

COMMUNITY CONNECTS:

EMPLOYMENT ONTARIO EVENT

“Employment Ontario will now, more than ever, be the place to start for your employment and training needs – it will be a one-stop shop. We will be able to reduce gaps and make the system both more flexible and effective...” Chris Bentley, Minister of Training, Colleges and Universities
(January 2, 2007)

Tuesday May 29th, 2007

Mohawk College, North Cafeteria

REFERENCE BINDER

Presented in partnership:

MOHAWK
COLLEGE OF APPLIED ARTS AND TECHNOLOGY

**EMPLOYMENT
ONTARIO**



Hamilton Training Advisory Board
Commission consultative sur la formation à Hamilton

SERVICES FUNDED BY:

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LITERACY BASIC SKILLS (LBS)

For referral inquiries and information about LBS in Hamilton contact:

Adult Basic Education Association (ABEA)

905-527-2222

www.abea.on.ca

CLIENT SERVICES OFFERED:

- Provides training in reading, writing, numeracy (math), computer, oral communications, and thinking skills (problem solving, task planning and organizing, use of memory).
- Each adult learns only what they need for their own individual goal, based on what they already know.
- They can work as fast as they wish, and can choose to learn in a classroom, a small group, one-to-one, independently, through workshops or drop-in sessions, using modules online at home, or in a computer lab.
- Learning materials are chosen based on the individual's interest and goal.
- Information and Referral
- Essential skills training and academic upgrading up to entry to post-secondary.
- Culturally-specific training available to Deaf and Native clients.

Learners completing the highest LBS level are well prepared for two further education pathways:

- **They can choose to take credits in the adult credit program to complete their Grade 12.**
- **They can attend free Academic Upgrading that will assist them to bring their writing, reading math, computer and science skills up to the level they need to enter post-secondary or to succeed as an apprentice.**
- **Clients who wish to write the GED the General Education Development test for Adult High School Equivalency can find more information at the Independent Learning Centre website www.ilc.org.**

WHO CAN PARTICIPATE?

- **Adults, with English, French or American Sign Language (ASL) as a first language, who need skills upgrading for employment, further education or training, or increased independence.**

HOW TO ACCESS SERVICES?

- **Clients may access services at any one of the six agencies funded to deliver LBS services:**
 - Mohawk College
 - Hamilton Wentworth District School Board
 - Hamilton Wentworth Catholic District School Board
 - Hamilton Literacy Council
 - Hamilton Regional Indian Centre
 - CNIB
- **For referral inquiries contact:**

Adult Basic Education Association (ABEA) at 905-527-2222 or www.abea.on.ca

BENEFITS TO CLIENT:

- **Adults who upgrade their essential skills will be more successful in any training they undertake.**
- **Literacy, numeracy, writing and oral communication skills are the “Velcro” to which all other skills stick. Upgrading essential skills is one of the best ways to improve an individual’s quality of life, whether that’s as a parent, citizen, student, apprentice, or worker.**

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LOCATION: 35 King Street East, Suite 7
Hamilton, Ontario
L8N 4A9

PHONE: (905) 527-2222

FAX: (905) 527-2166

EMAIL: email@abea.on.ca

WEBSITE: www.abea.on.ca

BUSINESS HOURS: Monday – Thursday (9:00 am – 4:00 pm)
Friday (9:00 am – 12:00 pm)

CLIENT SERVICES OFFERED:

- Free information and referral to all adult upgrading from Literacy and Basic Skills through to post secondary and skills training (70,000 referrals made to date)
- Academic assessments (full assessments and pre GED testing). Reports developed explaining client levels and with recommended training plans (fee for service)
- Agency one stop information site for Literacy and Basic Skills
- Annual Literacy Service Plan
- Presentations regarding Literacy and Basic Skills to agency staff

WHO CAN PARTICIPATE?

- **Information and Referral services open to all adults seeking to upgrade their skills and to all agencies looking for information for upgrading/skills training for their clients.**
- **Academic Assessments available to all adults who are able to pay the fee for service or are referred by an agency with funding to cover the costs.**
- **Service plan available to all agencies wishing more detailed information regarding Literacy and Basic Skills in Hamilton, including client demographics.**

HOW TO ACCESS SERVICES?

- **Information and referral by phone, email or walk in**
- **Assessments by appointment only**
- **Literacy Service Plan for agency use is available on the website**
- **Links to educational partners on the website**

BENEFITS TO CLIENT:

INDIVIDUAL CLIENT:

- **More informed as to educational/training opportunities in Hamilton**
- **Able to make an informed decision as to their next steps**
- **Increased success rate as clients are forwarded to an appropriate program**

AGENCY:

- **One call to ABEA saves time in seeking out information and referral for clients**
- **Saves agencies time and money when appropriate referrals are made**
- **Literacy Service Plan provides an overview of the Literacy Services in Hamilton**
- **Presentation by ABEA will help agency staff recognize clients requiring Literacy and Basic Skills services.**

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **Clear Writing Training and Consulting**
- **Leaders in Literacy Breakfast**
- **Lifelong Learning Week**
- **Workplace Education Brokering**

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Hamilton Literacy Council

LOCATION:

75 MacNab Street South, 3rd Floor
Hamilton, Ontario
L8P 3C1

PHONE:

(905) 529-9907

FAX:

(905) 529-0526

EMAIL:

info@hamiltonreads.ca

WEBSITE:

www.hamiltonreads.ca

BUSINESS HOURS:

Monday – Friday (9:00 am – 4:00 pm)

CLIENT SERVICES OFFERED:

- Serve learners in Levels 1-3
- Small group instruction (3 times per week)
- 1:1 tutoring with a trained volunteer
- WOW (World of Work) Wednesday afternoon employment sessions
- Computer Lab (Tuesday evenings)
- AlphaRoute
- Simultaneous Multi-Sensory Teaching (SMT) focuses on re-education using all modalities for Learning Disabled adults

WHO CAN PARTICIPATE?

- **English Speaking Adults**
- **16 or older**
- **Out of full time school**

HOW TO ACCESS SERVICES?

- **Accept Walk-in**
- **Referral from Adult Basic Education Association (905) 527-2222**

BENEFITS TO CLIENT:

- **We prepare learners for a classroom environment by focusing on self management and self-directed learning.**
- **We serve all goal paths; employment, further education and increased independence**
- **We can be a first step for students with great learning difficulties**
- **We are a launch pad to learning – getting hard to serve clients back into a learning environment by providing a safe and nurturing environment**

SERVICES FUNDED BY:



Hamilton-Wentworth Catholic District School Board
Believing, Achieving, Serving



LOCATION: 380 Main Street East
Hamilton, Ontario L8N 1J8
PHONE: (905) 526-9510
FAX: (905) 526-9151

LOCATION: 150 East 5th Street
Hamilton, Ontario L9A 2Z8
PHONE: (905) 575-5202
FAX: (905) 383-4436

LOCATION: 60 Barlake Avenue
Hamilton, Ontario L8E 1G7
PHONE: (905) 523-2347
FAX: (905) 561-0016

WEBSITE: www.stcharles.ca

BUSINESS HOURS: Monday – Friday (9:00 am – 3:30 pm)

CLIENT SERVICES OFFERED:

- All centres offer LBS levels 1 thru 5
- Literacy with Employment Training (L.E.T.) @ 380 Main Street, Hamilton ON

WHO CAN PARTICIPATE?

- Adults 18 years of age and older, out of school for one year or more who require upgrading in their literacy skills.

HOW TO ACCESS SERVICES?

Ongoing registration

- Accept walk in
- Referrals from other agencies (i.e. literacy agencies, ABEA, social assistance referrals, referrals from community stakeholders)

BENEFITS TO CLIENT:

Adult literacy skills upgraded to:

- Find or keep employment
- Go on to further education/training
- To increase independence

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **ESL/LINC classes**
- **ESL evening classes and Credit ESL**
- **Free childminding for LINC students**
- **Citizenship classes**
- **Test of English as a Foreign Language (TOEFL)**
- **Canadian Language Benchmark Placement Test (CLBT)**
- **Test of English for International Communication (TOEIC)**
- **Canadian English Language Benchmark Assessment for Nurses (CELBAN)**
- **Writing Skills**
- **ESL Medical Terminology**
- **ESL Co-op**
- **General Education Development (GED) and Grade 12 Diploma**
- **Work Related Credit Courses**
- **Correspondence (ILC)**
- **Maturity Credits**
- **Prior Learning Assessment Recognition**
- **Adult Co-op**
- **Personal Support Worker (PSW)**
- **Computer Courses**
- **International Languages**
- **After Hours Tutoring Program**

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MOHAWK

COLLEGE OF APPLIED ARTS AND TECHNOLOGY

COLLEGE AND CAREER PREPARATION

LOCATION:

Corporate and Community Training Solutions
135 Fennell Avenue West
Main Office J015
Hamilton, Ontario
L8N 3T2

PHONE:

(905) 575-2029

FAX:

(905) 575-2402

EMAIL:

upgrading@mohawkcollege.ca

WEBSITE:

www.mohawkcollege.ca/c&cp

BUSINESS HOURS:

Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

- Tuition FREE programs provide participants with the opportunity to upgrade their academic skills to reach their personal goals of further education, training, or employment.

ACE – ACADEMIC AND CAREER ENTRANCE

➤ **Learners achieve grade 12 equivalency in Math, English and computers for:**

- 1.) College Entry – eligibility to enter post-secondary studies or training**
- 2.) Apprenticeship – targeted academic preparation to enter apprenticeship training programs**
- 3.) Employment – opportunity to obtain employment requiring Grade 12**

LITERACY & BASIC SKILLS FOR THE WORKPLACE

This program provides the academic preparation to improve employment opportunities, to enhance job promotion and to foster independence.

ACE FOR YOUTH

➤ **This program is specifically geared to learners between the ages of 16 and 24.**

FUTURE DIRECTIONS

➤ **This 6 week foundational program allows participants to assess their academic skill levels, explore career choices and develop an action plan.**

WHO CAN PARTICIPATE?

Adult learners:

- 18 years of age and older, unless otherwise noted**
- Out of school**
- Ontario residents and Canadian citizens**
- Special emphasis on individuals receiving social assistance through Ontario Works**

HOW TO ACCESS SERVICES?

- By appointment only

BENEFITS TO CLIENT:

The academic upgrading stream offers adult learners:

- A personal academic assessment
- An individualized “Learning Plan”
- Self-paced and goal-oriented learning
- A learner-centered teaching approach
- Flexible hours
- Classes available in Hamilton, Brantford and Dunnville
- Financial assistance for day care and/or travel expenses is available for learners who qualify
- Continuous intake and can be attended full-time or part-time, day or evening

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- Enhanced Language Training (ELT) Program
- Language Instruction for Newcomers to Canada (LINC)
- Emergency Services Communications (911 Operator)
- Tools for Business
- Bridging for Internationally Trained Nurses

SERVICES FUNDED BY:



MOHAWK

COLLEGE OF APPLIED ARTS AND TECHNOLOGY

COLLEGE & CAREER PREPARATION – DEAF EMPOWERMENT PROGRAM

<u>LOCATION:</u>	Corporate and Community Training Solutions 135 Fennell Avenue West Main Office J021 Hamilton, Ontario L8N 3T2
<u>PHONE:</u>	(905) 575-2029
<u>FAX:</u>	(905) 575-2402
<u>TTY:</u>	(905) 575-2436
<u>EMAIL:</u>	dep@mohawkcollege.ca
<u>WEBSITE:</u>	www.mohawkcollege.ca/c&cp
<u>BUSINESS HOURS:</u>	Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

- English upgrading in reading, writing, grammar and vocabulary to college entry level
- Math upgrading in technical or business math to college entry level
- Workforce Literacy - essential skills training for entry level employment
- Computer Literacy – introductory computer training and entry level office skills
- Classes are located at both Fennell and Brantford Campuses – day and evenings

WHO CAN PARTICIPATE?

- **Deaf, hard of hearing or deafened who communicate using ASL**
- **Mature student status**

HOW TO ACCESS SERVICES?

- **An orientation and assessment will be set up by appointment only to determine levels of reading, writing and math.**

BENEFITS TO CLIENT:

- **Tuition-Free program**
- **Classes are taught in ASL (American Sign Language) by deaf instructors**
- **Visual-based approach, barrier-free, learner friendly environment**
- **Personal development, problem solving, independence and self-management**
- **Individualized and small group instruction**
- **Assistance with childcare and transportation costs**

OTHER SERVICES PROVIDED:
(Not Funded By Employment Ontario)

- **Enhanced Language Training (ELT) Program**
- **Language Instruction for Newcomers to Canada (LINC)**
- **Emergency Services Communications (911 Operator)**
- **Tools for Business**
- **Bridging for Internationally Trained Nurses**

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CNIB LITERACY PROGRAM FOR DEAFBLIND ADULTS

<u>LOCATION:</u>	CNIB Central West Region 115 Parkdale Avenue South Hamilton, Ontario L8K 1H1
<u>PHONE:</u>	(905) 528-8555 ext. 5315
<u>FAX:</u>	(905) 527-9536
<u>TTY:</u>	(905) 524-5988
<u>WEBSITE:</u>	www.CNIB.ca
<u>BUSINESS HOURS:</u>	Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

- **Literacy and Basic Skills Training for Deafblind Adults**
- **Levels 1 – 5**
- **Independence, Further Education and Employment Goals**
- **Instruction in learner's preferred method of communication**
- **The program is equipped with a full range of assistive technology for supporting deafblind individuals**

WHO CAN PARTICIPATE?

- Deafblind adults 18 years of age and over

HOW TO ACCESS SERVICES?

- Call for appointment.

BENEFITS TO CLIENT:

- Literacy training provides Deafblind individuals with the skills to develop their independence, knowledge and potential, as well as to form relationships and function as a contributing member of society.

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- Vision Support Services
- CNIB Library
- Consumer Products & Assistive Technology
- Accessibility Expertise

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Employment Strategies. Working Solutions.™

7-1024 Upper Wentworth Street

Hamilton, Ontario L9A 4V9

Phone: (905) 385-8800

Fax: (905) 385-8890

www.vpi-inc.com

Monday - Friday 8:30am – 4:30pm

2B-211 Centennial Parkway North

Hamilton, Ontario L8E 1H8

Phone: (905) 573-3456

Fax: (905) 573-9744

www.vpi-inc.com

Monday – Friday 8:30am – 4:30pm

CLIENT SERVICES OFFERED:

- **Conduct needs determination assessment to identify potential employment issues and challenges across five employability dimensions: personal/environmental; career decision making, job search, skills enhancement and employment maintenance.**
- **Identification of suitable interventions.**
- **Referral to community service providers for selected interventions.**
- **Development of a Return to Work Action Plan that is designed to enhance the client's employability and facilitate achievement and maintenance of gainful employment.**
- **Provide clients with appropriate support and guidance through RTWAP completion and employment achievement.**
- **Case Management services commence upon the client's commitment to RTWAP and continue until the RTWAP has been completed.**

WHO CAN PARTICIPATE?

- Unemployed or underemployed
- Actively seeking employment
- Not in school or work full time
- Facing an imminent lay off
- Canadian Citizen / Landed Immigrant / Convention Refugee

HOW TO ACCESS SERVICES?

- Services are available by appointment only.
- Clients or referring partners are encouraged to call one of the two *vpi* offices and book an appointment through our administration staff.

BENEFITS TO CLIENTS:

- Clients, with the assistance of the assessors, develop a Return to Work Action Plan that “paints the path” for accessing appropriate employment services within our community.
- The assessment process is designed to facilitate the client’s quickest route to employment by ensuring that the client is accessing the right service at the right time.
- *vpi* provides case management services to each client throughout every stage the Return to Work Action Plan until employment is achieved.

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

These services are also available through *vpi* corporate initiatives:

Disability and Insurance Management Services

- **Employability Assessments**
- **Psycho vocational Assessments**
- **Psycho-Educational Assessments**
- **Gainful/Residual Earnings Assessments**
- **Functional Capacity Evaluations**
- **In-Home O.T. Assessments**
- **Physical Demands Analyses**
- **Work Site Analyses**

Employee Management Services

- **Employee Selection Support**
- **Performance Enhancement Strategies**
- **Disability Management**
- **Employee Transition and Outplacement Services**
- **Corporate Training**

Employment Solutions for Individuals

- **Education and Career Assessments**
- **Career Counselling**
- **Job Search Assistance**
- **Job Placement Services**
- **Paper & Pencil testing**
- **Work sampling**
- **Educational planning**
- **Career or job matching**

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WORKPATH

Community Employment Service of the John Howard Society

The John Howard Society of Hamilton, Burlington & Area

<u>LOCATION:</u>	225 King William Street Hamilton, Ontario L8R 1B1
<u>PHONE:</u>	(905) 522-4446
<u>FAX:</u>	(905) 524 2223
<u>WEBSITE:</u>	http://www.jhshamilton.on.ca/
<u>OPERATION:</u>	Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

- Individual employment counselling
- Group employment and job search related workshops
- Resource area (access to computers, fax, photocopying, phones, print and online resources and reference materials)
- Assistance with application for MTCU funded training supports (must be HRIF eligible)

WHO CAN PARTICIPATE?

- Any resident of Hamilton and surrounding area who is unemployed, not in school full time and legally permitted to work in Canada.

HOW TO ACCESS SERVICES?

- Access to WorkPath services are gained through a referral from one of the *vpi* Employment Assessment Centres.
- Once a client is a registered client of WorkPath, they can access the resource area, employment workshops and counselling services.
- We are unable to accommodate walk in referrals.

BENEFITS TO CLIENT:

- Develop and improve job search skills and employment readiness
- Identify and address employment barriers
- Access to training funds through MTCU
- Ongoing support and assistance
- Referral to other community programs and services where appropriate

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

Please visit our website for complete program descriptions

YOUTH PROGRAMS:

Non Residential Attendance Centre (NRAC):

- Youth aged 12 – 17, intensive community based alternative to custody program for youth who have come in contact with the law. Youth engage in programming based on prevention, rehabilitation and reintegration.
- Referral through Court or Probation Officer.

Breaking the Cycle: Youth Ambassador Leadership Program (YLAP):

- 26 week program that provides supports to youth who are “at risk of” or who are peripheral members of youth gangs and wish to disassociate themselves from this lifestyle.

Aggression Management Program:

- Cognitive skills based program for youth aged 12 – 17 who have interpersonal problems as a result of their behaviour. The program is divided into five components (anger, communication, triggers, choice points and problem solving).

Stinking Thinking (formerly Choices):

- Crime prevention program designed to offer police, schools, social services, agencies and concerned parents a means of reaching youth before they come into contact with the criminal justice system. Age specific appointments are available for youth 12 – 17 years of age.

Community Service Order Program (CSO):

- Youth 12 – 15 years of age who have been found guilty of an offence and have been court ordered to compensate the victim and/or the community in the form of community work placement or direct monetary restitution.

Crime Prevention Program:

- Designed as a response to the need for youth to realize the effect of their criminal activity and to be made aware of their responsibility with respect to changing their behaviour. This program serves youth 12-17 years of age and referrals can be made as part of Extrajudicial Measures and Extrajudicial Sanctions.

Extrajudicial Measures Program:

- Designed to introduce an expedient, cost effective way of diverting youth from the judicial process. Referrals are made by the Hamilton Police Service. Officers can refer a youth who has been apprehended during the investigation of a criminal offence. Anti shoplifting, aggression management, cognitive skills development for youth aged 12 – 17.

Extrajudicial Sanctions Program:

- Designed to divert first or second time offenders between the ages of 12 – 17 who have committed selected criminal offences, from proceeding through the regular court process. Once the assigned sanctions are completed by the youth, the charge is stayed by the court. Sanctions can include charitable work, restitution, apologies or personal service.

Hamilton Youth Drug Diversion Program (HYDDP):

- Created by Hamilton Police Services to address the needs of youth 12 to 17 years of age who are arrested for drug offences – an alternative that would assess youths' individual needs, but still hold the youth accountable for their actions. Youth are referred by a police officer.

Hamilton Youth Justice Committee:

- Involves trained community members who meet with victims and the youth (aged 12 – 17) who have been accused of minor, non violent offences to negotiate an appropriate way for the youth to make amends for their actions.
- The committee may develop and implement alternatives to formal court proceedings, either on referral by police or the Crown.

ADULT JUSTICE SERVICES:

Adult Diversion Program:

- Offered by the Crown's Office to a first time offender charged with a divertible offence. The participant is required to pay a fee for service and complete an alternate measure (community service, donation to charity, restitution, letter of apology etc). Upon successful completion, the charge is stayed by the Court.

Community Anger Management Program:

- 10 week, fee for service, group program runs three times per year. Provides participants with an understanding of anger as an emotion and teaches effective techniques to identify and diffuse anger.
- Referrals from a variety of sources including doctors, employers, unions, company EAP programs and Ontario Works.

Bail Verification and Supervision Program:

- Pre trial program assists both the Court and the accused person in the assignment and fulfillment of bail conditions. Where a client has a lack of financial resources, the Court will consider the option of releasing an individual to the program.

COMMUNITY SERVICE PROGRAMS:

Community Information and Referral Services:

- Any community member may voluntarily request assistance or they can be referred by other community agencies. Contact can be made by personal interview, telephone or correspondence from an institution and may include information regarding employment education / training, advocacy with social assistance, pardon applications, bonding issues and release planning.

Parenting Skills:

- Support and skill building process for parents of youth. Designed to teach effective parenting strategies to assist youth to deal constructively with issues of adolescence.
- Topics include discipline techniques, communication strategies, problem solving, negotiation and conflict resolution.

Transportation Program:

- Offers low cost, once per month transportation for visitors to federal institutions in Warkworth and Kingston. Allows for direct family contact which might not ordinarily be possible due to financial limitations. Provides the opportunity to maintain family contact during the inmate's incarceration.

Community Education Program:

- Designed to provide the community with a balanced approach to information regarding the realities of crime, crime trends, statistics and the impact of crime on Hamilton and its citizens.
- The agency provides information through seminars, speaking engagements, presentations and various media contacts to present a realistic view of crime and its impact.

SERVICES FUNDED BY:



Biz|Smartz



LOCATION:

75 MacNab Street South
Hamilton, Ontario
L8P3C1

PHONE:

(905) 522-9922 ext. 141

FAX:

(905) 521-6455

WEBSITE:

www.ywcahamilton.org

OPERATION:

Monday – Friday (9:00 am – 5:00 pm)

CLIENT SERVICES OFFERED:

Business Skills Development:

➤ 2 weeks of business skills and business plan development which includes:

- Customer Impact
- Personal Financial Management
- Market Research
- Targeting Your Market
- Advertising and Promotion
- Business Planning
- Recordkeeping
- Effective Business Communications
- Internet Research Basics
- Legal Issues
- Costing and Pricing
- Cash flow and Budgeting
- Negotiating
- Sales

Ongoing Mentoring and Business Counselling:

- 38 weeks of Business Counselling and Mentoring
- Monthly one-on-one business counselling sessions with assigned business counsellor
- One visit to your location during the first 3-months
- Additional business workshops and networking opportunities
- Access to business resources
- Access to on-line business training and resources

WHO CAN PARTICIPATE?

- In receipt of EI benefits or open EI claim
- Reach back: Had been in receipt of EI benefits or open claim in past three years (60 months if you were on maternity / parental leave)
- Reside in the catchment area
- Out-of-work, interested in self-employment & meet the guidelines outlined by Employment Ontario

HOW TO ACCESS SERVICES?

- Access to services are gained through a referral from one of the *vpi* Employment Assessment Centres.

BENEFITS TO CLIENT:

- Receive 2-weeks of general business training in class
- Set up with a business counsellor for one-on-one business support and mentoring

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

**Computer Lab
Employment Resource
YWCA Hamilton
Tel: (905) 522-9922 ext. 150
Monday, Wednesday, and Friday 9:00 -12:00 pm**

Opportunity for individuals to access technology to enhance their job search

Client services offered:

- **Help in researching appropriate companies to apply to**
- **Creating or updating your resume and cover letter**
- **Designing and printing calling cards for your job search**
- **Access to a computer for online applications and to search for employment opportunities**
- **Setting up an email account to use in your job search**

Who can participate?

- **Individuals in receipt of Ontario Works, sole support parents and low income families**

How to access services?

- **Call to make a one-on-one appointment or drop in**
- **905-522-9922 ext. 150 or drop in Room 110**

Benefits to client:

- **Receive one-on-one assistance with job search needs**
- **Supportive environment**

Job Interview Preparation
Friends for Success
YWCA Hamilton
Tel: (905) 522-9922 ext. 300
Tuesday & Thursday

Let us help you get ready for your interview

Client services offered:

- **Provide free business and interview appropriate clothing**
- **Staff and volunteers help to coordinate and select clothing and accessories**
- **Advise on appropriate grooming**

Who can participate?

- **A client referred from an employment agency or other approved referral source**
- **Seen by appointment only**

How to access services?

- **Referral and make an appointment**

Benefits to client:

- **Appropriate interview clothing and accessories**
- **Build confidence**

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MOHAWK

COLLEGE OF APPLIED ARTS AND TECHNOLOGY

TARGETED PLACEMENT SERVICE

LOCATION:

Corporate and Community Training Solutions
135 Fennell Avenue West
Main Office J025
Hamilton, Ontario
L8N 3T2

PHONE:

(905) 575-2288

FAX:

(905) 575-2387

EMAIL:

tps@mohawkcollege.ca

WEBSITE:

<http://trainingsolutions.mohawkcollege.ca>

BUSINESS HOURS:

Monday to Friday (8:30 am to 4:30 pm)

CLIENT SERVICES OFFERED:

- Linkages to employers in the Hamilton area that are hiring
- Wage subsidies for eligible clients to learn on-the-job
- Access to the Employment Resource Centre

WHO CAN PARTICIPATE?

- In receipt of EI benefits or have open EI claim **OR**
- Reach back: Had been in receipt of EI benefits or had open claim in past 3 years (5 years if you were on maternity/parental leave) **AND**
- Individuals whose combination of skills, training and experience would not normally qualify them for the position being offered.

HOW TO ACCESS SERVICES?

- Access to services are gained through a referral from one of the *VPI* Assessment Centres.

BENEFITS TO CLIENT:

- Through weekly information sessions, clients gain valuable knowledge on job search strategies and how to use the wage subsidy as a marketing tool.
- Clients have access to local employers who are hiring.
- Clients gain permanent employment for which they might not normally be considered due to lack of work experience/skills

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- Enhanced Language Training (ELT) Program
- Language Instruction for Newcomers to Canada (LINC)
- Bridging for Internationally Trained Nurses
- Emergency Services Communications (911 Operator)
- Tools for Business

ONTARIO JOB CREATION PARTNERSHIPS

- **Ontario Job Creation Partnerships is an employment program that provides work experience to unemployed job seekers within projects that benefit the community or local economy. At the end of their participation, participants in the program will have recent work experience and additional skills to add to their résumés, increasing their chances of successfully finding long-term employment.**

WHO CAN PARTICIPATE?

- **Job seekers who are unemployed can apply to participate if they meet one of the following conditions:**
 - **They established a claim for Employment Insurance benefits or their Employment Insurance benefit period ended within the past three years.**
 - **They established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years, and are re-entering the labour force after having left it to care for newborn or newly adopted children.**
- **For the purpose of determining whether an individual qualifies as a participant, the date the completed application is received by Employment Ontario is the date when he or she is considered to have requested assistance.**

WHO ARE ELIGIBLE SPONSORS?

- **The following organizations are eligible to provide work experience through this program:**
 - Businesses
 - Not-for-Profit Organizations
 - Crown Corporations
 - Municipalities or Provincial/Territorial Governments
 - First Nations Councils
 - Public Health and Educational Institutions

WHAT TYPE OF PROJECTS ARE ELIGIBLE?

- **Should be finite in nature and incremental to the sponsors normal activities**
- **Should provide a benefit to the community or the local economy**
- **Should provide participants with a meaningful work experience.**
- **Within their ability to do so, sponsors should share in the cost of the project**

HOW TO GET MORE INFORMATION?

- **Call the toll-free Employment Ontario hotline at 1-800-387-5656, or (416) 326-5656 in Toronto, for more information about how to access services of Ontario Job Creation Partnership in your area.**

ONTARIO LABOUR MARKET PARTNERSHIPS

The Ontario Labour Market Partnerships program supports partnerships among employers, employer/employee associations, and community organizations. The program is intended to help partners to:

- Address identified labour market issues
- Develop and implement strategies to improve their ability to plan for their human resource needs
- Implement labour force adjustment measures to deal with changes in the labour market that are driven by technological, economic, demographic, and/or structural influences, including expansion, workplace problems, implications of changing technology for labour, changing educational requirements, and equity and youth issues

WHAT TYPES OF PROJECTS ARE ELIGIBLE?

The following partnership projects are eligible for funding:

- Individual projects that have a start and a finish (Funding is not to be used for ongoing projects)
- Projects that have measurable results for which the partners are accountable
- Projects that involve preparing and implementing plans and strategies to address human resource needs and to enable the organizations to keep pace with changes in the labour market

The activities of the projects must relate to employers, employer/employee associations, and community organizations, and must focus on meeting human resource requirements or on dealing with adjustment issues involving these groups. Activities not related to human resources and the labour market (e.g. social and health issues) are ineligible for funding.

HOW TO GET MORE INFORMATION?

Call the toll-free Employment Ontario hotline at 1-800-387-5656, or (416) 326-5656 in Toronto, for more information about how to access services of the Ontario Labour Market Partnerships program in your area.

SERVICES FUNDED BY:

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ONTARIO**

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ONTARIO**



LOCATION: Unit 2 – 45 Frid Street
Hamilton, Ontario
L8P 4M3

PHONE: (905) 527-8666

FAX: (905) 527-8812

WEBSITE: www.jobsearchsolutions.ca

OPERATION: Monday – Friday (8:30 am – 4:00 pm)

CLIENT SERVICES OFFERED

- Professional coaching and support
- Self-marketing strategies
- Resume and e-resume development
- Cover letter preparation
- Networking to access the hidden job market
- Videotaped practice interview
- Telephone strategies to contact employers
- Labour Market Information (LMI)
- Internet access
- Online job search training
- Computers/laser printer/fax/copier
- Telephones, toll-free long distance calling
- Administrative support and word processing
- Extensive career resource library including electronic (Scott's) business directory, DVDs/Videos
- Follow-up access to resources after completion of program for three months

WHO CAN PARTICIPATE?

- **Anyone who is legally entitled to work in Canada, who is unemployed and looking for a job.**

HOW TO ACCESS SERVICES?

- **Anyone is welcome to walk in or phone for program information, however all interested individuals must be assessed and referred by a VPI Assessment Centre.**

BENEFITS TO CLIENTS:

- **Work in a structured environment from 9am-3pm to focus on full-time job search**
- **Get support from and give support to others in the group**
- **Set employment goals and take action to achieve them**
- **Develop strong product knowledge to create a successful self-marketing strategy**
- **Build confidence**
- **Create professional marketing documents i.e. resume, customized cover letters**
- **Learn and apply Networking skills to tap into the “Hidden Job Market”**
- **Develop a personal customized employer list and network effectively with employers**
- **Create and practice professional Telephone techniques**
- **Learn the importance of marketing to employers’ needs**
- **Experience a video-taped practice interview**
- **Learn how to negotiate a job offer to get better results**
- **Get organized with on-line job search, create and post an E-resume on-line**
- **Learn to use on-line business directories to identify employers and discover jobs**

SERVICES FUNDED BY:

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ONTARIO**

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ONTARIO**



Neighbour to Neighbour Centre
"Help is Just a Neighbour Away"

28 Athens Street, Hamilton, Ontario, Canada Phone: (905) 574-1334

LOCATION:

28 Athens Street
Hamilton, Ontario
L9C 3K9

PHONE:

(905) 574-1334

FAX:

(905) 387-8756

WEBSITE:

www.n2ncentre.com

OPERATION:

Monday - Friday (9:00 am - 4:00 pm)

CLIENT SERVICES OFFERED:

- A highly motivated and experienced team of professionals whose main focus is to 'get the client working'

A series of 3 week workshops, which include:

- Job search techniques
- Marketing skills effectively
- Internet job search including electronic resumes, emails, attachments, applying on-line and more...
- Labour Market Information
- Cover letters, resumes
- Company research, job leads
- Cutting edge interview techniques

Club Resources:

- **Computers with Internet access**
- **Photocopier, Fax Machines and Telephones**
- **Resource Library**
- **Job leads**

WHO CAN PARTICIPATE?

- **Anyone who is unemployed or underemployed and not a full-time student**

HOW TO ACCESS SERVICES?

- **Anyone is welcome to walk in or phone for program information, however all interested individuals must be assessed and referred by a VPI Assessment Centre.**

BENEFITS TO CLIENTS:

- **Clients become self-sufficient in their job-search skills**
- **Clients gain confidence in their ability to find sustainable employment**
- **Clients acquire an understanding of Labour Market information and trends**
- **Clients obtain solid, hands-on experience in Internet job search skills**
- **Clients develop a network of contacts for job leads**
- **Clients become knowledgeable in accessing and utilizing the “hidden” job market**
- **Clients know that the highly motivated JFC team is always available to assist them throughout their job search.**

OTHER SERVICES PROVIDED:

(Not Funded by Employment Ontario)

Neighbour to Neighbour Centre provides the following additional free services:

- **Resource Counselling:** Support counselling and advocacy. Referrals to outside community organizations.
- **Tutoring Program:** Provides volunteers to 7 Mountain area schools and services approximately 160 students in Grades 1-3.
- **Emergency Food Services:** Monthly service to families and individuals in need
- **Share the Warmth:** Provides assistance to low income families, seniors, individuals with disabilities and the terminally ill with heat and energy bills in arrears.
- **Income Tax Clinic:** Revenue Canada trained volunteers provide assistance with income tax returns.
- **Bundle-up:** Outerwear for children.
- **Used Bookstore:** A vast library of books at affordable prices.
- **Christmas Hamper:** Assists 750 families with Christmas food hampers and toys for children under 12 years of age.
- **Gift of Sight:** A referral service for individuals who cannot afford to purchase glasses.
- **Community Health Bus:** Provides free health services every 2 weeks. A dental hygienist and nurse are on-site.

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



**Centre de ressources à l'emploi
FRANCOPHONE
Employment Resource Centre**

The Francophone Employment Resource Centres are available at three locations:

Hamilton

627 Main Street East, Suite 200
Hamilton, Ontario L8M 1J5
Attention: Louise Picard
Employment Resources Coordinator
Telephone: (905) 540-1300
Fax: (905) 540-1303

Burlington

Burlington Square Plaza
43A-760 Brant Street
Burlington, Ontario L7R 4B8
Attention: Patricia Aubé
Telephone: (905) 637-0796
Fax: (905) 637-7728

Cambridge

647 Franklin Blvd
Cambridge, ON
Attention: Rose Perreault
Telephone: (519) 623-2822
Fax: (519) 623-6860

www.acfo-hamilton.on.ca

CLIENT SERVICES OFFERED:

The following resources and services are available to all clients:

- **Computers to conduct self-serve job search, develop résumés and prepare cover letters**
- **Internet access for job search, occupation research and labour market information**
- **Fax machine, telephone, photocopier and printers**
- **Reference books as well as material via Internet websites, bulletin boards and information binders developed by staff specifically for clients looking for a job**
- **Access to the Canada Employment Weekly, an on-line subscription for job postings and labour market trends**
- **Basic guidance tutorials are offered in the use of Word, Access, Excel & Job Search Internet engines**
- **Assisted services by contacting the Employment Services Coordinator are available on a one on one basis. These services include:**
 - **Individual review of client's employment skills and job search needs**
 - **Job search preparation**
 - **Assistance with labour market research and job leads**
 - **Development of interview skills, simulated interviews**
 - **Preparation for employment interviews**

WHO CAN PARTICIPATE?

- **The services are aimed at unemployed Francophones looking for a job or employed individuals who are currently seeking another position.**

HOW TO ACCESS SERVICES?

- **The Employment Resources Centres are open Monday to Friday from 9 am to 4:30 pm.**
- **The Hamilton Resource Centre is also open on Saturdays from 9 a.m. to 4:30 p.m.**
- **Appointments are available to clients who would benefit from one on one interview by contacting the Employment Services Coordinator noted above.**
- **Details of the services are also described at www.acfo-hamilton.on.ca/emplo**

BENEFITS TO CLIENT:

- **Clients who are currently unemployed or looking for a new position will greatly appreciate the resources and assistance available at the Employment Resource Centre.**
- **They will have access to updated information in job preparation as well as for job search/interviews.**
- **Most importantly the clients have access to resources not readily accessible to them and can also benefit from interacting with individuals who are in the same positions as them.**

SERVICES FUNDED BY:

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**Centre de ressources à l'emploi
FRANCOPHONE
Employment Resource Centre**

FRENCH TRANSLATION

Les Centres de ressources à l'emploi Francophone sont disponibles à trois emplacements :

Hamilton

627, rue Main Est, bureau 200
Hamilton (Ontario) L8M 1J5
Attention: Louise Picard
Coordonnatrice à l'emploi
Téléphone : 905-540-1300
Télécopieur : 905-540-1303

Burlington

Burlington Square Plaza
43A-760, rue Brant
Burlington (Ontario) L7R 4B8
Attention : Patricia Aubé
Téléphone: 905-637-0796
Télécopieur : 905-637-7728

Cambridge

647, boul. Franklin
Cambridge (Ontario)
Attention : Rose Perreault
Téléphone : 519-623-2822
Télécopieur : 519-623-6860

www.acfo-hamilton.on.ca

LES SERVICES DESTINÉS AUX CLIENTS:

Les ressources et les services suivants sont disponibles à tous les clients :

- **des ordinateurs pour assister à la recherche à l'emploi, à la préparation de résumés et de lettres de présentation**
- **l'accès à Internet pour la recherche à l'emploi et l'information au marché du travail**
- **télécopieur, téléphone, photocopieuse et imprimantes**
- **des livres de ressources de même que des matériaux didactiques via les sites Web, des bulletins d'informations électroniques ainsi que des cartables de ressources préparés par le personnel pour aider les gens à la recherche à l'emploi.**
- **accès au réseau Emploi Canada hebdomadaire, un réseau électronique affichant des postes de travail ainsi que des informations pertinentes aux tendances du marché du travail**
- **des ateliers pratiques fondamentaux pour l'usage de Word, Access, Excel & les engins de recherches d'Internet pour la recherche à l'emploi**

En communiquant avec la coordonnatrice à l'emploi certains services individuels sont offerts incluant :

- **la revue individuelle des compétences de la recherche à l'emploi du client et de ses qualifications**
- **la préparation de recherche au travail**
- **l'aide avec l'étude de marché et de lien potentiel dans le secteur désiré**
- **la préparation aux entrevues et des entrevues simulées**
- **la préparation pour l'entrevue d'emploi spécifique**

QUI PEUT PARTICIPER?

- **Les services sont visés aux Francophones sans emploi ou qui sont présentement à la recherche d'un meilleur poste.**

COMMENT ACCÉDER LES SERVICES?

- **Les Centres de Ressources à l'Emploi sont ouverts du lundi au vendredi de 9 heures à 16 heures 30. Le Centre de Ressource de Hamilton est également ouvert le samedi de 9 heures à 16 heures 30.**
- **Un rendez-vous avec la Coordonnatrice à l'emploi est possible pour les clients qui préféreraient une consultation individuelle.**
- **Les détails des services et les activités des Centres sont aussi disponibles à www.acfo-hamilton.on.ca/emploi**

AVANTAGES AUX CLIENTS:

- **Les clients qui sont actuellement sans emploi ou à la recherche d'un meilleur emploi apprécieront les ressources et l'aide disponibles au Centre de Ressource à l'emploi.**
- **Ils auront accès à des informations de pointe pour la recherche à l'emploi et la préparation au marché du travail. Plus précisément, les clients ont accès à des ressources plus efficacement axés à la recherche à l'emploi. De plus, ils pourront profiter de l'échange d'information avec d'autres individus qui sont présentement dans des situations semblables.**

SERVICES FUNDED BY:

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Hamilton Public Library Job Discovery Centres

LOCATION:

Barton Branch, 571 Barton Street East, ext. 1477
Dundas Branch, 18 Ogilvie Street, ext. 1476
Red Hill Branch, 695 Queenston Road, ext. 1038
Sherwood Branch, 467 Upper Ottawa Street, ext. 7858
Terryberry Branch, 100 Mohawk Road West, ext. 7193
(905) 546-3200

PHONE:

WEBSITE:

www.hpl.ca

OPERATION HOURS:

Please visit website – Branches have various hours

CLIENT SERVICES OFFERED:

Job Search

- Internet access to search and apply for jobs online.
- Email access to submit resumes online.
- Fax service.
- Current local and national newspapers' Classified ad and Career sections.

Resumes and Cover Letters

- Access to computers with specialized software to help you write resumes and cover letters.

Career Planning

- Labour market and occupational information, including current wages.
- Information on education and training opportunities.
- Career exploration databases.
- Large collection of books, videos and DVDs available for borrowing.

The Job Discovery Centre Coordinators are available to provide individual help with the following services:

- Assistance with computer software as well as critique and formatting of resumes and cover letters.
- Help with Internet searching, setting up a web-based email account and applying for postings online.
- Information about current labour market and researching businesses.
- Referrals to other Hamilton and area employment and career counselling services.

WHO CAN PARTICIPATE?

- Services open to anyone

HOW TO ACCESS SERVICES?

- Job Discovery Centres are available during the branch library's open hour.
- Telephone a Job Discovery Centre Coordinator to book an appointment for individual assistance.

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

The Hamilton Public Library can connect job seekers with job search and career information:

- Search the library catalogue for books, videos and DVDs about occupations, writing resumes and cover letters, preparing for an interview, education and test preparation.
- Extensive online resources. Follow the links on the library website (www.hpl.ca) to research businesses, learn about local labour market information and find training opportunities. See also www.myhamilton.ca/myhamilton/EducationAndCareers/
- Free Internet access at all 24 library locations
- Information available by phone (905-546-3200) and email (askhpl@hpl.ca)
- Group tours at the Central Library, 55 York Boulevard. Staff at the Central Library are available to conduct group tours for community groups interested in finding out about job search resources. Please call ahead to book a tour: 905-546-3200 ext. 3411

SERVICES FUNDED BY:

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Haldimand Community Support Centre

LOCATION: 38 Orkney Street West
Caledonia, Ontario
N3W 1B1

PHONE: (905) 765-4408

FAX: (905) 765-4409

EMAIL: info@hscorg.ca

WEBSITE: www.hscorg.ca

BUSINESS HOURS: Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

- Free services for job seekers and employers
- Employment Resource Centre
- Assistance with resumes, cover letters and interview skills
- Information on occupations, including skilled trades
- Job search techniques and workshops
- Job postings
- Career assessments
- Career exploration
- Labour market information

- **Guidance regarding post secondary education opportunities**

- **Free internet, faxing and phone service**
- **Videos and a resource library**
- **Referrals to other employment and training services**

WHO CAN PARTICIPATE?

- **Access is available to all.**

HOW TO ACCESS SERVICES?

- **Walk in**
- **Book an appointment**
- **Email or call for more information**

BENEFITS TO CLIENT:

- **Employers and Individuals looking for work can benefit in the following ways:**
 - **Free services**
 - **Explore career options**
 - **One to one assistance**
 - **Obtain employment**
 - **Make a positive career change**
 - **Learn their transferable skills**
 - **Enhance self- confidence/self-esteem**
 - **Enhanced personal success**
 - **Increased awareness of community resources**
 - **Development of life and job readiness skills**
 - **Increased community support by removing barriers**

- **Enhanced awareness of the labour market**
- **A greater sense of community belonging/support**
- **Increased networking/ partnerships opportunities**

OTHER SERVICES PROVIDED:

(Not Funded by Employment Ontario)

- **Information and referral regarding health, social, community and recreation services and resources. Last year, the Centre responded to more than 8,500 requests.**
- **Responding to needs identified in the community, the HCSC sponsored the creation of CYPRES, an active living centre, in Caledonia. Ongoing activities for children and youth include an after-school program, Kicks for Kids monthly outings, a weekly Super Saturday program, camps, supervised socialization, an Internet café and youth dances. Recently, the Centre also launched an extremely popular active living program for older adults.**
- **The Centre provides space and administrative support to Adult Mental Health Services & Addictions, the Alzheimer Society of Haldimand-Norfolk, the Caregiver Wellness Centre, Haldimand-Norfolk REACH (Resource, Education and Counselling Help Inc.) and Haldimand & Norfolk Women's Services. As well, the HCSC provides office/Board Room space on an as-needed basis to other local agencies and service providers.**
- **The HCSC is the satellite office for the United Way of Haldimand-Norfolk in Haldimand County and is also a member agency.**

SERVICES FUNDED BY:



Employment Help Centre

LOCATION:

103 McMurchie Lane, Box 864
Smithville, Ontario
L0R 2A0

PHONE:

(905) 957-2063

FAX:

(905) 957-6073

EMAIL:

smithville@employmenthelp.org

WEBSITE:

www.employmenthelp.org

BUSINESS HOURS:

Monday to Friday - 8:30 am to 4:30 pm
(Closed each day from 12:00 pm to 1:00 pm)

[CLIENT SERVICES OFFERED:](#)

- Employment advisors available to assess your requirements regarding job search, training and retraining guidance.
- Assistance with resumes, cover letters and interview skills.
- High speed computer access to employment services.
- Updated Job Board with the latest postings from the internet, newspapers and local employers.
- Library of resource material and community information.
- Access to a client phone, along with free photocopying and faxing services.
- Workshops available include Smart Serve, WHMIS, computer workshops and job search workshops.
- Programs include Job Connect

- **Job Match service linking clients with area employers**

- **Applications for Farm Labour Pool**
- **Also provided are Mature Worker and Newcomer services**
- **Referral to other agencies**

WHO CAN PARTICIPATE?

- **Job search support for adults and youth who are unemployed, underemployed or changing careers.**

HOW TO ACCESS SERVICES?

- **Walk in service**
- **Phone or email to inquire**

BENEFITS TO CLIENT:

- **Access to employment services free of charge**
- **Obtain labour market information**
- **Work with an Employment Advisor to establish a job search strategy**

SERVICES FUNDED BY:

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MOHAWK

COLLEGE OF APPLIED ARTS AND TECHNOLOGY

EMPLOYMENT RESOURCE CENTRE

LOCATION:

Corporate and Community Training Solutions
135 Fennell Avenue West
Main Office J021
Hamilton, Ontario
L8N 3T2

PHONE:

(905) 575-2177

FAX:

(905) 575-2121

WEBSITE:

<http://trainingsolutions.mohawkcollege.ca>

BUSINESS HOURS:

Monday – Friday (8:30 am – 4:30 pm)
Tuesday (8:30 am – 8:00 pm)

CLIENT SERVICES OFFERED:

- **FREE walk-in access to written, audio-visual and computer based material on careers, occupations, employment, the job market, training opportunities and job search skills and strategies.**
- **Employment Workshops**
- **Computer Training Tutorials**
- **FREE access to phone, fax, photocopier, computer and Internet**
- **Post Secondary Resources, Apprenticeship Information and Career Cruising**
- **Staff assistance**

WHO CAN PARTICIPATE?

- Anyone seeking employment and/or training.

HOW TO ACCESS SERVICES?

- The Employment Resource Centre is a FREE walk-in community resource
- Available to everyone

BENEFITS TO CLIENT:

- FREE access to all employment related information and resources
- Flexible hours

Workshops available include:

- Discovering Your Skills & Abilities
- Resumes & Cover Letters
- Job Search & Marketing
- Interviews
- Job Success Tips
- Young Worker's Safety Awareness

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- Enhanced Language Training (ELT) Program
- Language Instruction for Newcomers to Canada (LINC)
- Bridging for Internationally Trained Nurses
- Emergency Services Communications (911 Operator)
- Tools for Business

SERVICES FUNDED BY:

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Careerworx / Career Cruiser
23 Main Street East
Hamilton, ON L8N 1E7
Phone: 905-540-9679 or 905-645-4034
Fax: 905-540-9613
www.careerworx.ca
www.careercruiser.com

YMCA Career Development & Learning Centre
79 James Street South
Hamilton, ON L8P 2Z1
Phone: 905-317-4934
Fax: 905-317-4943
www.ymccareerdevelopment.on.ca

CLIENT SERVICES OFFERED:

- **Friendly and approachable staff to provide assistance**
- **Computers for use equipped with high speed internet and Microsoft Word as well as WinWay resume writing program**
- **Telephones for employment related calls**
- **Fax, photocopier (Careerworx only) and printer services**
- **Daily newspapers (Hamilton Spectator, Toronto Star, The Job Guide and Employment News) (Careerworx only)**
- **Access to the Employment Ontario & Service Canada websites**
- **Numerous books on job search, interview preparation, resumes, cover letters, etc.**
- **Workshops on resumes, job search, interviews, career exploration, basic computer skills**
- **Special events such as career info nights and job fairs**

- An open area for independent work space

- Friendly and comfortable atmosphere
- Literature providing information on other community resources
- Community Events Board
- Employment related videos
- Information on Health and Safety

WHO CAN PARTICIPATE?

- All are welcome

HOW TO ACCESS SERVICES?

Careerworx

- Participants are welcome to visit our centre at any time during our operating hours. No appointment is necessary and there is staff always available to assist with all employment related concerns.

➤

Hours:	Monday, Tuesday	9am-5pm
	Wednesday	9am-8pm
	Thursday, Friday	9am-5pm

Career Cruiser

- Hours will vary from site to site as the Career Cruiser travels throughout Hamilton visiting various communities.
- The best way to keep informed about where the Cruiser is and what times it is available is through our website: www.careercruiser.com or by signing up for our monthly e-newsletter the “Cruise News” by emailing [allison mcinnis@ymca.ca](mailto:allison_mcinnis@ymca.ca).

BENEFITS TO CLIENT:

CAREERWORX

- Complete a professional resume and cover letter
- Gather resources that are up to date and relevant
- Save resumes/other documents confidentially on our computer systems
- Enjoy a friendly and welcoming environment
- Enjoy easy access to our centre with flexible hours
- Ask our qualified staff for help with various employment related questions

CAREER CRUISER

- Have the full services of an employment resource centre come to your community
- Complete a professional resume and cover letter
- Gather resources that are up to date and relevant
- Enjoy a friendly and welcoming environment
- Ask our qualified staff for help with various employment related questions

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

YMCA CAREER DEVELOPMENT & LEARNING CENTRE Hamilton Location (79 James St. South):

Youth in Transition

- This client centred program assists youth (15-30) in achieving their employment goals through a 26 week work placement. Funded by the Government of Canada.

Federal Public Sector Youth Internship Program (FPSYIP)

- A program to provide unemployed or underemployed youth with work experience through internships in federal organizations. Sponsored by the Government of Canada and delivered in partnership with the YMCA.

Summer Jobs For Youth

- Provides 180 young people, who are between 15-18 years old and live in the north and east end of Hamilton, with the job readiness skills they need to build self-esteem and lead rewarding, productive lives. It includes pre-employment readiness, employment placements and post-employment supports. Funded by the Ministry of Children and Youth Services as part of the Youth Opportunities Strategy

YMCA Youth Gambling Awareness Program

- A prevention and education program designed to reduce the harm associated with youth gambling. Funded by the Ministry of Health Promotion.

YMCA CAREER DEVELOPMENT & LEARNING CENTRE
Burlington Location but is available to individuals living in Hamilton:

Pre-Apprenticeship Training Program

- This program, in partnership with Mohawk College, can help individuals obtain the technical training necessary to become an apprentice in a specific trade. Call 905-681-1140 for more information. Funded by the Government of Ontario.

SERVICES FUNDED BY:

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LOCATION:

**140 King Street East, Suite 7
Hamilton, Ontario
L8N 1B2**

PHONE:

(905) 528-6611

FAX:

(905) 528-2181

WEBSITE:

pathemployment.com

BUSINESS HOURS:

Monday – Friday (8:30 am – 4:45 pm)

CLIENT SERVICES OFFERED:

ONE-ON-ONE COUNSELLING & PLACEMENT SERVICES

- Relate to a counsellor working directly with an individual to identify specific employment issues and customize services to effectively respond to those needs.

Services include:

Career exploration

- Assist individuals to establish employment goals through identifying interests, strengths and limitations.
- Assist clients to access labour market information through electronic and print material and information gathering interviews.
- Assist clients to use career exploration tools such as CHOICES.
- Refer clients to specialized external services such as an Occupational Therapist or a Registered Psychologist for further assessment.

Occupational Research to support Skills Enhancement

- Assist clients to access appropriate training and funding to support training programs
- Refer clients for academic assessments if required.
- Provide information and assist client to research training providers and make decisions.
- Research funding avenues and client eligibility.
- Submit required documentation for funding, track client progress and provide support.

Job Search Skills (one on one)

- Assist clients to learn appropriate methods to conduct job searches and promote themselves in job interviews.
- Assist clients to develop the tools required to do this effectively, i.e. resumes, calling cards, daily planners.
- Assist clients to market themselves effectively in job interviews - practice role plays.
- Assist clients to deal with the issue of disability disclosure regarding a new employer.
- Encourage and guide clients to carry out their job search until a job is acquired.

Employment Maintenance

- Identify issues that impact on clients' abilities to keep their jobs and develop plans to respond.
- Provide post placement job maintenance service - ongoing contact, advice and guidance.
- Job coaching by telephone, email and visiting the workplace directly
- Referral to external service (non employment related) for more formal situational assessments as required.

Personal Issues effecting Employment

- Assist individuals to respond to medical / health / disability related concerns or matters related to areas such as family, finances, housing and/or transportation affecting employment (if done concurrent to job search)

Job Development Service

- Provide to individuals needing individualized service and those who may not have the ability to market themselves or conduct a job search
- Assess clients' abilities to conduct job search
- Assist clients to develop job search skills by identifying marketable skills
- Accessing the hidden job market, networking, and contacting employers
- Preparing for interviews, developing effective cover letters and resumes
- Identify potential job opportunities by gathering and evaluating labour market information from a variety of sources including newspaper ads and articles, on line resources – job bank, employer directories, employer websites, Chamber of Commerce resources, etc.
- Contact employers using the telephone, emails, fax letters and travelling to meet them directly.
- Develop relationships with employers by visiting them face to face to dispel the myths regarding people with disabilities.
- Explain our services and promote the hiring of our clients.
- Gather information on employers' businesses and identify employment vacancies and job opportunities that could be suitable for specific clients or our clients in general.
- Market specific clients to employers, describing the client's strengths and how they could meet the employer's needs.
- Discuss financial incentive programs (i.e. TWS, Job Connect, Opportunity Fund etc) with clients and/or employers when deemed appropriate.
- Provide job maintenance and job coaching if deemed part of the individuals Return to Work Action Plan.

Workshops

- PATH delivers workshops on topics related to employment issues. Workshop duration will vary from 1 to 3 hrs in duration dependant on the topic. Topics include:
 - Basic Computer (Using the tools in the Employment Resource Centre)
 - Maintaining Your Self Esteem (While job hunting)
 - Choosing the Right Career (Using labour market information & information about yourself)
 - Dressing for Success (Making the right impression in the job interview and at work)
 - Training For Careers & Government Funding Available
 - Networking - Selling Skills
 - Employer Expectations (Job Maintenance)
 - Customer Service (Employer and customer job performance expectations)

We've also offered workshops on:

- **Hiring Practices In the Banking Industry (Employment Equity Initiatives)**
- **Hiring Practices In the Public Service Commission (Employment Equity Initiatives)**
- **Jobs Opportunities In Long Term Care Facilities**

PATH JOB FIND CLUB

- **Job Finding Club provides a dynamic three-week program focusing on group support activities and learner modules, which teach job-ready people with disabilities the necessary skills to obtain their employment goal.**
- **The objective is to teach the skills, provide the tools and facilitate job seekers finding work. Job seekers learn primarily by hands-on experience while facilitators explain and model the activities.**
- **Facilitators keep their presentations short, model activities, observe participants' performance and provide feedback. Presentations are supported with videos modeling desired behaviour, e.g. job interviews. The program includes brainstorming followed by role playing of the desired behaviours to cement the key skills. The group process unfolds as participants support each other and share their job hunting experiences.**
- **Post JFC Individuals not placed in employment at the conclusion of the club will receive unlimited one-on-one ongoing support until their goal has been achieved and a job is obtained. This support will include advice and guidance - review of job search activities, tools, methods, tips, referrals, problem solving and providing encouragement.**

RESOURCE CENTRE

- **Individuals can access materials such as business directories, job search web sites and local publications in our Resource Centre.**
- **Path's resource area has materials available in print and electronic format, internet access, computer and print access for generating and printing resumes and access to a telephone and fax for contacting potential employers.**

WHO CAN PARTICIPATE?

- **Persons with disabilities**

HOW TO ACCESS SERVICES?

- Resource room is available on a first come basis.
- Referral from one of the *VPI* Assessment Centres.

BENEFITS TO CLIENT:

- PATH assists individuals by providing a broad array of assistance:
- Assessing (identifying and understanding) their employment related issues
- Developing responsible action plans that lead towards employment goals
- Goal-setting and problem solving
- Skills identification and training strategies
- Job search skills development and marketing strategies
- Developing work opportunities for individuals with complex issues
- Enhancing self-esteem, coping strategies for dealing with stress and change
- Developing job retention skills and maintaining contact after placement
- Accessing and coordinating services/resources within the community
- Providing support and encouragement throughout our working relationship.

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- PATH is an approved Service Provider for the Ontario Disability Support Program (ODSP) in the Halton area.
- Services emulate those described earlier under the heading One-on-one Counselling & Placement Services.
- Potential clients must apply for the program to the ODSP Halton office.
- For more information on this program please visit:
http://www.mcsc.gov.on.ca/mcsc/english/how/apply_employment_odsp.htm

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



GOODWILL

THE AMITY GROUP

<u>LOCATION:</u>	225 King William Street, 5 th Floor Hamilton, Ontario L8R 1B1
<u>PHONE:</u>	(905) 526-8482 ext. 307 – Intake
<u>FAX:</u>	(905) 526-8949
<u>WEBSITE:</u>	www.goodwillonline.ca
<u>OPERATION:</u>	Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

Employment Counselling

- one on one support

Work Based Assessments

- Two-week workplace assessment in a variety of settings including janitorial, customer service and light assembly. This is used to assess individual workplace behaviours, attitudes, skills and abilities.

Vocational Evaluation

- Two-day program that assesses an individual's aptitude, applied skills, interests, attitudes and behaviours.

Computer Evaluations

- One-day assessment to determine client's office and computer skills.

Computer Assessment

- Once a client has completed the computer evaluation they can do an assessment in order to increase their computer and office skills.

Workshops

- We offer a variety of job search as well as life skills workshops.

Resource Centre

- Clients can access computer, photocopying, faxing access and job postings

On site Job Fairs

- Once a month we have employers that are hiring conduct a job fair on site for our clients.

Networking Club

- Once a week we hold a networking club where clients discuss their job search methods, share job leads, and have access to our job developers.

Unpaid Placements

- Clients can be placed with an employer in the community in order to gain work experience. The length can vary up to 8 weeks and up to 12 or those clients with a disability. There are a variety of reasons for utilizing this service it is catered to each client need.

Job Development

- We have two job developers on staff that make contacts with employers and develop opportunities for our clients.

Functional Abilities Assessment

- An Occupational Therapist assesses a client's physical abilities in relation to the type of employment they are seeking
- Access to bus passes

WHO CAN PARTICIPATE?

- Any person who is unemployed with a barrier to employment and legally able to work in Canada.
-
- Individuals that are currently working or in school less than 20 hours a week.

HOW TO ACCESS SERVICES?

- Access to services are gained through a referral from one of the *vpi* Employment Assessment Centres.
- We are unable to accommodate walk-in referrals.

BENEFITS TO CLIENT:

- Provided with individual plans to address their employment needs.
- Access to a variety of programs and individualized services.
- Access to professional staff and current job search techniques.
- Access to job leads developed specifically for them.
- On going support.

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- Ontario Disability Support Program (Employment Support Programs)
- Fee for Service

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



**WESLEY
URBAN MINISTRIES**

LOCATION:

195 Ferguson Ave. North
Hamilton, Ontario
L8L 8J1

PHONE:

(905) 528-5629

FAX:

(905) 528-9977

EMAIL:

wesleyurbanministries@cogeco.net

CONTACTS:

Rosemary Boateng
Employment Outreach Worker
905 528-5629 x262
rosemary.boateng@cogeco.net

Thom Davies
Minister, Director Wesley Centre
905 528-5629 x243
thom.davies@cogeco.net

BUSINESS HOURS:

Monday – Friday (9 am – 12 pm) (1pm – 6pm)

CLIENT SERVICES OFFERED:

Employment counselling, vocational assessment and transitional employment supports which will include the following:

- **Resume Services**
- **Computer job search**
- **Intake assessment**
- **Case management**
- **Mobile Worker**
- **Fax Machine**
- **Daily classifieds**
- **Telephones**
- **Client Supports (EAS & Other Funded)**
- **Peer support groups and staff support**
- **Bus tickets, work boots, work gear, lunches**
- **Workshops**
- **Internal/External Referrals**
- **Housing**
- **Addictions**
- **Legal**

WHO CAN PARTICIPATE?

- **Individuals legally able to work in Canada who are unemployed and seeking employment.**

HOW TO ACCESS SERVICES?

- **Referral from one of the VPI Assessment Centre or on site VPI assessment at Wesley as needed.**

BENEFITS TO CLIENT:

- **One on one or group counselling to assist in finding work:**
- **Pre-Employment Support:** **Faxes; Bus Tickets; Newspaper; Referrals to outside programs, Case Management Support**
- **Employment Support:** **-Bus Tickets (*until first pay*)**
 -Work boots (*if needed*)
 -Appropriate work clothes (*if needed*)
 -Lunches (*until first pay*)
 -Hygiene Kit
- **Follow up Support:** **-On going contact and client progress**

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **Wesley Centre is a Drop-In by day (7:00am-10:00pm) and a Shelter by night for men and women who are living in poverty, many of whom are - homeless or near homeless:**
 - receiving some form of social assistance
 - living with addictions and mental illness
 - individuals must be 22 years of age or older (or accompanied by a parent or guardian) to access Wesley Centre.
- **A Street Health Clinic is open 20 hours a week and provides:**
 - **Healthcare and assessment**
 - **Addictions counselling**
 - **Needle Exchange**
 - **Anonymous HIV testing and STD testing and treatment**
 - **Pre Natal Care for street involved women**
 - **Pregnancy testing**
 - **Supportive counselling**
 - **Hepatitis A and B immunization**
 - **TB Screening**
 - **Sexual Assault Counselling**
 - **Foot Care**
 - **Wound Care**

- **Community Health Bus**
- **Case Management Support Team provides:**
 - **Case management support is offered to all tenants of Wesley Community Homes.**
 - **Case management support is offered to the clients of Wesley Centre by attempting to connect our guests to the appropriate services within the community.**
- **Ontario Works Workers: Monday – Thursday (9:00 am – 12:00 pm)**
- **Harm Reduction Worker**
- **Needle Exchange**
- **Access to Support from Partner Agencies: e.g. Mental Health Outreach Team**
- **Alcoholics Anonymous**
- **Art Class**
- **Free Washer/Dryers/Telephone**
- **Library**
- **Movie Night**
- **Hair cutting**
- **Chapel Service**
- **Meals: (Breakfast / Hot Lunch / Soup / Sandwich / Bag Lunches for those who are working)**
- **Shelter (an average of 58 individuals during 2006)**

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



Employment Now Program

LOCATION:

**Hamilton City Centre, Level 1
Unit 124 – 77 James Street North
Hamilton, Ontario
L8R 2K3**

PHONE:

(905) 560-1154 or (905) 560-6500

FAX:

(905) 560-6523

WEBSITE:

www.employmentnow.ca

OPERATION:

Monday – Friday (9:00 am – 4:00 pm)

CLIENT SERVICES OFFERED:

- **The energy of group presentations combined with individualized coaching from your own employment consultant.**
- **ENOW program is an up to 11 week Employment Preparation Program which may include a co-op placement.**
- **Focus on skills development in :**
 - **Short & Long Term Employment Goals**
 - **Self Assessment**
 - **Barrier Identification & Elimination**
 - **Occupational Research**
 - **Job Targeting**
 - **Network Building**

- **Resume Preparation**

- **Electronic applications**

- **Interview Preparation**
 - **Internet Research & Job Search**
 - **Self Marketing Tools**
 - **Listening Skills**
 - **Problem Solving**
 - **Assertiveness**
 - **Stress Management**
 - **Job Retention**
- **Increase Confidence, Self-Esteem, and Marketability**
 - **Gain Current References & knowledge of Employer Expectations, Local Labour Market, Community Resources, Business English and Workplace Math**
 - **Earn additional certificates in WHMIS, CPR, First Aid**
 - **Computer, Telephone, Fax, and Internet Access for participants**
 - **4 Intakes per year: February, May, August, and October**

WHO CAN PARTICIPATE?

- **The program is open to any adult who is unemployed and committed to finding employment.**

HOW TO ACCESS SERVICES?

- **Referral from one of the VPI Assessment Centres**

BENEFITS TO CLIENT:

- Increase employability skills, motivation, and momentum in their job search activities.
- Gain a clear career direction and pursue realistic employment options.
- Use insights from the Strong Career Assessment Tool to set immediate and future goals.
- Receive a current reference and work experience through our co-op placement.
- Receive feedback and job coaching.
- Obtain employment.

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)



CALL CENTRE TRAINING PROGRAM

**Hamilton City Centre, Level 1
Unit 122, 77 James Street North
P.O. Box 73
Hamilton, ON L8R 2K3
Tel: (905) 560-1154
Fax: (905) 560-6523
www.contactcentraining.ca**

- The Call Centre Training Program is a leading edge contact centre industry trainer and resource. We have had the advantage of witnessing first hand the explosion of the contact centre industry in numbers as well as applied function, and as a result have incorporated the significant knowledge and substantial expertise amassed into our program.

- The 16 week, full-time, industry focused program, provides extensive training, education, and assessment of skills development to those participants eager to meet the challenges of tomorrow's integrated multi-channel customer contact centre (CCC).

Communications Component:

- Telephone and WEB Best Practices
- Presentation Development

- Business Language

- Electronic Communication
- Customer/Client Support & Service Excellence
- Computer Telephony Integration
- Inbound/Outbound Customer Contact
- Sales and Marketing
- Surveys and Scripts
- Quality Call Evaluators
- Internal/External Customers
- Call Management
- Customer/Client Follow-up
- Meridian System
- Technology Based Multi-Tasking
- Telecommunications Terminology
- Report Research & Writing

Technology Component:

- Windows XP and Microsoft Office Suite XP
- Microsoft Publisher
- Daily Electronic File Management
- E-Mail, Internet, Instant Messaging, Hotmail, and Outlook Express
- Hardware Basics
- Knowledge of Contact Centre Terminology & Technology
- Multi-tasking and Navigation
- Technological Tools and Research

Workplace and Employment Component:

- Labour Market Information and Trends
- Contact Centre Industry Overview
- Career path
- Industry Expectations
- Contact Centre Representative Role & Skills
- Targeted Resume and Interview Preparation
- Teams & Communications
- Managing Time, Self, & Resources

- **Guided job search**
- **4 week placement and on-the-job training**

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



LOCATION:

8 Main Street East, Suite 101
Hamilton, Ontario
L8N 1E8

PHONE:

(905) 529-5209

FAX:

(905) 521-0541

WEBSITE:

www.stjosephwomen.on.ca

BUSINESS HOURS:

Monday – Friday (9:00 am – 5:00 pm)

CLIENT SERVICES OFFERED:

➤ We offer the following Employment Services and Job Search Support:

I-WORK! GROUP JOB SEARCH WORKSHOP:

- Six-Week interactive group job search workshop
- Orientation to the Labour Market – labour market trends and analysis
- Discussion on employment rights, self-employment and other employment options in Hamilton and area
- Interview skill building and participate in mock interviews
- Enhance your employability skills - know the fundamental skills required by most employers today
- Skills inventory, personality and employment assessment tools
- Develop short-term and long-term goals and Employment Action Plans
- Raise self-confidence to assist you in achieving your employment goals
- Build effective resumes, cover letters and reference letters
- Develop career and professional portfolios

FRONT-LINE SERVICES:

- **One-on-one employment counselling**
- **Resume and Cover Letter writing assistance**
- **Link with employers and companies in Hamilton and surrounding areas**
- **Provides information on international credentials, different sectors and occupations, employment prospects/trends, employment standards, etc.**
- **Personal encouragement and on-going support from our Employment Team**
- **Free academic assessments and information on how to obtain GED**
- **Assistance in your employment planning**
- **Access to computers, fax, telephone, company directories and career websites**

WHO CAN PARTICIPATE?

- **Immigrant and Refugee Women with a permanent resident status**
- **Convention Refugees**
- **Internationally-Trained Professionals**
- **Ontario Works clients**
- **Women jobseekers seeking a job or changing careers**
- **Immigrant women unemployed and/or underemployed**

HOW TO ACCESS SERVICES?

- **Individuals must be assessed and referred by one of the VPI Assessment Centre.**

BENEFITS TO CLIENT:

- **Expand your network and contacts by meeting other jobseekers, professionals and employers who are involved in our workshop**
- **Link with meaningful job opportunities**
- **Use our FREE resources such as computer, fax, and internet to facilitate a more effective job search**
- **Increase your self-confidence in achieving your employment and career goals**
- **Increase your chance of getting a job offer through our intensive practice interview skills and preparation workshop**
- **Find helpful information and services available through other skills enhancement classes and programs available in our centre**

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **LINC Classes (Levels 1-7) DAY AND EVENING classes**
- **Neighbourhood Literacy Classes**
- **Internationally-Trained Accountants Skills Refresher**
- **Community-Based Research Program (CBR) Services**
- **Group Facilitation and Leadership Services**
- **The Art of Wellness for Victims of Domestic Violence**
- **Personal Support Workers Certificate**
- **G1 and G2 Driving Training**
- **Computer Classes- Basic and Advanced**
- **Family Home Visiting Program**
- **Volunteer Program**
- **Homework Club for Children**

SERVICES FUNDED BY:

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ONTARIO**

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ONTARIO**



Settlement and Integration Services Organization

SISO

Organisme pour les Services d'Intégration et d'Adaptation

LOCATION:

360 James St. N.-LIUNA Station-Lower Conc.
Hamilton, Ontario
L8L 1H5

PHONE:

(905) 667-7476

FAX:

(905) 667-7477

WEBSITE:

www.siso-ham.org

OPERATION:

Mon, Wed, Thu	9:00 am-5:00 pm
Tue	9:00 am-7:00 pm
Fri, Sat	9:00 am-3:00 pm

Two Satellite Offices:

-Barlake School (East Hamilton)
-St.Charles Mountain

CLIENT SERVICES OFFERED:

Job Development Services for immigrants and refugees who are legally entitled to work:

- Job Matching
- Resume Review
- Interview Coaching
- Link to Licensing/Accreditation and Education Assessment
- Workshops and Individual Support

Services available to employers: Recruitment; Information; Resources

WHO CAN PARTICIPATE?

- **Immigrants and Refugees legally entitled to work in Canada**
- **Employers**

HOW TO ACCESS SERVICES?

- **Appointments**
- **Referrals from VPI Assessment Centre**

BENEFITS TO CLIENT:

- **Understand specifics to Job Search in Canada**
- **Understand Workplace Culture**
- **Access Job Openings that are not advertised**
- **Understand and access Education and Language assessments**
- **Understand and access Licensing and Accreditation**
- **Increase Employability Skills**
- **Access and Referral to other specialized services and programs (i.e. sector specific)**

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **Job Search Workshop Program**
- **Workplace Culture**
- **Career Transitions for International Medical Doctors**
- **Bridging for Engineering**
- **Study Groups for International Medical Doctors**
- **Language Assessment**
- **Education Assessment**
- **Enhanced Language Training**
- **Settlement Services**
- **Health Services and Programs**
- **Paediatric Clinic**
- **Children Mental Health**
- **Parenting Programs**
- **Specialized Programs for Women, Children, and Seniors**
- **Youth Programs**
- **Translation and Interpretation Services**
- **Citizenship Classes**
- **Cross-Cultural and Antiracism Training for Organizations**

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



MINISTRY OF TRAINING, COLLEGES, & UNIVERSITIES
LABOUR MARKET & TRAINING DIVISION

APPRENTICESHIP

LOCATION: 119 King Street West – 5th Floor
Hamilton, Ontario
L8P 4Y7

PHONE: (905) 521-7764

FAX: (905) 521-7701

WEBSITE: www.ontario.ca

BUSINESS HOURS: Monday – Friday (8:30 am – 5:00 pm)

CLIENT SERVICES OFFERED:

- Provide information to clients concerning apprenticeship and trade certification
- Assess documentation of work experience to determine eligibility to challenge Certificate of Qualification (ministry trade) exams
- Administration of Certificate of Qualification (trade) examinations
- Apprenticeship registration, in-school scheduling, monitoring and completion of apprenticeship training programs
- Administration of the Ontario Youth Apprenticeship Program
- Certificate of Qualification renewals
- Counselling for trade exam retry

WHO CAN PARTICIPATE?

- **General information about apprenticeship and trade certification is available to the general public**
- **Individuals wanting to be registered as an apprentice in a trade must first be employed by a company who is willing to sponsor them in an apprenticeship program**
- **Individuals wanting to be registered as an OYAP student must be at least 16 years of age and have completed a minimum of 16 high school credits (grade 10) and be recommended by the appropriate school department (ie: co-op, guidance)**
- **employers**

HOW TO ACCESS SERVICES?

- **Walk in**
- **Referral**
- **Telephone**
- **Appointment**
- **Internet**

BENEFITS TO CLIENT:

- **Clients can learn the process involved in becoming registered as an apprentice and/or obtaining trade certification**
- **Clients can learn about the many different types of apprenticeship trades in Ontario**
- **Clients can receive guidance on how to gather the documents they need to prove they have the skills to write ministry trade exams**
- **Clients may obtain approval to write ministry trade exams**
- **Find out about apprenticeship special programs: OYAP, Pre-apprenticeship**
- **Access and referral to other specialized services and programs: Job Connect**

SERVICES FUNDED BY:



MOHAWK

COLLEGE OF APPLIED ARTS AND TECHNOLOGY

PRE-APPRENTICESHIP TRAINING PROGRAMS

<u>LOCATION:</u>	Corporate and Community Training Solutions 135 Fennell Avenue West Main Office J013 Hamilton, Ontario L8N 3T2
<u>PHONE:</u>	(905) 575-2024
<u>FAX:</u>	(905) 575-2194
<u>EMAIL:</u>	preapp@mohawkcollege.ca
<u>WEBSITE:</u>	http://trainingsolutions.mohawkcollege.ca
<u>BUSINESS HOURS:</u>	Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

- Full-time pre-apprenticeship training designed for participants interested in securing apprenticeships
- Academic upgrading
- Employability skills training
- All levels of Health & Safety training
- Trade specific training such as CPR and First Aid
- Basic Level 1 apprenticeship training
- Mandatory work experience

WHO CAN PARTICIPATE?

- **Unemployed, underemployed and out of school**
- **A resident of Ontario and eligible to work in Ontario**
- **Minimum 16 years of age**

HOW TO ACCESS SERVICES?

- **Telephone or Internet to attend an information sessions for more details**
- **Candidates are assessed in Math, Communication Skills and Mechanical Reasoning to confirm eligibility**

BENEFITS TO CLIENT:

- **Completion of the Basic Level 1 Apprenticeship Curriculum.**
- **Participants benefit from hands-on field experience through the work experience portion of the program.**

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **Enhanced Language Training (ELT) Program**
- **Language Instruction for Newcomers to Canada (LINC)**
- **Bridging for Internationally Trained Nurses**
- **Emergency Services Communications (911 Operator)**

SERVICES FUNDED BY:



MOHAWK
COLLEGE OF APPLIED ARTS AND TECHNOLOGY

JOB CONNECT

LOCATION:

Corporate and Community Training Solutions
135 Fennell Avenue West
Main Office J021
Hamilton, Ontario
L8N 3T2

PHONE:

Joan Olszowy, Program Assistant, (905) 575-2132
Mena Morassutti, Program Assistant, (905) 575-2177
(905) 575-2380

FAX:

EMAIL:

jobs@mohawkcollege.ca

WEBSITE:

www.jobconnect.mohawkcollege.ca

BUSINESS HOURS:

Monday – Friday (8:30 am – 4:30 pm)

CLIENT SERVICES OFFERED:

Service components tailored to meet individual needs:

EMPLOYMENT PLANNING AND PREPARATION:

- **FREE** access to individual assessments, career planning and goal setting, action plans and successful job search strategies.

- Preparation for employment through counselling, workshops, group activities, self-directed learning, skills activities and job trials.

JOB DEVELOPMENT AND PLACEMENT SERVICES:

- Paid work placements and on-the-job training: Earn while you learn.

INFORMATION AND RESOURCE SERVICES (IRS):

- The Information and Resource Services Centre is a FREE walk-in community resource for anyone seeking employment and/or training
- FREE access to telephones, fax machines, photocopiers, computers as well as information, resources and workshops on career, occupations, employment, the job market, training opportunities and job search skills and strategies, in print and computer based formats

SUMMER JOBS SERVICE (APRIL – AUGUST):

- Provides direct access to summer jobs for students aged 15-24, who are planning to return to school in the fall
- Students can participate in open workshops to gain knowledge and skills to find jobs
- Participating employers receive a wage subsidy and access to job ready students willing to work in the summer

WHO CAN PARTICIPATE?

- Youth, adults and internationally trained individuals who are out of school or training and out of work.
- Job Connect serves individuals at any level of education or job preparedness.

HOW TO ACCESS SERVICES?

- **By appointment with an Employment Consultant**
- **Appointment can be made via telephone or walk-in referral**
- **Referral from one of the *VPI* Assessment Centres**

BENEFITS TO CLIENT:

- **Clients gain the skills and knowledge needed to find a job through workshops such as career planning and goal setting.**
- **Clients gain practical work experience in the form of volunteer work, job shadows, job trials, short job placements to develop general and career specific employment skills to successfully enter the workforce.**

OTHER SERVICES PROVIDED:

(Not Funded By Employment Ontario)

- **Enhanced Language Training (ELT) Program**
- **Language Instruction for Newcomers to Canada (LINC)**
- **Emergency Services Communications (911 Operator)**
- **Tools for Business**
- **Bridging for Internationally Trained Nurses**

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



[Youth Employment Centre / Hamilton Help Centre](#)

LOCATION: 67 / 77 Victoria Avenue South
Hamilton, Ontario
L8N 2S8

CONTACT: (905) 522-4902

FAX: (905) 521-5514

WEBSITE: www.yootworks.info

OPERATION: Monday – Thursday (9 am – 12 pm) (1 pm – 5 pm)
Friday (9 am – 12 pm) (1 pm – 3 pm)

[CLIENT SERVICES OFFERED:](#)

- Job Connect
- Individual employment assistance with all areas related to job search including:
- Resume preparation
- Job Search Techniques
- Program / Training information
- Access to our employer network
- Job Placement
- Follow-up

- **The Resource Centre is staffed full-time and offers computers, fax machine, photocopier, and job search related resources**
- **Resources for the internationally trained, apprenticeship, training opportunities, upgrading education, and labour market information also available**
- **Summer Jobs Service (SJS) offers a wage incentive to employers to hire youth for summer employment. Hundreds of jobs are funded locally each year.**
- **Youth can either access job postings or market SJS to an employer of their choice.**
- **Assistance is available for students in all areas relating to job search including resume preparation, job safety and job keeping skills.**

[WHO CAN PARTICIPATE?](#)

Resource Centre

- **Any job seeker can access our resource centre.**

Job Connect

- **Those who are out of work and school are eligible to access individual employment counselling in addition to the resource centre. (Not in receipt of EI or WSIB)**

Summer Jobs Service

- **Youth 15-24 (up to 29 for persons with disabilities) who are planning to return to school in the fall.**

[HOW TO ACCESS SERVICES?](#)

- **No appointment is necessary for the first visit.**
- **Walk-ins are welcome Monday – Thursday from 9-11 and 1-4 and Friday 9-11.**
- **SJS positions may begin by the middle of April. Students are welcome year round for job search assistance.**

BENEFITS TO CLIENTS:

- **Come in and meet with a counsellor one-on-one. Together we will work out a plan to get you working.**
- **Services offered are based on your needs; we can tailor what we have to offer you.**
- **Extensive employer network we can access to get you working.**
- **Get your foot in the door and keep it there.**
- **For those eligible for training on the job, we may be able to offer an employer a wage incentive for your period of training. This is particularly helpful to those with little work experience or newcomers who are looking for work related to their skills.**

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



ADJUSTMENT ADVISORY PROGRAM

<u>LOCATION:</u>	119 King Street West, 5 th floor Hamilton, Ontario L8P 4Y7
<u>PHONE:</u>	(905) 521-7583
<u>FAX:</u>	(905) 521-7180
<u>WEBSITE:</u>	www.edu.gov.on.ca/eng/training/aap/aapeng.html
<u>OPERATION:</u>	Monday – Friday (9:00 am – 5:00 pm)

CLIENT SERVICES OFFERED:

- Provides advisory and financial assistance to its clients to help them adjust to the effects of job loss in the workplace.
- Assists clients identify their needs and secure appropriate support, including career counselling, training, referral, and job search skills training.

EMPLOYEE OR DISPLACED WORKER ADJUSTMENT:

- Helps employees being laid-off deal with the effects of losing their jobs by helping them review their options and plan their next steps through adjustment committees.
- Committees plan and implement any programs and services staff need, including: job search assistance, vocational and educational counselling, information on training, and personal support in dealing with the stress of job loss, financial counselling, and information on starting a small business.

COMMUNITY ADJUSTMENT:

- **Helps communities anticipate and manage labour market change.**
- **They may bring together services for laid-off workers (especially where many companies have been downsizing), or they could engage in community wide strategic planning, or start specific labour adjustment projects with local groups.**

SECTORAL ADJUSTMENT:

- **Through partnerships with industry associations, employee associations, employers, and unions, sectoral committees can be formed to identify common industry needs and goals.**
- **The needed changes are implemented by co-ordinating resources and by looking at sector-wide strategic planning.**

WHO CAN PARTICIPATE?

DISPLACED WORKER:

- **Any Ontario resident affected by layoffs, downsizings or closures of employers with 50 or more employees which have been reported to the Ministry of Labour by a Form 1 Summary.**

COMMUNITY:

- **Various affected community groups where many companies have been downsizing or closing.**
- **Partnerships of industry associations, employee associations, employers and unions.**

HOW TO ACCESS SERVICES?

- **Call local apprenticeship office and referral will be made to an Adjustment Advisory Program Advisor.**

BENEFITS TO CLIENT:

- **Addresses identified labour market issues.**
- **Support for employers, employees and communities to develop customized adjustment activities to cope with company downsizing, or plant closures.**

SERVICES FUNDED BY:

**EMPLOYMENT
ONTARIO**

**EMPLOI
ONTARIO**



Hamilton Training Advisory Board

Commission consultative sur la formation à Hamilton

LOCATION:

77 James Street N. Unit 117

Hamilton, ON

L8R 2K3

PHONE:

(905) 521-5777

WEBSITE:

www.htab.ca

CLIENT SERVICES OFFERED:

- **HTAB does not provide direct client services**
- **HTAB supports labour market planning and partnership through our Trends, Opportunities and Priorities process and a range of annual community development activities designed to support workforce development in Hamilton.**
- **As a sample of our activities in 2006-07 we presented:**
 - **Face to Face, Hamilton's Job Fair**
 - **TECH 2006 – A career day for young women promoting trades & tech careers**
 - **Move on Up – A guide to careers in the goods movement sector in Hamilton**
 - **SMEs focus groups – to understand the human resource challenges of small- to medium-sized employers in Hamilton**
 - **Moving Forward – A report highlighting the employment barriers faced by at risk youth**

WHO CAN PARTICIPATE?

- **Services available support workforce development in Hamilton**

HOW TO ACCESS SERVICES?

- **Publications listed on our website, www.htab.ca, provide labour market information and job search resources**
- **Find out about services leading to employment at www.ips.iwin.ca**

BENEFITS TO CLIENTS:

Learn more about labour market issues and opportunities at www.htab.ca:

- **View our Trends Opportunities and Priorities (TOP) report, for the latest trends in Hamilton's labour market**
- **Check out career information available in our occupational guides for healthcare and transportation careers**
- **Understand Hamilton's labour market in "Where Hamilton Works"**
- **Learn about work-life balance**
- **Many other resources and reports**