

# The TeenWork Quarterly

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University  
of Victoria



## What's new?

### Teenwork and School District 62

Job coaches at Teenwork have partnered with School District 62 in leading 5 half-day workshops with educational assistants and teachers. These workshops aim to provide training to secondary school staff so that they may better support youth with disabilities in all stages of employment.

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## Employer spotlight

For the past four years, Vancity has provided much-needed funding to CanAssist's TeenWork. This year, the credit union also began supporting the unique youth employment program in a whole new way.

In August, Vancity hired a TeenWork participant to fill a part-time administrative position at its Mt. Tolmie branch in Victoria.

**"We want our branch to be reflective of the community around us; we learn to work with members of the community,"** explained Chris Tilden, community branch manager.

**"What I've always been impressed about with CanAssist is their focus on the possibilities of their clients, rather than the limitations. As a service provider, they are constantly looking for ways to provide as much independence in their clients lives and Teen-Work is an example of this."**

Vancity has provided funding for various CanAssist projects since 2011. In recent years, the credit union has focused its support on TeenWork.

Vancity has a vision of redefining wealth by furthering the financial, social and environmental well-being of its members and its community. An example of this vision is a program launched this year called the Workplace Inclusion Pilot (WIN). WIN seeks to develop an inclusive culture and ensure that its workforce mirrors the diversity found within its communities so it can better serve its members.

Under Tilden's leadership, the Mt. Tolmie branch carved out a position that provides part-time employment for a local teen, while also benefitting Vancity staff by enabling them to focus on their core duties rather than on miscellaneous administrative tasks they often have to scramble to finish.

The Vancity logo is displayed in a large, bold, red font. The letters are slightly rounded and have a dynamic, flowing feel. The 'V' is positioned on the left, and the 'acity' is on the right, with a small red circle above the 'a'. The logo is set against a white background.



## Employer spotlight

Tricia became a TeenWork participant in the spring of 2016 during her final year in high school. Her thoughtfulness and high regard for respect and a supportive team environment made her a great candidate for Vancity's administrative position. Her duties include building new member packages, filing business and personal financial documents, scanning cheques, counting coins and ensuring that the space is tidy and welcoming.

Like all TeenWork participants, Tricia is receiving non-time-limited, on-site job coaching. This personalized support has helped the teen strengthen her ability to prioritize tasks, and guide her through step-by-step processes to ensure her success in completing tasks.

**"TeenWork's support has been an invaluable part in walking this process for the first time,"** says Tilden. **"From an employer perspective, the partnership has allowed us to work extensively to uncover obstacles and challenges from the start, which has helped the candidate be successful in her role."**

For CanAssist, the partnership with Vancity has been equally rewarding.

**"Not only has Vancity generously supported several TeenWork youth through community grants over the past five years, but now with the workplace inclusion pilot, they are further demonstrating their commitment to inclusive employment opportunities and acting as a leader for other organizations in our community."** said TeenWork Manager Brooke Parlby.

Tricia, who has now been working at Vancity for 3 months, says that the warm and welcoming support of Vancity staff have been instrumental in improving her work performance and self-image.

**"My experience with Vancity is amazing!"** says the 19-year-old. **"The first time I worked at Vancity, I was really nervous because I didn't know if the people were nice and friendly."**

**"People were so welcoming and very friendly. Working at Vancity has changed me because it's made me more independent and confident."**

# Job candidate profiles

## Isaac

Isaac is kind and motivated to help his community. He is excited and eager to work for a business that is socially conscious, that provides good products, and that brings people together. Isaac has a great sense of humour and in his free time, he likes to keep up with current events.



### Educational Highlights

Victoria High School, *grade 12*

- Honour Roll 2013-2016
- Aboriginal Art and Social Studies Award June 2016

### Experiential Highlights

Front-of-house Volunteer, *St. Ann's Academy*  
(Volunteer position, 2015-2016)

Exhibit Set-up Volunteer, *St. Ann's Academy*  
(Volunteer position, 2012-2016)

Educational Assistant, *Maritime Museum*  
(Volunteer position, 2008)

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## Coumba

Coumba is a kind and hardworking youth and is passionate about helping others. She has gained valuable experience working in retail and customer service and has also enjoyed volunteering in her school's kitchen and for Women In Need. Coumba's hobbies include cooking, fashion, and enjoys working with others.



### Educational Highlights

Victor-Brodeur High School, *grade 12*

- Assists with food prep, busing, serving, and washing dishes in the school kitchen

### Experiential Highlights

Retail Associate, *Hudson's Bay*  
(Seasonal position, 2016)

Floor Sales Associate, *Winner's*  
(Seasonal position, 2015)

Volunteer, *Women In Need Cooperative*  
(Volunteer position, 2015-2016)

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# Job candidate profiles

## Marrou

Marrou is friendly, outgoing, and incredibly good humoured. He loves working as part of

a team and interacting with coworkers.

Marrou is eager to work in an environment that develops the skills he has gained in his previous work experience positions.



### Educational Highlights

Victor-Brodeur High School, *grade 13*

- Works twice weekly in school kitchen, preparing and serving meals to students and staff
- Enjoys Physical Education and Music classes

### Experiential Highlights

Back-of-house Assistant, *Capital Iron*

(Volunteer position, 2016-2017)

Stocker and Bagger, *Fairway Markets*

(Paid position, 2016)

Assistant, *French Community Radio Station*

(Volunteer position, 2016)

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## Tomas

Tomas is a compassionate and respectful student who is currently finishing up his final year at high school. He is flexible, a quick learner and eager to find a position in a local or Canadian business. He believes in supporting the local economy, and his passions include playing music and riding his bike. Tomas prides himself on punctuality and his ability to work independently. He manages his time well and is looking for a quiet work environment where he can take initiative in projects or tasks.

### Educational Highlights

Individual Learning Centre, *present*

- Food Safe Certificate, *March 2016*
- WHMIS, *February 2016*

### Experiential Highlights

Seasonal Returns, *London Drugs*

(Seasonal position, 2016)

Car Detailer, *Victoria Premium Automobiles*

(Paid position, 2016)

Volunteer, *Our Place*

(Volunteer position, 2014-present)

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# Real youth, real stories

When Maranda joined TeenWork in 2015, she already had great experience. For instance, she was employed as a Food Service worker at Claremont Secondary, as well as a volunteer for various businesses including as a Salon Assistant at Lizzy Lee & Me Hair Salon and a Courtesy Clerk at Red Barn Market. Maranda was very keen to gain paid employment to put her customer service skills and passion for helping people to good use.

With the help of her job coaches at TeenWork, Maranda learned to leverage her past work experiences and extracurricular activities into tangible skills that she could demonstrate in resumes and cover letters. She was keen on obtaining a position where she could interact with others, do organizational tasks, and work as part of a team.

In November 2016, Maranda secured a seasonal position at Winners where she completed tasks including refacing the store, checking clothing for quality and accurate labelling, recovering merchandise from change rooms and around the store, and helping customers find items. The managers noticed Maranda's attention to detail and strong work ethic, and identified a permanent position for Maranda at Winners' sister store HomeSense.



HomeSense's Assistant Manager Michelle reports that Maranda is very good at her job and has stepped out of her comfort zone since starting the position several months ago. She answers customers' questions, uses her headset to page others, and keeps up with merchandising and tables. Maranda asks questions about what she needs to do for the day, and is bright, happy, and has a positive attitude.

Today Maranda works every weekend at HomeSense keeping the "soft section" with towels, sheets, and pillows tidy as well as refacing other areas of the store. Maranda reports that she enjoys working with her coworkers, who are "really nice." She always has a smile for customers and is a valuable part of the HomeSense team.

## Job coach profiles



Lane is thrilled to be part of TeenWork after finishing an undergraduate degree at the University of Victoria with a double major in Political Science and Gender Studies in Spring 2016. Lane has also been working on UVic's sexualized violence policy for the last eight months as a member of the Sexualized Violence Task Force, striving towards making UVic a safer community of consent. Lane is passionate about creating inclusive environments for vulnerable, marginalized people. The importance of this work has a personal impact as Lane is a person living with a disability. Lane also enjoys singing, DJ-ing, travelling, and cycling.

Kimiya is passionate about empowering youth to serve their communities and is excited to contribute to the positive efforts at TeenWork. She recently completed her Bachelor's degree in Psychology at UVic and is pursuing a Graduate Diploma in conflict resolution. Kimiya also works for the UVic Office of Student Life, where she engages in restorative practices, focusing in particular on efforts to destigmatize mental health. She is very excited to work with community partners to promote inclusive environments and provide support for youth in their endeavours.



# Donor recognition

A HUGE thank-you to our generous donors:



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## TeenWork Employer Ambassadors

An Employer Ambassador is a top supporter of TeenWork.



Join these businesses as a TeenWork Employer Ambassador to increase community recognition, and more! For more details about this newsletter, please contact [teenwork@canassist.ca](mailto:teenwork@canassist.ca)



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