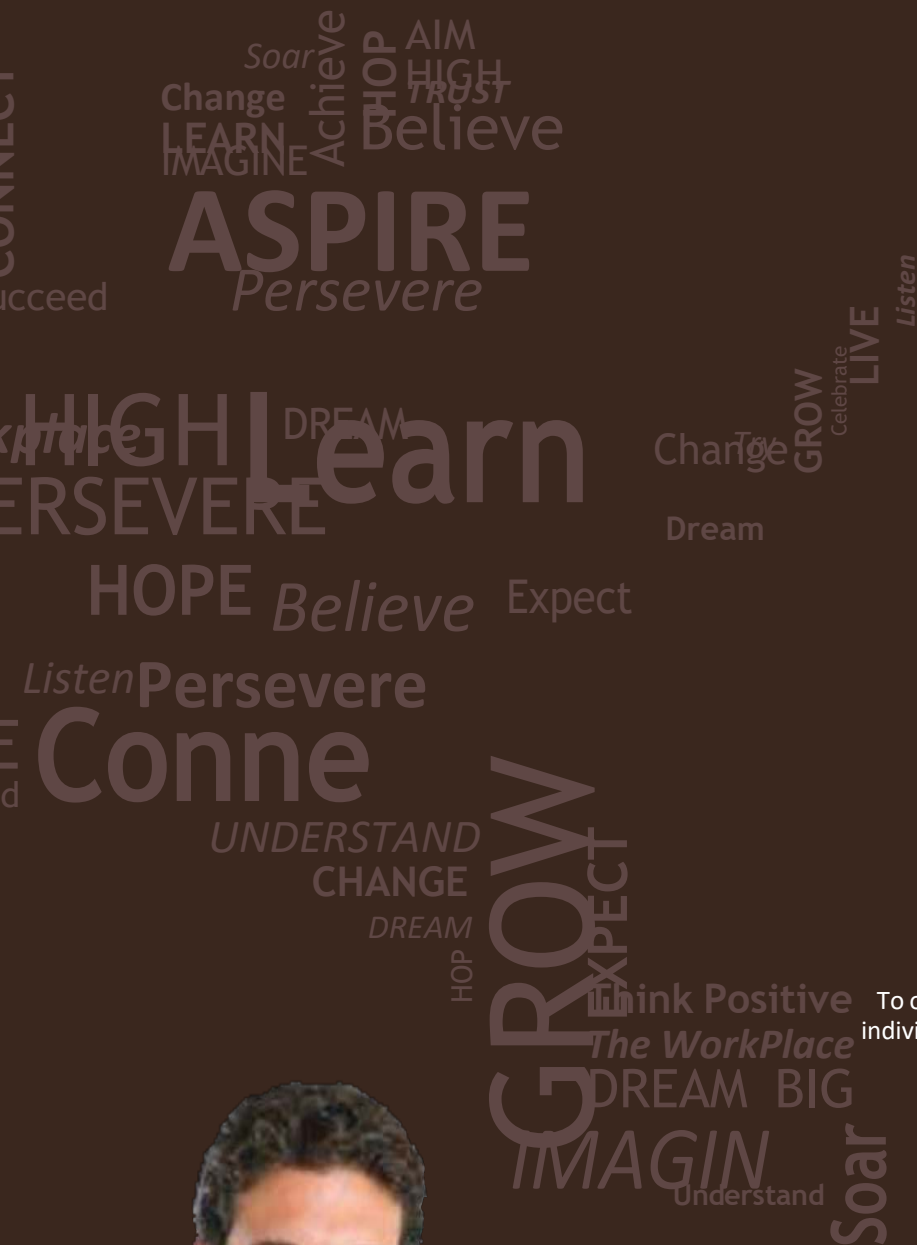




*Advocate
Communicate
Empower*

Annual Report 2020-2021



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 assessed and directed to the most appropriate service that will support their needs

President's Report



Looking back over the past year, it has once again been a unique year as a result of Covid – 19. Our Executive Director, Noeleen has such a forward thinking mindset, that the agency has not missed a beat. Clients have continued to receive professional services with the greatest precautions in place.

This past year we have updated our website and introduced a new on-line training portal. The new website includes a new job board, which is very user friendly for both employers and job seekers. We have upgraded all of our technical hardware, ensuring all staff are equipped to work from home and purchased cell phones for staff to enable safe communication with clients when staff are not working on-site. Throughout the past year, we are very pleased to see that we have continued to maintain financial stability.

Once again staff have met the challenges and maintained the most updated procedures to ensure all clients have the most appropriate and up to date options, that meet their needs. Outcomes were below our typical performance measures, but the staff did an exceptional job in dealing with the challenges of Covid- 19.

The agency has seen some staffing changes this past year but under Noeleen's guidance, our team has pulled together to ensure clients were always case managed with integrity.

I would like to express my sincere appreciation to my fellow Board members, for their support, commitment and zoom attendance at meetings. Hopefully we can resume in person meetings soon. We would like to acknowledge Joe Murray for his years of support, Joe has resigned his position as a dedicated Board member. We wish him all the best. We would also like to welcome Margaret Capes, B.A. (Hons.), LL.B., M.Ad.Ed., Barrister and Solicitor. Margaret brings together a wealth of experience working with client advocacy groups and legal clinics.

Thank you one and all for your accomplishments this past year.

Donna Cain Board President

Special Needs Employment Services Inc.

Executive Director's Report



A message from our Executive Director

This time of year always brings a great opportunity to reflect on the past year and share some of our challenges, successes and insights. We experienced many unprecedented challenges due to Covid both with respect to service delivery models and client needs. With the 2020-2021 year behind us, I am happy to report a number of improvements, creative solutions and unexpected success amidst an International pandemic.

We moved quickly to deliver hybrid services and were successful in the development and implementation of a virtual training portal, enhanced website, and a new and improved job board. Initially we were challenged in sourcing technical resources to support staff members working virtually, but everyone adapted very well to the shift to virtual service delivery. Throughout the year, staff worked both on site and virtual, dependent on the Provincial orders of the day.

The implementation of our training portal enabled us to reach out to clients we would not have serviced in the past just based on location, so that in itself proved to be an exciting and positive transformation to our service delivery.

Many employers were challenged throughout the year trying to recruit and onboard staff virtually and our Job Development team really stepped up and supported our employers with their hiring and onboarding needs. We saw a great opportunity to engage local business with respect to the training portal and we had over 340 users access this service. Additionally, interest in the job posting aspect of the portal grew as a means for local business to enhance their recruitment strategies.

The physical space of the office was transformed to meet safety protocols around Covid and also enjoyed a face lift, enhancing the workspace for staff.

With respect to outcomes and targets, staff certainly delivered. Our Ministry contacts were very clear throughout the agreement period that we would not be held accountable to meet the previously determined targets and outcomes, but that they would assess our success on our ability to pivot services and offer creative delivery solutions. Our outcomes were very favorable and our monitoring results and feedback from the Ministry was very positive.

We did see a number of staff changes and learned quickly about the challenges of onboarding and supporting staff throughout the pandemic. Additionally, a number of staff who were previously on LTD, will not be returning to our WorkPlace family and we wish them continued improvements in their health. We also said goodbye to Dave Brown, our Treasurer, who for many years supported the organization as a dedicated Director. Thank you so much Dave for your guidance and support over the years. Additionally, we bid farewell to Joe Murray, who retired from the Board after many years of service. We are grateful Joe for your dedication and the sector knowledge you brought to the table and we will miss your presence and storytelling. Best of luck to both Dave and Joe as they pursue other interests.

This year we focused on enhancing our diversity and inclusion practices and are currently working on enhanced policies to ensure we are fully committed. All staff have received certificate-based training around Black Lives Matter initiatives, and we are committed to participate in further training and certification with respect to the recommendations around Truth and Reconciliation. We are also grateful to acknowledge participation of our Board members who will be responsible for the passing of policies around these two very important issues.

Financially, the agency is very stable and that lends to a more confident footing moving forward. Conservative investments and financial acuity have played a major role in ensuring the agency can meet any unexpected challenges. We are still anticipating the transformation of the sector to a Service System Management model, which was put on hold while the Province dealt with more critical and urgent needs brought on by the pandemic.

I would like to take this opportunity to thank staff and our Board of Directors, for having the confidence in me to lead the organization through unprecedented times. Giving me flexibility to address urgent needs and be proactive in implementing changes, has enabled the organization to pivot quickly when, and where, necessary.

Respectfully,

Noeleen Tyczynski

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 2020-2021

Donna Cain – President and Director

Michelle Smith – Vice President and Director

Chandrika Patel – Secretary and Director

Mary-Lou Robb – Treasurer and Director

Lucille Frayne – Director

Margaret N. Capes- Director

Joe Murray – Director

Leadership

Noeleen Tyczynski – Executive Director

Connections

Employer Relations

A generation ago, companies posted jobs and got people in the door, their new hires fulfilling tasks within the first days of employment. Even 10 years ago, when technological advancements like video conferencing were not as widely used, the hiring process looked much different than it does today. Jobseekers are increasingly eager to reach the next stage of their careers sooner. They want to know what is expected of them, what skills they need, and how they can move forward. Employers are in search of the best possible talent rather than someone to manage a task list.

Employers are seeking employees who provide added value and a return on investment.

Now more than ever, during this pandemic, and soon to be post pandemic world, our jobseekers and employers are relying on our expertise to make those connections and to bring to the table the best opportunities and candidates. To make our organization relevant in this challenging climate, we implemented more hybrid services, which have become an extension of daily business practices.

This year saw the launch of two new online services: a free Training Portal <https://theworkplacegroup.ca/workshops/#training-portal>, that offers a wide selection of online training and certifications a cost saving measure for businesses to ensure their employees are compliant with Provincially legislated safety modules.

Plus, a free Job Board <https://theworkplacegroup.ca/job-board/> designed to allow employers to post opportunities and connect with a talent pool of jobseekers.

In 2021, we witnessed a steady increase in businesses connecting with us, through social media, our online presence, and our employer referrals. The relationships we foster within our business community are the foundation to our achievements, and the key to our continued success.

Keepsakes

Definition of keepsake

: something kept or given to be kept as a memento

I appreciated all the support my Employment Consultants hard work and dedication, sending me job postings, helping me apply, and preparing me for interviews. I was successful in finding employment while fulfilling my goal to work from home with my son, while in the midst of his online schooling. I am grateful for the services of The WorkPlace Group! -M.M

Polite, helpful, and very informative! They have many resources that can help you find a job. Or resources to better your job skills. – K.T.

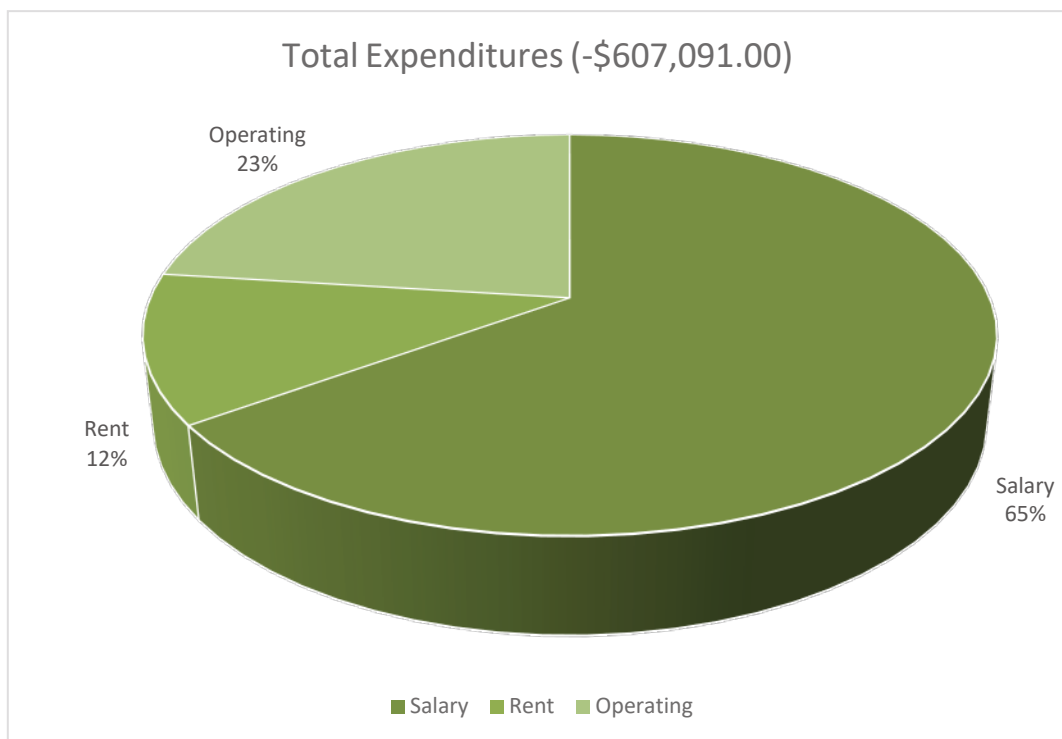
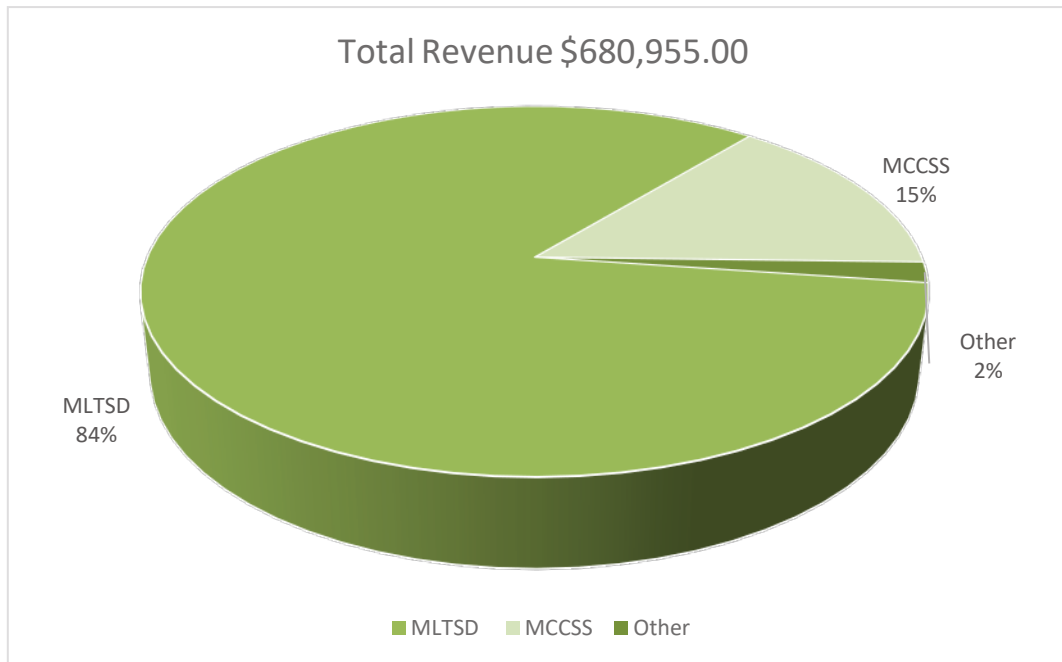
The Training Portal was easily accessible for me to navigate. I was able to complete the training videos and quizzes at my own pace. I enjoyed learning virtually, as this was my first experience and I was able to get my certificates printed and the Employment Consultant added the skills to my resume. – S.J

*During a pandemic finding support was very difficult, as automated messages were the new “norm”. **UNTIL** I reached out to The WorkPlace Group.*

*I finally heard a voice on the other end, someone was there
I received support. The WorkPlace Group listened and went above and beyond for me
I highly recommend their services!
-C.F*

My interview skills seemed to be outdated, I did not have the confidence I once had when going into an interview. I participated in an Interview Skills Workshop, the workshop gave my confidence the boost it needed! -D.B

FINANCIAL OVERVIEW – APRIL 1, 2020 – MARCH 31, 2021





Are you a person with a disability?
Are you interested in finding employment?



Contact us at The Workplace
519-337-7377

Free Accessible Employment Services



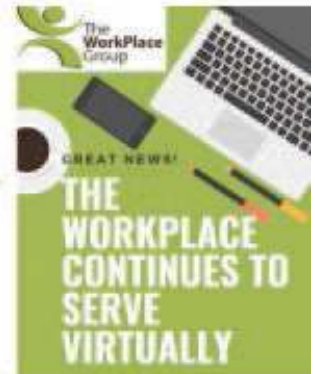
The Workplace Group
Zoom with us!
Meet with us!
Speak with us!

We are here for you!

Call us at 519-337-7377 or email
info@theworkplacegroup.ca
www.theworkplacegroup.ca



Your Goals. Your Vision. Your WorkPlace.



ONLINE INTERVIEW SKILLS WORKSHOP

THE WORKPLACE GROUP

Sign Up Today



3rd Wednesday



Job Board

New Position Added !

<https://theworkplacegroup.ca/job-board/>

EMPLOYMENT ONTARIO



JOB BOARD

Have you checked out the The Workplace Group Job Board?
Sign up TODAY!

www.theworkplacegroup.ca

For more information visit
www.theworkplacegroup.ca
Call us at 519-337-7377

FOLLOW US

FOR JOB BOARD UPDATES & UPCOMING TRAINING

@TheWorkPlaceGroup



www.theworkplacegroup.ca



WELCOME TO

THE WORKPLACE GROUP

Your Goals. Your Vision. Your WorkPlace.



We Continue to Serve.

The Workplace Group remains open
physically to serve in person in COVID-19

Open: 9:00am

Close: 4:30pm

Make an appointment with us
by phone or email. Call us at the
info@theworkplacegroup.ca

Call us today at 519-337-7377

or email: info@theworkplacegroup.ca

EMPLOYMENT ONTARIO



COVID-19 and how to stay safe

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Attention Job Seekers

The Workplace Group offers free employment services and support to jobseekers. We provide the guidance and support needed to meet your employment and training needs.

Contact us today to learn more

519-337-7377

caitlyn.gonyou@theworkplacegroup.ca

<https://theworkplacegroup.ca/job-seekers/>

EMPLOYMENT ONTARIO

FREE Online Training Portal



Free Online Training Portal

Looking for additional training?
Contact us today to register for our
Free Online Training Portal
Call us today at 519-337-7377

or email:

charlene.richardson@theworkplacegroup.ca



Looking for additional training?
Contact us today to register for our

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or email:

Caitlyn.Gonyou@theworkplacegroup.ca

www.theworkplacegroup.ca



The WorkPlace Group

Your Goals. Your Vision. Your WorkPlace.

We Can Help!

Jobseeker Services:

- Job board profile
- Personalized consulting
- Resource centre

Employer Services:

- Job board postings
- Recruitment services
- Facilitation of Job Fairs

GET CONNECTED

— www.theworkplacegroup.ca —

St. Clair Corporate Centre
265 Front Street N. Suite 107
Sarnia, ON N7T 7X1

519-337-7377



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