

An Orientation Guide to the Stratford Career Centre



December 2014

Stratford Career Centre

The Stratford Career Centre is a multi-service centre in which eight programs provide services to individuals. The purpose or mission statement of the multi-service centre is:

Together, we help people explore, navigate, and achieve their education and employment goals.

The organizations and programs providing services in the multi-service centre include:

- Conestoga Career Centre
- Conestoga College Academic Upgrading
- Adult Learning Programs of Perth
- PF Solutions
- Training-4-Success
- Contact North
- Shelterlink
- Dual Credit

See the visual below for an introduction to each the programs.



Our Multi-Service Centre Building

130 Youngs Street also known as the “old nurse’s residence” or “hospital residence” or “little building beside the hospital” is a Stratford General Hospital (SGH) building. SGH is a teaching hospital, and prior to the 1990’s Conestoga College ran a nursing program at this site and the nursing students would live in the residence on the upper floors. Conestoga College currently leases the bottom floor (minus the lobby) from the hospital under an education contract. SGH is the ‘landlord’ and maintains the building and property and any changes to it must be approved by SGH facilities management.

SGH leases to ShelterLink/LOFY for the use of the upper floors for their programs. As well, the small residence rooms are often used by Stratford visitors travelling in groups (often Festival goers) or for students of the Nancy Campbell Collegiate Institute.

SGH provides housekeeping services to occupants of 130 Youngs Street. SGH has a small office for the residence coordinators – upper floor inquiries/reservations are booked through these staff, as are parking cards, and housekeeping requests.

Conestoga College ‘hosts’ other programs, services, or agencies on the main floor – these make up the Multi-Service Centre (the Stratford Career Centre). The partnerships complement Conestoga College programs in some way, and the terms of using the space differ for each organization.

As part of the lease agreement with the hospital, Parking Lot F use is for Conestoga College patrons. Conestoga College has chosen to allow parking Lot F to be used for clients and guests accessing services for short periods of time (i.e. up to two hours). Staff and longer term visitors of any program are asked to park elsewhere – either by purchasing parking from other hospital lots (one time entry, tokens, or monthly parking pass), side streets, or in the case of an Employment Services client, asking for a parking token from his/her caseworker.

The next sections of this guide outline the programs and services of each of the partner organizations housed in the Stratford Career Centre.





Conestoga Career Centre

The Conestoga Career Centre is located in Room 45; however, all Career Work Coaches/Employer Liaisons work under the Career Centre services. Services are provided Monday, Tuesday, Thursday and Friday, 8:30 am – 4:30 pm and on Wednesday, 8:30 am – 6:00 pm. Appointments and workshops can be arranged outside of these times by appointment only.

Conestoga Career Centre	
What do we do?	<p>The Conestoga Career Centre provides the following programs and services:</p> <ul style="list-style-type: none"> ▪ Staff at the Career Centre can act as a ‘case manager’ to the clients using various services in our building by reviewing all the challenges and options clients have in moving towards their (short and long term) employment goal ▪ Develop action plans with clients to address their needs, which include referrals to a variety of other services needed to support their plan (training, counselling, resources, - all other services on this campus) ▪ Help them in all job search techniques, career exploring and planning, reviewing funding options for retraining, making connections to employers, and accessing other supports ▪ Provide employment and training supports ▪ Provide Job Matching Placement Incentives to employers ▪ Provide a Summer Jobs Service ▪ Help clients in navigating and applying to Ministry of Training, Colleges and Universities’ (MTCU) programs like apprenticeship, Self-employment Benefit Program, Job Creation Partnership, and Second Career
When should you refer a person to us?	<p>Refer an individual to Conestoga Career Centre if he/she:</p> <ul style="list-style-type: none"> ▪ Is working less than 20 hours/week ▪ Needs help with job search – resume, interviewing, connecting with employers, etc. ▪ Needs help exploring occupations/trades, career paths, education options (any school), retraining options ▪ Is interested in self-employment ▪ Wants to investigate Second Career funding ▪ Needs local labour market information ▪ Is a student looking for part-time or summer work ▪ Employers looking to hire, train, or interested in funding options
What is the process for	Connect with a Customer Service Liaison to do intake – either

Conestoga Career Centre	
referring people to this program?	walk client over, or tell client to drop in/call/email. Complete the Community Partner Referral form (see Attachment A).
How should I contact this program?	You can contact the Conestoga Career Centre in the following ways: <ul style="list-style-type: none"> ▪ In person – drop in ▪ Email: stratfordcareercentre@conestogac.on.ca ▪ Phone: 519-271-5700 x7224 or 1-800-463-0796



Conestoga College – Academic Upgrading is located in rooms 20, 24, and 31. Services are provided Monday to Thursday, 9:00 am – 2:00 pm and Monday and Wednesday, 5:30 pm – 8:30 pm.

Conestoga College – Academic Upgrading	
What do we do?	<p>The Academic Upgrading program helps individuals:</p> <ul style="list-style-type: none"> ▪ Prepare for the GED exam ▪ Attain admission requirements for college and apprenticeship ▪ Attain the A.C.E. (Academic and Career Entrance) Certificate to gain admission to any Ontario College ▪ Upgrade Essential Skills ▪ <i>Discover Your Future</i> program. (10 week program) <ol style="list-style-type: none"> 1. Provides an opportunity for students to participate in academic and self-assessment and career/employment planning. 2. Students will research careers/employment that best suit their needs. 3. Students will develop realistic goals and create an action plan to achieve those goals. 4. Includes participation in a work/training shadow and development of a learning plan to prepare for the GED, for entry into further training programs, or to gain employment. The program includes upgrading in communications, math, and computer skills.
When should you refer a person to us?	<p>Refer an individual to the Academic Upgrading program if:</p> <ul style="list-style-type: none"> ▪ A student is requiring a high school diploma for employment or further education ▪ A student requires courses to fulfill admission requirements for a college program ▪ A student is required to upgrade his/her Essential skills
What is the process for referring people to this program?	<p>Use the common referral form. Please find in Attachment A.</p>
How should I contact this program?	<p>For admission and inquiries about the Academic Upgrading program contact:</p> <p>Ed Lee: Phone: ext. 7227 Office: Room 2 Email: elee@conestogac.on.ca</p> <p>Mary Anne Sullivan: Phone: ext. 7225 Office: Room 48 Email: msullivan@conestogac.on.ca</p>



Adult Learning Programs of Perth

The Adult Learning Programs of Perth are located in room 52. Services are provided on Tuesdays and Thursdays, 9:00 am to 2:00 pm.

Adult Learning Programs of Perth	
What do we do?	<p>The Adult Learning Programs of Perth provide:</p> <ul style="list-style-type: none"> One to one tutoring and small group (no more than 6 people) instruction in basic reading, writing, math, computer and other employability skills
When should you refer a person to us?	<p>Individuals are referred to Adult Learning Programs of Perth when:</p> <ul style="list-style-type: none"> It is really evident that the person has very low literacy skills (for example: can't write a complete sentence, says they don't know their multiplication facts or can't remember how to do division problems) <p>People typically are referred to Academic Upgrading first for assessment and then Academic Upgrading staff refer the person to Adult Learning Programs of Perth if the assessment results show they need to improve their basic skills before they can continue with higher level upgrading</p>
What is the process for referring people to this program?	<p>Individuals can be referred to Adult Learning Programs of Perth to set up an initial interview by:</p> <ul style="list-style-type: none"> Phone Email or In person on Tuesday and Thursdays <p>A common referral form is used between the Adult Learning Program and Academic Upgrading</p>
How should I contact this program?	<p>To set up an initial interview and assessment of literacy skills you can contact:</p> <p>Carol Sproat, Program Co-ordinator Cell phone: 519-272-5174 Office phone: 519-284-4408 Email: adultlearning@town.stmarys.on.ca Fax: 519-284-0299 Drop-in to the classroom: Rm # 52, Tuesdays and Thursdays, 9am – 2 pm</p>



PF Solutions

PF Solutions is located in room 53A. Services are provided from Monday to Friday, 9:00 am to 3:30 pm.

PF Solutions	
What do we do?	<p>PF Solutions provides the following programs:</p> <ol style="list-style-type: none"> 1. PF Solutions is a practice firm <ul style="list-style-type: none"> ▪ It is a simulated company which undertakes simulated and real commercial activities, to provide participants with hands-on business skills and experience ▪ The trainees lead active job searches while operating the Practice Firm ▪ Work experience is provided in administration, customer service, sales, marketing, social media, Information Technology (IT), web development and bookkeeping/accounting 2. PF Solutions is available to entrepreneurs, business and organizations (profit and non-profit) to complete tasks, projects and events at a low cost to assist employees and volunteers in busy times (or to help an entrepreneur get started). This brings good work to the practice firm participants as well as revenue to ensure the practice firm continues into the future
When should you refer a person to us?	<p>Refer an individual to PF Solutions when he/she:</p> <ul style="list-style-type: none"> ▪ Has the skills/education, but is lacking on the job experience ▪ Has been out of the work force for some time (gaps on resume) ▪ Needs to gain confidence and increase self-esteem in a safe team oriented office environment
What is the process for referring people to this program?	<p>Individuals can be referred to PF Solutions in the following ways:</p> <ul style="list-style-type: none"> ▪ Any organization is welcome to walk the participant down and introduce them, to start a discussion as to whether PF Solutions is something that will work for them ▪ Use the common Stratford Career Centre referral form
How should I contact this program?	<p>The main contact for PF Solutions is Susan Faber, Manager. All inquiries can be directed to Susan in the following ways:</p> <ul style="list-style-type: none"> ▪ Stop in: room 53A, Monday to Friday, 9:00 am to 3:30 pm ▪ Call: (519) 271-2978

PF Solutions

- Email: info@training-4-success.ca

In the manager's absence, any participant in the PF Solutions office should be able to assist with a message. Please keep in mind that the Staff (participants) at PF Solutions are in a work experience program and may be new to the room/still learning/lacking skills/confidence. Your assistance (support) is greatly appreciated



Training-4-Success

Training-4-Success is located in room 53A. Services are provided from Monday to Friday, 9:00 am to 3:30 pm.

Training-4-Success	
What do we do?	<p>Training-4-Success provides:</p> <ul style="list-style-type: none"> ▪ Customized training for individuals and small and large groups ▪ There are over 100 workshops to choose from ▪ The delivery is cost effective and delivery and scheduling is very flexible ▪ Offers regular Simply Accounting courses <p>Training-4-Success is a social enterprise for PF Solutions, which is the not for profit Stratford Practice Firm and a project of United Way</p>
When should you refer a person to us?	<p>Refer a company or individual to Training-4-Success when:</p> <ul style="list-style-type: none"> ▪ They are seeking customized training in workplace or lifestyle skills, computer or social marketing and they need the training adapted to their timeframe, specifications and cost structure
What is the process for referring people to this program?	<p>No referral is needed for Training-4-Success. People can drop-in, phone or email for more information</p>
How should I contact this program?	<p>Training-4-Success is located with PF Solutions. The main contact for Training-4-Success is Susan Faber, Manager. All inquiries can be directed to Susan in the following ways:</p> <ul style="list-style-type: none"> ▪ Stop in: room 53A, Monday to Friday, 9:00 am to 3:30 pm ▪ Call: (519) 271-2978 ▪ Email: info@training-4-success.ca <p>In the manager's absence, any participant in the PF Solutions office should be able to assist with a message. Please keep in mind that the Staff (participants) at PF Solutions are in a work experience program and may be new to the room/still learning/lacking skills/confidence. Your assistance (support) is greatly appreciated</p>

Contact North | Contact Nord

Ontario's Distance Education & Training Network
Le réseau d'éducation et de formation à distance de l'Ontario

Contact North

Contact North is located in room 52A. Services are provided from Monday to Friday, 8:30 am to 4:30 pm.

Contact North	
What do we do?	Contact North: <ul style="list-style-type: none">Assists in research, registration and support for online learning from the 24 colleges and 22 university programs and courses across Ontario to earn a college or university education, complete a high school diploma or upgrade workplace skills
When should you refer a person to us?	Refer an individual to Contact North when: <ul style="list-style-type: none">An individual expresses interest in online learning
What is the process for referring people to this program?	Individuals can be referred to Contact North in the following ways: <ul style="list-style-type: none">Conestoga Career Centre has a referral form that is completed for the individual to grant access to their personal informationThe individual can also be walked in to schedule an initial appointment with Patti
How should I contact this program?	To schedule an initial appointment to explore educational needs and options, Patti Colins, Online Learning Recruitment Officer, should be contacted by: Phone: 1-855-357-1894 or Email: stratford@contactnorth.ca Dianna Bell, Centre Assistant, as well as Patti follow up with students with encouragement and support for the duration of their program.

Examples of Referrals between Programs

The following scenarios demonstrate how learners and clients move seamlessly between the services and programs at the Stratford Career Centre.

Scenario #1

A client registers with Conestoga College – Academic Upgrading to receive academic upgrading to prepare for the GED exam. When the client passes the exam he/she may be looking for work. The client would be referred to the Conestoga Career Centre to provide employment related services. Academic Upgrading staff would take the client, with a referral form, to the Career Centre to set up an appointment.

Scenario #2

A middle aged man who was receiving Second Career assistance from the Conestoga College Career Centre was referred to the college's Academic Upgrading program for an assessment. He didn't have his grade 12 and needed it for the college program he wanted to take. Assessment results showed that he was weak in the areas of math and writing, so he was referred to the Adult Learning Programs of Perth to improve the basic skills in those areas. He attended this program on Tuesdays and Thursdays and attended the College's GED preparation class on Mondays and Wednesdays to work on higher level reading skills. When he was successful with improving his math and writing skills, he was referred back to the GED preparation program full-time.

Scenario #3

John, a former CN Rail employee, was a participant in the Conestoga College Discover Your Future program that explores options for career change. Once he completed Discover Your Future he enrolled in the online Northern College Law Clerk Diploma program. He was required to write an English assessment that was supervised by Conestoga College -Academic Upgrading. He is currently working towards completing his program and will graduate in April 2015.

Scenario #4

A young lady contacted PF Solutions. She had been a young stay at home mom and had never worked before. She lacked self-esteem and confidence. Once started at the practice firm, she was referred to Conestoga Career Centre where a career coach worked with her to map out a complete plan to the employment of her choice. PF Solutions then worked with the individual's plan (from the Career Centre) and provided skills upgrading, work experience, helped her gain confidence in the work place and gave her the structure to know that she could be a successful employee. After two months, the Conestoga Career Coach actively started working with the participant to look for employment. The job search and applications were completed during office hours in the professional practice firm environment. After securing a job placement, the Conestoga Career Coach accessed YEF funds for specific on site, one-on-one training sourced from Training-4-Success. Training-4-Success, through consultation with the work coach and the employment, worked with the funds available, the location, and the time available to provide specific, on point training.

Scenario #5

After completing a second career application with Conestoga Career Centre and achieving an accounting diploma, Sandra had the qualifications, but was lacking the relevant work experience on her resume. Sandra spent 8 weeks working at the practice firm as the finance lead, not only applying her new accounting knowledge but expanding her administrative skills in Microsoft Office programs and taking on project leadership opportunities. With mentorship from both the practice firm and Conestoga Career Centre Sandra is now running the office for a small family company.

Scenario #6

Conestoga Career Centre was contacted to see if Conestoga College offered onsite training for employees. Conestoga Career Centre recommended Training-4-Success. Training-4-Success was able to complete small group training, scheduled at times convenient for the company (shifts), and specifically tailored to the company's training needs. The training opportunity provided real work experience to the PF Solutions participants (administrative duties organizing training) and a source of revenue to ensure the practice firm continues into the future.

Attachment A: Referral Form

Client Information Form: Referral to Community Partner

Fill in appropriate sections as needed.

SECTION A - Client Information:

Client's Name:	Email:
Address:	Telephone:
Date of Referral:	
<input type="checkbox"/> Client has given their permission to share their contact information.	
<input type="checkbox"/> Client has given their permission to share other personal information attached.	
Reason for Referral:	

Referring to:

Name of Organization and Program:	
Contact Name:	Email:
Agency Address:	Telephone:

Referring from:

Name of Organization:	
Contact Name:	Email:
Address:	Telephone:

SECTION B - Client consent to share contact and/or personal information:

I, _____, hereby agree to and give permission to _____
to share my information with _____.

This information will be kept private and strictly confidential.

Client Signature: _____ Date: _____

Witness Signature: _____

SECTION C - Follow-up Requested by Referring Agency:

- Please let me know when the Client makes contact.
 - Please contact me with the actions taken as a result of the referral, e.g. assessment completed, registered in an LBS program.
 - No need for follow-up contact.
-