



The
WorkPlace
Group



Advocate
Communicate
Empower

2018 - 2019
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



Congratulations, another successful year has been completed by the dedicated professional staff at the WorkPlace Group. All targets have been met, or exceeded, as a result of our diligent and hard work with clients.

Our ODSP has been extremely successful surpassing our outcomes by 30%. Our clientele have been provided with new opportunities and skills to obtain meaningful employment. Having worked in this area, I am well aware of the challenges and gratification that this represents. Our new partnership with Lambton County Developmental Services is one that both agencies can feel proud of coming together for the betterment of our community.

Again, we have achieved accreditation through Imagine Canada and will continue to maintain our high standard of serving all community members. Our involvement with other agencies within Lambton County has increased and staff are ready to align themselves with innovative programs.

The Sarnia Foundation has recognized our dedicated work by presenting the Bridging Loan Program with \$9000 in order to continue assisting clients in their pursuit of gainful employment.

Our International Women's Day event was attended by 150 guests, dignitaries and front-line workers. We raised \$1500 for the Women's Interval Home and the Sexual Assault Survivors Centre in honour of Michelle Batty's retirement.

The next few years may prove to be challenging as a result of the transformation that our new government is undertaking in our sector. I know staff will rise to the occasion and find ways to maintain our current standards.

I would like to extend a personal thank you to my fellow Board members for all of the support you have shown me this past year and for placing your trust in me as Chairperson.

Respectfully

Donna Cain

The Workplace DREAM

AIM HIGH

PERSEVERE

Learn

Try
Change
Dream

Executive Director's Report



With the close of our 2018-2019 fiscal year, it's a great time to reflect on the numerous successes we had as an agency.

Congratulations to all of the staff and board members who contributed to a wonderful year.

With respect to our agreement with the Ministry of Training Colleges and Universities, staff members worked diligently to not only meet, but exceed our goals. The most incredible highlight of the year is the fact that we exceeded our goals to facilitate clients into employment and hit 156% of our target. This was an exceptional outcome and a testament to the dedicated staff who made this possible. Our relationships with our local business communities have seen a steady increase in supports for employers, which has certainly had a positive impact on the number of clients employed.

Our hard work was also rewarded being re accredited through Imagine Canada. The Accreditation is given to charities and nonprofits that have taken action through the Standards Program to bolster trust with the public by identifying and reducing organizational risk, improving board governance practices, being transparent and accountable with finances and fundraising, and fostering a strong workforce. The Trustmark is a symbol of excellence and leadership in the charitable sector.

Our partnership with Lambton County Developmental Services is a testament to what can be achieved when agencies collaborate with a client centered approach to service delivery. I feel the partnership exceeded all expectations and there continues to be opportunities to collaborate and support one another moving forward. Recognizing individual strengths amongst each provider and utilizing those for the best client outcomes was what enabled the partnership to grow in a climate of mutual trust and respect. This past year we continued to move beyond the typical realm of Employment services and work closely with those agencies with whom we have shared responsibilities for clients. In a climate that sees an increasing need for austerity measures, we have worked to identify gaps in client service and work together to develop opportunities for efficiencies through co facilitation and collaborative service delivery.

Looking back, we also celebrated a number of successful Networking and Learning events including our inaugural celebration of International Woman's Day, where all of the proceeds from the event were donated to our local Women's Interval Home and the Sexual Assault Survivor's Centre. Additional networking and learning events we hosted, saw upwards of 120 participants learn advocacy and support techniques to better serve our marginalized clients.

We had many reasons to celebrate this past year, a wonderful unsolicited donation from the Sarnia Community Foundation has enabled us to support numerous individuals enter and re-enter the workforce. We also received a nomination for the Sarnia Lambton Chamber of Commerce's Outstanding Business Awards, a great testament to the work we are doing in our community. We celebrated our Pinfolk with the donation of a beautiful bench along the waterfront, giving our community members a place to sit and reflect on all those individuals who make Sarnia Lambton a great place to live and work.

I would like to take this opportunity to acknowledge all staff members who continuously exceed expectations in delivering service excellence. It's important to note that our work is a true team effort. I would like to share the following Employee Value Statements that we developed as a team, and they will work as a constant reminder of the culture we wish to nurture within our work environment.

"We strive for professionalism and practice with integrity, honesty, morality and ethics."

"We believe success is gained through collaborative efforts using combined talents, vision and inspiration."

"We are committed to a diverse and inclusive client centered approach to services and are fully engaged in advocacy for those without the means to self-advocate."

"We inspire our clients to reach heights they thought were unattainable.....then we encourage and inspire them to reach beyond."

Respectfully

Noeleen

Noeleen

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.

Board of Directors Membership List 2018- 2019

- 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

Leadership Team

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

Connections

Job Developer

This has been an eventful year filled with so many success stories of and having the privilege to work alongside numerous employers as they embark on growing their businesses. As each employer is unique with their own work culture and staffing needs; this platform challenges the job development team to bring to the table, a not only a professional approach, but offer a specific experience, designed to attract the best talent in Sarnia Lambton.

In Job Development our goal is to meet both the employers and the client's goals towards employment. The delicate balance of finding the right one! From both of our client's perspectives! Hearing the story from our client's perspective and then from the employer's, not only brings pride to our team but we get the opportunity to celebrate the outcome. Here is one story of advocacy, communication and empowerment.

Employer Success

"My experience in using Sharon Prouse and The WorkPlace Group team for hiring an assistant was an amazing professional experience. The fact find process Sharon completed with me in our initial meeting made me feel like my needs were very important. The follow-up and ongoing communication about candidates and additional information was thorough and prompt, my phone calls and emails were returned in a timely manner. The insight into the areas job pool was also very helpful. The hand extended to me for the interview process was very much appreciated as appointments with candidates were scheduled through the workplace group and all candidate interviews were conducted at The WorkPlace Group. Sharon was also very helpful in helping me build a template for questions and an interview process. Thank-you very much WorkPlace Group, my assistant has been working with me since September 2018 and things are going along very well."

Ian Bagnell / IPC Securities
Serving GTA and Southwestern Ontario

Client Story

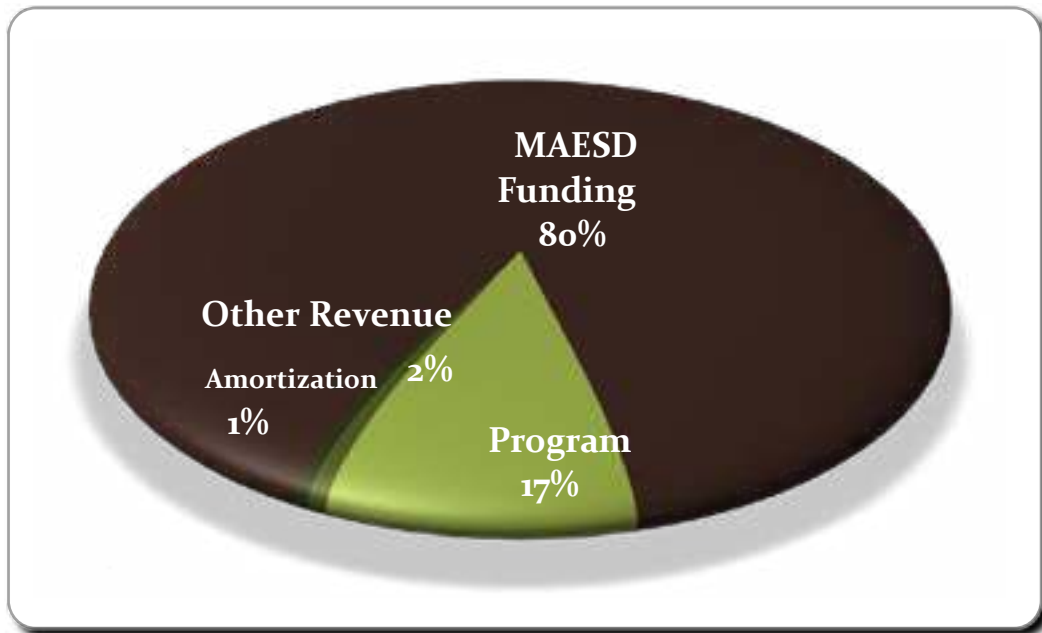
"My experience with The WorkPlace Group in helping me secure employment was nothing short of amazing.

I worked directly with Sharon to find steady long-term employment and in September 2018 this was accomplished. After meeting with me on multiple occasions to fine tune my resume and cover letter to find the perfect job match and answer my multitude of questions regarding my being on ODSP and the processes required. She put me in touch with my current employer and found me nothing short of a dream job. The WorkPlace Group provided a space for an initial meeting as well as my interview. Even after helping me secure my job, I still communicate with Sharon regularly to turn in my monthly paperwork required for ODSP and Sharon takes care of the legwork for this to be able to be completed each month. On top of all of this, she checks in regularly to make sure I am still happy in my position and with how things are going. I couldn't imagine someone better to correspond with about something so important."

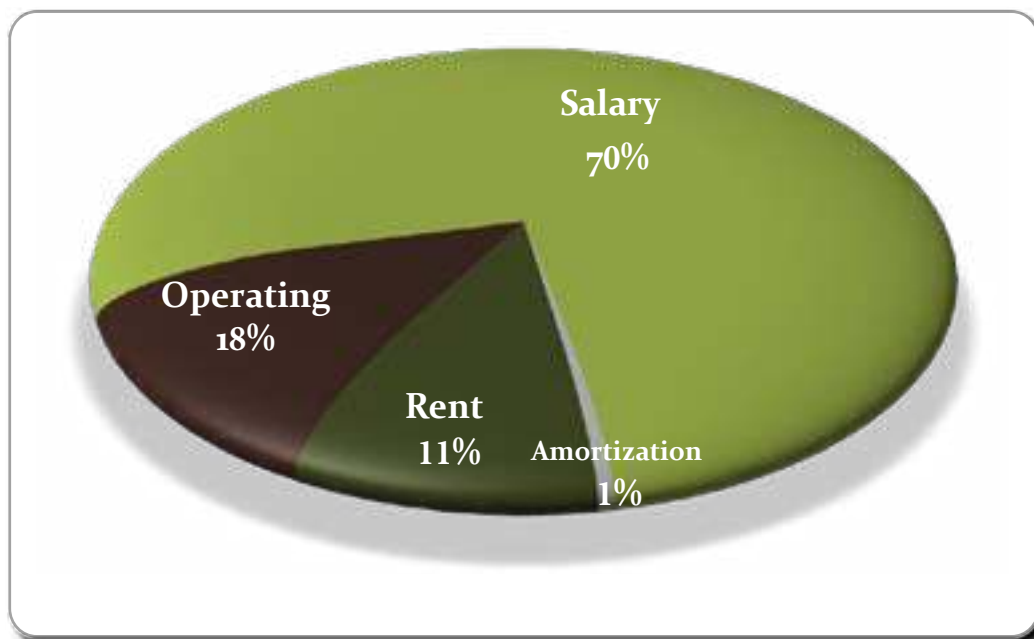
Kristen Young
Administrative Assistant | IPC Securities

FINANCIAL OVERVIEW – APRIL 1, 2018– MARCH 31, 2019

TOTAL REVENUE - \$718,558.00



TOTAL EXPENDITURES - (-\$625,256.00)



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