

# 2018 – 2019 ANNUAL REPORT

Osborne Village Resource Centre  
Manitoba Incorporated

1-107 Osborne Street

Winnipeg, MB R3L 1Y4

<http://www.ovrc.ca>



**Osborne Village**  
RESOURCE CENTRE

*June 4, 2019*

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# Empowerment Through Understanding

## Who We Are

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The Osborne Village Resource Centre is a non-profit pre-employment resource centre that is dedicated to assisting clients on their journey to finding meaningful employment. We assist clients who are unemployed, under-employed and/or those making a career change.

## Our Vision

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To be a leader in providing exceptional support to Manitobans seeking employment.

## Our Mission

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To provide an inclusive and safe space that empowers job seekers to find employment by offering one-on-one job search services, workshops, career counselling, computer training, and access to technology.

## We Believe....

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- Our clients feel empowered when they take personal ownership of their job search.
- Our clients will have the greatest chance for success with a targeted job search that starts with a clear understanding of who they are, their value within the workplace, and a clear idea of what work will be most meaningful to them.
- Career development is essential to an individual's success in navigating an ever-changing labour market.
- Our clients become more energized and prepared by identifying their skills and recognizing their unique abilities.
- Once clients realize the value of finding a job that is a "good fit" for their skills, abilities, and personality, they will maintain employment for long periods of time.

## Our Team

### **Executive Director:**

Keith Robinson

### **Employment Facilitators:**

John Perry

Betty Punkert

Lisa Elmhurst

### **Career Counselors:**

Kristina Lonstrup

Lianne Stephenson

### **Administrative Professional:**

Judy Recksiedler

### **Web Management:**

Susan Reynolds

### **Social Media:**

Tyanna Edwards



## Overview of Services

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Our services include resume building, cover letter development, career counselling, pre-employment workshops, computer training, and self-directed job search with access to eleven computers.

At OVRC, we recognize that not every client needs a structured program. We provide the opportunity for clients to choose the exact service that meets their specific needs and goals. This empowers our clients to take ownership of their job search and build life-long skills that will serve them well into the future.

We strive to create a safe and interactive environment for clients during one-on-one appointments, pre-employment workshops, computer training, and when clients are engaging in a self-directed search. This provides space and another opportunity for clients and staff to engage in open discussions to resolve challenges and open the door to new possibilities.

## Core Services

The greatest advantage to clients in accessing OVRC services over other resource centers is their ability to choose services regardless of employment status.

Whether an individual is employed, underemployed or unemployed OVRC services are open to **all**. The staff works to provide resources that help each client gain the skills and self-confidence needed for career success.

By enabling our clients to choose the specific supports they need, we can provide valuable services that allow our clients to improve their work situation while offering flexibility in timing and service.

In addition to serving the un-and under-employed, we are one of the only agencies who provide support to already-employed clients, thereby reducing the potential time where they may need financial supports if they have to leave their current employment situation for any reason.



"Every place I went to told me I was ineligible for their services because of my full-time hours... after explaining my dilemma, he [Keith Robinson] booked me an appointment the same week with John. To think that I've been walking by this gold mine and have never gone in, the atmosphere was very welcoming when I did."

OVRC CLIENT

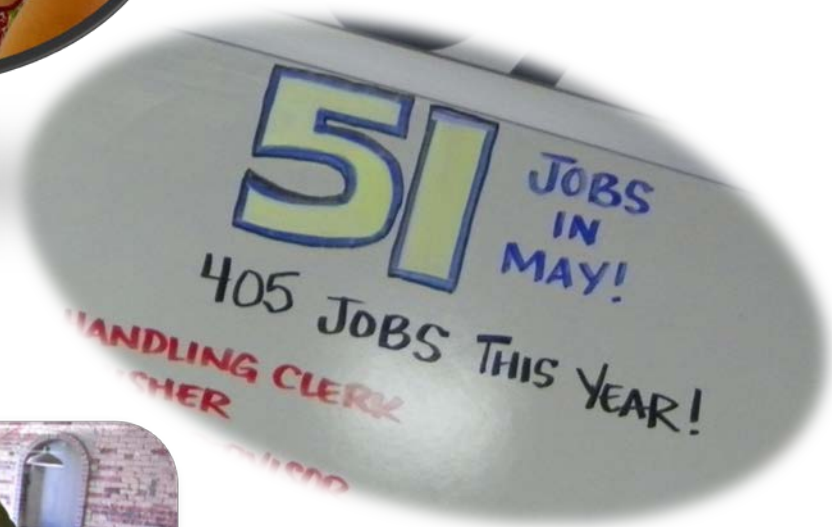


## Resumes / Cover Letters

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Targeted resumes and cover letters capture a potential employer's attention which often results in the client being selected for an interview. Additionally, using the targeted resume / cover letter strategy typically decreases the amount of time a client will be in job search, and also results in the client procuring meaningful employment.

- 10,100 clients that worked with employment facilitators in resume / cover letter development have secured meaningful employment since 1996, an average of 415 clients per year.




## Career Counselling

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Career counsellors work directly with clients during a series of three to five appointments to facilitate a client's knowledge of self, the development of research skills for career exploration, and to provide support during difficult periods in the career counselling process. Career counsellors do not focus on the outcome but rather the process, providing the tools and guidance to help a client successfully navigate through the career counselling process.

We help clients:

- Recognize they may already have the skills to pursue work in a new field;
- Determine whether to stay in a job and seek new duties that better match their skills, abilities and needs; or,
- Assess whether to find the same type of work in a different sector or with a different employer; and
- Transition into a new career that better suits their needs in their present stage of career development



CAREER EXPLORATION WORKSHOP

learn  
your  
career  
direction

Register now by calling OVRC at 204-989-6503 or visit [ovrc.ca](http://ovrc.ca)



DISCOVER DIFFERENT CAREER OPPORTUNITIES

# Career Exploration Part 1 & 2

Register Now! Call OVRC at 204-989-6503



Osborne Village  
RESOURCES CENTRE

# Value Added Services

## 2018 – 2019 Workshop Offerings

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### Career Exploration

Clients are provided with self-assessment tools to gain an understanding of self, criteria for career satisfaction, and career values.

### Branding Yourself

Clients will learn how to effectively articulate their employment needs so that people in their support network know how to help.

### My Target Company List

Clients create a list of companies they want to work for by using a variety of print and online resources.

### Research = Job Search Success

Clients learn about the benefits of researching a company before applying for a position. They also learn how to use this information to (a) access the hidden job market, (b) write cover letters and resumes, and (c) prepare for the interview.

### Informational Interviews

In addition to learning why informational interviews are such an effective and efficient job search strategy, clients are also given the tools to start using this job search strategy.

### Making Smart Reference Choices

Clients learn how to make reference choices that will be positive and helpful to their job search.

### Living in My Job Search

Provides clients with simple and no-cost strategies and tools to improve positivity, elevate outlook, and develop better coping abilities and self-awareness.

### Scheduling For Success

Clients will become aware of how scheduling job search activities can help them stay focused, motivated and ultimately successful. They will learn what to schedule and the importance of reviewing and revising daily.

### Ace That Interview

Provides clients with tools and experience to confidently answer interview questions by learning four simple strategies to focus their communication skills and address challenges.

## Workshop Feedback

**"I believe this workshop can be a useful aid to those lost and/or confused about their professional future."**

CAREER EXPLORATION

**"It is inspiring and helps self-confidence, especially for people who are already a bit desperate due to long job search (like me)"**

BRANDING YOURSELF

**"It was the most informative and best explained prep course for interview I have come across and can be incorporated into any job"**

ACE THAT INTERVIEW

**"I would recommend it to somebody who got bad experience from informational interviews and try OVRC for a fresher perspective."**

INFORMATIONAL INTERVIEWS

**"I would recommend this workshop to someone else who wants to complete a targeted skills resume and a targeted cover letter. Thanks!"**

RESEARCH = JOB SEARCH SUCCESS

**"I'd definitely recommend it's very invaluable, and motivating, what we need in all aspects of our life, especially when we're in our job search and our motivation is low."**

LIVING IN MY JOB SEARCH



# More Value Added Services

## Computer Classes

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### Internet for Job Search

Getting online can seem overwhelming if you don't know your way around. Learn the fundamentals of Google Search, get to know Indeed and Kijiji, and learn some tips and tricks for using them to apply to jobs. Discover how to research badly written jobs that don't have all the information you need to apply.

### Email for Job Search

Emailing your resume to an employer can seem like a daunting task at first, but there is a simple, easy to remember process that will help. Get to know Gmail a little better, and how to keep your inbox clean and tidy. Learn to rename your documents to get better results, and get some basic email etiquette tips so you know NOT TO YELL.

### Formatting In Word

Being empowered to make basic changes to your resume without anyone's help is a huge step into a truly independent job search. Learn what the business standards are for formatting this document, and format a sample resume step by step with instructor guidance. Discover bullets, text editing and formatting, simple tables, control tabs, and headers. Learn how to fix "broken formatting" if you have a section that works.

**IMPORTANT:** This class will NOT teach how to write a resume. We are editing a raw text document to show you how to select and format text in your own files



## Message from the Executive Director

As a third party provider of employment assistance services for the provincial government, it is crucial that OVRC demonstrates its value by providing quality services and achieving targeted client service outcomes. It is also important that service providers seek ways to increase the return on investment to our provincial funders. I believe the OVRC staff exceeded these expectations once again.

This past year we have once again exceeded our funder's goals for the number of services and employed stats. We also assisted Learning and Education Centers in providing their students with resume development and other pre-employment services. This allowed the Learning Centers to continue to deliver the services they excel in while OVRC provides the services that we excel in. This is a positive situation for the students as they are provided with the best services from each organization. It also provides excellent return on investment for the Department of Education as the Learning Centers did not have to increase their budget to meet their new funding requirements to provide pre-employment services to students. OVRC was able to increase the number of services without an increase in budget which allows both organizations to be fiscally responsible to our funders.

OVRC also received a \$13,000 grant from the Winnipeg Foundation to complete much needed upgrades of computer system that ensured the protection of client and staff files. In addition, Windows 7 will not be available for any type of upgrades or technical support within a year and we needed to upgrade to Windows 10. OVRC also received \$5000 to upgrade our client chairs that were over 10 years old and this replacement was necessary. Lastly RBC provided a \$1000 Grant that was used for staff development. These 3 grants provided upgrades that could not be completed with our existing budgets. This definitely upgraded our service to clients with no extra cost to our funders which is another way OVRC has improved our return on investment.

In closing this has been a year of some staffing changes as Jude Gaal moved to Windsor, Ontario which is the first staff turnover that OVRC has had to deal with in six years. OVRC hired an excellent replacement in Lianne Stephensen who has already made some positive changes to her workshops and has fit into the group quickly to become a valuable OVRC team member. OVRC also hired a talented part time Social Media person, Tyanna Edwards who has rebranded OVRC's online image. Look for exiting new changes this coming year with workshops being upgraded, new workshops starting and new opportunities to connect OVRC clients with the tools to improve their chances of finding meaningful employment.

Thank you to the dedicated staff who strive each day to make a difference in client employment futures. Thank you to the OVRC Board that provides the leadership and direction to ensure the

future of OVRC. Thank you to our two Project Officers and their departments, for without their efforts and funding we would not have the privilege to provide the services that make OVRC stand out.

Sincerely,

***Keith Robinson - Executive Director***



*Executive Director Keith Robinson receiving the Manitoba Association of Career Development's Organizational Achievement Award, Nov. 2018*

*Executive Director Keith Robinson receiving our 2019 - 2020 Funding Letter from the Honourable Kelvin Goertzen, Minister of Education and Training*

**It was a privilege to meet him and OVRC is thankful for receiving funding for 2019 – 2020.**



## 2018 – 2019 Message from the Chair, Board of Directors

This year we celebrate the completion of another hugely successful year of service to the community. We are so excited to be continuing our long history of successfully assisting individuals prepare for a successful job search and/or career change

As always, I want to thank Keith and the staff for all their hard work and strength of purpose in this successful year. It is due to their skill and dedication that OVRC is able to continue serving our clients with a high degree of professionalism and success. This year we have seen some changes in our staff team and I am so pleased that our new team members have proved to be such a great asset.

Our keen and committed team of professionals continued to develop and deliver new and effective workshops; provide positive career counselling; coach clients in effective employment search skills; assist with the development of rewarding resumes – all while exceeding funding-agreement goals. Once again they were able to accomplish this while maintaining accurate and timely financial and activity reports, thus earning OVRC a reputation as a reliable, dependable and successful agency which was rewarded with continued funding for 2020.

This year, thanks to some successful grant applications, we were also able to do some much needed facility upgrades including an updated computer system. Our centre has had a bit of a face-lift and clients benefited from improved equipment and ergonomic chairs.

The next year promises to be one of continued success and commitment to the needs of our clients. It is with some mixed feelings that I step down as Chair of the Board and pass the torch to Philip Portelance. Philip has served on the board since 2016 with two years on the Policy Committee and this last year as Vice-Chair. I am confident that he brings strong commitment and experience as Chair. I will continue to serve as a resource as needed and look forward to watching OVRC continue to flourish and grow.

I firmly believe there is no agency better positioned to provide the opportunity for clients to choose the exact service that meets their specific needs and goals. We'll continue our commitment to our clients, and to the community in which we operate and proudly call home.

Sincerely,

**Louise Rowlands**

Chair, Board of Directors

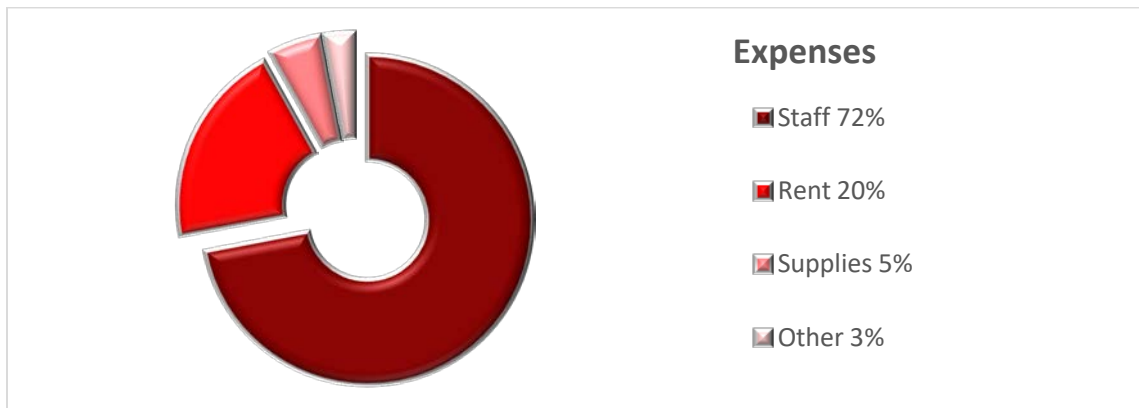
June 13, 2019

## 2018 – 2019 Board of Directors

**Chairperson**  
**Vice-Chair**  
**Treasurer**  
**Secretary**  
**Members**

Louise Rowlands  
 Philip Portelance  
 Garry Reid - Finance Committee  
 Lauren Gerber  
 John Jacobs - HR Committee / Governance Committee  
 Yemi Olaleye - HR Committee / Governance Committee  
 Karen Velthuys - HR Committee / Governance Committee  
 Travis Couture - Finance Committee  
 Ben Capile HR Committee / Governance Committee

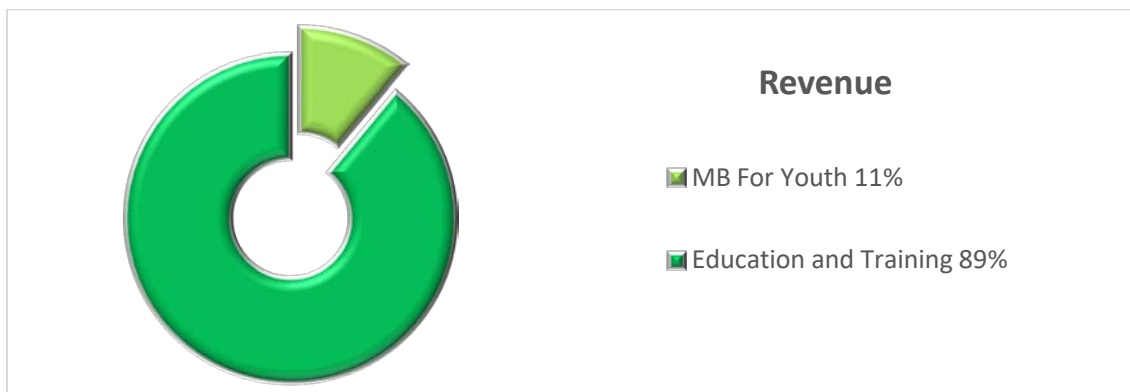
## 2018 – 2019 Financials



**Total Staff Costs includes:** Staff Salaries, CPP, EI & Income Tax, Worker’s Compensation Board

**Rent Costs includes:** Rent, Hydro, Telephone, Internet, Cleaning, Alarm.

**Other Costs includes:** Building / Liability Insurance, Board Insurance, Banking / Interest, Accounting, Payroll Administration, Computer Service & Repair, Staff Development and Building Maintenance



## Success by Numbers

Each year, our team of three Employment Facilitators and two Career Counsellors help clients by providing in-depth one-on-one and group workshop training:

### Highlight of Services 2018 - 2019

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**3681**

services to the community (includes all appointments, workshops and self-directed clients engaged in independent job search). ***This is 730 directed services per staff.***

**1320**

One-on-One Resume and/or Cover Letter Appointments were provided by three Employment Facilitators.

**634**

Career Counselling Appointments were provided by two Career Counsellors (includes participants in the Career Exploration Workshop and One-on-One appointments).

**946**

Services.

clients participated in OVRC's Pre--Employment

**220**

Interview Skills Appointments

**561**

Applications

Other Services (Informational Interviews/Linked In/Online

**400+** In 2018-2019 OVRC achieved the funder goal of: clients securing new employment.

**As of May 31, 2019, 405 clients have secured employment.** *(This number will increase as we have until June 30, 2019 to collect more employment statistics.)*

Demand for Services

Our current system of booking resume appointments is continuing to be successful in reducing our rate of no-shows. The clients are being asked to call back Monday morning to have fast access to the appointments for that same week. The feedback from clients has generally been positive as it gives them the opportunity to get in sooner.

In November 2018 we had the St. James School Division Continuing Education department book resume appointments for 10 of their students enrolled in the Health Care Aide program. All 10 came in for their appointments.

In March 2019 Horizons Learning Centre contacted us to schedule appointments for 15 of their students for resume appointments. 11 out of the 15 made it to their appointments that week.



OSBORNE VILLAGE RESOURCE CENTRE

**WALK-IN  
JOB SEARCH  
SUPPORT**

On December 12, 2018, we changed the name and format of our Job Search Club workshop to Walk-In Wednesdays. The clients no longer have to sign up for this workshop and there is no formal presentation. All staff members are available to assist clients on the floor with their job search needs. The workshop is offered twice a month and the Centre remains open during this time to accommodate all clients coming in.



**OSBORNE VILLAGE  
RESOURCE CENTRE**

OVRC WANTS TO PARTNER WITH BUSINESSES

**Let's Work  
Together**

Contact the Executive Director, Keith Robinson,  
at [krobison@ovrc.ca](mailto:krobison@ovrc.ca) for more information

**Osborne Village  
RESOURCE CENTRE**

## 2018 – 2019 Youth Partnership Summary

### Looking into the future of Manitoba’s Youth: Resources and research for responsible decision making

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OVRC has served 35 clients during this contract year and we have enjoyed strong results exceeding our goal of 21 clients that are employed or enrolled in full time education and training. This is a positive for our staff and more importantly our clients that we serve. Here are our results as of April 3, 2019:

- Employed: 29
- Further Education/ Training: 4
- Terminated / Withdrew: 1
- Still Receiving Services: 1

We continue to engage with our clients and keep the lines of communication open throughout their job or career search. This engagement includes emailing job opportunities and asking questions regarding their job search. This assists our team in determining what pieces we need to provide to improve their opportunity to be successful. Learning exactly what clients need and providing those links to increases their confidence and success.

OVRC’s nine workshops create opportunities to provide tools that will increase a client’s odds of becoming successful in securing meaningful employment or returning to school to improve their future. I strongly feel that one of the major benefits that Youth clients receive from using the services at OVRC is that in these workshops they are working together with older clients who then also become professional mentors and resources for them. During these workshops we have seen many clients participate in all the workshops and they start to bond and become a network together; as the Executive Director watching this connection unfold is an amazing experience and assisted in producing positive results.

Another positive experience from the youth and our older client base in these workshops is that instead of being **told** the choices they make have an impact on their future, they were able to **see** the impact that the choices of our youth make on our future. Listening to the struggles of older clients make them think, “Do I want to be in that position in my future?”

OVRC has also developed a partnership with St. James School Division assisting in working with 20 students twice a year that are graduating from their Health Care Aide Program. This has worked out to be a very successful venture for both organizations and most important the youth we are serving. Approximately half of these students we cannot put into the Youth Contract as they are already employed. Over 90% of these students find employment in their field.



OVRC has also two new partnerships that will be assisting a large number of Youth that are on EIA and struggling with some road blocks. We started to assist youth from Horizon Learning Centre in March of 2019 and will be in the future. UFCW Learning Centre might also be partnering with us in the same way during 2019. This was a result of a mandate by the Department of Education and Training requiring these facilities' clients to secure employment after their education. They are in the business of teaching, OVRC is in the pre-employment business therefore OVRC provided a cost effective solution to our funding department. Therefore we will be seeing more youth in the new contract year and look forward to an excellent relationship with these new youth.

***Keith Robinson Executive Director***

## 2018 – 2019 Social Media Report

OVRC's social media presence consists of LinkedIn, Twitter and Facebook. We have found this a great way to promote the benefits of each pre-employment workshop.

This allows clients to see exactly which workshop will provide the specific tools they need to improve their chances at finding meaningful employment.

We also hired a Part Time Social Media Administrator Tyanna Edwards who is re-branding OVRC Social Media. Tyanna's input has been invaluable in understanding how to effectively rename our workshops to be more search engine friendly and clearer to understand for potential clients.

Susan Reynolds, our Website Administrator is also making changes to OVRC's website to make navigation easier for individuals that land on the OVRC Webpage.

In 2019 we decided to start a blog on our website, and retire our quarterly newsletter. This allows us to provide weekly updates about job search, career change, resume and cover letter updating, and the Winnipeg labour market. More frequent updates mean more relevant and engaging content for OVRC's clients and the community.

***Keith Robinson - Executive Director***

## 2018 – 2019 Community Organization Feedback

Keith,

I am writing this letter to acknowledge and express our appreciation of Osborne Village Resource Centre's valuable contribution to the Winnipeg community in respect to providing quality job search and career planning services.

Osborne Village Resource Centre (OVRC) has an excellent and long-term history of assisting thousands of unemployed individuals in transitioning back into the workforce. Based on this, it is vital they have up to date equipment such as computers, allowing them to provide the level of service they are known for. Determining a career and creating a well-crafted cover letter and resume is a must for today's job seeker. Having the necessary tools to accomplish this with their participants is critical for OVRC's Staff. Ultimately, this translates to their client's success in finding employment.

Winnipeg is fortunate to have a service provider as Osborne Village Resource Centre with their strong commitment to the community. It is our pleasure to support OVRC in their efforts to secure a grant towards upgrading their equipment, thus positively impacting the people they serve.

Sincerely,

Tracey Ediger

Program Manager, Winnipeg Transition Centre

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MTEC has been working with the Osborne Resource Centre over the past 6 or 7 years. In the past 4 years, since we opened our college, we have been working closely with them. They screen and recommend their clients that would like to work in careers in the Hospitality industry to us. They have done the pre-employment work and we provide the post-secondary education. All of the clients they referred have successfully gained employment.

Because of the great work they do and their fantastic reputation, we will be partnering with them in 2019 to provide our college students with customized computer training.

Sincerely,

Shannon Fontaine

CEO Manitoba Tourism Education Council & Manitoba Tourism Education College

## 2018 – 2019 Client Feedback

Dear Keith,

Thank you, thank you, and thank you. These words do not seem to be enough for the world of gratitude I have for OVRC and what you did for me and so many others who are (and were in) the position I was earlier this year. OVRC support, guidance, advice and candid discussions/stories helped me to push through my low self-esteem to start the process of finding new employment. OVRC suggestions helped so much that I owe you more than a thank you, as you were a major factor in me obtaining this new position. The hours OVRC spent helping me to understand my strengths, what I wanted out of (my) new role, and how to write a cover letter and resume were greatly appreciated. Please keep doing what you do, OVRC is wonderful. Thanks again. All the best.

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Betty showed me things on my resume I had not thought for example my time line and many other things that were missing. I have not been out of work in a very long time. With her help, I finally got the updates on how my resume should look. Along with my resume, helping me with and giving me the tools to do a cover letter, which I have never done was just amazing. The knowledge and the tools I have now I can never repay her for. When I left her office, I felt like a million dollar man wanting to take on the world Once again Betty thank you for time, knowledge and great sense humor you are awesome!

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Hi Kristina,

I want to thank you for your help, guidance and counsel during my career exploration. I learnt a lot about myself during the assessing of my strengths and values exercise, which has helped me to obtain the right fit position. I am currently in at the Defense Construction Canada. Your energy and positive vibes helped me to be in more of a position in my search for new employment. I will forever be grateful for your assistance during my time at OVRC. Please keep up the wonderful work that you do.

Thanks again for your help.

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Dear OVRC Team,

I would like to send my heartfelt thank you to you and your team at Osborne Village Resource Center for helping me and everyone else who is in need of help to find a job. Your office was part of my success in starting my career as a Registered Nurse. I am glad that the province has a

resource center like yours that can provide a variety of services to assist an individual in their career path and is actually free of charge. I just wish that you could market your services widely especially to new immigrants. I never knew about your services until my classmate told me about it. My classmate knew it from his career coordinator form Employment Manitoba. If only I knew about it long before, I could have used your services earlier.

Again, thank you for all the help to get to my career and also for being approachable, it is a small thing but that is important. More power to you and your team. Have a great weekend

## 2019 Computer Upgrades (Windows 10, Office 2016)

With a generous grant from the Winnipeg Foundation and the support of A+ Computer Services, OVRC upgraded all of our computer systems to Windows 10 and our server to Windows Server 2019. This was necessary because Microsoft will stop providing technical support and updates to Windows 7 in 2020, leaving our systems vulnerable to security problems. We had upgraded to Microsoft Office 2016 earlier in the fiscal year out of our existing operating budget through TechSoup.

We determined that it would be possible to upgrade the system software without having to invest in new hardware. A+ Computers completed the drive imaging off site for all the staff and floor computers as well as our two laptops. The server was set up and the network configured on site late in February 2019. There was no interruption in services, as we used one of the office laptops to run Ace That Interview while the transition was happening.

The upgrade included three standby computers in case of technical problems, which has come in handy for resolving a few minor hiccups since the upgrade. A+ Computers has been very responsive to our needs and willing to answer questions as we adjust to the new operating system. Our new server greatly simplifies the account creation process for clients, meaning fewer errors and faster registration.

This upgrade and the new offsite remote backup of critical business files means that OVRC will be able to continue providing a safe, secure space for clients to do their digital job search into the future. Thanks again to the Winnipeg Foundation!