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# Fall 2007 Newsletter

## Osborne Village Resource Centre

### Contact Info:

107 Osborne Street  
Winnipeg MB R3L 1Y4  
Phone (204) 989-6503  
Fax (204) 477-0903

### Free Services for Work Searchers:

Resume/Cover Letter Development  
Public Access Computers  
Career Counselling  
Public Access Phone  
Local Faxing  
Voice mail

Comments or questions?  
Email: [annsxn@wtc.mb.ca](mailto:annsxn@wtc.mb.ca)

# News

# Ask The Career Counsellor

By Jude Gaal, Career Counsellor at Osborne Village Resource Centre

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**Help! I paid a professional \$400.00 to write a resume.  
After sending out at least 50 resume,  
I haven't gotten even one call for an interview?  
What's wrong?**

**Frustrated Fran**

**Dear Frustrated Fran,**

There could be a number of reasons for the silent telephone. Fortunately they are simple to correct and guaranteed to get your phone ringing. Look at your resume and ask yourself these questions:

## **Is the resume too long?**

- A resume should be a maximum of 1 to 2 pages in length. Anything longer than that – even if you have found the cure for the common cold – will be tossed out with yesterday's fish n' chip paper.

## **Are you stating the position you are applying for?**

- A resume without a specific job goal will not be looked at. Employers are busy people and you only have 15 seconds to catch their interest. They will not waste time trying to figure out where they could use your skills.  
(See the Employer Survey Results in the Winter 2006 Newsletter – page 8.)

## **Is there a Profile that gives the employer a general overview of your experience and skills?**

- A well written profile entices the employer to read further. The profile will let the employer know:
  - How much experience you have
  - Your educational background
  - Skills you can offer
  - Attributes you will bring to the position

## **Are there any spelling mistakes or grammatical errors in the resume?**

- As persnickety as this may sound, a lot of employers will toss a resume in the bin if there is even one spelling error on a resume. After finishing a resume to give yourself a 10- minute break, then go back to do the final spelling and grammar check.

These quick and simple revisions will significantly increase the chances of getting an interview. In no time, you'll be marking off dates trying to schedule the numerous appointments on your busy calendar.

**Send your questions to our  
career counsellor:  
[judgaa@wtc.mb.ca](mailto:judgaa@wtc.mb.ca)**

# Business Email Etiquette

## The How To's of Work Search in The Digital World

### Email Etiquette for Job Applications

By Patti Malo, Office Administrator, Client Service Representative, and  
Marg Law, Centre Coordinator at Osborne Village Resource Centre

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When sending an employer your Cover Letter and Resume via email for a job application, there are certain **Email Etiquette Rules** you should be careful to follow:

#### **Be concise and to the point in the message box**

You should be attaching a cover letter with your resume that introduces you therefore; you only need to state that you are sending your cover letter and resume as application for the position of President of the United States.

#### **Use proper spelling, grammar & punctuation**

This is not only important because improper spelling, grammar and punctuation give a bad impression of your written communication skills, it is also important for conveying the message properly. eg. One employer hiring people for their company warehouse stated that they were getting tired of the number of people who were applying to work in their Whorehouse. It is imperative that your Email message, cover letter and resume have all been proofed several times for these mistakes.

#### **Make it personal, if at all possible**

The Email should be personally addressed if possible. If you have not been given a persons name and you are able to get the company's phone number, phone the company and ask if there is a specific person you can Email your cover letter and resume to. If you have the name of the person you are supposed to Email your cover letter and resume to, make sure you have the right name in both your message and your cover letter. I do not appreciate being called "Dear Shirley" when my name is Margaret. Also make sure you have the right company name in your message and cover letter.

#### **Read and re-read the email before you send it**

A lot of people don't bother to read an email before they send it out, as can be seen from the many spelling and grammar mistakes contained in emails. Apart from this, reading your email through the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments. Taking a short break, and returning to it to spell check is a good idea.

#### **Do not email from work**

If you are presently employed and looking for another job, do not make the mistake of applying to an employer from another place of employment. That is only telling the potential employer that you see nothing wrong with using company equipment and company time for your personal gain. It also does not say much about your sense of loyalty to an employer and/or company.



Send your questions to:

[marlaw@wtc.mb.ca](mailto:marlaw@wtc.mb.ca) or [patmal@wtc.mb.ca](mailto:patmal@wtc.mb.ca)

# Goodbye Dear Friend

**An Interview with Lyn Stevenson,  
Our Career Counsellor of Seven Years Retires**

**By Anne-Marie Synnott-Doyle,  
Computer Instructor/Volunteer Coordinator of OVRC**

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What did you do before you were a Career Counsellor?

Lyn: I was a hotel manager on Baffin Island and a public school teacher in the Arctic.

If you could summarize your experience at OVRC, and in your work, what would you say was the biggest lesson you learned?

Lyn: What I learned is that people are amazing. That's the part I will miss most. The diversity and talents and the things people overcome to get where they are today.

What advice would you give to someone starting out in the workforce?

Lyn: Start with something you want to do and build from there. Choose something you love.

What advice would you give to mature workers returning to the workforce?

Lyn: There are all sorts of possibilities for people of any age, be open to them and don't limit yourself.

What advice to advice would you give to the next person in the position?

Lyn: Have a great time, enjoy yourself, and be open to everyone you meet.

What advice would you give to other folks who've just retired?

Lyn: I don't know yet, can I get back to you?

So what are you going to do now Lyn?

Lyn: I'm going to play all summer. I'm headed to Lake of the Woods, and the Folk Festival, and then Lake of the Woods again, and then just outside of Toronto to visit my brother.

What's the plan for 5 years down the road?

Lyn: I'll get back to you on that too, first the summer.



**Lyn Stevenson, with Client, Meera Kisto**

## **Career Counselling By The Numbers**

In her time with us Lyn assisted over 3150 people in Career Counselling appointments with resumes, cover letters, references, interview skills, effective decision making, Career guidance and other care.

She also helped approximately 560 people with their Interview Skills and 112 people with Hidden Job Market Information.

# Welcome Aboard Jude!

## Introducing Our New Career Counsellor Of Osborne Village Resource Centre, Jude Gaal By Shelley Norlund, Client and Volunteer Writer of OVRC

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***I had the pleasure of interviewing Jude on June 11, 2007. Although she is new to the Osborne Village Resource Centre she is already a team player with a busy schedule and exudes enthusiasm for her job. She was kind enough to answer my questions in a personal interview...***

What are some of your favourite summer past times?

Eating popsicles, going for walks, gardening, going to the beach and taking it easy.

What is your favourite restaurant either in the Village or in Winnipeg?

Delicious Vegetarian and Nicolino's on Pembina Hwy, and Sukhothai in the Village.

What kind of food is served at Delicious Vegetarian and what is your favourite dish?

They have hot and sour soup...great egg plant dishes. Everything at Delicious Vegetarian is my favourite...

What is it about the Osborne Village Resource Centre that caused you to apply for the job?

I knew about the Osborne Village Resource Centre because I had used the resources in the past, after being a stay-at-home mom. I had a wonderful experience and gained valuable computer skills at the Centre. This year when I was looking for work OVRC was one of the TOP 5 places on my 'target list', and I am just thrilled to be working with a fantastic staff and a wonderful organization.

What were you doing before you acquired this position?

I worked as a volunteer employment counsellor and workshop facilitator at Winnipeg Transition Centre and also at a private employment agency working with international Chinese students.

How do you see yourself helping someone who is looking for a job?

By talking with them to help define what kind of job they are looking for...listening and asking a lot of questions.

What is the first step you would recommend to someone who is job searching?

Target the job you want. And then target where you want to work.

After a person has been searching for a job for a couple of months, what new tactics do you suggest they try?

It depends on what they have been doing...I would suggest they research companies that they want to work for. Then I would talk with them about their network system and how it could be expanded because a lot of jobs are found through contacts.

How would you encourage someone who has become discouraged?

I would share my own experience of getting back into the work force when my daughter started school. I wanted a job at Chapters, got an interview but no call back. To increase my skills and gain

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current experience in a retail setting, I volunteered in the gift shop at the Museum of Man and Nature for 5 months. When Chapters was hiring again in the fall, I applied and got the job!

People often get frustrated at the length of time it takes to find employment; however, it usually takes about three to six months to find an entry level job. The process is longer for someone who has a number of years of experience in a particular field such as management, marketing or advertising.

Why would that be?

It's just a long process...Manitoba employers are known for being conservative and having a slow hiring process.

What types of courses does the Osborne Village Resource Centre offer in the evenings?

OVRC offers introductory computer classes...Microsoft Word, Microsoft Excel, and the Fundamentals of Personal Computers. The fee is \$65 per course.

How does a person register for these courses? (How do you sign up?)

Call up the Osborne Village Resource Centre and talk to Patti. Let her know which course you're interested in...and then register.

How does the Osborne Village Resource Centre differ from an Employment Centre?

We are way more personal. For example, if I went down to an Employment Centre, my counsellor wouldn't look at my resume, or give me information about other resources available to me. Here at Osborne Village Resource Centre we will look at your resume and help make changes to it, if necessary. We also provide career counselling, help with cover letters and can direct people to other community resources. We also give clients access to the photocopier, fax machine, and computers with email/Internet access. We're more personal. Most importantly we offer encouragement, smiles, and a safe place for people to work on their job search, or just talk with us. We offer the 'human touch.'

How does a person make an appointment to see you? What are the steps involved?

Call Patti at 989-6503; let her know you would like some help with resumes, cover letters, resume writing, or career counselling. She will set up an appointment for you to come in and see me.

### **Contact Info:**

Osborne Village Resource Centre  
107 Osborne Street  
Winnipeg, MB  
R3L 1Y4  
(204) 989-6503 Reception Line  
[judlaw@wtc.mb.ca](mailto:judlaw@wtc.mb.ca)

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*Shelley Norlund is a client volunteer of OVRC. Professionally she is a writer and enjoys movies and dining out. This is her first article for Osborne Village Resource Centre and her second published article.*



# Manitoba Job Futures

## An Excellent Employment Resource

*By Marlene Roy, Labour Market Economist, Manitoba Job Futures*

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More and more Manitobans are clicking on [mb.jobfutures.org](http://mb.jobfutures.org) for career information. In March 2007, a record 52,260 individuals visited the Manitoba Job Futures website. At the recent Rotary Career Symposium in Winnipeg, over 94% of youth surveyed said they would use the site for their career exploration. Why is this site so popular?

There are many reasons for this success. Current Manitoba-specific information is available in English and French for two-thirds of the possible occupations in this province. Management of the site is a joint federal/provincial partnership between the Labour Market Information staff in Manitoba Competitiveness, Training and Trade, and Service Canada, Manitoba Region, drawing on the best skills and expertise of each.

The project team asks for feedback and input and takes action when it is received. Associations, unions, licensing bodies, and other interested stakeholders generously contribute by reviewing the profiles and proposing changes to ensure the occupational information accurately reflects the Manitoba labour market. Youth visiting the site have been suggesting more colour and additional functionality. In response, a new look and some new features were introduced last November. The project team is particularly pleased when career practitioners and site visitors provide information or make suggestions.

### Statistics tell the story...

- 10 most "searched-for" occupations are: Teacher, Nurse, Doctor, Social Worker, Pharmacist, Police Officer, Psychologist, Electrician, Welder, and Lawyer.
- 53% of the users who answered the on-line questionnaire are in the 30 to 55 age group.
- 71% found out about the site from a web search and 15% were referred by a friend.
- 20% of the advanced searches carried out in the last six months were in French.
- 83% of users surveyed indicated that Manitoba Job Futures had helped them make a career decision or would in the future.

# South Winnipeg Seniors Resource Council



## Are You An Older Adult Interested In Increasing Your Independence And Well-Being?

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The South Winnipeg Seniors Resource Council (SWSRC) is a grass roots, non-profit organization whose goal is to increase the independence and well-being of older adults living within our community. SWSRC provides services in South Winnipeg to the areas of Charleswood, Tuxedo, River Heights, Crescentwood and Fort Rouge (postal codes R3L, R3M, R3N, R3P and R3R).

Through the direction of a volunteer Board, we work to carry out specific council goals that are reviewed, evaluated and updated on an annual basis. We receive yearly funding from the Winnipeg Regional Health Authority (WRHA) for staffing and administration.

Through our Resource Coordinator and community partners, SWSRC's mission, plans and vision reach a community level. We are committed to empowering older adults living in South Winnipeg to achieve independence and increased quality of life. We offer a variety of services in our community.

### Education/Presentations/ Programs and Leadership

Our resource coordinator presents a variety of educational and training programs in the community:

**ERIK** (*Emergency Response Information Kit*): this program, developed in conjunction with the Winnipeg Paramedic services, is an effective tool for seniors and other community members to maintain a current accessible record of their medical conditions and instructions for care.

**Falls Prevention:** Falls are the leading cause of injury and death among seniors. This interactive presentation gives seniors tools and tips on how to stay active, promote safety and prevent falls.

**Seniors Are Cool presentations in the schools:** This program, developed by the Seniors Secretariat and the Active Living Alliance is currently being delivered by our coordinator to schools in our area, in cooperation with Creative Retirement Manitoba.

**Speakers Bureau:** To assist organizations within our community to deliver programs and seminars, we are developing a Speakers Bureau. In this way we will be the resource to call for ideas and information on a variety of topics.

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South Winnipeg Seniors Resource Council  
123-1 Morley Avenue  
• Winnipeg, MB • R3L 2P4  
• Ph. 204-478-6169 • Fax 204-478-6121  
• [swsrc@mts.net](mailto:swsrc@mts.net)

## Active Living and Fitness

Our council uses and promotes these tools and programs:

**Steppin' Out – Pedometer Based Walking Program:** In this program older adults learn about the values of ongoing fitness and exercise programs. The use of pedometers provides a goal-oriented means of keeping that activity going!

**Steppin' Up – Train-the-trainer Functional Fitness Model:** Access to professionally led fitness classes is not always convenient, especially for seniors who often are not able to get out easily. In this train-the-trainer model, leaders are found within existing groups, and a fitness group is developed.

**Healthy Lifestyles Bingo:** This interactive, informative and fun bingo promotes healthy living and provides tips on safety, nutrition and physical activity!

## REFERRAL SERVICES

Our "F.Y.I." brochure series provides printed information on these topics:

- Transportation
- Seniors Housing
- Recreation
- Meal Programs and Grocery Delivery
- Personal Services
- Home and Yard Maintenance
- Information & Support

**Be proactive about your health!**  
**Call SWSRC to connect with vital services**  
**throughout your community!**  
**(204) 478-6169**



# Wanted: Great People

## Be a Success with DASCH!

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**Vision:** Each DASCH client shall be provided the opportunities, support and environment in which to reach their full potential.

**Mission:** To provide meaningful residential, vocational and leisure programs within the community, to persons with developmental disabilities by addressing their individual physical, emotional, social and educational needs.

We are looking for employees wanting to pursue a career helping others to live their lives to the fullest. You can begin your DASCH career as a Residential Support Worker, Assistant Residential Manager, or Residential Manager. There are also career opportunities within our various programs and departments.

We offer our staff extensive training and education programs designed to help them achieve their goals, competitive compensation, opportunities for career advancement, and a comprehensive benefits package.

DASCH requires the following qualifications from prospective employees:

- Completion of high school diploma or equivalency
- A valid class 5 driver's license
- Interest in the field of Developmental Disabilities
- Ability to comply with provincial licensing requirements

You can send your resume and cover letter by fax to: (204) 987-7291.

OR

Mail your resume and cover letter to:

Clif Donaldson  
117 Victor Lewis Drive  
Winnipeg, Manitoba  
R3P 1J6

For general inquiries, please contact our head office at: (204) 987-1550

*If you are interested in joining our team or if you know someone who would be a great employee for us, please visit our website, [www.dasch.mb.ca](http://www.dasch.mb.ca), and apply online!*

# DASCH

# Gwen Sector Creative Living Centre

**Everyone Is Welcome!**

**By Marilyn Regiec, Executive Director of  
Gwen Sector Creative Living Centre**

The Gwen Sector Creative Living Centre, Inc. is a multi purpose senior centre that strives to promote the physical, mental, social, and spiritual well being of older adults. The main goal of the Centre is to foster independent living and participation in community life through social, educational, cultural, fitness, healthy lifestyle and recreational programming. We currently have 350 members.

The building is owned by the National Council of Jewish Women, Winnipeg Section and Jewish cultural identity is observed however, being Jewish is not a requirement of membership.

Located at 1588 Main Street, (the corner of Main and Smithfield), the facility offers a variety of options for daily living including:

- A daily congregate meal program
- Fitness classes at various ability levels
- A weekly social program involving lunch, entertainment and return trip transportation to the Centre
- A variety of group activities such as bridge, video, and book clubs
- Regular health clinics in blood pressure, diabetes education and foot care
- Bus excursions to various locations inside and outside the city are also very popular
- Fundraising activities include teas, dinners and dances, bingos and raffles



If you like working with older adults and have great communication, counselling and organizational skills, then you would love working here.

Employment opportunities with a multi-purpose senior's centre may include:

- Food Services- Cook, Food Preparation, Dishwashing
- Programming – Program Coordinator, Fitness Leader, Arts And crafts activity leader

Our many volunteer opportunities include:

- Front desk reception-cash, receipts, telephone
- Administrative assistant – typing, data input
- Program volunteer including food services, baking, meal service and clean up, ticket sales



**Contact Info:**

**Gwen Sector Creative Living Centre**

- 1588 Main Street
- Winnipeg, Manitoba R2V 1Y3
- Phone: (204)339-1701
- Fax: (204)334-3779
- <http://www.gwensector.4t.com>

# Knox C.E.D. Society

## Hospitality Industry Training Program

*By Len Assad and Judy Leuzinger of Knox C.E.D. Society*

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Knox Community Economic Development (C.E.D.) Society offers a Hospitality Industry Training Program Funded by the Province Of Manitoba. The program, which began in February 1994, has found employment for over 1500 graduates.

The positions we assist in training and employment for include for dishwashers, cook's helpers, grill cooks, banquet porters, servers, bartenders, and housekeeping.

The Hospitality Industry Training Program would like to welcome the Osborne Village Resource Centre as one of our partners. We would also like to thank our generous employers for offering training to so many of our clients who were denied opportunities elsewhere because of lack of experience or education. Our employers are aware that by investing their time in people, they are enriching the whole industry.

Our top employers are:

- Thrift Lodge Motor Inn
- Holiday Inn Airport West
- Gordon Hotels
- Salisbury House Restaurants
- Greenwood Inns
- Canad Inns

Other contributing employers are:

- Brioni's Restaurant
- Clarion Hotels
- Country Suites Inn
- Canad Inns Polo Park
- Hilton Suites Hotel
- Viscount Gort Hotel Michele's Restaurant
- Gordon Inn on the Park
- Curtis Hotel
- Olive Garden



### Contact Info:

## Knox C.E.D. Society

- Knox CED
- Training Programs
- 406 Edmonton Street
- Winnipeg, Manitoba
- R3B 2M2
- Phone: (204) 953-2451 OR 953-2450
- Fax: (204) 953-2455

# Workplace Fitness

## 37 Tips To Enjoy Work More

By Rigel Gregg, [thatsfit.com](http://thatsfit.com) (edited slightly for content)

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Enjoying your job is critical to having a happy and low-stress life. Even if you're in the right field and in your dream job you probably still need to 'fine tune' things and make an effort to be happy. And if you're not in your dream job then it becomes so much more important to make that conscious choice.

**think positively.** Focus on the good stuff like **making friends** to go to lunch with and send funny emails to, and getting assignments you love to do. Even small stuff, like the fact that your desk is in a convenient part of the office or that you have a good schedule, should be appreciated while **negative people are to be avoided** as much as possible. Being physically active will also help keep your spirits up (as well as your health) so consider **joining the company softball team** (or whatever kind of team they have), setting up fundraisers like **walk-athons**, and **getting a gym buddy** to help keep you on track for a before or after work exercise routine. Make sure you drink plenty of water and get up to stretch and move around regularly, and always make sleep a priority.

If you can, **listen to music** while you work to help drown out random distractions and the slow irritations that can creep up on you like phones ringing and people gossiping. **Be friendly with your boss** so you can comfortably **ask for feedback** regularly and **ask for a raise** when you deserve one. And if you're feeling overwhelmed **double check your work methods** for time-wasting steps, **ask for help**, and **avoid over-committing yourself** to projects you know are going to put you over the top. **Prioritizing** can make a huge difference and will prevent you from mismanaging your time, but if it's too late for that and you're already swamped then **do what you like best** first and at least you'll be satisfied with what did get done.

So you don't have enough work to do, (it's rare, but it happens!), it can be just as stressful. So **speak up** and **ask** what else you can do or what other people need help with, **get yourself on a committee** and **use your time** for running and planning company functions, or come up with your own idea and plan your own event (with clearance from your supervisor of course).

It's hard to be truly happy in any job or career if you're not growing and working towards the future. Take classes, find a mentor and seek out their advice, develop specific goals of what you want, and celebrate all the small milestones on your road to success. Improve your productivity by organizing your workspace, concentrating on each task at hand, and trying to keep your personal life out of your mind while working. Leave your home baggage at the door on the way in to work and leave your work baggage at the door when you get home. And other ideas to keep work interesting are to treat work like a game by **timing yourself on repetitive tasks**, get excited about something like an upcoming promotion or big vacation to stay motivated, **explore the possibility** of a flexible schedule, and never ever take your mobile phone or blackberry to bed.

If none of this is really helping then maybe you're just in the wrong job. Try making a lateral move, or **swapping assignments** with a willing coworker to get an idea of what other positions are like. If you're genuinely unhappy then there's nothing wrong with looking around at other opportunities, and depending on what you find you will either appreciate.