WIL Employment Connections

OPPORTUNITIES

Bringing employers and people together

2015 - 2016 Annual Report
2015-2016 Team

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Funders

City of London
Employment and Social Development Canada (ESDC)
Immigration Refugees Citizenship Canada (IRCC)
Industry Canada, Youth Internship Program,
Ontario Library Association
Ministry of Citizenship, Immigration and International Trade (MCIIT)
Ministry of Training, Colleges and Universities (MCTU)
United Way of London and Middlesex
Bringing employers and people together since 1984

Now in its 31st year of operation, WIL Employment Connections continues to bring employers and people together and to fill job opportunities with highly trained, skilled and dynamic job seekers. First begun in 1984 as Womanpower, in response to improving the social and economic integration of immigrant women in London, today’s WIL Employment Connections continues its strong and long history of working with all immigrants to develop job readiness skills in order to secure employment.

Along with numerous programs and services, WIL is proud to sponsor and work in partnership with the London Middlesex Immigrant Employment Council (LMIEC) and the Access Centre for Regulated Employment (ACRE). Together, we have connected to thousands of individuals across Ontario and Canada.

This successful outreach could not have been achieved without the ongoing support of our community and in particular local employers. This support includes hosting volunteer placements, participating in training incentive programs, volunteering to be a mentor, mock interviewer, or placing a job order. This level of participation and productive engagement is changing lives, strengthening the cultural fabric of our community and growing our regional economy to achieve economic prosperity for all. With special thanks to our employer partners who understand the opportunity and benefits of hiring a diverse workforce, together we demonstrate that our community and its economy can be strengthened through diversity.
Message from the Board of Directors’ President

As I reflect back on my year as President, I am proudest of two main things. Firstly, our Strategic Plan with its renewed focus on immigrants while we will continue to serve all who walk through our doors. Secondly, I am proud of our people and in particular members of our board and members of our staff. We’ve had strong renewal on the Board this year and have sadly seen some of our staff move onto new and exciting opportunities. Each time we say goodbye to someone in the organization, we know they leave as a community supporter of WIL and that they are quick to pass along their experiences to others so our network and reach continue to grow. Although we continue to experience change, our staff remains strong in its commitment to create opportunities by “Bringing Employers and People Together.”

Our Strategic Plan, with input from clients, funders, community partners, staff and the Board, has WIL Employment Connections well positioned for ongoing success in serving the diverse needs of our clients. I also want to thank our Executive Director, Wilma de Rond for her leadership of the organization and support of the Board of Directors.

Jeff van Geel
President

Message from the Executive Director

Each day opportunity walks through the doors of WIL Employment Connections. Opportunity comes to us in many forms; a highly qualified job seeker, a willing volunteer, an employer seeking just the right person for the job, a staff member who gives that extra support and encouragement or a member of the Board giving time to mentor. Opportunities abound and 2015-2016 was a year filled with them.

In the pages that follow, you will be able to note some new opportunities that have been developed to serve our clients even better. From our Priority Response to the outcomes of our strategic planning process and the ten-year vision and strategic directions WIL Employment Connections will undertake in the years to come; all are directed to serving clients and employers in ways that are highly personal and focused on success.

This Annual Report is based on the theme of opportunities. For each and every opportunity created and developed by our funders, employer partners, volunteers and our highly successful sponsored projects we are truly grateful. These opportunities have afforded our clients the very best hopes for success in their chosen careers and for their futures.

Wilma de Rond
Executive Director
Each year, WIL is pleased to recognize an individual, group or company that has demonstrated Winning, Innovation and Leadership as related to clients served by our organization. WIL seeks nominations for the WIL Award from clients, staff, community partners and board members to identify and choose the recipient of this annual recognition. This monetary award donates $500 to a charity chosen by the successful nominee.

In 2015-2016, the Selection Committee with the endorsement of the Board of Directors has selected Elisabeth K. White, Manager, Employment and Strategic Initiatives, Housing, Social Services & Dearness Home, City of London. Huda Hussein, Project Coordinator of the London Middlesex Local Immigrant Partnership, nominated Elisabeth to recognize her work with the most vulnerable of our community and her belief that everyone can be successful if given the environment, opportunity and support in which he or she can thrive. This winning attitude has kept her focus, through many years of service, on this important question: how do we offer support, compassion and resources so all citizens in our community can achieve their potential and ultimately make a contribution?

While Elisabeth’s greatest innovated contribution may seem like standard operating procedure now, it was not necessarily always the case. She has always understood and championed partnership and collaboration as the best way to get results for the most people. She is keen to bring like minded and valued organizations together that might not otherwise have thought of joining forces for the greater good. As the Co-chair of the London Middlesex Local Immigration Partnership, she has brought diverse members and organizations of our community together from all walks of life and cultures and moved them to work together to help welcome and integrate newcomers and immigrants more successfully into London and Middlesex.

Her leadership has been demonstrated throughout her years of work. She has chaired or co-chaired any number of community committees and always works tirelessly to serve those in need. As a leader, she emphasizes community partnerships and collaboration, knowing that working together will accomplish more for all. Elisabeth has provided dedicated service to the community, advocates for the vulnerable and always sees what could be rather than what is. This award is recognition of her many years of winning, innovation and leadership in our community.

The Anne Langille Legacy Fund was established by WIL’s Board of Directors in the summer of 2014 to pay tribute to Anne Langille, Executive Director of WIL between 1991 and 2013, and to continue her legacy of community engagement and development. Anne dedicated her career to improving the lives of people in our local community, in particular newcomers seeking employment. Among her great strengths were advocacy and bringing people and organizations together to put in place programs and services to reduce barriers for job-seekers. The fund is financed through a combination of memorial donations from the community and through fundraising events organized annually by WIL staff.

This year’s recipient of the Legacy Fund award, nominated and voted on by staff, is Jeremiah’s House at the London Cross Cultural Learner Centre. Jeremiah’s House received a donation of $1000 to assist in its work of providing a welcoming temporary home to new refugees. Jeremiah’s House is the only Government Assisted Refugee (GAR) reception centre in London, and can accommodate up to 30 people at any one time. The House opened its doors in December 2006 and welcomes people from all over the world who are designated as refugees due to fear of persecution in their home countries. From December 2015 onwards, the House was the first home in Canada for some of the many refugees from Syria who were welcomed to London in the wake of the Canadian government’s response to the refugee crisis as a result of war in that region. Refugees can find comfortable accommodation including family rooms, meals, a place to socialize, and can receive assistance from settlement counsellors who will help them to receive support for physical and emotional needs, navigate their new city and start to put down roots.

In a year when Canada’s response to an international humanitarian crisis on a grand scale has caught the attention of the entire country, Jeremiah’s House is an entirely fitting recipient of the Anne Langille Legacy Award. It is also aligned with the origins of WIL when the organization was formed as a response to the Vietnamese refugee crisis. The donation will assist in the running of the House, including providing much-needed support for new arrivals in the first days and weeks of their new lives in Canada.
Ten Year Outcomes

- All barriers and obstacles to employment for immigrants are removed and equality of access to the labour market is achieved through commensurate employment;
- Expertise with immigrant employment resides at WIL and we are courageous and innovative in leading immigrant employment;
- Clients play an active role in defining, shaping and achieving their employment success;
- Employers champion immigrant labour market integration;
- A state of the art, timely, seamless continuum of service that includes virtual, online, and/or in person delivery that is not limited by time, location or resources is successfully linking immigrants to greater employment opportunities;
- Connections for new and potential immigrants to resources and tools are made as early as possible for greater employment success;
- We actively partner to attract and retain new global talent;
- Our financial stability through diversified funding streams enables us to grow our programs and services continuously in order to meet emerging needs;
- We recruit and invest in a diverse and highly qualified staff; and
- We harness the energy, passion and expertise of our staff to develop and reinvest in existing and new innovations.
CORE VALUES

Respect
We respect each other and the men and women we serve.
We champion diversity.
We appreciate and recognize the efforts of others.
All people are supported in their growth and learning.
Our communication is honest and our listening is active.

Excellence
In our field, we are leaders not followers.
We give our best to every task we undertake.
Our reputation is our greatest asset.
We work as a team to meet challenges and to create opportunities.
We are committed to ensuring that our clients meet their individual goals.

Strategic Directions
Working collaboratively across WIL and with our community partners, focused on our ten year outcomes we will:

- Recreate our service delivery model to better serve people seeking employment in a timely and customized manner;
- Build our technology capabilities to increase our reach and support all aspects of our work and strategic directions;
- Enhance and increase employer connections so they become champions of immigrant employment;
- Strengthen organizational health and ensure WIL’s continued vitality;
- Raise WIL’s brand to increase its reach as a way of supporting our mission, vision and outcomes; and
- Increase WIL’s financial sustainability.

MISSION
We drive innovative employment solutions to bring immigrants and employers together.
Demographics

Information 2015-2016

Country of Origin

- South America: 2%
- Central America/Caribbean: 13%
- North America: 5%

- Europe: 28%
- Middle East: 5%
- Southeast Asia: 11%
- Africa: 2%
- East Asia: 15%
- Central Asia: 7%
- South Asia: 6%
- Pakistan: 4%
- Nigeria: 4%
- Bangladesh: 2%
- Lebanon: 2%
- Saudi Arabia: 2%
- Jordan: 2%
- Iraq: 2%
- Egypt: 2%
- Syria: 2%
- South Korea: 2%
- Mexico: 2%

First Language

- Arabic: 27%
- Spanish: 17%
- English: 9%
- Cantonese/Mandarin: 8%
- Hindi: 4%
- Persian: 3%
- Urdu: 3%
- Farsi: 3%
- Bengali: 2%
- Malayalam: 2%
- Korean: 2%
- Russian: 2%
- All Others (48 Languages): 18%

Gender

- Canadian Born Clientele: 52%
- International Clientele: 48%

- 341 individuals (24 per cent)
- 1108 individuals (76 per cent)
### Age

- Under 30: 34%
- 30 - 39: 30%
- 40 - 49: 14%
- 50 +: 22%

### Education

- No High School: 1%
- High School Incomplete: 1%
- High School Complete: 8%
- College Certificate/Diploma: 12%
- University Degree: 44%
- Post Graduate Degree: 34%

### Place of Residence

- London North: 34%
- London West: 32%
- London Centre: 5%
- London East: 8%
- London South: 13%
- Outside London: 8%

- London North: 22%
- London West: 22%
- London Centre: 8%
- London East: 27%
- London South: 16%
- Outside London: 5%
Bringing employers and people together

Finding Opportunities
The Sales and Marketing Team

The Sales and Marketing Team, commonly known as the SAM team, works each day to make sure job seekers and employers succeed in finding the right job and the right person. When asked independently to describe SAM’s mission statement in one sentence, here’s how the team members responded:

- SAM connects clients to the hidden job market and helps employers fulfill their hiring needs;
- Ensure that all WIL clients secure relevant, meaningful employment by partnering with employers in the community;
- To provide a bridge for employers and job seekers to come together and see if they are a fit for one another thus giving both parties a great opportunity with low risk and a potentially big payoff;
- As experts in our field and ambassadors of our organization we will match highly skilled clients with meaningful employment and placement opportunities, we will meet or exceed the needs and expectations of both employers and clients by uncovering quality employment and volunteer opportunities with local businesses, effectively providing solutions to the employers that we partner with; and
- Bringing employers and people together.

This team is modest in its interpretation of all that it does and in particular the work done with employers. They are experts in assessing the skills of the jobseeker because this is critical to finding solutions for employer needs; it is in finding that perfect match of talent and need where the team excels the most.

The team uses all the tools available to them to meet the hiring needs of our employers including Volunteer Work Placements, processing job orders, scheduling interviews, developing training plans, providing training incentives and coaching for employment retention.

No small task for a team of only seven members. With a combined total of over 30 years of experience in the area of Human Resources Recruitment and Selection, this team has much to offer. Each member comes with a variety of previous experience that provides depth, expertise and knowledge to their focus on successful employment outcomes.
Meet the Team

Ed Benitez joined the team in September 2015. His background includes work in computer tech support and data management. He is a former client and enjoys working with a team and staff that work together with great passion. He describes WIL Employment Connections (WIL) as “a big family and it shines through people’s attitude while they are at work.”

Steven Dennison, one of the newest members, is the Manager of the Sales and Marketing Team. He has had previous experience in a variety of sectors including advertising, finance, manufacturing and technology. He is excited by the opportunity “to give back to the community by helping talented jobseekers leverage their education and experience by connecting them with employers who are looking for qualified, experienced and skillful employees.”

Cheyenna Lee Wo comes to the SAM team with experience in the field of Human Resources, specifically in area of recruitment and selection. She was drawn to WIL because she had previously worked with newcomers to Canada and her desire to work with a diverse clientele. “WIL has a reputation for being professional and welcoming, and I wanted to be a part of an organization that values their employees and clients and continually strives to make a difference in the community.”

Frances Elizabeth Moore is one of the longer term members of the team, with almost 4 years of experience at WIL. She is the Sales and Marketing Advisor for the Job Match Network program with the London Middlesex Immigrant Employment Council (LMIEC) and works as an integrated member of the SAM team. In former roles, she worked as an Account Specialist with a private recruitment firm related to national accounts across Canada. She has always worked with a focus on recruitment, hiring, onboarding and management of staff. She has a strong background in labour and employment law. She was drawn to working with the LMIEC and WIL “because I had worked quite a bit with immigrants and newcomers in my previous roles and was familiar with the challenges faced in finding commensurate employment... ultimately I believed I could lend my voice, experience and expertise to help make connections that would result in opportunities for our clients.”

Hussein Najim has been with WIL for almost two years. As a newcomer and former client himself, he has a good understanding of the experiences and perspectives of many of our clients as they seek employment. “WIL helped me to establish myself in Canada... this motivates me to go above and beyond to help our clients reach their employment goals because I’ve been in their shoes.”

Cathy Sommers, the seasoned veteran of the team, with six years of experience at WIL, comes with significant experience working for a Fortune 500 company and over twenty years of work in senior roles such as Business Manager, Certified Six Sigma Black Belt and Manager of Corporate Marketing. At WIL she sees, “the results of my efforts and appreciate the gratefulness of the clients and the opportunity to truly change people’s lives.”

Working in close proximity to one another has its gifts and its challenges. The opportunity to hear diverse opinions and insights, sharing successes, enthusiasm for common interests and responsibilities, a sense of unity, the ability to get a second opinion, having fun together, working with dedicated professionals who are keenly focused on clients finding relevant employment and achieving goals together were some of the gifts noted by the members of the SAM team. Challenges included the newness of many team members and understanding each person's role on the team, getting caught up in the day to day to the detriment of keeping an eye on the “big picture” and the overall goals, and keeping communication flowing so all members of the team are in the know.

This team of experts was asked to give some words of wisdom to share with both the job seeker and the employer. With many years of experience the SAM team has seen it all and notes these as some of mistakes that clients (job seekers and employers) may make:

- Honest communication with the team and with employers. Without having all the relevant and correct information, helping a client is difficult and success will be hard to find;
- How to properly match themselves to a position and becoming desperate and applying to anything and everything, patience is required;
- Not providing detailed job descriptions, identifying necessary and desired skills so we can make better matches; and
- Thinking that the SAM team will find them a job without working for it themselves – SAM can provide tools to aid in a job search, but only the client can do the job search.

Ultimately, it is the client – the jobseeker and the employer – that motivates the team each and every day. All remember a success story or a grateful acknowledgement of his or her work. When summarized, these success stories always include a thank you for the efforts of the team member to provide professional, timely and relevant support, the recognition that the service and advice resulted in employment success and the opportunity for a new start and that they would recommend WIL to others. The team notes the great pleasure and satisfaction felt when an email comes from a client beginning with the words, “I got the job!”
Opportunities to **Learn How to Implement an Effective Job Search to Reach Career and Educational Goals**

**VOCATIONAL ASSESSMENTS**

Enable clients to identify their interests, aptitudes, skills and personal qualities, through increased self-awareness, in relation to potential career paths and opportunities. These individual sessions are tailored to client needs using a range of assessments.

“I owe WIL a lot for helping me prepare for a career.”

**STEPS FOR SUCCESS**

These interactive monthly sessions create opportunities for clients to increase their knowledge, skills and confidence while networking. 2015-2016 sessions emphasised the importance of soft skills and ways to enhance them. Guest speakers presented on a variety of topics relating to employability including “Your Image is Your Visual Resume”, “Volunteering to Enhance Skills” and “Working with Recruitment Agencies”

“The guest speaker was very good: WIL has very good experience conducting these seminars and knows the content very well.”

**CAREER EXPLORATION AND LABOUR MARKET INFORMATION SESSIONS**

Through exposure to various career websites and resources on local labour market this two-hour session offers the opportunity for clients to clarify their occupational goals, learn how to effectively research and gather Labour Market information, to assist with career planning.

“The information was effective and very well presented.”

**EMPLOYMENT PREPARATION FOR INTERNATIONALLY TRAINED INDIVIDUALS**

This monthly workshop gives clients the opportunity to experience Canadian Workplace Culture, meet other newcomer professionals and discuss their experiences, while gaining information and support regarding job search in the Canadian context. Information covered includes an overview of Canadian business culture, employment standards, developing targeted marketing documents and mock interviews with community professionals.

“This [workshop] has proved to [be] very informative and helped me draft a resume as per Canadian standards; I have also learned many things during the workshop and today feel much more confident while applying for any job posting.”
"I am employed - this happened because of WIL’s guidance in preparing resume and interview techniques."

**ESSENTIAL JOB SEARCH SKILLS**

This week long workshop is offered once a month and gives clients the opportunity to learn the underlying methods of effective job search. Clients work in the computer lab with the support of a facilitator, followed by an individual appointment with an Employment Advisor to develop their resume and cover letter in line with their job goal.

"Thank you for the opportunity to take this workshop and learn all this great information and its application; things were explained in a timely and well researched manner."

**E-RESUME CLINIC**

The E-Resume Workshop assists clients to learn and develop targeting strategies and techniques to tailor documents to postings by accurately identifying important key words in job postings for online applications. Clients have also benefited from additional review and support of applications on an ongoing basis through E-Resume Clinic Visits ensuring clients are able to capitalize on relevant application opportunities.

"It gave me a better understanding [as to] how to tackle online job postings and write better resumes and cover letters."

**SOCIAL MEDIA**

Social Media knowledge and skills are essential for today’s job seeker. This workshop provides clients with the opportunity to develop an understanding of the importance and efficacy of Social Media in career development, job search, and online networking. Clients create and update their online profiles (LinkedIn) in a hands-on environment with ample opportunity for facilitator feedback.

"I have gained enormous background information on how to market myself better."

"The workshop has exposed me with the vast opportunity and capabilities of LinkedIn in terms of job searching and networking."

**JOB SEARCH WORKSHOP**

Delivered in partnership with the London Cross Cultural Learner Centre (CCLC), each participant in 2015-2016 received an individual assessment, an employment action plan, and referral to the most suitable internal or external employment services resource.

"I was so impressed by your four-day Job Search Workshop which provided me the best knowledge to get into the Canadian business environment quickly. Thank you for your support and assistance."
The Priority Response Team is comprised of expert staff members across WIL who respond to clients’ immediate needs to ensure no opportunity is missed. This highly successful service provides assistance with resume targeting for job application and interview preparation with 2-3 days turnaround to meet the short notice deadlines. The opportunities discovered by the clients are in direct line with their employment goals and technical skills. 75% of participants accessing resume assistance were successful in moving forward to next steps in the hiring process to receive a phone interview or face to face interview. 80% of participants accessing interview assistance were successful in moving forward to next steps in the hiring process to a second interview and offer of employment.

Samples of opportunities include the following positions:

- Administrative Assistant
- Aircraft Maintenance Engineer
- Alternative Dispute Resolution
- Communications Specialist
- Community Outreach
- Correctional Officer
- Customer Service Banking
- District Manager
- Interpreter/Translator
- Lab Technician
- Linux System Administrator
- Manufacturing Engineer
- Medical Sales Representative
- Mental Health Counsellor
- Personal Support Worker
- Professor
- Program Coordinator
- Project Manager
- Quality Assurance
- R&D Intern
- Registered Practical Nurse
- Senior Public Relations Strategist
- Senior Quantitative Analyst
- Social Worker
- Software Developer
- Supply Services Representative
- Web Developer

While most requests are individual, two major recruitment sessions provided an opportunity to serve clients in a group setting; Engineer Trainee positions with the Ontario Public Service (OPS) and Postdoctoral Research Pilot Program with the Public Service Commission of Canada (PSC). 14 clients attended information sessions to understand the online application process, the eligibility requirements, and targeting of the application.

Shawn Sousa, Child Care Assistant, London Children’s Connection

Shawn Sousa was born in Canada but grew up in Portugal. He permanently arrived in Canada only three years ago, in December 2013. He has a Bachelor’s Degree in Elementary Education, has studied music and is an accomplished guitarist. “In the beginning, I was looking for something related to bartending in night clubs with live music. Then with more research and employment counselling I focused on something more related to my field of study and previous work experience.” The SAM Team developed an opportunity for him to gain Canadian work experience through a paid placement with El Sistema Aeolian. Currently he is working part-time with London Children’s Connection as a Child Care Assistant and is seeking work in education as a teacher’s assistant with the hope of finding something related to music.
Margarita Jimenez
Residence Support Worker,
Rotholme Women’s and Family Shelter

I came to Canada from Colombia in 2001. Before moving to Canada, I worked in real estate and design, but it was so hard to find work in similar fields in Canada. I had to learn English and adapt to my new country. I found jobs in retail stores, and then as a program assistant with the Healthy Babies program, which I loved but from which I was unfortunately laid off.

My employment counsellor told me about the Second Career program, and I was so excited. I wanted to work in social services, to help people the way I have been helped in Canada. My counsellor helped me to apply and I was accepted. The program was challenging but also wonderful. I loved learning about social issues and helping techniques, and I especially loved my placement with the CMHA’s seniors programs. I built great relationships with my seniors, and it was wonderful to see how they responded to me, especially since they were Canadian and I was from Colombia. I continued volunteering with them after I finished the program and while I was looking for work.

Then last November I got a job in my field! I am now a Residence Support Worker at Rotholme Women’s and Family Shelter, helping some of our community’s most in-need people. It’s a very rewarding job and I love it. I could not have gotten this position without Second Career and WIL Employment Connections.
SUCCESS story

Karen Mayer
Medical Laboratory Assistant/Technician, Cytology Lab, London Health Sciences Centre

Prior to immigrating to Canada, I was a school teacher in India; I owned and ran my own school. I was also a nominated member of the State Legislative Assembly in the Northern Indian state of Uttarakhand.

After moving to Canada in 2013 to join my husband, I applied for Permanent Residency and decided to follow a long cherished dream of working in Healthcare. I was not sure in which area of the system I wanted to work so I volunteered at St Joseph’s Hospital London in the Endoscopy Department and also at St. Joseph’s Hospice of London. I did this in the hope of finding a path to my final destination in the healthcare field. In 2014, I received Permanent Resident Status which meant I could actively pursue retraining for a healthcare career in Canada.

While exploring the Canadian Government Immigration and Citizenship website one day, I learned about WIL Employment Connections and the services and guidance they offered to new immigrants with foreign qualifications and work experience. I contacted them immediately and made an appointment.

The first person I met at WIL was my Employment Counsellor, Myrian Goyes. She was so welcoming and supportive and encouraged me to sign up for a Career and Labour Market Information Session to help explore my career options. It was a very detailed session where I learned for the first time about informational interviews, how to set them up for myself and how to complete the all important follow up. By now I knew I was interested in a career as a Medical Laboratory Assistant/Technician and with this information I went about setting up several informational interviews with people in the field. These important interviews were made possible due to the opportunities with WIL.

Equipped with career information, industry knowledge, and required skills, I was now convinced that this was the career I wanted to pursue and with the support of WIL, I went back to school to start the process of turning my dream into reality. The WIL team encouraged me to stay in touch with them throughout the process to ensure I stayed on track, which I did.

After a 9 month program at a private college I was sent on a clinical practicum to London Health Sciences Centre (LHSC). I returned to WIL for resume support. True to their word, WIL was there to help me with this next opportunity. It was suggested that I sign up for an E Resume Clinic. This is where I met Emily Theobald. With her extensive help and guidance she suggested tips on how to make a positive impact on potential employers; I put together a
more effective and much improved resume. I left my resume with my co-ordinators and manager at my placement locations. A strong resume supported and confirmed the impression I had made on the team I worked with and this led to me being hired on as a temporary casual employee at LHSC. Soon after, a permanent full time job opportunity arose in the same area. Again I went back at WIL to review my resume and received timely support in tailoring my resume further to assist me in applying for this next opportunity.

With my resume and application submitted, I knew this meant that there was a chance I might be called for an interview. I had never been interviewed for a job because up until now I was self-employed in my country of origin. I rushed back to WIL and sought help to prepare me for this next potential opportunity and was able to receive support through a Priority Response Team Interview Session. The preparation was timely because soon after I received a call for an interview for a permanent full time position as a Medical Laboratory Assistant/Technician in the Pathology Laboratory at LHSC. I was finally going to have my first ever interview. Although I was nervous, I interviewed well and am very happy in my role as a Medical Laboratory Assistant/Technician at LHSC.

Being a new immigrant I had heard how hard it was to get a full time permanent job in Canada. I did put in a lot of hard work and long hours during my career exploration and job search; however I was encouraged by the knowledge that I had a supportive team at WIL behind me to help me along my journey. What I appreciated the most was being encouraged to actively participate; they didn’t hand me anything on a platter, I had to put in the effort first and they always supported and assisted me through a workshop or an individual session. I will always be grateful to WIL for these services.

My advice to people new to Canada is not to lose hope, especially if you were at the top of your career in your country of origin, you may initially feel a sense of despair. You also may feel vulnerable. Recognise and seek advice on the differences in the work culture and ethics here in Canada as compared to your home country. You need to prove yourself to employers in Canada. They don’t know you, so it is up to you to find a way to stand out in the crowd and to be noticed. I found the best way to do this was to take the advice of the experts at WIL Employment Connections and to participate actively in as many programs and services as possible in order to make the most of every career opportunity that comes your way.
Every day of the week, employment counsellors meet people who want help with needs similar to these. Clients who come for our services, whether they are newcomers to Canada, Canadian-born, younger or older workers, all are looking for the same thing: an opportunity to improve their lives.

It can take a lot of courage to ask for help. It involves an admission that you cannot do it on your own, in a world where most of your family and friends have jobs and may be surprised that you still have not been able to find anything. Or you are new to Canada and, while you have always been able to find work in your home country, you are now struggling to find a place in an unfamiliar world. It involves potentially opening yourself up to criticism: Does my resume look good? Are they going to look down on me because I was fired? What if my English isn’t good enough to understand them? I’ve got a criminal record – what if they ask about that? What if they dismiss my experience because I’m new to Canada?

People seeking help rarely walk through our doors completely ready to begin their journey towards employment, training, certification or other potential goals. For many, their first challenges are not related to job-search skills. They may be worried about money, or in a housing crisis, or affected by food insecurity, or have physical or mental health concerns. They may still be learning English, or have incomplete education or a gap in their work history. They may have no one to take care of children or an elderly or disabled relative. They may have been told that they are “difficult to work with” or need to learn soft skills. Above all, they need someone to listen, to be empathetic yet realistic, and to help them to work towards solutions.

Successful employment counselling is often built on many small moments with a client, where we have the opportunity to provide encouragement, to listen and really hear the client’s concerns, to challenge the client to reach higher instead of settling for an employment goal that is below their skill or education level, to question the client’s doubt and negativity, and to build that important feeling and attitude of confidence. We work to motivate and support the client to recognise and overcome barriers, whether those barriers are situational, physical or emotional. Above all, we recognise and show we understand who the client is: acknowledging their education, skills, experience, personal qualities and goals, to see the whole person and not just a small sub-set.

The importance of this validation cannot be overestimated. Clients come through WIL’s doors from many places bringing with them a diverse set of backgrounds and qualifications. A doctor from Jordan who is not licensed in Canada and needs help to identify short-term job goals while working towards professional licensure as a physician may walk into our office and tell us that she used to be a doctor. An engineer from Latin America might tell his counsellor that he “knows” his experience is not important in Canada. Other newcomer professionals relate that they have been told they need to study all over again before they can look for work as a professional. This is our opportunity to challenge these assumptions, validate the client’s identity as a professional, and provide realistic information – grounded in the evidence of labour market information and the experience of others who have similar needs.
of other internationally-trained professionals – to help the client to make decisions.

Above all, the first step in employment counselling involves building trust between client and counsellor, which helps to nurture empowerment, self-belief and confidence. These are essential for clients to be ready to take the next step: to be open to new opportunities. And that is when the planning begins.

The client who wants to understand what she can do with her skills is encouraged to talk about what she enjoys as well as what she does not like; to tell about her dreams and visions for the future. She will be referred on to other programs that will help her to explore options and gather information, and then return to her counsellor with some concrete options and receive support and a listening ear to help her make decisions and seize opportunities to develop her career-path.

The client who is frustrated because his resume is not getting him interviews will receive constructive advice from his counsellor about employer expectations, as well as positive encouragement to reflect his skills and experience strongly in his resume and cover letter, and can attend workshops to improve his ability to market himself to the very best of opportunities for him.

The newcomer with no Canadian experience will be encouraged by knowing her international experience is important, as well as understanding the concerns employers might have about lack of work experience in Canada so that she can address these. She will also be introduced to strategies that can help her to get relevant experience and Canadian references, and be positioned to take advantage of all the best opportunities to find meaningful employment in her new country.

And the client who has been laid off multiple times, or who can’t work in her previous occupation because of an injury, can learn about funding for retraining to help find sustainable employment in a new occupation. The Second Career program, funded by Employment Ontario, provides financial support for tuition and other educational costs, as well as a means-tested living allowance, to help people in need of retraining to obtain vocational qualifications. The program can be up to two years in length and can be at a community or private career college. We work closely with clients as they complete career and labour market research, interview employers and training providers. Last year, 24 successful applications were submitted for Second Career funding to MTCU. Clients are now attending school to gain new qualifications, and when they graduate they will be ready to look for work in occupations such as early childhood education, mechanical engineering technician, accounting, truck driving, social service worker and executive office administration. A new career beckons!

An appointment with an Employment Counsellor at WIL is the first step in a pathway to identify opportunities for our clients. Sometimes that pathway is straight; sometimes it has a few twists and turns along the way; and sometimes it may have more detours than expected, but an important part of that journey is learning to see, understand and reach out to grasp the opportunities that appear. Are you ready for the challenge?

“I could not have gotten the job without help from WIL Employment Counsellors.”

“This experience has motivated me to apply for employment to build my experience.”

“WIL gave me the opportunity to connect with a company where my goals match their needs completely.”

“I received the knowledge, tools and ideas to get my current job.”

“I would like to thank WIL for their services and for supporting me to reach my goals.”
General Education Development Program: Snapshot

The General Educational Development (GED) is a test that adult learners who have not completed secondary school can take to receive a high school equivalency diploma from the Ministry of Education. The test covers five subject areas including science, social studies, reading, math and writing. To be eligible, learners must: be 18 years of age or older, have not graduated from high school, have been out of full-time study for a year or more and be a resident of Ontario.

WIL Employment Connections offers a full range of GED services. This past fiscal year:

**88 INDIVIDUALS** attended GED Information Sessions to learn more about eligibility requirements, taking a Readiness Assessment to best determine next steps, the Ministry Exam testing structure and possible outcomes.

**74 INDIVIDUALS** wrote the GED Readiness Assessment and met with a GED facilitator to discuss results and next steps which often included referrals to other services in the community that best met individual learning goals as well as personal needs.

**23 INDIVIDUALS** enrolled in the computer-assisted GED preparation program at WIL. This is a learner-directed program with facilitator support. Each client followed an individualized learning plan focusing on improving areas necessary to pass the Ministry Exam.

**13 INDIVIDUALS** have passed the Ministry exam and received their diplomas!

Who Participates in GED?

Clients are diverse in their backgrounds, their needs, and their plans for the future. The GED Preparation Program at WIL has provided services supporting GED success and greater opportunities for:

- Professionals who have left the workforce due to health and addiction issues;
- Internationally trained individual hoping to pursue college studies;
- Young parents who want to be able to help their kids with homework;
- People who need to find better paying work to support their families;
- People who have just returned to Ontario and want an apprenticeship;
- Newly laid off long term employees with a criminal record and outdated skills;
- Workers hoping for remission from major illness and to find better work;
- People with mental health concerns who are working hard toward college;
- People who, due to injury, can no longer work in their original field.

How GED Opens Doors?

For our participants the GED and the GED Preparation Program at WIL provide the opportunity to:

- Be in a targeted learning setting that fits their learning style;
- Have non-judgemental supports for success in learning and life;
- Learn to enjoy learning and experience school in a different light;
- Build confidence in self, in the ability to learn, and in the ability to succeed;
- Believe in themselves and think about the future in a positive way;
- Build a working relationship with funding agencies to work towards their educational goals;
- Learn what is expected and required to pass the GED Exam; and
- Experience success.

The General Educational Development (GED) is a test that adult learners who have not completed secondary school can take to receive a high school equivalency diploma from the Ministry of Education. The test covers five subject areas including science, social studies, reading, math and writing. To be eligible, learners must: be 18 years of age or older, have not graduated from high school, have been out of full-time study for a year or more and be a resident of Ontario.

WIL Employment Connections offers a full range of GED services. This past fiscal year:
Our clients say it best.

The GED Ministry exam has a mandatory essay writing component. The following are excerpts taken from practice essays written by one of our GED clients.

“There are many benefits to getting an education that go beyond learning. For me, I know that some of my biggest challenges will be had in college, but I’m already grateful for them. Bettering my social skills, being prepared for my future career, and accomplishing something are all things I never saw as possible for myself until now.”

“In my life, I’ve had many roles… The role I am most proud of is the role of a student. For the better part of my life, I struggled in school both academically and socially. It wasn’t until this past January that I wanted better for myself and that meant continuing my education. I took a chance on myself and began working towards my GED. After months of dedication, I can confidently call myself a thriving student, a role I’d like to keep for years to come.”

“I haven’t always valued education as much as I should have… Now, I’m fully focused on continuing my path of higher education once my GED is completed.”

Eleanor McAlpine, Employment Advisor, General Education Development Program
The Access Centre for Regulated Employment (ACRE) provides customized licensure and career development assistance, employment information, and referral services to internationally trained individuals (ITIs) seeking licensure or certification in one of Ontario’s regulated professions or trades. The program also provides this same service to internationally trained professionals seeking required certification in non-regulated specialties. Since opening its doors in 2007, ACRE has created opportunities for licensure and certification in Ontario for more than 3880 internationally trained individuals.

- ACRE provided profession-specific counselling about provincial licensure information and application assistance for 3046 individuals;
- Helped 1236 individuals gain employment in their field or related field;
- Submitted 1159 applications to one of Ontario’s regulatory bodies on behalf of its clientele;
- Connected 256 immigrant professionals with a peer mentor to share personal experiences regarding licensure examinations or interviews;
- Facilitated 669 applications for credential evaluation reports that highlight Canadian equivalency in education; and
- Helped 259 professional individuals achieve full licensure/certification in their chosen profession.

ACRE has extended its reach and provides opportunities for clients across the Southwestern Ontario region. More than 45 professionals were served remotely in 2015-2016, bringing ACRE's regional totals since inception to 274. In 2015-2016, 18% of ACRE's overall registration numbers were from this region.

<table>
<thead>
<tr>
<th>PROFESSION OR OCCUPATION</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse</td>
<td>104</td>
</tr>
<tr>
<td>Engineer</td>
<td>40</td>
</tr>
<tr>
<td>Teacher</td>
<td>20</td>
</tr>
<tr>
<td>Physician</td>
<td>16</td>
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<tr>
<td>Pharmacist</td>
<td>9</td>
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<tr>
<td>Engineering Technologist</td>
<td>8</td>
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<tr>
<td>Dentist</td>
<td>5</td>
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<tr>
<td>Physiotherapist</td>
<td>5</td>
</tr>
<tr>
<td>Medical Lab Technician</td>
<td>5</td>
</tr>
<tr>
<td>Early Childhood Educator</td>
<td>4</td>
</tr>
<tr>
<td>Lawyer/Paralegal</td>
<td>4</td>
</tr>
<tr>
<td>Social Worker</td>
<td>4</td>
</tr>
<tr>
<td>Dental Assistant</td>
<td>4</td>
</tr>
<tr>
<td>Medical Laboratory Technologist</td>
<td>3</td>
</tr>
<tr>
<td>ESL Teacher</td>
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<tr>
<td>Optometrist</td>
<td>2</td>
</tr>
<tr>
<td>Skilled Trade</td>
<td>2</td>
</tr>
<tr>
<td>Agrologist</td>
<td>2</td>
</tr>
<tr>
<td>Certified Customs Specialist</td>
<td>1</td>
</tr>
<tr>
<td>Dental Hygienist</td>
<td>1</td>
</tr>
<tr>
<td>Certified Life Coach</td>
<td>1</td>
</tr>
<tr>
<td>Certified Insurance Professional</td>
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</tr>
<tr>
<td>Accountant</td>
<td>1</td>
</tr>
<tr>
<td>Medical Radiation Technician</td>
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</tr>
<tr>
<td>Occupational Therapist</td>
<td>1</td>
</tr>
<tr>
<td>Respiratory Therapist</td>
<td>1</td>
</tr>
<tr>
<td>CSMLS-Can Society for Medical Laboratory Science</td>
<td>1</td>
</tr>
<tr>
<td>CVO-College of Veterinarians of Ontario</td>
<td>1</td>
</tr>
</tbody>
</table>

ACRE has extended its reach and provides opportunities for clients across the Southwestern Ontario region. More than 45 professionals were served remotely in 2015-2016, bringing ACRE's regional totals since inception to 274. In 2015-2016, 18% of ACRE's overall registration numbers were from this region.

<table>
<thead>
<tr>
<th>PROFESSION OR OCCUPATION</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>NDAEB - National Dental Examining Board</td>
<td>1</td>
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<tr>
<td>OAA-Ontario Association of Architects</td>
<td>1</td>
</tr>
<tr>
<td>OPFA-Ontario Professional Foresters Association</td>
<td>1</td>
</tr>
<tr>
<td>PMP - Project Management Professional</td>
<td>1</td>
</tr>
<tr>
<td>RIBO - Registered Insurance Broker ON</td>
<td>1</td>
</tr>
<tr>
<td>RRP - Registered Rehabilitation Professional</td>
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<tr>
<td>Truck Driver license</td>
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</tr>
<tr>
<td>Certified Life Insurance Salesperson</td>
<td>1</td>
</tr>
<tr>
<td>Immigration Consultant</td>
<td>1</td>
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</table>

TOTAL LICENSES: 259
Nelson Guiot and his family arrived in London, Ontario, Canada in June, 2008. Prior to arrival, Nelson had successfully completed both a bachelor degree in civil engineering and a post graduate program in structural engineering from the National University of Colombia, Bogota, Colombia. In addition, Nelson brought over 14 years of engineering work experience to his new country. His last position before emigrating was Civil and Structural Engineer and Department Director for a design and construction engineering company, a position he held for almost four years.

Nelson contacted the Access Centre for Regulated Employment in August 2008, just two months after his arrival in Canada. He was aware that he would need support with the complex process for licensure and job search in Canada.

Nelson was determined to continue in his profession in civil engineering so he committed to fulfilling the licensing process promptly. He set a personal goal to be licensed and employed in his field within one year. His ambitious plan worked and Nelson earned his first employment opportunity within that first year as a Structural Inspector with a leading consulting engineering company in Canada. In the following year, Nelson fulfilled all of Ontario’s regulatory requirements and earned his full registration with Professional Engineers Ontario in December of 2010.

During his career in Canada he has been promoted within the same company as a Contract Administrator/Resident Engineer/ Structural Engineer. Nelson has worked on projects for the City of London, the Ministry of Transportation (MTO), the Region of Waterloo and the Region of Niagara. He has accumulated seven years of Canadian work experience. Nelson continues to grow professionally and he is currently working toward a certification in Project Management.

Back in 2009, Nelson was justifiably proud to inform his Access Centre Counsellor of his success.

“I will start working on July 27, 2009 inspecting five bridges in Sarnia, which will mark the beginning of my professional career in Canada. I want to thank the Access Centre for Regulated Employment for all the support that helped me get my licence and find a job. That support always kept me motivated. I hope I continue getting support when I receive the answer from PEO about an interview to become fully certified.”

After establishing himself professionally in Canada, Nelson shared his thoughts on the partnership between client and counsellor and what it takes to achieve full licensure and professional level employment.

“The Access Centre is a very important organization that guides newcomers to become licenced in their professions. This work must be done by the applicant, and the Access Centre is there to listen, guide along the way and provide answers, information and advice, while you create your own work plan. I will be more than happy to volunteer and help others achieve what I have achieved which is to become certified and work in my profession in Canada.”
Internationally Trained Worker Loan Program

In 2012, WIL Employment Connections was selected by the federal government to deliver a three-year pilot program throughout southwestern Ontario. The Internationally Trained Worker (ITW) loan program pilot was concluded on March 31, 2015 and provided 116 loans to eligible clients through its partnerships with the Access Centre for Regulated Employment (ACRE) and Libro Credit Union.

ITW applicants from a wide variety of occupations were recommended to Libro by ACRE counsellors. The program provided access to funds necessary to achieve foreign credential recognition and employment outcomes commensurate with applicants international education, skills and experience. WIL’s loan model offered a desirable interest rate of prime plus 1% per annum, and a flexible repayment plan with only monthly interest payments required during the licensing/training period (up to two years).

The success of the Internationally Trained Worker Loan program is demonstrated by the outcomes of its participants. Forty percent of the 116 participants have completed the licensing/training process and 43% are currently employed. Twenty three percent have repaid the loan and 34% are making regular payments to the principal. The participants have used approximately half of the loan amount to cover costs for training and exam fees and the balance to cover exam preparation courses, registration/application and licensure fees.

The capital balance of the initial investment remains in our community which allows the program to continue. The loan capital regenerates as a result of the effective repayment of the principal ensuring that foreign credential recognition for ITWs in the southwestern region continues.

### Number of loans approved per city

- London 59
- Windsor 16
- Hamilton 19
- Kitchener 7
- St. Thomas 2
- Waterloo 2
- Cambridge 4
- Thorold 1
- Brantford 1

### Professional Loan Program Statistics

<table>
<thead>
<tr>
<th>Profession</th>
<th>Loans Approved</th>
<th>Average Loan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse</td>
<td>29</td>
<td>$8,278</td>
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<tr>
<td>Physician</td>
<td>23</td>
<td>$9,647</td>
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<td>Accountant</td>
<td>11</td>
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<td>$4,305</td>
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<td>Dentist</td>
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<td>$13,683</td>
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<tr>
<td>Human Resources</td>
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<tr>
<td>Architect</td>
<td>3</td>
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<tr>
<td>Veterinarian</td>
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<td>Teacher</td>
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<td>$1,537</td>
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<tr>
<td>Engineer</td>
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<td>$5,071</td>
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<tr>
<td>Clinical Researcher</td>
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<td>$4,963</td>
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<td>Medical Laboratory Technologist</td>
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<tr>
<td>Truck Driver</td>
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<td>Sales Manager</td>
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<td>Paralegal</td>
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<td>Optometrist</td>
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<td>Medical Radiology Technologist</td>
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<td>Medical Microbiology</td>
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<tr>
<td>Lawyer</td>
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<tr>
<td>Geographic Information Systems (GIS) Technician</td>
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<tr>
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<td>Electrical Engineering Technologist</td>
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<td>Early Childhood Educator</td>
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<td>Dietitian</td>
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<td>Customs Specialist</td>
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<tr>
<td>Counselling</td>
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<tr>
<td><strong>Total Loans:</strong></td>
<td><strong>116</strong></td>
<td><strong>$8,600</strong></td>
</tr>
</tbody>
</table>

*WIL Employment Connections*
Majd Al Masri,
Social Media Coordinator, Eid Dental Clinic

Majd Al Masri was one of the first of the Syrian refugees to arrive in London in January 2016. He previously worked as an accounting assistant and inventory control assistant. His training and his passion are in software engineering. Within three weeks of his arrival in Canada, he was hired as the Social Media Coordinator at Eid Dental Clinic where he continues to flourish. “WIL allowed me the opportunity to connect with a company where my goals matched their needs completely.”

Mohamed Salama,
Subsurface Utility Technologist,
Diana Quiroga,
Administrative Assistant,
multiVIEW Locates Inc.

In January of 2009, Diana Quiroga arrived in Canada from Colombia. She was a nurse looking for a career opportunity in her new home. “My goal from the beginning was to get a job in a medical facility in an administrative position.” In order to achieve this goal, Diana returned to school, first to improve her English language skills, then to complete Canadian educational credentials including a diploma as a Medical Office Administrator. There were many barriers, but Diana’s attitude was, “You have to adopt your new country, love it, respect it, learn and be able to communicate if you want to achieve your goals.” She currently holds the position of Administrative Assistant. “WIL gave me the knowledge, tools, and ideas to get my current job, starting with how to build my resume, present myself for an interview, develop my network and provide other services such as a mentor which greatly enriched my experience.”

Mohamed Salama arrived in Canada in 2009 from Egypt with a background in Civil Engineering and employment experience as a construction inspector. He is currently working as a Subsurface Utility Technologist. He credits WIL with helping him to strengthen his resume and helping him to find a strong job match. “I received many helpful suggestions to improve my resume as well as to prepare for interviews. I am now successfully employed in a local company... I would like to thank WIL for their services and for supporting me to reach my goal.”
“The greatest achievement of the human spirit is to live up to one’s opportunities and make the most of one’s resources” (Marquis de Vauvenargues). Employers leading the London Middlesex Immigrant Employment Council (LMIEC) recognize that workplaces have a tremendous opportunity to tap into the skilled resources of immigrant talent. These LMIEC employers, in partnership with key stakeholders, are taking action today to advance what could be one of the greatest achievements for growth and prosperity – the full and meaningful labour market integration of immigrants in our local economy.

Two ways that LMIEC provides employers of all sizes access to qualified immigrant talent include the LMIEC Job Match Network and suite of LMIEC Mentorship for Immigrant Employment initiatives. Through the collaboration of our community partners, these and other LMIEC initiatives have led to the commensurate employment of 1,300 internationally trained individuals and international student graduates in our region.

LMIEC Job Match Network

The LMIEC Job Match Network actively connects an expanded pool of qualified immigrant job seekers to employers hiring specialized talent across Southwestern Ontario. Having exponentially grown its social media presence on Twitter, Facebook and LinkedIn this past year, the program is also serving as a valuable talent attraction tool in our community’s economic strategy.

The LMIEC Job Match Network’s formalized referral partnerships with employment, settlement, educational, economic development and labour market planning community partner organizations have strengthened timely connections between employers and immigrant job seekers. Specifically, in 2015-2016, 180 unique employers accessed the program to source candidates, interview and hire. Over 280 employment opportunities were shared by the network.

673 candidate resumes were skill matched and marketed to employment opportunities, resulting in 208 newcomers securing employment in or related to their professional fields.

Funding support from the Government of Canada, the Government of Ontario and the City of London is helping this important initiative make a significant impact. As one former candidate has shared, “I am very grateful to the excellent services provided by the London Middlesex Immigrant Employment Council. Establishing my career in London was not easy at the beginning, but with the support provided by WIL Employment and LMIEC, I was able to access real job opportunities and network with potential employers and professionals that helped me land in a job opportunity where I am able to use my specific skills” (Servio, Human Resources Specialist, universitybrand).

LMIEC Mentorship for Immigrant Employment

For Canada to maintain recognition as a global diversity leader, action is required. As Albert Einstein said, “All that is valuable in human society depends upon the opportunity for development accorded the individual.” LMIEC Mentorship for Immigrant Employment programs are a marvellous opportunity for employers and skilled newcomers to take action and connect with one another in a win-win relationship.

The starting point for the mentoring relationship is a common field, industry or professional background. The program connects unemployed or underemployed job seeking mentees with professional volunteer mentors in their field of experience. By exposing this emerging talent pool to occupation-specific networks, the program creates a bridge between international professional experiences and the London Region work environment. The program helps each mentee refine strategies to be a successful job seeker in our local labour market and realize her/his full potential through identified employment opportunities in their professional field or in a related field.

Participating mentors create a vital difference for both the newcomer professional job seeker as well as local economy. At the same time, mentors boost their own professional development by gaining insight into a growing talent pool, refining coaching skills and enhancing cross-cultural awareness.

In 2015-2016, 87 mentors were matched with a mentee and Trudell Medical International was welcomed as a new Corporate Champion. In addition, 219 employer representatives assisted 120 mentees by sharing local labour market information and valuable networking advice at over 11 group mentoring sessions and exchanges held throughout the year. Companies participating in these sessions included, but were not limited to, RBC Royal Bank, Trudell Medical International, London Middlesex Health Unit, 3M Canada Company, CIBC, Union Gas, Carproof, Starlim, London Life
and Larlyn Property Management.

As a result of these partnerships with employers across our community, 104 mentees secured employment in their field or a related field after participating in mentorship program activities. These successes are achieved through the collaboration of our Corporate Champions, community program partners and funding support from the United Way of London Middlesex, the Government of Canada and the Government of Ontario.

Thank you

LMIEC Leadership Council:

Gus Kotsiomitis, RBC Royal Bank, Chairperson
Joaquim Balles, Trudell Medical Limited, Vice Chairperson
Jeff Bowerbank, Union Gas
Paul Cocker, McKay-Cocker Construction (Retired)
Wilma de Rond, WIL Employment Connections
Jeff Bowerbank, City of London
Lisa Harrison, Robarts Clinical Trials
Morgan Hart, Ernst & Young LLP
Susan Honderich, Startech.com
Phil Hunt, London Health Sciences Centre
Rebecca Kapogiannis, 3M Canada Company
Kapil Lakhota, City of London
Vijai Lakshmikanthan, Starlim North America Corporation
Kim K.C. Ly, Borders Immigration Consultancy
Sarah Tattersall, 3M Canada Company

LMIEC Mentorship Corporate Champions:

3M Canada Company
Autodata Solutions Company
City of London
County of Middlesex
Dynacare
JMP Engineering
London Hydro
RBC Royal Bank
Robarts Clinical Trials
Startech.com
TD Canada Trust
TrojanUV
Trudell Medical International

LMIEC Community Partners:

Nicole Buteau, ACFO London-Sarnia
Deborah Canales, Access Centre for Regulated Employment
Zeina Choucair, WIL Employment Connections
Robert Collins, London Economic Development Corporation
Steve Dennison, WIL Employment Connections
Vanessa Denomme, Fanshawe College
Bo Ferenc, London Cross Cultural Learner Centre
Rifat Hussain, London Cross Cultural Learner Centre
Kate Kennedy, Access Centre for Regulated Employment
Corrie Kinahan, WIL Employment Connections
Snjezana Linkes, Western University
Emily Low, College Boreal
Bonnie Macklin, WIL Employment Connections
Allison Price, TechAlliance
Kristin Sainsbury, County of Perth
Claudia Sossa, LUSO Community Services
Natalie Surridge, Oxford Workforce Development Partnership/Community Employment Services
Martin Withenshaw, Elgin Middlesex Oxford Workforce Planning & Development Board

Naim Bateh,
Senior Accountant, Empire Auto

Naim Bateh moved to London from Saudi Arabia, where he had completed a degree in Accounting and Economics. He also acquired his certification as a Certified Public Accountant and a Certified Internal Auditor. His previous employment experience included positions as an Accountant, General Accountant and Senior Auditor. Soon after his arrival in Canada, Naim enrolled in an Intermediate Accounting program in order to gain knowledge about Canadian accounting practices.

Through WIL Employment Connections, he was connected to the London Middlesex Immigrant Employment Council Job Match Network. Naim met with employment advisors who helped him identify his job goals and any potential barriers. “I was presented with my first opportunity soon after and over the next while was forwarded a total of 17 opportunities matching my profile and was interviewed for several positions.”

An opportunity at Empire Auto related to an Accountant/Bookkeeping position was presented and Naim followed up quickly presenting his tailored resume to the company. “The employer connected with me and brought me in for an interview. I used materials and previous coaching sessions provided through the Job Match Network and WIL’s workshops to prepare for the interview. I was successful and was offered the position in September of 2015.”
Alejandro Montes and Hugo Surette first met in September 2015. What was meant to be a brief “get to know you” meeting lasted three hours. At the time of the match, Hugo was a Brand and Marketing Excellence Leader at 3M Canada and Alejandro was a new father of twins ready to step up his job search. Their backgrounds could not be more different, but they were matched mainly because of their differences and what the mentor’s (Hugo) background could bring to what the mentee (Alejandro) identified as a need. Hugo was originally from the east coast of Canada. His first language is English but he is also fluent in French, with a degree in Business Administration. He has twenty years of marketing experience with a wide variety of companies ranging from being the youngest (24) manager east of Toronto for RBC Financial, to working in the oil and gas industry to his current position as Director of Marketing with Assumption Life, one of the ten largest insurance companies in Canada based in New Brunswick.

Alejandro grew up in Chile, his first language is Spanish and from a very young age he wanted to understand how things worked. This led him to a degree in Chemical Engineering. His first job post-graduation was with a small company as a consultant and project engineer. His true desire was to work in manufacturing and he was fortunate to be hired by Harting, a company that produced and sold chemical products for a variety of industries. During his time with Harting, Alejandro knew he wanted to develop his skills and his English skills in particular and so he amicably left the company to study English in Canada for five months. Upon his return to Chile, he found work with Degesch as a quality control manager. After two years he left to help with a family business and then was recruited to return. He knew that he wanted to find his way to Canada as his soon-to-be wife was Canadian so he made a one-year commitment to the company. In 2012, Alejandro was accepted into the Masters program for chemical engineering at Western, which brought him back to Canada. He graduated in 2014 and was looking forward to finding a job when he and his wife excitedly received the news they were expecting twins. While he looked for work, Alejandro’s real work was supporting his wife and preparing for the birth of their children, which happily occurred in March 2015. With the arrival of his family, Alejandro focused on the adjustment of twins and when they were 3 months old, he began his job search in earnest.

How did you hear about the LMIEC Mentorship Program for Immigrant Employment?

Alejandro: When I finished my Masters degree at Western and after my wife gave birth to twins and we settled into our new family life, I started my job search slowly as I was trying to balance the challenges of twins and supporting my wife while looking for work. I was in the public library one day and I found a brochure about WIL Employment Connections (WIL). When I connected with WIL I found out more about the Mentorship Program and decided that I wanted to become involved with the hope of improving my job search skills which had not been successful to that point.

Hugo: 3M Canada, where I was working at the time, has had a long history with WIL and in particular the Mentorship Program. Throughout my career I have worked with many different people in many different organizations. I was fortunate to have many talented people on my teams from all over the world and I knew that this global talent and the skill set they brought were being underutilized. Immigrants have such talent and can make a significant impact for any company, 3M recognizes global talent and wants to have a diverse workforce and it was because of this focus that I became a mentor.

What did you gain from your participation that you did not expect? What surprised you the most about the experience?

Alejandro: I remember our first meeting I thought it would be a short meeting over coffee. We ended up meeting for three hours over dinner. I remember this first session as being very intense, Hugo asked many questions and I remember very clearly hearing him say that he was sure I would have a job in two months. That surprised me; he was so convinced that this would happen for me and in such a short period of time.

We met weekly, many times at 3M and each time we met, Hugo would work on “the plan” which consisted of tasks for me to do between then and the next time we met.
Hugo: I wanted to get to know Alejandro. I wanted to find out about him personally and professionally. I wanted to know what he wanted and expected. What he had done previously, what his skill set was, his strengths, areas where he needed to improve – I wanted to know him thoroughly so I could build a profile, set some goals, develop a plan and hopefully as a result he would secure a job.

Alejandro: What also surprised me was how engaged Hugo was, how much he participated in helping me, he really gave it his all. I never expected this level of commitment.

Hugo: From our first meeting, I knew that we needed to spend time on how to develop his network and how he could become more connected in the community. He needed to learn how to leave a voice mail message so he would get a call back, he was using more traditional job search methods and he needed to be more focused on where he could get results. I also made him focus on the 10 things he had to offer a prospective employer and how to bring those out in an interview. From that preparation, he got several contacts and some interviews.

Alejandro: And the job came sooner than I expected. Did Hugo meet his goal of two months?

Alejandro: We met in September of 2015 and I had a job by November. All his support was so very helpful.

Hugo: But we didn’t finish the plan because he got a job and I moved to New Brunswick in January of 2016. Have you kept up your connection?

Hugo: Yes, I made a commitment that I wanted to see through and by then we had a good connection so we email, we phone and use Skype to keep connected.

Was there anything that proved to be a challenge in the experience and what did you do to overcome it?

Hugo: Well, Alejandro came from a very technical background and I did not. I had to understand his work and I needed to really understand it so I could be of help, so I asked a lot of questions, and probed to get to know about him more deeply. I knew nothing about what it meant to be a chemical engineer, my work was completely different.

Alejandro: I didn’t see anything as a challenge, more like an opportunity to learn from him. He was great at giving me tips and suggestions all through my job search. It is more difficult now as we are not in the same area, but we are making it work.

Now that you are in New Brunswick, have you found any similar programs for mentorship and if you do, will you participate?

Hugo: Not yet, but my hope is to find something similar and participate. The experience has been very rewarding.

Overall, what was the best part of the experience and the LMIEC Mentorship program?

Alejandro: The opportunity to meet Hugo. He is a very warm person, who took the time to meet with me and he met with me often and was never hurried, we usually met for at least an hour and a half each time. He gave me encouragement and professional work advice and he helped me understand the Canadian work force market.
**Hugo:** Learning about Alejandro was a great experience. To learn about who he is and to see the impact he has had on his family and to become personally involved and see him become successful was great. He was so engaged in the process, he listened, took advice and the results were so positive for both of us.

Why should others get involved in the program, either as a mentor or a mentee?

**Hugo:** It is a very enriching experience, you learn not only about another person but about your own personal and professional development. I like to see results and I know how talented immigrants are, as a country we do not do well to leverage the skills they bring to our economy. In this global economy, we need to hire immigrants because of their international experience and the vast skill sets they bring, it will be the only way Canada can stay competitive.

**Alejandro:** It is a great opportunity to connect and get to know people who are working in the Canadian workforce. This program gave me the tools and the confidence to go out and participate. The staff of the LMIEC Mentorship program is very helpful and supportive. It is such a good way to get involved, you learn so much from your mentor, they know how things work. I would and have recommended the program to my friends. I would like to be a mentor one day myself.

As a mentee, did your involvement in the program make a difference in your attitude or approach to finding a job?

**Alejandro:** Absolutely, before I would say I used an old style, sending out lots of resumes to different companies. After meeting Hugo, I was more aggressive, I used a plan, I networked more, I targeted the companies I reached out to and used LinkedIn more effectively. I connected directly with hiring managers. After each meeting with Hugo, I felt more and more confident. He changed my attitude for sure.

How did you network within the mentor/mentee relationship and outside of it? What tips would you have for others in developing a network?

**Hugo:** Gravitate to people with whom you have something in common or share a similar interest, both personally and professionally. Having something in common helps to stimulate the conversation. If you like soccer, then find a group that plays soccer, talk about soccer and then discover what else you have in common, this could lead to other connections. Once I got to know more about Alejandro and what his interests were, I could help connect him to groups in the community that had the same interests.

I also think LinkedIn is a good way to connect to others and those with the same interests. Again it can stimulate a conversation that may lead to other connections.

Don’t be afraid to go directly to the hiring manager, their job is to hire, that’s the level you need to connect on when looking for a job.

**Alejandro:** You can’t be shy, you have to be assertive. I didn’t want to bother anyone, some answered my resume and some didn’t. Hugo taught me to be a little more outgoing, he taught me how things are done here and I was using what worked back in Chile. He said some will answer my phone calls or emails or my LinkedIn profile and some won’t, but as he says, “It only takes one.”

Did being a mentor help you in your current job and if yes, how?

**Hugo:** It has, it brings you back to the basics; it helps you to keep sight of what is important and what makes a difference and ultimately what matters. You have to practice what you preach and in helping Alejandro, I had to come back to what I believed – for example, connecting to people is important – and that made me think about how I used this in my own work.

As a mentee, would you consider mentoring in the future?

**Alejandro:** Definitely, I would love to do that and I am currently helping a friend and giving him tips about what worked for me.

**Hugo:** As a mentor I would encourage others to participate, explain the program and show how in the broader context you can see and make valuable connections. There are many people unaware of this opportunity and we need to make sure they know about it and recognize its important value. I think potential mentors might think they don’t have the skills or the time or they aren’t ready yet or aren’t good enough, we need to break down those barriers, everyone has something to contribute.

This interview was conducted via telephone with Alejandro Montes in London, Ontario and Hugo Surette in New Brunswick. The conversation ended with Hugo reminding Alejandro to phone him in the following week so they could catch up. What started as a mentorship seems to have developed into a friendship.
Thank you to our volunteer mentors in 2015-2016:

Azam Abu-Saud, Superstar Investment Corp
Ismail Abushehada, City of London
Aia Ajami, RBC Business Banking
Emilio Barbero, OILIM Visualizers
Kimberly Anne Benincasa, Thames Valley Children's Centre
Nancy Carey, Collège Boréal
Kim Cechetto, Fanshawe College
Lucy Chimhanda, Robarts Clinical Trials Inc.
Eric Clolus, 3M Canada Company
Loid Danga, RBC Royal Bank
Karen Day, TD Canada Trust
Brian De Groote, RBC Business Banking
Hamid Dean, 3M Canada Company
Edyta Deering, RBC Royal Bank
Carlos Diaz, Sun Life Financial
Erika Dickie, 3M Canada Company
Glendalynn Dixon, Carproof
Holly Doty, Connect Dot Management Inc.
Erin Duquette, Autodata Solutions Company
Maged Elmadhoon, City of London
Oscar Enriquez De La Porti, Sun Life Financial
Mike Flegel, London Hydro
Marek Galka, Apotex Advancing Generics
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Adriana Gorgan, 3M Canada Company
Sherri Griffin, TD Canada Trust
Nelson Guiot, Parsons
Vishal Gupta, Genemis Laboratory Inc
Darryl Howard, London Life
Dheeraj Jalali, London Hydro
Fatima Jonouzi, RBC Royal Bank
Anthony Kamau, 3M Canada Company
Jonathan Kochis, ResiM
Gus Kotismitis, RBC Royal Bank
Chris Kowalski, 3M Canada Company
Sara La Gamba, King Financial and Benefits Inc.
Nina Lavery, Carproof
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Jacqueline MacDonald, Agriculture & Agri-Food Canada
Lauren MacDonald, Thames Valley District School Board
Isar Mahdzadeh, TD Canada Trust
Sri Mattu, Suncor Energy
Marcelo Melicovisky, 3M Canada Company
Phil Moddle, P Moddle Consulting Ltd
Paola Molina, Sykes Assistance Services
Samara Mouawad, TD Canada Trust
Keith Murray, Autodata Solutions Company
Jose Nandin, General Dynamics Land Systems
Farahnaz Nazir, London Employment Help Centre
Andrew Nemirovsky, Cerner Corporation
Tomiwa Olukyiesi, 3M Canada Company
Fernando Ramirez, StarTech.com
Sherry Reimer, 3M Canada Company
Phyllis Retty, 3M Canada Company
Stacy Richardson, 3M Canada Company
James A. (Jim) Robinson, Trojan Technologies
Kathy Rodriguez, Trojan Technologies
Jonathan Rohan, London Life
Fatih Sekercioglu, Middlesex-London Health Unit
Moin Shah, TD Canada Trust
Elmer Soto, GE Healthcare Inc.
Steve Spanjers, Triton Innovation Inc.
Joseph Stomp, 3M Canada Company
Hugo Surette, Assumption Life
Juan C. Torres, StarTech.com
Carolina Triana, Libro Financial Group
Jeff Van Geel, 3M Canada Company
Emily Van Kesteren, Middlesex-London Health Unit
Ann Walton, CarProof
Licheng (Juliet) Wei, StarTech.com
Moe Zeidan, CIBC
Qinqin Zhang, The University of Western Ontario
Martin Zuniga, RBC Royal Bank
Malik Weld-Ali, Clinical Coordinator, KGK Synergize Inc.

Malik Weld-Ali was trained and educated as a Doctor of Medicine in Jordan. He arrived in Canada in September of 2014. He connected with WIL and participated in a 4-week volunteer work placement. He is currently working at KGK Synergize Inc. as a clinical coordinator. In this role, he performs physical exams and reviews lab results to confirm potential participants’ eligibility in clinical studies. “Working at KGK Synergize Inc. has helped me to build up my soft skills and added valuable Canadian experience to my resume.”
International Medical Graduates
Alternative Opportunities

In the last 5 years WIL and its projects, London Middlesex Immigrant Employment Council (LMIEC) and Access Centre for Regulated Employment (ACRE), have assisted over 200 International Medical Graduates (IMGs) with various employment services including: understanding the complex licensing process, facilitation of workshops, developing placement opportunities, group mentorship opportunities and support with employment applications and interviews. To this end, WIL is recognized in London and area as the only service provider who has the staff expertise and services to assist IMGs through their journey of regulated and non-regulated employment.

Even though there is a number of successful IMGs who are currently practicing as medical doctors, many others face a number of challenges including credential evaluations, the licensure process, residency selection, accessing community resources, assessing alternative opportunities, and the psychological impact of not being able to practice medicine in Canada. These barriers often lead IMGs to accept survival type positions at lower wages and lower skillset, translating into cycles of survival jobs and a loss of hope.

In early 2015, WIL Employment Connections established the Health Care Committee (HCC) to develop a Labour Market Integration Strategy that would better assist IMGs in exploring realistic employment goals based on labour market demands and employers’ expectations; identifying areas of opportunity to integrate IMGs based on transferrable skill sets in health care and other industry sectors; increasing knowledge of local employers’ capacity and hiring practices; engaging and encouraging employers to recognize this pool of qualified talent; bridging the gap between IMGs and employers; and developing a “go to” resource for alternative careers.

On July 28th, the HCC, in collaboration with the LMIEC, hosted a guest panel and roundtable discussion for 31 International Medical Graduates (IMGs) pursuing licensure or alternate employment in our community. The event was an important first step to assisting IMGs’ understanding of the realities of the labour market, and in identifying realistic employment opportunities that match their international training and transferrable skills in the health sector and related fields. Guest panelists shared their own unique stories and tips on how they found work. They included: Dr. Mario Bueno, a licensed and practicing family physician in Ontario; Dr. Sardar Ahmad, who at the time was completing his medical residency (he is currently licensed and practicing); Dr. Jose Villeda (via Skype), who was starting his residency in Manitoba; Dr. Saleh Alkhodary, an Emergency Department Technician at London Health Sciences Centre; and Luz Adriana Diaz, currently employed in an alternative career at the London Intercommunity Health Centre.

The roundtable conversations that followed provided an opportunity for IMGs to discuss a wide variety of topics and provide input to inform the next steps for a community based response to the challenges.

Thanks to an investment by RBC Royal Bank, the response was already underway through the RBC Career Launch Program which provided an RBC Associate to work with the HCC to develop a labour market integration strategy. The HCC hosted Melissa Miller, who demonstrated the core values of RBC: service excellence, personal responsibility, diversity and integrity. Melissa’s contributions to the research project were significant in completing the first phase which included an environmental scan to identify gaps in programming, updating the road map to licensure in 5 provinces including resources, developing pathways to alternative careers including resources and finally the development of a pilot workshop.

In October, the HCC, in collaboration with ACRE, launched a 6 day comprehensive pilot workshop for IMGs considering alternative career paths to test and assess the effectiveness of the components, resources and learning needs of IMGs. Upon completion of the workshops, IMGs...
were able to identify core competencies and transferrable skills, explore potential alternative opportunities, research labour market information, develop short term and long term career goals, and develop an educational or employment action plan. Randol Fernando Venegas, who participated in the workshop, represents a typical IMG following the licensure process but coming to a point where making a decision about an alternative path was crucial. He demonstrated how a previously unknown opportunity usually precipitated a new awareness of alternative career paths and the need to understand and prepare for these options. After the workshop, Fernando applied to the Naturopath Medicine Program, delivered by the Canadian College of Naturopathy at the University of Toronto. He received support from WIL and ACRE in preparing his resume, application, and interview, all of which led to his acceptance in the program in April 2016.

The “alternative options” workshop will be a regular component of the services offered at WIL in 2016-2017.

The HCC is very proud of its accomplishment and the opportunities it has provided IMGs to better integrate into the labour market based on the significant skillset they offer. The HCC is continuing its work by enhancing the resources required to serve IMGs with their employment needs, while developing opportunities to engage local employers in recruiting IMG talent. Phase II of the Labour Market Integration Strategy is set for 2016-2017.

Marwa Al-Dahwi,
Production Assistant, Source One International

“I appreciated the opportunity through the Employer Incentives available to receive a job placement. WIL gave me that important opportunity. I enjoy working at a family owned business as they appreciate their employees and create a positive work environment.”
A Partnership with Opportunity

The Specialized Language Training Program: Retail at the G.A. Wheable Centre for Adult Education has evolved as time and technology progresses. Newcomers to Canada have the opportunity to explore Canadian workplace culture by examining concepts of leadership, teamwork, customer service, and standard employment practices. Jen Artan, Continuing Education Instructor describes the program: “In the classroom, learners expand their language skills by engaging in the learning experience through discussion, online learning, collaborative projects and independent presentations. The other core components include WHMIS, AODA, and Occupational Health and Safety.” Learners are prepared to take the next steps to employment via WIL, and the workplace partner, Home Depot.

Jeong Woon arrived in Canada nearly eight years ago from South Korea. He had graduated secondary school in Toronto, but had no previous work experience. He hoped to pursue pharmacy as a career but unfortunately encountered many barriers to fulfilling his dream. He enrolled at G. A. Wheable to further his language skills in order to find employment. Through the partnership of Wheable and WIL, he is currently working at Home Depot and taking online training to become a sales associate. For the future, he hopes to become a department manager. “I accessed the Resume and Interview training course at WIL. I learned a lot of useful tips about resumes, cover letters and preparing for an interview. The opportunity to have a 1:1 interview was a wonderful experience as was the resume review. It helped me to realize that I needed to change some things and as a result, I am now working.”

The first time Martha came to Canada was to visit her husband and she permanently arrived in January 2014. She is originally from Bogota, Colombia. She has a Bachelor of Business Administration degree and a postgraduate degree in Legislation and Social Security. Martha has over 30 years of experience working in insurance including leadership roles as a Human Resources Manager and a manager of Procedures and Methods. “I hope to find work in the insurance field where I can use all my experience to contribute to the success of an organization as well as learn more about the Canadian insurance field.” Martha’s immediate goals are to become completely fluent in English and to complete the process to validate her educational credentials in Canada. To accomplish her first goal, she attended the Specialized Training Program at Wheable and has participated in the volunteer job placement program at Home Depot where she worked as a customer service representative. “This experience has motivated me to apply for employment and to continuing working at Home Depot.”
I immigrated to Canada 10 years ago from Colombia as an Obstetrician & Gynecologist, with the expectation that I would be practicing as a medical doctor. In 2008, I registered with WIL Employment Connections (WIL) to get assistance with employment, and with the Access Centre for Regulated Employment (ACRE) where I learned about the process of obtaining licensure in Ontario. I decided to focus on licensure and to prepare for the first medical exam; I dedicated all of my time to studying; spending many hours, long days and months in the library; studying at times with other medical professionals going through the process. The peer support was extremely helpful, as I could see others going through the same challenges – I wasn’t alone.

While waiting for the results, I registered in an ESL program to improve my English communication and also registered in a Biology course which had a coop placement component with Western in a medical lab. During this time, I continued my research into employment in the medical field, attended any info sessions offered by WIL and ACRE that were geared to International Medical Graduates. I researched companies and opportunities, stayed active with LUSO and continued to network. I was offered employment after the co-op placement, however I turned it down because it was not the position I wanted to pursue, but I leveraged my new found connections to start an observership at Victoria Hospital in London Regional Cancer Program which helped to increase my knowledge about the culture of the health care system. Again through networking and referrals, I got the opportunity to work on different projects with the Oncology department, which was very valuable to me in acquiring more experience.

During this same time, I had passed my medical exams and applied multiple times to Canadian Resident Match Service process (CaRMS), but was not accepted in any of the programs for residency to obtain my licence as a doctor. After the fourth unsuccessful attempt at the CaRMS process, I decided I could no longer only focus on becoming a doctor in Canada. It was a very challenging process – long and costly; studying was taking a toll on my being, I had no interactions with family and friends and I was putting my life on hold for a dream that might never come true.
In 2012, I decided to pursue a career in public health, transferring my love for health to community based projects. From London Regional Cancer Program, I applied for and accepted a short term part time paid position as a project manager at South West Regional Cancer Program. This developed into a remarkable three year project, working in partnership with four other organizations in London. I really enjoyed the role and was proud of the achievements of the projects and so I decided to obtain a project management certification from the University of Toronto to enhance my skills. When the project ended, another opportunity opened in 2015 at the London InterCommunity Health Centre for a team lead for Immigrant and Ethno-cultural programs. I had applied to several positions in the past, but I was not getting any response. I decided to reconnect with WIL Employment Connections to make sure that my resume fit with the Canadian context. They offered me employment counselling support, and due to the pressing deadline of the posting, I was served through a new program called “Priority Response.” It was a great experience because the service was available in a very short period of time. They helped to highlight my experience back home in a way that aligned with my Canadian experience, as well as tailoring my resume to suit the job posting. I was so excited when I received the call that my application was shortlisted and I was invited to an interview. As I was nervous about the interview, I connected again with WIL’s “Priority Response” program which offered me an interview preparation session specially focused on the position. This prepared me, gave me confidence, and I was able to market myself and my skills to the employer. I was the successful candidate and am now happily employed full time as Team Lead for the Immigrant Ethnocultural programs with London Intercommunity Health Centre.

My advice for individuals going through a similar situation is to stay positive, but be realistic. My experience has taught me the importance of being active in your goal pursuit, the need to network, make connections, and be supported by experts in the field. Making the decision to pursue other career options was very difficult, but I am so happy that I did because I have so much to offer and I have gained so much in return.
### Employer Partners

- Access Centre for Regulated Employment
- Bhalla Rai Medicine Professional Corporation
- 3M Canada Company
- A&L Canada Laboratories Inc.
- Across Languages Translation and Interpretation Service
- Adecco
- Akira Systems
- Alliance iCommunications
- Al-Taqwa Islamic Schools
- Anago (Non) Residential Resources
- Armo Tool Ltd.
- Arva Industries Inc
- ATMOS Marketing Group Inc.
- ATN
- Autobahn Freight Lines Ltd.
- Autodata Solutions Company
- Bangkok Pad Thai
- BDO Canada LLP
- Big Blue Bubble
- Bisan Inc.
- Blackfriars Salon & Spa
- Blow Dry Bar By Sami & Co
- Boys and Girls Club of London
- Brisson and Massie Mechanical Inc.
- Brose Canada Inc.
- Buck or Two Plus
- Cantwell Cullen and Company Incorporated
- CarProof
- Cash Money - 371 Wellington
- CCAC (Community Care Access Centres)
- CEM Specialties Inc.
- ChemTrade Logistics Inc.
- City of London
- College Boreal
- Columbia Sportswear Canada
- Community Employment Choices
- Community Employment Services (CES) Woodstock
- Compass Group - Fanshawe
- CoorsTek
- Covenant Construction
- Crosby Landscape + Design
- Cross Cultural Learner Centre (CCLC)
- Crouch Neighbourhood Resource Centre
- David's Bridal
- Dawson Custom Countertops
- Daya Counselling
- Delta Pools
- Diagnostics Biochem Canada Inc.
- Diamond Aircraft Industries Inc.
- Digital Extremes
- Drake International
- DuPont Canada
- Echo Power Equipment (Canada)
- Econo Lodge London
- Eid Dental Clinic
- EK3 Technologies Inc.
- EllisDon Corporation
- Employment Sector Council London Middlesex
- Enterprise Rent a Car
- Essex Condo Corporation #35
- Express Employment Professionals
- Fanshawe College
- FCT Default Solutions
- FedEx Ground Ltd
- Fortune Minerals Limited
- Future Tool Design Inc.
- Gigolaj Bakery
- Givens Engineering Inc.
- Goodlife Fitness
- Goodwill Industries
- GoViral Inc.
- Hanwha L&C Canada
- Harvest Pillows
- Hastings & Aziz Ltd.
- Henley Place
- Hollandia Bakeries Limited
- Home Depot Canada
- HRdownloads Inc.
- iLOOKABOUT
- IMT Corporation
- Info-Tech Research Group
- InvOrg
- Ipex Inc.
- Islamic Centre of Southwest Ontario
- Jack Astor’s
- Jeppii Recruitment and Placement Agency
- JMP Engineering
- Kelly Services
- KGK Synergize Inc.
- Kovacs Group Inc.
- Lamko Tool & Mold Inc
- Larlyn Property Management Ltd.
- Laser Concept Therapy
- LCA Systems
- LCS Laboratory Inc.
- Let’s Talk Science
- Little Red Roaster
- Loblaw Supermarkets Limited
- London Chamber of Commerce
- London Employment Help Centre
- London Health Sciences Centre
- London Hydro
- London Intercommunity Health Centre
- London International Academy
- London Life Insurance Company
- London Lightning Basketball Team
- London Middlesex Immigrant Employment Council
- London Tax and Accounting
- London’s Flooring Canada
- Lucas Works
- LUSO Community Services
- M.F. Arnsby Property Management Ltd
- Manito’s Rotisserie & Sandwich Shop
Manpower
Marky's Crepe Cafe
Martinrea Automotive Solutions
McCormick Canada Inc.
Meals on Wheels
Medbuy Corporation
Meridian Lightweight Technologies Inc.
Microcad Computer Corporation
Ministry of Agriculture, Food and Rural Affairs
Ministry of Community Safety & Correctional Services
Ministry of Transportation
Modus Medical Devices Inc.
MonexGroup
multiVIEW Locates Inc.
Muslim Resource Centre for Social Support and Integration
Nestle Canada Inc.
Net Energy Systems
OBG Consulting
OES Inc.
only IMMIGRATION
Ontario Nurses’ Association
Ontario Public Services Employee Union
Pactiv Food Services
Partnar Animal Health Inc.
Phoenix Interactive
Pizza Hut Westmount
PolyAnalytik
Prime Motors of London
ProAble Hardware Specialties Inc.
Prox Technologies
Proctor Brothers
Provincial Cleaning Services & Supplies
Pulse Infoframe Inc.
Qualtech Seating Systems
R&G Holding Corporation Flannery Investments
Randstad Engineering
Randy Wilson Architect Inc.
Real Canadian Superstore
Riverpark Dental
Robarts Clinical Trials Inc.
Robert Half Canada Inc.
Rona
Royal Canadian Legion Victory
RW Architects
Saint Elizabeth
Salford Group Inc.
Salvation Army - Center of Hope
Sami & Co. Hair
SC360
SE Freight Systems Inc.
SEM Construction
Shoppers Drug Mart - Wonderland Rd. N
Sikorski Sausages Co. Ltd
Skills International
Social Capital Partners
Solis Mexican Foods Inc.
Solutions Paralegal
Sophie’s Gown Shoppe
Source One International Inc.
Southdale Motors Limited
Spa Asiana
Spiet Associates
SRG Human Resources & Recruitment Specialists
St. Joseph’s Hospital - Regional Health Care
Starlim North America Corporation
Start.ca
StarTech.com
Sterling Marking Products Inc.
Streamline Design Solutions
Superstar Investment Corporation
Sutherland Elliott Insurance
Sykes Assistance Services
Synergy Manufacturing
Talentcor
tbk Creative
TD Canada Trust
Thai Delight Restaurant
The Bay - Masonville
The Bay - Whiteoaks
The Bradford Group Canada
The Cut Above
The Donut Café
The London Muslim Mosque
The Original Cakerie
The Tarran Group
Thomas Schinbein Actuarial Services Inc.
Tim Hortons (all stores)
Town of Ingersoll
Triton Innovation Inc.
Trojan Technologies
Trudell Medical International
Union Gas Limited
University of Western Ontario, Music Library
Upper Thames River Conservation Authority
UTi
UWO - Schulich School of Medicine & Dentistry
Veterinary Purchasing Company Limited
Victorian Order of Nurses (VON)
Voices.com
Voyageur Transportation Services
Vuteq Canada Inc.
Wallace Smith LLP Lawyers
Western University
Winmar
Your Dollar Store with More
Youth Opportunities Unlimited (YOU)
Zomaron Merchant Services
ZTR Controls Systems
Zucora
Hassan Hattem, Database Analyst, Industry Canada Youth Internship Program, WIL Employment Connections
### EXCERPTS FROM

**WIL COUNSELLING AND TRAINING FOR EMPLOYMENT**

**CONSOLIDATED STATEMENT OF FINANCIAL POSITION MARCH 31, 2016**

*(with comparative balances at March 31, 2015)*

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and short-term investments</td>
<td>$2,117,283</td>
<td>$2,397,731</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>1,089,449</td>
<td>1,235,055</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>31,660</td>
<td>5,826</td>
</tr>
<tr>
<td>Due from WIL Employment and Learning Resources Corporation</td>
<td>5,585</td>
<td>6,861</td>
</tr>
<tr>
<td>Due from The Skill Centre</td>
<td>102,802</td>
<td>2,076</td>
</tr>
<tr>
<td></td>
<td>3,346,779</td>
<td>3,647,549</td>
</tr>
<tr>
<td>Capital Assets</td>
<td>43,339</td>
<td>60,936</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$3,390,118</td>
<td>$3,708,485</td>
</tr>
<tr>
<td><strong>LIABILITIES AND NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued liabilities</td>
<td>67,681</td>
<td>66,673</td>
</tr>
<tr>
<td>Deferred Revenues</td>
<td>1,269,532</td>
<td>1,507,623</td>
</tr>
<tr>
<td>Deferred Capital Contributions</td>
<td>1,337,213</td>
<td>1,574,296</td>
</tr>
<tr>
<td>Net assets</td>
<td>26,876</td>
<td>38,395</td>
</tr>
<tr>
<td>Total liabilities and net assets</td>
<td>2,026,029</td>
<td>2,095,794</td>
</tr>
<tr>
<td></td>
<td>$3,390,118</td>
<td>$3,708,485</td>
</tr>
</tbody>
</table>

### OPERATIONS AND NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating grants/contributions</td>
<td>$2,658,751</td>
<td>$2,990,960</td>
</tr>
<tr>
<td>Other income</td>
<td>1,006,686</td>
<td>963,060</td>
</tr>
<tr>
<td></td>
<td>$3,665,437</td>
<td>$3,954,020</td>
</tr>
<tr>
<td><strong>EXPENDITURES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amortization</td>
<td>17,597</td>
<td>13,588</td>
</tr>
<tr>
<td>Project administrative costs</td>
<td>1,454,336</td>
<td>1,518,635</td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>2,263,269</td>
<td>2,354,663</td>
</tr>
<tr>
<td></td>
<td>$3,735,202</td>
<td>$3,886,886</td>
</tr>
<tr>
<td>Excess revenues over expenditures</td>
<td>69,765</td>
<td>67,134</td>
</tr>
<tr>
<td>Net assets, beginning of year</td>
<td>2,095,794</td>
<td>2,028,660</td>
</tr>
<tr>
<td>Net assets, end of year</td>
<td>$2,026,029</td>
<td>$2,095,794</td>
</tr>
</tbody>
</table>