



The Way to Work

Formerly Vocational Foundation, Inc.

Est. 1936

CLIENT HANDBOOK 2009 – 2010



Connecting young people to opportunity since 1936



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Dear Client -

Congratulations and Welcome to The Way to Work!

You have taken the next big step in changing your life. The Way to Work (TWTW) is a comprehensive 15 week program, which provides skills training, pre-GED/GED instruction, counseling, placement and retention services. Our goal is to assist you with preparing for the “world of work” by giving you the tools to succeed.

This handbook was designed to offer you information and guidelines for your time here at TWTW. The standards of conduct, which are provided in this handbook, exist in order to ensure a safe, fair and businesslike atmosphere. During your orientation you will be made aware of our program rules and regulations. It is your responsibility to understand and adhere to these requirements.

Thank you and Good Luck!



Academic Calendar & Holidays

The Way to Work will be officially closed on the following days:

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day and the following day
Christmas Day

The Way to Work does not follow the academic schedule issued by the NYC Department of Education. However, if the agency is officially closed for any other reason clients will be informed.

Fall semester begins	September 14, 2009
Fall semester ends	January 8, 2010
Spring semester begins	January 25, 2010
Spring semester ends	May 8, 2010
Summer semester begins	May 25, 2010
Summer semester ends	July 31, 2010

Identification Card

Clients will be issued an identification card within the first 4 weeks of training. The ID card is the property of The Way to Work. Clients are required to show their identification card to security officers when entering the UFT Building (52 Broadway) at all times.



Inclement Weather Policy

The Way to Work does not automatically close due to bad weather. TWTW follows the New York City Public School system in cases of inclement weather. If the morning news shows announce that the Public Schools in New York City are closed then TWTW is also closed. This should be the guideline you use to determine whether or not you should report to your scheduled class.

Attendance Policy

Attendance in this program is very important. As a participant in this free training you are required to be at TWTW **Monday thru Friday no later than 9:00am**. The Way to Work expects clients to be present daily in order to benefit from the services offered. In the event that you are going to be absent, have an appointment, or need to come in late, you are **REQUIRED** to call your Career Manager before 9:00 a.m. to notify them of your status. **If you arrive late without prior notification you will be sent home for the day.** If you fail to notify your Career Manager and do not show up, a follow-up telephone call will be made to your home and/or your parent/guardian to follow-up.



CAREER MANAGER DIRECTORY

Main (212) 823-1001

Marlyn Rubero-Director of Student Services: 212-823-1034

Career Manager	Extension
Ms. Stacie Bethea	212.823.1037
Ms. Shemia Harris	212.823.1036
Ms. MarVi Pruitt	212.823.1052
Mr. Eddie Rodriguez	212.823.1054



Time and Attendance

All classes begin at 9:00 a.m. sharp! Clients are expected to arrive at TWTW at 8:45 a.m. and **PUNCH IN and SIGN IN**. Clients who receive a green student issued Metro Card, may be asked to submit their cards to their Career Manager when they arrive in the morning. **ALL CELL PHONES MUST BE HANDED TO THE RECEPTIONIST UPON ARRIVAL.** (Cell phone use is **NOT ALLOWED** in the classrooms, hallways, bathrooms, etc.) They will be given back during your lunch period and then handed back to the Receptionist after lunch. They then can be handed back out at the end of the day. All clients should be in class by 9:00 a.m. Clients who arrive after 9:05 a.m. or return late from lunch will be considered late and sent home. Repeated late arrivals will result in further disciplinary action, which includes termination from the program.



Food and Beverages

Clients may consume food and beverages in the student lounge or 3rd floor cafeteria – **only during their lunch period**. **Food and beverages ARE NOT ALLOWED IN ANY CLASSROOM.** We ask that you please dispose of your trash to keep the student lounge clean.

Field Trips/Extra Curricular Activities

Clients who are 17/18 years of age will need permission from a Parent or Guardian to attend any field trip or extra-curricular activity. Clients 19 years of age or above must sign a waiver consent form. Clients who do not submit consent forms will not be allowed to attend the field trip or activity.

Fire Safety and Evacuation

If an evacuation is needed, TWTW staff will direct the route of evacuation. Each semester TWTW will conduct a fire drill to provide clients with the necessary emergency procedures.



Dress Code & Standards of Appearance

All clients are expected to come to The Way to Work looking neat, clean and professionally dressed throughout the entire 15 week period. The purpose of the dress code is to foster a professional, safe and respectful environment at TWTW offices; in addition, we are preparing you for the “World of Work.” TWTW staff members are empowered to monitor the appearance and dress of clients, and can send you home if you are not appropriately dressed. The dress code applies to field trips, academic internships and other agency-related activities. **ALL CLIENTS ARE REQUIRED TO WEAR BLACK and WHITE.** (For gentleman this means black slacks, white button down shirts and a tie. For women this means black skirts or black dress pants and a white button down blouse).

DRESS CODE FOR YOUNG MEN

All males must remove their hats, do-rags, head phones, and earrings when entering the building, NO EXCEPTIONS! All male clients are expected to dress in a manner that is professionally appropriate. Your clothing should be CLEAN, NEAT AND PRESSED! Earrings are NOT permitted. Body piercing jewelry (eyebrow, nose, tongue, etc.) is NOT ALLOWED. Clients who disregard the Dress Code will be sent home for the day and are responsible for making up any missed assignments. Clients who continuously disregard the dress code will be terminated from the program.

The Pants –

- Black dress slacks. Pants should be worn with a belt and should be worn at the waistline.

The Shirt –

- White button down, long or short sleeve collared shirts. Shirts must always be worn tucked in.

The Tie –

- The tie is your opportunity to show your personality – within limits. Therefore, no ties with cartoon characters, obscene and/or graphic pictures. A tie should extend to your trouser belt (no longer or shorter) with the front of the tie being longer than the back of the tie. A tie must be worn at all times. Bowties are also acceptable.



The Shoes –

- Well-polished, plain lace-ups or slip-on black dress shoes are acceptable. Sneakers, athletic shoes, sandals, boots, and designer shoes resembling sneakers, (such as Prada, Diesel, etc.), are NOT ACCEPTABLE.

DRESS CODE FOR YOUNG WOMEN

All female clients are expected to dress in a manner that is professionally appropriate. Your clothing should be CLEAN, NEAT AND PRESSED! Body piercing jewelry (eyebrow, nose, tongue, etc.) is NOT ALLOWED. Large earrings must be removed. Clients who disregard the Dress Code will be sent home for the day and are responsible for making up any missed assignments. Clients who continuously disregard the dress code will be terminated from the program.

Suggested items that are acceptable:

The Pants –

- Wear loose fitting black dress slacks. “Hip huggers” or low-rise pants are not acceptable. Black tights are NOT considered slacks and are unacceptable.

The Skirt -

- Wear loose fitting black skirts. It is best to stay knee length or below. Make sure you can sit down in comfort without having the skirt rise up.

The Blouse/Top -

- White cotton, synthetic blends and silk button down blouses or shirts are acceptable. Low-cut tops, spaghetti strap, strapless, halter, sheer or tight sweater tops are not acceptable.

The Shoes –

- Shoes should be well polished and have a low to moderate heel. Avoid high heel shoes. Open toe or open heel shoes, sandals, sneakers, athletic shoes and boots are NOT ACCEPTABLE. Designer shoes resembling sneakers, (such as Prada, Diesel, etc.), are NOT ACCEPTABLE.



Wireless Communication Devices

The Way to Work has a strong commitment to the learning process in our classrooms and offices. TWTW prohibits the use of wireless communication devices, which have limited or no educational value or where their use creates a distraction to the learning environment or the conduction of business.


CELL PHONES, iPhones, pagers, radios, tape or disc players, lap tops, iPods, PSPs, MP-3 players, laser pointers, electronic games, and other such devices ARE NOT ALLOWED in our classrooms and offices. ALL CELL PHONES WILL BE HANDED TO THE RECEPTIONIST UPON ARRIVAL EVERY DAY. Cell phones will be given back during your lunch period and re-collected when lunch is over. ALL CLIENTS WILL BE SUPPLIED WITH A DIRECT TELEPHONE NUMBER OF THE RECEPTIONIST DESK. (see list on page 13). This is the number you should give to your parents, guardians, child care providers, etc. Calling this number will allow us to get a message to you in the event of any emergency situation. Any client caught using a cell phone during program hours, (9:00am to 4:00pm), will be suspended for one day. Repeat offenders will be terminated from the program.

Code of Conduct

The Code of Conduct sets the standards of behavior for all clients of The Way To Work's programs and services. We want to create an atmosphere of professionalism, respect, responsibility and cooperation among young adults so that we can successfully accomplish our mission of inspiring and guiding you to become self-sufficient.

1. Respect for Oneself and Others at All Times
 - ✓ Carry yourself with dignity
 - ✓ Proper behavior, language and attitude
 - ✓ Listen to other people's ideas, opinions and recommendations
 - ✓ Exercise self control
 - ✓ Do not be rude to others, no put downs, and no play-fights

2. No Physical or Verbal Abuse

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- ✓ Violence, threats of violence, verbal abuse, use of profanities, use of derogatory terms, gossiping, vicious rumor-passing and other acts of hostility from one young adult to another or staff member are not acceptable and will not be tolerated and will result in termination from the program.

3. Respect for Our Space and Property

- ✓ No vandalism
- ✓ Keep all classrooms and student lounge area clean

4. No Drugs or Alcohol at Any Time

- ✓ Use of alcohol and drugs, or coming to work or school under the influence of alcohol and/or drugs will not be tolerated and could result in termination from the program.

5. Respect Other People's Property

- ✓ No stealing

6. Bad Attitude/Disruptive Behavior

- ✓ Having a “bad” attitude is defined as not following directions, preventing others from learning, excessive lateness in classroom, sleeping in class, not participating in class, disrespecting the TWTW community and discrediting the program. Trainees having a “bad attitude” will have a negative effect on fellow trainees and staff and will not be tolerated at TWTW. If you are unreliable, lazy, argumentative, turn people against each other and undermine your Instructors, Career Managers or TWTW staff, you will be considered to have a “bad attitude” and will result in your being terminated from the program. Non-participation is not an option at The Way to Work.

“Bad attitudes” will result in termination from the program.

7. Possession of Weapons

- ✓ Weapons will not be permitted in any way, shape, or form at TWTW. Anyone found possessing a weapon will automatically be terminated from the program.

8. Gang Apparel

- ✓ TWTW prohibits trainees from engaging in any form of gang activity on or about our offices. Trainees will be terminated for wearing, possessing, using, distributing, displaying, or selling any jewelry, apparel, emblems,

badges, or manner of grooming, accessories, symbols, signs, or other things affiliated with gangs.

9. Other items

- ✓ Skipping class or training is prohibited.
- ✓ Clients are not to push, run in the hall, or shove other clients or adults.
- ✓ Clients are not permitted to use another client's worksheet, notes, or copy any portion of another client's homework or class work – without the specific permission of the classroom instructor. This violation is considered cheating.
- ✓ Public display of affection between clients is not permitted at any time or while on a school-sponsored field trip or event.
- ✓ No smoking is allowed inside the building. Clients are also not allowed to loiter in the bathrooms or the front of the building.
- ✓ There will be no visitors allowed during the time you are at TWTW.

Requirements:

During the intake and orientation process you were asked to supply us with a list of documentation items. In addition to those documents you are also required to **obtain your NY State identification PRIOR TO THE END OF THE TRAINING CYCLE** in order for us to place you in a job.

The other two pieces of documentation that are required is a copy of your social security card and birth certificate.



Client Evaluations

During your three week orientation workshops at The Way to Work you are being assessed as to your appropriateness for training at TWTW. Enrollment into training is based on a combination of factors, all being of equal importance. Your results on a series of written tests, role-playing tasks, problem-solving abilities, typing skills and classroom work will be used to help determine whether or not you will be able to learn the skills needed to become a skilled trainee. In addition, your work behaviors (attitude, motivation) punctuality, attendance, and appropriate work attire will help determine your suitability for training.

At the completion of your evaluation period you will be notified of the results, and a report will be placed in your student file.

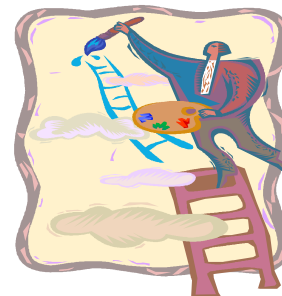


Finally, graduation!! At graduation you will receive your certificate of completion from The Way to Work. In order for you to graduate from TWTW, you must demonstrate entry-level skills and/or have obtained a job. If a client meets the standards required to obtain employment, but has not been job placed they will continue to return to TWTW in order to maintain their skill level as well as attend interviews set-up by the Workforce Managers, Instructors, and Career Advisors.



Job Placement

The job placement process begins once you completed your classroom training. Your skill level will be assessed to determine whether you are ready for a job. You must also be able to pass a potential employers drug test. Once this has been determined the Workforce Manager and you will begin the job search process. Any job that is obtained will be at the minimum salary of \$8.25 an hour.



Follow-Up Services – Moving Up (12-24 months)

Upon completion of training all clients become part of the TWTW Alumni program. For up to 24 months, your Career Manager will continue to maintain regular contact either through follow-up phone calls or visits. Your Career Manager will assist you with obtaining a GED (if you didn't obtain one while in training), enroll in college, advance in your job, secure benefits and learn how to cope with employment related issues. In addition, we offer informative and advanced training workshops monthly and fun-filled recreational activities on an ongoing basis.



STAFF TELEPHONE DIRECTORY

Receptionist – Ms. Arenas.....	(212) 823-1050
Director of Student Services – Ms. Rubero.....	(212) 823-1034
Director of Instructional Services – Mr. Berkley.....	(212) 823-1045
Career Manager – Mr. Rodriguez.....	(212) 823-1054
Career Manager – Ms. Bethea.....	(212) 823-1037
Career Manager – Ms. Harris.....	(212) 823-1036
Career Manager – Ms. Pruitt.....	(212) 823-1052
Security Instructor – Ms. Henry.....	(212) 823-1047
Medical Instructor – Ms. Lavigne.....	(212) 823-1030
Energy Efficiency Instructor – Mr. Clawson.....	(212) 823-1046
Workforce Manager – Mr. Hickson.....	(212) 823-1042
Workforce Manager – Ms. Gold.....	(212) 823-1056
Intake/Orientation – Mr. Gonzalez.....	(212) 823-1035