



# Letter from the President & Executive Director

2015 was an interesting one for World Skills Employment Centre. We began the year with major funding cuts to most of our programs, but we ended the year with an exciting program expansion. We are especially proud of two things. The first is that we launched the new Settlement Online Pre-Arrival Program (SOPA) together with six settlement agencies across the country. World Skills Employment Center and the Catholic Center for Immigrants are delivering Online Pre-Arrival Employment and Cross Cultural Training for newcomers destined to Ontario. The second is that we launched a new pilot entrepreneur initiative to help newcomers to understand the business environment in Canada and access the resources available to support their business development process. This initiative is in partnership with ACCESS (a Toronto based settlement agency) and Business Development Canada who is funding the pilot.

Partnerships is the hallmark of World Skills Employment Centre and increasingly, we are being approached for partnership opportunities by stakeholders, such academic institutions, employers, community based organizations and funders who see the value in tapping into our established expertise. The world of online communication is rapidly growing and changing. While we cannot utilize all the communication tools available in the market, our presence in the digital arena is critical. To this end, we invested money and redesigned our website to make it more dynamic and relevant to our stakeholders. Our website has enhanced our social media presence and there is an increasing number of clients and employers who are finding us through social media.

As always, World Skills' approach mirrors the reality of the sector it serves. Employment services for newcomers continue to be a hot topic but, unlike in previous years where employment support services were limited to professionals and highly skilled ITIs, the new political climate provides an opportunity to extend our services to government and privately sponsored refugees with lower language benchmarks. We are hopeful that there will be an infusion of funding to respond to the growing employment needs of immigrants in general but refugees in particular.

In the summer of 2015, we held a strategic planning session which was conducted by the Board of Directors. Among other things, it resulted in a decision to expand the Board membership of World Skills beyond organizational membership to include individual members with expertise in fundraising, labor market, legal and human resources. We are currently recruiting new members to join our board.

# Letter from the President & Executive Director (cont'd)

As you will see in the program report section of our Annual Report, we continue to provide a wide range of employment support services to meet the growing demands and more diversified needs of newcomers. The favorable political climate and outpouring of public and corporate support towards refugees has made it an exciting time to work in the settlement sector. However, given the limited funding available, identifying program priorities, reducing inefficiencies and ensuring that the necessary resources are in place to provide the best possible employment support for newcomers, is more critical than ever.

We are extremely proud of our accomplishments and we take this opportunity to express our gratitude to our Board for their support and guidance; to the staff and volunteers for their commitment and hard work and to our partners and funders for your on-going support. Also, our sincere appreciation to our former President of the Board, Lucya Spencer, for her incredible leadership, support and guidance to World Skills. She is retiring at the end of April 2016 from her position as the Executive Director of Immigrant Women Services Ottawa.

As we embark on the New Year, we are confident that World Skills Employment Centre will continue to play a central leadership role in the labor market integration of newcomers.



**Leslie Emory,**  
President of the Board



**Mengistab Tsegaye,**  
Executive Director

# Lettre de la Présidente du C.A. et du Directeur Général

2015 a été une année intéressante pour le Centre d'Emploi Compétences Mondiales. Nous avons commencé l'année avec d'importantes réductions de financement pour la majorité de nos programmes, mais nous l'avons terminée avec l'expansion des programmes existants. Nous sommes particulièrement fiers de deux choses. La première est que nous avons lancé le nouveau Programme d'Établissement Avant l'Arrivée en Ligne (PEAL) avec six organismes d'établissement à travers le pays. Le Centre d'Emploi Compétences Mondiales et le Centre Catholique pour Immigrants offrent à ceux qui se préparent à immigrer en Ontario une formation en ligne sur l'emploi et sur l'interculturalité. La deuxième chose est que nous avons lancé une nouvelle initiative pilote sur l'entrepreneuriat pour aider les nouveaux arrivants à comprendre l'environnement des affaires au Canada et à accéder aux ressources disponibles pour appuyer leur processus du développement d'entreprise. Cette initiative est faite en partenariat avec ACCESS (un organisme d'établissement basé à Toronto) et la Banque de Développement du Canada qui finance le pilotage.

Travailler en partenariat est la marque du Centre d'Emploi Compétences Mondiales et nous sommes de plus en plus sollicités pour des opportunités de partenariat par des opérateurs tels que les institutions académiques, les employeurs, les organismes communautaires et les bailleurs de fonds qui trouvent un prix à puiser dans notre expertise reconnue.

Le monde de la communication en ligne est en pleine croissance et mutation. Bien que nous ne puissions utiliser tous les outils de la communication disponibles sur le marché, notre présence dans l'espace numérique est cruciale. À cette fin, nous avons investi de l'argent et reconstruit notre site web pour le rendre plus dynamique et relevant pour nos partenaires. Notre site web a renforcé notre présence dans les médias sociaux et il y a un nombre croissant des clients et des employeurs qui nous découvrent par le biais des médias sociaux.

Comme toujours, l'approche de Compétences Mondiales reflète la réalité du secteur que nous desservons. Les services d'emploi pour les nouveaux arrivants continuent à être le sujet brûlant, mais contrairement aux années précédentes où les services de soutien à l'emploi étaient limités aux professionnels et aux personnes hautement qualifiées en Technologies de l'information, le nouveau climat politique offre une occasion d'étendre nos services aux réfugiés parrainés par le gouvernement et par le secteur privé et ayant des niveaux de compétence linguistique faibles. Nous espérons qu'il y aura une injection de financement pour répondre aux besoins grandissant d'emploi des immigrants en général et des réfugiés en particulier.

# Lettre de la Présidente du C.A. et du Directeur Général (cont'd)

En été 2015, nous avons tenu une session de planification stratégique conduite par le Conseil d'administration. Il en a résulté entre autres choses la décision d'étendre les membres du conseil de Compétences Mondiales au-delà des membres corporatifs pour inclure les membres individuels ayant une expertise en recherche de financement, en marché du travail, en ressources juridiques et humaines. Nous recrutons présentement de nouveaux membres pour notre Conseil.

Comme vous pouvez le voir dans la section du rapport de programme de notre Rapport Annuel, nous continuons à fournir une vaste gamme des services de soutien à l'emploi pour répondre aux demandes croissantes et aux besoins de plus en plus diversifiés de nouveaux arrivants. Le climat politique favorable et la vague de soutien public et des entreprises aux réfugiés est un moment passionnant pour travailler dans le secteur de l'établissement. Cependant, étant donné le financement limité disponible, identifier les priorités du programme, réduire les inefficacités et s'assurer que les ressources nécessaires sont en place pour offrir le meilleur soutien d'emploi possible aux nouveaux arrivants est plus critique que jamais.

Nous sommes extrêmement fiers de nos réalisations et nous saisissons cette occasion pour exprimer notre gratitude à notre Conseil pour son soutien et ses conseils; à notre personnel et aux bénévoles pour leur dévouement et leur travail ardu; et à nos partenaires et bailleurs de fonds pour le soutien continu. De même, nous exprimons notre sincère reconnaissance à notre ancienne Présidente du Conseil, Lucya Spencer, pour son leadership incroyable, son soutien et ses conseils à Compétences Mondiales. Elle prend sa retraite à la fin d'avril 2016 de son poste de Directrice Générale des Services pour Femmes Immigrantes d'Ottawa.

Comme nous entrons dans la Nouvelle Année, nous sommes confiants que le Centre d'Emploi Compétences Mondiales continuera à jouer un rôle de leadership central dans l'intégration des nouveaux arrivants dans le marché du travail.



**Leslie Emory,**  
Présidente du Conseil



**Mengistab Tsegaye,**  
Directeur Général

# World Skills' Mission

To support the integration of newcomers into the Canadian labour market through:

Partnership  
Pre-employment Services  
Employer Engagement

# World Skills' Vision

An inclusive Canada that values the skills and talents of new Canadians



# World Skills' **5** Core Values

# 1

## Partnership

Our history is based on partnership and continues to frame our work and identity.

# 2

## Respect for Diversity

We value the unique backgrounds, viewpoints, skills & talents of our clients, volunteers, staff & stakeholders.

# 3

## Empowerment

We go beyond helping clients; we embrace capacity-building & continuous learning.

# 4

## Service Excellence

We are committed to providing a high standard of service to our clients, employers, funders & community partners.

# 5

## Accountability & Integrity

We believe everyone must take ownership of their actions & responsibilities.

## Maria's story

# Service Excellence

I started this challenging journey in 2013 when my family and I arrived in Canada. Although my English was practically zero, I was full of energy and positivism, fully committed to be ready for the Canadian workplace. I attended English classes and workshops. Meanwhile, I was also enjoying the weather, the brilliant colours of autumn, and the majestic whiteness of the Canadian winter. I went to skate and to slide on the snow, I enjoyed it so much!! I was living a honeymoon.

After one year; however, the honeymoon turned into stress. Unsuccessfully applying for jobs, I was slowly losing my self-confidence. I just thought: "I am not capable to do anything", "I am not prepared to face the Canadian workplace"; "What am I going to do?" "My English is too bad, no employer is going to hire me"...

“

***World Skills boosted me!" – Maria Teresa Simó, World Skills Client***

One lucky day, I applied for an internship position at World Skills as a receptionist in the Employment Resource Centre. That was the beginning of the change for good. Not only did it give me the opportunity to gain my first Canadian work experience, but I also got to meet amazing people. At World Skills, they genuinely want to help immigrants succeed and reach their employment goals in Canada.

I took advantage as much as I could of all the resources they offer, I successfully completed the Office Administration, and Professional Writing courses increasing my Canadian Language Benchmarks (CLB) from 5 to 9. For me, World Skills was like "the spark that ignited my engine".

One more example of World Skills' commitment to help newcomers is the fact that they work in partnership with other local agencies serving immigrants (LASI) in Ottawa to support internationally trained professionals in their job search. That's how, after completing my internship position at World Skills as a receptionist, I found out about another internship opportunity through In-TAC, one of the LASI agencies World Skills partners with. I then applied for and got accepted to work as an intern Accounts Receivable Specialist at a company that also supports newcomers in their integration into the Canadian labour market and that's when it happened, I was able to secure employment at that company because they "didn't want to lose me" so I was offered a permanent position!

I'd like to thank In-TAC and World Skills because they played a huge part in my success; after participating in all the workshops and courses they offer I gained a lot of confidence and became aware of my strengths as a professional. Thank you to the staff who gave me part of their valuable time.

Thanks World Skills, I will forever be grateful!





## Paul's story

# Respect for Diversity

When I retired over three years ago after working in the federal public service for 35 years I started looking for ways to spend my spare time productively, and a former colleague who is from Eritrea, recommended World Skills to me.

Volunteering at World Skills has been a great opportunity for me to try to help people in a small way using some of the skills I acquired during my career. Assisting newcomers to Canada to highlight their tremendous knowledge, abilities and experience for prospective employers is very satisfying. They have so much to offer their new country and just need the opportunity to do so.

I spend some of my time simply trying to encourage people to best showcase their talents, as most are reluctant to fully share how talented they really are. I feel privileged to have met interesting and talented people from over 104 countries during my time at World Skills, which has truly enriched my life.

I very much think that anyone else would feel the same way should they begin to spend some time helping immigrants improve their chances of finding employment in their new country. Potential volunteers all have skills and knowledge that could help in some way. I meet volunteers with a wide range of professional backgrounds, each of whom seems to feel as I do about their time at World Skills.

This diversity is very useful as each of us brings a different perspective, offering something unique to the newcomers we meet. After spending time with people who have uprooted their lives for the safety of their families or to offer their children better opportunities, volunteers may even find themselves more relaxed back at work or in their own personal lives.

“

*I feel privileged to have met interesting and talented people from over 104 countries during my time at World Skills, which has truly enriched my life.” — Paul Murray, World Skills Volunteer*

I have thoroughly enjoyed every moment of my time with the clients and staff at World Skills. I truly think that I benefit from my encounters at World Skills as much as the people I am trying to help. In addition, I have never felt so genuinely respected and appreciated, or been thanked so much in my life.

# We Served

**2,667**  
Newcomers



That's **11** new clients every day!\*



## Did you know?

 **93.3%** of newcomers have a **post-secondary education**  
**40%** of these have either a **Master's degree or Ph.D!**

 — 56% female clients

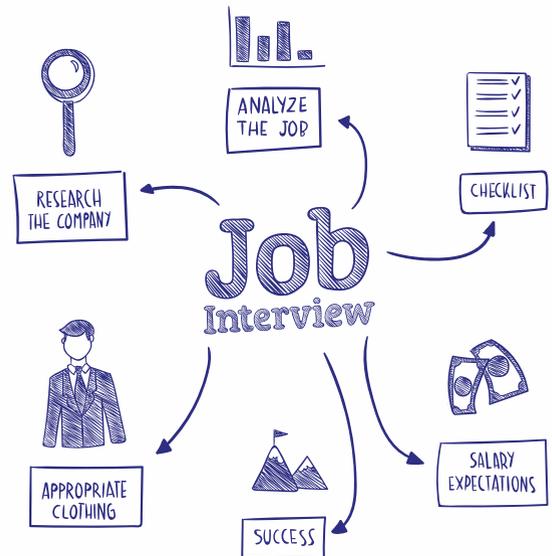
 — 44% male clients

\*based on the number of working days in 2014-2015

# We Provided



Employment Counselling  
**3,852**  
sessions



**1,138**  
clients benefited from

**95**  
Workshops  
& Training Sessions

# Our Volunteers

**3,800**

Volunteer hours donated by

**290**

Professional coaches  
and volunteers



## Interview Roulette

15 Roulettes

162 clients



## Resumé Clinic

44 Clinics

128 clients

# Our Success

**428**

clients found  
employment

**100**

employers engaged for  
hiring newcomer talent



## Tanisha's story

# Empowerment

Excited as I was to join my family in Canada, I quickly learned that one has to be flexible and persistent to get ahead as a newcomer. It's been now a full year since I arrived in Canada and I am forever grateful to all the agencies that prepared and provided me with solid skills to facilitate my entry into the Canadian workforce. I came to Canada with five years of experience as a government employee; so it was no surprise that I had high hopes of being directly employed by the federal government. I soon had a reality check as I discovered that there are strict requirements to work for the federal government – key among which is a security clearance that could take up to five years to obtain! I was deeply disappointed.

“

*I look back in awe at year 2015!”*  
— *Tanisha Williams, World Skills Client*

Just in time, a graduate of the Federal Internship for Newcomers Program (FINP) informed my sister that the program provides exposure to newcomers interested in working in the public service. It was then that I researched and registered online with World Skills Employment Centre. The following day, I visited their office to find out more about the program. After they learned what I was looking for, I was referred to further skills assessment, job search workshops; and then to the Ottawa Job Match Network (OJMN) program.

The job search workshops were a huge eye-opener. We learned how to prepare a professional resume and cover letter, and were provided with the tools to succeed in a job interview with confidence. The hands-on, practical approach was integral in allowing me to effectively search and analyze job-postings, as well as to market my skills as a competent professional. There was no forgetting Bibiana's example of the elevator speech that was always on my lips, “I am Tanisha Williams. I come with over 5 years of experience in ...” In those workshops you could see that we were all very talented and qualified, we just needed that extra coaching to prepare us for the Canadian work environment.

Two months after my arrival in Canada, I got a starter job related to my field. Six months later, I landed employment in my field. I enjoy my new job and now my career is on its way! I must say a big ‘Thank you’ to Mercy from Immigrant Women Services Organization (IWSO) who was always willing to provide references upon request. Whenever someone makes a comment on my relatively fast success in entering the Canadian job market, I assure them that persistence with a positive attitude are key.

Today, I am a proud promoter of World Skills Employment Centre and their partner agencies. My career progress in Canada is a testament of the importance of the work of these organizations for newcomers looking to reach their employment goals. Thanks to all of you!





## Bibiana's story

# Accountability & Integrity

I am an immigrant from a small village in rural Southern Zambia, Central Africa. I hold a BA in Linguistics and Sociology from Carleton University, Honors in Linguistics from the University of London UK, Early Childhood Education Certificate from University of Bristol, UK, and a High School Teacher Certificate from my home country. I landed in Canada in 1979 and settled in Ottawa. It was not easy, among upgrading my academic qualifications, volunteering at the University's Child Care Centre and looking for a job, it became more work than I had ever envisioned. But I did it, it had to be done.

My first entry at 219 Argyle Avenue was for a three-month contract at Catholic Centre for Immigrants (CCI) after 10 years of working with a local international NGO in Ottawa. After that short stint, I was fortunate to join a team to work on facilitating the 'new' Job Search Workshop (JSW) project, a program designed to assist people that leave their countries of origin for varied reasons find their first job in Canada.

I have been able to respond to newcomers coming through our doors, through listening with respect, commitment, and availability. I have been part of a dynamic group of people committed to assisting immigrants realize their professional potential in contributing the skills they bring to Canada. I feel privileged to be where I am today. From 17 years of commitment to assisting newcomers in finding employment, to reaching a turning point in my life of retiring from this powerful organization.

World Skills Employment Centre will be here for the next 17 years & beyond. Today, I urge you to celebrate the accomplishments, the achievements with dance & laughter. We now stand in a special moment in the history of World Skills, we are growing rapidly to greater diversity in our programs and still continue to search for distinctive responses for deepening our creativity in delivering our services. As I write I think of all the thousands of people that have inspired me to do what I continue doing. At 219 Argyle, on every floor there is at least one person or more working with me now that have gone through one of the JSW facilitated by myself & others. Their stories give me energy. I have never had a dull moment while working here.

“

*I have been part of a dynamic group of people committed to assisting immigrants.” — Bibiana Nalwiindi Seaborn, World Skills Staff*

I came to World Skills with a wealth of expertise, well-travelled in many parts of the world, as a consultant, a cross-cultural trainer, a story teller, a community activist, an internationally trained teacher, a dancer, and a champion for assisting immigrants. My colleagues have been there for me. We are here for each other. Work has not been without hitches but commitment and respect to my colleagues kept me going. I nurture leadership and embrace the emerging leaders of tomorrow. You are a special team of people!

# TD Mentorship Program Partnership

TD Canada and World Skills Employment Centre started a partnership in 2010 in the form of a mentorship program. It was initiated by Magdalene Cooman and Mayank Sharma, a newcomer himself, who had received job search support from World Skills when he first arrived in Canada. The program celebrated its 5<sup>th</sup> Anniversary with the theme 5 – 500. Five represents our 5<sup>th</sup> anniversary and 500 stands for 500 lives which have been positively affected by the program.

“

***We were delighted to be chosen for this award and we are proud of the mentorship program which we have developed with the Asian Leadership Network over the last five years.” — Magdalene Cooman, Director of Employer Engagement at World Skills.***

A total of 73 mentees have graduated from the program with the support of 68 mentors from TD Canada. 63 mentees have gained employment of which 20% have been hired at TD Canada. In addition to the Mentorship Program, TD actively participates in various activities at World Skills Employment Centre which include interview roulettes, resume clinics, targeted recruitment events, coaching, and informational interviews.

On June 16, 2015, World Skills Employment Centre was proud to receive the ‘Strategic Community Partnership Appreciation Award – 2015’ from the TD Ontario North and East, Asian Leadership Network.

*“TD Canada continues to benefit in so many ways from this ongoing partnership. Not only are we given the opportunity to meet highly skilled individuals in our community who are actively seeking employment, I also believe the TD employees who act as mentors are given the opportunity to develop their own skills. Without fail, they expand their network, and typically learn something new about a culture or country different from their own which they are able to share back with co-workers. This ultimately has a positive and lasting impact on the culture here at the Bank, creating an environment where everyone’s differences are celebrated; new perspectives, experiences and ideas are shared helping to constantly improve our business helping TD become ‘The Even Better Bank’”. – Christine Sigter, Executive Sponsor and Senior Manager, Credit Cards Special Projects, TD Canada, Osgoode, Ontario.*



# Audited Statement of Financial Position as at June 30, 2015

	2015	2014
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and equivalents (Note 2a)	\$ 558,000	\$ 511,953
Accounts receivable	6,111	16,363
HST receivable	11,006	10,281
Government funding receivables	85,906	132,925
Prepaid expenses	1,287	14,442
	<u>662,310</u>	<u>685,964</u>
 PROPERTY AND EQUIPMENT (Notes 2b & 3)	 <u>730</u>	 <u>1,361</u>
 <b>TOTAL ASSETS</b>	 <b>\$ <u>663,040</u></b>	 <b>\$ <u>687,325</u></b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 75,649	\$ 70,937
Deferred revenue (Note 4)	24,095	61,766
	<u>99,744</u>	<u>132,703</u>
 <b>NET ASSETS (LIABILITIES)</b>		
Internally restricted for program development	92,500	92,500
Internally restricted for infrastructure	92,500	92,500
Invested in property and equipment	730	1,361
Unrestricted	377,566	368,261
	<u>563,296</u>	<u>554,622</u>
 <b>TOTAL LIABILITIES AND NET ASSETS</b>	 <b>\$ <u>663,040</u></b>	 <b>\$ <u>687,325</u></b>

# Audited Statement of Revenue & Expenditures for the year ended June 30, 2015

	2015	2014
<b>REVENUES</b>		
Citizenship & Immigration Canada (Job Search Workshop, English Language Training & FINP)	\$ 1,303,845	\$ 1,194,407
Ontario Ministry of Citizenship & Immigration (Job Match)	452,134	569,678
United Way Projects	223,829	257,935
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	58,340	55,027
City of Ottawa (Crime Prevention)	53,667	44,345
Other Grants	5,000	0
Fees for service	42,116	48,354
Other revenue	13,360	25,272
Amortization of deferred revenue related to property and equipment	<u>0</u>	<u>14,684</u>
	<u>2,152,291</u>	<u>2,209,702</u>
<b>EXPENSES</b>		
Citizenship & Immigration Canada (Job Search Workshop, English Language Training & FINP)	\$ 1,304,412	\$ 1,194,399
Ontario Ministry of Citizenship & Immigration (Job Match)	454,134	569,678
United Way Projects	223,829	257,935
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	58,340	55,027
City of Ottawa (Crime Prevention)	53,667	44,345
Other expenses	48,604	52,690
Amortization	<u>631</u>	<u>15,996</u>
	<u>2,143,617</u>	<u>2,190,070</u>
<b>NET INCOME FOR THE YEAR</b>	<u>\$ 8,674</u>	<u>\$ 19,632</u>

# New Program Update

## Settlement Online Pre-Arrival (SOPA)

In November 2015, World Skills Employment Centre became a proud partner of Settlement Online Pre-Arrival (**SOPA**). In collaboration with Immigrant Services Association of Nova Scotia (**ISANS**) and settlement agencies nationwide, **SOPA** offers a range of pre-arrival online courses designed for new immigrants destined for Canada. Immigrants have access to the various online tools before their departure to Canada to facilitate and accelerate economic integration. We look forward to reaching out to newcomers heading to Ontario, and believe that it is an excellent online program for anyone preparing to settle in Canada.

### **SOPA Courses:**

**Job Search Strategies**  
**Professional Communication**  
**Working with Others**  
**Canadian Workplace Integration**  
**Working in Canada**

Since its official launch, SOPA has been gaining popularity. In the first two months, **56** potential candidates (with Ontario as their destination of choice) showed interest in the program; of which **38** of these potential candidates were eligible for the program. Currently, **19** have been processed and are enrolled in SOPA.

Here are some samples of what clients are saying about the program:

*"I appreciate you for the excellent service you gave me during our conversation. It was nice discussing with you as you went as far as giving me much more than I requested to guide me in settling down fast. Your service was excellent."*

*"Thank you for your feedback and suggestions to improve my general resume. I have implemented all changes as per your feedback in my resume which I will submit to you for review. Your guidance is really helpful to improve my resume"...*

*"Thank you very much for your kind suggestion. I have changed my tag line on my LinkedIn profile according to your suggestion. Inform me if I need to change any other thing in my profile."*

## World Skills' Board of Directors

<i>Leslie Emory</i>	President
<i>Mark Zarecki</i>	Treasurer
<i>Sharon Kan</i>	Secretary
<i>Carl Nicholson</i>	Vice President
<i>Lucya Spencer</i>	Vice President
<i>Abdirazak Karod</i>	Vice President
<i>Fred Awada</i>	Vice President
<i>Mengistab Tsegaye</i>	Executive Director (Staff)

## World Skills' Partners & Founding Members

- Catholic Centre for Immigrants (CCI)
- Immigrant Women Service Organization (IWSO)
- Jewish Family Services (JFS)
- Lebanese and Arab Social Services Agency (LASSA)
- Ottawa Chinese Community Services Centre (OCCSC)
- Ottawa Community Immigrant Service Organization (OCISO)
- Somali Centre for Family Services (SCFS)

# World Skills' Staff & Volunteers

Alla Vlasenko	FINP Job Match Specialist
Amer Khan	Technology Consultant
Andreea Glavan	Intake Counsellor, SOPA
Arjanit Balca	Employment Counsellor, Career Transitions & Client Services
Atoosa Adnani	Volunteer Services Coordinator
Bibiana Nalwiindi Seaborn	Employment Counsellor/Facilitator, JSW, CCI
Carmen Barbarasa	Sector Specialist, JSW
Charles Tshimanga	Employment Counsellor/Facilitator, JSW (French)
David Northcott	Employment Counsellor/Facilitator, CAN
Dragana Mrdjenovic	Coordinator, Workplace Language Training
Erlinda Saculles	Accountant
Fouzia Regoug	Receptionist/Administrative Assistant
Gemma Follini	Ontario Facilitator, Job Search Strategies, SOPA
Ghebre Isaac	Bookkeeper
Giselle LeDuc	Employment Counselor, JSW/ELT Teacher
Huseyin Altuntas	Project Assistant, Entrepreneurship Connections
Jack De Jong	Employment Counsellor/Facilitator, CAN
Jeanne d'Arc Mukangarambe	Employment Counsellor/Facilitator, JSW (French), CCI
Ledianis Rivero Sosa	Coordinator, Pre-Employment Services
Magdalene Cooman-Maxwell	Director, Employer Engagement
Mengistab Tsegaye	Executive Director
Naziana Chummun	Assistant, Client Services
Peggy Kelly	Ontario Facilitator, Job Search Strategies, SOPA
Rula Alkhzouz	Data Entry Reporting Assistant
Shamsia Quraishi	Communications Officer
Shaye Belanger	Job Match Specialist, OJMN
Soophia Ahmad	Job Match Specialist, OJMN
Vikki Broesamle	Alternative Careers Coordinator
Angela Hood	ELT Teacher
Manju Sah	ELT Teacher
Ahmed Nor	JSW Facilitator, SCFS
Brenda Bedford	JSW Facilitator, OCISO
Esther Schvan	JSW Facilitator, JFS
Mercy Lawluvi	JSW Facilitator, IWSO
Samia Ben Salah	JSW Facilitator, LASSA
Stephen Noah	JSW Facilitator, OCCSC
Anne Senior	Cross-Cultural Consultant (FINP)
Nancy Mark	Cross-Cultural Specialist
Nabila Islam	Receptionist/Administrative Assistant Intern
Shahrzad Ghazimoradi	Receptionist/Administrative Assistant Intern



World Skills'  
Key Community Partners  
& Supporters

Access Employment Toronto	OCDSB
Algonquin College	OCLF
BDC	OLIP
Cattelan Palmer Consulting	OSPE
CESOC	Ottawa Chamber of Commerce
City of Ottawa	Ottawa Public Library
CPA Ontario	PQCHC
David Aplin Group	RBC
FINP - Integration-FCRO (IRCC)	SITO - Quebec
HIO Ottawa	TD Bank
Invest Ottawa	United Way Ottawa
Keynote Group	Willis College
La Cité Collégiale	YMCA/YWCA

**Thank You!**

# World Skills' Funders



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



## Thank You!

# Connecting Immigrants to Employment



# Connecter les immigrants à l'Emploi



[www.ottawa-worldskills.org](http://www.ottawa-worldskills.org)