



TeenWork Youth & Adult Employment Programs Guide

Youth employment programs

1. Bladerunners Employment Program (John Howard Society of Victoria)

Description: BladeRunners is free training for those who are 17 – 30 years old and who are in need of support and mentorship. The goal of the program is to assist individuals obtain employment in customer service or construction industries. Training includes First aid and CPR, WHMIS, Food Safe, fall protection, boom lift and skid steer safety training, customer service and kitchen training. The Job Search Program is made up of highly experienced, professionally trained staff who are ready and willing to help youth with their job search and job maintenance. They have been successfully helping people into employment since 1979. The John Howard Society is a self-governing non-profit community based organization.

Contact Information:

Address: 2675 Bridge Street, Victoria BC, V8T 4Y4 Phone: 250-386-3428

Website: www.johnhoward.victoria.bc.ca

Referral Process:

To set up an appointment or get information about the program, call (250) 386-3428.

Participant Eligibility:

- Must be between 17 & 30
- Must be in need of employment support and/or mentorship

2. Framework Job Search Program (WorkLink)

Description: 4 week program of facilitated group work from Mon-Fri, 9:30-2:30, at the WorkLink offices in Langford (101-847 Goldstream Avenue). Program shares information and job search tools, and also provides the opportunity to meet local employers. Short-term certificate training, wage subsidy for training on the job, transportation assistance and other financial supports provided. May or may not continue indefinitely; next start dates are May 15th and July 10th, 2017.

Referral Process: Call WorkBC

Participant Eligibility: Must be 19+ and non EI-eligible.



3. Springboard to Success (Beacon Community Services)

Description: The Springboard to Success program is a paid employment program for people aged 15-30 years old. This 17-week course includes workshops, certificates, active job search/volunteer component, and a wage subsidized placement. Participants are assisted with obtaining employment in an area of their choosing with ongoing support.

Participant Eligibility:

- Must be between 15-30 years old
- Must be unemployed and not in school
- Must be looking for long term employment
- Must not be eligible for EI
- Must be at-risk (1+ of following: single parent, aboriginal youth, youth with a disability, visible minority, living in a rural/remote area, health or drug/alcohol related problems, low literacy, street involvement, risk of homelessness, high school non-completion or GED.

Contact Information:

Address: 1450 Elford Street, Victoria, BC, V8S 3S8 Phone: 778-433-8280 or 250-656-0134

Email: lmillott@beaconcs.ca OR SpringboardStaff@beaconcs.ca Website: www.beaconcs.ca

Referral Process: Call or email Lana Millott to set up an appointment or get information about the program.

4. START Youth Employment Program (WorkLink)

Description: a job search program for youth between the ages of 15 & 30 years old who are not in school and are looking for work. Offers some wage coverage to employers during first 3 months of employment.

Contact Information:

Address: 3179 Jacklin Road #202, Victoria, BC, V9B 3Y7 Phone: (250)478-9525

Website: <http://www.worklink.bc.ca/start-program/>

Referral Process: Call to book an interview, 250-478-9525

Participant Eligibility: Must be between 15 & 30 years of age and not in school



5. The CREW (Quadra Village Community Centre)

Description: an employment readiness and life skills program for youth ages 13-19 looking for employment and/or to gain skills for employment such as resume & cover letter building, looking for work, and interview skills. The CREW helps youth build leadership, employment & fundraising skills through hands-on work experience, interactive youth driven workshops and one to one support. Offered are 1:1 resume and job preparation supports, as well as programming every Monday between 4-6pm. The CREW is open to anyone who is willing to participate and be engaged with the programming. There is only 1 facilitator of this program, so if an individual requires a high level of support, they are encouraged to bring a care aid along to ensure that everyone's needs are met.

Contact Information: Corie Aarsen, CREW facilitator, corie@quadravillagecc.com or at (250) 882-2927

Referral Process: contact Corie

Participant Eligibility: Youth ages 13-19 who are willing to participate and be engaged with the programming

6. Salvation Army Customer Service/Point of Sale Course

Description:

Prepares students for the work environment through learning skills for point of sale transactions and a solid base of knowledge in Customer Service.

Referral Process:

Contact the Stan Hagan Centre for Families: 250-386-8521, <http://sashcf.com/contacts/>

Participant Eligibility:

High school students.

Adult Employment Programs – CLBC eligible individuals

The following organizations support individuals eligible for funding through CLBC. You can meet CLBC Eligibility Requirements if you are 19 years of age and older and fit one of the following:

- *Developmental Disability: significantly impaired intellectual functioning and significantly impaired adaptive functioning, where these limitations must have started before age 18.*
- *Personalized Supports Initiative: significant limitation in adaptive functioning, and either a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or a diagnosis of a Autism Spectrum Disorder (ASD is officially referred to as Pervasive Developmental Disorder).*

1. Supported Employment Program – Community Living Victoria (CLV)

Description: The Supported Employment Program supports people with developmental disabilities to sustain rewarding and satisfying jobs with employers who want committed employees. Along with the additional income, a rewarding job tends to reduce loneliness and increase social networks, community awareness, confidence and self-esteem.

Contact Information:

Address: 3861 Cedar Hill Cross Road, Victoria BC, V8P 2M7 Phone: (250) 477-7231 ext. 233

Email: info@clvic.ca

Website: www.communitylivingvictoria.ca

Address: 101-630 Goldstream Ave, Victoria BC, V9B 2W8 Phone: (250) 474-3830

Email: info@clvic.ca

Website: www.communitylivingvictoria.ca

Referral Process: For youth who are already accessing MCFD supports, your first step is to contact your MCFD worker for assistance with the transition. For adults, the first step is for you or your family member to contact a CLBC facilitator.

Participant Eligibility: Must be 19 years of age or older, but may apply for CLBC eligibility after their 16th birthday. Must be eligible for CLBC funded services.



2. Garth Homer Society Employment Services

Description: Garth Homer Employment Services matches adults with developmental disabilities with the right position and provides job coaching and on-going support to ensure the fit works.

Contact Information:

Address: 813 Darwin Avenue, Saanich, BC, V8X 2X7 Phone: (250)475-2270

Website: www.garthhomer.com

Referral Process: All Garth Homer clients are referred and funded by [Community Living BC](#). You must be an adult, 19 years or older, and eligible to receive services through Community Living British Columbia (CLBC). If you are not already registered with CLBC, please call them at 250-952-4203 and ask to speak to a duty worker to set up an assessment or an intake.

Participant Eligibility:

- Demonstrate safety in the community
- Use of public transportation (HandyDart or city bus)
- Independence in personal care
- Appropriate behaviour in the community

3. Pheonix Human Services Employment Support

Description: In all of Pheonix's Community Inclusion Programs, the goal is to enhance the lives of adults who are living with a developmental disability by supporting them to have full inclusion in their community. Employment is one way for people to improve their lives, learn new skills, and participate more fully in their communities. Employment also creates meaningful relationships and increases financial independence.

Referral Process: Through Community Living British Columbia (CLBC).

Participant Eligibility: You must be an adult, 19 years or older, and eligible to receive services through Community Living British Columbia (CLBC). If you are not already registered with CLBC, please call them at 250-952-4203 and ask to speak to a duty worker to set up an assessment or an intake.



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4. Supported Employment, Kardel Consulting Inc.

Description: The Supported Employment Project has been supporting people with disabilities in jobs since 1998. They offer initial employment assessments, job search and matching, on-the-job training, coaching etc.

Contact Information:

Manager: Richard Palfrey

Address: 209-2951 Tillicum Road, Victoria BC, V9A 2A6 Phone: (250) 382-5959

Email: info@kardel87.com

Website : <http://www.kardelcares.ca/>

Referral Process: Employment services are available to all adults with development disabilities who are interested in finding employment. Participants must also be eligible for CLBC funding and be referred by a CLBC facilitator.

Participant Eligibility:

- Safe and appropriate behavior in the community
- Use of public transportation (HandyDart or city bus)
- Independence in personal care

5. Roads Program (Community Inclusion Consulting Inc.)

Description: The ROADS program, run through Community Inclusion Consulting Inc., finds tasks suited to each person's abilities and interests. They receive on-the-job training with a provided job coach up to three months or until all parties are satisfied the person can handle the job independently. There is a contact person who provides on-going follow-up to ensure problems are addressed promptly. The program is being redesigned to transition youth from high school to paid employment.

Contact Information:

Address: 1359 McKenzie Avenue (Braefoot), Victoria BC, V8P 2M1 Phone: (250) 370-9686

Email: Judith_roads@yahoo.ca

Referral Process: You must be an adult, 19 years or older, and eligible to receive services through Community Living British Columbia (CLBC). If you are not already registered with

CLBC, please call them at 250-952-4203 and ask to speak to a duty worker to set up an assessment or an intake.

Participant Eligibility:

- Must be CLBC eligible
- 19 or older
- Out of school
- Unemployed

6. Lifetime Networks

Description: Lifetime Networks' "Being a Citizen" program offers a post-secondary program that allows individuals to explore current events, learn about computer basics, wellness, nutrition, socializing, pre-employment skills and resume building. Participants have the option of attending from one to five days per week. Lifetime Networks can also provide minimal supports to a youth who has current employment.

Contact Information:

Address: 102-4090 Shelbourne St, Victoria BC, V8N 4P6 Phone: (250)477-4112

Email: info@Lnv.ca

Website: www.lifetimenetworks.org

Referral Process: Must be eligible to receive services through Community Living British Columbia (CLBC). If you are not already registered with CLBC, please call them at 250-952-4203 and ask to speak to a duty worker to set up an assessment or an intake.

Participant Eligibility:

- Must be 19 or older
- Must be CLBC eligible



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7. InclusionWorks!

Description: InclusionWorks! provides an individualized, age appropriate, community- based program for young adults with developmental disabilities. InclusionWorks! is a model of community inclusion and collaboration developed by and for families of young adults with developmental disabilities who are eligible for CLBC support. Relying less on “traditional” service provision, InclusionWorks! families have opted for Individualized Funding from CLBC and we promote effective community inclusion through a family gover- nance model. InclusionWorks! offers the support of an Employment Facilitator for participants in their program.

Contact Information:

Phone (Employment Program): 250-589-5429 Email (Employment Program):

paulashaw@shaw.ca

Email (General): arlenez@shaw.ca or catriona123@gmail.com Website:

www.inclusionworks.ca

Participant Eligibility:

- Must be CLBC eligible
- Must be an InclusionWorks! participant. For information check the website or email either arlenez@shaw.ca or catriona123@gmail.com

Adult employment programs – Non-CLBC funded

The following programs have various eligibility criteria, for non-CLBC eligible individuals.

1. WorkBC

Description: WorkBC is the provincial government’s access point to the world of work in British Columbia. WorkBC helps people find jobs, explore career options and improve their skills. WorkBC has several offices throughout Greater Victoria. The GT Hiring Gorge Road East location for Work BC specializes in disability employment services but is not restricted to disability only. If your son or daughter is in their last year of high school or recently graduated, all locations offer job search tools and the option for a case manager. Work BC will be able refer your son or daughter to the to the appropriate service provider.

Contact Information: website: www.workbc.ca

GT Hiring Solutions locations:

Address: 201-1483 Douglas Street, Victoria, BC, V8W 3K4 (Victoria) Phone: 250-388-0858

Address: 102-415 Gorge Road East, Victoria, BC, V8T 2W1(Victoria) Phone: 250-388-5627

Address: 201 – 3962 Borden Street, Victoria BC, V8P 3H8 (Saanich) Phone: 250-479-9675

Website: www.gthiringsolutions.ca

WorkLink location:

Address: 3179 Jacklin Road, Colwood, BC, V9B 3Y7 (Westshore) Phone: 250-478-9525

Website: www.worklink.bc.ca

Address: Unit D, 6625 Sooke Road, Sooke, BC, V9Z 0A3 (Sooke) Phone: 250-642-3685

Website: www.worklink.bc.ca

Beacon Community Services location:

Address: 9860 Third Street, Sidney, BC, V8L 4R2 (Sidney) Phone: 250-656-0134

Website: www.beaconcs.ca

Referral Process: Set up an appointment by calling or visiting the location nearest you.

Participant Eligibility: Must be in their last year of high school or unemployed and seeking employment, or underemployed (working less than 20 hours per week)



2. Networks Employment Solutions (Capital Mental Health Association)

Description: Networks offers a range of supported employment solutions. Networks supports the entire employment process from creating a résumé and cover letter, to job searching, and to employment coaching. This service is for people with barriers to employment who have a mental illness or addiction.

Contact Information:

Address: 125 Skinner Street, Victoria BC, V9A 6X4 Phone: (250)-389-1211

Email: info@icmha.ca Website: www.miravictoria.ca

Referral Process: Must get a referral from their psychiatrist or case-manager.

Participant Eligibility:

- Must have a mental illness or addiction
- Have a desire to find and retain employment
- Must be connected to the health care system; Receiving support from a doctor, case-manager, psychiatrist or other health care professional AND that you are willing to work with your health care professional to follow a treatment plan for your mental illness or addiction

3. REES Program (Resources, Education, Employment, Support)

Description: Cool Aid uses a co-operative, recovery-based approach to help reduce the isolation from community, friends and family that is often a result of mental illness and addictions. We work in partnership with families and professionals to enhance the lives of people with mental illnesses or addictions.

Contact Information:

250-595-8619, rees@CoolAid.org

Address: 465 Swift Street, Victoria, V8W 1S2

Referral Process: Self-referral or ask a professional to refer you

Participant Eligibility: Living with an addiction or mental illness.



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4. Entre-Active

Description: EntreActive has been developed to help people with disabilities – in particular those who are not eligible for Employment Insurance (EI) benefits – in developing and implementing their business concepts. The 24-week program will assist participants to gain the skills and support which will help them achieve long-term, sustainable employment in an entrepreneurial endeavor.

Contact Information:

Address: 5th Floor – 915 Fort Street, Victoria BC, V8V 3K3 Phone: (250)384-2432

Email: info@entreactive.com

Referral Process: To register, call 250-384-2432 or email info@entreactive.com.

Participant Eligibility:

- Must self- identify as having a permanent physical or mental disability
- Be under employed (less than 20 hours per week) or unemployed
- Not collecting unemployment insurance (EI)
- Have not had an EI claim in the last 3 years
- Legally entitled to work in Canada
- Require assistance to prepare for self-employment
- Demonstrate job readiness
- Have a sound business idea
- Is aware of, and committed to, meeting all milestones (conducting market research, completing a self-employment business plan, etc.)



Post-Secondary Programs

1. Steps Forward

Description: STEPS Forward is a family-driven organization founded to ensure that people with disabilities are included as students in the academic and social life of colleges and universities of British Columbia. Inclusive post-secondary education is provided by STEPS Forward by working with individuals, families and systems before and after the university or college experience.

Each student must request CLBC funding to cover the STEPS Forward facilitators. This funding can be redirected from other CLBC funded services (e.g. day program funding can be STEPS Forward funding)

Contact Information:

Victoria Contact: Arden Duncan-Bonokoski Phone: (250) 884-1297

Email: info@steps-forward.org

Website: <http://www.steps-forward.org/>

Referral Process: E-mail contact@steps-forward.org or complete an online form for an interview request at www.steps-forward.org/students.

Participant Eligibility:

- Having a developmental disability, self-defined
- Desire to become a college or university student
- Wish to study subject offered at the post-secondary institution
- Willingness to make campus experience a priority for 4-5 years
- Staff resources available for support requirements

Eligibility/selection is NOT based on:

- Level or complexity of the disability
- Reading level, math level or any other skill



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2. Camosun College – Employment Training and Preparation (ETP)

Description: The ETP Program is part of the ETP (Employment Training and Preparation) Department at Camosun College. The ETP Department involves 4 different certificate programs, including EARTH gardening, Food and Customer Service, Customer Service, and Workplace Literacy and Numeracy. The ETP program takes place at Camosun College's Interurban campus.

Contact Information:

Program Chair of Employment Training & Preparation: Jody Isaac Phone: (250)370-4941 (to reach Jody Isaac, call 250-370-4610) Email: accessinfo@camosun.bc.ca.

Website: www.camosun.ca/etp

Referral Process: Follow instructions online for an interview request at: <http://camosun.ca/learn/programs/etp/apply.html>.

Participant Eligibility:

- Have appropriate college level behavior in a group setting
- Must be “work focused” with clear goals
- Able to get themselves to campus and work sites independently

Information Session Attendance:

- There are general college information sessions the third Thursday of most months.
- Attendance is required at an ETP info session before applying for the full-time program which from 6 to 8 pm. Information can be found at <http://camosun.ca/learn/infosessions/access/>



3. Camosun College – Disability Resource Centre

Description: The Disability Resource Centre (DRC) provides a wide range of services and educational accommodations for students with a documented disability, including anxiety and depression. DRC faculty and staff are available on both campuses to arrange services and supports such as classroom and exam accommodations, accessibility assistance, and to act as a resource for students, faculty and staff.

Contact Information:

Website: <http://camosun.ca/services/disability-resource-centre/>

Phone: Lansdowne: 250-370-3312 ; Interurban: 250-370-4049

Email: drc@camosun.ca

Eligibility:

If you have documented needs that require accommodation in the classroom, the DRC offers services to help. This includes support for the following conditions:

- Learning disabilities
- Mental health disabilities, such as
 - anxiety
 - depression
 - bipolar
 - schizophrenia
- Neurological disabilities, including
 - head injury
 - ADD/ADHD
 - CP
- Chronic health and physical disabilities
- Visual disabilities
- Deaf or hard of hearing

Referral Process: First attend an information session, held twice per month at the Lansdowne campus (schedule available online). Then set up an intake meeting with a staff member by phone or email.

4. University of Victoria – Resource Centre for Students with a Disability

Description: The RCSD is a division of [Student Services](#) at the University of Victoria. In partnership with faculty, staff, and students, they promote educational equity for students with disabilities and support those students in achieving their academic goals. They provide services and coordinate academic accommodations to students. They also act as a resource to faculty and work with the University community to help create a more accessible learning environment.

Contact Information:

Address: Campus Services Building Room 150, 3800 Finnerty Road, Victoria BC, V8P 5C2

(250) 472-4947, inforcsd@uvic.ca, <http://rcsd.uvic.ca/index.html>

Referral Process: Applying to the University and Registering with the RCSD are two separate processes. To register with the Resource Centre for Students with a Disability, students must arrange to meet with an advisor at that office and present documentation of a disability that includes the following information found on the website at <http://rcsd.uvic.ca/apply/rcsd.html>.

Participant Eligibility: The following professionals can diagnose and provide medical documentation as recognized by the Ministry of Advanced Education and the University of Victoria by a:

- Physical disability: a physician
- Visual impairment: an ophthalmologist, optometrist or orthoptist
- Hard of hearing or deaf: a certified audiologist
- Neurological disability: a neurologist, neuropsychologist, psychiatrist or physician
- Psychiatric disability: a clinical psychologist, psychiatrist or physician
- Developmental disability: a physician or psychologist
- Learning disability: a registered clinical psychologist or certified school psychologist



5. Job Options BC (Victoria)

Description: A Labour Market Agreement program that assists unemployed people 18 years of age or older with long term job search help, supported work experience and follow-up support services. Job Options BC in Victoria is run through Sprott-Shaw Community College. Tuition is fully covered with a training allowance of \$8.00 per hour for 25 hours for the first six weeks in class.

Contact Information: Manager: marinam@sprott-shaw.com

Address: 2621 Douglas Street, Victoria BC, V8T 4M2 Phone: (250)384-8121

Referral Process: Email Marina G. Martin to discuss enrollment in the program.

Participant Eligibility:

- Unemployed
- 18 years of age or older & legally entitled to work in Canada
- Non-EI eligible clients (have not established a regular EI claim in the last 3 years & have not established a maternity or parental claim in the last five years)
- Not currently a student
- Not in a another Labour Market Agreement funded program

6. Multi-Industry Skills Training (MIST)

Description: The purpose of the Multi-Industry Skills Training (MIST) program is to provide certification training for entry-level positions to participants who are job ready. The focus of the training will be for employment in multiple sectors, including: oil and gas, marine, road-building, and construction sectors. MIST graduates will have the skills and certification to effectively contribute to a diverse and productive workplace.

Contact Information:

Please contact Susan Smigel at Camosun College at the email below email:

smigel@camosun.ca

Referral Process: For information regarding application for the MIST program, please contact Susan Smigel as previously mentioned above.

Participant Eligibility:

- Must be unemployed and Non-EI eligible (in the last 3 years or for 5 years for maternity/parental leave)
- Have employment but have minimal transferable skills (i.e. low levels of literacy/essential skills, no completed or attempted university degree)



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Other resources

1. FamilyWORKs

Description: familyWORKs is a monthly meeting that supports and connects families to work toward employment with their family members who have disabilities.

Contact Information:

Facilitator: Michelle Goos (mgoos@telus.net) Phone: (250)294-0969

Website: <https://familyworksbc.com/>

Referral Process: Call to schedule a meeting or learn more about the meetings and how to access and/or take part in them

Participant Eligibility: Must be legally able to work in BC

2. SecondWave

Description: Second Wave is a grassroots group of families of youth and adults with developmental disabilities, self-advocates and professionals from the Victoria Capital Regional District in British Columbia. They meet monthly and collaborate to share ideas and resources of common interest.

SecondWave aims to explore promising practices and innovation for services for young adults ages 16 years to 25 in the Greater Victoria area in the areas of employment, community inclusion, self-direction and individualized funding, educational transition, and housing options; identify key gaps in service systems; put energy into making promising practices happen where they don't currently exist in the region; and work on communicating their collective viewpoint to decision-makers.

Contact Information: Arlene: arlenez@shaw.ca

website: www.secondwavevictoria.ca

Referral Process: All community members with disabilities and their families are welcome to participate in meetings.

3. Technology @ Work (Neil Squire Society)

Description: The Neil Squire Society's Technology@Work Client Services are technological adaptations for individuals in all regions of British Columbia who meet the eligibility requirements. Eligible products and services include: assistive devices (and equipment/technology,) communication and hearing devices, ergonomic supports and other personal devices, personal attendant care services (related to work,) interpreting and captioning services, and workplace access and modifications.

Contact Information:

Address: 240-2250 Boundary Road, Burnaby BC, V5M 3Z3

Phone: 778-945-1211

Email: technologyatwork@neilsquire.ca

Website: <http://www.neilsquire.ca/bctechatwork/en/individual.php>

Referral Process: For information regarding application for one or more of the aforementioned services, please visit the above website and click on the link at the bottom of the page titled 'Client Intake Application Form' for more information.

Participant Eligibility:

- Must have a disability (must affect your ability to do your job, begin a job that you have been offered, carry out a volunteer position, or get to and from the workplace)
- Must be a resident of British Columbia
- Be at least 16 years of age
- Must be legally entitled to work in British Columbia
- Currently employed or just about to be employed, self-employed, or volunteering

4. Youth Internship Program (Neil Squire Society)

Description: Paid placements focused on information and communications technology (about 40 yearly placements across Canada). 4 internship role categories: Assistive Technology, Communications & Social Media, Computer Science, and Mechanical Engineering.

Contact Information: Positions are posted when they become open on the Neil Squire website. Job candidates apply through the external hiring organizations hiring interns.



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5. Service Canada Centre for Youth

Description: This website has information, resources, and online tools to help you plan a career, learn new skills, or find a job.

Contact Information: youth.gc.ca

6. WORKinc

Description: Career development & employment portal for Canadians with disabilities. Provides job search tools, career guidance, and resources for education and employment.

Contact Information: <http://www.workinc.com>

7. BC Opportunities Fund

Description: The Opportunities Fund for people with disabilities is available to support governments, organizations or individuals who are creating employment opportunities for people with disabilities. This funding can be used to support skills development, to provide a wage subsidy or to support self-employment, among other things.

Contact Information: <http://www.servicecanada.gc.ca/eng/of/index.shtml>



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8. Working Together, Neil Squire Society

Description: Helping People with Disabilities Prepare for, Obtain and Maintain Employment. This unique, comprehensive and participant centered program is designed to develop the skills required to help individuals achieve their employment goals. The Program Offers:

- Individualized program plans or group-based learning environment
- Career & Personal Development, Wellness for Work & Job Search Support customized to meet your individual need
- Wage subsidy may be available if needed
- Continuous support from career professionals
- Ergonomic and/or Assistive Technology assessments and solutions

Referral Process: Call Wendy Cox, 250.595.0044 ext 108, wendyc@neilsquire.ca

Participant Eligibility:

- Have a self-declared disability
- Require assistance to prepare for, obtain and keep employment or self-employment
- Legally entitled to work in Canada
- Not currently receiving EI



9. Salvation Army Computer Training

Description: Classes are hands-on in a computer lab with 15 students per class. Each student gets their own computer. There are introductory and intermediate courses that run for 4 weeks at a time and are held from 9:00am-11:45am Monday –Friday.

Referral Process:

Complete the application form online at <http://sashcf.com/services-view/computer-training-form/>. For more info, contact the Stan Hagan Centre for Families: 250-386-8521, <http://sashcf.com/contacts/>

Participant Eligibility:

Adults not currently attending school.

Introductory classes:

- Intro to computers (hardware, software, operating systems, and storage)
- Microsoft Word (introductory look and the basics)
- Microsoft Excel (introductory look and the basics)
- Microsoft PowerPoint (the basics)

Intermediate classes:

- Microsoft Word (advanced applications)
- Microsoft Excel (advanced applications)
- Microsoft PowerPoint (advanced applications)

*Applications ask for familiarity of Word, Excel, PowerPoint, Outlook, Email, and Internet and web browsers.

12. Distance Computer Comfort - Neil Squire Society

Description: Participants are matched with a volunteer or staff member to work once a week on your self-determined goals (could be Word processing, Windows, Email, Internet, Social Networking, etc.). Participants are provided with free online computer skills tutoring using self-paced, client centered learning.

- There is the option to participate from your own home or a community site. If you choose to participate from home, distance learning is available anywhere in Canada through the internet. This allows for a flexible learning schedule, and allows tutors to connect, speak and share in real time.

- An Assistive Technology Specialist is available to consult on the most appropriate hardware and software to overcome any physical barriers you may have. In addition, they can provide specialized equipment on short-term loans (eg. Alternative keyboards and mice, screen magnification software, voice recognition software).

Referral Process: Sign up by contacting Gordon Watt: 1.877.673.4636, gordonw@neilsquire.ca; or visit: <https://www.neilsquire.ca/individual-programs-services/online-learning-2/distance-computer-comfort/>

Participant Eligibility: For individuals with a physical or sensory disability. Only suitable if you can communicate independently (verbally or augmented).



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13. Beacon Community Services

Description: Cashier and Customer Service training courses are in partnership with the United Way. Both courses are usually held at the Pandora Avenue Thrift Shop a few times a year.

Referral Process: Call Trish at 250-388-3500

Participant Eligibility: Availability to attend all classes and arrive on time.

- *Cashier Training:* Free, 3 week long course. Participants will learn how to operate a cash register and point-of-sale machine, as well as strengthen their customer service skills and workplace safety habits.
- *Retail Training:* Free, 8 week long course. Participants will get hands-on experience working in a busy store environment. Each individual will learn how to price, sort and display merchandise, how to serve customers and run the cash machines, and more.