

All you need to know about
Your Local Labour Market

A NEWSLETTER

July 2021



**EASTERN WORKFORCE
INNOVATION BOARD**

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Words from the ED



Frank O'Hearn
Executive Director

The Eastern Workforce Innovation Board's staff and directors would like to take this opportunity to wish everyone well in these troubled times. The good work of the many health care professionals in the distribution of the Covid 19 vaccinations has certainly provided more confidence within our community's ability to move forward and return to a normal economic environment in the future.

Accurate and timely labour market information continues to be the critical agenda item. We all need to continue our full support to our employers, our workforce and supporting agencies in the days ahead. There are no quick remedies and the critical piece to this exercise is that we all continue to work together as one team.

The Board reaches out to the Employment Service Providers in our region quarterly to gather Labour Market Information from them. Please find below some highlights from the information that was provided to us.

This report is based on input from a number of our Employment Ontario colleagues within the Counties of Frontenac and Leeds Grenville. Their insight – local labour market intelligence is vital for our community. The Eastern Workforce Innovation Board would like to acknowledge their support.

Overview of employment demands and trends:

Covid 19 has certainly complexed our local economies and our labour market in respect to the availability of workers and the needs of our employer community. This question was evident prior to the pandemic and this issue remains. There continues to be a strong demand for a wide variety of workers (occupations) from our employer community. Feedback from the Employment Ontario communities in our region indicates that they are struggling to meet these needs. The issue is on the supply side as there are limited applicants to these unfilled vacancies and it has been pointed out that there are numerous opportunities in a number of sectors in our region. This includes positions within health care (full and part time Personal Support Workers, Nurses), Construction (skilled and unskilled workers, labourers), Manufacturing (Production Workers), Hospitality (Food Preparation and Service), Retail (Customer Service), Transportation (drivers with a clean record – 3 years). There are also administrative positions available that provide remuneration at lower wage rates (majority of administration workers need and expect higher wages).

The question of wage rates has been noted by a number of offices in that there are a number of entry level positions that offer a low wage rates and it has affected potential applicants from applying. This of course is a sensitive point with many employers who are operating within a pandemic and their need to meet payroll at the end of the week and in some cases their continued existence. Our Employment Ontario offices have also reported that the feedback from the employer community is that there is a lack of motivation from a number of individuals who do not want to work or in some cases return to their seasonal employment. It has been argued that this in part is due to the availability of government benefits (CERB/ CRB) that provides financial relief. A number of employers have also reported that the costs of implementing specific work place protocols regarding health and safety requirements has

impacted on their costs to maintain their operations within a limited market. A sensitive discussion point for our community and one that has to be addressed as it is critical for our economic base to continue and grow.

Information provided also suggests that there is mismatch of Job seekers skills/interests with current employer vacancies. Are employer expectations too demanding and should they soften their entry requirements? Many offices reported that they have seen a decline in job seekers assessing services while at the same time they are experiencing an increased demand for workers. A Kingston office reported that retail, food services, hospitality, call centres have experienced the most negative hits. These trends are consistent across our various communities.

The pandemic has certainly impacted on changes in client needs and the make-up of job seekers requesting assistance from these agencies. Some offices are indicating that there is an increase and change in the makeup of their caseloads of new client – clients requesting services with significant education and experience. Demand for training opportunities (Second Career) assistance has increase significantly. A number of offices are also indicating they are experiencing an increase in clients disclosing mental health issue. It has been also noted that there are a number of clients who have no access to the internet and / or have limited digital literacy. This is specific to a number of clients who lack the resources and knowledge of digital literacy. The pandemic will certainly have a more significant impact on those individuals who lack these resources in our communities.

Some offices have reported that there is an increased interest from potential workers who wish to relocate to our region. Is this an outcome of the increase interest of residing in our region from urban areas of the province and that potential of working at home? Perhaps we will have some positive effects of the availability of our workforce as a result of urban migration to our rural communities?

There are businesses in our community that have prospered as a result of the pandemic. A recent, EmployerOne Survey conducted by the Eastern Workforce Innovation indicated that 15% of employers in Frontenac County and 7 % of employers Leeds Grenville that Covid 19 had a positive impact on their business operations (i.e. specialized services, delivery of products).

<http://workforcedev.ca/index.php/en>

The following is the feedback we received:

*With financial assistance available to those that qualify, employers say there is a lack of motivation for individuals to want to look for work or return to work. Employers want talent to complement their teams and given restrictions of Covid-19 employers have had to implement both government and business specific protocols to ensure health and safety. This comes with a high cost to businesses that are struggling to survive.

Our KEYS TEAM has continued to provide support to job seekers and employers by telephone, email, and use of virtual platforms. We have continued to nurture and build our community relationships. We are innovative creative, and resourceful to develop and implement exciting new programs, despite the pandemic.

We continue to meet and exceed hiring targets - needs at Cardinal Health, GanReel, and Precision Builders. It's also exciting to see new businesses coming to open up in our community.

There has been a definite increase in new client intakes of those with education and experience, mature workers, and more students. There has also been an increase in individuals applying for 2nd Career to complete retraining in a new sector.

We have seen a decline in job seekers accessing services at the same time as demand for labour from employers in certain sectors has increased. The assumption that those displaced from hospitality & tourism will be a) interested and b) have the skills to move into other sectors - is proving false.

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Startek layoffs have been averted at least in the short-term. The company lost its main contract and had to give notice of lay-off to 180 workers. The company worked hard at all levels to secure other contracts and to reach out to other call centres in the area to bridge employment for their displaced workers. A few were hired by Empire Life, Assurant and TTEC Montreal. In the meantime, Startek has also secured another contract and has been able to keep their staff employed at least in the short term.

Frulact has expanded and is actively recruiting production workers. Canada Royal Milk is also expanding and requiring production staff. Both companies pay a living wage with good benefits.

SnapCab have been recognized by Economic Development Canada for their amazing business pivot during Covid. Article here: <https://www.edc.ca/en/article/snapcab-success-story.html>

There has been a sharp increase in the numbers of clients disclosing mental health challenges and/or financial crises; and a few small entrepreneurs who are struggling to hold on to their businesses. We continue to see an increase in the numbers of mature workers and a decrease in youth accessing services.

Many clients have no access to the internet and/or have limited digital literacy. This seems to cross all demographics, but is related to socio-economic status. This makes access to virtual employment services impossible and the same is true for children participating in virtual classrooms.

Our offices have remained open as much as is safely possible. This enables those without access to virtual services some level of support. We have increased virtual workshops and recorded webinars and we have been actively supporting employers through virtual job fairs.

Equally important has been close partnering with Resolve Counselling and the Vulnerable Sector Working Group to ensure that we both support and are supported by this expertise in our community.

*Main difficulty that we're receiving is that people are hesitant to work because of the unknown caused by the pandemic and COVID-19 restrictions. Childcare and school closures have created apprehension for parents to take on work

Employers and job seekers have told us that some people are choosing not to work because they are able to make somewhat equal or more money on their recovery benefit, and the time to be at home for childcare needs outweighs the need to return to work

Demand for remote work opportunities has significantly increased

Unwillingness to accept part-time or contract roles – not wanting to “start over”

Retail, food services, hospitality, call centre jobs (hardest hit sectors) are rethinking what they want to do and need to seek out education to support that career change

Positive feedback regarding Kingston Employer Awards – companies having better success attracting and retaining high quality employees due to the recognition of these awards (ex: Eric Dinelle's interview on Global Kingston and his company Environmental)

Consistent support and comradery from the Kingston Chamber of Commerce, providing weekly newsletters, Zoom training, events, employer related supports and resources for bursaries/funding, and other community partnerships to promote local support and increased communication between employers (sharing best practices)

Organizations helping other organizations in times of need – whether donating PPE or hand sanitizer (Daft Brewing Company, Snap Cab etc.) – repurposing production capabilities and pivoting services to meet a need in the community

Inquiries for Second Career training have increased significantly (retraining)

Issues with long term sustainability of an industry (i.e. physical retail)

Relocation needs (people relocating to Kingston and in transition)

Inquiries from larger cities and out of province residents

Increase in inquiries from new Canadians and international graduates (need more support to secure employment during the pandemic – increased pressure to achieve PR status)

Flexibility and adaptability to the changes in restrictions has been important to serving our clients and community; offering virtual/remote services with ease and shifting to in-person appointments when approved

*Employers are asking a lot of employees especially with new sanitary measures and demands in place. We understand that times are tough for everyone, but employers need to understand that in efforts to secure “good” employees, they must be willing to pay a fair wage.

We struggle to meet employer demands in construction and landscaping. These employers often look for employees with driver’s license and/or a car, and often youth do not have any.

Jobs in factories do not match up with public transit schedule.

Employers seem to be more open to offering virtual job fairs / interviews than before. This is a timesaving, trend that may continue even long after the pandemic has ended. Also, more employers seem to be offering remote possibilities. Virtual interviewing is seen as cutting costs, decreasing no-shows and more interview in a shorter period of time.

For youth, employers greeted the opportunity of hiring for summer with open arms. Employers are willing to give students their chance for their first employment experience.

Many clients are ready, willing, and able to work, but want to be paid a fair wage. This isn’t something that is new in our area, but since the pandemic and the availability of government subsidies, clients are thinking twice before taking on entry-level positions that only pay minimum wage. Some clients are afraid to work in front-line positions and expose themselves.

Many clients have expressed the willingness to work from home especially if they have school-aged children as the schools remain closed and their children are forced to learn remotely.

Older workers tend to be having more difficulties as their lack of computer skills have now become a greater barrier than before when applying for jobs (many resource centres/libraries/community centres are closed) and they cannot get the help they need.

We are the only agency in Kingston that offers EO programs/services in both official languages. Everyone on staff is able to answer client requests in either French/English. We pride ourselves on offering a very individualized/personalized service to all clients and employers alike.

We are diversifying the type of employers we work with to have more choice and safer environments for our candidates. We also ensure that the workplace has proper Covid procedures in place so that the candidates do feel safe at work.

The price of housing (mortgages/rent) makes it virtually impossible for a single person to survive working in 1 minimum wage job. They either have to take on a second or third job or live with several others just to make ends meet. Also, the lack of affordable housing is, and becoming more of, an issue in Kingston as well.

The living wage in Kingston is \$17.57/hr (City of Kingston) versus the average household income of \$67,485 (townfolio.co) Which equals 16.22/hr for two full-time employees.

The average rent in Kingston is \$1287/mnth (CMHC as of Oct. 2020) at that's for a low end two-bedroom apartment. 3 bedrooms are averaging \$1805/mnth.

The average year-to-date cost to buy a home in Kingston as of April 2021 was \$577,986 (K.A.R.E.A.) at a current average interest rate of 1.923% (Ratehub.ca).

The average household income needed to purchase a home at this cost is approximately \$125,000.

*Continued shortage of job seekers due to COVID fear and ease of access to individual benefits (CRB) has resulted in a surplus of jobs with fewer jobseekers. As well, at times a mismatch of job seekers skills/interest with jobs currently available. Increased efforts have gone into advertising services and jobs openings to job seekers for greater access to available positions. As well, training/micro-credentialing opportunities are being discussed with clients so they can open themselves up to a broader range of opportunities.

We were again, unable to host our annual job fair in the spring, making it difficult for employers to make connections with job seekers and for job seekers to network with new employment opportunities.

In Kemptville we have had a few cannabis stores open and restaurants continue to do a brisk takeout business through the continued urgings of local business support groups. LoveNG Live, a Chamber of Commerce and BIA initiative has been spotlighting local business weekly to encourage shopping and dining local.

Successfully supported multiple employers across Grenville County to advertise and hire students to fill part-time and summer opportunities including local townships and businesses such as Canadian Tire. Registering multiple new employers for placement opportunities and to advertise with our job board.

We have experienced an increased demand for training opportunities for clients resulting in increased demand for Second Career training and other upskilling opportunities.

We completed the delivery of In Motion and Momentum programming (CCDF funded) - 100% virtual. This has been very well received in the community and virtual delivery went well. This program is timely as it does not necessarily have a goal of employment, instead just meeting participants where they are at to help them focus on any goal, often including life stabilization supports and referrals. In the end 3 of our participants did find employment though.

At the end of May, we began to deliver our final cohort of Pathways to Production to 6 participants, fully virtual. Pre-employment prep is underway, Job Developers are meeting with participants to assess skills and interest to start securing placements.

While in stay-at-home order we were operating remotely. As of June 7th we will be returning to office and will continue to provide all employment services throughout Leeds and Grenville virtually and in-person (appointment based). We are operating following strict COVID protocols including pre-screening, contact tracing, masks, barriers, sanitization and social distancing to ensure the safety of our team and the public. All staff and clients have adapted well to virtual delivery of services.

We successfully hosted Ministry-facilitated EI Sessions for both Employees and Employers to help decipher the various programs currently in place.

The COVID environment has shown increasing mental health issues around COVID fear and anxiety in the workplace – therefor we hosted a 4-part series called "Get In Gear" to assist job seekers with *Overcoming Indecision, Staying Positive, Goal Setting and Increasing Confidence*. This was well received

*Few job seekers coming to our agency for assistance.

Employers looking for skilled staff but many training centres are closed down or not able to offer timely certifications (ex. Working at heights, fall arrest, G2 license testing, AZ/DZ training).

No License or transportation to available positions

COVID – layoffs, small businesses having a hard time during stay-at-home order and staff not wanting to return to work because CERB/CRB income is higher than employment wages

While we can offer training for many programs and certain trades there is a time lag between the supply and the demand. While some businesses are struggling through Covid others are flourishing and are turning away contracts as they cannot keep up.

Most employers have been much more flexible in dealing with client needs/ barriers such as daycare constraints and are willing to accommodate schedules more than previously

Local small business owners have been recommending EEC to other small business owners

Mental Health is more prominent and requires more resources than normal especially for those who are already facing so many other barriers.

We have made many changes to our programs and pushed boundaries of programming to be as accommodating as possible to the needs of job seekers and employers over this past year in response to COVID19 but we like a lot of employers in the area are seeing the impact of income sources like the CERB and CRB creating a labourer shortage

Our Resource Centre is closed for computer use, however we are assisting individuals on a case-by-case basis with printing, copying etc., and still seeing clients by appointment both virtually and in person if needed.

What is The Board up to?

LLMP Report:

- The 2020/2021 LLMP report is completed and translated and posted on our website.

<http://www.workforcedev.ca/index.php/en/local-labour-market-planning-reports/2020-reports>

We are starting the process to generate this fiscal years LLMP report. More to come.

Service Coordination:

- The Board will publish 4 newsletters this fiscal.

- We will continue to host the ENC meetings in the Loyalist, Frontenac and Leeds and Grenville regions.

Employer Engagement:

The board will again provide webinars for employers that address topics that are current and relevant.

More information to follow as details are determined.

EmployerOne OLMP:

- EWIB partnered with the other Eastern Region Training Boards to conduct the EmployerOne Survey.

The Ministry has supported this approach in order to achieve statistically valid data. By providing additional funds through the OLMP, more surveys can be conducted. EOTB (Cornwall) lead the Project. Angela Hoyt was secured to execute the project. A webinar was held June 2, 2021 to deliver the results of the Survey. The report for our board and the Eastern region can be found at our website.

http://www.workforcedev.ca/index.php/en/projects_en/reports-by-year-en

Workforce Impact Study OLMP:

EWIB submitted a concept paper to the MLTSD to request an OLMP to gain an understanding of labour market supply and barriers to employment for those most impacted by the COVID-19 pandemic, what hinders employment service providers, educators and government decision-makers in identifying, adapting, prioritizing and delivering the programs and services most helpful to individuals and businesses to support economic recovery in Eastern Ontario. The project was approved and EWIB will be leading the Eastern Region Boards to execute this project. Sandra Wright was secured as the consultant to lead this project. A working committee from representatives of the other eastern region workforce development boards was created. Surveys have been conducted in each region with EO network stakeholders. Outreach was done to people impacted by the pandemic as well as focus groups were conducted. The final report will be posted on our website in August.

Help Desk OLMP 2020-2023

The LMI Help Desk has been used in other Training Board catchment areas to answer a range of questions where the information and data provided has had a positive impact on the local labour market such as: What are the top industries and employers in the region? (This information was used to support the development of an economic recovery task force), is there local LMI that supports the need for skills development and the opportunities available in the construction, manufacturing and agriculture sectors? EWIB is partnering with the Training Board from Peterborough to offer the Help Desk in our region. To request labour market information please go to

<http://www.workforcedev.ca/index.php/en/local-labour-resources/lmi-help-desk>

Labour Market Activity



The Good

Jamie Peterson, the owner of silver Cinema on Herbert Street, Gananoque will be partnering with his father to open the 1000 Islands Drive-in this summer. They hope to be ready and operating by July 1, 2021. Peterson said most of the planning for the drive-in, which will host about 100 cars, is complete. "As soon as the Ontario government says that outdoor cinemas are allowed to open, we'll be ready" says Peterson.

Prysmian, a major manufacturer in Johnstown has announced a \$7-million expansion to its operations. The Prysmian Group will add a distribution centre to its existing 42-year-old manufacturing plant to create at least 15 more jobs, according to John Edwards, direct of operations for Prysmian. "This represents a significant investment in the company's Canadian operations and will strengthen capabilities to serve customers while adding 15 or more jobs to the area," Edwards said. Prysmian makes medium and low voltage cables.

A local couple from Gananoque has opened two new businesses. Mara Garnett and Matthew LeBlue. Mara Garnett started ML Art & Design Co. is about advocating for social justice issues such as Mental Health Awareness, Racism, LGBTQ+, Body Positivity, Domestic Violence and more. LeBlue set up his Blackbridge Construction & Landscape.

Brian Barter for Bargains, a second-hand thrift store has come Landsdowne. The store has moved into the former location of Lion's Den Hairstyling at 1081 Prince St. "Our business is for everyone," said proprietor Brian Boyd. "We carry a variety of different items that would be of interest to all. We accept donations, for every box or bag of household items or every piece of small furniture that is donated we donate \$10 to local charities or groups." Donations accepted include chairs, tables, armchairs, coffee tables, bookcases, shelves, pots, pans, dishes, knick-knacks, and tools.

Corey Mattice and Steve Schaluland have opened a hardware store in Seeley's Bay. Fishermans Hardware and Auto shop opened April 23, 2021. Located at 139 Main St. This fills a void left when the former hardware store closed. The store offers supplies for fishing, gardening, painting, hardware items, auto parts, farm feeds, contractor needs, computer technology and service and more. "We sell and install tires at a great price and we are also a Napa dealer," said Schauland. They are hoping to bring in lumber as well.

The Bad & The Ugly

After 17 years in business, the Roosteraunt in Smith Falls closed April 30, 2021. After construction in front of the restaurant in 2019, the lease expiring with the landlord wanting to make changes and COVID-19, Keith Drummond decided to make the decision to close the restaurant. He is not ready to retire and will continue to cater which was a part of the restaurant while open. "At the first lockdown, I knew I wasn't ready to sit down and do nothing – but I'm not looking for a seven day a week job either," said Drummond.

The Feature

Contributed by Diane Soucie

The Changing Landscape of Employment Service Delivery

In the space of just over a year, the COVID-19 pandemic has brought about years of change in the way businesses and services in all sectors operate. A McKinsey Global survey of executives showed that the digitization of customer, supply chain interactions and internal operations advanced by three to four years during the pandemic. Online product and service availability demonstrated even greater accelerated growth - an average seven-year increase in the rate in which companies developed digital or digitally-enhanced products and services. Adaptations were made more quickly than survey respondents thought possible with most feeling these changes would be long-lasting.¹

Just as with other businesses and services, the need to serve clients catapulted employment and training services to online delivery. The Canada Education and Research Institute for Counselling (CERIC) is a charitable organization that advances education and research in career counselling and career development in order to increase the economic and social well-being of Canadians. Between early June 2020 and late November 2020, the non-profit conducted three surveys to better understand the actual

¹ McKinsey and Company, How COVID-19 has pushed companies over the technology tipping point – and transformed business forever, October 2020, p. 1

and anticipated impact of the COVID-19 pandemic. Over 2,000 combined responses showed 37.3% of services experienced a decrease in demand, 32.6% an increase and 30.1% reported no change.²

Those who related an increase in demand for services identified more one-on-one virtual meetings with clients, more email exchanges and more individuals contacting their service to obtain support. The single greatest challenge cited by 37.7% of respondents to the November survey, was keeping their clients or students motivated.³

Similar experiences were cited closer to home. As part of a survey assessing the impact of COVID-19 on workers in Eastern Ontario led by the Eastern Workforce Innovation Board, workforce development boards across the region contacted local service providers to seek their view of the impact of the pandemic on their clients. Fifty-two of the 210 employment-related services or almost one in four service providers identified virtual interactions and learning as a key challenge for their clients seeking online service delivery and/or employment. They attributed this to a lack of digital literacy, hardware and software skills, lack of technical support and limited or no access to the internet. Virtual learning is also difficult for tactile learners or those who learn by doing. These barriers were identified as applying across all genders and age cohorts but affected those with socio-economic disadvantages to the greatest extent.

An analysis conducted by Statistics Canada in May 2021 reinforces the digital divide between urban and rural communities in Canada. Nearly all Canadians (95%) residing in a Census Metropolitan Area (CMA) or Census Agglomeration (CA)⁴ have a home internet connection compared to 88% of those in more rural communities. Just over three in four (76%) living in a CMA or CA had an advertised download speed of 50 megabytes per second (Mbps) or more compared to 48% living outside these areas. This download speed allows users to do online activities such as supporting multiple users at a time or streaming an ultra-high-definition video with more than one connected device and is the benchmark used by the Government of Canada when tracking its broadband connectivity goal that 95% of Canadians have internet access with a download speed of 50 Mbps and an upload speed of 10 Mbps by 2026.⁵

These challenges for clients accessing online career/employment counselling and virtual learning also presents opportunities for service providers. Along with advocating for rural broadband internet connections and subsidized computer and internet service for low-income individuals and families, local service providers saw opportunities for:

- Promoting availability of free internet access hot spots
- Digital literacy targeting older workers
- Developing and delivering instructional videos and training materials including topics like internet safety and security as well as creating videos to meet the specific needs of different demographics.

² <https://ceric.ca/2021/01/early-signs-of-stabilization-in-career-services-sector-while-mental-health-a-growing-concern-ceric-pulse-recovery-survey/>

³ Ibid

⁴ A CMA must have a total population of at least 100,000 of which 50,000 or more live in the core. A CA must have a core population of at least 10,000.

⁵ Access to the Internet in Canada 2020, Statistics Canada, May 31 2021, <https://www150.statcan.gc.ca/n1/daily-quotidien/210531/dq210531d-eng.htm?CMP=mstatcan>

- Providing training on virtual communication programs, techniques and strategies
- Helping those making training decisions or considering career changes through virtual reality
- Combining remote and in-person employment services.

Despite making progress in containing the COVID-19 virus, it appears that online employment counselling will be an option for service delivery into the future. The good news is that research suggests online counselling is as effective as traditional face-to-face counselling with similar levels of client satisfaction. Where internet access is not a challenge, online counselling allows for additional convenience, cost-savings and accessibility for those with transportation barriers, childcare requirements, limited mobility and/or time restrictions. Online counselling can create the additional sense of privacy and emotional distance that may make some clients more comfortable sharing job search information.⁶

Creating this sense of connection with a client depends on building rapport – one of the most challenging and important aspects of successful online communication. When you're meeting with clients face-to-face you are better able to monitor body language and can adjust your tone, pace and interaction based on these cues. There's a more relaxed and natural feel. To address this challenge, there are strategies for creating rapport with your client:

- Keep your video on. Video makes your meeting more personal and helps to build trust. Even if your client turns off their video, keep yours on.
- Make sure to create the time and space for rapport-building at the start of your appointment. Ask your client how things are going. Chat about the client's family and interests and share something about yourself before getting down to business.
- After summarizing next steps, end your appointment on a personal note. For example, "I'm looking forward to working in my garden this weekend. You?"
- Build rapport between appointments. Use tools like email, text or other messaging media to stay connected with your client asking them how it's going, passing along a lead or a job search tip.⁷

Creating pre-recorded online workshops provides one option for overcoming accessibility challenges and can be a great way to provide services to a broader audience. Pre-recorded, on-demand webinars allows those without computer access and/or living in rural communities to participate if they are able to travel to a nearby town to access equipment at an employment centre or library. As with online counselling there are some tips that will help you create a webinar that engages and retains your audience:

- Consider the needs of your audience along with the content you want to convey. What will work effectively in an online format? What do you want your participants to know or be able to do as a result of your webinar? To avoid viewers 'tuning out', keep it simple and your topic narrow.
- Decide on the platform best suited to your content and audience. While most of us have used PowerPoint, Prezi (prezi.com) or Canva (canva.com) can provide a more dynamic way of displaying your visuals. VideoScribe (videoscribe.co) is an excellent option for creating animated presentations. These programs all have free trial versions if you would like a taste.

⁶ Canada Career Counselling, Mar 20, 2020, <https://canadacareercounselling.com/2020/03/20/online-counselling-just-as-effective-as-in-person/>

⁷ How to build with customers online, Mike Schultz, Sep 22 2020, <https://www.entrepreneur.com/article/355697>

- For each slide, consider the point you are making and decide on the best way to deliver the content. In live workshops, we usually alternate content delivery with activities. You want to replicate this process through your delivery, conducting polls, etc. to retain the interest of your audience.
- Create a script for your narration. Depending on your comfort level you may want to fully script your webinar to avoid ah's and um's. If you're more comfortable, a list of bullet points highlighting what you want to cover may suffice.
- Finally, choose a method to record your narration. PowerPoint offers options for recording narration on slides but, depending on your version, it can be glitchy. A program like Screencast-o-matic (screencastomatic.com) offers an excellent alternative. You can record your narration using your computer's microphone as you advance through your slides. It's easy to learn and offers a free trial version.⁸

The New Normal?

Throughout the pandemic, service providers across the region have maintained a connection with their clients providing labour market awareness and the skills and strategies needed to assist individuals make a successful and sustainable transition to employment. Services, themselves, have moved rapidly to shift from predominantly face-to-face delivery to a range of remote services.

In their November 2020 survey of employment services, CERIC asked respondents which service changes put in place during the pandemic were likely to be retained into the future. Like local service providers who predicted a hybrid model of online and in-person services, survey respondents across Canada predicted the same changes, citing:

- Continued or increased use of video meeting technology or teleconferencing to hold meetings;
- Continued or increased services or programs that are offered online instead of in-person; and
- More flexible work arrangements.⁹

Overall, service providers are painting a picture of finding innovative ways to navigate the new realities necessary to support their clients. The story of COVID-19's affect on the sector continues to unfold as we advance to recovery.¹⁰ One thing is certain; professionals working in the employment services sector will continue to respond to challenges and opportunities with adaptation and resilience.

⁸ How to create effective online career workshops, Diane Moore, Jun 9, 2020, <https://ceric.ca/2020/06/how-to-create-effective-online-career-workshops/>

⁹ <https://ceric.ca/2021/01/early-signs-of-stabilization-in-career-services-sector-while-mental-health-a-growing-concern-ceric-pulse-recovery-survey/>

¹⁰ Ibid

Stuff you need to know

Dress for Success a non- profit organization, took its fundraising online in April with hopes of continuing its work in the Kingston community. Dress for success Kingston provides professional clothing for job interviews and workwear to women in need of some assistance being outfitted for those environments. The online auction offered artwork, crafts, health and beauty products and clothing, food, experiences, house and home, jewelry, yard and garden and pet items. Items were donated by local businesses and artisans. The organization also offers workshops, now virtually, on interviewing skills, financial basics and healthy cheap eating, via its client engagement committee.

Kingston Economic Development launched, its graduate employment program that connects recent university graduates with local employers for the third year. The annual Queen's Career Apprenticeship program is meant to link recent graduates from the arts, humanities and social science disciplines at Queen's University with Kingston employers. Employers who hire a graduate for at least 12 months can qualify to have four months of their salary reimbursed, up to a maximum of \$16,000, through the program put on by KEDCO. Nour Mazloun, KEDCO's communications and events officer, said this year the sectors represented are automotive, manufacturing, administration and more. In Kingston, more than 35 graduates have found work with local employers, earning more than \$1.225 million in salary.

Harvey's Barber shop in Sharbot Lake has closed its doors. Bob Harvey has retired but the barbershop location will not be left vacant. Central Frontenac Township office which is located across the street is looking to expand and the building was a good fit for them. They reached out to Bob and a deal was made. "We really do need new space. Now, if a resident wants to meet with a township staff member, the only place that is available is the lunch room. And meeting with people is an important part of our business as a municipality." said Mayor Frances Smith.

Lennox and Addington program wins national mental health award. A mental health support program to help employees of the County of Lennox and Addington has won a national award. The county's "It's OK to not be OK" corporate peer support program won the 2021 Canadian Association of Municipal Administrator's Willis Award for Innovation for municipalities with populations between 20,000 and 100,000. The county program involves a trained 16-member team from all municipal departments that provides confidential peer-based debriefings for employees who experience work-based stressful or traumatic incidents or personal events.

Rosen Energy Group, a third-generation Kingston family company that's been serving the Kingston area since 1875, has been acquired by McDougall Energy Inc. and Group of Companies. The sale was finalized by the end of May. The acquisition expands McDougall Energy's footprint into new communities that include Kingston, Gananoque, Greater Napanee and the surrounding area. After the sale, Rosens will operate under the McDougall brand.

The Peacock Restaurant in Athens has a new owner. Brandy MacGregor recently purchased the business on Main St. She is a native to the area and has worked for many years at Kelseys and is also in the real estate business. Former owner Vince Yee has returned from Toronto and back in the kitchen

again. With MacGregor's energy, people skills and experience, it would certainly seem that this new venture will meet with success and have a positive impact on the village.

As of April 2021 Eligible Upper Canada District School Board high school students can now register for a Level One Commercial Vehicle and Equipment Apprenticeship Program through TR Leger School of Adult, Alternative and Continuing Education. The program is available to qualified students enrolled in the Ontario Youth Apprenticeship Program (OYAP) or students who are working towards completing their Ontario Secondary School Diploma who are interested in completing a coop or enrolling in OYAP. Students can choose one of three programs: Agricultural Equipment technician, Heavy Duty Equipment technician or Truck and Coach Technician. The new program builds on existing adult education opportunities already established at the Kemptville Campus, through TR Leger and St. Luke's Catholic High School in Smiths Falls.

The South Grenville Beacon, a new newspaper started up in April. The Beacon, which will be published every second week, aims to become the "voice of South Grenville," according to Jon Vickers Marshall, the paper's publisher. It fills the void left by the South Grenville Journal, formerly the Prescott Journal, which folded earlier this year because of COVID-19 pressures. The Beacon will concentrate on the South Grenville municipalities of Prescott, Augusta and Edwardsburg Cardinal, but it will also cover rural issues that affect Iroquois and Brinston. The Beacon will employ 3 reporter/photographers, a columnist and a special contributor.

The former college site, the Kemptville Campus, which already offers a variety of educational programs for children and youth and a host of services and businesses, including speech pathology, an animal health laboratory, a live music festival, a restaurant, and a maple bus, is welcoming Proteins Easy, a growing biotech company. "We are really pleased to have discovered the greenhouses at Kemptville Campus," said Dr. Illmar Atossar, the company founder and president. Proteins Easy is a genetics company involved in developing novel proteins, grown using nature's green machinery-rice.

Augusta is adding a new staff member to its planning and economic development department because of increased inquiries, updates to its official plan and zoning documents and the joint economic development study with Prescott. Ray Morrison who is the retired chief administrative officer said the most of the added spending will be covered by provincial modernization money.

Elizabeth-kitley Township council approved a motion to purchase an employee assistance program (EAP). The program will offer emotional and practical support for township staff. Counc. Susan Prettejohn put forward the motion in April. The program will let township (approximately 24 employees) reach out to a third party for assistance if struggling with issues in their work or home lives. While some of the areas the program can offer assistance for include legal, financial and elder care, the main reason for the EAP is for emotional support. "There are a lot of people really suffering from COVID-19 and the stay-at-home orders," said Prettejohn.

People R Us



Marijo Cuerrier is the new executive director for the Downtown Kingston Business Improvement Area effective May 25, 2021. Cuerrier held the same job in Belleville before accepting her new role.



Wendy Onstein, after 15 years as manager of the Leeds and Grenville Small Business Center has moved on from her position. Onstein looks forward to spending time on her “side gig” as wedding officiant, a job she says bring her joy.



Jeanette Johnston is the new manager of the Leeds and Grenville Small Business Center. Johnston was the centre’s business development coordinator for 6 years before moving into the manager’s role. She replaces Wendy Onstein who recently retired.

Links of Usefulness-In no particular order

Algonquin & Lakeshore Catholic District School Board www.alcdsb.on.ca
Ontario Skilled Trades website <https://www.ontario.ca/page/skilled-trades>
La Route du Savor www.laroutedusavoir.org
Academy of Learning <http://aolkingston.com>
The Ontario Tourism Education Corporation (OTEC) <http://www.otec.org>
St. Lawrence College Employment Services
<http://www.employmentservice.sl.on.ca/?lm=0&Location=10>
Community Living Kingston <http://www.communitylivingkingston.org>
Career Services <http://careerservices.ca>
Upper Canada District School Board <http://www.ucdsb.on.ca>
United Communities of Leeds Grenville <http://www.leedsgrenville.com/en>
Community Care Access Centre <http://www.ccac-ont.ca>
Correctional Service Canada <http://www.csc-scc.gc.ca>
KEYS Job Centre www.keys.ca
North Grenville <http://www.northgrenville.on.ca>
Evolution Group Inc. <http://evolutiongroupinc.com>
City of Kingston www.cityofkingston.ca
Brockville Chamber of Commerce <http://www.brockvillechamber.com>
County of Frontenac <http://www.frontenacounty.ca>
Frontenac Community Futures Development Corporation <http://www.frontenaccfdc.com>
March of Dimes <http://www.marchofdimes.ca>
Kingston Chamber of Commerce <http://www.kingstonchamber.on.ca>
Employment and Education Centre <http://www.eecentre.com>
Upper Canada Leger Centre for Education and Training www.uclc.ca
1000 Islands Chamber of Commerce <http://1000islandschamber.com>
Loyalist Township <http://www.loyalisttownship.ca>
Downtown Brockville <http://www.downtownbrockville.com>
Prescott and Area Chamber of Commerce <http://www.prescottanddistrictchamber.com>
Town of Gananoque <http://www.gananoque.ca>
Town of Prescott <http://www.prescott.ca>
Eastern Ontario Development Fund www.ontario.ca/business-and-economy/eastern-ontario-development-fund
Kingston Immigration Partnership <http://www.kchc.ca/index.cfm/kip>
Ministry of Agriculture and Food <http://www.omafra.gov.on.ca>
North Frontenac Township <http://www.northfrontenac.com>
Service Canada www.servicecanada.gc.ca
Township of Central Frontenac <http://www.centralfrontenac.com>
Restart Employment Services <http://www.restartnow.ca>
Catholic District School Board of Eastern Ontario <http://www.cdsbeo.on.ca>
TR Leger School of Adult, Alternative & Continuing Education
www.ucdsb.on.ca/school/trl/Pages/default.aspx

United Way www.unitedway.ca
Gananoque and District Association of Community Living
<http://ottawa.cioc.ca/record/KGN1604>
Town of Smith Falls <http://www.smithsfalls.ca>
Limestone District School Board www.studykingston.com
Northern Frontenac Community Services Corporation <http://kingston.cioc.ca/record/KGN1016>
Prince Edward - Lennox and Addington Social Services <http://pelass.org>
Kingston Skills & Literacy <http://www.klandskills.ca>
CSE Consulting <http://www.cseconsulting.com>
Literacy Link Eastern Ontario <http://www.lleo.ca>
Village of Merrickville-Wolford <http://www.merrickville-wolford.ca>
Excellence in Manufacturing Consortium <http://www.emccanada.org>
Parliament of Canada <http://www.parl.gc.ca>
Kingston Construction Association <http://www.kca.on.ca>
Boys and Girls Club www.bgckingston.ca
Grenville Community Futures Development Corporation <http://www.grenvillecfdc.com>
Township of Leeds and The Thousand Islands <http://www.leeds1000islands.ca>
Centre for Internationally Educated Nurses <http://www.care4nurses.org>
Ontario Skills Passport <http://www.skills.edu.gov.on.ca/OSP2Web/EDU/Welcome.xhtml>
Ontario East Economic Development <http://www.onteast.com>
Algonquin College <http://www.algonquincollege.com>
Kingston Canada <http://livework.kingstoncanada.com>
Primus Accessibility Services http://primus.ca/index.php/que_en/about-us/accessibility-services
OLG Thousand Islands http://www.olg.ca/olg-casinos/casino_facilities.jsp?gamesite=thousand_islands
Covidien <http://www.covidien.com>
Girls Inc. of Upper Canada <http://www.girlsinc-uppercanada.org>
Connections Adult Learning Centres <http://kingston.cioc.ca/record/KGN3999>
ACFOMI <http://www.acfomi.org>
Grade Learning <http://gradelearning.ca>
1000 Islands Tourism <http://www.1000islandstourism.com>
1000 Islands Community Develop Corporations <http://www.ticdc.ca>
Independent Living Centre Kingston <http://www.ilckington.com>
RDEE <http://www.rdee-ont.ca>
The Department of National Defense and the Canadian Forces <http://www.forces.gc.ca>
Green Centre Canada <http://www.greencentrecanada.com>
Image Advantage <http://www.imageadvantage.com>
Augusta Township <http://www.augusta.ca>
Ministry of Training, Colleges and Universities <http://www.tcu.gov.on.ca/eng>
Township of South Frontenac <http://www.township.southfrontenac.on.ca>
Interactive Manufacturing Innovation Networks <http://www.iminonline.ca>
Frontenac Community Mental Health & Addictions Services <http://www.fcmhas.ca>
Township of Edwardsburgh/Cardinal <http://www.edwardsburghcardinal.ca>

Adecco <http://www.adecco.ca>

Brockville General Hospital <http://www.bgh-on.ca>

The Corporation of the Township of the Front of Yonge www.Mallorytown.ca

Township of Rideau Lakes <http://www.twprideaulakes.on.ca>

County of Lennox & Addington <http://www.lennox-addington.on.ca>

Brockville and Area YMCA <http://www.brockvilley.com>

Fulford Academy <http://www.fulfordacademy.com>

Liaison College <http://www.liaisoncollege.com>

North Grenville Chamber of Commerce <http://www.northgrenvillechamber.com>

St. Lawrence – Rideau Immigration Partnership <http://www.leedsgrenvilleimmigration.ca>



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