



# SPRING 2008 NEWSLETTER

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**Osborne Village**  
**RESOURCE CENTRE**

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# THANK YOU DEAR VOLUNTEERS!

## OVRC Celebrates National Volunteer Week!

By Alicia Franco-Espinosa, Computer Instructor/Volunteer Coordinator of OVRC

Osborne Village Resource Centre is celebrating the National Volunteer Week (April 27 - May 3, 2008). This week is a special time to honour the people who donate their time and energy to others.

At OVRC we are very lucky because we have a great volunteer team. Their contribution has really made a difference.

OVRC wants to thank you so much;

- **Susan** for 10 years of hard work and commitment to OVRC
- **Betty** for your knowledge and dedication as an Assistant Computer Instructor in the last five years
- **Marlene** for six years of knowledge and experience as a Workshop Facilitator
- **Ruth** for one year of enthusiasm and patience as an Assistant Computer Instructor
- **Brigitte** for your enthusiasm and interpersonal abilities as a Resources Coordinator
- **Justine** for your artistic talent and professionalism as a Graphic Designer
- **Kristin** for your creative talent and self-motivation as a Graphic Designer

- **José** for your talent and photographic contribution to our publications
- **Linda** for your positive attitude and sensitiveness as an Assistant Computer Instructor
- **Nick** for your talent and contribution to our Employer Resume Survey
- **Li** and **Dali** welcome to our Volunteer Team!

**"Volunteers like you build a better tomorrow".**

Words of one of our volunteers:

"It is such a pleasure to help assist with these students. They are so appreciative in whatever help we give them. Everyone should know the computer basics. I am so proud of these "older" students who step out of their comfort zone to keep up with children and grandchildren to learn the computer. I know from personal experience that our children are way too busy with their own lives to ever help you. You have to go out and take a class yourself.

And of course it is nice to see the young generation, who excel with their speed and confidence because they are not afraid to try anything".

- **Ruth**



**Ruth**



**Justine**



**Kristin**



**José**

## Volunteers of the Month



### January 2008

Susan's 10 years of dedication and commitment to OVRC has made a real difference by keeping the job binders updated, enabling people who are not computer literate to find job.



### February 2008

Betty has been volunteering for five years as an Assistant Computer Instructor. Betty is a dedicated person who has never missed assisting a computer class. She is greatly appreciated by the students and instructors for her patience and more than 15 years of knowledge and experience with computers.



### March 2008

Marlene has been volunteering for six years as a Workshop Facilitator. She has been responsible for conducting the Hidden Job Market Workshop. Her knowledge and experience is greatly appreciated by the clients.

All of you mean so very much to the Osborne Village Resource Centre. For all the support you provide to both the regular staff and clients, we can never say "Thank You" enough!

# ASK THE CAREER COUNSELLOR

## Welcome to Canada: Support Services for New Immigrants

by Jude Gaal, Career Counsellor of OVRC

### Welcome, Bienvenue, приветствовать, 歡迎, Willkommen, Bienvenido

As a young child I recall sitting at the kitchen table listening to my parents recount their experiences immigrating to Canada in 1956. Having survived seasickness and treacherous storms while sailing across the Atlantic they finally landed in Halifax where they were given \$5.00 and sent off to make their way. Their stories seemed like exciting adventures; only now can I even begin to comprehend the obstacles they faced trying to learn English, get a job and find a place to live, without any assistance. Even for the daughter of immigrants it's easy to forget the difficulties new Canadians face. Fortunately life presents us with people who remind us.

Last summer, a number of Russian immigrants came to Osborne Village Resource Centre for assistance with resume writing. Although we were able to help them with resumes we noticed our lack of knowledge regarding EAL classes and other community services ready to help newcomers. This prompted us to create a resource section for immigrants and we began investigating what services were offered.

Our first contact, Cynthia Stewart, Coordinator of Settlement Information, in Labour and Immigration, Manitoba, visited OVRC and presented us with a wealth of information regarding programs offered to immigrants. She introduced us to **Welcome to Winnipeg! Entry Program**. This four week program accommodates new immigrants with day or evening classes and provides information on practicalities such as banking, getting around, laws, health and English language training, in addition to employment (contact Grace Eidse, Director at 944-0133).

We also had the privilege of talking with Mount Carmel Clinic's Neneth Banas (589-9426), who works with the **Multicultural Wellness Program (MWP)**. She explained how MWP reaches out to the different immigrant communities and offers programs based on the needs of each community. **Nor West Community Health Centre** (940-2172) can also assist immigrant and refugee women in need of counseling, information, advocacy, referral, support groups and help with interpretation and accompaniment.

In addition, programs like **Work Start** (953-1070) and **Success Skills** (975-5111) provide classes that educate people about workplace health and safety, workplace culture, as well as assistance with resumes, job applications, job leads, community resources and employment maintenance. In addition to employment assistance, **Employment Projects of Winnipeg Inc.** (949-5300) also provides workshops on a variety of topics, free computer courses and a literacy program. Employment services are also offered at the **International Centre** (943-9158), in addition to settlement support services, adult education services, workplace entry programs, and career mentorship. Similar services are available to immigrant youth at **Employment Solutions** (944-8833).

Recognizing immigrants' special needs when pursuing academic studies the University of Winnipeg has also recently opened the **Global Welcome Centre** (258-2929) to "support newcomers, immigrants and second-language students in their transition to post-secondary education."<sup>1</sup>

Language skills are also offered at numerous locations in the city including:

- **Winnipeg Technical College** 989-6434 or 989-6566
- **Red River College Language Training Centre** 948-3214
- **St. Vital Adult ESL Evening Program** 791-8446
- **English Skills Centre** 927-4375
- **Victor Mager Adult ESL Program** 255-5390
- **Winnipeg School Division** 775-0416

In some ways things may not have changed very much. Today, as in the past, the road to becoming a successful Canadian may be frustrating and stymied by bureaucracy. However it is good to know that in other ways things have changed a lot! Immigrants are now offered services to help ease the transition to life here in Manitoba. We hope that, in our small way, we have been able to provide useful information to the courageous newcomers adapting to life here in Winnipeg.

Sources: 'Global Welcome Centre - Pamphlet, University of Winnipeg, 2008

## THE CHANGING WORLD OF WORK

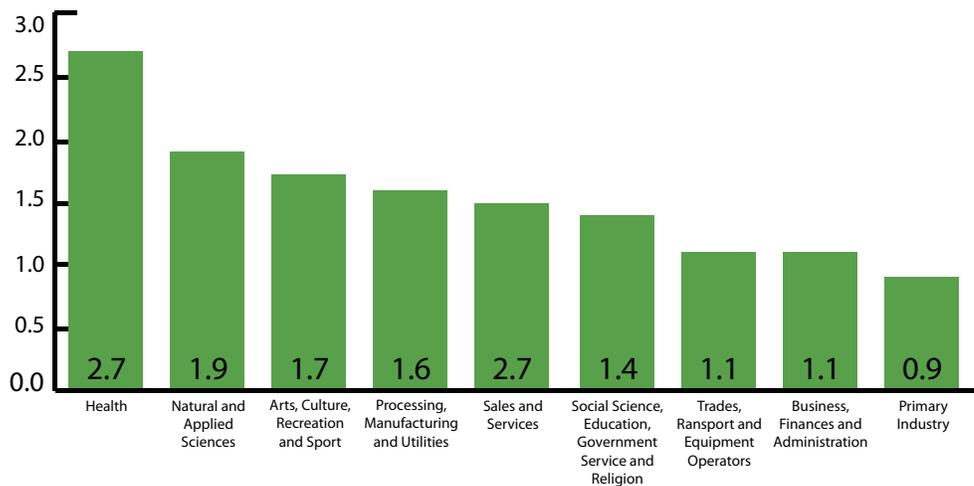
**W**ith today's changing world it is more important than ever for you to know what the future holds in job opportunities. Over the next five years, more than 1 million new jobs will likely be created with opportunities in all major occupations. The fastest job growth is expected in health due to the aging population and expected increases in public spending. The continued move towards a knowledge-based economy will also continue to create a demand for jobs in the sciences. Job prospects in the arts, culture, recreation and sports are also expected to continue growing.

However, job growth will be slowest in the primary and resource-based industries because of resource constraints and the increasing difficulty in accessing foreign markets. Post secondary education will continue to be essential for job success.

**About 65% of all new jobs created over the next five years are expected to require some form of post-secondary education/training.**

**Job Growth by Broad Occupational Grouping (%)**

Source:  
Policy Research  
and Coordination  
Directorate, HRSDC.



## The Changing World of Work (Continued from Page 5)

Retirement will also play a major factor. It will lead to an additional 2 million jobs over the next five years. Post secondary education will be a major factor in determining who will successfully fill openings arising from retirement.

**Occupations requiring a higher level of education/training will account for two thirds of job opportunities arising from retirement.**

More than 45% of all retirements across Canada will be in the areas of sales, service, business, finance and administration.

Some areas with fewer workers will also be significantly affected by retirement as workers in these groups are generally older or tend to retire earlier. These sectors include social science, primary industries and health.

### Retirements Over the Next Five Years

Occupational Group	Number of retirees	Proportion of retirees (%)	Rate of retirement (%)
Sales and Service	438,100	23	2.3
Business, Finance and Administration	445,900	23	2.9
Trades, Transport and Equipment Operators	315,500	16	2.5
Social Science, Education, Government Service and Religion	224,200	12	3.7
Health	153,500	8	3.1
Processing, Manufacturing and Utilities	130,700	7	2.2
Natural and Applied Sciences	91,500	5	1.7
Primary Industry	60,500	3	2.3
Arts, Culture, Recreation and Sport	49,500	3	2.4
<b>TOTAL</b>	<b>1,909,400</b>	<b>100</b>	<b>2.6</b>

Source: Policy Research and Coordination Directorate, HRSDC.

Whether you are a graduating student, someone looking for work, or someone who wants a new career the above up-to-date information can steer you in the right direction. Job Futures will and show you where to find the information you need to make an informed decision to help you find the job that suits you.

Job Futures has been developed by Service Canada specialists in consultation with educational and professional organizations, sector councils and federal/provincial/territorial governments across Canada.

Manitoba Job Futures is a joint project of the federal/provincial Labour Market Information Committee in Manitoba.

Job Futures it is useful for:

- Students making educational and career decisions
- Workers thinking about upgrading their skills or a career change
- Unemployed persons exploring job prospects and training opportunities
- People re-entering the job market
- Career/education professionals advising clients on career choices or the prospects of finding work
- Teachers informing students on career and education planning
- Parents helping their children plan for the future

Currently Manitoba Job Futures ([www.mb.jobfutures.org](http://www.mb.jobfutures.org)) has identified the following as high demand occupations:

- Accountants
- Civil Engineers
- Nurses
- Steamfitters, Pipefitters and Sprinkler
- System Installers
- Truck Drivers – Long Haul Class 1 License
- Welders
- Doctors
- University Professors
- Police Officers (Except Commissioned)
- Heavy-Duty Equipment Mechanics

In addition to the above high demand jobs Manitoba Job Futures will give you information on 203 occupations specific to the Manitoba labour market. It will provide you with the latest information on:

- the most promising jobs now and in the future
- skills and working conditions
- what you can expect to earn
- education/training routes

If you would like to check out Job opportunities across Canada log onto [www.jobfutures.ca](http://www.jobfutures.ca) and explore the possibilities in any province or territory.

Source: [www.jobfutures.ca/en/brochure/JobFuture.pdf](http://www.jobfutures.ca/en/brochure/JobFuture.pdf), Service Canada, NATIONAL EDITION. Job Futures WORLD OF WORK, [www.mb.jobfutures.org](http://www.mb.jobfutures.org)

# LEARNING ENGLISH IN WINNIPEG

## Help for Overcoming the Challenging Language Barrier

by Judy Johnson, Language Assessment Coordinator, Manitoba Labour and Immigration, Adult Language Training Branch

For many newcomers to Winnipeg and for many immigrants who have been in Winnipeg for a while, learning to speak English or improving the ability to communicate in English is an important challenge. Good English language skills help when finding and keeping a job, communicating with neighbours and people in stores and offices, and adjusting to living in Manitoba.

In Manitoba, the Adult Language Training Branch coordinates and funds adult English as an Additional Language (EAL) training for anyone who is a permanent resident, a Canadian citizen born outside of Canada, a refugee claimant or a provincial nominee (including spouses or adult children) who has received a letter of approval from the Manitoba government.

Manitoba offers free “English as an Additional Language” classes to adult newcomers. There are “EAL” classes for all levels from beginner to advanced. There are both full time and part time classes. Full time classes can help those who want to spend time to improve their English language skills more quickly. For those who are working or who are busy with their families, classes in the morning, afternoon or evening might fit their busy schedules more easily.

In Winnipeg, learners can study full time at Red River Language Training Centre or at Winnipeg Technical College. Part time classes are available at the Adult EAL Centre and in St. Vital and in the evenings through Winnipeg Technical College.

For people who want to improve certain language skills, there are specialized programs at the English Skills Centre ([www.englishskills.ca](http://www.englishskills.ca)). Here learners can take part in programs to help them improve their pronunciation, learn to listen to fast Canadian English, give presentations, improve their business writing skills or learn to read more quickly and with more understanding. These courses are 10 weeks long and are available in the morning, afternoon or evening as well as on Saturday morning. It’s also possible to choose

to do several courses at the same time and study full time at English Skills Centre.

There are also many special English classes. These programs help learners improve their communication skills and learn the specialized English to find work or further training in their professions.

For example, English for Technical Purposes is for people who have previous technical training such as engineering or computer sciences. There is also a part time English program for Engineers who want to return to working in their field and online learning as well. There are also special full time and part time programs for Health care professionals, teachers, accountants, bank tellers and agricultural professionals.

Learning a new language is an ongoing process. Many learners study for a while, then may have to leave class because of work schedules or family responsibilities. Learners are always welcome to come back – for more information or to return to class as their language needs change.

If you are interested in studying English as an Additional Language class or if you know someone who is, the first step is language test. This placement test helps learners know about their language levels and helps programs choose the best class for the learner. This test is free to anyone who is eligible for EAL classes in Manitoba. The test is a measure of what people can do in English. For an appointment for a test, or for more information about classes in Winnipeg, call the Winnipeg English Language Assessment and Referral Centre at 943-5387. Assessors will test your language skills, and give you information about programs in Winnipeg where you can study. They will help you choose the program that is best for you at this time.

For more information about free classes in Winnipeg or for ideas for improving your language skills, visit the website at [www.gov.mb.ca/labour/immigrate/eal/index.html](http://www.gov.mb.ca/labour/immigrate/eal/index.html).

# PSYCHOTHERAPY WITH A TORTURE SURVIVOR

## Family Implications

By Ernesto Vela, Therapist with Mount Carmel Clinic and the Centre for War affected Families in Winnipeg

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**M**igrations to a different country impose tremendous psychological pressure on individuals, especially to refugees who are survivors of torture. They not only have to deal with the stress of adapting to a new culture and language, but also they have to cope with the sequels of the trauma experienced.

When comparing psychological and physical methods of torture, most researchers seem to consider the first as more efficient, although the effects of physical torture always end up being psychological, for example, sexual torture.

In opposition to the generalized idea that torture's goal is to obtain information from the victims, most studies on the topic emphasize that destroying the victim's personality is the real goal of torture.

### Post-Traumatic Symptoms

Since I started to see torture victims at the Cross-Cultural Counselling Program at the Mount Carmel Clinic, approximately 18 years ago, the most frequent long-term neuropsychological symptoms reported by clients were: sleep disturbances, headaches, impaired memory and concentration, fatigue, nightmares, fear/anxiety and social withdrawal. Other possible symptoms include impaired hearing, vertigo, sexual disturbances and tremor/shaking. The latter can be explained because, as a norm, victims were seen, in average, eight to 20 years after the trauma.

### Case Study<sup>1</sup>

Claudia, a thirty-year-old Chilean female, came to our Cross-Cultural Counselling Program on October 1985, to get some advice on family problems. She reported that she was having some marital problems due to her husband's irritability and lack of motivation to adapt to his new life in Winnipeg. She indicated that her husband was very aggressive with her and their children and that he refused to attend English class preferring to stay at home "doing nothing." Claudia was advised to bring her husband to the

<sup>1</sup> Because of ethical issues involved, names, dates and some special situations have been modified to protect the client's confidentiality.



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program to start counselling with couple. After a couple of sessions with Claudia, her husband finally agreed to come to the program. Carlos is a 32-year-old Chilean male. He indicated that he felt empty and helpless and that his life had no real meaning without his political activities. He said that he was more irritable recently and had no patience with the children. After three sessions with the couple, Carlos asked for a session for himself alone. In this session, he suggested that the changes in personality that he was experiencing might be the result of being a torture victim but he did not want to bother his family with such loads. He said he wanted help, but that he could not trust anybody because people probably would not understand him. Several sessions were dedicated to gaining his trust and to create a solid as possible therapeutical alliance. He finally accepted the invitation to come to the Program to deal exclusively with the sequel of torture.

### Assessment

The assessment was conducted using client history and clinical judgement as well. Carlos clearly met the criteria for a Post Traumatic Stress Disorder. His main symptoms included sleep disturbances, nightmares and night panic, flashbacks, attention and concentration problems, irritability, family problems, and difficulties establishing new relationships.

### Psychotherapy

Carlos presented a strong resistance to talk about his torture at first. It was difficult to gain his trust and to do so

required extensive discussion of Chile's past and current political issues. The therapist's sensitivity to human suffering and to political injustice was a key factor in gaining this man's confidence.

Carlos was relieved to learn about the "conditioning techniques" that stand behind this phenomenon. However, it was even more relieving for him to understand the "no choice technique" used by torturers. It does not matter whether the victims confess or not, they will still be punished. This is because, as mentioned before, the real goal of torture is not to obtain information, but to destroy the victim's personality. This realization allowed Carlos to understand why he did not have any chance during torture.

Gradually, Carlos progressed to the emotional phase, which was extremely painful for both the victim and therapist. In tears he described the horrors of the sensory deprivation, the beating, and electrical shocks applied to the skin and testicles. He indicated that, during those moments, his feelings were a mix of guilt and impotence. After several sessions of this reliving of the trauma, Carlos started to look a little bit more calm. The speed of his descriptions was slower and started to talk about his nightmares. He said that, before therapy, in his nightmares the torturer was always insulting him and that his reaction was of feeling paralyzed. After talking with the therapist about

these events, he noticed that the content of the nightmare, although the same situation, changed significantly. This time he was able to talk back to the torturer and defend himself. This was a valid indicator that those repressed feelings of aggressions started to come up to the conscious level, losing his endless power over the victim.

During the reestablishing reality phase, Carlos expressed a dream where he was standing on the top of a tall building. From that position he could see the members of his family walking and playing on a green pasture. From a psychodynamic point of view, this may represent the feeling of a safe environment for him and his family, and the feeling that those horrid experiences, although he will live forever with them, are now part of his past and do not control him anymore.

### **Discussion**

Destruction of the personality of the individual victim is probably one of the most important goals of torture. Carlos' case illustrates one of the successful recoveries through therapy cases, probably because an important biological character of the brain is its great capacity for adaptation. Also, because victims adapt to atrocious circumstances with the aim of preserving as much as possible of their personality, including norms, ideology and emotional reactions.

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## **MY EXPERIENCE AS AN IMMIGRANT**

by Alicia Franco-Espinosa, Computer Instructor / Volunteer Coordinator of OVRC

I am Mexican and I decided to immigrate to Canada more than two years ago. Making a new life in a different country was exciting and at the same time challenging.

Four years ago, life offered me the opportunity to visit Canada for the first time, and I took it! I didn't think about it twice. I came in June, and I left in November, so I was able to appreciate the beauty of summer and autumn, but I did not have any idea about what winter was about.

I went back to Mexico City, and one year later I was living in Winnipeg. My first winter? It was the first time in my life that I can say that my face was in pain; other than that, I became aware of the gorgeous landscapes, Canadian's enormous respect for nature, the quality of life and the strength of people to survive this weather, not only now, but in the past with much lower resources. One of the things that

impressed me the most was seeing the river freeze, and the dramatic change of seasons.

I believe that Canada is a country of opportunities, but the most important thing is to believe in yourself. It doesn't matter where you decide to go, if you know who you are and what you want.

### **My likes and challenges:**

Likes:

- Meeting wonderful people from different backgrounds
- Having the opportunity to learn and relearn from different perspectives
- Enjoying the beauty of every season, nature, and the outdoors

## The Experience as an Immigrant (Continued from Page 9)



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- Being in a small, multicultural and quiet place
- Learning a second language and learning about Canadian culture
- Experiencing cultural differences

### Challenges:

- Missing my family and close friends
- Dealing with cold winter
- Operating in a new language

Learning English has been a big challenge. I am still learning and I realize that there are many things that have helped me:

**Doing volunteer work.** This allowed me not only to improve my language skills, but meet people, make friends and contacts and to learn about the market job in Canada. Actually, by doing volunteer work I got my first two paid jobs in Winnipeg, the first one at Palliser Furniture as a Spanish teacher, and the second one at Osborne Village Resource Centre as a Computer Instructor and Volunteer Coordinator.

**Using the library services.** I found books, CDs, DVDs and cassettes that helped me to improve my listening skills.

**Watching TV with captions.** I watch, listen and read at the same time, so if there is a word that I don't understand, I probably can figure out the meaning of it by reading it. If I don't understand the word by listening

and reading, I can probably understand it by watching how it is used in context.

**Taking English classes.** There are many funded programs available for immigrants, and they are free.

**Living the language.** As immigrants, we have a huge advantage as the language is everywhere. I looked for something that I enjoy doing, like dancing. I started taking dancing classes, and my teacher was Canadian. So I not just learned how to dance, but I also exposed myself to the language and met new people.

Finding a job is another challenge, and it is not easy. As immigrants, at first we may not get the same kind of job that we used to have in our home country. Sometimes in order to go forward we need to first take a step back.

There is a variety of services that can provide you with the skills you need to find a job. For example, the Osborne Village Resource Centre offers career counselling, employment preparation workshops, resume development, personal development workshops, public Internet access and instructor-led computer classes.

As immigrants we may still find obstacles in the language and in our lack of Canadian experience. However, we must keep in mind that every obstacle represents an opportunity to grow and to improve one's condition.

**“How can you get very far,  
If you don't know Who You Are?  
How can you do what you ought,  
If you don't Know What You've Got?  
And if you don't know Which to Do  
Of all the things in front of you,  
Then what you'll have when you are through  
Is just a mess without a clue,  
All the best can come true  
If you know What and Which and Who.”**

Benjamin Hoff, The Tao of Pooh

# OVRC CLIENT'S TESTIMONIAL

## OVRC Computer Training

My friend and I (Connie Verdonck and Claire Cinq-Mars) would like to express our sincere gratitude to all the wonderful staff at the Osborne Village Resource Centre. They were instrumental in helping us reach our goals & aspirations.

My new partner in the Professional Truck driving industry Connie Verdonck would first like to write a few words about her experiences with your wonderful centre:

I found myself suddenly unemployed and my self esteem faltering, I walked into The Osborne Village Resource Centre and my outlook for the future changed immediately. I enrolled in several of the centre's computer courses. I had never touched a computer in my life. I now possess abilities I never dreamed of. I also was in dire need of a resume update and again your staff came to the rescue.

I, Claire Cinq-Mars, first discovered the center in its original location. The staff now and then have and are my saving grace. I walk in feeling inadequate and not sure if I can accomplish what I came in for, but with The Osborne Village Resource's staff help I always do. If there ever was a time when I would say my tax dollars were working for me, this would be it.

All this technology happened after we left school and without the center we would be often taken advantage of. Both of us would like to express our sincere gratitude to any and all involved in keeping something as important as The Osborne Village Resource Center alive.

### Other testimonials from our computer students:

"I really appreciate that the course was available and was reasonably priced (cost factor). Also, thank you to the Instructors and Volunteer assistants for their patience! Thank you again."

**- Basic Microsoft Excel Course, March 26, 2008.**

"Fun, easy to follow but really glad we had helpers to come to our aid. Booklets are excellent!"

**- Fundamentals of Personal Computers Course, February 11, 2008.**

"Alicia and Keith are wonderful. Both very willing to help and answer all questions. Very well explained. Very Knowledgeable. Keep up the great work!"

**- Basic Microsoft Word Course, February 19, 2008.**



### Computer Courses Offered

### Fees

Fundamentals of Personal Computers	\$65.00
Basic MS Word	\$65.00
Basic MS Excel	\$65.00
One-on-One Internet Tutoring: 1.5 hours	\$15.00

### Next courses:

Basic MS Excel	Tuesdays May 20, 27, June 3, 10, 17 from 5:00 to 7:30
Basic MS Word	Mondays May 26, June, 2, 9, 16, 23 from 5:00 to 7:30

## ABOUT OVRC Free Services

Do you need help preparing a resume or getting ready for a job interview?  
Take advantage of our Interview Skills Workshops (two days):

**May 12 - 13 or June 16 - 17** From 9:00 a.m. to 3:00 p.m.

Do you need help preparing a cover letter?  
Take advantage of our Cover Letter Workshops (one day):

**April 24 or June 26** From 9:00 a.m. to 3:00 p.m.

Do you need help preparing a resume?  
Do you want to consult a career counsellor?

Please feel free to contact us at:

PH: (204) 989-6503 FAX: (204) 477-0903

For further information visit our web site: [www.ovrc.ca](http://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](mailto:marlaw@wtc.mb.ca)



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## ABOUT OVRC'S NEWSLETTER

In our upcoming newsletter we will be looking at things to consider regarding  
training/post-secondary education.

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

Alicia Franco-Espinosa, newsletter editor at (204) 989-6503 or [alifra@wtc.mb.ca](mailto:alifra@wtc.mb.ca)

Newsletter design and layout by our volunteers: Kristin McPherson and Justine Dechaine



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