

A Kit for Older Workers



**EMPLOYMENT
ONTARIO**

January 2009



On the Cover:

The maple leaf has long been a proud symbol of Canada while the maple tree itself represents balance, promise and practicality.¹ The wood of the maple is well known for its strength and durability. In light of this, we have chosen the image of a maple tree in autumn to represent the experience, strength and resilience of Northwestern Ontario's older workers.

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The views expressed in this document do not necessarily reflect those of Employment Ontario.

¹ Kathleen Karlsen, *The Deep-Rooted Symbolism of Trees*, December 2, 2008, <http://www.livingartsoriginals.com/infoforests.htm>.

ABOUT THE NORTH SUPERIOR TRAINING BOARD

The North Superior Training Board (NSTB) Mission Statement is:
"Connecting community partners to improve the quality of life in our communities through workforce development".

The Board's mandate is to:

- Engage communities in a locally-driven process to identify and respond to key labour market trends, opportunities and priorities (TOP);
- Facilitate a local (TOP) planning process that results in specific actions to address high priority labour market needs;
- Develop collaborative partnerships to address employment, economic and social challenges; and
- Organize activities that promote the importance of education, training and skills upgrading to youth, parents, employers, employed and unemployed workers, and the public in general.



North Superior Training Board Region

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The NSTB Board area is known as Local Area #24 and is made up of the entire Thunder Bay District as well as the areas west of White River, east of Ojibway Nation of Saugeen, and south of Webequie. It includes Nibinamik (Summer Beaver), Neskantaga (Landsdowne House) and Eabametoong (Fort Hope).

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STAND TALL - YOU'VE EARNED IT!

As a displaced or underemployed older worker, you may think that the world of job searching is not a very friendly place for your generation.

Think again.

Across Canada, employers are starting to realize what you have known for quite some time: that older workers can bring all kinds of skills, experience and positive attitudes to the workplace. As a result, more and more employers are actively looking for older workers to fill their labour force shortages or to expand the knowledge base of their workforce.

With mandatory retirement all but eliminated across Canada, people are choosing to work longer. It's a new era for older workers – one in which they are increasingly being sought after.

HOW TO USE THIS KIT

This kit has been developed with you, the Northwestern Ontario older worker in mind.

As you are well aware, the North Superior Training Board area has been undergoing a significant structural shift in its forestry sector. Once the key economic generator for the region, the forestry industry is experiencing restructuring, closures and severe direct employment loss. Many of the displaced employees are people like you: older workers who have been employed in this sector their entire working life.

This kit for older workers is designed to help you be successful in the job market. It will help you to:

- Think about your skills, knowledge and experience and how to translate them into success in your job search;
- Turn your age into an asset;
- Develop a great résumé and cover letter that will get your foot in the door of employers;
- Make the most of networking experiences; and
- Know where the community resources exist for displaced older workers.

A VALUABLE ASSET

Many studies show that older workers are an important asset in the workplace.²

Studies show that:

- Older workers are just as adaptable to changes in the workplace as other workers;
- Compared to younger workers, older workers are five times more likely to stay on the job;
- Older workers are more careful and have fewer accidents;
- Older workers make fewer mistakes than younger workers so they are actually more productive;
- Health care costs for older workers are about the same as those of younger workers and they have fewer dependants;
- Older workers are comfortable being supervised by younger workers;
- There is no connection between age and job performance;
- Curiosity and desire for information and knowledge do not decrease with age; and
- Older workers use more advanced skills and are more open to adopting new work methods.

TRADITIONALIST OR BOOMER?

All workers, no matter what their age, have had their values shaped by the era in which they grew up.

What generation of worker are you?

Webster's Collegiate Dictionary 10th Edition:

Generation: The average span of time between the birth of parents and that of their offspring.



Traditionalists, also called Matures or Silents, were born before 1945. This generation had its values shaped by the Depression and World War II.

- Traditionalists have a strong sense of duty, sacrifice, and loyalty toward companies and they don't understand those who don't share this attitude.
- Traditionalists aren't likely to rock the boat, break the rules, or disrespect authority.

² London Economic Development Corporation, *Experience Works: Steps in Workforce Planning*, 2006, <http://www.experienceworks.ca/pdf/workforceplanning.pdf>.

- Traditionalists would like to stay with their employers until they retire.
- Traditionalists believe that quality and attention to detail are more important than speed and "the bottom line."

Baby Boomers were born between 1946 and 1966. This was an era of dramatic change, with many participating in activities that challenged authority, giving them a sense of power. The term "workaholic" was coined for this generation.

- Baby Boomers are known for their very strong work ethic.
- Boomers value personal growth, individuality and equality of the sexes.
- Boomers are leaders.

A well-rounded workforce will include all generations of workers and will recognize the unique contribution that Traditionalists and Boomers can bring to the workplace.

IT'S NOT JUST A NUMBER – IT'S AN ADVANTAGE

If you think you're too old for the job, chances are the person interviewing you will think so too. Success starts with recognizing that your age is an advantage and that what you have learned over the years counts for a lot. Employers can no longer directly or indirectly ask about your age but how you present yourself says a great deal. Here are some tips for avoiding negative perceptions about your age:

1. *Update your appearance.* If your clothing and hairstyle aren't current, many employers will assume your skills are also out of date. If you haven't worked recently, you'll find offices more casual than they used to be. In most industries, the days of the power suit are long past.

"You don't have to be a fashion plate or spend a lot of money: a pair of khakis and a couple of shirts from Gap can cost less than \$100 and will ensure that employers aren't distracted by wondering whether you're too 'old-fashioned' for their company," says Sarah Welstead, of *Retired Worker*, a website for retired people who want to work on a part-time or contract basis. "And don't forget to stay in shape!"

2. *Be patient.* While finding a job can be hard work at any age, older workers need to be even more patient and diligent.
3. Be confident – but not too much. *Don't be shy about a little self-promotion. Tell employers what your strengths are and how they will benefit by hiring you. Remember, however, that while confidence is key, cockiness can work against you.*

4. *Flash the BlackBerry™*. Older workers often get a bad rap for their unwillingness or inability to adapt to change – particularly when it comes to technology. While you don't need to be a computer genius, most employers expect you to feel comfortable with a computer and accessing the internet.

If you're a computer novice, and if you don't have one at home, you could benefit from a visit to your local library. Most have computers with free internet access as well as a library staff to help you get started. Another option would be to improve your skills by taking a course. Mastering such software programs as Excel and PowerPoint could be a real plus.

5. *Network, network, network*. Many job leads come from friends, family or colleagues. In addition to your personal network (and, of course, the Classified section of the newspaper), find job opportunities on employment websites, job boards, corporate websites, temporary agencies, networking and job clubs, career fairs and headhunters. The more avenues you pursue, the better your chances of finding the right job.
6. *Focus on experience, not age*. Fight negative age stereotypes by focusing on your knowledge and real-world experience. Take pride in your achievements, maturity, and wisdom. When it comes to updating your résumé, some experts advise focusing on the most relevant experience of the past 10 to 20 years and when listing university or college degrees, leaving off the year of graduation.
7. *Consider a career change*. Many older people find meaningful work consulting for businesses (particularly small businesses) in their area of expertise. Others may decide to start their own small business.

FACT: In Ontario, the law to eliminate mandatory retirement took effect Dec. 12, 2006.



YOUR SPECIAL SKILLS

As an older worker, you have lots of skills that employers are looking for.

While training can teach the "hard" (technical) skills, it is much harder to teach the soft skills such as communications and adaptability.

The Conference Board of Canada has compiled a list of traits and abilities that are desired universally in workplaces, regardless of position and function. This list can be your benchmark to understand the skills you have and those you need. The following list of skills is adapted from the Conference Board's Employability Skills 2000+.

Based on the lists, determine what skills you would rank very high in and which therefore, are highly marketable skills. Also look at the skills you may need to work on.

(Note: the following two questionnaires are reproduced courtesy of the London Economic Development Corporation – www.experienceworks.ca).

Fundamental Skills	Examples	Your Skills & Examples
Communicate	Read and understand information. Write and speak so others pay attention.	
Manage Information	Locate, gather and organize information. Analyze and apply knowledge and skills.	
Use Numbers	Observe and record data. Make estimates and verify data – develop budgets.	
Think and Solve Problems	Assess situations and identify problems. Be innovative in exploring solutions.	
Personal Management Skills		
Demonstrate positive attitudes	Deal with people, problems and situations and behaviours with honesty, integrity and personal ethics.	
Be Responsive	Set goals and priorities. Plan and manage time, money and other resources to achieve goals.	
Be Adaptable	Be innovative and resourceful. Learn from mistakes and accept feedback.	
Learn Continuously	Identify and access learning sources and opportunities. Assess personal strengths and areas for development.	
Work Safely	Be aware of personal and group health and safety practices and procedures.	
Teamwork Skills	Work with others. Ensure that a team's purpose and objectives are clear. Recognize and respect people's diversity, individual differences and perspectives.	
Participate in Projects and Tasks	Plan, design or carry out a project or task from start to finish with well defined objectives and outcomes. Work to agreed quality standards and specifications.	

ASSESSING YOUR SKILLS

The skills you have learned through years of work and life experiences are valuable to employers. Take time to take stock of your skills before you start the job search process. Most skills fall into the following three areas. If you are having difficulty in identifying your skills, ask someone who knows you well to help you by developing a list of things you do well. You will no doubt find that friends and family will identify skills you don't recognize in yourself or you take for granted.

Knowledge Skills

Skills you have learned in school or by experience:

I know _____

Personal Skills

Skills that help you work and cooperate with other people. They are part of your personality:

I am _____

Experience Skills

Skills that come from tasks or responsibilities that you have carried out. They can be transferred from job to job:

I can _____

(adapted from American Association of Retired Persons' website www.aarp.org/)

Having many years of experience to draw on can result in a long list of skills. When you are preparing your résumé and cover letter focus on:

- Your strongest skills;
- The skills you want to use on the job; and
- The ones that are most closely tied to the job for which you are applying.

WRITING A WINNING RÉSUMÉ

As noted earlier, your résumé and covering letter should focus on your strongest skills and the ones that are most closely tied to the job you want. While it's also tempting to "tell them everything" both of these documents ideally need to be short, concise, clear and compelling. Focus on what you have achieved – your proudest moments. You probably have achieved a lot more than many younger workers, so talk about those accomplishments to set yourself apart from the rest. Tell them, as well, what you have learned lately to show that you are always looking for new information.

What should you **not** include?

Your age, for starters. No employer is allowed to ask you your age and you should not feel that you need to reveal it either in your resume or your interview.

Stay away from dates as well. Just indicate how long you worked for a company, not when. Some recommend that you just include details of your last 15 years of employment. Don't say when you went to school, either—it's not relevant.

Remember, too, this is not your autobiography. Don't include everything – just what's relevant and most current.

Some additional tips:

Think About What the Employer Wants

- What can you tell the employer about yourself and your experiences that will make him/her recognize that you can fulfill his requirements?

Make Your Résumé Easy to Read

- Make use of summaries and bullet points
- Use clear language

Covering Letter

- Always include a personalized covering letter
- "Sell yourself" in the opening paragraph
- Communicate excitement about the job and your willingness to learn and change
- Tell them what's special about you

At the age of 57 years and 363 days, Brian Stimson set off on a new career path—a move that would prove to be one of the best decisions of his life.

Stimson started his career in the mining sector and stayed until the open pit operation he was employed at closed. Assured that forestry was then "the way to go," he made the move into that sector, remaining for 27 years until the business he was working at went into receivership.

Reluctant to leave his home in Atikokan to work elsewhere, Stimson began volunteering at the local Action Centre and it was there that he heard about how many people who had taken the four-week common core course in Sudbury had found good jobs.

That was enough of a motivator for Stimson. He graduated in August, 2008 and not long after was hired as a stationary backhoe operator at Goldcorp Canada's Musselwhite Mine on the shore of Lake Opapimiskan, 480 kilometres by air north of Thunder Bay. Goldcorp is, says Stimson, an outstanding employer.

"The food is unreal, the work is great and the recreation facilities are amazing," he says.

He works for two weeks and then goes home to Atikokan for another two, an arrangement he says he and his wife are starting to adjust to.

His advice for people his age who become unemployed?

"Don't give up. If there's anything good that comes out of a bad situation like losing a job it's that you get a chance to further your education. For the longest time I wondered who would hire me at my age but it worked out great for me."



Brian Stimson with grandson Kaleb

ACING THE INTERVIEW

Top Nine Tough Interview Questions for Experienced Workers³

Regardless of your age, interviewing for a job is often challenging. Even mid-career and older workers who have had considerable experience interviewing employees, describe their own encounters as an applicant as "stressful and tedious." But if you have prepared and practiced responding to possible tough questions, the interview process can be easier and more effective. Here are some tough interview questions that experienced workers often encounter - with several appropriate responses to each.

1. Tell me about yourself.

Lots of interview preparation is the best solution here. Know as much as you can about the job and the employer. Focus your responses on the match between your experience and what the employer needs. Resist the temptation to talk about experiences or traits unrelated to the specific job you're applying for.

2. How old are you?

Interviewers are not allowed to ask you this question. If the interviewer asks this question and does not hire you, he/she needs to prove that you were not selected because you lacked the qualifications and not because of your age.

If you really want this position and feel that the interviewer has no discriminatory intentions, do not react negatively to this question. You might say in a positive tone, "I have good experience that I believe will benefit this company." Then, stress your skills and how you can get the job done. Mention your past success in working with people of all ages.

3. You appear to be overqualified for this position. Won't you get bored?

Explain why you want this job. Show why you want to work for this company. You can de-emphasize the length of your experience, or the higher level of your previous job. Stress the specific skills you have for this job. You can also prepare a brief sentence to explain why you want this level of responsibility now.

Possible answers: "You are an excellent company. You deserve excellence in employees."

"Experience is at a great premium today." "There is a greater return on your money if I hit the ground running. Less training time."

4. Will you be comfortable working for someone younger?

Some employers may be concerned that mid-life and older workers will be reluctant to accept younger people as managers and bosses. Age should not be a determining factor in leadership; both younger and older people are capable of leading and managing.

One response that can be very effective for dispelling this concern is: "When I get to the point where I can't learn from someone younger or older than I will stop working."

³ London Economic Development Corporation, *Experience Works: Top Ten Interview Questions for Experienced Workers*, 2006, <http://www.experienceworks.ca/pdf/interviewquestions.pdf>.

Realize that your age and life experience are benefits, not handicaps. Emphasize that you will be a responsible, mature and dedicated employee with a fully developed set of skills.

5. You haven't worked for a long time. Are you sure you can handle this job?

If you have gaps in your employment due to family responsibilities, an effective response might be, "I was out of the job market for a period of time raising my family. I gained valuable experience. The budgeting, organizing and planning I did as a homemaker are skills I can use on the job."

Additionally, if you have gained experience through volunteer activities, this would be an appropriate time to highlight such exposure. Memorize one phrase or short sentence to explain your situation. Then emphasize the experience you've gained.

6. We don't have many employees here who are your age. Would that bother you?

Although law bars employers from considering a candidate's age in making any employment decision, it is possible you will be asked age related questions in an interview, perhaps out of the interviewer's ignorance or perhaps to test your response. Say something like, "I think workplace benefits when people of all ages contribute." Emphasize that you are still eager to learn and to improve, and it doesn't matter who helps you. The age of the people you work with is irrelevant. Be sure that you know your rights.

7. This company is on the fast track. Do you think that you can keep up?

"I have stayed on top of the industry and am computer literate." Consider hitting this question head-on by stating politely that you have not noticed any slowdown or stagnancy in attitude or energy. Again reinforce skills, classes/courses and upgrades you have had. You may need to mention this several times to overcome their doubt. It's also a good idea to present an up-to-date appearance. Eyeglasses, clothes, or a haircut may need refreshing. Describe your technology skills. Express your willingness to learn and to take on new projects.

8. Have you done this work before? I don't see this job on your résumé.

This can be a good place in the interview to ask which skills are most important for the job. Then, link your experiences to those skills, even if you've never done exactly this job before. Give specific examples of what you have done. Show how your past successes relate to this job. Don't apologize for having been unemployed, retired, a homemaker, or a volunteer. Speak positively about your experience. Use eye contact. "I have accessed your website and have read all about your company." Then, draw some analogy to a previous area of expertise, and relate it to their company.

9. What are your salary requirements?

Try to postpone responding to this question until a job offer has been made. If asked, provide a salary range that you have found during your job research; by talking to people who work in the same field, reviewing industry journals and Internet sites. If you don't have the range and the interviewer asks this question, ask the interviewer, "What salary range are you working with?" Chances are 50/50 that the interviewer will tell you. If he or she continues to press for an answer, say something like, "Although I am not sure what you are offering for this particular job, people who do this sort of job generally make between \$___ and \$___."

David Farrell, 57, is a person who has come full circle in adjusting to the knowledge economy from working in big business as a Quality Assurance Coordinator at Bowater Canadian Forest Products to managing his own businesses to returning to the education sector.

Farrell chose to leave his position at Bowater at the end of 2006 with a deferred pension after 30 years with the company.

"I saw the situation in the forestry sector as an opportunity rather than a threat. I could follow my dreams and at the same time allow a younger employee to keep a job, so I decided to go for it," he said.

Taking six courses and working part-time at the university certainly posed challenges but he earned his degree with a First Class Standing.

He is currently a Career Services Officer for the Office of Career and Co-operative Education Services and doing community outreach for the Office of Continuing Education and Distributed Learning at Lakehead University where he gets to share his experiences and expertise with others. He is also a successful consultant, advising on a range of business issues. A huge supporter of his community, Farrell also serves on an impressive number of committees.

Farrell's advice? "Employability is about being able to demonstrate lifelong learning. Success is earned. Keep the faith."



Dave Farrell

LOCAL AND REGIONAL RESOURCES FOR OLDER WORKERS

It's a good idea to become familiar with organizations that are helping older workers find jobs and access training. Remember that not all of these organizations will be able to assist you – in that case, be sure to ask, "Where else should I go to find the kind of help I need?"

Communications, Energy and Paperworkers Labour Action Centres

Thunder Bay and Red Rock

Thunder Bay Main Office
1224 Amber Drive
(807) 344-4889
www.ceplac.ca

Red Rock Office
39 Brompton Road
(807) 886-2766

Operating in Thunder Bay and Red Rock, the Centres offer a broad range of individualized products and services to all affected workers and their families. They plan, develop, and deliver quality labour adjustment services that will help affected workers and their families during their transitional periods. Operating as mini-employment centres, the Action Centres help their clients make informed decisions about their future—whether it may involve finding work, returning to school for temporary training or a formal education, starting a business or retiring. Staffed with trained personnel and volunteers from affected mills and the communities, and equipped with comprehensive resource libraries, the Centres are prepared to deal with the myriad of issues workers face when they become displaced. The Centres serve all displaced forest-sector workers - including members of CEP, IUOE, IBEW, COPE, and management staff - laid off from saw mills and pulp and paper mills operating within a 100 km radius of Thunder Bay in which CEP has a dominant presence and with which it is affiliated, along with their immediate families.

Confederation College

Negahneewin College of Academic & Community Development

Personal Career Development Program, Literacy & Basic Skills

c/o Shuniah Building
Confederation College

Thunder Bay
Office: (807) 473-6418

Appointments for Placement Testing Info: (807) 473-3723
<http://www.confederationc.on.ca/lbs/pcd.asp>

Literacy and Basic Skills (LBS): Provides literacy, numeracy and essential skills that help individuals achieve goals related to further education or training, employment or education. Offers support in clarifying upgrading goals and developing a training plan to achieve them.

Provides academic upgrading services that help individuals develop the necessary skills for entry into college-based post-secondary education and training programs such as apprenticeship, and meets university entrance requirements for most programs at Lakehead University.

Academic Career Entrance (ACE): Grade XII Equivalent program. It is accepted as Grade XII equivalent by the Apprenticeship Branch. It is the level of programming accepted by colleges for admission to college-level post secondary programs. Students desiring an ACE Credential Certificate must complete clearly defined criteria. Students not requiring the credential may continue to take only those courses or portions of courses required for admission to their chosen post secondary program.

Personal Career Development (PCD): A 12-wk certificate course that assists people with personal development (assertive communication, goal setting, decision making, etc.), career planning and academic skills. Students also complete a 2-wk work orientation in an area of interest. Upon completion, students will receive their completion certificate, have completed a career map and will have made connections with the next step of their personal plan. This may include continuing with academic upgrading, applying to further education or skills training or employment.

Job Connect

Shuniah Building – Confederation College

1450 Nakina Drive

(807) 473-3829

<http://www.confederationc.on.ca/jobconnect/jcthunderbay/>

While its primary target is youth, the number of older adults accessing the services of Job Connect is increasing due to the difficult economic conditions in the region.

The Job Connect Program has three services:

The Information and Resource Service (IRS) provides information on careers and occupations, the local labour market, training opportunities and job search strategies. This service includes access to our Community Employment Resource Centre open Monday to Friday 8:30am - 4:30pm.

The Employment Planning and Preparation (EPP) helps people to clarify their employment needs, establish short and long term goals, develop an action plan and search for a job.

The Job Development Placement Supports (JDPS) helps people develop their skills and gain experience through supports such as job trials, volunteer placements, job shadows, subsidized on-the-job training opportunities or direct employment placements.

Job Connect offers services in Thunder Bay, Dryden, Geraldton, Marathon and remote Northern Communities.

Lakehead Adult Education Centre

125 Lillie Street South
(807) 625-5145
<http://www.lakeheadschoools.ca/adult/>

One of the services provided by Lakehead Adult Education is access to their co-op program. Doing hands-on work in a field outside of their previous work experience has proved most valuable for displaced older workers. The ability to actually try something different to know if they'd wish to pursue the education or training needed to do this is of great value. Lakehead Adult Education can provide placements in a wide variety of settings - and often can access places not used by high schools because they are working with mature students. The credits earned through co-op can go towards a diploma or just be considered experience gained. The centre is also looking at accessing the dual credit opportunity that their board has with the College in specific areas of study (one being culinary).

They also provide the opportunity to achieve the Grade 12 diploma in a flexible manner with support from qualified teachers. And with their Prior Learning Assessment and Recognition (PLAR) process, even adults with few credits (or none) can be moved ahead fairly quickly - particularly older workers as they have a wide range of life experience and training.

Lakehead Employment Services

280 Park Avenue
Thunder Bay

This agency provides career/employment counseling services to clients aged 31-65 currently on employment insurance benefits or within the last three years or on maternity/paternity benefits within the last five years and currently re-entering the work force. Services include:

- Job search strategies and support
- Information on training opportunities and options
- On-site resources including internet access to listings of all jobs available in Thunder Bay, free workshops for "maturity works" to assist in all job search needs
- Career planning assistance
- Second Career program of support to laid off unemployed workers who require long term training for employment in high skill, high demand occupations

Nipigon Labour Adjustment Centre

16 Front Street
Nipigon
(807) 887-3995
http://www.nipigon.net/content/Nipigon_Labour_Adjustment_Centre/

The centre is staffed by displaced workers who provide information to other workers who have recently lost their jobs on what their options are. Staff members are trained to provide emotional support along with advice to workers regarding the resources that are available to them.

Ontario Works

City of Thunder Bay

34 North Cumberland Street, 4th Floor, Thunder Bay

Phone: (807) 766-2100 or Toll Free: 1-877-281-2958

Municipality of Greenstone (includes Beardmore, Longlac and Nakina)

1000 Main Street, Geraldton

Phone: (807) 854-2511

Township of Manitouwadge (includes Marathon)

1 Mississauga Road, Manitouwadge

Phone: (807) 826-4809 or Toll Free 1-866-736-0857

Township of Schreiber (includes Nipigon and Terrace Bay)

308 Walker Lake Road , Schreiber

Phone: (807) 824-1369 or Toll Free 1-888-393-8953

<http://www.tbdssab.on.ca>

Ontario Works (under the Thunder Bay District Social Services Administration Board - TBDSSAB) offers employment support programs for workers of all ages, including older workers. These programs include:

Community Placement Program

This program matches a participant's skills and employment goals with a community agency or organization. Participants placed in agencies are able to gain valuable work experience through on-the-job training. Financial support is available for transportation, child care, placement-related training and special clothing or equipment.

TBDSSAB has partnered with approximately 80 non-profit and public organizations through formal community placements annually. The majority of participants self-initiate their placements, finding their own volunteer work with non-profit, public, or charitable organizations.

Enhanced Employment Placement Program

The Enhanced Employment Placement Program helps job-ready participants find paid employment by off-setting employer hiring and training costs with a wage/training subsidy. Financial support is available for transportation, child care, and other employment expenses to assist in the job search process and maintain employment secured through this program. TBDSSAB has entered into a formal employment placement agreement with a community agency that assists participants to find jobs with employers in the community.

Scandcorp Employment Resource Centre

Telephone: (807) 683-1760

A growing number of Scandcorp's clients are older workers—approximately 60 percent-65 percent of its total client base. Scandcorp is a free self-help employment resource centre providing access to computers, printers, faxes, résumé help, internet job searching, labour market information, skill assessment tools, needs determination and referrals.

Superior Connections

http://www.superiorconnections.ca/index_files/Page351.htm

Superior Connections assists eligible unemployed individuals in obtaining long-term sustainable employment by providing an employment referral service, job development services and a wage subsidy. Grant Thornton LLP is the community coordinator for Superior Connections. Program services are provided for clients in the Thunder Bay, North Shore and Greenstone labour markets.

Prospective employees must be unemployed or underemployed, working fewer than 20 hours per week. They must be currently receiving Employment Insurance benefits or have been in receipt of Employment Insurance benefits within the last three years (or within the last five years for maternity or parental leaves).

The prospective employee must not be an immediate family member of the potential employer and the employee cannot have previously worked for the employer.

All potential employees must have established a Return to Work Action Plan with an authorized employment counseling agency prior to commencing employment. A current résumé is also required.

Superior Training and Employment Program (STEP) - Nipigon

<http://www.yesjobsnow.com/stepnipigon.htm>

STEP provides job search and workshop information and offers a range of online resources. Job seekers are welcome to make use of STEP's computer terminals located in Dorion, Lake Helen and Nipigon.

YES Employment Services

The YES Resource Areas Services are open to job seekers of all ages.

<http://www.yesjobsnow.com/jobsearch.htm>

The YES Job Search Skills Workshop is designed for individuals who are re-entering the workforce and has an impressive success rate. 70 percent of individuals find employment after completing the workshop. Job Seekers can be referred to the workshop by their YES Employment Counsellor or from their Lakehead Employment Services Employment Counsellor. To get started with an Employment Counsellor, job seekers will need a referral from Scandcorp Employment Resource Centre. Go to:

<http://www.yellowpages.ca/bus/Ontario/Thunder-Bay/Scandcorp-Employment-Resource-Centre/4132212.html?adid=14266399ac>

A link to more information about the Job Search Skills Workshop can be found here:

<http://www.yesjobsnow.com/jssw.htm>

All job seekers can also participate in YES Workshops. For a full list of these workshops and a link to this month's workshop calendar, go to:

<http://www.yesjobsnow.com/workshops.htm>

Information about Employment Ontario's "Second Career" can be accessed here:

<http://www.edu.gov.on.ca/eng/tcu/secondcareer/whatitis.html>

Job seekers over 30 are referred to a counsellor at Lakehead Employment Services.

More Resources:

Human Resources and Skills Development Canada

<http://www.hrsdc.gc.ca/>

Service Canada – Training, Career and Worker Information

<http://www.jobsetc.ca/eng/>

Some Final Words

We hope that this resource kit has been helpful to you as you work towards achieving your employment goals. Here are some final tips to help you stay motivated and on track:⁴

- Understand and focus on yourself, your skills, strengths and accomplishments;
- Stay up to date and be open to new ideas and opportunities;
- Remember that your age is an asset;
- Follow up on every lead and thank everyone who helps you;
- Read about others who have gone through similar situations and succeeded;
- Seek the help you need – whether from friends and family, other older workers, support providers, job search groups or training/education institutions; and
- Be confident and remain optimistic.

Good luck!

⁴ London Economic Development Corporation, *Experience Works: Staying Motivated*, 2006.
http://www.experienceworks.ca/ind_newbeginnings/stayingmotivated/.



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