



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES



ANNUAL REPORT 2016-2017



Letter from the President and the Executive Director

Dear friends,

It has been a momentous year for World Skills. On October 19, 2017 we welcomed over 400 colleagues, community partners, clients, funders, employers and supporters to celebrate our 20th anniversary. We were privileged to be surrounded by such goodwill and are thankful for everyone's support.

When World Skills started shaping Canada's future and connecting immigrants to employment, we did not know how far this remarkable journey would take us, nor what riches we would uncover along the way. On this rewarding journey, we have connected with people filled with hope and aspirations. We have connected with engaged employers. We have connected with valued partners. We have connected with people and organizations that wanted to make a difference in the lives of others, and shape Canada's future. And we have connected all of them to each other to set off on their own voyages.

It is impossible to summarize all the riches that have been amassed so here are a few of them to reflect on:

- Over 35,000 newcomers have benefited from our pre-employment and bridge training programs; 10,000 newcomers have secured employment.
- Over 300 employers have connected to our many programs. They represent the private sector, all three levels of government, hospitals, the Ottawa Police, school boards, non-profit employers, and consulting companies.
- In collaboration with school boards, universities and regulatory bodies, we developed bridge training programs for engineers, medical professionals, finance professionals and teachers, among others.
- In 2016-2017, we developed the Roadmap to Employment Program in response to the needs of the Syrian refugees. This program has been instrumental in helping them gain employment.
- In 2017, with funding from the Ministry of Citizenship and Immigration Ontario Bridge Training Program for Internationally Trained Individuals, we launched the Non-Profit Employer Engagement Program. It was designed to strengthen the capacity of non-profit organizations to hire and retain internationally educated individuals.

Letter from the President and the Executive Director (cont'd)

- Settlement Online Pre-Arrival, a pan-Canadian program started in 2016 to inform pre-arrival immigrants about the Canadian labour market, has been gaining momentum. Together with the Catholic Centre for Immigrants, we are proud to assist newcomers destined for our province.
- Our pre-employment programs assisted over 1,700 new clients, a 20 percent increase over last year.

We did not embark on this voyage on our own. We have reached this milestone with the support of all three levels of government, community partners, employers, organizations, funders, our employees and countless volunteers and community members who wanted to join us on this remarkable journey, and who trusted us to lead them in the right direction. We extend our sincere thanks to all of you.

To our Board of Directors, thank you for your guidance and continued commitment. In closing, we would like to express our gratitude to all our funders and donors for your generous financial contributions — they have enabled us to accompany newcomers on their journey to employment.



Leslie Emory
President of the Board



Mengistab Tsegaye
Executive Director

Lettre de la présidente et du directeur général

Chers amis,

Ce fut une année mémorable à Compétences Mondiales. Le 19 octobre 2017 nous avons accueilli plus de 400 collègues, clients, bailleurs de fonds, employeurs, sympathisants et partenaires communautaires pour célébrer notre 20^{ème} anniversaire. Nous avons eu le privilège d'être entourés de tant de bonne volonté et nous sommes reconnaissants du soutien de chacun.

Lorsque Compétences Mondiales a commencé à façonner l'avenir du Canada et à connecter les immigrants à l'emploi en 1997, nous ne savions pas où nous mènerait ce chemin remarquable ni quelles richesses nous découvririons tout au long de notre route. Dans ce parcours gratifiant, nous nous sommes connectés avec des gens pleins d'espoir et d'aspirations. Avec des employeurs engagés. Nous avons noué des liens avec des partenaires précieux. Nous nous sommes connectés avec des gens et des organismes qui voulaient faire une différence dans la vie des autres et façonner l'avenir du Canada. Et nous avons ainsi pu permettre aux uns et aux autres de cheminer vers un nouveau départ.

Il est impossible de résumer toutes les richesses que nous avons amassées, si bien que nous ne mentionnerons que quelques-unes dont :

- Plus de 35 000 nouveaux arrivants ont bénéficié de nos programmes de pré-emploi et de formation relais ; 10 000 nouveaux arrivants ont trouvé un emploi.
- Plus de 300 employeurs sont connectés à plusieurs de nos programmes. Ils représentent le secteur privé, tous les trois paliers du gouvernement, les hôpitaux, la Police d'Ottawa, les conseils scolaires, les employeurs à but non lucratif et les sociétés d'experts-conseils.
- En collaboration avec les conseils scolaires, les universités et les organismes de réglementation, nous avons développé, entre autres, des programmes de formation relais pour les ingénieurs, les professionnels de la santé, de finance et les enseignants.
- En 2016-2017, nous avons développé le Programme Feuille de Route à l'Emploi en réponse aux besoins de réfugiés syriens. Ce programme leur a été essentiel pour décrocher un emploi.
- En 2017, avec le financement des Programmes de formation relais de l'Ontario pour les personnes

Lettre de la présidente et du directeur général (suite)

formées à l'étranger du Ministère des Affaires civiles et de l'Immigration, nous avons lancé le Programme Engagement des Employeurs à But Non Lucratif, destiné à renforcer les capacités des organismes à but non lucratif d'embaucher et de retenir les personnes formées à l'étranger.

- Établissement en ligne avant l'arrivée, un programme pancanadien commencé en 2016 pour donner des informations sur le marché du travail canadien aux immigrants avant leur arrivée, a pris de l'ampleur. Ensembles, le Centre Catholique pour Immigrants et Compétences Mondiales, sommes fiers d'aider les nouveaux arrivants qui se rendent dans notre province.
- Nos programmes de pré-emploi ont aidé plus de 1 700 nouveaux clients, une augmentation de 20 pour cent par rapport à l'année dernière.

Nous n'avons pas effectué ce parcours seuls. Nous avons réussi ce cap important avec le soutien de tous les trois paliers du gouvernement, des partenaires communautaires, des employeurs, des organismes, des bailleurs des fonds, de nos employés et d'innombrables bénévoles et membres de la communauté qui ont voulu se joindre à nous dans ce parcours remarquable et qui nous ont fait confiance pour les diriger dans la bonne direction. Nous présentons nos sincères remerciements à tous.

À notre conseil d'administration, merci pour vos conseils et votre engagement continu. Nous voudrions exprimer enfin notre gratitude à tous nos bailleurs de fonds et donateurs pour leurs contributions financières généreuses – elles nous ont permis d'accompagner les nouveaux arrivants dans leur cheminement vers l'emploi.



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' 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 and talents of our clients, volunteers, staff and stakeholders.

3

Empowerment

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

4

Service Excellence

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

5

Accountability and Integrity

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

Carmelyn's Story

Service Excellence

"A lot of flowers make a beautiful bouquet, and it's applicable and true in the workplace," Carmelyn poetically articulates. It is clear that Carmelyn recognizes the value and power of diversity and what she as an immigrant has to offer to an employer.

Carmelyn arrived from the Philippines with a vision, a Master of Business Administration, a Bachelor of Science in Electronics and Communications Engineering, and seven years of professional experience in the banking sector, both in credit card product marketing, portfolio risk management and project management.

Determined, disciplined and driven, Carmelyn started searching online for employment opportunities immediately upon her arrival in Canada. She researched and responded to job postings, yet after a month of submitting one to three applications a day, she had not landed an interview. Carmelyn began questioning why she was unsuccessful so she set out to discover what the problem was, and what solutions she needed to put in place.

Carmelyn wondered if her English proficiency level was the issue and decided to have a language level assessment with the YMCA. After ruling out her language proficiency as a barrier to employment, Carmelyn met with an employment counsellor at the YMCA. And that is where, at the YMCA on Merivale Road, that Carmelyn found the path to World Skills. The employment counsellor referred Carmelyn to World Skills, and to the

"A lot of flowers make a beautiful bouquet, and it's applicable and true in the workplace."

Ottawa Job Match Network (OJMN) program in particular, given her training, education and experience.

One key aspect of the OJMN program is providing newcomers with networking opportunities with employers. It is through one such event with TD Bank that Carmelyn met her future hiring manager. "When Connie Chan spoke at the event, I knew already that I had to talk to her because she was managing the Product Team of the MBNA Portfolio." After the event, Carmelyn and Connie exchanged emails, which led to several interviews – and Carmelyn's new career with TD Bank as a Senior Product Analyst in the MBNA portfolio, a position similar to ones she held in Citibank Philippines. "I'm very grateful to World Skills and the OJMN program because that event last July 20 led me to a signed job offer on August 17. Imagine in less than a month, I got a job!"

After arriving in Canada in May, being introduced to World Skills the last week of June and completing the OJMN program in July, Carmelyn is one of the "flowers" creating a beautiful bouquet at TD Bank.

Carmelyn Soriano
Client





Steven's Story

Respect for Diversity

Steven Jones is an entrepreneur, marketing professional and, above all, someone who believes that it is incumbent upon him, as a citizen of the world, to do something to address the barriers in the Canadian system that make it hard for newcomers to integrate into the ever-changing labour market, "We have to change the way we work."

Steven helps World Skills clients by leading workshops and providing valuable business advice and motivation. He engages with students in our Enhanced Language Training course, our Enhanced Language Training for Entrepreneurs course, as well as with newcomer entrepreneurs in the Entrepreneurship Connections program. "I find it interesting that most of the people I meet in the entrepreneurship program are as educated, if not more educated than me, speak more languages and have amazing stories and business ideas. While I can help them with marketing ideas and mentoring, I feel that they push me to always strive to be better in life and in my work so I can give concise and pertinent information that helps them in Canada."

Steven is an advocate for volunteering with World Skills and encourages his business colleagues to follow his lead, "You will meet a diverse, educated and engaging group of people." Steven values the work World Skills does and believes that our approach empowers our clients, and that the environment we create is progressive and nurturing and supports newcomers to contribute to

"You will meet a diverse, educated and engaging group of people."

the Canadian economy. "I'm passionate about what I see happening at World Skills, and am constantly amazed by the talents of the new Canadians who are arriving. The embracing nature of all who work at World Skills, devoid of ego and wanting the best for people is amazing. If I can help in my own small way, I am so pleased."

Steven's curiosity about the world leads him to travel widely to discover people, their cultures, and their unique stories. Because of his curiosity and openness, Steven has made lasting connections with some of the people he has met through volunteering with World Skills. Two and a half years after meeting the first group of newcomers, Steven still mentors two newcomers and has developed a relationship that goes beyond that of a volunteer. As to why, "They're my friends," Steven simply states.

Steven Jones
Volunteer

We Served

3,300
Newcomers



That's **13** new
clients every day!*



Settlement Online Pre-Arrival (SOPA)

259 pre-arrival clients served



262 have
landed in
Ontario



177 of those
got jobs!

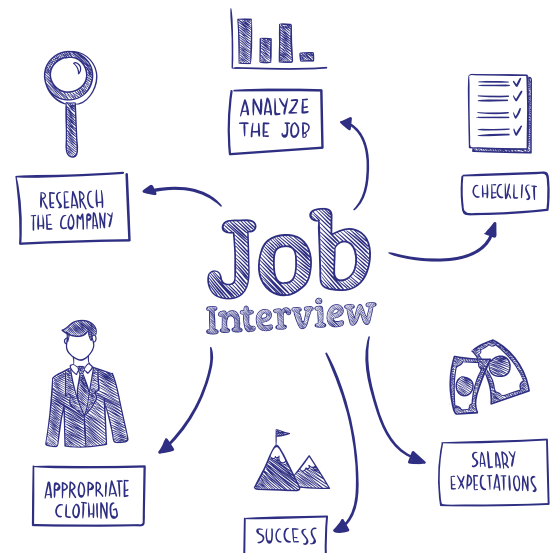
*based on the number of working days in 2016-2017

We Provided



4,728

Employment counselling and
coaching sessions



2,054

Clients benefited from

159

workshops, events,
training sessions

Our Volunteers

5,495

Volunteer hours donated by

95

Professional coaches
and volunteers



Interview Roulette

13 roulettes

151 clients



Résumé Clinic

68 clinics

273 clients

Our Success

660

Clients found
employment

362

Employers engaged for
hiring newcomer talent



Sarra's Story

Partnership

I'm so glad that I didn't spend too much time job hunting before I found World Skills! I came to Canada [from Sudan] in February, registered in April and joined OJMN [Ottawa Job Match Network] in May. Before I joined I thought I would have to rely on online job adverts and LinkedIn to find work. I knew that networking was important but I didn't know where to start in a country that I just moved to. OJMN showed me right up front that just staying at home and applying for jobs online would never get me work, that I had to get myself out there. I learnt how to put myself out there and start building my new network.

“The most important thing I got out of OJMN was ... just because I'm a newcomer doesn't mean that I can't find a job in my profession.”

Every day I was at the program I met someone new and my network expanded. And through this network I started to go to different events and learnt more about what is happening around Ottawa. I'm extroverted and sociable, but even I found the idea of walking up to strangers to just introduce myself a daunting task. But at the workshop we had to learn how to do that and were even sent to attend a job fair. Through World Skills I have had the chance to develop and practice many skills. Shaye coached me in preparation for a job interview. I also participated in the résumé clinic where I had an expert look over my résumé. Through World Skills, I heard about the Internationally Trained Professionals mentorship

program run by Pinecrest Queensway and I applied and got into the program.

The most important thing I got out of OJMN was the confidence that I'm a competent and well-qualified professional and just because I'm a newcomer doesn't mean that I can't find a job in my profession doing what I love. It gave me hope and inspired me to dare to believe that my first job in Canada could actually be a job I liked.

World Skills sends their clients many jobs. When I saw the job advertisement for my current job, I sent my résumé and cover letter to Shaye to review. I took her feedback and applied for the job. Shaye forwarded my application to Magdalene who then sent an endorsement to the hiring manager. Within a couple of hours, the hiring manager called me and arranged an interview. She told me that if I come endorsed from World Skills then I sound like a good candidate.

I was invited to two interviews, a focus group and asked to submit a work assignment. In each step, Shaye was there to listen to me and advise me on the best way to do things and to give me a confidence boost. In the end, I got the job! A job that meets nearly everything I would have wanted: a non-profit organization, friendly environment, focused on learning and development and where I can use my people skills and my organization skills and with a good pay.

Sarra Ismail
Client





Zaki's Story

Empowerment

Zaki is a storyteller. Through his story as a newcomer, Zaki inspires other newcomers in their quest to integrate into Ottawa's workforce. Zaki and his family came to Canada from Bangladesh in 2013 and, to a certain extent, Zaki still views himself as a newcomer. "A newcomer," Zaki explains, "is someone who is open to many possibilities." It is with this philosophy and his shared journey that Zaki mentors others who are new to the country.

Being a World Skills alumnus, Zaki puts a face to the challenges and experiences of newcomers who come to World Skills, and to those he meets through his networks and community. It pleases Zaki to share what he has learned throughout his journey to becoming the Director, Program Development and Partnerships at Trade Facilitation Office (TFO) Canada. "Surround yourself with positive people who will encourage you every step of the way. Be patient," Zaki counsels. This type of practical experience is what Zaki really valued when he was a client of World Skills. He sought the services of other settlement organizations, all of which provided valuable information, and came to World Skills for the help he needed specific to employment.

Zaki encourages newcomers to become World Skills clients in order to learn how to be successful in their job search. In particular, Zaki guides the job seekers to find out how to write a targeted résumé, to practice their interview skills through the mock interviews the employment counsellors conduct, to follow their counsel on how to find a job – and to remain positive. During his journey,

Zaki appreciated the fact that his employment counsellor looked specifically at his skills and respected his desire to find a job in Ottawa, the city he and his family wanted to call home.

“Surround yourself with positive people who will encourage you every step of the way.”

As a World Skills alumnus, Zaki and his employer, TFO Canada, benefit from the relationship he has established with World Skills. On two occasions, when TFO Canada had to fill positions requiring a combination of expertise and international knowledge, they turned to World Skills for their know-how. Not only were they able to find the perfect candidates through “intelligent job matching,” but did so in a matter of days. “As a small organization, TFO Canada does not have enough time nor resources to look for the right people. World Skills provides us the flexibility we need.”

Reflecting on his own journey, Zaki the storyteller encourages job seekers to do other things while they are looking for employment. “For about 20 years I had been carrying around 15 books that I wanted to read. While looking for a job, I was finally able to read them all in six months.”

“There are things to enjoy,” Zaki muses. “It will happen. Be patient.”

Zaki Munshi
World Skills' alumnus

Accountability and Integrity

Employee Recognition

We would like to acknowledge the following employees for their long-standing commitment to World Skills, and to the clients and communities we serve. Thank you and congratulations!



Mengistab Tsegaye

Celebrating 20 years at World Skills as the Executive Director

Having been with World Skills since the beginning is like seeing your child grow. We celebrated World Skills' 20th anniversary this last November, the same week my son celebrated his 18th birthday. The experiences of building an organization from ground zero and raising a child from infancy to adulthood have been remarkable journeys and ones that I will cherish for the rest of my life. I would like to take this opportunity to thank everyone who has been part of the World Skills family.



Ghebre Isaac

Celebrating 11 years at World Skills as an Accountant

When asked why he has worked at World Skills for over 11 years, Ghebre is quick to reply: "synchronicity." What Ghebre has observed, and clearly values, is the synchronicity between his colleagues at World Skills. He appreciates the way in which we support each other in our work, and how we share the same vision of helping newcomers in their quest to establish themselves in their new country. Other words peppered Ghebre's response, words like respect and passion and family. It is obvious that Ghebre and World Skills are a perfect match.



Jeanne D'Arc Mukangarambe

Celebrating 16 years at World Skills as an Employment Counsellor and Job Search Workshop facilitator

Compétences Mondiales a contribué à mon succès sur le plan professionnel et personnel. Sur le plan professionnel, j'ai été enrichie par l'art d'accompagner les professionnels formés à l'étranger dans leur processus d'accès à l'emploi et d'intégration dans le marché du travail canadien.

J'ai été enrichie en tant que personne humaine par le partage d'idées et des valeurs avec les personnes issues des milieux divers et ayant des profils variés. C'est donc pour moi une sorte de pépinière pour une expérience humaine

particulière en milieu de travail.

Je crois à l'interdépendance les uns des autres et à la complémentarité radicale des compétences et des talents.



Carmen Barbarasa

Celebrating 13 years at World Skills as a Sector Specialist, a CAN Coordinator and Facilitator, a Professional Development Committee Lead, and a Bridging Program Liaison

I chose, and continue to choose, to work at World Skills because they are my family and the best in the sector! As well, my work always remained an interesting challenge. Over the course of more than a decade at World Skills, I have witnessed many changes and developments in the structure and the available programs. While my main job title did not change much over the years, the actual nature of my work and the roles that I played evolved, and

became more aligned with the current economic and social context, and the needs of the clients. With each new year, I learned new and valuable skills and am fortunate enough to have guided thousands of clients, to have gained very useful experience in the sector, and to have become familiar with the resources and network of employment services around Ottawa.



Magdalene Cooman-Maxwell

Celebrating 12 years at World Skills. Currently the Director of Employer Engagement.

Shortly after I emigrated to Canada in 2003, I found World Skills and the treasures of the world – PEOPLE from every continent who bring a rich cultural diversity and experience to contribute to the fabric of Canada. I feel that the world has been brought to me as I listen with fascination to the stories, triumphs and adversities of newcomers and I realize that we are more alike than different. I am the same as the one I serve in my daily job – one who seeks growth, opportunities, respect, wisdom, cultural insights, clarity, purpose and

the feeling of belongingness. World Skills is a HOME consciously created to be a safe and welcoming place for everyone.

I identified World Skills as my employer of choice because I realized I could make a significant contribution towards the development of programs and services. I then committed myself to the organization to support our mission to “connect immigrants to employment.”



Erlinda Saculles

Celebrating 12 years at World Skills as an Accountant

Erlinda first brought her financial talents to World Skills as a bookkeeper. Her business acumen quickly led her to lead the financial management of the organization. Together with Ghebre, Erlinda kept her pen poised on the financial health of World Skills and improved our contingency budget. Despite working with other organizations since emigrating from the Philippines, Erlinda has never strayed far from World Skills, always maintaining her commitment to the organization and to her colleagues. For Erlinda, World Skills will always be her “home” base.

Audited Statement of Financial Position as at June 30, 2017

	2017	2016
ASSETS		
CURRENT ASSETS		
Cash and equivalents (Note 2a)	\$ 251,112	\$ 523,638
Accounts receivable	21,024	16,888
HST receivable	10,240	12,046
Government funding receivables	466,676	161,380
Prepaid expenses	7,583	628
	<u>756,635</u>	<u>714,580</u>
 PROPERTY AND EQUIPMENT (Notes 2b and 3)	 <u>954</u>	 <u>1,912</u>
 TOTAL ASSETS	 \$ <u>757,589</u>	 \$ <u>716,492</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 92,463	\$ 55,948
Deferred revenue (Note 4)	76,832	88,876
	<u>169,295</u>	<u>144,824</u>
 NET ASSETS		
Internally restricted for program development	92,500	92,500
Internally restricted for infrastructure	92,500	92,500
Invested in property and equipment	954	1912
Unrestricted	402,340	384,756
	<u>588,294</u>	<u>571,668</u>
 TOTAL LIABILITIES AND NET ASSETS	 \$ <u>757,589</u>	 \$ <u>716,492</u>

Audited Statement of Revenue and Expenditures for the year ended June 30, 2017

	2017	2016
REVENUES		
Citizenship, Refugees & Immigration Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and FIN)	\$ 1,448,757	\$ 1,280,311
Ontario Ministry of Citizenship & Immigration (Job Match)	217,272	255,075
Ontario Ministry of Citizenship & Immigration (Not for Profit Employer Engagement)	48,276	0
United Way Projects	189,836	210,923
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	66,386	61,786
Community Foundation of Ottawa (Employment Task Force)	138,736	0
City of Ottawa (Crime Prevention)	0	16,426
Other grants	1,910	32,653
Fees for service	13,000	16,181
Other revenue	21,189	26,197
	<u>2,145,362</u>	<u>1,899,552</u>
EXPENSES		
Citizenship, Refugees & Immigration Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and and FIN)	1,448,757	1,280,311
Ontario Ministry of Citizenship & Immigration (Job Match)	222,272	256,325
Ontario Ministry of Citizenship & Immigration (Not-for-Profit Employer Engagement)	48,276	0
United Way Projects	189,836	210,923
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	66,386	61,786
Community Foundation of Ottawa (Employment Task Force)	138,736	0
City of Ottawa (Crime Prevention)	0	16,426
Other expenses	13,515	64,322
Amortization	958	1,087
	<u>2,128,736</u>	<u>1,891,180</u>
NET REVENUE FOR THE YEAR	<u>\$ 16,626</u>	<u>\$ 8,372</u>

New Program Update

Non-Profit Employer Engagement Program

The new Non-Profit Employer Engagement Program (NEEP) is a provincially-funded initiative to enhance the human resources capacity of local non-profit organizations to recruit, select, on-board, retain and develop internationally educated and experienced newcomers; and to strengthen the abilities of newcomers to gain employment commensurate with their skills and experience and/or to secure a mentorship opportunity in support of their path to integration.

NEEP is part of the Ontario Bridge Training Program for Internationally Trained Individuals with the overarching goal to incite systemic change to remove obstacles to the fair and equitable inclusion of skilled immigrants into the Canadian economy and society.

World Skills staff matched 15 mentor-mentee pairs. The mentees were clients of World Skills' who were seeking employment in the non-profit sector, and the mentors were managers in non-profit organizations. The role of the mentors was to support the mentees in their search for fulfilling employment related to their full qualifications. This included helping them figure out what jobs they should be applying for and how to apply for them, explaining networking and introducing them to people in their network. Throughout the program, the staff supported mentors and mentees with coaching and resource materials. In a few cases, they had to re-arrange pairs and did so happily when two mentees landed their "dream jobs" with non-profit organizations.

The success of NEEP is perfectly summed up in the words of one of the mentors:

“ Personally, I learned more about the challenges facing internationally-trained employees and developed a stronger sense of empathy for people looking for more meaningful work in Canada. Professionally, the experience taught me the importance of seeing individuals and their abilities in a more holistic manner, and in hiring to look beyond the CV and cover letter to discover someone's true potential. ”

World Skills' Board of Directors

Leslie Emory, President

Mark Zarecki, Treasurer

Sharon Kan, Secretary

Carl Nicholson, Vice President

Mercy Lawluvi, Vice President

Abdirazak Karod, Vice President

Fred Awada, Vice President

Mengistab Tsegaye, Executive Director (Staff)

World Skills' Partners and Founding Members

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



World Skills' Staff

Alla Vlasenko
 Alyce Akineza Ndeze
 Amer Khan
 Andreea Glavan
 Andy Rapoch
 Aparna Mathur

Arjanit Balca
 Atoosa Adnani
 Carmen Barbarasa
 Charles Tshimanga
 David Northcott

Specialist, Federal Internship for Newcomers Program
 Administrative Assistant/Receptionist
 Technology Consultant
 Ontario Facilitator, Job Search Strategies, Settlement Online Pre-arrival
 Recruitment Specialist, Non-profit Employer Engagement Program
 Employment Counsellor/Facilitator and Recruitment Specialist, Job Search Workshop
 Employment Counsellor, Career Transitions and Client Services
 Manager, Human Resources and Volunteer Services
 Sector Specialist, Job Search Workshop
 Employment Counsellor/Facilitator, Job Search Workshop
 Employment Counsellor/Facilitator, Career Access for Newcomers

Doug Seanor	Job Match Specialist, Ottawa Job Match Network
Emad Mohamed Abulmagd	Employment Counsellor/Facilitator, Roadmap to Employment
Erlinda Saculles	Accountant
Fouzia Regoug	Employment Counsellor/Facilitator, Roadmap to Employment
Gemma Follini	Recruitment Specialist, Non-profit Employer Engagement Program
Ghebre Isaac	Accountant
Giselle LeDuc	Manager, Workplace Language Training
Ishoo Brar	Ontario Intake Counsellor, Settlement Online Pre-arrival
Jack De Jong	Employment Counsellor/Facilitator, Career Access for Newcomers
Jan Riopelle	Communications and Operations Officer
Jean-Hubert Hirwa	Administrative Assistant, Intake and Assessment
Jeanne d'Arc Mukangarambe	Employment Counsellor/Facilitator, Job Search Workshop
Jocelyn Eissa	Bookkeeping Administrative Assistant
Ledianis Rivero Sosa	Manager, Client Services
Lillian Seixas	Alternative Career Specialist
Magdalene Cooman-Maxwell	Director, Employer Engagement
Mengistab Tsegaye	Executive Director
Nadine Kamhieh	Administrative Assistant, Roadmap to Employment
Naziana Chummun	Client Services Assistant
Peggy Kelly	Liaison, Workplace Language Training
Shahrzad Ghazimoradi	Administrative Assistant
Shaye Belanger	Employer Engagement Facilitator, Roadmap to Employment
Vikki Broesamle	Manager, Roadmap to Employment
Zac Tabler	Ontario Facilitator, Job Search Strategies, Settlement Online Pre-arrival
Daniel Sykes	ELT Teacher
Grace Sheng	ELT Teacher
Leslie Hamel	ELT Teacher
Una Huzbasic	ELT Teacher
Wanqing Zang	ELT Teacher
Ahmed Nor	Facilitator, Job Search Workshop, SCFS
Agnieszka Wedrychowicz	Facilitator, Job Search Workshop, OCISO
Barbara Xiao	Facilitator, Job Search Workshop, OCCSC
Samia Ben Salah	Facilitator, Job Search Workshop, LASSA
Sarah Gutman	Employment Counsellor/Facilitator, Job Search Workshop, JFS

We are poised to continue accompanying newcomers on their journey to employment in 2018.

World Skills'

Key Community Partners and Supporters

Access Employment Toronto

Accenture

Algonquin College

Business Development
Bank of Canada

Cattelan Palmer Consulting

La Cité Collégiale

Export Development Canada

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