



Growing Bigger—Serving Better!

CHIEF EXECUTIVE OFFICER



From all the staff and the Board at LEHC we'd like to wish our clients and community partners a happy spring – I am indeed confident that it will come soon! We hope the upcoming year is a prosperous one for everyone and will be a more positive year regarding the economy and employment.

2010/11 has been a very busy time at the Help Centre but especially since August of last year. At that time the MTCU transformation finally went into action and agencies involved, like ours, began training staff in the new guidelines and developing a new Service Delivery Plan. This was completed and reported on in our last Newsletter. Since that time, all our new services have been very busy and we are pleased to announce that our clients are delighted with the new programs and services. A couple of these new programs will be featured in this newsletter.

Another area of focus for us over the past several months has been the expansion of our East London location at Northland Mall. We are happy to announce that effective December 13, 2010, this location became fully operational and we now offer a full suite of services at that location as well as at our downtown location. Last newsletter you saw pictures of the work in progress and, as you can see from the pictures in this newsletter, amazing work has been accomplished. We are thrilled with this new location and look forward to seeing you at our Open House on April 1, 2011.

Staff were kept busy this fall with the United

Way campaign. Our internal employee campaign was very successful (100% participation) and we also had a team of brave souls who did the Stair Climb. As well, we hosted our 2nd Annual Chili Lunch which raised \$290.00 for United Way's campaign.

Last fall, once again, we were fortunate to have students from the Ivey School of Business, Community Consultation Project, working with us on another project. This project was focused on how to assist us in the smooth transition of splitting our very strong team into two, as a large percentage of staff transfer out to the Northland Mall location. The team of four young students met with each staff and then surveyed all staff for feedback. As well, they met with all the managers for a complete picture of all the issues. They came up with some interesting recommendations that were presented to the Board of Directors and will be shared with all the staff at our upcoming staff retreat.

We are also busy planning our Spring Dance/Dinner/Silent Auction (http://www.lehc.ca/events/spring_dance.html) which will be held on Friday, May 13th in the Crystal Ballroom at the Best Western Lamplighter Inn. Tickets are now on sale for \$45.00 and a link to the poster will be available on this website or just email mlebreton@lehc.ca to reserve your ticket. The infamous DJ Doug is back for a great night of entertainment and dancing!

We look forward to continuing to work with all our partners and employers in the community in the upcoming year.

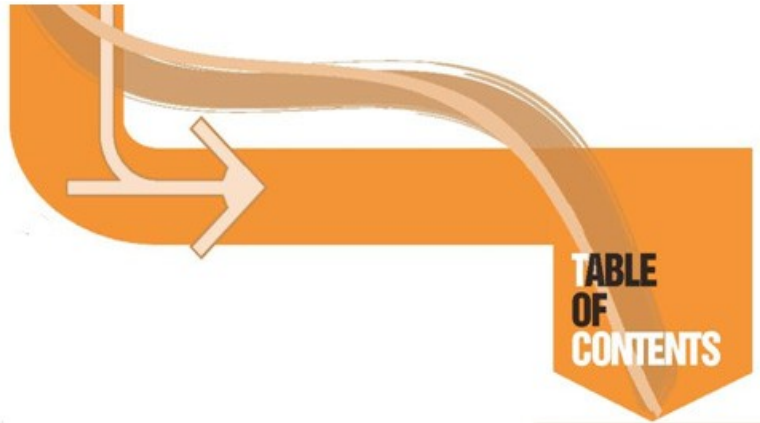
Sincerely,

Nancy McQuillan

NEW LOCATION IN THE MALL



Tom Crouch - Program Manager



LEHC's New Service Space at Northland Mall

Beginning on January 3, 2011, the London Employment Help Centre has officially gone “splitville.” Not divorced, but just now evenly divided between the employment assistance services offered downtown at our traditional location at 114 Dundas and the services now being offered at our new expanded location at 1275 Highbury in the Northland Mall (Southwest corner of Huron and Highbury).

When we began planning last year for the transition that would clearly come about as a result of the Employment Ontario Employment Services transformation, it became increasingly evident that our clients would benefit significantly from an expansion of the services available at our Outreach Action Centre, which had initially grown out of the Beta Brands Action Centre. Client traffic had always been steady and growing from the start of our operations there (many thanks to Dorothy and all the hard-working staff who made it such a success), and the value of extensive free parking cannot be overstated. Those who park downtown know what we mean. In 2009, the Northland Mall was going through a transformative process itself, so it seemed a natural time to expand the service space there and, beginning in 2011, to provide parallel services to those being offered downtown.

For the months before the Christmas holidays we watched as the renovations began to take shape in the 6300 square feet right beside the existing Action Centre space. On December 2 the renovations were finally completed (our thanks to Bill Legg and the construction crew for doing such excellent work on the renovations, and our apologies for being such invasive tourists and getting in the way so often). On the following day nine LEHC staff (Maureen Burbank, Catherine Stephens, Art Hiley, Kelly Johnson, Mary Whitaker, Cheryl Hilton-Taylor, Linda Pollard, Maria LeBreton, and Lina Solh, with Dorothy Nauss already in f/t residence) began moving into their new offices.

Our standard services now include a rotation of four week-long modular Job Finding Clubs (JFC1) Career Exploration, (JFC2) Marketing Tools, (JFC3) Networking, and (JFC4) Interviewing, where clients can now choose which of the four they are most interested in attending. We offer a series of day-long workshops for improving on basic computer skills (i) Introduction to Word Processing, (ii) Basic E-Mail and Internet Navigation, (iii) Introduction to Social Media, and (iv) Advanced Social Media for Job Search, and a brand new workshop on Rights and Responsibilities in the Workplace. We also continue to offer our user-friendly two-hour long “How To...” workshops, a bi-weekly rotation of Resumes/Cover Letters, and Job Interviewing Skills. These two hour discussions are designed to provide participants with an opportunity to research these two vital topics without having to pre-register, or even see a counselor. Clients can just show-up at ten o'clock on Wednesdays downtown, or at the same time on Thursdays at Northland. For the bi-weekly Resume and Cover Letter workshop they are encouraged to bring an existing Resume or Cover Letter for review and consideration.

As always, one-to-one Employment Counseling is available on a daily basis, and appointments are available on short-notice. An up-to-date and permanently staffed Employment Resource Centre is also available at both locations. Clients can access the Internet, check the Job Board (updated daily), do career research, get basic help with resumes and cover letters, or access the free telephone message service any time between 8:45 a.m. and 4:15 p.m. On Tuesdays, the new Northland location resource centre is open until 6:00 p.m.

In addition to our regular employment assistance services, United Way-funded Advocate Lina Solh will be on-site at Northland everyday to provide Advocacy to all those clients who need advice and guidance on how to go about accessing and appealing denied social benefits.

We are tremendously pleased to be moving forward with our services at our new Northland location, and we would like to extend an invitation to you all to come visit our new ‘digs’. Our thanks to the Ministry of Training, Colleges and Universities for making it all possible. We're very proud of it, and we look forward to seeing you there.

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NETWORKING CAFE



It's a fun night of discussion, meeting new people, learning new techniques, recharging your batteries all while enjoying a few refreshments! The third Tuesday of every month (6:30 – 8:30) at the Northland location, the Networking Café is open to those who use the services of the London Employment Help Centre. Topics are often chosen by the attendees themselves. The last four month's topics have included "The 12 Days of Christmas Job Search Tips", "Cover Letter Help and Feedback", a "Testimonial Night" and "I'm Stuck,

Let's Talk" with author and motivational speaker, Bob Parker. Facilitators mention the upcoming Cafés during their workshops and signs are posted monthly at both Northland and Downtown locations with the details of the upcoming Cafe. Check it out!!

Maureen Burbank
Site Manager Northland Mall
Assistant Program Manager



ANOTHER UNIQUE WORKSHOP



Your Rights and Responsibilities at Work

This is the latest workshop that we have implemented as part of the Employment Ontario Program.

Your Rights and Responsibilities at Work is a two day workshop that provides participants with an overview of the following work related legislations:

- Employment Standards Act,
- Ontario Human Rights Code,
- Accessibility for Ontarians with Disabilities Act,
- Occupational Health and Safety Act, including the most recent amendment regarding Workplace Violence and Harassment (Bill 168)
- Workplace Hazardous Materials and Information System (WHMIS),
- and Workplace Safety and Insurance Board (WSIB).

I was very impressed that our funder, the Ministry of Training, Colleges and Universities has recognized the importance of providing this valuable information to participants and has asked service providers to incorporate this workshop into their program.

No matter how long you have been in the workforce, whether you are just entering or have been participating for several years, knowing your rights and responsibilities at work, and the employer's obligations is very important. These legislations can be complex to navigate on one's own, so our workshop has been developed to provide an overview of the key sections and areas of each of the legislations. We also felt it would be beneficial to provide participants with additional resources so that they are able to review and reference these legislations in greater detail on their own.

So far the response to this workshop has been very positive and we look forward to providing Your Rights and Responsibilities at Work at our newly expanded East London location in the Northland Mall!

Sherry M. King, CHRP
Human Resources Manager

NEWLOOK
FORANEWDAY

GROWING IN...
SIZE
SERVICE AND
EXCELLENCE



NOTES FROM THE ADVOCACY DESK



Lucille Brennan

Lina Solh



We are continuing to complete monthly workshops for people applying for CPP-Disability Benefits and ODSP. The demand for help in completing the forms one –on-one is still requested despite our attempts to reduce demand through workshops. People are finding the forms overwhelming, and cognitive, and physical difficulties are the main issues preventing individuals from completing the forms on their own.

In a report called “Clearing the Path Out of Poverty”, prepared by the Child and Youth Network, it is recommended that funding should be available to help people apply for ODSP. This has been an issue in our community since I started in my role as an advocate in 1990. Students completing placements in the Advocacy Department have been filling some of this gap in our community by helping clients’ complete forms. When the students complete their placements, Lina and I will be unable to continue doing applications because of the demand on us to do appeals.

We had the pleasure of working with a fourth year and third year social work student from King’s College. The placements will be completed in April 2011, and I would like to take this opportunity to thank Aimee Leslie Howlett and Allan Ssemugenyi for their invaluable contributions to our agency.

At the end of March 2011 we also have to say goodbye to our volunteer Dee Ellis. Dee was responsible for calling all workshop participants, completed intakes over the phone, did all the photocopies for group sessions, assisted in groups, and completed follow –up calls for stats on applications. We are truly going to miss her and all she has done to make the workshop the success it has become.

Two local Tim Horton’s stores provided us with 8 applications to refer our client’s children to a summer camp in Kentucky. We have been referring children since 2000 and it is a pleasure to be able to offer this opportunity to children living in poverty. This partnership has benefited many families in our community.

I am excited about our upcoming dance and fundraiser. Last year we were able to buy \$4300 in gift food cards and bus tickets to help people in need. I would like to take this opportunity to ask for your support and come out for a night of great food, dancing, silent auction and laughter. The event takes place May 13, 2011, and if you require further details, please give me a call.

Yours truly

Lucille Brennan, B.A., R.S.W.
Adjunct Professor of Field instruction (King’s College)
Advocacy Manager

HAVING FUN



HELPING OTHERS

ANEW JOBSEARCH TOOL



With over 100 Million registered users, LinkedIn is one of the biggest Social Media sites in the world, dedicated to professional networking. There are over 27,300 companies on LinkedIn, and of those companies 72% employ 1,000 people or more, and over 29% of those companies are in the Information Technology sector. The demographic of the users is that over 50% of them are between the ages of 25-34, however every single working age group is represented. The last interesting statistic is that over 70% of job seekers are using this site, and that over 80% of decision makers are

using it for hiring decisions.

At LEHC, we are offering one day courses to help you as a job seeker plug into the Social Media world, with two separate courses. The first is an introduction to Social Media, and you

will have the opportunity to create a personal profile including titles, job duties, and selected personal information, and learn about all the general functions of LinkedIn – including security settings. The second option is an advanced class, where you will be able to fine tune your profile, increase your chance to be found with LinkedIn searches, and further see the tools and features of LinkedIn and how they can make a huge impact on your personal brand and your job search in general.

Many people believe that the job search ends when you get a job, however in today's economy you cannot afford to simply sit back and do nothing. Continuous brand maintenance, identifying trends and areas of professional development, and networking are all key parts of an effective career maintenance strategy. This way, if the time comes to look again, you already have a network to assist you in gathering information, seeking opportunities, and landing on your feet quickly. Participants of the class should be comfortable with a computer, and also with using the Internet. If these free classes sound interesting, contact the LEHC and book an appointment to attend. Until you take the first step, all the steps that follow have to wait where they are.

Chris Kulbaba
Career Counsellor

Helping



clients



ANOTHER SUCCESS

Western Fair Job Fair Huge Success

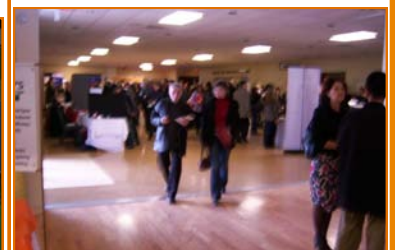
The Help Centre would like to thank all those who contributed to making the Job Fair held in the Carousel Room at Western Fair on February 16 such a tremendous success. The room was filled to capacity with employers looking to hire, and we already have new employers inquiring about the possibility of joining in next year. Interest from job seekers was equally strong. As primary organizer Linda Pollard from the Help Centre points out, "it's almost an unfortunate statement to say it was a huge success, considering we had 3000 individuals attend who were all looking for work. The line-up outside the door was steady from nine until noon." The keen response from job seekers continues to reinforce the fact that there is a growing need for these types of events. Many of the attending employers indicated to Linda and other organizers that this was the best Job Fair they had ever been involved with, and they offered their grateful congratulations to the organizing committee. They were also very complimentary of the venue and marketing campaign. As is always the case with such a large and complex event, there were many who contributed their time and energy to make it such a successful day, and to all those who assisted in helping to organize it we offer our deepest thanks and congratulations. We look forward to working closely with our community partners and participating in this important event again next year.



our



Succeed



WHAT OUR CLIENTS ARE SAYING



About our Agency

The London Employment Help Centre has excelled in my expectations and has been an excellent resource of help. I would like to thank you very much.

About our Workshops

I really enjoyed this week of learning. I think it was invaluable. The leaders stories and personality added a dynamic enjoyment and made learning so fun stress free.

About our Staff

To each of you, it may be just “doing your job”, but to us your clients, it is the amazing, encouraging, knowledgeable people you are that really make the difference and obtain such wonderful results.

ONGOING SUCCESS

Specialized Language Group continues to thrive

For almost four years now, the Help Centre has been working in collaboration with the Centre for Lifelong Learning to help develop and enhance a Specialized Language Training program for Administrative and Clerical Customer Service Occupations, targeted primarily for New Canadians trying to get into these fields. Participants in the program attend classes at the Centre for Lifelong Learning for nine weeks where they receive

intensive language instruction and skills development. They then move on to LEHC to attend a week-long Job Search workshop specifically designed for them, and then they go on to voluntary placement. The main goal of the process is to assist clients who are looking to improve their language and basic skills to gain entry level positions in the sector. Following the job search workshops, the participants go on placements with local businesses and services and gain valuable Canadian work experience and current employer references. The results from the program have been excellent, and our partnership with the Centre for Lifelong Learning has been steadily improving and developing. Many thanks to Margaret Yau, Christine Albrechtas and all their colleagues at the CLLL for their continued support and collaborative efforts to help us help these New Canadians find appropriate employment.



OUR MISSION

“London Employment Help Centre (LEHC) exists for personal achievement through maximum appropriate employment and entitlement to social benefits.”

CONTACT US

We serve individuals from the London and surrounding area.

Downtown Location
114 Dundas St.

519-439-0501

Email: info@lehc.ca

Northland Mall Location
Huron and Highbury

519-659-1400

Website: www.lehc.ca

FOCUSING ON OUR CLIENTS AS
THEY GROW IN THEIR ABILITY
TO FIND WORK!

Workshop Schedule

...APRIL...

Date	Workshop	Location	Date	Workshop	Location
April 4 – 8	“Career Exploration: Planning for Change”	Downtown	April 14	How To Resume	Northland
April 4 – 8	“Networking for Success”	Northland	April 18 – 21	“Networking for Success”	Downtown
April 4	Basic Word Processing	Downtown	April 18 – 21	“Career Exploration: Planning for Change”	Northland
April 6	How To Resume	Downtown	April 18	Basic Word Processing	Downtown
April 6	Basic Computer Navigation	Northland	April 20	Basic Computer Navigation	Northland
April 6	Your Rights and Responsibilities pt 1	Northland	April 20	How To Resume	Downtown
April 7	How To Interview	Northland	April 20	Introduction to Social Media	Downtown
April 11 – 15	“Refining Your Marketing Tools”	Downtown	April 21	How To Interview	Northland
April 11 – 15	“Winning Interview Techniques”	Northland	April 26 – 29	“Winning Interview Techniques”	Downtown
April 11	Basic Computer Navigation	Downtown	April 26 – 29	“Refining Your Marketing Tools”	Northland
April 12	Introduction to Social Media	Northland	April 27	How To Interview	Downtown
April 13	How To Interview	Downtown	April 28	How To Resume	Northland
April 13	Your Rights and Responsibilities pt 2	Northland	April 28	Disability Application Workshop	Northland

...MAY...

May 2 – 6	“Career Exploration: Planning for Change”	Downtown	May 16 – 20	“Networking for Success”	Downtown
May 2-6	“Networking for Success”	Northland	May 16 – 20	“Career Exploration: Planning for Change”	Downtown
May 2	Basic Word Processing	Downtown	May 18	How To Resume	Downtown
May 4	How To Resume	Downtown	May 18	Introduction to Social Media	Downtown
May 4	Advanced Social Media	Downtown	May 19	How To Interview	Northland
May 5	How To Interview	Northland	May 19	Your Rights and Responsibilities pt 2	Downtown
May 6	Basic Computer Navigation	Northland	May 20	Basic Word Processing	Northland
May 9 – 13	“Refining Your Marketing Tools”	Downtown	May 24 – 27	“Winning Interview Techniques”	Downtown
May 9 – 13	“Winning Interview Techniques”	Northland	May 24 – 27	“Refining Your Marketing Tools”	Northland
May 9	Basic Computer Navigation	Downtown	May 25	Advanced Social Media	Northland
May 9	Introduction to Social Media	Northland	May 25	How To Interview	Downtown
May 11	How To Interview	Downtown	May 26	How To Resume	Northland
May 12	How To Resume	Northland	May 27	Basic Computer Navigation	Northland
May 12	Your Rights and Responsibilities pt 1	Downtown			