

Osborne Village Resource Centre Winter Newsletter 2007

107 Osborne Street, Winnipeg, MB R3L 1Y4 (204) 989-6503
View our services online at www.ovrc.ca



Coordinator's Comments

APRIL 2006 - JANUARY 1, 2007 STATS

Osborne Village Resource has been a busy place in the past 9 months of our 2006-2007 fiscal year. Although the number of visits to our Centre was slightly down from last year, we found that our Directed Clients who were seeing OVRC staff for résumés and Career Counselling was actually much higher than last year at this time.

1,682 new people were registered to the Centre with **7,905 people visiting the Centre** for our various services.

Of those who visited OVRC, **1,301 Directed** people had appointments with our program staff. To date, our staff have produced **784 résumés** for people and our **Career Counsellor has seen 345 people.**

Our Database Administrator reported that **241 people** that he contacted had **found employment** after using the services of Osborne Village Resource Centre.

It is projected that OVRC will see approximately **2,243 new registrants** and **10,645 visits** to the site by March 31, 2007 (12 months). This could be a conservative estimate as we already had about **35 new registrants to the Centre in the first 4 days of January 2007.**

OVRC ended 2006 with our Annual Community Christmas Party. This was a great success and lent us an opportunity to thank Mr. Tim Sale, Constituency MP for Fort Rouge for his many years of support and generosity to Osborne Village Resource Centre.



The Clients and Staff say "Thank-You" to Tim Sale at our Annual Community Christmas Party December 7, 2006.

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Comments, questions about our services?
Want a couple of copies of the newsletter?
Contact Anne-Marie Synnott-Doyle, Newsletter Editor at (204) 989-6503, or annsyn@wtc.mb.ca.

Ask The Career Counsellor

How do I know what I should wear to an interview?

The first impression you make to an employer is an important one. That is why it is very important to dress professionally and appropriately ... even if the work environment is casual.

Rule of Thumb: Dress for the job, only a tiny bit better.

When in doubt, dress on the conservative side. Try on everything a few days before the interview to make sure everything fits and looks great. Get someone else's opinion. Have your clothes cleaned, pressed and ready-to-go the night before.

Pay attention to small details: clean, trimmed fingernails, professional haircuts; avoid flashy jewellery (keep it simple). Be aware that many offices now have a "scent-free policy".

Be comfortable in your clothes! This helps you be confident and successful!

What Is The OVRC?

We are a pre-employment centre whose mission is to assist people with the skills and tools to obtain employment, (but we don't do placement.)

No Fee Services Include:

- By Appointment: Career Counselling, Resume and Cover Letter Development
- By Registration: Employability Skill Workshops- Interview Skills, Career Planning, and other presentations
- Drop-In/Booked Computers: Two hours a day on a computer for work search purposes, One hour for personal purposes
- Local faxing for work search purposes
- Voice Mail Boxes for employment purposes
- Resource Library: Employment and education training program opportunities, mood disorder referral information
- Printing of resumes, references, cover letters, job ads
- Photocopying of your resumes and cover letters
- Public access phone for local work search calls



Cartoon By Margaret Law-OVRC's Centre Coordinator

Of Apples and ARPANet

By Betty Punkert:
OVRC Volunteer, Computer Diva

It is a common misconception that the Internet and the World Wide Web are the same thing.

In reality, the Internet can be compared to a fruit basket, of which the World Wide Web is only a part of the contents, say, an apple. The Internet is the name for a worldwide collection of networked computers and servers that share information. The basket, in this case, is a group of software protocols (rules), hardware, and various technical standards that make it possible for your computer in Winnipeg to talk to a computer in Beijing.

Growing out of the US military computer network (ARPANet), a collection of discussion forums (now known collectively as Usenet or Newsnet), and the technology that universities used to share large files and do research, the seeds of the Internet were around as early as the 1970s.



What we would now recognize as the Internet (the graphical interface called the World Wide Web, or simply 'the Web') didn't really come into usage until the early to mid 1990s. Prior to that, communication via computer for personal use was mostly through bulletin board services (or BBSes), one-to-one dial up connections with a central server computer which was often linked to games (like Legend of the Red Dragon) and moderated special interest group networks such as FIDONet.

The parts of the Internet can be grouped into three major areas:

- **Access to information**
- **Communications**
- **Entertainment**

Access to information: the Web, mostly navigated through special pages like search engines (Google, Magellan) or information clearinghouses (Wikipedia, About.Com). The Web and its protocols (<http://>, <https://>) are the glue that holds the Internet together. Almost every other part of the Internet can be accessed via the Web.

Other ways to retrieve information or knowledge include services such as Telnet (logging remotely into a server and directly accessing its drives and/or programs), File Transfer Protocol (downloading software or files from a dedicated server), and peer-to-peer file sharing (making files available on a distributed network without having a dedicated server).

Communications: we have a wide variety of tools and services, the most common of which is electronic mail (e-mail). E-mail comes in two formats, Web-based and Internet Service Provider (ISP) based, and both have advantages and disadvantages.

Other communications tools on the Internet include Internet Relay Chat (IRC), Web-based chat rooms (including audio and video chat), Instant Messaging (ICQ, MSN, AIM, Yahoo), blogs or on-line diaries (Blogger, Yahoo 360, LiveJournal), message boards and forums (FIDONet, CompuServe Forums), e-mail list management groups (Yahoo Groups, Google Groups), networking services (Ryze, Friendster), and Internet Newsgroups (Usenet/Newsnet). Also under this heading would fall some of the newer services like Voice Over Internet Protocol (VoIP), the technology which powers services like Vonage, Skype, and Shaw Digital Phone.

Entertainment: Almost everything else is here. Services like Napster, Live365 and iTunes provide music access, services like Battle.Net provide access to on-line video gaming, and services like the Gutenberg Archive provide access to reading material.

Most of this entertainment side of the Internet is accessed through the Web, but some of it (such as Battle.Net) requires appropriate software. Many entertainment sites require membership or monthly fees, so read carefully before signing up.

Welcome to the Internet! Happy exploring.

Volunteer Value

*By Anne-Marie Synnott
Volunteer Coordinator/Computer Instructor
Osborne Village Resource Centre*

On The 18th of November this year, the Honourable Anita Neville, Member of Parliament, honoured two of Osborne Village Resource Centre's volunteers, Betty Punkert and Susan Reynolds for their dedication and commitment.

After singing the Canadian National Anthem, and enjoying the opening remarks of the Hon. Anita Neville (P.C., MR.), a group of about 100 people honoured 13 individuals as well as the Osborne Biz for their contributions to improving Winnipeg, Manitoba in volunteer endeavours.

While in attendance at the awards ceremony, Anita commented that over 150 agencies had been notified of the nomination forms, and that there were hundreds of nominees from which they chose the most exceptional recipients.



Betty Punkert, Hon. Anita Neville, and Susan Reynolds

The Glory That Is Our Betty

Betty is our Monday or Tuesday nights Volunteer Assistant Instructor. Every class Betty rushes straight from work into the Village, (wrestling with traffic, terrible weather and parking issues,) to our Centre so that she can contribute to her community. Betty ensures that all of the clients are well supported in multiple capacities. General support not directly related to her duties may include making coffee, providing basic info about OVRC and its services, tidying the staff room, or providing consultation help outside of class about general computer issues which may not be

covered. Betty also works hands-on with students helping them to understand basic skills such as mouse handling, navigating the keyboard, and diffusing frustration all with a smile and an example.

Betty has volunteered with us for three years. Since last year alone Betty has directly helped over 120 clients to improve their personal computer skills in a consistently patient and understanding teaching style, as an assistant instructor. She has organized class plans, made presentations, spent time with clients, and has taken on many other responsibilities. She has also served as a consultant for clients whose needs go beyond the scope of our curriculum, acting as a volunteer for topics which are computer focused. Additionally, Betty can be seen offering a ride home to clients of our centre who would not be able to attend without a little help, or walking people to their cars or buses so that they get home safely. She also contributes regularly to our newsletter, in fact she wrote the Internet article located within these pages.

Besides putting her energy into the obvious leadership role of Assistant Computer Instructor, Betty has demonstrated the positive attitude of volunteerism within Winnipeg in other ways as well.

She has donated her time and skills to her community in positions such as:

- Winnipeg Harvest/Ness Baptist Church Food Harvest, Volunteer Aide
- North End Women's Centre/Soul Medicine Drumming CD Project
- Winnipeg Human Society, Dog Groomer/Walker
- Winnipeg Family Kite Festival, Hospitality/Media Relations tent on-site of event
- Journey's Education Centre, Volunteer tutor-English, Math, Science, Computers
- Red River College, SafeWalk Student Escort Member, Women's Committee-Media Relations Officer
- The University of Winnipeg, CKUW- On air personality/record library catalogue management, UWSA- SafeWalk Student Escort Coordinator
- St. John's High School, Performing Arts after-school group, Yearbook Committee, Graduation Committee, Valedictorian





Hon Anita Neville salutes
Susan Reynolds volunteering endeavours

The Splendour of Susan

Every Tuesday, about one p.m. Susan volunteers at the Centre, going through a large list of job banks on the Internet and printing all of the jobs that are suitable for our clients. This involves a detail oriented method of scrutinizing each job, selecting the relevant data, formatting it appropriately if required, printing it, and cataloguing it in a readable/user friendly way. Attached to these duties are a few other tasks such as fixing broken printers, loading them with paper and ink; all in a very busy and crowded office environment of about 20 computers. In addition, Susan can be seen time and again helping our clients along the way in other duties such as teaching a newly unemployed and scared client to fax/photocopy in order to pursue work more effectively, or answering an assortment of questions with accurate information or other resources.

The outcome of her efforts has a significant correlation to the success of our community. Each year we have over 10,000 clients who come through our door in the pursuit of employment. Susan's job list catalogues enable those who cannot use a computer to stay in the loop of employment needs for both government and private environments. Some weeks she'll research as many as 8,000 jobs for our clients to peruse, all of which demonstrates her willingness to help others.

In performing these tasks, Susan is constantly pursuing the evolution of her role. She recognizes when a specific part of her function is becoming obsolete, or problematic and she offers possible solutions in a pro-active and timely manner. She acts as a consultant when questioned about specific issues, such as alternatives to a standard mousing tool. She is one of the best examples of a Manitoban helping her community through her volunteer efforts.

Susan consistently contributes to the quality of life in Manitoba as well as creating a sense of community in her neighbourhood. Through leadership, initiative and determination Susan makes a consistent contribution to the community, through her computer skills and perseverance at our community based resource centre. Each week that she attends, (and she does pay for travel out of her own pocketbook, despite rain, sleet snow or blistering heat,) Susan directly contributes to the success of our community by enabling persons who are not computer literate to find work. In addition, she performs these duties with a vigour unhampered by any obstacles she may have to overcome, which would have caused a lesser person to abandon the volunteer role.

My utmost appreciation goes out to both of them. They are my hero's, my friends and I'm proud to say...MY VOLUNTEERS!



"Value your volunteers?...Take them to Timmy's!"

Don't Imagine Success... Be a Success with DASCH Inc.

By: Clif Donaldson, Human Resources Consultant

Imagine beginning your career as a Residential Support Worker. You feel you contribute to the community and the individuals in a meaningful way. You gain new skills and develop an appreciation for the people you support as well as your co-workers. After a while, you decided you can contribute more and progress on to an Assistant Manager, and then to a Manager position. You know that if you begin to feel you need still more of a challenge, you know the opportunity for more growth is there. There are countless stories of our employees succeeding within our organization.

One such story is that of a courageous woman in our first DASCH home in 1974. She started with a few clients. This employee moved from working in that home, to managing a home, and then into coordinating several homes. This employee has continued to advocate for clients and ensure that our clients have an unsurpassed quality of life. As our Director of Services, she continues to advocate for our clients and the organization in her everyday work.

DASCH Inc. (Direct Action in Support of Community Homes) is a non-profit organization supporting adults and youth with developmental disabilities in a community home setting. Our mission is to provide meaningful residential, vocational and leisure programs within the community to persons with developmental disabilities by addressing their individual physical, emotional, social and education needs.

As an organization, we are always helping our clients succeed. To ensure that success, DASCH Inc. offers extensive training and education programs designed to help our employee's achieve their goals. We offer a variety of courses and training opportunities such as: First Aid, Non-Violent Crisis Intervention, Sign Language, and Nutritional Courses. There are also other training and educational options available to you as an employee of our organization. A comprehensive benefits package recognizes that an employee has personal and family needs as well.

As an organization, DASCH is searching for employees wanting to pursue a career helping others to live their lives to the fullest. For more information, visit our website, www.dasch.mb.ca, or call us at 204-987-7296.

DASCH

Providing Services and Support to Individuals with Developmental Disabilities



A Trucker's Tale

Poetry by Daniel B. Absurd,
Client of Osborne Village Resource Centre



I'm a truck driver
In my rig,
Look way up
I'm so big.

13 gears up or down.
Using them all
Gets me out of town.

Hear my air horn,
Get outta my way,
Movin' 18 wheels
No time to Play.

I'm a driver baby, look at me
So many places
I can be.

Drivin's fun, what a bash,
Turnin' those miles into cash.

Got The Stuff Employers Want?

A Multiple-Choice Quiz For Job Seekers

So you're off to find some gainful employment... Where do you start?
Do you know what employers are looking for in candidates?
Do you know how to demonstrate the attributes and elements that they feel are important?
What's key in a cover letter, résumé or interview?
What do they want?

Osborne Village Resource Centre was interested in the hiring practices of some local employers. We wanted to know what key elements were valued in résumés, cover letters and interviews. **We sent out 40 surveys to various employers in the city, and so far, have received 23 written responses.** Although the survey is ongoing, we offer some preliminary information for your consideration. Keep watching future newsletters to see other questions that will be answered by local Winnipeg employers. Each time we print findings, we will keep you posted on sample size and changes in trends.

To use this information best, please respond to the following multiple-choice questions. Circle one response for each question, and then compare your answers to the information on the next page.

1) How much time does a résumé get for initial screening and review?

- A) Less than a minute B) 1 to 5 Minutes C) 6 to 10 Minutes D) 10-15 Minutes
-

2) How often do employers accommodate "Cold Calls"?

- A) Frequently B) Occasionally C) Rarely D) Never
-

3) How are "Unsolicited Résumés" usually handled?

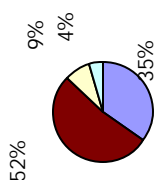
- A) Held In A Retrieval System B) Send A Rejection Letter C) Do Not Respond D) Other
-

4) What percent of the "Unsolicited Résumés" that you receive result in an interview?

- A) 1-10% B) 11-25% C) 25-50% D) 51-75% E) 76-100%
-

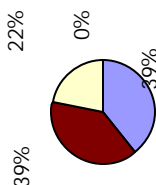
Survey Results As Of December 2006 Based On 23 Employers

1) How much time does a résumé get for initial screening and review?



From the data to date, approximately 52% of résumés get 1 to 5 minutes during initial screening and review. Experts indicate that usually it is less than 1 minute, so it is interesting to note that employers who gave "1 To 5 Minutes For Initial Review" also expected a "Cover Letter Directed To Their Company."

2) How often do employers accommodate "Cold Calls"?

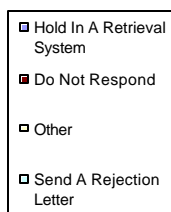
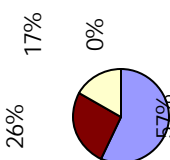


Cold calls are "Frequently"(39% of the time) accommodated by employers/ No employer reported that they "Never" accommodated cold calls.

Note: Employers who accommodated cold calls, also accepted unsolicited résumés, but put them "In A Retrieval System" 33% of the time and "Do Not Respond" 55% of the time.

This means an employer will accept your cold calls, and your unsolicited résumés, but you may not get a response.

3) How are "Unsolicited Résumés" usually handled?



Unsolicited résumés are commonly "Held In A Retrieval System" of some kind, (57%), for unspecified lengths of time.

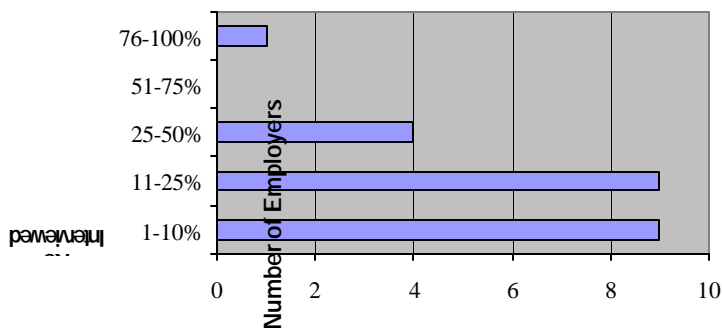
No one responded that the standard practise was to "Send A Rejection Letter" (0%).

"Other" interesting responses (17%)" included:

- "Candidates are advised of on-line application management system"
- "Sent a confirmation of reception letter by mail or email"
- "Reviewed as they are received and filed or called for an interview"
- "No response if paper résumé"
- "May select for an interview"

Note: Employers who held unsolicited résumés in a retrieval system, commented only half of résumés held, will get an interview. There is an interesting, but not surprising correlation to be noted; *if an employer was unlikely to interview an unsolicited résumé, the résumés they did select for interview present a clear job objective.*

4) How many of the unsolicited résumés that you receive result in an interview?



On the whole, 18 of 23 employers said a maximum of 25% of unsolicited résumés would be interviewed. Only 1 employer commented that they are willing to interview 75-100% of unsolicited résumés.

Note: "Spelling and Grammar" had a huge impact. In every category measured, poor spelling and grammar always rated as having a negative impact of 9 out of 10.

This survey is ongoing, if you are an employer interested in participating, please contact us (204) 989-6503. Keep your eye out for further editions of the newsletter to see other results.