



# The Career Foundation Annual Report (2022-2023)

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# Our Core Values



Exceptional Customer Service



Innovation and Execution



Accountability and Transparency



Always Exceed Our Goals



Increased Impact through Collaboration



Empathy and Respect for All

# Statement from the CEO



**Kristin Morrison, CEO**

I am pleased to share the remarkable journey of The Career Foundation over the past year. Our organization has experienced unprecedented growth, and we stand poised to continue expanding our reach and influence in the employment service sector.

With transformative changes on the horizon, we have strategically implemented several community and organizational development initiatives that will undoubtedly fortify our impact on job seekers, employers, and the broader community. The following are some of the many accomplishments that our organization has achieved in 2022-2023.

**Community Impact:** Through the addition of several leading-edge training and workforce development projects, The Career Foundation has touched the lives of over **348,648** clients this year, and provided intensive

case management support to **7,265 individuals**. Our footprint has expanded to reach clients across Canada.

We have continuously assessed the needs of our communities and assisted our clients in securing employment in high-demand fields. An example of this is the Junior Field Construction Coordinator project that began this year, which provides training and work experience placements to support clients in accessing opportunities in the construction industry.

**Expanding Our Reach Through Partnerships and Collaboration:** Over the past year, The Career Foundation has been witnessing the growing needs within our communities as people try to reconcile with the rising cost of living. We have seen the increased need for essential support that could help address mental health needs, lack of housing, and food insecurity. This reality has strengthened our resolve to collaborate with our partners to ensure that clients can access a fair income through employment, as well as resources to meet their needs.

We are grateful to have had an opportunity to collaborate with organizations like Delta Family Resource Centre and Revivaltime Tabernacle Church, for example, where we aided the unsheltered African refugees and migrants of Toronto through essential donations, and provided résumé and job search support.

We also worked with IndigenousTech.ai to help prepare Indigenous youth for summer employment and internships. Our team enthusiastically delivered career workshops, workplace training, and personalized coaching that prepared Indigenous youth for the workplace.

Similarly, we have collaborated with organizations such as ENAGB Indigenous Youth Agency and John Howard Society to assist barriered clients with various wraparound supports, employment preparation and job matching.

This annual report will further outline our innovative partnerships with organizations such as EllisDon, The Institute of Canadian Citizenship, and others, and how we have come together to meet people where they are to provide them with the tools to achieve and sustain success. Our commitment to partnership and collaboration is unwavering as we continue to increase our impact and reach across Canada.

**Organizational Development:** As the employment service sector undergoes rapid evolution, we have proactively invested in enhancing our capacity for service delivery in this new landscape.

Strides have been made in digital transformation, HR and training system and operational enhancements. While our journey is ongoing, we are particularly proud of our staff-led projects that exemplify innovation, commitment, and dedication. For example, our Collaboration Committee has dismantled program silos to ensure a consistent service experience for clients.

They have enhanced our onboarding process, created Lunch and Learn sessions, and developed Information Sharing Initiatives. They have been sharing in-year changes, program developments, and accomplishments, while collaborating across programs with shared opportunities for client and employer engagement.

We have accomplished a lot this year, much of which could not have been achieved without the constant commitment of our exceptional team. As we look ahead to the coming year, we embrace the opportunities and challenges that await.

In closing, I extend my gratitude for the dedication and commitment of our team members, our Board of Directors, our funders, our employers, and the communities we serve. Together, we are shaping a brighter future, one job at a time.

I invite you to explore this annual report to delve deeper into our achievements and the inspiring stories of those whose lives have been transformed by our work.

With appreciation,

A handwritten signature in blue ink, appearing to read 'Kristin Morrison', written in a cursive style.

**Kristin Morrison, Chief Executive Officer,  
The Career Foundation**

# About The Career Foundation



As a charitable organization, The Career Foundation has been designing and delivering innovative skills training and employment projects on behalf of government and the private sector since 1988.

We exist to create fair and equitable labour market access for marginalized and underrepresented groups and do this by connecting employers within growing industries to job seekers in their local communities. We work with industry partners to understand their current and projected workforce goals and design sector-specific recruitment and skills development solutions for job seekers that meet the labour market needs.

We deliver online services across Canada, with 7 delivery sites and 5 Resource & Information Centres. We are intentional about customizing services based on the needs of local communities and demographics.

With enhanced access to online resources, and digital tools for job seekers, we deliver uninterrupted and flexible job search support to meet all client needs. We work closely with local industry partners as economic drivers of the labour market and create talent pipelines that give residents access to sustainable employment.

By leveraging technology, we see a new world of opportunity open up for job seekers. We aim to usher in those opportunities and create even greater access for those who need it most!



The Career Foundation is a certified **Service Excellence** organization



# 2022-2023 Innovations & New Ventures

## Canoo Access Pass

This year, we developed an exciting new partnership with the Institute for Canadian Citizenship (ICC) and the Canoo Access Pass program! This application provides newcomers with critical information and resources to quickly settle and integrate into Canada.

As a featured partner of ICC, The Career Foundation has and will continue to welcome more newcomers into our services, giving them access to various employment programs and matching them with job opportunities related to their field of study and experience.

To foster greater civic engagement, we are supporting ICC by arranging volunteer experiences for newcomers to create positive connections and networks within their communities, and to learn more about the diversity of Canada. We look forward to our continued partnership with ICC as we work together to support newcomers striving to build new lives and livelihoods in Canada!

## AI-Enabled Technology

We are grateful for the support of the Canadian Red Cross and are pleased to welcome them as a new funder at The Career Foundation! Through its Community Services Recovery Fund, the Canadian Red Cross funded the development of a robust digital tool that supports our clients in developing their job search skills.



The tool is AI-enabled and empowers job seekers to independently draft résumés and cover letters, build their elevator pitches, optimize their LinkedIn profiles, and even conduct mock interviews based on their résumés or targeted industries of interest.

Additionally, the “Get Hired MasterClass” provides asynchronous video-based tutorials on the planning, preparation, and action stages of career development. The MasterClass also helps clients develop their individual career plan using built-in career assessments, aptitude tests, and soft skills assessments. These assessments can be shared with an employment services professional to inform clients’ job search.

Clients can also obtain industry-recognized micro-credential badges upon completing the MasterClass series.

## Increased Indigenous Partnerships

The Career Foundation is committed to taking positive action to advance Truth and Reconciliation in support of the Indigenous peoples of Canada.

We have taken intentional steps to integrate practical actions into our daily work, with the aim of ensuring inclusive employment and access to opportunity for Indigenous peoples. In recent years, we have fostered new partnerships with Indigenous employers and organizations to help break down barriers to employment and increase training opportunities for our Indigenous clients.

In the past year alone, we expanded and enhanced our community partnerships to include important organizations like the Aboriginal Apprenticeship Board, ENAGB Indigenous Youth Agency, Indigenous Tech.ai, Native Child and Family Services, Native Women’s Resource Centre LBS, Ontario Friendship Centre, Ontario Native Women’s Association, Toronto Council Fire Native Cultural Centre Employment, and Warrior’s Conquest.



Additionally, we have been learning, sharing information and resources, and providing employment support where appropriate. We are proud to highlight two key partnerships later on in this report: Indigenous Tech.ai and ENAGB Indigenous Youth Agency.



## Internal Collaboration Committee

The Career Foundation is growing, diversifying, and expanding our services. To ensure that the quality of our services and systems keep pace with this growth, we proactively designed an Internal Collaboration Committee that centres on our clients’ experiences as they access our services.

We aim to ensure that clients only need to tell their stories once and can access services tailored to their specific needs while accessing the full menu of resources available at The Career Foundation. In 2022-2023, our leadership and front-line teams have been focused on enhancing our services by designing a single registration system for clients, collaborating on outreach and intake, improving service delivery mechanisms, engaging employers, and streamlining administration.

We have conducted bi-weekly Lunch and Learns that highlight best practices across programs and share inclusive employment approaches that result in clients’ success. With continued efforts in these areas, we aim to form a community of practice that our clients and staff can benefit from as we continue to grow and improve our services.

# Year in Review: Highlights



**91%**

Percentage of clients from our specialized training programs that secured employment or returned to school



**80%**

Percentage of all registered clients that achieved employment or returned to school



**80%**

Percentage of total youth clients (15-30) that secured employment or returned to school



**84%**

Percentage of all racialized clients that secured employment or returned to school



**85%**

Percentage of clients with disabilities that secured employment or returned to school



**87%**

Percentage of total Indigenous clients that secured employment or returned to school



**70%**

Percentage of total ODSP<sup>1</sup> and OW<sup>2</sup> recipients that secured employment or returned to school



**39%**

Percentage of total clients classified as youth (aged 15-30)



**38%**

Percentage of assisted clients that accessed wraparound supports and incentives



**348,648**

Total number of clients served through our digital services



**24,223**

Followers on social media (including Facebook, Twitter, Instagram & LinkedIn)



**7,265**

Number of job seekers registered for intensive case management (highest number in our history!)



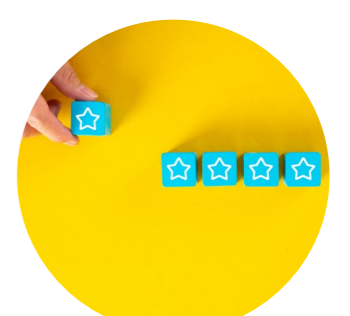
**5,830**

Number of job seekers that attended one of our 236 hiring events



**2,848**

Number of virtual workshop attendees at our 414 workshops delivered



**4.7 / 5**

Average Google Review score (out of 460 total Google Reviews)



<sup>1</sup> Ontario Disability Support Program (ODSP)

<sup>2</sup> Ontario Works (OW)

# Statement of Financial Position



FINANCIALS	2023	2022
Current asset	\$ 4,879,662	\$ 4,527,253
Investment	322,925	305,643
Long term asset	9,546	30,280
<b>Total</b>	<b>\$ 5,212,133</b>	<b>\$ 4,863,176</b>
Current liabilities	\$ 277,254	\$ 534,184
Deferred contribution	1,410,372	1,740,021
Net asset	3,524,507	2,588,973
<b>Total</b>	<b>\$ 5,212,133</b>	<b>\$ 4,863,176</b>
<b>REVENUE</b>		
Government grants	\$ 21,322,892	\$ 19,507,307
Interest income	82,629	(19,972)
Miscellaneous income	584,463	67,156
<b>Total revenue + government grants</b>	<b>\$ 21,989,984</b>	<b>\$ 19,554,491</b>
<b>EXPENSES</b>		
Salary and benefits	\$ 9,560,634	\$ 7,584,610
Occupancy	1,113,712	1,180,156
Office expenses and supplies	1,620,022	2,005,632
Independent contractors and professional services	133,009	266,619
Amortization	26,778	22,382
Client supports and subsidies	8,600,296	8,041,065
<b>Total expenses</b>	<b>\$ 21,054,450</b>	<b>\$ 19,100,464</b>
<b>Excess</b>	<b>\$ 935,534</b>	<b>\$ 454,027</b>
<b>Net assets, beginning of year</b>	<b>2,588,973</b>	<b>2,134,946</b>
<b>Net assets, end of year</b>	<b>\$ 3,524,507</b>	<b>\$ 2,588,973</b>



# Specialized Program Reports



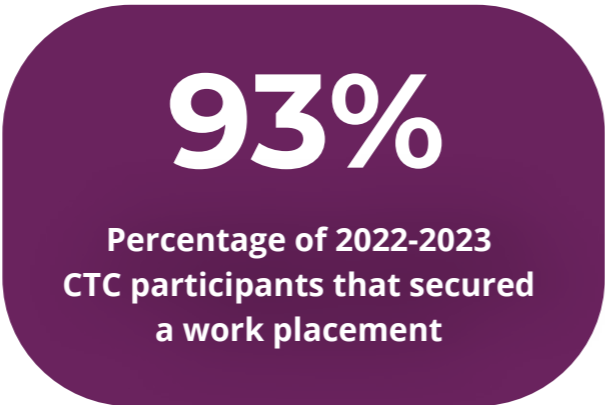
## Programs for Youth

### Completing the Circle (CTC) Program

The Completing the Circle (CTC) program is funded by Canada's Youth Employment and Skills Strategy (YESS). It provides individualized support to youth between the ages of 15 and 30 with multiple barriers to employment. Eligible candidates for this program must not be in employment, education, or training.

In 2022-2023, our three Completing the Circle programs in Hamilton, Mississauga and Toronto increased both their program reach and the number of diverse youth served.

Notably, we saw a significant increase in the number of First Nation, Métis, and Inuit youth accessing our program. We were invited to participate in Indigenous-led events such as the Native Child and Family Services Pow



Wow in Toronto and the Opportunity Knocks – Indigenous Student Career Development Conference in Huntsville.

This year, the three locations worked collaboratively to connect with new and diverse organizations, including REST Shelters of Peel, Peel Youth Village, the Hamilton Urban Community Health Center, and the Syrian Canadian Foundation. By leveraging our new and existing partnerships, the CTC program participated in over 100 hiring events, pathway nights, and national career fairs in 2022-2023.

Staff helped to remove barriers for participants by providing essentials like rent money, laptops, cell phone services, emergency health supports, groceries, clothing, dependent care, and transportation, along with certification training and one-on-one mental health counselling.

Ongoing updates are being made to the program to ensure that youth are effectively prepared for the future of work.

### Youth Job Connection/ Youth Job Connection Summer (YJC/YJCS)

The Youth Job Connection Program caters to youth aged 15 to 29 facing multiple and/or complex barriers to employment. It operates from our Etobicoke office and comprises two components: a year-round initiative supporting unemployed, out-of-school youth and a summer component providing opportunities for high school students (aged 15 to 18) facing life challenges.

Both programs serve a diverse range of individuals, including racialized persons, women, newcomers, and persons with disabilities in lower-income households.

To support participants, staff provided:

- In-depth training, coaching, and support on job search, job maintenance, and life skills
- Job matching and paid job placements with support for participants

- Placement monitoring and retention supports
- Mentorship and networking opportunities
- Hiring incentives for employers
- Information and referrals to other employment and community services

A key takeaway from 2022-2023 was our intensified focus on soft skills training. This was primarily due to the impacts of social media usage on skills like interpersonal communication and problem solving. In response, the YJC team focused on training youth in these areas, resulting in improved rates of job attainment and retention.

Looking ahead to 2024, we aim to continue supporting clients in developing essential career and occupational skills beyond workshops and placement periods. Efforts include promoting options for general and occupation-specific skills development, harnessing AI tools and resources, and collaborating with other organizations for innovative job search tools.







**85%**

Percentage of 2022-2023 carpentry program participants that secured employment

## General Carpenter Pre-Apprenticeship Program for Youth

For the past eight years, our General Carpentry Pre-Apprenticeship program has provided training and employment support to youth (aged 18-29) interested in the carpentry and construction trades. The program is delivered in partnership with Mohawk College Stoney Creek campus and the Carpenters Union Local 18.

During the 26-week training period, program participants receive Level 1 In-Class certification, a work placement, health and safety training, and exposure to a secondary trade.

In the 2022-2023 academic year, the program achieved notable milestones, including:

- A 90% participant completion rate of Level 1 General Carpentry training
- An 85% employment rate among program graduates

Like previous years, our clients were comprised of underrepresented youth in and around Hamilton, Ontario. Diverse participation was a hallmark of the program this year, with 50% being from diverse backgrounds including newcomers, Indigenous peoples, and racialized individuals.

To facilitate participant success, program staff provided support through peer-to-peer tutoring, as well as ongoing coaching and guidance during placements and following program completion.

We also launched our new Instagram account catering to youth interested in working in the carpentry field.



**93%**

Three-month retention rate for participants of the Empowering Abilities Program in 2022-2023

## Supporting Persons with Disabilities

### Empowering Abilities Program (EAP)

The Empowering Abilities Program (EAP) had another successful year supporting persons with disabilities (PWD) with their employment goals, while also working with local employers to enhance their Inclusion, Diversity, Equity, and Accessibility (IDEA) practices.

One of EAP's remarkable achievements in 2022-2023 was its 93% retention rate for participants during their first three months of employment. This success was attributed to our personalized approach, which included a thorough assessment of each participant's needs and the development of a tailored career plan for each participant.

The support provided through our EAP program goes beyond job placement. We know that clients with disabilities often require life stabilization and wraparound supports to not only secure employment, but retain it. Such supports are prioritized for clients, leading to long-term success.

**81%**

Percentage of 2022-2023 EAP program participants that completed training and/or secured employment

Key program features included expert workplace assessments, specialized training opportunities, ergonomic workplace setups, the provision of uniforms and necessary tools, transportation accommodations, and a Job-Ready Room for skills assessment and development. We also promoted holistic well-being through our Wellness Room and sensory-friendly training spaces.

We continued developing, enhancing and facilitating educational IDEA sessions for employers, with a key focus on disabilities in the workplace, gender/sex and racially based consciousness, and best practices. Employer partner feedback on these initiatives has been positive.

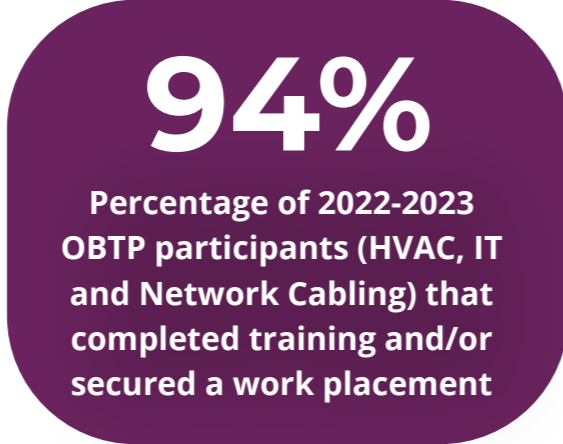


## Programs for Newcomers and Internationally Trained Immigrants

### Ontario Bridge Training Program: Foundations in HVAC, Information Technology, and Network Cabling

The Ontario Bridge Training Program (OBTP) is for Internationally Educated Professionals (IEP) with education or experience in or related to HVAC (heating, ventilation and air conditioning), IT, and Network Cabling. It provides IEPs with tailored, sector-specific training that ensures their success in the Canadian workforce.

Each structured program provides newcomers with technical skills that build upon the experience and education they achieved in their home countries.



In 2022-2023, our three OBTP programs established over 150 new partnerships with local employers and community organizations, expanding our network and impact on local communities.

Furthermore, we elevated our online presence and brand recognition through facilitating year-round virtual informative sessions, open houses with partners like Herzing College, LinkedIn Live sessions, webinars with Immigrants Network, and local TV promotions on Toronto 360 and Café New Canadians.



Notably, our Foundations in HVAC and Foundations in Network Cabling programs secured a prominent place in the Hamilton Newcomers Handbook (a resource directory for newcomers), solidifying positions as valuable programs for newcomers to the Greater Toronto and Hamilton Area.

To enhance our Foundations in Network Cabling program, we introduced two new training opportunities aimed at improving participants' IT knowledge and sales skills.

Meanwhile, our Foundations in IT program introduced advanced cloud security training in partnership with Minute School, improving participants' technical knowledge and career prospects.

The program also encouraged increased participation from women in tech, with over 42% of participants identifying as women.

Staff from all three programs actively participated in webinars and roundtable discussions led by Ontario Council of Agencies Serving Immigrants (OCASI) to address gaps and challenges related to the resettlement of refugees in Ontario.

We're committed to continuous improvement and development and look forward to enhancing our services and impact in 2023-2024.



## Supporting Women in Tech

### WorkFairly

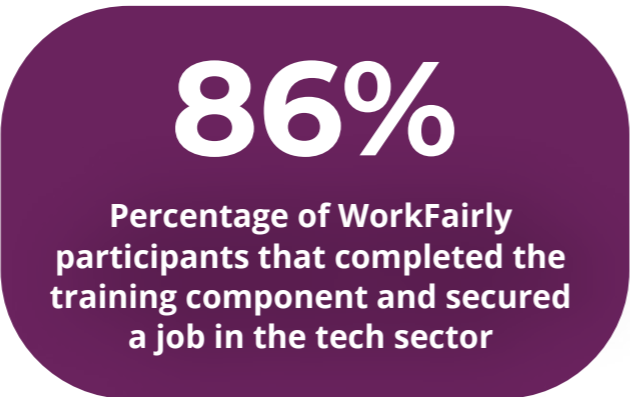
The WorkFairly program, funded by Employment and Social Development Canada, delivers pre-employment training to women in Ontario and British Columbia. Participants receive training to start careers in remote or hybrid tech sales, emphasizing employer expectations, work readiness skills, and career resilience.

Priority groups include self-identifying women who are racialized, part of the 2SLGBTQIA+ community, women with disabilities, and long-term unemployed individuals. In collaboration with Prepr and the Canadian Professional Sales Association (CPSA), participants engage in project-based learning, upskilling their workplace skills in problem-solving, collaboration, communication, creativity, innovation, and technology.

In 2022-2023, WorkFairly achieved the following milestones:

- Developed 110+ new employer partnerships and 15+ new community partnerships
- Implemented 2 new training opportunities, including Consultative and Tech Sales training through CPSA and Virtual Skills Development training through Prepr Foundation
- Ran 5 successful hiring events to help connect participants with employers in the tech sales sector
- Conducted Gender Based Analysis training and consultation with over 45 employers and workplaces.

Supports for participants included laptops, counselling, coaching, emergency daycare, ergonomic equipment, housing, food, clothing, transportation costs, and more.



## Sector-Specific Workforce Development Programs

### Skills Development Fund: Arborist Ground Worker Training Program

The Arborist Ground Worker Training Program, delivered in partnership with The International Society of Arboriculture Ontario and The Ontario Commercial Arborists Association, celebrated another successful year in 2022-2023! In addition to serving Toronto, we were pleased to expand to London, Ontario.

We were proud to continue welcoming and supporting participants in the program who face additional barriers to employment, including women, Indigenous peoples, persons with disabilities, youth, newcomers, individuals with mental health challenges, and low-wage earners.

In total, **80% of participants completed their training**, obtaining five industry-relevant health and safety certificates and participating in five weeks of hands-

on technical training led by a team of skilled arborist instructors. Furthermore, **89% of participants who completed the training obtained employment in the industry after graduating.**

To help participants navigate the program and obtain employment, we provided continuous support through workshops focused on job readiness, access to client support funds, job matching, personalized coaching, and more. We also provided interested participants with access to one-on-one therapy with a licensed psychotherapist and social worker at no cost.

Throughout the year, 20 industry guest speakers provided valuable insights and answered questions to enrich the learning experience. Also, we were proud to continue working with the 14 industry professionals who participated in our bi-monthly Advisory Committee meetings. We greatly appreciate the advice, guidance, and partnership that our Advisory Committee members continue to provide.



## Skills Development Fund: Junior Construction Field Coordinator Training Program

The Career Foundation launched the Junior Construction Field Coordinator Training Program, in partnership with EllisDon, in August 2023.

The program, aimed at fostering skills in construction coordination, includes a 7-week remote workshop phase covering pre-employment “power skills” and health and safety certifications, ensuring participants are well-prepared for on-site work. This is followed by a 6-week, in-person technical training phase, covering computer software, Field Coordinator technical skills, and job development.

Following this intensive training period, participants engage in an 8-week paid job placement with a General Contractor.

In addition to professional training, the program prioritizes mental health with workshops led by a registered social worker and counsellor, offering individual counselling throughout.

We’ve also received substantial support from our Advisory Committee, which includes Aurora Dragonfly Consulting Ltd., The Ontario General Contractors Association (OGCA), ONxpress, and Pomerleau. We are currently expanding our employer connections and working to onboard more leading companies.

## Ontario Home Builders’ Association Job-Ready Program

In 2022-2023, The Career Foundation continued its partnership with EnerQuality Corporation and the Ontario Home Builders’ Association to deliver the OHBA Job-Ready Program.

The program provides practical, hands-on learning experiences for entry-level construction workers from diverse backgrounds. Now in its third year, we remain committed to connecting job seekers with career opportunities in the construction industry, particularly in home building.

By partnering with local builders, contractors, and suppliers, our program graduates benefit from rewarding work placements and career prospects that



provide immediate relief for ongoing labour shortages in Ontario.

To promote the program more widely, we actively engaged with community groups at youth gatherings, newcomer hiring fairs, the Building Show, and virtual information sessions.

We also enhanced our digital training offerings by introducing virtual reality (VR) career labs, allowing participants to experience construction work in a simulated environment prior to working on-site.





## Canada-Ontario Job Grant (COJG)

The Career Foundation operated the Canada-Ontario Job Grant (COJG) program from five offices across the Greater Toronto Area, allocating over \$2.4 million to fund skills-based training for eligible employers and their employees. As a result, **531 participants received funded training**, leading to career advancements and wage increases.

The program has attracted a diverse array of companies from sectors such as educational services, manufacturing, and professional/scientific/technical services. Training was diverse and included courses related to skilled trades, customer service, sales, marketing, technology, management, leadership, and more.

In light of ongoing skills and labour shortages impacting all of Canada, we are pleased to support employers with the administration of the COJG fund. Without training initiatives like this, the skills of many existing employees will become redundant, leading to further workforce reductions and exacerbating the already critical skills shortage.

New employees lacking specific training are also able to access employment through training supports provided by COJG. By facilitating access to tailored training through COJG, we are not only shaping the future of work, but also forging pathways to employment that align with the changing labour market!



# Employer Partner Success Stories

The Career Foundation works with over **4,000 employer partners** that range in size and industry. In 2022-2023, we developed exciting new partnerships and leveraged many of our existing relationships to help registered job seekers secure employment.

We have profiled some of our top employer partners from the past year to give you a better sense of the services we provided and how they benefited job seekers.



## Vretta Inc.

Through their variety of products and services, Vretta delivers assessment and learning solutions that are designed and developed to fit the needs of all students, educators, and administrators. Vretta's impact extends beyond educational metrics; it empowers communities and cultivates a life-long love for learning.

In 2022-2023, Vretta teamed up with The Career Foundation to develop a range of community engagement initiatives, fostering a shared responsibility for education. This involved leading parent workshops, community events, and initiatives that promoted a culture of learning beyond school walls.

The Career Foundation played a key role in promoting these community engagement initiatives and volunteer opportunities, which boosted morale and productivity among Vretta employees.

Investment in employee development positively impacted retention rates, with a surge in employee satisfaction — demonstrating the effectiveness of community engagement and corporate social responsibility.

Vretta also gained a competitive edge by having a workforce that is committed to the impact of their work on those they serve, positioning themselves as an employer of choice in the tech sector.



## Aviation and Airport Services (AAS) Canada Inc.

Aviation and Airport Services (AAS) Canada Inc. is a leading provider of ground services in airports throughout Canada. AAS Canada is built on a rich 30-year history of diversified operational support services in Canada and incorporates global aviation leadership experience.

The Career Foundation and AAS Canada have been working together over the past year, and based on our shared goals and approach to inclusive hiring, we are pleased to feature them as a new employer!

Most recently, we assisted AAS Canada with recruiting Baggage Cart Associates for Pearson Airport. They were faced with the challenge of hiring a large group within a short period of time. We were able to assist by coordinating two hiring events, one at our Etobicoke office and the other at our Weston office.

These events were a huge success, with over 150 attendees. Our timely and tailored response helped AAS find candidates that met their needs, while also building a diverse talent pipeline.

These job opportunities provide valuable training and work experience to many clients and even kickstart the careers of many newcomers to Canada.

Not only does AAS Canada have an unwavering commitment to on-the-job training and career development, but also their principles of customer service excellence as well as diversity and inclusion are all values shared with The Career Foundation.

We truly value our partnership with AAS Canada and look forward to new and exciting opportunities working with them in the future!



## Activo

Activo, headquartered in Markham, Ontario, became a notable success story for The Career Foundation in 2022-2023. Specializing in cutting-edge IP infrastructure services across diverse industries, Activo faced unique challenges in recruiting talent. Recognizing this, The Career Foundation established a close partnership to effectively address Activo's hiring needs.

Last year, Activo marked a significant milestone by participating in the Foundations in Network Cabling program's Steering Committee. They provided valuable feedback on participants' performance and specific training needs.

Activo also participated in a multi-employer hiring event organized by The Career Foundation and successfully filled 14 positions with participants from our Network Cabling program for internationally educated professionals. Many of these individuals continued to thrive within Activo this year, benefiting from ongoing mentorship and career growth opportunities.



## Davey Tree

This year, the Arborist Ground Worker Training Program was thrilled to continue working with Davey Tree Expert Co. of Canada, Limited. Davey Tree has been a key employer for the program since its inception in 2018.

In the 2022-2023 training year, Davey Tree was once again a dedicated partner that participated in the program's annual job fair, as well as our bi-monthly Advisory Committee meetings. District Managers and working Arborists from multiple Davey Tree offices also generously volunteered their time as guest speakers and industry mentors for our participants, sharing their own experiences in the industry.

In the most recent season, Davey Tree hired 12 program participants across several divisions in Ontario for their 4-week paid work placements. All of these participants were offered full-time positions with Davey Tree after completing their placement period. The Arborist Ground Worker Training Program is grateful for the support, encouragement, and expertise of Davey Tree and its representatives. We look forward to continuing to nurture this important employer partnership during our upcoming training year!



## What A Bagel

What A Bagel is a Toronto-based business that specializes in crafting fresh bagels and pastries from scratch. The Career Foundation's Youth Job Connection program established a partnership with What A Bagel in early 2021. We reached out to the manager to explore a job placement opportunity on behalf of a client in our Youth Job Connection program.

During our conversation with the employer, we discovered the considerable efforts they invest not only in producing high-quality products but also in fostering an inclusive and accommodating work environment for all employees.

The employer mentioned facing challenges in candidate sourcing due to the long-term impacts of COVID-19. We collaborated with the employer to better understand their hiring needs and assisted in filling vacancies. Fast forward to 2022-2023: our partnership with What A Bagel continues, creating meaningful employment opportunities for at-risk youth. YJC clients hired by What A Bagel report a high level of job satisfaction and intend to stay with the company long-term.

In 2022-2023, YJC staff assisted What A Bagel in recruiting candidates for seven

vacancies. Additionally, we supported the business in enhancing its capacity to recruit youth with higher support and training needs, including clients with disabilities and/or limited to no work experience. This involved negotiating higher placement subsidies to enable more intensive training support.

What makes What A Bagel such a valuable employer partner is their willingness to accommodate and support YJC participants according to their individual needs, interests, and talents. They have consistently recruited YJC clients with complex employability challenges, providing training, coaching, support, and patience to help them thrive on the job.

In one instance, an artistically inclined YJC client had the chance to create intricate menu boards after expressing interest in applying his unique talents on the job. This supported his long-term goal of working in the arts. Many of our clients depend on exceptional employers like this to provide a supportive and inclusive work setting. We eagerly anticipate continuing our highly valuable relationship with What A Bagel in 2023-2024.



## Veritas Alliance Inc.

Veritas Alliance Inc. is a privately held, Canadian owned and operated third party collection agency with extensive industry expertise. They service their clients' portfolios and deliver innovative customized solutions at every stage of the process.

For the past two years, The Career Foundation has enjoyed a strong employer partnership with Veritas Alliance Inc. In 2022, our Job Developers collaborated with Veritas Alliance's Director of Operations to address specific hiring needs, particularly for the role of a Collector.

Throughout the year, we led a series of virtual information sessions to potential applicants, providing them with comprehensive insights into the Collector role and an opportunity to ask their own questions about the position.

Eager to attract professionals aspiring to advance in their careers, Veritas Alliance entrusts us with identifying and pre-screening top-tier talent – ultimately streamlining their recruitment processes.

This year, The Career Foundation took an affirmative step by providing training incentives that helped some of our more barriered clients secure employment with Veritas Alliance. These incentives involved granting Veritas Alliance access to funds to cover training costs, ensuring their new hires acquired the requisite skills to succeed as Collectors.

All individuals continue to be gainfully employed at Veritas Alliance, underscoring the effectiveness of collaborative efforts in creating meaningful employment opportunities.



## Employer Partner Testimonials

“Working with The Career Foundation has been a game-changer for us! They demonstrated an unparalleled commitment to understanding our company culture and the unique needs of our workforce. The candidates they recommended not only overcame multiple barriers to employment but also seamlessly integrated into our team. We couldn't be happier with the results.”

— **Action Home Services, Employer Partner**

“Our experience with The Career Foundation and Canada-Ontario Job Grant funding has been consistently positive. The application process was highly efficient, and our team has greatly benefited from the training made possible by COJG. They have been exceptionally helpful, consistently providing clear and prompt responses to our inquiries while guiding us through the process. The Career Foundation has made this a seamless and supportive experience for us!”

— **Caryl Baker Visage, Employer Partner**

We so appreciate our relationship with The Career Foundation. Together we have built a partnership where we give opportunities to persons looking for a supportive and nurturing environment to help them create their career goals. The Career Foundation helps us select the candidates that are most suited to the roles and our culture. We, as a group, love giving someone a chance to be part of our group and succeed overall.

— **Bargains Group, Employer Partner**





## Community Partnerships

The Career Foundation participates in various service delivery networks in Toronto, Hamilton, Ottawa, London, Vancouver, and surrounding areas. We are also involved in online networks across the country.

We are active at community action tables, regional planning councils, local BIAs, Chambers of Commerce and Boards of Trade, industry steering groups, and other local and national issues-based roundtables. These connections have helped to deepen our relationships with our stakeholders and have resulted in increased referrals, formal partnerships, and working groups that collaborate on solving problems and advancing the sector.

**The following are just a few examples of the community partnerships The Career Foundation developed or continued to work with in 2022-2023.**

### ENAGB Indigenous Youth Agency

This year, the Completing the Circle (CTC) program took significant steps to establish stronger partnerships with Indigenous service providers, extending the program to a broader client base.

In January 2023, the CTC program finalized a Memorandum of Understanding with ENAGB (Eshkiniigjik Naandwechigegamig Aabiish Gaa Binjibaaying), an Indigenous youth agency that provides cultural, life skills, holistic wellness, and recreational opportunities to youth aged 15-29.

The program commenced in early January, with 13 youths from the GTA. The group actively engaged in both on-site and virtual workshops, fostering connections with staff and workshop facilitators.

The group graduated in February 2023, and celebrated with catering by a local

Indigenous food service provider. This not only allowed staff to become more acquainted with Indigenous cuisine, but also supported a local Indigenous business. The event also provided participants with a sense of pride, fostering the sharing of stories about their cherished culture.

Throughout the year, our CTC team collaborated closely with ENAGB staff, gaining insights into their services and a better understanding of the challenges faced by Indigenous youth in their communities. Reciprocally, we assisted ENAGB in building capacity in areas such as workshop facilitation, conflict resolution, and one-on-one support and coaching.

Looking ahead, we have plans in place to provide ongoing support for all participating youths throughout the year.

### Hamilton Disability Employment Network (HDEN)

The Hamilton Disability Employment Network (HDEN) was launched by The Career Foundation in 2020, after it was identified that service providers who support job seekers with disabilities could improve their quality of service through an integrated support system.

This year, HDEN continued to meet monthly – giving over 15 employment service providers a chance to share program announcements, best practices, and accessibility information.

We welcomed many guest speakers from our various community and employer networks, including Mohawk College, Hamilton Wentworth District School Board,

Learning Disabilities Association of Halton/Hamilton, CanWIN, Developmental Services Ontario, City of Hamilton, and more. We capped off the year with several exciting events, such as the Business Networking Event at McMaster's Innovation Park and a job fair for Canada Post, specifically for persons with disabilities. We also continued our annual National Disability Employment Awareness Month celebrations at Hamilton City Hall.

Through HDEN, we created a successful partnership with the federally funded 360[4]Youth Program at Centre3, in which graduates of the program created an HDEN website and related social media accounts. HDEN also built a partnership with the City of Hamilton's Advisory Committee for Persons with Disabilities. Working with the Chairs, we helped promote their annual Abilities First Accessibility Fair at City Hall.

To improve employer education, we launched an HDEN Advisory Working Group in partnership with the City of Hamilton and St. Joseph's Health Care HR departments. Through this initiative, HDEN members give businesses advice on how to make their hiring and retention practices more accessible for persons with disabilities.





## Lighthouse Labs

In 2022-2023, The Career Foundation was invited to provide essential skills training as a partner for the Lighthouse Labs ICT Boost project through the Federal Sectoral Workforce Solutions Program.

The aim of the program was to improve training, workforce entry, and job retention of Ontario's emerging tech talent through a series of no-cost free retraining initiatives, essential skills courses, and dedicated supports during the crucial first three months of a new tech job.

The essential skills training offered by The Career Foundation spans a spectrum of competencies that are needed for success in the tech sector. One course is focused on honing presentation, public speaking, and communication skills, enabling participants to express their ideas with clarity and confidence.

Another course delves into aspects of time management and productivity, equipping individuals with the tools to

work efficiently and optimize their output. Teamwork and collaboration skills are another cornerstone, recognizing the importance of harmonious interactions within tech teams, and the development of problem-solving and critical thinking abilities that are vital for addressing challenges in the tech world.

Over the course of 2022-2023, **The Career Foundation proudly awarded certificates of completion to over 350 students.** Feedback from students who completed the courses was overwhelmingly positive, showcasing their appreciation and clear signs of increased knowledge.

One of the most significant strengths of The Career Foundation's involvement in the Lighthouse Labs ICT Boost project was its commitment to constant improvement. After gathering insightful feedback from participants, we refined our course content to ensure real-world relevancy. We have since increased our focus on providing job search tools and examples, aligning more closely with participant needs.

"The Career Foundation has demonstrated exceptional dedication in engaging with our project participants, garnering significant interest in their comprehensive course offerings ... The facilitator of these courses fosters active participation, ensuring that each participant's unique needs are met and creating a high-value learning opportunity." — **Lighthouse Labs**

## COSTI's netWORKS Program

Part of what has made our Youth Job Connection (YJC) program so successful this past year was our great community partnerships. One of our most vital partnerships was with COSTI's netWORKS Program, which provides orientation and group mentorship sessions for nearly all of our YJC program participants.

During these sessions, our participants learned about the importance of networking and received hands-on training on practical networking strategies.

The program's orientation and mentoring sessions helped demystify the process of networking, while empowering participants with tactical networking skills that they could use throughout their career journeys.

## IndigenousTech.ai & Forrest Green Resource Management Group

IndigenousTech.ai is a cutting-edge software development company committed to forging deep relationships

with technology partners to create innovative solutions that address societal and business challenges. A crucial element of their mission involves empowering Indigenous youth by cultivating skills in various technology fields.

In partnership with Forrest Green Resource Management Group, The Career Foundation played a pivotal role in shaping the skills of Indigenous youth through our participation in IndigenousTech.ai's Virtual Indigenous Internship Program. The program focuses on guiding participants towards technology careers, emphasizing science, technology, engineering, art, and math (STEAM) skills, often leading to higher-income jobs.

The Career Foundation was happy to design and deliver employment and soft skills training related to jobs in STEAM as part of an 8-week curriculum. We extend our gratitude to Forrest Green for their partnership and exceptional support with this vital program for Indigenous youth.

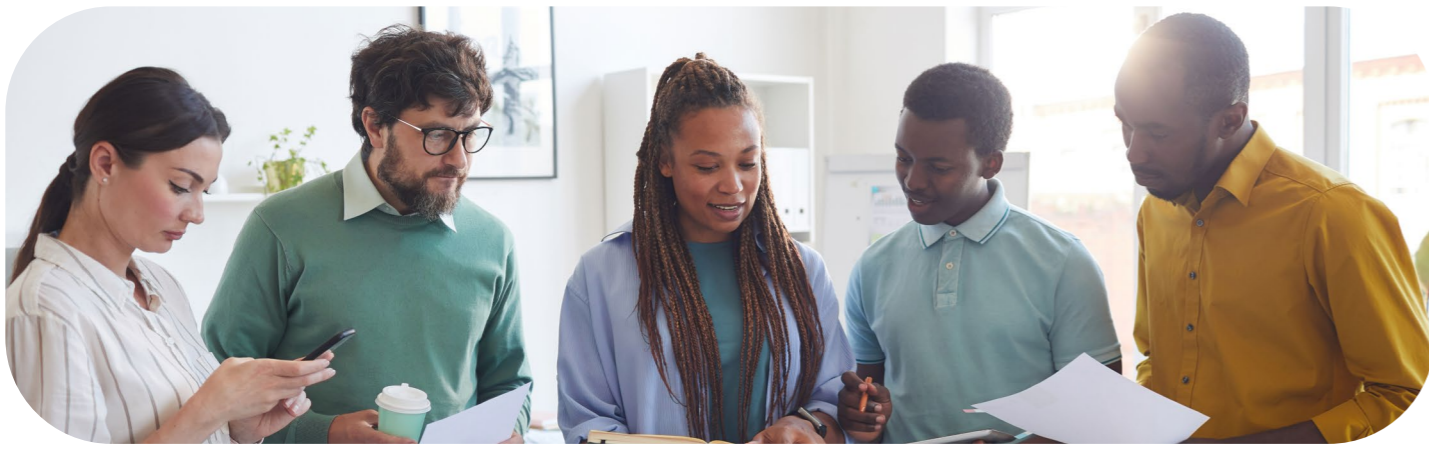
With overwhelmingly positive feedback from youth participants and partners, we look forward to providing ongoing support in the years ahead!



**These are some of the other community partners we collaborated with in 2022-2023:**

- Ability Learning Network
- Aboriginal Apprenticeship Board
- Accenture
- ACCES Employment
- Access Community Capital Fund
- Achēv
- ACSA Scarborough South Drop In
- Act First Safety
- ACT Toronto
- Adecco
- Adults in Motion
- Africans in Partnership Against AIDS
- Agilec
- Ahead of the Curve - Wellness
- Albion Neighbourhood Services
- Amazon Web Services (AWS)
- Anderson College
- Apogees IT services
- Aptus Treatment Centre
- Associated Youth Services of Peel
- Association of Translators and Interpreters of Ontario (ATIO)
- Aurora Dragonfly
- Authentic Business Communication
- B.O.L.T
- Baycrest
- Bernard Betel Centre
- Better Living Health and Community Services
- Big Brothers Big Sisters of Peel
- Black Creek Community Centre
- Black Moms Connection
- Black Professional in Tech Network
- Brands for Canada
- Building Up
- Burnhamthorpe Adult Learning Centre
- Business Inc.
- CAFCAN Caribbean African Canadian
- CAMH
- Canada's Association of IT Professionals
- Canadian Council on Rehabilitation and Work
- Canadian Hard of Hearing Association
- Canadian Hearing Society
- Canadian Professional Sales Association (CPSA)
- Canadian South Asians Supporting Independent Living (C-SASIL)
- Canadian Training Institute
- CARE Centre for Internationally Educated Nurses
- Career Dynamics Network
- Career Edge
- Career Pathways at Mohawk College
- Carpenters Union Local 18
- Catholic Cross Cultural Services
- CDI College
- CEE - Centre for Young Black Professionals
- Centennial College
- Centre for Addiction and Mental Health
- Centre for Cybersecurity Innovat10n
- Centre for Diverse Learners
- Centre for Diverse Women and Families (MIAG)
- Centre for Immigrant and Community Services (CICS)
- Centre Francophone du Grand Toronto
- Children Services
- CIPS - Canada's Association of Information Technology Professionals
- City Adult Learning Centre
- City of Toronto
- City of Hamilton-Advisory Committee for Persons with Disabilities
- City of Hamilton-Strategic Youth Initiatives
- CMHA-Bounce Back Program
- CNIB
- Collège Boréal
- College of Nurses of Ontario
- Colleges & Institutes Canada (CICan)
- Community Healing Project
- Community Living
- Community Youth Programs Inc.
- Conestoga College
- ConnexHealth Inc.
- Consolidated Credit Counseling Services of Canada
- Construction Connections
- Contact North
- Corbrook
- Correctional Service Canada
- COSTI
- CultureLink Settlement & Community Services
- CUTI Centre for Training
- Daily Bread Food Bank
- Delta Family Resource Centre
- Developmental Services Ontario (DSO)
- Diversity Development Network of Canada
- Dixie Bloor Neighbourhood Centre
- Dixon Community Services
- Dixon Hall Employment Services
- Down Syndrome Association of Hamilton
- Downsview Community Legal Services
- Dress for Success
- Dress Your Best
- Durham College

- East Toronto Community Legal Services
- East York Housing Help Centre
- ECLYPSE Youth Centre
- Ecuhome Corporation
- Eden Community Food Bank
- EllisDon
- ENAGB-Indigenous Youth Agency
- EnerQuality
- Enterprise Toronto
- Epilepsy Toronto
- Equitek Employment Equity Solutions
- Ernestine's Women Shelter
- Eva's
- Extend a Family Toronto
- Fair Chance Learning
- Family Navigation Project
- Family Social Services
- FCJ Refugee Centre
- FedCap
- First Aid Care
- First Canadian Health
- First Response
- First Work
- Food & Beverage Ontario
- FoodShare
- Foresight
- Forrest Green Resource Management Group: IndigenousTech.ai Corporation
- Fred Victor Bethlehem United Shelter
- Frontier College
- General Assembly
- George Brown College
- Global Experience Ontario
- Goodwill
- Griffin Centre
- Grow With Google
- Hamilton Literacy Council
- Hamilton Regional Indian Centre
- Hamilton Wentworth District School Board
- Hammer Heads
- Health Bound
- Heritage Skills Development Centre
- Herzing College
- Himark Occupational Skills Training
- HMC- Halton Multicultural Centre
- Hospitality Training Action Centre Local 75
- Hospitality Workers Training Centre
- Houselink & Mainstay Community Housing
- Humber College
- IBEW 353 Pathway Program
- ICAS Canada
- ICTC- Information and Communications Technology Council
- Imagined Transformations
- Immigrants Working Centre: Trades Gateway
- Immigration and Citizenship Canada
- Independent Learning Centre
- IndigenousTech.ai
- Indus Community Services
- Institute for Canadian Citizenship (ICC)
- International Brotherhood of Electrical Workers - Local 353
- Jamaican Canadian Association
- Jane Alliance Neighbourhood Services
- Jane Street Hub
- Jewish Russian Community Centre of Ontario
- Job Start
- John Howard Society
- JumpStart
- JVS
- Kennedy House
- Labour Education Centre
- LAMP Community Health Centre
- Landscape Ontario Horticultural Trades Association
- Learning Enrichment Foundation
- Legal Aid Ontario
- Let's Get Together
- Lighthouse Labs
- Loyan Foundation
- Madison Community Services
- Malton Neighbourhood Services
- Manpower
- March of Dimes
- McMaster University-Equity and Inclusion Office
- Medex College
- Mennonite New Life Centre
- Merit Ontario
- Meta Centre
- Metro Toronto Movement for Literacy
- Midaynta Community Services
- Milestones Financial Group
- Military Family Resource Centre
- Mind Matters Physiotherapy
- Minute School
- MISA
- Mississauga Food Bank
- Miziwe Biik Aboriginal Employment and Training
- Mohawk College
- Native Child and Family Services
- Native Women's Resource
- Centre LBS
- Neighbourhood Link Support Services
- NetWORKS
- New Circles Community Services
- New Horizons
- Newcomer Centre of Peel
- Newcomer Women's Services
- Next Steps Employment Centre
- Nexus Youth Centre
- Niagara Folk Arts Multicultural Centre
- Nisa Homes (NH)
- North Compass Immigration Consulting
- North York Community House
- North York Women's Centre
- Nova Staffing
- NPower
- OCASI
- Occupational Safety Group
- Ontario Association of Certified Engineering Technicians and Technologists (OACETT)
- Ontario General Contractors Association
- Ontario Home Builders' Association
- Ontario Native Women's Association
- Ontario Non-profit Network
- Ontario Tourism Education Corporation (OTEC)
- ONxpress
- OWLware
- Palette Skills
- Pardons Canada
- PARO Centre for Women's Enterprise
- PATH Employment Services
- Pathways to Education
- PCPI
- Peel Alternative School
- Polycultural Immigrant and Community Services
- Prepr Foundation
- Professional Engineers of Ontario
- Pomerleau
- Project Liftoff
- Project Work
- Prometric
- Prosperity Project
- PTP
- Punjabi Community Services
- RACI Immigration Services
- Randstad
- RBC- Meeting Place
- Ready, Willing and Able
- reBOOT Canada
- Regent Park Community Health Centre



# Memberships on Committees & Special Groups

- Region of Peel Family Shelter
- Reliance
- Rest Centres
- Rexdale Community Health Centre
- Rexdale Women's Centre
- Riipen
- Rise
- Sakeenah
- Salvation Army
- San Lorenzo Latin American Community Centre
- Scarborough Centre for Alternative Studies
- Scarborough Community Legal Services
- Scarborough Good Neighbours Drop-in
- Scarborough Housing Help Centre
- Scarborough Women's Centre
- Seneca College
- Service Canada
- Seva Food Bank
- Sheridan College
- Skilled Moms
- Skills for Change
- Smart Serve Ontario
- Somali Canadian Association of Canada
- Spinal Cord Injury Ontario
- SpringBoard
- St. Joes-Cleghorn
- Stonegate Community Health Centre
- Summit Coaching Group
- Syme Woolner Neighbourhood and Family Centre
- TALENT
- TAMOGO
- Tellent Services Inc.
- TELUS
- The Canadian Information Processing Society (CIPS)
- The Canadian Training Institute
- The Centre for Spanish Speaking People
- The Coalition for Persons with Disabilities in Mississauga
- The Diversity Development Network of Canada
- The Indigenous Network
- The Learning Place (TLP)
- The Neighbourhood Group/St. Stephen's Community House
- The Neighbourhood Organization (TNO)
- The Present Therapy
- The Red Cross
- The Redwood
- The Stop Community Center
- Times Change
- TMBUK2 Education Inc.
- TopNotch Employment Services
- Toronto Business Development Centre
- Toronto Catholic District School Board
- Toronto Community Benefits Network
- Toronto Community Employment Services
- Toronto Community Housing
- Toronto Council Fire Native Cultural Centre Employment
- Toronto District School Board
- Toronto Employment and Social Services
- Toronto Metropolitan University
- Toronto North Support Services
- Toronto Parks, Forestry & Recreation
- Toronto Public Health
- Toronto Public Library
- Toronto Youth Partnerships & Employment
- TRIEC
- Trillium Health Centre
- Trinity Solutions Money Management
- triOS College
- Tropicana
- Unison Community Health Centre
- Up with Women
- Ve'ahavta
- VPI Inc.
- Warrior's Conquest
- Welcome Centre Immigration Services
- Wesley, Newcomer and Community Services
- West Scarborough Neighbourhood Community Centre
- Westwood
- Wilma's Place
- Windmill
- Wizco
- Women in HVAC
- Women in Tech
- WoodGreen
- Workers' Health and Safety Legal Clinic
- Workforce Planning Hamilton
- Working Skills Centre
- Working Women Community Centre
- World Education Services-Canada (WES)
- YMCA
- Yonge Street Mission
- York Youth Coalition
- York Community Housing
- Yorkdale Adult Learning Centre
- Yorktown Family Services
- Youth Employment Services (YES)
- Youth Services Bureau Ottawa
- Youth Speaker Academy
- YWCA
- YWCA-TOP Program
- YWCA Metro Vancouver

- Arboriculture SDF Advisory Committee (led by The Career Foundation)
- CICE/CP Program Advisory Committee at Mohawk College
- Diversity Development Network of Canada
- Employment and Labour Market Advisory (ELMA), Woodbine Community Benefit Agreement
- Employment and Labour Market Partners Working Group (ELMPWG), Woodbine Casino Project
- Employment Resource Connections Action Group (ERCAG) — Co-chair
- Etobicoke Service Delivery Network (ESDN)
- George Brown College Program Advisory Committee, Career & Work Counselling Program
- Hamilton Disability Employment Network (HDEN)
- Hamilton Skills Development Flagship (Adult Basic Education Association)
- John Howard Society — Core Member of the Toronto South Community Reintegration Planning Table
- Lawrence Heights Social Development Grant Trustee and Advisory Chair
- Mayor Brown's City of Brampton Economic Development Council
- Mississauga Board of Trade
- North York Community Cluster
- Scarborough E-Team
- Service Delivery Data Hub
- Regional Diversity Roundtable (RDR)
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Ontario Disability Employment Network (ODEN)
- The Building Show Career Hub Committee
- Toronto Centre Service Delivery Network
- Toronto Community Benefits Network
- Toronto East Quadrant Local Immigration Partnership (TEQLIP)
- Toronto North Local Immigration Partnership (TN-LIP)
- Toronto Region Board of Trade
- Toronto West Local Immigration Partnership (TW-LIP)
- Toronto West Partners (TWP)
- Vaughan Chamber of Commerce
- Youth Employment Partnership (YEP)
- York Weston Pelham (YWP) Cluster



# Client Success Stories

**\*Note:** The names of clients mentioned in these stories have been changed to protect their identity.

## James: Arborist Ground Worker Training Program

After suffering the difficult loss of a loved one, “James\*” found himself out of work for a year and seeking a new direction.

James’ father heard about The Arborist Ground Worker Training Program and let James know about its upcoming Toronto cohort. James knew he loved spending time outdoors and decided to apply to the program, figuring it was a good opportunity to return to the workforce in a way that aligned with his own interests.

James was accepted into the Toronto program and quickly proved himself to be a successful participant. Staff created a supportive environment for James and kept him motivated throughout the process. He also participated in pre-employment workshops focused on job readiness and obtained five industry-relevant certificates.

James’ success, positive attitude, and willingness to learn were noticed by program staff, but also by one of the employers who attended the Arborist Ground Worker Training Program’s annual job fair. James was soon offered a full-time position in the industry.

He happily accepted the offer of employment and was excited to secure a new job in the field, which also provided him with a plan for continued on-the-job training and the mentorship of an experienced arborist.



After starting his new job, we were thrilled to hear positive feedback from James’ new employer who let us know that their safety coordinator was impressed with his training and that their staff appreciated James’ great attitude.

“Gchi-Meegwetch (thank you very much),” James wrote in a card from the participants to our program staff. He later added, “This program has given me the skills and confidence to succeed in this field. I look forward to continuing my career as an arborist.”

Six months after starting his new position, we were happy to hear that James was doing just that. He was still enjoying working in the field, progressed well through his first few months at work, and had recently climbed his first tree on the job. To continue growing in his career, James is hoping to pursue an apprenticeship, “I can’t express how happy this program has made me. I’m truly blessed to have found this opportunity.”



## Brooke: Carpenter Pre-Apprenticeship Program

In May 2022, 20-year-old “Brooke” engaged with The General Carpentry Pre-Apprenticeship Program for Youth, seeking a career in woodworking and home renovations. Despite initial challenges in securing employment due to factors like age, anxiety, lack of paid experience, and gender, Brooke demonstrated a steadfast commitment to entering the carpentry field.

Throughout the program, we maintained regular communication with Brooke, addressing their mental health concerns and ensuring their well-being. Our program delivery partner, Mohawk College, accommodated Brooke’s need for additional counselling. Meanwhile, workshops facilitated by The Career Foundation equipped Brooke with soft skills, résumé refinement, and enhanced job search techniques.

Brooke thrived throughout the 16-week program, relishing the two-week training with the Carpenters’ Union Local 18 and the shop class. Following training, Brooke collaborated with program staff to select a renovation employer for placement, which proved successful in accommodating their needs.

After three months in the initial placement, Brooke discovered a stronger interest in industrial carpentry. With this in mind, staff worked with Brooke to seek out appropriate employers who could accommodate their needs. Eventually, Brooke secured a position as a General Carpentry Apprentice!

The program continues its supportive role through regular follow-ups, ensuring Brooke’s ongoing success. Presently, Brooke eagerly awaits commencement of Level 2 in-school training.

## Jayson: Empowering Abilities Program

In 2022, “Jayson’s” school referred him to the Empowering Abilities Program (EAP) because of severe social anxiety affecting his schooling and keeping him housebound. Having recently returned to an alternative education provision, he felt prepared to seek support in finding a part-time job.

Despite limited work experience — only having babysitting and pet-sitting on his résumé — Jayson, a friendly and personable 17-year-old transgender man, expressed a strong desire to work with EAP. His goals included contributing to his hobbies and saving for future rent.

Jayson actively engaged with EAP staff on a weekly basis, participating in career exploration, résumé and interview support, and accommodation discussions. He demonstrated punctuality and maintained a positive attitude in meetings.

In addition to addressing typical interview questions, EAP staff paid special attention to handling potential inquiries about gender identity, considering that Jayson’s legal name did not align with his chosen name at the time.

Jayson’s positive attitude and improved school attendance led to an opportunity to apply for a summer custodian assistant role with the school board. Extensive interview preparation paid off, and Jayson successfully secured the position.



Reflecting on his experience with EAP, Jayson commented, “My experience was great. The team was always incredibly supportive, kind, and patient! I would not have gotten this far without the help I received from this program.”

After completing the 9-week custodian role, Jayson and the EAP team collaborated to apply for part-time positions. Accompanied by EAP staff, Jayson attended a job fair at a local grocery store, where he impressed during the interview and received an immediate job offer.

Initially working in the hot food area, Jayson later transitioned to a cleaning role in the dining area, better aligning with his needs. In September 2023, Jayson reported that he continues to enjoy his work.

## Elizabeth: WorkFairly

“Elizabeth,” a 38-year-old Canadian citizen originally from Kenya, became a permanent resident in Canada in 2017.

Although Elizabeth had a background in insurance sales, she struggled to overcome a two-year career gap and lack of technical skills. The team identified that she needed to upgrade her computer skills and provided her with financial support to access the necessary tools.

Recognized for her excellent communication skills, Elizabeth’s enthusiasm and willingness to learn set her apart. Despite challenges, the WorkFairly team provided interview coaching and mentoring, guiding her on using transitional jobs to gain experience and to refine her interview techniques.

Elizabeth’s positive attitude made her an inspiration to others. She was featured as a guest speaker, sharing insights and becoming a mentor to other WorkFairly students. The team recognized her potential and showcased her to prominent companies like Cogeco and NTT, where she eventually secured a position.

Today, thriving as a Technical Sales Specialist, Elizabeth aims for personal success and to help others break into the tech industry. She actively seeks mentorship opportunities and positions herself as a valuable resource for those journeying into tech sales careers.

## Jemaul: OHBA Job-Ready Program

“Jemaul,” a participant in the OHBA Job-Ready Program, will never forget how The Career Foundation helped him transition from the retail sector to construction. From a young age, he knew he enjoyed working with his hands – a passion cultivated from summers spent doing home renovation projects with his uncle.

Despite pursuing a career in retail for over five years, he had a stronger interest in building and construction. Jemaul spent over a year looking for work in the field, to no avail. He lacked confidence in his ability to find employment in construction. A turning point surfaced when he discovered and secured a spot in the OHBA program.

Jemaul praised program staff for their seamless support, extending from the application process to the eventual job placement. The program not only helped facilitate a smooth transition into construction but also provided ongoing assistance during his paid placement.

During the paid placement, staff conducted regular check-ins with both Jemaul and the employer. This continuous support ensured Jemaul’s integration into the new work environment and his ongoing success with the company.

Expressing deep gratitude for the program and the opportunities it presented, Jemaul reaffirmed his newfound love for his chosen career in construction and eagerly anticipates the promising journey ahead.

## Lateefa: Youth Job Connection Program

After a difficult job search spanning several months, “Lateefa,” a young, racially marginalized single mother grappling with substantial financial challenges, came across The Career Foundation’s Youth Job Connection (YJC) Program online.

While registering for the program, Lateefa disclosed her struggle to gain stable employment. Despite holding two diplomas from a private career college and more than two years of experience in the social services sector, Lateefa had received almost zero responses to her many job applications over the past year.

Lateefa was unable to pinpoint what she might be doing wrong, and she was growing increasingly frustrated with the job search process.

From the first workshop of the YJC program, Lateefa radiated positivity and demonstrated an unwavering commitment to securing employment. She actively participated in all workshop sessions and was quick to offer a supportive and encouraging voice to her peers.

Lateefa shared that the program helped her to revamp her résumé and enhance her job search, interviewing, and networking skills. By the end of the workshops, Lateefa felt informed, empowered, and enthusiastic about her employment prospects.

Throughout the program, the YJC team collaborated closely with Lateefa to



determine her occupational interests, goals, and needs. Armed with this insight, they identified a fitting job opportunity at a childcare centre that resonated with Lateefa and collaborated with the employer to negotiate a job placement on her behalf.

Before Lateefa started her new job, the team worked with her to ensure that she had all necessary supports in place, including assistance with financing workplace clothing, transportation expenses, and required First Aid & CPR certifications.

A mere three weeks after completing the program’s workshops, Lateefa started her role at the childcare centre and has since been employed there for several months. Her employer praises her as a valuable asset to the organization and a positive influence on the children and families they serve.

## Geoff: Foundations in Network Cabling

In April 2022, “Geoff,” a 40-year-old immigrant from the Philippines, arrived in Canada with hopes for a prosperous future for his family. Despite possessing a degree in electronics and communications engineering and relevant experience, he faced the stark reality of the Canadian job market.

Struggling to secure employment, Geoff grappled with feelings of hopelessness and doubt about his decision to relocate. Months of relentless job hunting led Geoff to a survival job, a temporary measure not aligned with his career aspirations.

While working full-time, he discovered the Foundations in Network Cabling program, which promised to help him find a professional career in Canada. Despite the challenge of juggling work and training, Geoff, with support from The Career Foundation, crafted a plan for success. This included wraparound support to address his settlement and life stabilization needs, assistance with building a network within his chosen profession, and teaching him how to showcase his transferable skills on his résumé. His determination and diligence during the program paid off, culminating in his graduation in January 2023.

Geoff’s commitment bore fruit with multiple job offers, and he chose to join a local company as a Structured Cable Technician – securing one of the program’s highest starting salaries. His story continued to unfold positively as his strong work ethic propelled him to a team lead position.

## Kaanan: Foundations in HVAC Program

“Kaanan,” a young male from India seeking protection, arrived in Canada just months before the pandemic. Facing the challenges of navigating a new country and residing in a shelter on his own proved to be a difficult experience.

With no professional accreditation or qualifications, his future appeared grim. Despite surviving the pandemic through survival jobs, his passion for achieving more motivated him to strive for a better future. Upon obtaining his Permanent Residency (PR), he sought to return to school for further education. During this search, he encountered the Foundations in HVAC team at a job fair in Toronto. Convinced that the skilled trades held the key to a better life and future, he found inspiration in the HVAC field.

With ongoing support from the program facilitator, Kaanan was able to address his various settlement challenges, experience the HVAC field, learn the critical occupational language, and develop his work readiness skills. As a result of the program and Kaanan’s dedication, he enrolled in the G2 Gas licensing program. Once again, he achieved excellent results.

Having recently completed the program, Kaanan now supports himself in his own residence and is a candidate for an apprentice position as an HVAC Mechanic at a leading company in the field. His future plans include continuing his education to become a Red Seal HVAC Technician — an ambitious goal that promises a thriving and fruitful career in the long run.

## Client Testimonials

“The Completing the Circle program was absolutely amazing. Before I got accepted into the program, I was in and out of many different types of jobs and workplaces and I was running very low on motivation. Everyone was super sweet and understanding. Very willing to help with anything we needed.” — **Completing the Circle Program participant**

“I’m immensely grateful to The Career Foundation. It goes to show, no matter where you’re at in your life, taking a leap of faith with the right support can open doors you never knew existed.” — **Junior Construction Field Coordinator Program participant**

“I went into the Youth Job Connection program feeling uncertain about my career path. Within two weeks, I embodied a sense of confidence and clarity that pushed my career forward. YJC lifted barriers to employment through its pre-employment training, paid job placements, mentorship services, networking opportunities, financial literacy education, and more. I appreciated the unwavering support of its facilitators, who tailored the job search process to each participant.” — **Youth Job Connection Program participant**

## Funder Acknowledgments

The Career Foundation gratefully receives funding from the government and sector partners, allowing us to deliver employment and training solutions at no cost to job seekers and employers.



## Social Media Following

\*Stats collected Sept. 1, 2023



@thecareerfnd  
2,170 followers\*



@thecareerfnd  
4,108 followers\*



Facebook.com/TheCareerFoundation  
6,810 followers\*



LinkedIn: 11,136 followers\*





**THE CAREER FOUNDATION**  
Developing Human Potential



Head Office (Lawrence Allen Centre)  
700 Lawrence Ave. West, Suite 435  
Toronto, ON M6A 3B4



Toll free: 1-855-223-8231



management@careerfoundation.org

[www.CareerFoundation.com](http://www.CareerFoundation.com)

