those listed in the Participants Handbook and the following COVID-19 protocols.

For a copy of the most up-to-date Covid-19 guidelines and protocols, please visit the CDC website at [www.cdc.gov](http://www.cdc.gov) and/or the San Francisco Department of Public Health website at [www.sf.gov/topics/coronavirus-covid-19](http://www.sf.gov/topics/coronavirus-covid-19).

By signing my name below, I certify that I understand and agree to follow these general COVID-19 protocols. Please note these protocols are subject to change.

- Not attend any in-person meetings or programs if I am experiencing Covid-19 symptoms.
- Remain current on Covid-19 vaccinations for which I am eligible and prepared to present my Vaccination Record if required.
- Notify JVS if I receive a positive Covid-19 test and not attend any in-person meetings until I test negative, as detailed more fully on the websites referenced above.
- JVS partner sites may have different or additional requirements, including masking, and I agree to cooperate with these requirements.
- I understand that failure to abide by these protocols, including being untruthful about my responses to the above statements, may be grounds for discipline, up to and including termination from services.

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Name (Please Print)

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Signature

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Date

# 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, to ensure their safety, and to advocate for their access to services. It is our intent to ensure your 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 participant 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 participant, employer, staff member, or another participant, the incident will be documented in the case record, and a copy will be sent to the appropriate authorities.

## Informed Consent

Participants 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 participant 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.

## Confidentiality

All participants are informed upon intake of JVS's Participant Agreement which includes our commitment to maintaining participants' confidentiality with the exclusion of threats 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 a nature is immediately documented and reported to the appropriate authorities.

## Grievance

All participants are made aware of the JVS Grievance Procedure during the Orientation and Intake process. In the event that you and your JVS Point Person cannot agree on a solution to a specific problem or issue, you may request to meet with their immediate supervisor.

We value your rights and well-being, and this policy outlines our commitment to providing a safe, respectful, and supportive environment for all participants. If you have any questions or concerns about the policy or any aspect of your experience at JVS, please don't hesitate to reach out to your designated JVS Point Person. Your satisfaction and success are our top priorities, and we are here to assist you throughout your journey with us. Thank you for being a part of JVS, and we look forward to supporting you in achieving your goals.

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

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Name (Please Print)

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Signature

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Date

# JVS Promotional Authorization and Release for Adults

This authorization applies to the use of my name, image (e.g., photos, video), and/or statements (referred to hereafter as “my material”) made for or at the following JVS program:\_\_\_\_\_.

I hereby give permission to Jewish Vocational and Career Counseling Service (JVS) to use my material in its promotional and marketing materials. I also give JVS the authority to share my material with its business partners (e.g., employers, volunteers, and training providers) in marketing or promotional materials to promote JVS' programs or services.

This authorization is entirely voluntary on my part. I understand that I will not be given any compensation in any form for any use of my material as authorized above. I hereby release JVS and its employees and representatives from any liability or claims whatsoever based on its use, or its business partners use, of my material as set forth in this authorization.

**Check one:**

☐ I agree to the above terms, with the exception of the channels that I specify here (e.g., social media, print materials, etc.): \_\_\_\_\_.  
*(If left blank, you do not restrict JVS's use of your material on any channel.)*

☐ I do not agree to the above terms.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Retention: A copy of this release for adults will remain in marketing/development, and if requested, copies can be given to program staff and/or the participant.

## Consent for Tape/Audio Recording

Program: \_\_\_\_\_

Sometimes, a program participant finds it helpful to record program sessions to access later for further review. I hereby give permission to JVS Staff to record me and my participation in JVS's training program.

I understand that these recordings will be used solely by JVS staff or fellow program participants for personal use, with the primary purpose being the review and clarification of program content.

I further understand that JVS has no role in, control over, or obligations related to the distribution of these recordings. I waive my rights to private and confidential participation in this program and release JVS of all liability related to these recordings.

**Check one:**

- ☐ I agree to the above terms.
- ☐ I do not agree to the above terms.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date