



## WESTERN OKLAHOMA WORKFORCE DEVELOPMENT BOARD

### **After business hours accommodation Policy for One-Stop Centers**

Approved 10.25.2017

Generally speaking, most services to clients/customers are provided during normal working business hours: Monday – Friday, 8am-5pm. In order to provide maximum access to partner program services at times that meet participant needs, some services may be offered at other times to accommodate the schedules of working individuals. If these services cannot be administered utilizing other means, such as technology, and requires staff to work after business hours, that staff is to contact their supervisor and follow their agency’s procedures for working after hours. The goal is to offer access to services by a staff member or an appropriate direct linkage while ensuring the safety and welfare of workers and without creating an undue hardship on the operation of the center. In the event an accommodation of hours cannot be made for the customer/client, the center manager/lead can notify the one-stop operator.



Equal Opportunity Employers/Program WIOA ~ Auxiliary aids available up on request for individuals with disabilities

