

# TYES Frontline Workers' Toolkit Series



## Employment for Youth with Criminal Records

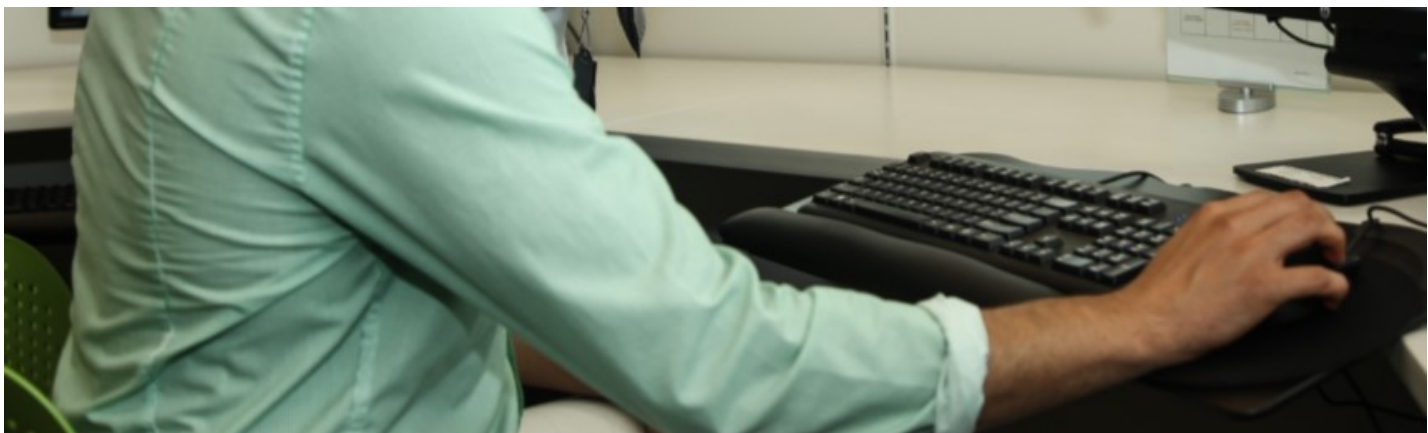


# SUCCESS STORIES

“We first met 17-year-old TS at an open custody in Toronto where we conducted an intake into the HIPP (Helping Individuals Plan Positively) program. TS was skeptical about joining another program but realized that it would benefit him. He also stated that he liked the individualized approach the program offered. TS was released to a youth group home where he can freely go to school and work. TS was placed in a work program arranged by the youth group home and attended school daily TS has endured several

challenges but has managed to return home to live with his mother and grandmother and is now working in construction mostly on weekends while going to school. Recently TS shared with his Youth Worker that he is averaging 92% in Math and English. TS has hope of going on to university and becoming a lawyer one day.”

– John Howard Society frontline worker





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# INTRODUCTION

This toolkit was created by **The John Howard Society Toronto** in partnership with the City of Toronto through the **Toronto Youth Equity Strategy (TYES)**.

The **Toronto Youth Equity Strategy (TYES)** aims to build resiliency and access to supportive systems for youth most vulnerable to involvement in serious violence and crime (MVP youth). TYES includes 28 recommendations and 110 actions the City of Toronto will take to provide better services and outcomes for vulnerable youth. TYES was adopted unanimously by City Council in February 2014.

The TYES Creative Report can be found online at [toronto.ca](http://toronto.ca)  
TYES is on Twitter, Facebook and Instagram at TorontoTYES

**Youth Employment Partnerships (YEP)** is a neighbourhood-based youth employment network that offers job placement and staffing services to organizations throughout Toronto. Supporting hundreds of employers and thousands of Toronto youth annually, YEP connects employers with local or city wide employment services. Striving to improve employment retention, YEP has the flexibility to offer subsidized or unsubsidized job placements to all eligible Toronto employers with many

additional benefits and supports to job seekers and employers for each new hire during the first few months of employment.

The **John Howard Society of Toronto** is a non-profit organization committed to providing and developing programs that reduce the social, economic and personal costs of crime. The Society is dedicated to helping all people who have been in conflict with the law and individuals at imminent risk of coming into conflict with the law through service, education and community programs.





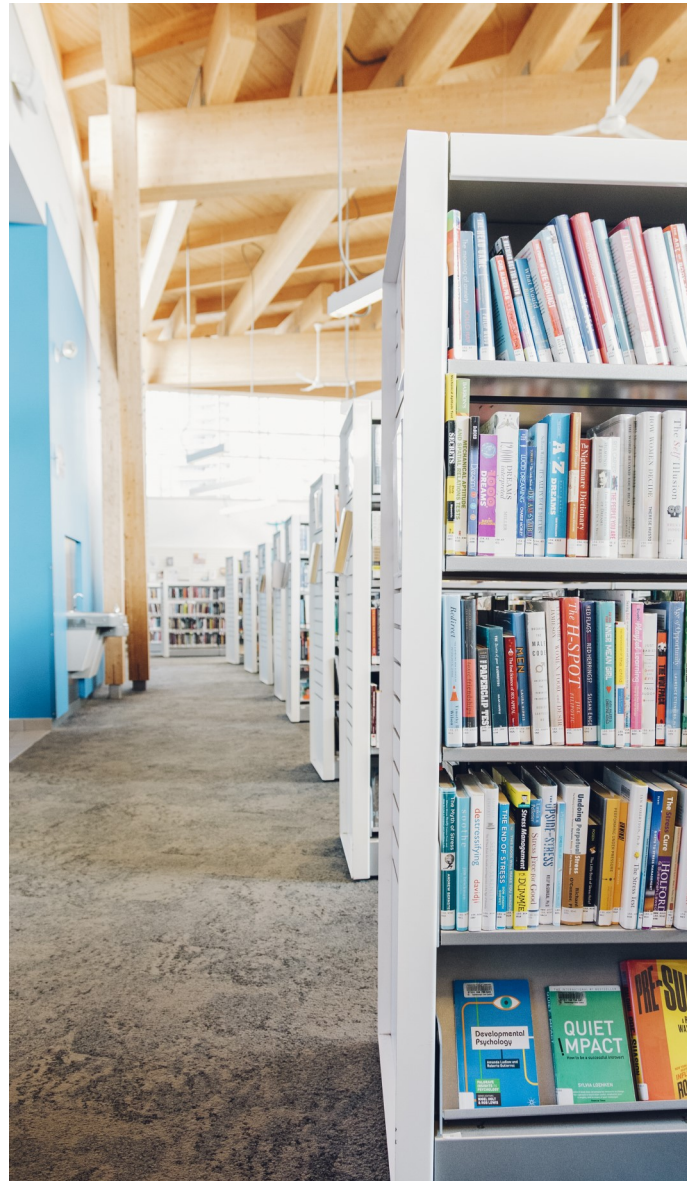
## The John Howard Society of Toronto

The roots of the John Howard Society can be traced back to 18th Century England to a man named John Howard. He began investigating prison conditions – lack of medical care, sanitation, death from disease and starvation. He wrote a paper that was presented to the British House of Parliament entitled “On the State of Prisons in England”. He began the reform movement. He continued to devote the rest of his life to prison reform. He died in 1790.

The mission of the John Howard Society is: *“Making our community safer by supporting the rehabilitation and re-integration of those who have been in conflict with the law”*

For more information or to suggest additional resources for this guide please contact:  
[contact@johnhowardtor.on.ca](mailto:contact@johnhowardtor.on.ca)

For more information about the John Howard Society of Toronto, visit: <http://johnhoward.on.ca/toronto/contact/>



This toolkit is designed to assist frontline staff with the necessary information when working with youth who have a criminal record and are seeking employment. The toolkit provides answers to inquiries that a client may have and offers frontline workers with the necessary knowledge to deliver options a client may need.

In anticipation of a range of questions, the toolkit has been broken down into seven different categories (see below). While different, the categories are not mutually exclusive. Having the knowledge and understanding in each of these capacities and the ability to apply these understandings allows frontline workers the space to assist the youth they are working with. The goal of this toolkit is to help educate, and disseminate the information in a clear and uncomplicated manner.

The categories are as follows:

1. Relevant laws and regulations
2. What is a Police Reference Check and a Vulnerable Sector Check
3. Building a resume, including templates, and describing transferable skills
4. Tips for talking to employers about having a record
5. Pardons
6. Where youth with criminal records can get support in their job search
7. Stories of success and struggle from youth with criminal records (anonymous)



# CRIMINAL RECORDS & EMPLOYMENT LAW

## Definition of Youth (age)

- ⇒ Under the Youth Criminal Justice Act (YCJA), youth are defined as 12 - 17. Statistics Canada defines youth between 16 - 28 and the Toronto Youth Equity Strategy (TYES) defines youth as 13 - 29.

## Relevant Laws and Regulations

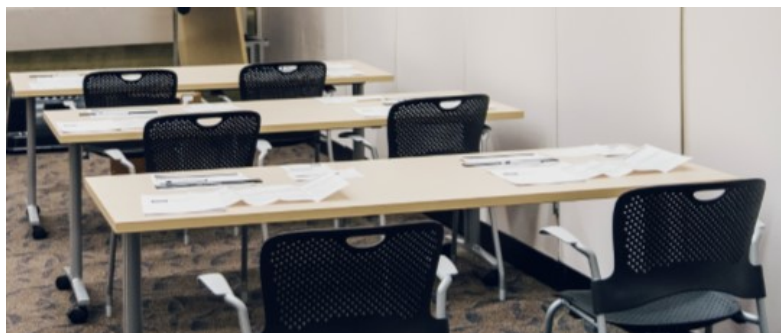
- ⇒ Many employers will require a criminal record check as a condition of hiring or will have policies regarding their current employees disclosing criminal charges. Mostly, human rights and privacy laws do not protect this information. There are typically no legal restrictions on Ontario employers contacting applicants' past employers or other references during the hiring process.

## What is the Youth Criminal Justice Act?

- ⇒ As a general rule, the Youth Criminal Justice Act (YCJA) protects the privacy of young persons who are accused or found guilty of a crime by keeping their identity and other personal information confidential. They protect the privacy of young persons by prohibiting the publication of information that would identify a young person's involvement in the criminal justice system and by restricting access to their youth records.

## What is a youth criminal record?

- ⇒ A record is anything that contains information created or kept for the purposes of the YCJA or for investigating an offense that could be prosecuted under the YCJA. For example, the following information may be part of a youth record: name or birth date; details about arrest, charge or sentence; and information provided by family members, neighbours, school authorities and victims.



### Who can access a youth criminal record?

⇒ Those who may be allowed to see a youth record include:

- *A young person accused or found guilty of a crime, along with the young person's lawyers, parents or guardians, and anyone else authorized by the court;*
- *Crown prosecutors;*
- *Judges, courts and review boards;*
- *Police officers involved in the case;*
- *Directors of correctional facilities where the youth serves a sentence;*
- *People involved in a youth justice conference;*
- *The victim; and*
- *Someone carrying out a "criminal record check" for a government job (municipal, provincial or federal).*

### How Long Does a Youth Record Last?

⇒ How long a record remains open depends on the offence committed, the sentence imposed, and whether a young person commits another offence while the record is still open. The period during which a record is open is called the access period. Once the access period ends, youth records are sealed and/or destroyed. However, if someone over the age of 18 with an open youth record commits another crime, the youth record will become part of that person's adult record. The table on page 8 sets out the access periods for a record depending on the type of offense and how the offense is dealt with.

### Employment Considerations

⇒ Having a youth record may limit a person's job options. The police will not give any employer, except a government employer, information about a youth record. However, other employers can ask that a young person to complete a criminal record check to prove that they do not have a record. Young persons have the right to refuse to provide a criminal record check, although doing so may jeopardize the employment opportunity.



# RECORD SUSPENSION FAQ

## Previously Pardons

The Criminal Records Act was changed in 2012, and pardons no longer exist. Those who have been convicted of a criminal offense as an adult, but have completed their sentence and have been law-abiding since their conviction, may apply to the Parole Board of Canada to have the record of their criminal conviction suspended.

## What does it mean to get a Record Suspension?

- ⇒ A Record Suspension does not change or erase a record of criminal conviction. Those that have been granted a Record Suspension, cannot say they do not have a criminal record. However, those that have been convicted of a criminal offense can say that a Record Suspension was granted.
- ⇒ A Record Suspension means that records will be kept separate from any other criminal records at the RCMP or any other government department, and that those records cannot be disclosed to any person without the approval of the Minister of Public Safety and Emergency Preparedness.
- ⇒ Getting a Record Suspension, does not prohibit police from accessing the record of the name, date of birth, and last known address of those being investigated at the scene of a crime.
- ⇒ Receiving a sentence that includes a driving or firearms prohibition and getting a Record Suspension does not cancel the prohibition.

## Who can apply for a record suspension?

Record Suspensions can be applied for regardless of citizenship or residence. Eligibility requirements to apply for a Record Suspension include:

- ⇒ Having completed all parts of the sentence. This includes:
- ⇒ paying all court-ordered fines and monetary orders in full;
- ⇒ serving all time, including parole; and/or
- ⇒ completing all probation requirements.

**and**

- ⇒ Waiting the required time period:
- ⇒ Summary offenses: 5 years after finishing sentence, or
- ⇒ Indictable offenses: 10 years after finishing sentence.

# RECORD SUSPENSION FAQ

## Am I eligible? When can I apply?

- ⇒ You are eligible to apply if:
1. Completed **all** sentences, including **full payment** of fines, restitutions and surcharges, **AND**
  2. The following time has passed, or is about to pass, since completion of sentences:
    - **Five years** for **summary** convictions (After March 13, 2012)
    - **Ten years** for **indictable** convictions (After March 13, 2012)

## Where do I apply?

- ⇒ The **Parole Board of Canada (PBC)** is where record suspension applications are submitted to. **They are the federal government.** Care should be taken as some companies that sound like they are run by the government are actually not. These companies do not have the Canadian government logo on their materials or websites. They only assist in the process of applying. **Only the PBC** can grant or deny a record suspension.

## How long will it take to get my record suspension?

- ⇒ It can **generally take 6 to 12 months just to submit an application.** However, this depends entirely on the record length, where the applicant was convicted, and where the applicant lived in the last five years. As a general rule, the more complex a case is, the longer it can take to finalize an application.
- ⇒ If all the convictions are **summary**, the PBC will decide whether or not a record suspension is given within 6 months after an application is submitted. If there is even one **indictable** conviction, the PBC will decide within 12 months.

# RECORD SUSPENSION FAQ

Will I get my record suspension faster if I apply through another company or a lawyer?

- ⇒ No. The PBC has made it very clear that working with a third-party agent, such as a lawyer or a company, **does not ensure faster treatment of applications**. Applications are reviewed in the order of which they are received. **Everyone – no matter how old or short a record is – follows the same eligibility criteria**. There is no such thing as a “faster”, “express”, or “expedited” record suspension.

How much does a record suspension cost?

- ⇒ The PBC's **application fee is \$631.00**. Applicants will also have to pay for **Local Police Records Checks** from municipal police forces and **fingerprinting** to obtain criminal records from the Royal Canadian Mounted Police. The costs for these is entirely dependent on the police force being worked with. **These are set costs that cannot be avoided**, even if applications are prepared without assistance. Seeking help from a company or lawyer, will result in service fees.

How do I apply?

- ⇒ The Record Suspension Application Guide can be obtained directly from the PBC by either calling 1-800-874-2652 or visiting <http://pbc-clcc.gc.ca/prdons/pardon-eng.shtml> and follow the instructions in the Guide.

**For more information regarding Record Suspension contact Teika Thompson by phone: 416-925-4386 ext. 271 or email: [thompson@johnhowardtor.on.ca](mailto:thompson@johnhowardtor.on.ca)**

# HOW LONG DOES A YOUTH RECORD LAST?

How Offence Is Dealt With / Type of Offence	How Long Before Record Will be Sealed or Destroyed (Access Period)
Youth (12-17) is acquitted (other than a verdict of not criminally responsible on account of mental disorder)	2 months after the time allowed to file an appeal, or if an appeal is filed, 3 months after all proceedings related to the appeal are completed
Charge is dismissed or withdrawn	After 2 months
Youth is found guilty and given a reprimand	After 2 months
Charge is stayed	After 1 year, if no further court proceedings have been taken
Extrajudicial sanction is imposed	2 years after the young person has consented to the extrajudicial sanction
Youth is found guilty and given an absolute discharge	1 year after the young person has been found guilty
Youth is found guilty and given a conditional discharge	3 years after the young person has been found guilty
Youth is found guilty and sentenced for summary conviction offence	3 years after the sentence has been completed (any subsequent offence will result in an extension)
Youth is found guilty and sentenced for indictable offence	5 years after the sentence has been completed (any subsequent offence will result in an extension)
Murder, manslaughter, attempted murder, or aggravated sexual assault	Record may be retained indefinitely
Certain scheduled offences	Record will be retained for an additional 5 years
Youth is found guilty and receives an adult sentence	Record is treated as an adult record, and the rules applicable to adult records apply.
Person is convicted of an offence committed after he or she turns 18, while the access period for their youth offence is still open	Record for the youth offence will be treated as an adult record, and the rules applicable to adult records apply.

# TYPES OF RECORD CHECKS

## What is a Police Reference Check and a Vulnerable Sector check?

### Police Criminal Record Check

- ⇒ Where an employment opportunity requests a basic criminal background check, they typically use a Police Criminal Record Check. It is the least intrusive level of background check.
- ⇒ Information disclosed on this check level will include: unpardoned criminal convictions; summary convictions for five years, where identified; and findings of guilt under the *Youth Criminal Justice Act* within the applicable disclosure period.
- ⇒ The Police Information Check is more comprehensive than a Police Criminal Record Check.

### Police Information Check

- ⇒ Information disclosed on this check level will include: unpardoned criminal convictions, summary convictions, for five years, where identified; absolute and conditional discharges for 1 or 3 years, respectively; findings of guilt under the *Youth Criminal Justice Act* within the applicable disclosure period; and outstanding entries such as warrants, peace bonds or pending charges.
- ⇒ The Police Vulnerable Sector Check is the third level of check and is the most in-depth. It is used when applicants are seeking employment and/or volunteering directly with vulnerable populations.

### Police Vulnerable Sector Check

- ⇒ Information disclosed on this check level will include: unpardoned criminal convictions; summary convictions, for five years, where identified; absolute and conditional discharges for 1 or 3 years, respectively; findings of guilt under the *Youth Criminal Justice Act* within the applicable disclosure period; outstanding entries such as warrants, peace bonds or pending charges; Not Criminally Responsible by reason of Mental Disorder (for five years); in very exceptional circumstances\*, non-conviction dispositions, such as withdrawn charges, can be disclosed; and finally, any record suspended (pardoned) sexual offences that are flagged in CPIC can be disclosed in a police vulnerable sector check.



# TYPES OF SENTENCES

What types of sentences can a judge impose after a finding of guilt is made?

There are several types of sentences that a judge can give an offender. The most common sentences are:

- **absolute discharge;**
- **conditional discharge;**
- **suspended sentence;**
- **probation;**
- **fine;**
- **imprisonment (jail);**
- **intermittent sentence ("weekends");**
- **conditional sentence ("house arrest").**

## Absolute Discharge

⇒ An absolute discharge is the lowest-level adult sentence that an offender can get.

If an offender gets an absolute discharge, a finding of guilt is made but no conviction is registered, and they are not given any conditions to follow (i.e. a probation order). The offender is finished with their case that day. They don't have to come to court again or check in with a probation officer.

An absolute discharge will stay on an offender's criminal record for one year after the date they received the discharge. The offender doesn't have to apply for a pardon for the discharge to be removed from their record.

## Conditional Discharge

⇒ A conditional discharge is similar to an absolute discharge because a finding of guilt is made, but no conviction is registered. What makes it different from an absolute discharge is that there are conditions that the offender must follow. The conditions always come in a probation order that can be in effect from one to three years.

A conditional discharge stays on an offender's criminal record for three years after the completion of the probation order. Like an absolute discharge, the offender doesn't have to apply for a pardon for the discharge to be removed from his/her record.

# TYPES OF SENTENCES

*What types of sentences can a judge impose after a finding of guilt is made?*

## **Suspended Sentence**

- ⇒ Like a conditional discharge, a suspended sentence involves following conditions in a probation order for a period of one to three years.
- The main difference between a conditional discharge and a suspended sentence is that an offender who gets a suspended sentence has a conviction registered against them. This means that the offender who gets a suspended sentence will have a criminal record and will have to apply for a pardon to have the conviction removed from their record.

## **Probation**

- ⇒ Probation is a court order to do (or not do) certain things for a period of time. It is usually called a probation order.
- An offender who gets a conditional discharge or a suspended sentence will always have a probation order that they must follow. A probation order can also be combined with a fine, a conditional sentence, intermittent imprisonment, or imprisonment. The maximum length of a probation order is three years. In many cases they are one or two years long.

### **Every probation order will have the following conditions:**

- keep the peace and be of good behaviour;
- appear in court when ordered by the court;
- tell the court or probation officer about any change of name, address or job.

### **Other conditions sometimes included as part of a probation order are:**

- report to a probation officer (sometimes every week or month);
- not buy, carry, or drink alcohol;
- not have or use drugs that aren't prescribed by a doctor;
- not have or carry any weapons (e.g. knives etc.);
- [perform community service](#);
- stay away from a certain person or persons, and not go to their house or where they work;
- not to call, text message or email a certain person or persons;
- give money back to a victim;
- go to counselling or rehabilitation.

# TYPES OF SENTENCES

What types of sentences can a judge impose after a finding of guilt is made?

**Probation (continued)** ⇒ In a lot of probation orders, the judge will make the offender report to a probation officer. A probation officer is not the same as a police officer, but they do have the power to charge an offender with a criminal offence if they break their probation conditions.

If an offender has a condition to go to counselling or do community service, or if the judge feels they need supervision, the judge will usually make the offender report to a probation officer. Reporting is usually every week or every month, but it can be more frequent or less often. Sometimes (usually after the first reporting date) the judge leaves it up to the probation officer to decide how often the offender should report.

**Fine** ⇒ A fine is an amount of money that an offender must pay to the court. It is different from restitution or a charitable donation.

If an offender is given a fine, they will have a conviction registered against them and will have to apply for a pardon to have the fine removed from their record.

A fine can be given instead of, or in addition to, imprisonment, a conditional sentence, or an intermittent sentence. This is true unless the criminal offence requires minimum jail time. If this is the case, a fine can't be given instead of jail, but can still be given in addition to the minimum jail time.

A fine cannot be given on top of an absolute discharge, a conditional discharge, or a suspended sentence. Certain criminal offences, like impaired driving or driving over 80, have minimum fines.

If a judge is going to give the offender a fine, and the criminal offence does not have a minimum fine, the judge has to decide whether the offender can actually pay a fine.

# TYPES OF SENTENCES

*What types of sentences can a judge impose after a finding of guilt is made?*

## **Fine (continued)**

⇒ This usually means that the judge will ask the offender questions such as: Are you working? Do you have children to support? Does your spouse work?

If an offender can't pay their fine in the time they are given, they may be able to apply to the court for an extension of time. Extensions aren't automatic. To get an extension, the offender has to show that they have tried their best to pay the fine in the time they have been given.

## **Imprisonment (jail)**

⇒ Imprisonment is a jail sentence. After a judge gives a jail sentence, the offender is taken to jail and a conviction is registered against them. An offender has to apply for a pardon in order to have a jail sentence removed from their record.\*

If an offender is sent to jail for less than two years, they will go to a provincial institution such as Maplehurst Correctional Facility in Milton or the Central East Correctional Centre in Lindsay.

If an offender is sent to jail for two years or more, they will go to a federal penitentiary, such as the Kingston Penitentiary. It is sometimes said that an offender is sent to jail for "two years less a day." This is done so that the offender will go to a provincial institution, rather than a federal penitentiary.

In some cases, the sentencing judge may give an offender credit for time they have spent in jail before being sentenced. This is often called "pre-sentence custody," "pre-trial custody," or "dead time," and it can be used to reduce the length of a jail sentence.

If the judge does give credit for pre-sentence custody, they may have the option of giving "enhanced credit" or "two-for-one" credit. This means that for every day the offender spent in pre-sentence custody, the judge reduces the jail sentence by two days. For example, if the judge feels that a 45 day jail sentence is appropriate, and an offender spent 15 days in jail in pre-sentence custody, the judge may reduce the sentence that they were going to impose by 30 days, making the sentence 15 days (instead of 45).

# TYPES OF SENTENCES

What types of sentences can a judge impose after a finding of guilt is made?

## Intermittent Sentence ("weekends")

⇒ An intermittent sentence is a jail sentence that the offender serves in "chunks" of time, instead of all at once.

For example, if an offender gets an intermittent sentence, they may go jail on the weekends, (i.e., Friday night until Monday morning) but be out of jail during the week.

This continues until the sentence is finished. For this reason, intermittent sentences are sometimes called "weekends," but they don't necessarily have to be served on weekends. For example, a judge may let an offender serve an intermittent sentence by being in jail from Monday until Friday and being out of jail on weekends. When an offender serving an intermittent sentence is not in jail, they are on a probation order.

An intermittent sentence can only happen if the judge imposes a sentence of 90 days or less.

To get an intermittent sentence, the offender will usually have to show the judge that they have a job or other significant responsibilities (e.g., child care) which would make it very hard to serve a regular jail sentence. Judges are also unlikely to give an intermittent sentence to an offender that has a criminal record that includes charges such as breach of probation or fail to comply with recognizance.

## Conditional Sentence ("house arrest")

⇒ A conditional sentence is an imprisonment (jail) sentence, except that the offender serves the sentence outside of jail, under strict, jail-like conditions.

Conditional sentences are sometimes called "house arrest," because they often require an offender to spend all or part of the sentence in their house. Just like imprisonment, a conditional sentence will result in a conviction being registered against the offender.

To give an offender a conditional sentence, the judge first imposes a sentence of imprisonment and then considers whether to let the offender serve the sentence outside of jail. There are restrictions on when a judge can impose a conditional sentence.



# TYPES OF SENTENCES

What types of sentences can a judge impose after a finding of guilt is made?

## Conditional Sentence ("house arrest")

### A judge can only impose a conditional sentence if:

- the sentence of imprisonment is less than two years;
- the offender has not been convicted of a criminal offence that requires a minimum amount of jail time;
- the offender has not been convicted of a serious personal injury offence, a terrorism offence, or a criminal organization offence prosecuted by way of indictment for which the maximum term of imprisonment is ten years or more;
- the judge is satisfied that letting the offender serve the sentence in the community would not threaten the safety of the community;
- the judge is satisfied that having the offender serve the sentence in the community is consistent with the sentencing principles of the *Criminal Code*.

Conditional sentences have mandatory conditions, and they usually also have restrictions that make it like a jail sentence. House arrest is often part of a conditional sentence; at least for part of the sentence. House arrest usually means that the offender must stay in their home at all times (or during certain hours) unless they are working, attending school or religious worship, or for medical appointments or emergencies. Other conditions attached may be similar to those of a probation order. It is also common for a probation order to follow a conditional sentence.

A conditional sentence is supervised by a conditional sentence supervisor (who is actually a probation officer.) Every conditional sentence requires the offender to report to the conditional sentence supervisor at least once. On many conditional sentences, the offender has to report several times.

If an offender allegedly breaks one or more of the conditions of a conditional sentence, there may be a hearing held in front of a judge. If the judge is convinced that the offender broke one or more of the conditions without a lawful or reasonable excuse, the judge may make the offender serve the remaining time in jail.

<http://lawfacts.ca/criminal/sentences>

\*Summary convictions, even if they are not sealed by a pardon or record suspension, can only be disclosed for five years.

# TYPES OF SENTENCES

What types of sentences can a judge impose after a finding of guilt is made?

## Parole

- ⇒ Parole is a **conditional release** from a correctional institution. It permits an offender to serve the remainder of his/her sentence in the community under the supervision of a probation and parole officer.

In Ontario, release of offenders from incarceration, other than by normal expiration of sentence, is the responsibility of the **Ontario Parole Board**.

The Board handles all adult offenders in the province who have prison sentences of less than two years. (The **Parole Board of Canada** is responsible for offenders who have prison sentences of two years or more.)

The Board will only grant parole if it is satisfied that the offender will not, by re-offending, present an undue risk to society before the expiration of the sentence.

In granting parole, the Board sets the conditions for release. Parole may be revoked if the conditions are not met. Where parole is revoked, the offender serves the remaining portion of his/her sentence in custody.

[https://www.mcscs.jus.gov.on.ca/english/corr\\_serv/comm\\_corr/parole/parole.html](https://www.mcscs.jus.gov.on.ca/english/corr_serv/comm_corr/parole/parole.html)

## What is Bail?

- ⇒ Bail is written permission from a court, allowing a person charged with a criminal offence to be out of jail while they wait for their trial, or some other result in their case (such as a guilty plea or a withdrawal of their charges).

<http://lawfacts.ca/criminal/bail>

# CONDITIONS IMPACTING EMPLOYMENT

*What can you do?*

**Conditions impacting employment;** ⇒ Having conditions to abide by as set out by probation, parole or bail may have an impact on when and where an individual can be employed (i.e. a curfew may limit what hours a person can work). If a person is required to report to a probation or parole officer or attend court while on bail they may be required to take time off of work to do so.

**Some tips to avoid further conflict with the justice system while seeking and maintain employment include:**

- Always speak to your probation or parole officer (P.O.) about the terms of your employment. Your P.O. will be able to confirm if your employment will conflict with your conditions. In some cases, your P.O. may be willing to accommodate your schedule to allow you to maintain employment while following your conditions. Your P.O will require proof of employment (such as a job letter).
- If you are on bail, speak to your lawyer regarding your attendance in court. In some cases, your lawyer may be able to attend court for you and your attendance is not mandatory.
- If you are required to report as a condition of bail, provide the courts with proof of employment. The courts may be willing to accommodate your schedule.
- Whenever possible, give your employer advance notice for any time you will be required to be absent from work. If you have vacation, personal or sick days you may be able to use these.

# CONDITIONS IMPACTING EMPLOYMENT

What can you do?

Conditions impacting employment;  
(Continued)

**Some tips to avoid further conflict with the justice system while seeking and maintain employment include:**

- Have a discussion with your employer to see if there are opportunities to make up any hours you miss at a different time.
- If your employer is aware of your criminal record, any conversations around time off for reasons related to your conditions will be easier to have. If your employer is not aware of your record this can be more challenging. It is up to each person to decide how much information to divulge.
- Based on how restrictive your conditions are, consider full and part time employment.
- If employment is not an option, what can you do in the interim? School, upgrading and programs are alternatives to gain skills, keep skills current and keep you moving towards long term employment goals.



# BUILDING A RESUME

## Resume checklist

Before sending a resume always check it with the list below. The checklist primarily covers the structure and appearance of a resume but not the content. Use the recommended sources for help with the content.

- ⇒ Text is well readable. The font size is between 11 and 12 points.
- ⇒ Email address sounds professional. i.e. jjones@hotmail.com
- ⇒ Formatting is consistent for every section of resume.
- ⇒ My resume is between one to two pages (more pages only for specific careers)
- ⇒ If resume is more than one page, contact information (name, email address and phone number) is on the second page.
- ⇒ Resume has no spelling errors detected by spellcheck and a visual check has been done. "DEW KNOT TRUSSED YORE SPELL CHECKER!"
- ⇒ For past positions PAST TENSE (Supervised) is used. For current positions PRESENT TENSE (Supervise) is used.
- ⇒ A trusted person has proofread the resume and corrected, if needed, spelling and grammatical errors.
- ⇒ For submission to a specific job advertisement, the HIGHLIGHT OF QUALIFICATIONS has been customized to match the job requirements.
- ⇒ Reverse chronological order (most current first) has been used in the Employment and Education sections.
- ⇒ Irrelevant hobbies, courses and activities have been excluded from resume.
- ⇒ ETC. or an & or ACRONYMS that other people may not understand have been removed.



# SAMPLE RESUME - CONSTRUCTION

Marvin V

Phone Number

Email Address

## Highlights of Qualifications

- 3+ years of landscaping experience.
- Excellent interpersonal and communication skills.
- Strong ability to work quickly and efficiently; independently or among others.
- Ability to work well under pressure and ensured deadlines were met.
- Dedicated and hardworking employee.
- Extensive experience in performing skilled manual work, using hand and industrial tools.
- Demonstrated ability to perform routine tasks without supervision, individually and as a part of a team.
- Reliable, punctual, hard working, with exceptional communication and organization skills.
- Available to do shift work and travel to work location.

## Relevant Skills

### Landscaping

- Worked outside within residential environments.
- Performed hedge trimming and interlocking for customers.

### Customer Skills

- Committed to providing superior customer service by effectively responding to client requests, inquiries and concerns.
- Developed strong relationships with clients and provided superior customer service.
- Excellent communication skills and the ability to provide personalized service to customers.

### Interlocking

- Experienced at stone cutting and ensuring stones were securely placed on the driveway.

### Painting

- Performed tasks such as: stripping paint, tape prepping, sanding and utilizing spray paint.

### Warehouse

- Loaded and unloaded shelves and trucks.
- Organized and stacked shelves according to colour codes.
- Performed heavy lifting of various materials.

### Upholstery

- Stripped materials off sofas and applied tufting on furniture.
- Ability to cut fabrics and operate a sewing machine.

## Employment History

**CNS Landscaping**  
*Landscaper*

Toronto, ON

**New Image**  
*Construction and Landscaper*

Toronto, ON

**Eric's Upholstery**  
*Upholsterer*

Toronto, ON

Toronto, ON

**Bob Co. Moving Company**  
*Mover*

Toronto, ON

## Education and Training

**Border Horizons**  
*Pre-Employment Program*

Toronto, ON

**George Harvey Collegiate**

Toronto, ON

References Available Upon Request

# SAMPLE RESUME – CUSTOMER SERVICE

**Ali H**

Phone Number

Email Address

Profile	Outgoing and enthusiastic person with community focused mindset looking for employment in client service based environments.		
Skills and Qualifications	<ul style="list-style-type: none"><li>• 10+ years working in customer service focused environments.</li><li>• On-going experience working in client centered settings.</li><li>• Knowledge and experience in business development, management and ownership.</li><li>• Strength in communication and the dissemination of information.</li><li>• Experience in community settings with focus on community development.</li><li>• Available immediately for full-time employment with flexible hours.</li></ul>		
Work Experience	Elections Canada	Toronto, ON	
	Electoral Campaign Agent	2011	
	<ul style="list-style-type: none"><li>• Responsible for door-to-door campaigning of constituents.</li><li>• Increased awareness of community issues to constituents.</li><li>• Used effective communication strategies to hold listeners attention and gain support.</li></ul>		
	Somalian Community Centre	Toronto, ON	
	Somali Youth Generation Coach/ Somali Emigration Assistance	2002-2004	
	<ul style="list-style-type: none"><li>• Brought Somali youth together in structured positive environment strengthening community ties.</li><li>• Taught youth soccer with focus on building self-discipline and self-esteem with an emphasis on making positive choices in life and social integration/ adaptation.</li><li>• Assisted new Somali immigrants with community integration.</li><li>• Provided clients with community resource information and referrals.</li></ul>		
	JDS Uniphase	Montreal, QC	
	Technician	1998-2001	
	<ul style="list-style-type: none"><li>• Responsible for soldering, cutting and trouble shooting communications and optical communication products.</li></ul>		
	American Style	Montreal, QC	
	Owner/ Manager/Cook	1997-1998	
	<ul style="list-style-type: none"><li>• Built restaurant business from ground up.</li><li>• Responsible for all financing , invoicing, pay-roll, scheduling, business set up, client/ customer service, cashier, acting as server, restaurant maintenance etc.,</li></ul>		
Volunteer Experience	Canadian Electoral Party	Toronto, ON	
	Agent/ Scrutineer	2006-2011	
Education / Training	University du Quebec	1998	
	Political Science (Completed 1 year)		
Languages Spoken	Fluent in French, English and Arabic		

# SAMPLE RESUME: NON-SPECIFIC

**Jason S**  
647-00-0000  
Email address

## Skills and Qualifications

- Ability to work well under pressure.
- Excellent communication and interpersonal skills.
- Strength in analytical thinking and problem solving.
- Hardworking and dedicated employee.
- Thrive on consulting and helping others.
- Available for full time employment with flexible hours.

## Work Experience

### Premier Van Lines Mover

Toronto, ON  
2008-2009

- Assisted with loading and unloading truck.
- Interacted with customers in professional and courteous manner.

### Tippet Richardson Ltd. Mover/ Warehouse

Toronto, ON  
2007-2008

- Packed and secured customers' belongings into truck.
- Loaded and unloaded vehicles.
- Ensured warehouse was kept clean and safe.

### City of Toronto Parks and Recreation Youth Worker

Toronto, ON  
2001-2007

- Planned activities and trips for youth attending programs.
- Supervised large groups of children.
- Ensured children's safety and happiness while supervised.

### Wal-Mart Canada Warehouse

Toronto, ON  
1997-1998

- Loaded and unloaded trucks carrying merchandise.
- Responsible for inventory management and recording received merchandise.
- Stocked shelves and ensured warehouse/ store cleanliness.

## Volunteer Experience

### Good Shepherd

Toronto, ON

- Responsible for maintaining standards of cleanliness including mopping and sweeping floors, waste management, etc.,

### Three Little Fishes Day Care

Toronto, ON

- Assisted teachers with daily teaching activities, monitored and supervised children, interacted with children while ensuring they were happy and safe.

## Education

**Mother Teresa Catholic Secondary School**  
O.S.S.D. Achieved

Scarborough, ON

# SAMPLE RESUME: APPRENTICESHIPS

647.000.0000  
emailaddress@hotmail.com

## Barry F

### Skills and Qualifications

- Over 10 years experience working in various labour capacities
- Strong ability to work quickly and efficiently; independently or among others
- Pays close attention to detail, follows directions and adheres to regulation
- Certificates in Food Handling and Italian Arts of Cooking
- Can work as a team member or individually, with little to no supervision
- Enjoys challenges that use previously existing skills and build new ones
- Available immediately for full/ part-time employment

### Roofing

- Installed, repaired and replaced shingles, shakes and other roofing tiles on roofs
- Set up scaffolding to provide safe access to roofs
- Performed clean-up duties and ensured property was clean and free of debris

### Materials Handler

- Assembled various manufactured parts, products and equipment on assembly lines
- Worked at a quick and efficient pace
- Followed detailed instructions, and adhered to regulations
- Stacked, wrapped and loaded products by hand and with material handling equipment
- Packed, loaded and unloaded household and office furniture on and off moving vans

### Customer Service

- Refuelled vehicles, washed windshields, checked fluid levels and tire pressure
- Received payment from customers; handled credit card transactions
- Performed property maintenance duties to ensure safe and efficient service

### Work Experience

<b>Concrete USL</b>	2011
<b>Lead Labourer</b>	Bolton, ON
<b>JFK Roofing</b>	2003-2010
<b>Roofer</b>	Tottenham, ON
<b>N.T. Temps</b>	1998-2006
<b>Assembly Line Worker</b>	Alliston, ON
<b>Mountain Moving</b>	2003
<b>Mover</b>	Alliston, ON
<b>OPDI Ontario Potato</b>	1999-2000
<b>Skid Stacker</b>	Alliston, ON
<b>Pioneer Gas Station</b>	1999
<b>Gas Bar Attendant</b>	Alliston, ON

### Education

Ontario Secondary School Diploma

# TALKING TO EMPLOYERS

⇒ *Tips for talking to employers about having a record*

## 1) Finding Employment

Based on the offense, number of years away from the field, or changes in political atmosphere it may be difficult finding employment in a desired field. It is important to look at rebuilding a resume and gaining experience in other forms of employment which may be more accessible.

- ⇒ **Try not to be picky:** Landing any job and doing it well might result in a better job in the future. An employer is going to look at past performance and experiences to judge future reliability. Changing fields of interest may be necessary to secure employment. For example, a person interested in becoming a nurse, may want to reconsider until they are eligible for a pardon.
- ⇒ **Research whether or not the company does criminal record checks upon hiring:** Ask a friend to call the company to ask what their policy is on conducting Criminal Record checks on employees. Do not be discouraged from applying if they do.
- ⇒ **Know what is on your criminal record:** This will provide a better idea of what jobs a better to move towards. For example, one with a violent past, may not be able to work with a vulnerable population (ie. Children, health care, seniors, mental health, etc.). In some cases volunteering as a peer mentor in these fields may be an option. Know which agencies prefer people with “lived experience” if you wish to work in a social work setting.
- ⇒ **Work with a job developer:** People who work in social services as employment counsellors often have experience assisting people with a criminal record in finding employment, they may also have some leads to help in getting entry-level positions. Call 211-Toronto to ask about employment services.



# TALKING TO EMPLOYERS

## ⇒ Tips for talking to employers about having a record

### 2) How to answer interview questions about your criminal record

An employer may ask for consent to conduct a criminal record check, however the employer is not legally allowed to ask for a criminal record during the interview. Some things to remember:

- ⇒ Not every employer asks for a criminal record check to every employee. **Dress the part** of someone who is serious about getting the job and if there is not an absolute policy diverting this process may be possible by impressing the interviewer.
- ⇒ Know what's on your criminal record. As mentioned earlier, when asked about willingness to complete a criminal record check, saying **yes** and then explaining what the employer will find may be an option.
- ⇒ If you decide not to discuss your criminal record in the interview, remember that you may need to explain it later. If the criminal record check isn't completed until after employment has already started, an employee may be dismissed from the company.
- ⇒ Attend interview workshops at career centers, or employment agencies. Do some practice interviews and have the interviewer ask a question about a criminal record.

# TALKING TO EMPLOYERS

## ⇒ Tips for talking to employers about having a record

### 3) How to discuss your criminal record:

- ⇒ **Be honest.** Background checks are simply too easy to do these days to run the risk of being dishonest. And even if you don't get caught right away, if your employer finds out later that's grounds for being fired — as a few of my students confess they've learned the hard way.
- ⇒ **Take responsibility** One of my fellow instructors refers to this as “owning it.” You've got to admit your conviction and not make excuses. For some people this can be as simple as saying, “yes, I was convicted of a felony” and giving the reason (my judgment was clouded by...immaturity, drugs, financial stress, poor values, hanging with the wrong crowd, etc.) Others may feel compelled to identify the offense, perhaps because of mitigating circumstances. Just remember to keep it brief, look the employer in the eye and beware of too much information.
- ⇒ **Move on.** This is the point where you want to talk about concrete things you have done to improve yourself and turn your life around. Getting your GED, completing a drug program, holding down a job or jobs since your release, pursuing further education or training — anything that shows steps you have taken to change.
- ⇒ **Acknowledge the employer's concerns** Say something such as, “I understand how you may be hesitant or you may have concerns, BUT, I want to assure you that I will do a great job for you.” As uncomfortable as this may be to acknowledge, it shows the employer that you are sensitive to his/her concerns but determined now to let your past interfere with your work life.
- ⇒ **Make your pitch and close.** End with a bang by reiterating that you have the skills and attitude for the position and that you will do a great job.

# TALKING TO EMPLOYERS

## ⇒ Tips for talking to employers about having a record

Below are detailed examples of how to deal with this tough question, courtesy of an OAR workshop on interview skills (<https://outandemployed.wordpress.com/2010/09/13/how-to-answer-interview-questions-about-your-criminal-record/>):

### **Have you ever been convicted of a crime?**

⇒ “Unfortunately, yes. When I was younger and very foolish, I was convicted of a felony. I absolutely regret my actions and committed myself to changing — which I have. Since that time, I have taken courses, had excellent job review and become focused on where I want to go with my life. I am never going to make those kinds of choices again. I understand you may have concerns about this, but please be assured that I have left those poor decisions in the past. I am committed to doing an excellent job for you. I have the skills required for this job, and I hope you will consider me for this position.”

### **In your application, you wrote “will discuss at interview,” in answer to the question of whether you’ve been convicted of a felony, could you explain that to me now?**

⇒ “Sir, I want you to know that in the past I made a poor decision which was to get involved with drugs. It got to the point that the Courts got involved and I can honestly say that it was the best thing to happen to me. Because of that I completed substance abuse treatment and have been clean for two years. I am a productive member of my community and will never go back to that life. I completely understand if you have concerns. However, I want you to know that I am tested regularly, I am committed to clean living and going to work every day. I have a lot of skills in this area and know I can do a great job for your company if you allow me the opportunity to show you.”

# TALKING TO EMPLOYERS

## ⇒ Tips for talking to employers about having a record

**Is there anything in your personal history that I should be aware of before doing a background check?**

- ⇒ "I don't think that there is anything that will prevent me from being an outstanding maintenance manager for your company. However, I would like to share with you that I was convicted of a felony. I grew up in a bad neighborhood and made some poor choices. While I was incarcerated, however, I made a decision to turn my life around and completed my GED. I'm also working towards completing a welding certification program. I believe I have the skills I need to be successful and am eager to also learn on the job. Most importantly, I'm willing to work as hard as I need to in order to convince you that I am an honest, dependable and motivated employee."

Remember, these are just examples to get you thinking. Why don't you try to answer this question yourself in your own words. Practice it out loud a few times.



# SUCCESS STORIES

Mr. M enrolled into the FEER program in September 2017. Throughout the program he expressed interest in working in the construction industry, however had large gaps in his employment history and was finding it hard to obtain a permanent full-time job. Prior to entering the FEER program the client had been working, however it was mainly short-term factory work. During the program he would show interest in topics such as “How to talk about your criminal record in an interview” and “Mock Interviews”. After working with the Goal Coordinator Mr. M had a set short and long-term goal plan that he was able to refer to when he needed to figure out his next steps. After successfully completing the program Mr. M has also enrolled and completed the Cement Mixer Pre-Apprenticeship program and is currently employed and holds a membership with Local Union 506.

– John Howard Society frontline worker

# GED / ACADEMIC UPGRADING

**West Neighborhood House (St Christopher's House), GED Program, 1033 King St W**

**Visit:** <http://www.westnh.org/>

- ⇒ Prepares participants for General Educational Development Exam
- ⇒ 12 Hours per week (flexible scheduling)
- ⇒ Work at your own pace
- ⇒ No cost to Ontario Works recipients

## **ELIGIBILITY**

- ⇒ 18 years of age and older
- ⇒ Provide valid photo ID
- ⇒ Work at your own pace
- ⇒ Out of school for at least one year

**For more information** please contact Linda (416)-848-7980

**Frontier College - GED Prep, 35 Jackes Ave & 1200 Markham RD- Suite 525**

**Visit:** [www.frontiercollege.ca/](http://www.frontiercollege.ca/)

- ⇒ Literacy & Basic Skills – GED exam prep
- ⇒ Tuesday, Wednesday, Thursday classes (1-4pm)
- ⇒ Work at your own pace
- ⇒ No cost to participants
- ⇒ Assigned personal tutor

## **ELIGIBILITY**

- ⇒ 18-50
- ⇒ Out of school at least one year

**For more information** please call Rosita (416) 923- 3591 ex 360

**George Brown College - Transition to Post-Secondary Education, St James Campus**

**Visit:** <https://www.georgebrown.ca/a107-2017-2018/>

- ⇒ September, January, April start dates
- ⇒ 3 semesters- 14 weeks each semester
- ⇒ No cost to participants

## **ELIGIBILITY**

- ⇒ Adults(18+) with Mental Health and/or Addiction history

**For more information** please call 416 415 5000 ex 3218



# GED / ACADEMIC UPGRADING

## Seneca College - Academic Upgrading, various locations

**Visit:** <http://www.senecacollege.ca/programs/fulltime/AUC.html>

- ⇒ Work towards ACE certificate & credits
- ⇒ Grade 12 equivalency
- ⇒ Work at your own pace
- ⇒ Tuition-free

**For more information** please call 416 491 5050 ex 26620

## Humber College - Academic Upgrading, various locations

**Visit:** <https://liberalarts.humber.ca/programs/academic-upgrading>

- ⇒ College prep
- ⇒ 12- 16 weeks
- ⇒ Monday- Friday 9 am – 3 pm

### ELIGIBILITY

- ⇒ 19+
- ⇒ Resident of Ontario/Legally able to work in Ontario

**For more information** please call 416 675 6622 ex 74842

## Humber College – Youth Transition Program, Humber College North Campus, 205 Humber College Blvd

**Visit:** <http://humber.ca/community/youth.html>

- ⇒ Free 8 week program
- ⇒ Assists youth to transition to college with or without high school diploma
- ⇒ Explore college programs and career options
- ⇒ Individualized hands-on learning plans
- ⇒ Build core academic skills
- ⇒ Lunch and TTC tokens provided

### ELIGIBILITY

- ⇒ Youth 18-29
- ⇒ Out of school and out of work

**For more information** please call 416 675 6622 ex 5226

# GED / ACADEMIC UPGRADING

## York University – Transitional Year Program

**Visit:** <https://futurestudents.yorku.ca/transitionyear>

⇒ Opportunity to transition to university for those who have experienced social / financial barriers to education

⇒ Full-time immersion into full-time academic studies over 2 semesters

⇒ Earn University degree credits upon completion

### **ELIGIBILITY**

⇒ 19 +

⇒ Barriers to education/employment

**For more information** please call Rosa Williams 416 736 5782

**For more information regarding Academic Upgrading or GED programming  
please contact Shanice by phone at 416 925 4386 ex 228 or by email  
at [Sfrancis@jhst.ca](mailto:Sfrancis@jhst.ca)**

# EMPLOYMENT AGENCIES/PROGRAMS

**Talent Employment Inc, 5601 Steeles Ave West Suite #5**

**Visit:** <http://usetalent.com/>

- ⇒Assists with job searching
- ⇒Hospitality employment connections
- ⇒Bartending, smart serve, food handlers, and server training
- ⇒Permanent & temporary job placements

## **ELIGIBILITY**

- ⇒18 +
- ⇒Job searching

**For more information** please call 416 748 3982

**Youth Employment Services, Various Locations**

**Visit:** <http://www.yes.on.ca/programs-and-services/>

- ⇒Unique programs designed to assist all job seekers
- ⇒Youth and Adult services available
- ⇒Paid training programs
- ⇒Employment incentives available to employers
- ⇒Self-employment training available
- ⇒In-house job fairs

## **ELIGIBILITY**

- ⇒18-29 for most programs

**For more information** please call (416) 504 -5516

**Oasis Recovery -Employment Essentials Program, 921 Danforth Ave**

**Visit:** <http://www.oasismovement.org/>

- ⇒6-week employment program
- ⇒Digital literacy/computer skills
- ⇒Work One-One with a job developer to obtain job search assistance

## **ELIGIBILITY**

- ⇒18 +
- ⇒Unemployed
- ⇒Currently in recovery (30 days or more clean and sober)

**For more information** please call (416) 461 7739

# EMPLOYMENT AGENCIES/PROGRAMS

## Costi Immigrant Services, various locations

**Visit:** <http://www.costi.org/>

- ⇒Newcomer Services available
- ⇒Youth Employment Placement available
- ⇒Work one on one with Job counsellor to secure employment

### ELIGIBILITY

- ⇒18+
- ⇒Unemployed or working less than 20 hours per week
- ⇒Pre-Employment workshops available
- ⇒Valid photo ID
- ⇒Recipients of Ontario Works

**For more information** please call (416)-789-7925

## JVS Toronto, various locations

**Visit:** <http://www.jvstoronto.org/index.php?page=career-counselling>

- ⇒Walk-in job counselling available
- ⇒Youth employment placement available
- ⇒Individualized to clients employment needs
- ⇒Employment incentives available to employers
- ⇒Job search workshops
- ⇒Services for persons with disabilities available
- ⇒Access to computers, internet, photocopier
- ⇒Job postings, job fairs and employer information sessions

**For more information** please call (416) 787 1151

## Dixon Hall, 58 Sumach Street + other locations

**Visit:** <http://www.dixonhall.org/>

- ⇒Individualized one on one support
- ⇒Youth worker onsite for one-one support
- ⇒Youth Violence prevention programming, Youth motivation committee, parent engagement and support programming, camps and more
- ⇒Various employment supports and services

**For more information** please contact 416-863-0499

# EMPLOYMENT AGENCIES/PROGRAMS

## Gateway – Ready for Work Program, 2763 Danforth Ave Suite #3

**Visit:** <https://www.wsncc.org/>

- ⇒ 2-week pre-employment training
- ⇒ Security Guard training
- ⇒ Youth Employment incentives for employers
- ⇒ Subsidized paid employment placement with an employer

### ELIGIBILITY

- ⇒ Under 30 years of age

**For more information** please contact Ahmed at 416- 466-7489

## St Stephens Community House, 1415 Bathurst Street + other locations

**Visit:** <http://www.sschto.ca/>

- ⇒ Provides a number of pre-employment workshops for youth & adults
- ⇒ Sector-specific employment trainings and placements (paid and unpaid)
- ⇒ Online job board
- ⇒ Youth and justice system programming available (Educational programming and CSO placements)
- ⇒ Employment advising & placement
- ⇒ Drop in job searching
- ⇒ Wide range of employment supports and programs for youth 18-29

**For more information** please call 416 925 2103

## JVS – Project GOLD, Various Locations

**Visit:** <https://www.jvstoronto.org/find-a-job/disability-employment-services/>

- ⇒ Assists adults with learning disabilities to gain better understanding of their learning disability
- ⇒ Pre-employment workshops

### ELIGIBILITY

- ⇒ Self-diagnosed or diagnosed by doctor
- ⇒ 18+

**For more information** please contact 416 649 1619

# EMPLOYMENT AGENCIES/PROGRAMS

Center for Education and Training, various locations

Visit: <https://www.tcet.com/>

- ⇒Pre-Employment services for persons with visible and non-visible disabilities
- ⇒Onsite Job fairs
- ⇒Tradelinx Pre-apprenticeship programming
- ⇒Pre-Employment workshops
- ⇒Employment Counselling

**For more information** please call Adriana 416 964 9797

**For more information regarding Employment agencies or employment programming please contact Shanice by phone at 416 925 4386 ex 228 or by email at [Sfrancis@jhst.ca](mailto:Sfrancis@jhst.ca)**



# PRE-APPRENTICESHIP & SKILLS TRAINING

**Pre-Apprenticeship Training Institute, 11 Kodiak Crescent, Unit 100**

**Visit:** <http://www.patoinstitute.ca/>

- ⇒ Please note that combined courses are available
- ⇒ There is a cost associated with ALL programs at this institution
- ⇒ Part-time and Full-time classes available
- ⇒ Electrician; Plumbing; Network Caballing; Gas Tech 2&3; Construction Office Manager; Refrigerator and Air Conditioning; Carpentry; Construction Office Manager; Construction Electrical Estimator; Working at Heights

**For more information** please contact 1 800 -728- 0137

**York Construction Academy- Construction Technology, 155 Champagne Drive**

**Visit:** [http://www.yorkacademy.ca/programs.php?](http://www.yorkacademy.ca/programs.php?gclid=COmZ2P_L1cMCFRckgQodM1IAew)

[gclid=COmZ2P\\_L1cMCFRckgQodM1IAew](http://www.yorkacademy.ca/programs.php?gclid=COmZ2P_L1cMCFRckgQodM1IAew)

- ⇒ Part-time and Full-time classes available
- ⇒ No cost to Ontario Works recipients
- ⇒ Frequent start dates
- ⇒ Home renovations
- ⇒ Construction Trades

## **ELIGIBILITY**

- ⇒ 18+

**For more information** please call 416-630-5559

**JVS - Construction Craft Worker Program, Location unknown- call for info**

**Visit:** <https://www.jvstoronto.org/workshop-calendar/construction-craft-worker-pre-apprenticeship/>

- ⇒ 5 Weeks of Life Skills and Employment Prep
- ⇒ 9 Weeks of training at local 183 site
- ⇒ 8 Week Job placement
- ⇒ Boots and Goggles provided
- ⇒ No cost to participants

## **ELIGIBILITY**

- ⇒ 24 years of age and older
- ⇒ Completion of High School or GED
- ⇒ Available full time from April- September
- ⇒ Out of School and work

**For more information** please contact 416-649-1731

# PRE-APPRENTICESHIP & SKILLS TRAINING

## George Brown College – Construction Craft Worker, Casa Loma Campus

**Visit:** <https://www.georgebrown.ca/A106-2016-2017/>

- ⇒History of Mental health/ Addictions
- ⇒No cost to participants
- ⇒18 Weeks
- ⇒160-hour placement

### ELIGIBILITY

- ⇒19+
- ⇒Completion of High School/GED

**For more information** please contact 416 415 500 ex 6790

## Hammer Heads, 2088 Weston Rd

**Visit:** <http://www.cobtrades.com/hammerheads/>

- ⇒12 weeks
- ⇒For youth interested in construction trades
- ⇒No specific trade interest
- ⇒Hands-on skill development, mentoring and coaching
- ⇒Employment opportunities granted upon successful completion of program
- ⇒Zero Tolerance policy
- ⇒No cost to participants

### ELIGIBILITY

- ⇒18-26
- ⇒Must reside in a priority neighborhood of Toronto
- ⇒Referred through Employment Service/ Toronto Employment and Social Services

**For more information** please contact Laura Murphy 416- 449 – 5115

## Building Up, 116 Industry Street

**Visit:** <https://www.buildingup.ca/trainees/>

- ⇒Construction Trades/ Construction General Labour
- ⇒16 weeks paid training (8 weeks in class, 8 weeks work placement)
- ⇒No cost to participants

### ELIGIBILITY

- ⇒Monday- Friday 730am- 4pm
- ⇒24 +
- ⇒Must have High school transcripts, SIN #, Resume

**For more information** please call 647 993 5507

# PRE-APPRENTICESHIP & SKILLS TRAINING

*Scarborough Center for Alternative Studies* **FIX- IT Carpentry, 2740 Lawrence Ave East**

**Visit:** <http://schoolweb.tdsb.on.ca/scasads/Special-Programs/Medical-Office-Administration>

- ⇒ This program is offered at Scarborough Center for Alternative Studies, however it is open to the public
- ⇒ 18 weeks
- ⇒ If students achieve 70% or higher with perfect attendance they will be accepted into Carpenters Union as an Apprentice
- ⇒ September and February start dates
- ⇒ No cost to participants
- ⇒ Can earn credits towards high school diploma

## **ELIGIBILITY**

- ⇒ 18+
- ⇒ Must apply through carpenters union

**For more information** please call 905 652 5507 ( Marlene Grossi or Crystal Ashington)

*Ability Learning Network- Building Maintenance Program, 274 Geary Ave*

**Visit:** <http://www.aln.ca/skills-training.php>

- ⇒ 16-week trades training program (12 weeks in class + 4-week job placement)
- ⇒ Learn to repair and maintain Electrical systems, plumbing repairs, carpentry tasks, drywall, and painting
- ⇒ Graduates receive Building Maintenance and repair certification, WHIMIS, Health and safety, First Aid and CPR
- ⇒ No cost to Ontario Works recipients
- ⇒ Information session every Thursday at 10 am

## **ELIGIBILITY**

- ⇒ 18 +
- ⇒ Referral from caseworker
- ⇒ High school diploma/GED

**For more information** please contact 416 350 2331 ex 105

# PRE-APPRENTICESHIP & SKILLS TRAINING

## Skills for Change – Accounting/ Finance Program, 791 St Clair Ave West

**Visit:** <http://skillsforchange.org/ontario-works/>

⇒26-week program (6 weeks unpaid job placement + 6 months follow up support)

⇒For persons with previous accounting/finance experience outside of Canada

who want to learn about Canadian accounting and financial systems

### ELIGIBILITY

⇒18+

⇒Legally entitled to work in Canada

⇒Canadian language benchmark level 7+

⇒Be familiar with keyboards/computers

⇒Recipient of Ontario Works

⇒Previous knowledge of accounting/finance

**For more information** please speak with your caseworker or call 416 658 3101

## Skills for Change – IT For Mobile Applications Program, 791 St Clair Ave West

**Visit:** <http://skillsforchange.org/ontario-works/>

⇒24-week program ( includes 6 weeks unpaid job placement + 6 months follow up support)

⇒Teaches students how to create and maintain Apps for Apple IOS and Android devices

⇒Geared towards programmers familiar with JAVA and/or C++

⇒No cost to Ontario Works recipients

### ELIGIBILITY

⇒18+

⇒Legally entitled to work in Canada

⇒Canadian language benchmark level 7 +

⇒Be familiar with JAVA or C++

**For more information** please speak with your caseworker or call 416 658 3101

# PRE-APPRENTICESHIP & SKILLS TRAINING

**Institute of Technical Trades - Welding Techniques Program, 749 Warden Ave**

**Visit:** <http://www.instituteoftechnicaltrades.com/welding-training-toronto>

- ⇒ 12 weeks training program with Institute of Technical Trades
- ⇒ Focuses on practical skill development
- ⇒ Includes torch cutting, electric Arc welding, and flux-core welding
- ⇒ Welding certification
- ⇒ No cost to Ontario Works recipients

## **ELIGIBILITY**

- ⇒ 18 +
- ⇒ Must obtain referral from caseworker

**For more information** please speak with your caseworker or contact 416 750 1950

**Working Skills Center - Office Administration Diploma program, 55 Eglinton Ave E, 703**

**Visit:** <http://workingskillscentre.com/diploma/supply-chain-clerkanalyst-diploma/>

- ⇒ 26 weeks ( includes 6-week unpaid work placement)
- ⇒ Prepares participants for employment in an office setting as a Receptionist, Office Admin, Data entry clerk, or Database Manager
- ⇒ Participants will cover all aspects of MS Office, Customer service, and Business administration
- ⇒ No cost to Ontario Works participants

## **ELIGIBILITY**

- ⇒ 18+
- ⇒ Familiar with computer applications such as MS office
- ⇒ Complete numeracy skills assessment
- ⇒ Obtain referral from caseworker

**For more information** please call 416 703 7770 ex 523

**For more information regarding Pre- Apprenticeships or skills training please see attached or contact Shanice by phone at 416 925 4386 ex 228 or by email at [Sfrancis@jhst.ca](mailto:Sfrancis@jhst.ca)**

# SELF-EMPLOYMENT

Rise Asset Development, 105 St George Street

**Visit:** <http://www.riseassetdevelopment.com/programs/individual-small-business-program/>

- ⇒ For individuals interested creating a small business
- ⇒ Must have solid business plan/idea
- ⇒ 6-week duration
- ⇒ One-one mentoring and group sessions available
- ⇒ Assist client to create business proposal by the end of the program
- ⇒ Clients may qualify for small business loan upon graduation
- ⇒ Youth programs available
- ⇒ Clients must be able to access traditional bank financing
- ⇒ Program operates once a year starting in October

## ELIGIBILITY

- ⇒ 18+
- ⇒ Have business idea

**For more information** please contact 416 978 5498

## Self-Employment Development program

**Visit:** <https://www.toronto.ca/community-people/employment-social-support/support-for-people-in-financial-need/assistance-through-ontario-works/>

- ⇒ Only open to Ontario Works clients
- ⇒ 8 Weeks
- ⇒ Guidance to start your own business
- ⇒ Help with making a business plan
- ⇒ Ongoing help with account management

## ELIGIBILITY

- ⇒ 18 +
- ⇒ Have business idea
- ⇒ Must be on Ontario works

**For more information** speak to your caseworker about the " Self-Employment Development program"



# CAREER / ACADEMIC EXPLORATION

## George Brown – Choices Program, various locations

**Visit:** <https://www.georgebrown.ca/choices/>

- ⇒ One week free college /career exploration
- ⇒ Provides students with the opportunity to learn about different programs offered
- ⇒ Students learn about current career trends
- ⇒ Reflective practices and career planning tools
- ⇒ 1 week in length
- ⇒ Learn about financial supports and how to make post-secondary affordable for you
- ⇒ Develop an action plan focused around education

### ELIGIBILITY

- ⇒ 19 +

**For more information** please contact 416 415 5000 ex 2949

## Youth Employment Services – Ontario Works Program, 1610 Bloor Street West

**Visit:** <http://www.yes.on.ca/ontario-works-career-discovery/>

- ⇒ 4 Week Career discovery program
- ⇒ Candidates receive career testing and skills training
- ⇒ Employment placement available
- ⇒ No specific age requirements

### ELIGIBILITY

- ⇒ Recipients in Ontario Works

**For more information** please contact 416 535 8448

## Humber College – Academic Advising, various locations

**Visit:** <http://humber.ca/academic-advising/>

- ⇒ Work with Student Advisor to develop action plan
- ⇒ Work with Program Coordinators to obtain guidance when selecting courses for your program
- ⇒ Work with Registrar's office to seek information regarding financial supports

**For more information** please contact Sara 416 675 6622 ex 2786

# CAREER / ACADEMIC EXPLORATION

JVS - Career Counselling, various locations

Visit: <https://www.jvstoronto.org/find-a-job/career-exploration-services/>

- ⇒ Individual Career Counseling
- ⇒ Assessment on strengths, skills, personality types, values, interests and areas of development
- ⇒ Development of long-term action plan
- ⇒ Fee for service- Sliding Scale

**For more information** please contact 416 649 1600



# PEER SUPPORT WORK

**Stella's Place – Peer Support Training Program, 118 Camden street**

**Visit:** <https://stellasplace.ca/peer-support/training/>

- ⇒8-12 weeks
- ⇒Role-playing and group discussions
- ⇒Learn Anti-oppressive and inclusive practices
- ⇒Learn values of Peer Support Practices
- ⇒Relationship building with other peers

**For more information** please call 416 461 2345

**St Stephens Community House – Peer Training and Development**

**Visit:** <http://www.sschto.ca/Adults/Addictions/Peer-Program>

- ⇒Encourages peoples recovery from trauma through skill development and meaningful involvement
- ⇒18 Session training
- ⇒Employment opportunities throughout program

## **ELIGIBILITY**

- ⇒History of trauma, mental health and/or addictions
- ⇒18+

**For more information** please call 416 925 2103 ex 3214

**Toronto Hostels Training Center, 65 Wellesley Street East, Suite 501**

**Visit:** <http://thtcentre.com/wp-content/uploads/2017/09/THTC-Course-Calendar-Updated-Sept-2017.pdf>

- ⇒Provides various sector-specific workshops
- ⇒Open to public
- ⇒Cost for all workshops

**For more information** please call 416 469 0007

# MENTAL HEALTH & ADDICTIONS

## Mental Health Helpline

**Visit:** <http://www.mentalhealthhelpline.ca/>

- ⇒ 24-hour Information and referral service for persons experiencing mental illness
- ⇒ Detailed information regarding mental health supports and services

**For more information** please visit the website or call the Mental Health Helpline at 1-866-531-2600

## The Works — Harm Reduction program, 277 Victoria Street

**Visit:** <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/services-provided-by-the-works/>

- ⇒ Provides free safe injection, smoking, and sex equipment
- ⇒ Testing and vaccination
- ⇒ Opioid substitution clinic
- ⇒ Naloxone kits and training for drug users
- ⇒ Mobile Outreach
- ⇒ Drop-In services available

**For more information** please call 416 392 0520

## Drug and Alcohol Helpline

**Visit:** <http://www.drugandalcoholhelpline.ca/>

- ⇒ 24-hour Information and referral service for persons experiencing drug and alcohol addictions
- ⇒ Detailed information about drug and alcohol supports and services within the area

**For more information** please visit the website or call the Drug and Alcohol Helpline at 1-800-565-8603

# MENTAL HEALTH & ADDICTIONS

John Howard Society of Toronto- Harm Reduction/ Relapse Prevention, 1669 Eglinton Ave W

**Visit:** <http://johnhoward.on.ca/toronto/services/post-incarceration-housing-services>

⇒Individual counselling and group sessions available

⇒Safe injection, smoking equipment, and sex equipment available

## ELIGIBILITY

⇒18+, Male

**For more information** please call Peter at 416 925 4386 ex 226

St. Stephens – Mental Health & Addictions Services, various locations

**Visit:** <http://www.sschto.ca/Adults/Mental-Health>

⇒Onsite medical services

⇒Referrals to medical services, community supports, and housing services

⇒Harm reduction assistance

⇒Case management & financial trustee program

**For more information** please call Michelle Ortiz 416 925 2103 ex 2262

Oasis Recovery, 921 Danforth

**Visit:** <http://www.oasismovement.org/>

⇒Weekly group open to persons wanting to stay sober and clean

⇒No cost to participant

⇒Facilitated group discussion

⇒Every Thursday at 2:30 pm

**For more information** please contact Liam at 416 461 7739 ex 29

Problem Gambling Helpline

**Visit:** <http://www.problemgamblinghelpline.ca/>

⇒24-hour Information and referral service for persons experiencing problem gambling

⇒Detailed information about Gambling supports and services within the city

**For more information** please visit the website or call 1-888-230-3505

**For more information regarding Mental Health and Addiction services please see attached document or call the according helpline.**

# HOSPITALITY

## Train International, downtown Toronto & Vaughn

**Visit:** <https://itraininternational.com/contact/>

- ⇒ Cost for all training
- ⇒ Smart Serve
- ⇒ Food Handler
- ⇒ Bartender Certification
- ⇒ Server Training
- ⇒ First Aid & CPR
- ⇒ Wine Council of Ontario
- ⇒ Workplace Violence and Harassment

**For more information** please call 416 925 5694

## Learning Enrichment Foundation – Cooks Training, 116 industry

**Visit:** [http://lefca.org/training/cooks\\_training.shtml](http://lefca.org/training/cooks_training.shtml)

- ⇒ 17 weeks
- ⇒ Taught by Red Seal Chef De Cuisine
- ⇒ Cooks training, Food handler, WHMIS, and First Aid certificates granted upon completion
- ⇒ Prepare meals for people in need
- ⇒ No cost to participant

**For more information** please call 416 760 2551

## YMCA – Basic Culinary Skills Program, YMCA, Metro Hall 55 John Street

**Visit:** <https://ymcagta.org/employment-and-immigrant-services/employment-services>

- ⇒ 18 weeks (4 months)
- ⇒ No cost to Ontario Works recipients
- ⇒ 96 hours of classroom training
- ⇒ 375 hours of hands-on in kitchen training
- ⇒ Prepare meals for catering and other restaurant orders
- ⇒ Job placement upon successful completion

**For more information** please call 416 916 1066 ex 123



# HOSPITALITY

## Entry to Food Processing

**Visit:** [http://www.tdsb.on.ca/Portals/0/AdultLearners/docs/OW-EFP\\_FlyerWeb.pdf](http://www.tdsb.on.ca/Portals/0/AdultLearners/docs/OW-EFP_FlyerWeb.pdf)

- ⇒ 5 weeks in class training + 4 weeks job placement
- ⇒ Food handler certification upon completion
- ⇒ WHMIS + First Aid CPR upon completion
- ⇒ 7 Food processing industry-recognized certificates
- ⇒ 18 +
- ⇒ Minimum grade 10 English and Math

**For more information** please call 416 393 0350

## George Brown- Assistant Cook, St James Campus

**Visit:** [https://www.georgebrown.ca/program-detail.aspx?id=10737424556&ekfxmen\\_noscript](https://www.georgebrown.ca/program-detail.aspx?id=10737424556&ekfxmen_noscript)

- ⇒ 2 semesters ( January start date)
- ⇒ 150-hour work placement
- ⇒ No cost to participant

### ELIGIBILITY

- ⇒ Completion of High School /GED
- ⇒ History of mental health and/or addictions
- ⇒ 19+

**For more information** please contact 416 415 5000 ex 6790

# LANGUAGE SERVICES

**Costi Immigrant Services, Sector Specific English Language Training, various locations**

**Visit:** <http://costi.org/>

- ⇒assist newcomers in transitioning into the Canadian Labor Market
- ⇒Language training for Accounting and Finance Professionals
- ⇒Language training for Healthcare professionals
- ⇒Language training for Office Administration and Customer Service Professions
- ⇒General English Language Courses available
- ⇒English testing available
- ⇒Citizenship preparation and Settlement Services available
- ⇒Specialized Skills Training
- ⇒Family services available
- ⇒Counselling and Mental Health Services available

**For more information** and locations please contact 416 534 7400 or 416 244 9980

**Polyculture Immigrant and Community Services,**

**Language Learning Skills Development Program, various locations**

**Visit:** <http://www.polycultural.org/what-we-do/language-programs>

- ⇒8 different language courses based on skill level
- ⇒Onsite childcare

## **ELIGIBILITY**

- ⇒Must be permanent resident or refugee- no Canadian citizens
- ⇒18+
- ⇒Must have English skills tested prior to program acceptance

**For more information** please call 416 261 4901

**St Stephens Community House- Language Training, downtown and North York locations**

**Visit:** <http://www.sscto.ca/Adults/Language-Training>

- ⇒Provide beginner and advanced level classes
- ⇒Conversation circles
- ⇒Free childcare and transportation services available

**For more information** please call 416 222 9002

# IDENTIFICATION

## Neighborhood Link, Partners for Access and Identification, Multiple locations

**Visit:** <http://www.neighbourhoodlink.org/partners-for-access-and-identification-paid/>

- ⇒ Helps vulnerable people get identification to access health care, source of income and other services
- ⇒ Must be recipient of Ontario Works, ODSP, or homeless
- ⇒ Birth Registration
- ⇒ Canadian Birth Certificate- Wallet Size
- ⇒ Record of Landing – replacement
- ⇒ Social Insurance Card- replacement
- ⇒ Ontario Health Card- if person does not have an address or ID

**For more information** please call 416 691 7407

## CLASP- I.D Clinic,

**4700 Keele Street- York University Osgoode Hall Law School Ignat Kaneff Building**

**Visit:** <https://www.osgoode.yorku.ca/community-clinics/>

- ⇒ Student-run legal aid clinic providing legal assistance in Criminal, Family, Immigration and Administrative Law
- ⇒ Assist vulnerable persons to obtain identification
- ⇒ Also assists with access to other services - health care and social assistance
- ⇒ Will be connected with a law student to assist in obtaining and completing paper work for identification/identification replacement

**For more information** please contact 416 736 5029

## Black Creek Community Health Centre, Forms and Applications Clinic, 2202 Jane St., Unit 5

- ⇒ Must reside in the catchment area
- ⇒ Can assist clients in obtaining specific identification and completing forms and applications
- ⇒ Application for Peel Housing & Toronto Community Housing (new and transfer)
- ⇒ Dental Clinic( Free and for individuals with no status)
- ⇒ Passport(renewal and new)
- ⇒ Work permit( Canada & US), Visa(India)
- ⇒ OSAP application, Trillium health card application, MFH Application
- ⇒ Replacement of ID (health card, citizenship)

**For more information** please contact Sabrina at 416 249 8000 ex 2247

# OTHER

**Gateway Café, 1480 Danforth Ave & 4 Greystone Walk Drive Unit 3**

**Visit:** <http://www.gateway-cafe.com/home.html>

- ⇒ Security Guard Training Program
- ⇒ Employment Placement for Ontario Works Clients
- ⇒ Pre-Employment programs 45+
- ⇒ Youth Career Exploration program
- ⇒ Training Assistance Program

**For more information** please call 416 446 7489 or 416 261 3337

**Polyculture Immigrant and Community Services Newcomer Club, 17 Four Seasons Place**

**Visit:** <http://www.polycultural.org/>

- ⇒ To allow Newcomers to the Toronto area, a chance to explore the city
- ⇒ Aimed at connecting Newcomers to their communities
- ⇒ Interest-based activities
- ⇒ Provide Newcomers with help establishing social and professional networks
- ⇒ Computer classes for Newcomers available
- ⇒ Interpretation Services available
- ⇒ Settlement and Language services available
- ⇒ Transition to employment and Youth Services available

**For more information** please contact 1 844 493 5839

# OTHER

## Suitable Impressions Workshop, 29 Connell Court Unit #3

**Visit:** <https://www.brandsforcanada.com/about/programs/suitable-impressions/>

- ⇒ Full day workshop addressing job seeker needs
- ⇒ Topics include; First impressions, body language, stress management, financial literacy, grooming and confidence building
- ⇒ Participants are connected with an image consultant to discuss how to dress for diverse industries
- ⇒ Participants also receive; New work clothing, a bag of personal care products, a cell phone, and a free haircut

### ELIGIBILITY

- ⇒ 18+
- ⇒ Must be recipient of Ontario works- Obtain referral from caseworker
- ⇒ Must be recipient of Ontario Disability Support Program- No referral needed

**For more information** please contact 416 703 845 ex 190

## Dress Your Best Toronto, 188 Lowther Avenue 3rd floor

**Visit:** <http://www.dressyourbest.ca/aboutus.php>

- ⇒ One-One sessions with image consultant to choose clothing
- ⇒ Assistance in seeking professional wardrobe

### ELIGIBILITY

- ⇒ 18 +
- ⇒ Must be referred by community agency
- ⇒ Or recipient of Ontario Works

**For more information** please contact info@dressyourbest.ca

The **Frontline Workers' Training Series** provides workshops, toolkits and short videos for City and community-based frontline workers on a range of topics designed to increase the capacity of workers to provide impactful services for MVP youth (youth most vulnerable to involvement in violence and crime).

The workshops are coordinated by the City's Toronto Youth Equity Strategy (TYES) and Youth Employment Partnerships (YEP), and delivered in partnership with community agencies.

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[www.toronto.ca/youthworkerstraining](http://www.toronto.ca/youthworkerstraining)

