



FALL 2009-2010 NEWSLETTER

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Osborne Village
RESOURCE CENTRE

1-107 OSBORNE ST. WINNIPEG, MB R3L 1Y4
PH: 204.989.6503 FAX: 204.477.0903

PERSPECTIVES ON LABOUR AND INCOME

The Mature Worker, Yes, The Baby Boomers

Source: Perspectives on Labour and Income

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Baby boomers born between 1945 and 1960 are today between 47 and 62 years old. There are approximately 10 million Baby Boomers in Canada alone. In 2020, they will be 60 to 75 years old. Most of them will have begun their retirement. Just as they entered the job market en masse between 1960 and 1980, they will leave it in large numbers between now and 2025. Or will they?

They might be nearing retirement but older workers are choosing to stay in the workforce longer, according to a study released by Statistics Canada in 2007, alleviating fears of a major labour shortage brought on by an aging baby boomer generation.

The number of older people in the workforce has doubled in the past 20 years, the study finds. About 2.1 million people between 55 and 64 years of age were either employed or looking for work in 2006, making up 12 per cent of the total labour force. In 1976, only 10 per cent of the workforce was made up of people in the same age bracket.

In 2006, findings show that most of the jobs were full-time positions in the service sector.

The increases can be attributed to an aging population and rising participation in the workforce, the study says. In 2006, 14 per cent of the total population was made up of older workers compared to just 11 per cent in 1976. Overall participation in the labour force increased from 53 per cent to 59 per cent.

The study, titled "Participation of Older Workers" was published in 2007 in *Perspectives on Labour and Income*. It analyzed data from the Labour Force Survey.

Why keep working?

The study found that baby boomers are staying in the workforce because they are more educated and need the stimulation; they have strong attachments to the



"Here's a watch, Kroeker.
Your retirement party was at 2 P.M."

workforce, or because of other interests such as financial security. The study also says the virtual elimination of mandatory retirement at 65 is also having an impact on people's decision to stay in the workforce.

"Whatever the reasons, the increasing labour force participation rate among older workers will likely soften the eventual economic impact of the aging baby-boom cohort," the report says.

Looking at stats within Canadian provinces, the study found that Alberta had the highest employment rate among older workers at 68 per cent. The oil boom and resulting labour shortage in the province has attracted workers of all ages.

Saskatchewan and Manitoba also saw high employment rates (over 60 per cent) for this age group.

Other findings:

- An increased number of women in the workforce are a main factor in the upward trend. Participation for women rose from 38 per cent to 62 per cent between 1976 and 2006 for those aged 55 to 59, and from 24 per cent to 37 per cent for those aged 60 to 64.
- One in four older workers is self-employed and one in five works part time, suggesting older workers might go through transitional changes before retirement.
- Two-thirds of older workers who work part time choose to do so compared with only 28 per cent of part-time workers between the ages of 24 and 54.

“EXPERIENCE WORKS”

At The Winnipeg Transition Centre

By Ross Young

The experienced worker is a vibrant and essential component of the Manitoba labour force. Employers value the skill sets, expertise and dependability that an experienced worker brings to an organization.

“The 2006 Canada Census tells us that there are approximately 225,000 people in Winnipeg who are 50 years of age or older,” says Ross Young, an Employment Counsellor and Facilitator with the Winnipeg Transition Centre. “Going forward the experienced worker will be in demand. Employers who do not embrace this demographic will find difficulty with respect to staffing and retention.”

The common myth today is that the experienced worker is leaving the workforce in droves to retire on a beach or at the cottage. While it is true that some are, most continue to work because they want to, or out of necessity. They may scale back on hours or days, but employers by and large are willing to accommodate those terms to secure their expertise. The mature worker brings a solid work ethic of a generation along with self-management and mentorship skills. They are also less likely to “take flight” as upward mobility, income, and status is typically not the main motivation.

Recent events caused by the worldwide recession have compromised many retirement plans. On average, workers in their fifties and sixties are pushing back their expected retirement dates by five to six years. Some mature workers who have entered retirement are now coming back into the workforce to prevent further erosion to their nest eggs.

Some are moving into another career that they can get passionate about or opening that home based business that they talked about for years. “They may be leaving a particular workplace but not necessarily the workforce. We are living longer and are healthier than ever before,

therefore the experienced worker wants to remain engaged in an active work life balance,” said Young. This has caused many people to re-think retirement as past generations used to define it. Young, who is 56, recently transitioned into the career and employment sector after 30 years in corporate sales.

Due to changing attitudes, retirement is now often defined as classic or active. Active retirement is much more common now and will continue to ramp up. The move to more non-traditional work is facilitating this process. Part time, job sharing, home based and contract work is more prominent now. One in eight businesses in Canada are home based and soon that number will reach one in six. These trends are very favourable to the experienced worker.

“We are seeing a large increase in participants who are 50 and older attending our workshops. These people want to work and employers need them. Sometimes they need to be reminded about all the wonderful attributes that they bring to an employer. That is where we can help.”



REDEFINING RETIREMENT

By Jim Bakken

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Writing this article comes at the invitation of Marg Law, OVRC's Centre Co-ordinator, who was reflecting on how so many baby boomers were opting not for full retirement, but to continue to pick up contract work, part-time work or start a hobby. This discussion with Marg started last February, in a beautiful little fishing village in Mexico, where my wife and I had the good fortune to be vacationing at the same time as Marg and her husband Brian. Afternoons on the beach soon had us solving all of the world issues. I had just retired six months earlier from a rewarding career and our friends on the beach were increasingly thinking of that option. Months later Marg asked that I write about my decision to retire and my experience so far. She thought that there are many people of our age group struggling with the same questions.

First, I precede the technical definition of a baby boomer by a year, but this is not an academic paper so I'll just share some thoughts from someone who identifies with the first wave of the baby boomers. While the 'boomers' are a cohort 19 years long (1946 to 1964), I identify with the first half, the group just retiring or about to retire. You know the group. We were born 1945 to 1955 and came of age in the 60's. In North America we were influenced by Beatlemania, the assassinations of Kennedy and Martin Luther King Jr., the Vietnam War and American draft dodgers fleeing to Canada. We were organizing for Trudeaumania, joining environmental groups and women's movements. Our music, most notably, rock and roll was played on our first hand-held device – the transistor radio.

As a group we will redefine retirement, just as we have restructured education, housing, and the labour markets in our first two lives. Our numbers and energy will have a major impact on national pensions, healthcare, and social safety nets. In our 'third' life, we will redefine retirement. We plan to live longer and work longer. However, we don't necessarily plan to work or retire in the same way.



ABOVE Jim and Sheila at the White Horse Escape B&B

Recent studies suggest that at retirement boomers will reject a life of either full-time leisure or full-time work. When asked about their ideal work arrangement in retirement, the most common choices among baby boomers surveyed were to 'cycle' between work and leisure, work part-time, start their own business and start a new hobby.

So, at 63 years of age, I followed the path of the Boomers that I identified with. I, along with my wife, started a business, did some part-time contract work, started a new hobby and became a community volunteer. It's pretty typical but here's my story.

I've had wonderful 40-plus years of full time work. I've worked as a YMCA program director, a special education coordinator, correctional education coordinator, superintendent of the Manitoba Youth Centre, a director of young offender programs, director of child welfare, and as an assistant deputy minister with the provincial government in the areas of family violence, community technology (Community Connections). My last assignment was with Green Manitoba. So, looking back, I can see that I've changed jobs every four to five years. Common these days. We no longer want or expect a 'position' for life.

Changing jobs requires that you develop and embrace a life-long learning philosophy as well as keep an open and positive attitude that looks for opportunities, not the problems. In preparation for our 'third life' my wife

and I renovated our rural home into a cozy, romantic Bed & Breakfast (www.WhiteHorseEscape.ca).

We assembled a beautiful riverside location of three acres, planned gardens and planted trees. We spent considerable time finding out how to do new things and tripping over things that we didn't know. It has been a very exciting and rewarding career change. We have met people from all over the World.

Three acres of rural riverfront property introduced us to the beauty and variety of Manitoba nature. It also introduced us to the challenges faced by the environment as we live on it with rather heavy environmental footprints. My interest in this issue has led to the development and chairing of a sustainable community development committee (www.SFXCommunity.ca). Again on the life-long learning theme, it has forced me to think and act locally with some of the 'green' notions we've all come to know. This committee has brought a wonderful opportunity to get to know and work with a wide group of local residents. It also reminds me of the health rewards of volunteer work.

Both of the above activities use the Internet as a method of communication, marketing and engagement. I'm

the webmaster for both so, I spend daily time learning, building and improving these web sites.

I'm reminded daily that I, like my generation, have an analog mind not the digital mind of the younger generations. Nonetheless, it is great fun.

Redefining retirement gives you permission to do the things that you have put off for years. While my list of those things is too long for this article, I will mention one hobby that I've pursued. I've taken pottery lessons at a local studio for the past year. What I thought would be relatively easy has turned out to be quite challenging. Some of my pieces actually look good. It has encouraged me to get out my watercolours and carving knives.

One of the common themes that you will hear from 'retired' boomers is there is not enough time to do what you want to do. That is true in my case, made even more pronounced by my love of procrastination. But what's the rush? While we have redefined retirement we haven't adjusted our language of work. "Are you retired now?" I'm asked. "Yes," I answer but that is not the answer that I should provide. "No, I'm working at some other exciting things," is a response that would lead to a more interesting conversation.

SEVEN JOB SEARCH TIPS FOR OLDER WORKERS

Even With A Looming Labour Shortage, Many Older Workers Have Difficulty Finding A Job

By Cynthia Ross Cravit

If you listen to the experts, North America is facing a dire labour shortage. In fact, according to Statistics Canada, by 2011 there will be a workforce shortfall of more than 350,000 people in Canada alone, and many recruiters say the 'talent crisis' is already here.

"There are now more people retiring out of the workforce than there are younger workers entering it," says Sarah Welstead of *Retired Worker*, a web site for retired people who want to work on a part-time or contract basis. "Employers who used to resist hiring older workers are now realizing that they represent a great source of highly skilled, experienced and flexible employees that they simply can't afford to overlook any more."



SEVEN JOB SEARCH TIPS FOR OLDER WORKERS (CONTINUED)

And with more boomers saying they either need or want to work past conventional retirement age, it seems like a win-win situation. Yet age discrimination and negative stereotypes about older workers continue to exist.

"According to our recent survey, 64 per cent of our job-seekers have experienced age discrimination in the workplace," Welstead says. "Many employers are reluctant even to consider applicants aged 50+. In many ways, looking for a job after retirement is a lot like looking for your first real job right out of school: you have to work a little harder to get your foot in the door and tell employers why they should hire you."

Addressing Age Discrimination In The Workplace

Older job-seekers can address age discrimination and find meaningful employment by following these seven tips.

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," Welstead says. "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. Many older workers assume that after 35+ years of experience, a job will fall into their lap. Unfortunately, however, many employers are reluctant to consider older workers.

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 resume, 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.

Look for Osborne Village Resource Centre's computer class descriptions on page 14!

SENIORS ROLE IN BUSINESS COMMUNITY

Press Release by Manitoba Chambers of Commerce - Spring 2009

On April 16, the Manitoba Chambers of Commerce, in partnership with the province's *Age Friendly Manitoba Initiative* and the local Chamber, held a roundtable luncheon to discuss strategies for the hiring and retaining of mature adults. "We are very interested in whether we can bring to the surface the opportunities and benefits of hiring retired people and older workers," said Graham Starmer, president of the Manitoba Chambers.

Starmer noted that, as our workforce continues to age, businesses are finding it increasingly difficult to find all the experienced, skilled employees they need.

"The answer to the ongoing workforce crisis, many believe, is to tap into the wealth of knowledge of older workers; to keep them in the workforce in one capacity or another well into their golden years," he said.

"Older workers are really not considered as much as perhaps they should be," said Starmer. "But they have skills that they're already trained to use - so why aren't we using them?"

"Hence, the roundtables, which have taken place in 29 communities across the province this Spring to make businesses more aware of the valuable pool of workers that exists right under their noses and to root out, some of the challenges inhibiting the employment of mature workers in Manitoba," Starmer said.

At the Winkler luncheon, a number of problems were brought to the table from both the businesses and the workers themselves.

"Wages was one issue the workers cited when it came to deciding whether to return to the workforce," Starmer said. "Many older employees felt was important that their skills and years of experience be properly

compensated," he said. "They're offered minimum wage, which can be a challenge," he said. "Really, they (the businesses and the workers) need to communicate with one another better when it comes to what skills they have and what they're worth." Another key set of hurdles identified has to do with taxation," Starmer said, noting some seniors are leery of returning to work, only to bump their overall income level up enough to incur paying income tax in their 'retirement' years. "There's a number of taxation issues that surfaced that are of great interest to us," he noted.

"Other issues that came up included how to effectively advertise potential employment opportunities to older adults and adapting workplaces to meet the needs of aging employees," Starmer said.

"From these and other events across Manitoba, the Manitoba Chambers hopes to raise awareness and gain the information it needs to take steps to make the province more 'age friendly'," Starmer said.

"We're really trying to move the whole principal forward," he said. "It's an exciting new process... Manitoba is somewhat at the leading edge."

"There is no other business organization in Canada at the moment working together (with government) to work for the aged," Starmer noted.

You can find out more about the *Age Friendly Manitoba Initiative* - and, if you qualify, fill out one of three surveys to share your views on the matter - at www.agefriendlymanitoba.ca.

NINE COMPANIES WIN 2008 BEST EMPLOYERS AWARD FOR 50 PLUS CANADIANS

Source: www.workplaceinstitute.org

Nine companies from across Canada received a *Best Employers Award for 50 Plus Canadians* during the Workplace Institute's Third Annual Summit on the Mature Workforce.

The judges felt the following organizations had found ways to meet their business and mature workforce needs by using strategies in one or more of the areas of career development, retention, recruitment, workplace culture/practices, management practices, health support, retirement/retiree practices, benefits, pension and/or recognition.

This year's winners were:

HSBC Bank Canada: HSBC Bank Canada, a subsidiary of HSBC Holdings, has more than 170 offices and is the leading international bank in Canada. It provides a full range of financial products and services to businesses, institutions and individuals. The organization elicits employee opinions to shape local and global practices and has developed innovative practices regarding benefits, retirement planning and phased retirement to retain their skilled knowledge workers.



Merck Frosst: A four-time winner, Merck Frosst is an example of a competitive business that respects and values its long-serving employees. The leading pharmaceutical company continuously offers new challenges to employees by having them rotate through numerous jobs throughout their career while offering a variety of flexible working options. In addition, the organization has developed an innovative savings plan that provides further opportunities for employees to save for retirement without being taxed.

Stream: This inbound call centre has developed an extensive knowledge of how to recruit and retain mature workers in a very tight labour market. Using data collected through detailed surveying of new employees and working with line managers, Stream is developing a successful formula to retain its mature workers.

EDS Canada: EDS provides a broad portfolio of business and technology solutions to help its clients improve their business performance. Through its diversity program, EDS focuses on hiring individuals who possess the skills, expertise and customer service skills to meet business needs regardless of age. EDS is also cited for its flexible work options and continuous learning opportunities.

Wal-Mart Canada: Wal-Mart Canada has developed a unique approach to the training and retention of new employees. The company has created recognition programs and a workplace culture that support a diverse workforce. One example is its *Greeter Program*, which has been extensively copied. Retired Wal-Mart employees have the opportunity to return as consultants, special project managers or mentors.

Home Instead Senior Care: Home Instead Senior Care provides comprehensive, non-medical companionship and home care services for seniors. More than 76 percent of its caregivers are over the age of 50. Through its career

development program, flexible hours, recognition program and contributions to local communities. Home Instead Senior Care has created a measurable model that leads to the satisfaction of caregivers and clients alike.

Metasoft Systems Inc.: Metasoft's fundraising division provides an online, searchable database of corporate, foundation and government grant information to thousands of non-profit organizations worldwide. Metasoft has also introduced several initiatives to both support its existing mature workforce and attract and retain new talent from the 50-plus demographic.

Catholic Children's Aid Society of Toronto: The CCAS believes that a qualified and stable workforce provides the highest quality of service and has developed a workplace culture that supports its staff and promotes learning and recognition. As a result, the CCAS has one of the highest retention rates among children's aid societies in Canada.

New award: Small Business Section

The first winner in a new category that recognizes the

efforts of smaller organizations in this area, the **Youth Emergency Shelter** in Edmonton, Alberta, has created a variety of unique initiatives aimed at recognizing staff, many of whom are over the age of 50.

Honourable Mentions:

1. Excell Services, Penticton, British Columbia
2. Seven Oaks General Hospital, Winnipeg, Manitoba
3. Blue Falls Manufacturing, Thorsby, Alberta
4. Cape Care Services, Cape Breton, N.S.

The Best Employer Awards for 50 Plus Canadians is open to all Canadian companies with more than 10 employees. Winners are selected on the basis of a written application and the results of an in-depth interview.

For more information please contact:

Barbara Jaworski

Workplace Institute

416-704-3517

bjaworski@workplaceinstitute.org



ASK THE CAREER COUNSELLOR

To Worry or Not to Worry, That is the Question

By Jude Gaal

Dear Career Counsellor:

I have been working as an administrative assistant for a real estate company on a part-time basis for a number of years but must now seek full-time employment due to changes in familial circumstances. I am quite nervous about my job prospects because of my age. Am I being silly? Or will I come across some resistance from employers?

A Little Worried in Winnipeg

Dear A Little Worried in Winnipeg:

Considering the number of articles that have been written in the past few years regarding "older workers"

it isn't surprising that you are a little concerned about ageism. However, I am going to borrow a question from Dr. Phil. How is worrying about your age working for you? I'm guessing not very well. My advice would be to stop focusing on your age and start focusing on the many skills and attributes you have developed over the years!

Start by getting reacquainted with yourself. Identify the skills you like to use in your current job. Are there any skills that you would like to learn? What attributes do you demonstrate on a regular basis? Most importantly, pinpoint the skills you no longer want to use. With this knowledge, think about the kind of work you would

ASK THE CAREER COUNSELLOR (CONTINUED)

like to pursue next. Consider the organizations or companies that you would like to work for, and create a list of potential employers.

Next, update your skill based resume and don't forget to include your accomplishments and attributes. When the resume is completed, create your list of references. Contact people you would like to use as references and make sure to send them a copy of your updated resume. Finally, start practicing for the interview immediately. Familiarize yourself with Behaviour Descriptive Interview questions and be ready to respond by talking about specific incidents from your work experience.

Practicing your interview question responses, on a daily basis, will ensure you are ready for a surprise telephone call from an employer wanting to meet with you that day! Enlist the help of your friends and family to get their feedback on your interview skills. They can also help you with another valuable tool in job search—networking.

Begin networking with family and friends—but don't stop there. Expand your circle by including professionals you see on a regular basis like your hair stylist, insurance agent, or doctor. Make new contacts by going to conferences or association meetings in your field. Make it a habit to scour the two excellent columns, *Manitoba Movers* and *Business Calendar* in the Monday Business section of Winnipeg Free Press.

Most importantly, surround yourself with positive people and maintain a positive attitude! If you are having difficulty with any of the above activities, make an appointment with me, or one of the employment counselors here at the Centre. We'd love to help you succeed!

Note:

To read more about older workers check out the following articles published in the Winnipeg Free Press, Careers section:

Barbara Bowes: Retirement Boom, Age-Old Problem, Add Elder to Resume, Keep Mature Workers and Their Skills

John McFerran: Employers Need to Wake Up, Value Older Workers, Older Workers Offer Soft-Skills Edge

AN INTRODUCTION TO SANDY HUDSON

Employment Facilitator/Career Counsellor at OVRC

By Sandy Hudson

Hi, let me introduce myself, I am Sandy Hudson, the new Employment Facilitator at OVRC. I have brought almost ten years experience in developing and running a women's pre-employment program and as an employment counselor and workshop facilitator. I love my job here and I love to share my enthusiasm with people who come into the centre.

As a new immigrant from Portsmouth, England, the first winter in Winnipeg was really hard for me for a number of reasons. I missed being very active in the community, with a large circle of friends and family around me. Not knowing how to drive and not being legally allowed to work in Canada also contributed to my feelings of isolation and low self worth. It didn't matter how many times I read it, or how often people told me – the reality of 'Winterpeg' didn't hit me until I was knee deep in snow, shoveling the driveway in -25°C temperatures! I am very short, so knee deep snow was something I had to quickly get used to! The novelty of stalactites and frigid temperatures soon wore off and I found myself dreaming of spring and rainfall.

My sanctuary was Fort Whyte Alive, the wonderful nature reserve in the city, which I visited about four times a week. My saving grace was when I started volunteering twice a week. This gave me a purpose, some routine, as well as a sense of belonging and contributing to society. I enjoyed building my knowledge of wildlife in Canada and sharing my joy with others. On a more practical note, I was able to acquire my first Canadian reference. My experiences at Fort Whyte Alive confirmed that we did indeed make the right decision to leave England behind us and venture to the other side of the world.

When I was legally able to work, I held a variety of



positions where I learned new skills such as portrait photography, and supporting people with intellectual disabilities. It was there that I built my Canadian work experience, driving skills and knowledge of the city. However, my ultimate goal was to find a position in working in pre-employment, because I love to help people find jobs they are happy in. Imagine my excitement when I came across a posting for a job at OVRC as an Employment Facilitator!

Researching OVRC on the Internet, I read the mission statement and descriptions of the programs and services offered. Thrilled to see that I had the experience and skills needed, I read further. I saw that OVRC and I shared the same values - providing a quality service, in a positive and motivating environment. My passion for assisting people with their goals was echoed in the *Ask the Career Counselor* column. That night I sent off my resume - sealed with a kiss for good luck! Five long days later I got the call for an interview!

By the time I went for the interview, I had read and re-read OVRC's website, and was able to give very

knowledgeable and animated answers to the first two questions at the interview:

"What do you know about OVRC?" and
"How did you prepare for this interview?"

I am certain that while my research got my foot in the door, my enthusiasm and knowledge of OVRC during the interview got me the job!

Now, seven months into the position, I continue to feel privileged to be part of this highly experienced and collaborative team, who are always happy to share their knowledge of employment counseling in Winnipeg.

Footnote:

Sandy loves to explore Manitoba and revel in the new experiences Canada can bring. So far she has had close encounters with beaver, moose, coyote, wolf, bear, elk, bison and even a lynx! Sandy's favorite adventures have been in Whiteshell and Nopiming Provincial Parks. You may well bump into Sandy at live music events, the Winnipeg Fringe or dancing her l'il socks off at Folk Fest!

AN INTRODUCTION TO SARAH WIEBE

Client Services Representative/Administrative Assistant at OVRC

By Sarah Wiebe

.....

Hello, my name is Sarah. I am one of the newest members here at OVRC. I am originally from Southern Ontario where I spent most of my time with family and friends enjoying the many different parks and waterfronts of some of the great lakes. After leaving Ontario in 2000, I have since lived in Thailand, British Columbia, New Brunswick, and now reside in Manitoba with my husband.

My position here at OVRC is Client Service Representative / Administrative Assistant. It's a busy job that keeps me constantly on the go, which I enjoy along with the other benefits of this job. The staff here is another reason I enjoy being here. If you have spent any time here then you know how great the staff is. I highly

value communication, laughter and supporting one another's strengths and the team at OVRC encompass both with fellow staff and clients alike. I have made some great friends in the time I have been here and that makes my job enjoyable to come to everyday.

I have worked many different jobs over the years. My work experience includes child care, sales, receptionist, teaching ESL (one to one & also in schools), fitness trainer, family support and assisted visitation worker, and (infant & child) one to one worker. Some of my favorite jobs have been teaching English as a Second Language in Thailand, being a one to one worker, selling products at fairs and exhibitions across Canada and the U.S. and also working as a nanny. I have also



volunteered in many different organizations in the past 15 years. I have volunteered as a dog walker for the S.P.C.A., an ESL instructor with children and youth who were refugees before arriving in Canada, as well as an instructor's assistant for early years education and baby message groups with at risk parents.

I was also a volunteer here at Osborne Village Resource Centre helping clients with resources and computers before I applied for my current position and was hired.

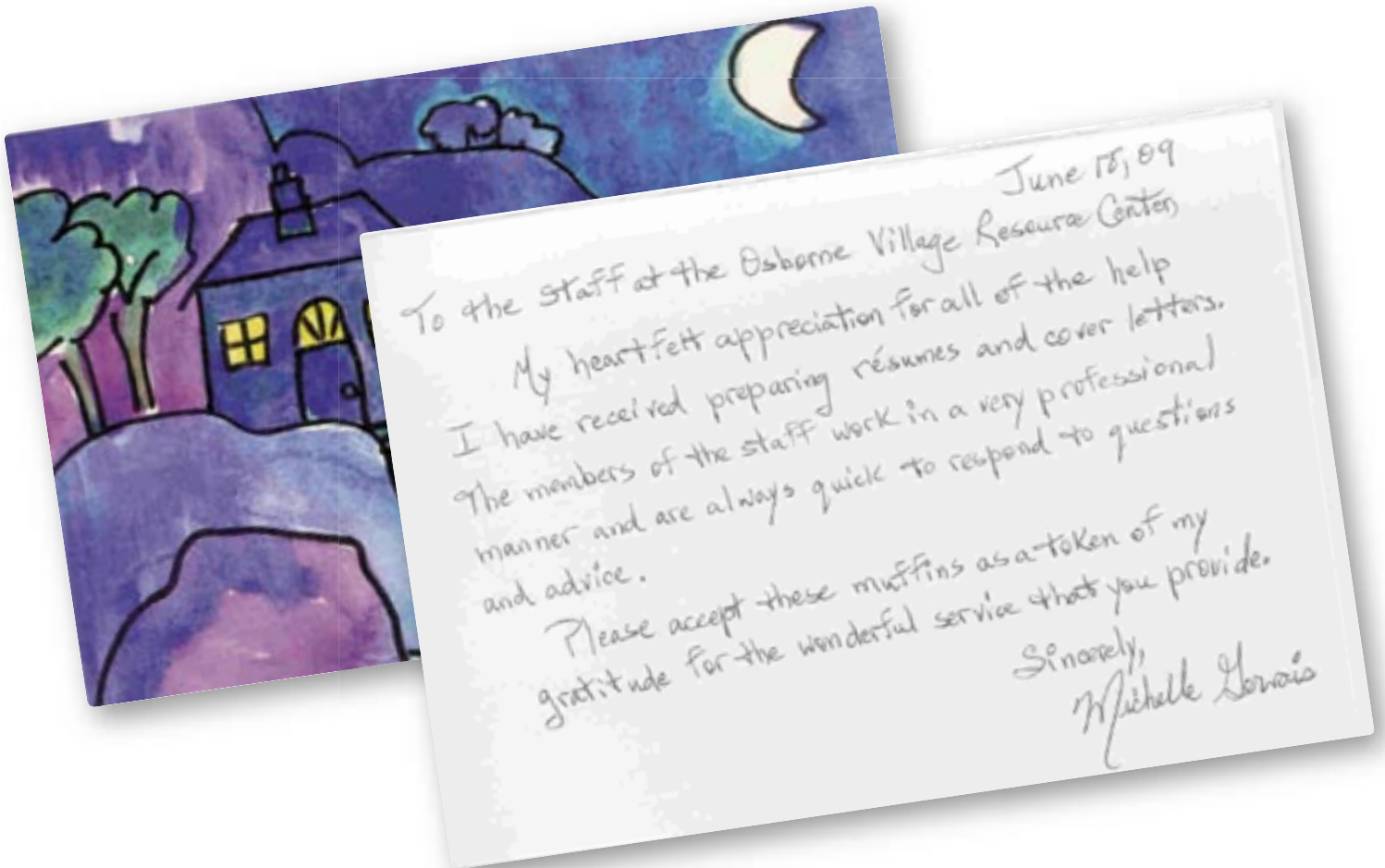
I have been living in Winnipeg since December of 2008. I moved here from British Columbia, where I gained my Child and Youth Care Counselor Diploma. I am currently working towards finishing my Bachelors Degree in Child and Youth Care. My area of focus within the program is

the use of strength based, non-traditional therapies. As of September I will also be working towards completing the Employment and Career Counselor Certificate through the Winnipeg Transition Center. My goal is to one day work as a Career Counselor in a community or in an academic setting.

My hobbies consist of hiking, tai chi, biking, reading, canoeing, animals, family and friends. Traveling is also a big hobby of mine which I have been lucky enough to do mostly through my schooling and work experience. Canada however is my favorite country to travel and I only have four provinces left to explore, which I hope to visit in the next few years.

THANK YOU, OVRC!

OVRC client expresses her appreciation to the Osborne Village Resource Centre staff





FREE EMPLOYMENT WORKSHOPS!

Call the Osborne Village Resource Centre at 989-6503 to register!



Interview Preparation Workshop

Monday and Tuesday November 23rd and 24th, 9 am – 3 pm

Learn how to:

- Answer questions with confidence
- Give examples of work situations that illustrate how you can do the job
- Provide the interviewer with information that will make you stand out from the competition
- Prepare for any type of question that an interviewer might ask

Career Exploration Workshop

Look for this workshop in the Winter of 2010

In this workshop you will be given the tools to:

- Take stock of your attributes and values
- Determine the skills you want to use and learn
- Explore career/work options with Career Cruising
- Discover your Personality Type
- Develop a plan to reach your Career/Job goal

Cover Letter Workshop

Thursday November 26th, 9 am – 3 pm

Get Cover Letter tips from employers and learn how to:

- Examine the job ad and identify the employer's needs
- Research the company to identify the employer's goals and values
- Connect your skills and experience with the employer's needs
- Put it all together in a cover letter that gets read

Career Counselling

There are times in everyone's life when talking to a Career Counsellor may be beneficial. If you are:

- Thinking of making a career change
- Needing some resources to explore occupations or learning institutions
- Hoping to get assistance with job search, cover letters, or interview skills
- Wanting to rewrite your resume to better demonstrate your transferable skills

Call and make a one-on-one appointment!





COMPUTER COURSES AT THE OVRC!

Call the Osborne Village Resource Centre at 989-6503 and make an appointment
The following computer classes are 5 weeks and cost \$65.00

Fundamentals of Personal Computing

November 2nd, 9th, 16th, 23rd, 30th, '09

5 pm – 7:30 pm

In this class you will learn:

- The components of a computer
- How to use Applications/Software
- Basic word processing and formatting
- How to surf the world wide web
- How to set up and use a free email account

...and much more!



Microsoft Word 2003

November 3rd, 10th, 17th, 24th

December 1st, '09

Learn how to:

- Manage your files in Windows XP
- Become familiar with the components of the MS Word Window
- Review various techniques for selecting text
- Use intermediate formatting techniques
- Work with headers and footers, page numbers, tabs, tables, clip art and word art

...and much more!



Microsoft Excel 2003 - Winter 2010

In the Excel class you will become familiar with Spreadsheet Terminology: books, worksheets, cells, columns, rows, and ranges. Learn how to:

- Manage your files in Windows XP
- Become familiar with the components of the Excel window
- Become familiar with the various mouse pointers in Excel
- Enter and edit text within a cell and apply formatting options
- Work with ranges and range names
- Work with basic formulas and simple calculations
- Proof your Excel spreadsheets: page set-up, set margins, paper orientation & page breaks, spell check, show/hide, print preview
- Work with multiple spreadsheets
- Link Excel spreadsheets into a Word document

ABOUT OVRC Free Services

Do you need help preparing a resume or getting ready for a job interview?

Do you need help preparing a cover letter?

Do you need help preparing a resume?

Do you want to consult a Career Counsellor?

Contact us at:

PH: 204.989.6503 FAX: 204.477.0903

For further information visit our web site: www.ovrc.ca

If you have any comments, questions or concerns about our services,
contact the Centre Coordinator Marg Law at marlaw@wtc.mb.ca

In Partnership With



ABOUT OVRC'S NEWSLETTER

In our upcoming newsletter we will be looking at

Recruiting and Hiring Practices of Winnipeg Employers

If you have an idea for an article you would like to see, or contribute to the newsletter,
or have any comments or suggestions, please contact

Patti Malo, Newsletter Editor at 204.989.6503 or patmal@wtc.mb.ca

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**Osborne Village
RESOURCE CENTRE**

1-107 OSBORNE ST. WINNIPEG, MB R3L 1Y4

PH: 204.989.6503 FAX: 204.477.0903