



The
WorkPlace
Group

The Workplace

ASPIRE

Persevere
DREAM

AIM HIGH

PERSEVERE

Learn

HOPE

Believe Expect

Listen Persevere

HOPE

Succeed

Connect

UNDERSTAND

CHANGE

DREAM

HOPE

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*Connecting
Futures*

2017 - 2018

Annual Report

Your **Goals.** Your **Vision.** Your **WorkPlace.**



Our Mission

To enrich the community of Sarnia-Lambton, by providing quality, professional, employment services that encourage and engage individuals towards achieving their maximum employability .

Our Vision

- To engage our clientele in a respectful, encouraging and inclusive manner that enables each individual to maximize their potential.
- To offer services with flexibility, being respectful of the needs of individual clients and members of our business community.
- To deliver services with integrity, quality and with a desire to surpass all service standards.

Our Values

Our vision will be supported by the following values, which will be adhered to in carrying out our mission and achieving our objectives.

- a) We provide a supportive and encouraging setting for employees, clients and community partners. We are flexible and inclusive in providing services that meet client needs.
- b) We recognize and value that success is best achieved through community engagement, collaborations and/or partnerships, consisting of employees, clients, service providers, educators and community members.
- c) We will provide a “no wrong door” approach and ensure that individuals requesting assistance are assessed and directed to the most appropriate service that will support their needs.

President's Report



This past year once again has seen many changes within both the Ministry and our Community. The committed staff of the WorkPlace in their highly professional, efficient, and caring manner has brought their skills and experience to both clients and community businesses. Our financial integrity has allowed us to move forward into new and exciting programs. New partnerships have been forged that allow for a more diverse service to the residents of Lambton County. The service provided to our clients and local businesses is held in high esteem. One example is our Pinfolk Recognition which allows us to acknowledge those individuals within our community who have through their volunteer experience/employment demonstrated a "job well done". The challenges that are encountered regarding Ministry funding have been met and exceeded. Our work is continuing in an effective professional manner to the benefit of all we provide service to. I have heard many great comments from other community agencies and former and current clients about the inclusive manner in which staff deliver our service. As I sat in our computer area doing some typing, I am always impressed the way clients and visitors are greeted by all staff. The WorkPlace is such a welcoming environment for anyone passing thru our doors. It is an honour to work with the recipient of two memorable awards. Noleen Tyczynski has been recognized by the Samia Foundation as a Community Builder, one of the Women of Excellence awards for 2018 and by the Samia Legionnaires for developing and implementing the Program of Excellence. I would like to thank my fellow Board members for the support they have shown to me this past year. Their knowledge and experience brought to our Board meeting is greatly appreciated. Thank you very much for committing your time to the WorkPlace.

Respectfully Submitted

Donna Cain

The Workplace DREAM

AIM HIGH

PERSEVERE

HOPES

Learn

Try
Change
Dream

Executive Director's Report



This past year was all about Connecting. Connecting with clients, connecting with service providers, connecting with business, and connecting with our community at large.

Connecting with Clients: Not only did we meet our base targets for our programs, but we exceeded them at each, and every, measured outcome. Client activity was very demanding and challenged us all to ensure that we remained diligent in the provision of service excellence. We revamped and delivered a powerful networking group series that saw clients engaged, recharged and reaping success in the job market.

Connecting with Service Providers: Connecting and collaborating have always been at the forefront of our service delivery and this year was no different. We partnered and collaborated on numerous events and activities that enhanced both professional skills and client initiatives. Working with the Organization for Literacy we hosted a very successful introduction to computer workshop, a series on client advocacy delivered by the Community Legal Assistance Sarnia, numerous Bridges Out of Poverty Sessions with Circles Canada and partnered with our local social service agencies, to deliver a Networking Day for over 120 front line service workers. We also continued working with the HUB as well as Probation and Parole and are learning how to support individuals with multiple barriers, with a focus on working with those that are victims of various forms of human trafficking.

Connecting with Business: Our activity level with local business is constantly increasing. We have made great inroads to be the provider of choice for local businesses who are needing assisting with their hiring needs. More, and more employers are choosing to use our Talent Management System and our Job Development Team has been busy supporting business with their recruitment needs.

From an internal business lens, we are very pleased to have moved ahead with a partnership with Lambton County Developmental Services, collaborating to support clients on income supports, secure meaningful employment. This is a win-win situation for both agencies.

Connecting with our Community: In December we hosted a reception to celebrate our 100th Pinfolk recipient, Noelle's Gift. Our Pinfolk movement is a way in which to honour all of those in our community who continue to make Sarnia-Lambton a better place to live and work, through selfless acts and community spirit. We are delighted to have honoured the recipients with a waterfront bench. Our gift back to the great community of Sarnia-Lambton. In March the Ontario Hockey Association highlighted our initiative with the Sarnia Legionnaires Junior Hockey Club and hailed the program as one that should be available to all teams across the country. We are very proud of the part we play in this initiative. Our Bridging Loan Program continues to provide a very necessary and meaningful lifeline to job seekers and the working poor.

Once again, we have managed to conquer the challenges and changes that the past year brought. Through our Employment Ontario lens, we are still considered an on-hold organization, but despite the long-term uncertainty, we continue to work hard to deliver effective and efficient services to both job seekers and the business community. We are grateful to our Board of Directors, who allow us to "think outside the box", with respect to delivering quality programming within a tight budget.

As we move into a new fiscal year, I would like to take this opportunity to celebrate our staff members and members of our Board of Directors, who together make up the fabric of The WorkPlace Group. We look forward to seeing what the next year has in store for us.

Warm Regards

Noeleen Tyczynski Executive Director

HR Manager's Report



Professional development opportunities for staff remain a priority to ensure we continue to meet ongoing changes and challenges in the employment sector. We have been fortunate again this year that we have been able to continue training opportunities as they were available as it continues to motivate and energize our team to consistently improve our service delivery.

Margaret Capes continues to provide Advocacy training to staff on an ongoing basis. Through the training she has been delivering topics of interest such as ODSP, Ontario Works, CPP-D, Victim Rights, Criminal Injuries Compensation, Human Rights. This training will provide staff with the additional supports to assist a client navigating through the systems which can be an overwhelming journey for many of our clients.

With two staff members moving on to different roles in the community, we have welcomed two new employees this past year; Michelle Lanteigne in the Client Support role and Natalie Johnston in the position of Job Developer.

We continue to celebrate the successes of Special Needs Employment and we value the commitment, dedication and expertise that each member of our staff and Board members contributes to the overall success of our organization.

Service Awards

Noeleen Tyczynski – 30 years

Carol Villeneuve – 5 years

Respectfully Submitted

Gail Majovsky
Resource Manager



“ I would like to thank your staff for supporting me in finding employment. The resume assistance and job readiness skills helped me feel confident in my interview.”

Board of Directors

The WorkPlace Group is governed by a volunteer Board of Directors. This committed group of volunteers has the responsibility of ensuring that The WorkPlace Group is managed effectively in order to fulfill its Mission and Value Statements to the community. Their dedication to the community, the clients we serve and the staff is the reason for The WorkPlace Group's longevity and reputation in Sarnia Lambton. We are fortunate to have representatives from education, human resources, community services and the legal profession. Our Board members and Principals are equipped with a wide range of skills including but not limited to, Finance, Community Capacity Building, Extensive Employment Sector Experience, Newcomer Services, Diversity Training, Disability Specialists, Poverty Initiatives, Apprenticeship Coordinator, Human Resource Management, Strategic Planning and Social Service Networking, Information and Technology Skills and Risk Management.

- Donna Cain – President and Director
- Michelle Smith – Vice-President and Director
- Dave Brown – Treasurer and Director
- Chandrika Patel – Secretary and Director
- Joe Murray – Director
- Lucille Frayne – Director
- Marylou Robb - Director

Board of Directors Membership List 2017- 2018

Leadership Team

- Noeleen Tyczynski – Executive Director
- Gail Majovsky – Resource Manager

Successful Connections

Employer Success

Building Employer Relationships – A Success Story

About VIP Rail

“VIP Rail’s rail centered industrial parks are strategically located in Sarnia’s industrial cluster. With over 160 heavy industrial zoned acres and access to both CN and CSX Railways, VIP Rail provides transportation solutions to Imperial Oil, Shell, Cabot, ArLanxeo, Ineos and other Sarnia industrial users. If you are a local company, a trader buying or selling finished products or feed-stock, or an upstream or downstream supplier to Sarnia’s petrochemical industry, VIP offers a variety of services to make your transportation, and storage needs possible.

VIP Rail was acquired in July 2017 by Alpenglow Rail. Based in Denver, Colorado, Alpenglow Rail focuses on investing in, developing, and managing freight rail businesses, and related transportation assets across North America.”

The WorkPlace Group’s Relationship with VIP Rail

VIP was referred to The WorkPlace Group by a previous client. We met with the organization’s Director of Health, Safety and Environment, Brandon Van Bilsen, in February 2018 and were quickly brought on board. The company is experiencing exponential growth and with this comes challenges, such as finding qualified employees. With over 40 years of expertise and exceptional customer service, TWPG was able to devise a client centric plan that would meet the organization’s needs, delivering exceptional talent to VIP.

TWPG has formed a strong relationship with VIP and is currently managing all recruitment activities. We have recruited and pre-screened a number of skilled-labourers, including railcar tank cleaners and transloaders, rail conductors, and AZ truck drivers. To date – and counting – over 14 highly skilled candidates have found new and exciting career opportunities with VIP. TWPG is enthusiastic for this successful partnership to continue.



Client Story

A very strongminded and motivated young man was connected to The WorkPlace Group through ODSP. This client, referred to as W, was determined to overcome his mental health and learning disability; ensuring these barriers would not define his life or keep him in poverty. With time and continuous dedication, The WorkPlace Group assisted W in achieving his career goals.

W's goal was to become a Private Investigator. With the help of his employment consultant and his job developer, a RTWAP was devised that included training to obtain the appropriate credentials to pursue his dream. TWPG entered into a partnership with SPHERE (Support for People with a Handicap Exploring the Road to Employment), which "... is a Pan-Canadian non-profit organization whose mission is to foster labour market integration of people living in a situation of professional disability, as a result of a particular physical, mental or intellectual condition." TWPG completed a detailed application on behalf of W and the outcomes were tremendous!

The application to SPHERE outlined the client's desire to achieve his dream of working in the security sector. We applied for funding for a Driver's Licence, Security Guard Training and Certification, and Private Investigator Training and Certification. Additionally, funding was provided to cover the costs of tattoo makeup, given that visible tattoos are deemed inappropriate by some employers in the security sector. The total cost was nearly \$1,000.00. W would not have been able to afford these costs out of pocket. The support of TWPG and SPHERE provided this client with amazing new opportunities.

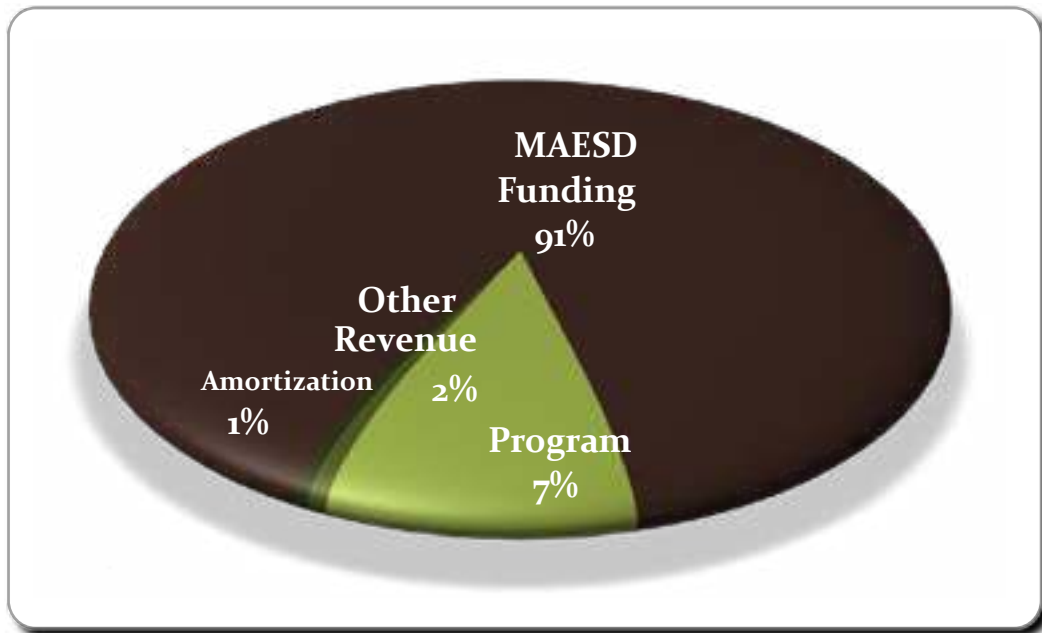
W is dyslexic and suffers from test anxiety, however with the help and support of TWPG's staff, he persevered through the required online training. A great deal of preparation was involved in getting W to a place where he felt confident. The training plan took longer than anticipated, but SPHERE was understanding of this young man's barriers and granted an extension. All parties involved believed W would succeed, and soon he began to believe in himself too.

Fast forward to present day, W is working in his field as a Licensed Security Guard and working towards obtaining his Private Investigator License. His employer says he is a star!

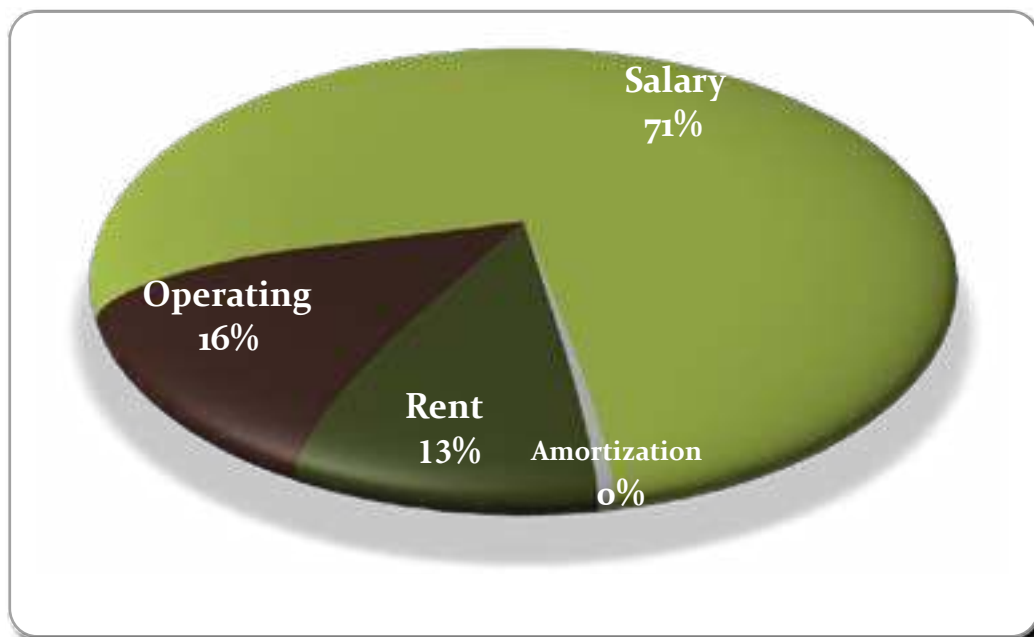
W tells everyone, "Come to TWPG... they will change your life." Though, the truth is that W changed his own life through resilience, hard work, and determination.

FINANCIAL OVERVIEW – APRIL 1, 2017– MARCH 31, 2018

TOTAL REVENUE - \$628,302.00



TOTAL EXPENDITURES - (-\$592,990.00)



“Success is no accident. It is hard work, perseverance, learning, studying, sacrifice and most of all, love of what you are doing.” Pele