



2006 Business and Education IdeaBook



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EDUCATION AND LEARNING

The Conference Board of Canada
Insights You Can Count On



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The sponsors believe that the organizations honoured through these Awards for business–education partnerships, community learning and workplace education exemplify the corporate investments necessary to create a well-educated, skilled workforce that will ensure a strong Canadian economy and competitive position in the global marketplace.

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The trophy is the product of a partnership between the School of Industrial Design of Carleton University and the National Research Council. Joanna Boothman, an industrial design student at Carleton, proposed the underlying concept for the award, and the Advanced Manufacturing Technology Program completed the design and produced the trophy from Canadian aluminum.

NRC-CMRC

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Introduction

Introduction

Congratulations to the outstanding business and education award winners for 2006!

The Conference Board and sponsors of these awards are proud to honour employers, educators and a wide range of organizations that make a difference in their communities.

The Conference Board of Canada and its award sponsors believe that knowledge is the currency of our economy, and learning is a key to maintaining productivity, competitiveness and prosperity. Considering the demands of an innovative and changing society, we recognize the urgency to go beyond school and community partnerships to the upgrading of skills in the workplace—from basic literacy skills to digital literacy through e-learning and learning technologies, and additionally skills development within the small business environment.

Sixteen years ago, the Awards program focused on business and education partnerships, emphasizing proactive approaches to improving education and building skills through business–education partnerships in schools.

We expanded to recognize lifelong learning in the form of workplace literacy initiatives and, more recently, with community programs that regard information and communications technology as an important means for improving learning.

In 2005, we recognized the challenges of developing employees' skills in a small business environment. Hence, a new award was launched to recognize small businesses that help their employees to develop the skills and competencies that enable them to contribute to the success and growth of the small business in which they work.

The Conference Board thanks and applauds all leaders and practitioners for their commitment to the value of investing in a learning society and lifelong learners.

Michael Bloom
Vice-President
Organizational Effectiveness and Learning
The Conference Board of Canada

Introduction

Félicitations aux grands lauréats des prix d'excellence affaires et enseignement de 2006!

Le Conference Board et les promoteurs de ces prix sont fiers d'honorer les employeurs, les éducateurs et la vaste gamme d'organisations qui contribuent à leur communauté.

Le Conference Board du Canada et les promoteurs de ses prix d'excellence estiment que le savoir constitue la monnaie de notre économie, et que l'apprentissage est essentiel au maintien de la productivité, de la compétitivité et de la prospérité. En raison des demandes d'une société novatrice et changeante, nous reconnaissons à quel point il est urgent de compléter le travail des écoles et des partenariats communautaires en favorisant le perfectionnement des compétences en milieu de travail—de combler l'alphabétisation de base avec une alphabétisation numérique au moyen de l'e-éducation et des technologies d'apprentissage, et grâce aussi au perfectionnement des compétences dans le milieu des petites entreprises.

Il y a seize ans, le programme des prix d'excellence était fondé sur les partenariats affaires et enseignement, et mettait l'accent sur les approches proactives visant à améliorer l'éducation et à développer les compétences grâce à des partenariats affaires-enseignement dans les écoles.

Nous avons étendu nos activités de manière à reconnaître l'éducation permanente sous forme d'initiatives d'alphabétisation en milieu de travail et, plus récemment, avec des programmes communautaires qui considèrent la technologie de l'information et des communications comme étant un outil important pour améliorer l'acquisition du savoir.

En 2005, nous étions conscients des défis que représente le perfectionnement des compétences des employés dans un environnement de petite entreprise. Dans cet esprit, un nouveau prix d'excellence a été créé pour reconnaître les petites entreprises qui aident leurs employés à développer les aptitudes et les compétences susceptibles de contribuer au succès et à la croissance des petites entreprises qui les emploient.

Le Conference Board remercie et applaudit tous les dirigeants et les praticiens pour l'importance qu'ils accordent à la valeur de l'investissement dans une société d'apprentissage et de formation continue.

Michael Bloom

Vice-président, Apprentissage et efficacité organisationnelle
Le Conference Board du Canada

Judges/Juges

The Conference Board and sponsors acknowledge with gratitude the contribution of the people who gave their time and talent to serve as judges.

Le Conference Board et les parrains du concours désirent exprimer leur reconnaissance aux personnes qui ont généreusement consacré leur temps et leur talent, et agi à titre de juges.

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National Award for Small Business Skills Development

Recognizing
outstanding achievement
in developing employees'
skills in small business
environments

Supported by:



National Award for Small Business Skills Development

WINNER



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CorbinPartners Inc.

Overview

CorbinPartners Inc. is a knowledge innovation company. It conducts market research and business analysis for corporations, boards of directors, governments, not-for-profit organizations, courts and regulators. The corporate vision is to be the country's most trusted provider of precise and reliable market intelligence, directly focused on reducing risk and facilitating action.

Being entrepreneurial by disposition, the company's ambitious goals are supported by an active, value-driven program of professional development and skills training.

The CorbinPartners Inc. Skills Development program is embedded in its corporate values and culture, supporting continuous learning and innovation. It increases the odds for sustaining that culture by hiring people who have compatible ambitions.

Objectives

- quality control standards to maintain stringent demands of corporate "due diligence"
- maintain high ethical corporate standards
- communicate and sustain a corporate culture that values learning

Innovation

- hiring practices oriented to learning and growth
- employees determine how their own education budget will be spent
- company supports employees' ideas for new services by investing in product development and client research

Benefits

- employees continually increasing skills and knowledge
- pro bono work has allowed both employee and employer to expand knowledge base

National Award for Small Business Skills Development

HONOURABLE MENTION



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Environics Communications Inc.

Overview

Environics Communications Inc. started operations in 1994 and is now the largest wholly Canadian-owned public relations agency in the country, employing 61 people in their Toronto office. The firm's Education Program provides employees the tools they need to build their skills and business knowledge.

Environics' Education Program is an integral part of the corporate culture of continued and collaborative learning. Success and business results make Environics a leader in the industry, not only through quality, creativity and value, but also through our continued reputation as a "smart" company that invests in its employees. Professional development at Environics is part of its competitive edge.

Objectives

- to enhance core knowledge and skills required for excellence in communications
- to be recognized as an industry leader
- to ensure every employee is participating in education and training activities

Innovation

- learning is compulsory
- the creation of a culture of learning
- employees contribute to their own development

Benefits

- the culture of learning is identified as a major reason new recruits select the firm
- staff retention is very high

National Award for Small Business Skills Development



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Omega 2000 Cribbing Inc.

Overview

A new home requires perfectly square and level foundation walls and appropriately placed footings for all the trades that follow to perform their jobs well. Cribbers construct and assemble wood and plastic forms and place concrete to shape the footings and foundation walls of a home.

Quality begins from the ground up, and Omega 2000 Cribbing Inc. has a commitment to quality workers that ensures every house they work on has a solid foundation. The investment made in worker training is based on an understanding that a new employee will not make money for the company until after at least a year of work and training. There is a firm belief that profits will follow from investments in workers' skills.

The company believes that investing in its employees allows greater opportunities for diverse projects. This in turn generates expectations of professionalism for both the company and its employees.

Objectives

- to build homes of the best quality
- to improve the professionalism of the cribbing trade
- to demonstrate the value of investments in skills training

Innovation

- training is made in professional skills, but also life skills, safety, personal financial planning and responsibility
- promotion of skills across the industry, not just within the company

Benefits

- customers are loyal and recognize the professionalism of employees
- workers are more capable of taking on larger and more complicated projects
- able to attract and retain workers

National Award for Small Business Skills Development



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Alberta Medical Association Practice Management Program

Overview

The Alberta Medical Association (AMA) Practice Management Program (PMP) was initially created in 2004 to meet the business management needs of Alberta physicians entering into a Primary Care Network with a regional health authority. PMP consultants assist with financial and human resource issues, change management, organization reviews, business process redesign, developing and implementing business plans, business relationships and other business needs.

The unique Master Facilitator Certificate Program was developed with Mount Royal College (MRC) to meet the specific competencies identified by the PMP. The certificates will be jointly issued by the AMA, MRC and Alberta Learning.

Objectives

- to build a PMP team of knowledge workers who have both the complimentary and common skills needed to deliver exceptional performance with self-confidence
- to provide just-in-time and need-specific training
- to honour and recognize diversity, ensuring inclusiveness

Innovation

- trains facilitators to serve a culturally diverse group of physicians
- serves AMA physician members to assist them in acquiring business skills
- develops a unified team of PMP consultants

Benefits

- PMP able to recruit, retain and extend the skill set of knowledge workers
- high-value business consulting services available to member physicians

National Award for Small Business Skills Development



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Frontiers North Adventures

Overview

Frontiers North Adventures is a premier provider of exciting wildlife programs to Canada's north, including their most popular adventure—experiencing the polar bears of Churchill from the world-famous Tundra Buggy.®

Frontiers North Adventures is a family-owned and operated business with its head office located in Winnipeg, Manitoba. They manage nearly 50 staff, including full-time and seasonal workers.

Objectives

- provide guides, drivers and leaders with strong interpretive and people skills
- improve product, product delivery and infrastructure
- ensure guests leave with an educated understanding of the Canadian North

Innovation

- creation of a training website for guides and drivers who are on the move and require access to on-line training
- employment of a field operations manager to champion training and development

Benefits

- guides are able to provide guests with the best possible information
- repeat customers and business referrals
- reduced hiring costs through easy recruitment and high retention

National Award for Small Business Skills Development



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TransForm Automotive: ISDVT Project

Overview

The Integrated Skills Development Validation and Tracking (ISDVT) project is a multidisciplinary endeavour involving the participation of stakeholders from all departments at TransForm Automotive London, a manufacturer of automotive parts.

The project aims to improve operator training through the creation of a set of Operator Instructions for production staff. The underlying principle of the ISDVT project has been to bring all stakeholders together to work toward a positive change in skills development, training and validation.

Objectives

- to improve the skills development, validation and training system used at TransForm Automotive
- to increase the strength of the production team
- to raise the awareness of all team members as to their contribution to the success and growth of the company

Innovation

- the creation of an integrated skills development, validation and tracking tool for machine operators which may be applied to other areas as well
- attention to multiple adult learning styles
- the use of testing to validate training results

Benefits

- positive impact on the quality and efficiency of the entire business
- every member of the team has a voice, reinforcing all stakeholders' interest in growing the business

National Award for Small Business Skills Development



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Aquila Tours Inc.

Overview

Aquila Tours was established in St. John in 1982 as a seasonal company offering city tours to visitors. Today, with a team of nine full-time and over 50 part-time individuals, Aquila has grown to become one of the largest tour operators in Atlantic Canada.

Aquila's program to develop and grow the members of its team is a significant part of its business plan. The company engages all team members in planning future direction and growth.

Objectives

- to promote a people-focused, team-based approach to business
- to engage all members of the team in business planning
- to view success as both success of the business and success of the individuals involved

Innovation

- full involvement by everyone in all aspects of business processes and performance
- attention to the professional and personal goals of team members
- performance evaluation includes an appreciation tool that ensures team members are learning new skills

Benefits

- exceptional team spirit
- business results are driven by a highly effective team

National Award for Small Business Skills Development



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Pro-Lab Diagnostics: Work Experience for New Immigrants

Overview

Pro-Lab Diagnostics provides high quality, cost effective immunodiagnostic products and biological reagents to hospitals, private medical laboratories, veterinary laboratories, and other biological investigative laboratories.

Pro-Lab owners, in partnership with federally and provincially funded co-op training centres, have recently been offering work opportunities for new immigrants with basic skills in health sciences.

Objectives

- to give practical training and skill-building opportunities to new immigrants seeking a job in the health science industry
- to acquire employees who possess skills and knowledge related to Pro-Lab's needs
- to contribute to the health of the small business community in Richmond Hill

Innovation

- the program is open to all, including current employees who function as trainers and who provide references to participants
- a pool of future employees is created

Benefits

- Pro-Lab gains employees having the right skills while ensuring their long-term success on the job
- senior staff gain understanding of the skills available among new immigrants
- new immigrants gain valuable work experience and training



Awards for Excellence in Workplace Literacy

Raising awareness of
the value of workplace
literacy to business,
employees and the
community

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Small Business Literacy Initiatives

WINNER



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Robinson Paperboard Packaging

Overview

Robinson Paperboard Packaging is a Canadian company that makes spiral wound paper packaging for the cosmetics, personal care, confectionary and wine and spirits industries. The workforce is a mixture of Indian, Sri Lankan and Eastern European cultures. The plant is non-unionized and women make up 60 per cent of the staff.

English as a Second Language training (ESL) began in 2005 with approximately 25 employees, who were taught two hours, four days a week. Employees contributed one hour and the company paid for the other. Two key areas of focus are Health and Safety Procedures, as well as Workplace Hazardous Materials Information System (WHIMS).

Objectives

- increase English verbal and written skills
- improve morale and enhance workplace performance
- improve problem-solving skills

Innovation

- phase two of the program built on success and results of phase one
- training programs are completely voluntary
- individuals are empowered and gain confidence in the workplace

Benefits

- increased opportunities for promotion
- employees work more independently and effectively
- improved verbal and written skills also have positive impact on personal life

Small Business Literacy Initiatives



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Canderm Pharma Inc.

Overview

Canderm Pharma Inc. is Canada's largest independent skincare company with nearly 50 years of service to Canadian health-care professionals and consumers. The company strives to bring the best skin care technologies to the community. The company has built its reputation with a portfolio of innovative products, acquired through organizational commitment and partner sourcing.

To maintain a skilled and capable workforce, Canderm implements scheduled training for its employees, as well as regular formal and informal job performance evaluations. The company also encourages life-long learning and has an educational allowance for employees who wish to take courses for personal growth leading to corporate advancement.

Objectives

- better equip employees to do their job
- enhance workplace performance
- guide better decision making through corporate values
- deliver and offer in-house training on company time

Innovation

- building on success and leveraging the results of one project to set the stage for achieving impact in the next phase
- value system serves as a guide in key decision making
- corporate and monetary rewards for personal achievement and corporate knowledge

Benefits

- employee loyalty has increased
- employees are empowered and work more independently

Medium Business Literacy Initiatives

WINNER



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Keyera Energy

Overview

Keyera Energy is one of the largest independent mainstream companies in Canada with over 400 employees, 18 processing plants and associated pipelines, and the capability to process over 45 million cubic metres of gas per day.

Keyera Energy developed the Capability Management and Development System (CMDS) to provide a comprehensive, competency-based approach to ensuring its employees can meet the specific job requirements. Keyera Energy has partnered with Lakeland College and over twenty other companies to provide employees with the opportunity to acquire the required training and receive recognized certification.

The flexible design of CMDS rapidly captures changing job requirements and provides a software tool to track and validate the essential knowledge and skills of the workers. Supervisors and their employees have instant access to the online competency database, which enables the employees to access training opportunities to fill the gaps in their job profiles.

Objectives

- meet the national standards to maintain its status as a validation agent for the petroleum industry
- include an employee self-assessment system that would provide validation of employee skills
- be flexible and adaptable to new technology

Innovation

- industry practitioners ensure the program is valid, meaningful and applicable
- training available to all employees, including those in remote sites
- electronic format, provides “just in time” training
- skill inventory of the employee is portable to other companies

Benefits

- fulfills corporate training requirements
- safer work environment and improved worker productivity
- formal recognition of industrial training broadens career development path for employees

Medium Business Literacy Initiatives



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Stantec Inc.

Overview

Due to rapid changes in the construction industry, knowledge of sustainable building design is now necessary for maintaining market share. The LEED (Leadership Energy and Environmental Design) Green Building Rating System establishes industry standards for building design practices. The industry-led transformations in building design required many companies to upgrade the literacy skills of their employees.

A commitment to environmental responsibility has led Stantec to support its employees in becoming LEED Accredited Professionals (LAPs). With ambitious goals set for employees to become LAPs, the company provided study materials and a self-study program that was flexible enough to meet individual learning needs. Stantec also funded the cost of taking the LAP exam for many employees and offered rewards and recognition for employees who successfully became LAPs.

Objectives

- improve the sustainable building design understanding of Stantec staff
- provide industry leadership in the ongoing transformation of the construction industry

Innovation

- company embraced industry-led changes in building design and supported its employees to become accredited LAPs
- company-paid external exams and study materials for employees who wished to participate
- by December 2004, Stantec staff qualified under all three versions of the exam

Benefits

- over the past three years, the number of staff who are LEED Accredited Professionals has gone from zero to 126.
- enhanced organizational capacity and market edge
- improved employee recognition and opportunities for professional growth
- recognition as an industry leader

Large Business Literacy Initiatives

WINNER



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Larsen Packers Limited

Overview

What began as a small family business in 1940, Larsen Packers Limited is now a large company with 500 employees working as part of Maple Leaf Foods Incorporated. At Larsen Packers Limited, all facets of training are a major commitment and continuous learning is viewed as essential to the well-being of the company.

Since 2003, 65 Larsen employees have participated in five Workplace Education Programs in Essential Skills and Upgrading. The programs are successful because of the equal support provided by the company, the union and the partnership with the Skills Development Branch of the Department of Education.

Objectives

- to provide workers with the opportunity to improve essential skills and, ultimately, to earn their Grade 12 equivalency
- to offer an opportunity to employees to increase their skills by offering a safe and enjoyable learning environment

Innovation

- program developed from "On-Site Needs Assessment" as well as focus groups and individual interviews with employees
- "Project Team" includes a representative from all key groups (government, employer, union, employee)
- interview held for each student to determine skill level and maximize appropriate learning program
- past participants remain involved as tutor and/or mentor

Benefits

- added confidence and self-esteem unleash employees potential
- increased morale, productivity and job satisfaction
- improved lines of communication at all levels

Large Business Literacy Initiatives



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Cavendish Farms Learning Centre

Overview

Cavendish Farms is a quality producer of frozen potato products for retail, restaurant and quick service markets. Since 1980, Cavendish Farms has been growing, processing and selling potato products throughout Canada, United States, the Caribbean, Europe and Asia. The company has grown to become the fourth largest frozen potato processor in North America. The New Annan production facilities employ approximately 850 people. With a large contingent of labourers, skilled tradespersons, technicians, administrative and managerial staff, Cavendish Farms is contributing to the development of an educated and competent workforce by providing employees' learning opportunities through its Learning Centre.

A cornerstone of Cavendish Farms' employee development efforts has been its on-site Learning Centre. Since 2003, more than 175 employees have been assessed for essential skills programs with more than 90 currently enrolled. Programs include literacy, preparation for GED, academic high school credits in English and Math, and computer training. As well, support is provided for individuals pursuing Red Seal certification in their trade and for those enrolled in other post-secondary programs.

Objectives

- improve basic literacy, numeracy and academic skills of employees at all levels
- provide employees with the skills and competencies necessary to improve workplace performance and to increase their opportunities for advancement
- provide apprentices assistance with skilled trades training

Innovation

- Centre conceived and designed for and by the employees
- safe, confidential and flexible learning environment that accommodates learner's needs and shift-work
- increased enrolment and completion of high school equivalencies and Red Seal certification

Benefits

- increased opportunities for employee advancement
- improved relationships between employees and management
- improved employee satisfaction and increased employee retention

Large Business Literacy Initiatives



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Boeing Winnipeg

Overview

In 2003, Boeing Winnipeg workers asked for the opportunity to earn their high school diploma through courses offered in their workplace.

Boeing Winnipeg responded by developing a program that draws on the specific skills of their employees while meeting the provincial standards for completion of a high school diploma. Since its fruition, Boeing's program has facilitated a work environment that champions education and, wherein, employee skills and performance are enhanced. The outcome is a mutually beneficial system that satisfies employer, employee and client.

This program is based on Macleod Adult Learning Center's MSD program; however, several partner organizations, such as: the Manitoba Aerospace Human Resources Coordinating Committee, Workplace Education Manitoba of Manitoba Advanced Education and Training; Adult Language Training Branch through Manitoba Labour and Immigration, have been highly influential to Boeing's program, and thus, have contributed to its success.

Objectives

- to provide workers with the opportunity to earn their Mature Student Diploma (MSD) at the workplace
- to build on current knowledge and to enhance workplace skills and performance

Innovation

- course curriculum not only fulfills provincial requirements but is relevant to employees' work, home and community
- Prior Learning Assessment and Recognition (PLAR) used within the MSD program provides a means for awarding credits toward high school completion
- partnership with local school division's aerospace program allows learners to achieve credit for their work experience
- MSD program also offered to Boeing family members

Benefits

- employees empowered and take ownership of their skill development needs
- increased morale, productivity and job satisfaction

Large Business Literacy Initiatives



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Palliser Furniture

Overview

Since 1994, Palliser has been offering English as a Second Language (ESL) and Essential Skills classes to its employees. Currently, there are 10 language upgrading classes, in addition to computer training, leadership skills, mentorship and math modules.

Palliser is committed to removing any barriers that might hinder employees from being promoted to other positions within the company.

Objectives

- to better equip employees to do their job and meet the changing needs of the workplace
- to enhance workplace performance and improve morale and self-confidence
- to demonstrate and encourage lifelong learning

Innovation

- January 2003—first On-site Mature High School Diploma Program created
- in partnership with Workforce Manitoba, developed a “Manufacturers Binder” on literacy, leadership and communication skills that is available to other industries

Benefits

- employees empowered and take ownership of their skill development needs
- employees become more professional and independent
- improved quality, productivity and teamwork

Large Business Literacy Initiatives



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Atlantic Health Sciences Corporation

Overview

The Atlantic Health Sciences Corporation is New Brunswick's largest multi-facility, accredited Regional Health Authority. It is comprised of 12 hospitals and health centers extending across 200 km, serving a catchment population of 200,000. In 1996 the Nutrition and Food Services Department went through a major change from food prepared on-site to an advanced meal service where food is prepared by manufacturers, then heated and served on-site. Unexpected problems arose from this move, primarily regarding performance expectations and employee skill set.

It quickly became evident that the current hires were not successfully trained for their new job tasks. The issues identified were an ineffective recruitment process, inconsistent orientation process, no clear performance expectations and lack of on-going skills training and development. The traditional performance management system was ineffective primarily due to the employees' limited literacy and skill levels.

In early 2000, Nutrition and Food Service set out to design and implement a performance management system that used competency-based training and clearly identified performance expectations.

Objectives

- to design and implement a successful performance management system
- to better equip employees to do their job and meet the changing needs of the workplace
- to provide on-going skills development for all employees

Innovation

- designed and created new "SUCCESS" program that could be used for all sites and with various job descriptions
- program is easy to use, recognizing the low literacy levels and lack of computer skills of some front-line staff

Benefits

- employees empowered and take ownership of their skill development needs
- improved attitudes and behaviours
- improved quality, productivity and customer service



Community Learning Awards

Recognizing community initiatives that help individuals develop skills and competencies enabling them to participate more fully in the community

Supported by:



Human Resources and
Social Development Canada

Ressources humaines et
Développement social Canada

Community-based Learning Opportunities

WINNER



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ESTABLISHED

2002

Tamarack—An Institute for Community Engagement

Overview

Tamarack's Learning Centre was created to develop and disseminate useful and timely information for individuals and groups collaborating to effect social change. At the core of the centre is an active and growing community of 4,000 people who subscribe to the Institute's newsletters and engage with Tamarack's tele-learning seminars and websites.

Tamarack assists the voluntary sector, municipalities, government and community organizations by providing seminars, presentations and consulting services—helping them to develop the knowledge and skills necessary to build healthy, equitable and self-sustaining communities.

Objectives

- to develop and freely disseminate useful and timely information for individuals and groups collaborating to effect social change (by reducing poverty)
- to provide tailored support on a fee-for-service or sponsored basis

Innovation

- invests primarily in web ICT strategies as an effective means to engage community learners across Canada
- disseminate information through website, e-newsletters, on-line seminars and tele-learning

Benefits

- communities become more efficient and effective at their work
- inspires people to become fully engaged about learning, planning and building collaborative community partnerships

Community-based Learning Opportunities

HONOURABLE MENTION



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ESTABLISHED

2001

Surrey Public Library

Overview

The Surrey Public Library is a non-profit institution that provides computer access and training to Surrey residents, focusing on individuals and groups who are least likely to own or have access to computers or computer training.

Since 2001 the library has tripled its capacity to offer learning-technology-based training and is now recognized for its computer literacy training through drop-in sessions and formal classes. The three fully operational electronic classroom facilities are strategically located to serve all areas of Surrey and are supported by the nine Surrey Public Library branches.

Objectives

- to provide affordable access to learning-technology-based training and online government services to all community members
- to improve employability of residents and support career advancement
- to build community and corporate partnerships

Innovation

- integrates a computer literacy service into existing library services
- motivates and guides community partnerships by implementing the “train the trainer” model
- establishes a corporate community partnership by creating training programs with community and commercial training agencies

Benefits

- viewed as a key provider for computer literacy and a positive link to the community
- participants use facilities to improve job skills and employment opportunities

Community-based Learning Opportunities



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ESTABLISHED

1996

The Business Link Business Service Centre

Overview

The Business Link Business Service Centre is a not-for-profit organization that assists the small business community throughout Alberta. Since 1996, it has provided timely and cost-effective learning opportunities to entrepreneurs linking them to information, resources and core capacities available globally.

Objectives

- to promote and deliver new, creative and cost-effective models of support and intervention using information technology
- to improve opportunities for non-metropolitan entrepreneurs by linking them to various economic and business development agencies
- to provide timely and cost-effective access to small business education

Innovation

- IP-based video conferencing introduced to bridge the "distance and time gap"
- "quick to learn, quick to use" philosophy linked with easy-to-understand format resulting in immediate use in the marketplace
- leading-edge technology bridges the needs of the entrepreneurs with information and resources

Benefits

- improved learning opportunities for entrepreneurs has positive economic impact for small business owner
- all stakeholders benefit from the joint collaboration

Occasions d'apprentissage communautaire



PERSONNE-RESSOURCE

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ÉTABLI

2002

Allô prof

Sommaire

Allô prof est un site Internet d'aide aux devoirs et leçons qui a su développer, au fil des années, une approche éducative et innovatrice pour venir en aide aux élèves du primaire et du secondaire.

Pour bénéficier des conseils des enseignants diplômés, les étudiants n'ont qu'à se rendre sur le site puis à se diriger vers l'un des services Internet et le tour est joué.

Trois ressources Internet sont disponibles :

- les Cyberclasses — des salles de classes virtuelles avec tableau noir
- la bibliothèque virtuelle
- le service de courriel

Objectifs

- lutter contre le décrochage scolaire en offrant un service d'encadrement aux élèves en difficulté
- favoriser l'autonomie et la réussite éducative des élèves
- fournir une aide supplémentaire ainsi que des conseils pour les travaux scolaires dans toutes les matières du primaire et du secondaire et ce, en lien direct avec les programmes éducatifs
- servir d'outil de développement pour les jeunes Québécois en les amenant à pousser plus loin les connaissances acquises dans le cadre de leurs cours

Caractère innovateur

- le site d'Allô prof permet aux étudiants de joindre l'utile à l'agréable en trouvant des ressources interactives sur le site tout en améliorant leurs connaissances scolaires
- le site a fait peau neuve — la page d'accueil est pratique et axée sur les services gratuits que sont offerts
- le site convivial et simple répond aux besoins des jeunes en matière d'aide aux devoirs

Avantages

- une expertise unique au fil des ans en tant que service d'aide aux devoirs
- répond à des besoins collectifs de support à l'apprentissage en répondant aux nombreux besoins académiques des jeunes

Community-based Learning Opportunities



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ESTABLISHED

2001

Passages to Canada

Overview

Passages to Canada is the Dominion Institute's national story-telling program, which explores the complexities of immigrant and refugee experiences. The program began in 2001, sponsored by Citizenship and Immigration Canada, the Department of Canadian Heritage and the TD Bank Financial Group.

The program includes a Speakers' Bureau with a diverse group of over 500 immigrants and refugees selected to share their experience, including their contribution to their new communities and a message about anti-racism. The program also showcases how employers country-wide can integrate immigrants into the workforce and how businesses benefit as a result.

Objectives

- to bring Canada's story of immigration to life through a variety of online and print resources in conjunction with a national Speakers Bureau, which includes some of Canada's most prominent immigrant community leaders
- to facilitate dialogue among youth, new Canadians and employers through skills development, networking and public education

Innovation

- a national initiative to provide training and rewarding opportunities to individuals who are well-placed to make an impact on the national dialogue about immigration, anti-racism and strategies to integrate new arrivals in Canada into the workplace
- a unique bilingual, multimedia public education initiative

Benefits

- demonstrated effectiveness of a roster of committed individuals as a mechanism to disseminate information and facilitate change through civic participation and public education
- education of employers on the competitive advantages of hiring immigrants

Community-based Learning Opportunities



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ESTABLISHED

2001

The Pallium Project

Overview

The Pallium Project is an innovation-based applied research and development initiative to demonstrate ways of increasing the quality and quantity of continuing professional development for improved palliation in rural and remote areas. The Project has evolved beyond rural/remote roots and reflects vibrant communities of practice of inter-sectoral leaders who are committed to advancing the domain of hospice palliative care knowledge in Canada and manage it well in the collective interest.

One of the Project's strategic initiatives is to use integrated ICT-based learning to network communities of practice at the local level. ICT enables large-volume synchronous participation in the workplace and codifies knowledge for re-use.

Objectives

- to improve access and quality, and contribute to the capacity growth of Canada's systems of palliative care
- to engage local health care providers in a regular, national conversation about their practice
- to leverage opportunities presented by ICT to capture and share learning

Innovation

- integrates old technology with new ICT to transform learning
- engages a high volume of learners synchronously, affordably and in the workplace

Benefits

- create opportunities for local dialogue that is connected with the larger national dialogue
- supports a community of practitioners that is coming under pressure from social and demographic trends and is in need of practical professional development experiences and associated knowledge-management activities

Community-based Learning Opportunities



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ESTABLISHED

2002

Resourcentral—NEOnet Inc.: Homeward Bound

Overview

Resourcentral is a project headed by the North Eastern Ontario Resourcentral Project Coordinator (NEOnet Inc.), a non-profit organization dedicated to improving communications infrastructure and technology awareness in Northeastern Ontario.

The Resourcentral project was conceived as part of NEOnet's continuing efforts to bridge the severe digital divide existing in Northern Ontario. Aside from promoting the use of public Internet access throughout the region, Resourcentral has been instrumental in providing basic training to people interested in expanding their computer abilities. Resourcentral/Centralsource is a fully bilingual site offering services in both French and English to better serve a bilingual community.

Objectives

- to market and enhance the use of public Internet sites dispersed across the region
- to provide new ways of accessing appropriate and effective learning opportunities through the use of learning technologies including online tutorials and links to continuing education and job searching pages
- to develop expertise in the creative uses of these learning technologies in Northern Ontario to develop sustainable programs and support life-long learning

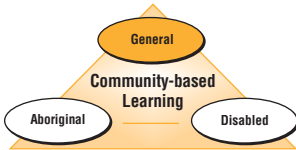
Innovation

- the only project of its kind in Northern Ontario

Benefits

- ability to improve basic computer knowledge with the use of online tutorials
- helps strengthen ties between communities by sharing job market information
- encourages Northerners to search for employment in the north and not migrate south for job opportunities

Community-based Learning Opportunities



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ESTABLISHED

2001

Society of the Lethbridge Community Network

Overview

The program provides high-speed Internet access to over 600 users per day via 32 community sites. Computer skill training and follow-up support is available for individuals on social assistance and those seeking employable IT skill development. Low-cost technical support is provided to not-for-profit agencies in Lethbridge, and computer reuse is achieved through distribution of computers to schools in southern Alberta.

Two core programs are offered. The Basic Skills course is offered to individuals on social assistance and also to individuals working with employment counsellors to build their IT abilities. This course is offered to qualifying individuals at no cost. Upon completing the course, each participant is eligible to receive a free computer through the Computers for Schools program. The Hardware Camps are organized for youths and seniors. Participants learn to take a computer apart, reassemble it, install the operating system and make sure it is fully operational. When the camp is over, each participant takes their computer home. These camps are provided at a minimal affordable cost to cover materials and instructional support. Bursaries are available for participants who would not otherwise be able to attend.

Objectives

- to ensure that barriered individuals have access and the skills to use computers and connect to the Internet

Innovation

- centralized community-organization operating structure
- original and creative approach to developing public access opportunities, including outdoor locations

Benefits

- provides the most disadvantaged citizens with the same opportunities as others to access information using similar technology
- programs address the needs of youths and seniors

Community-based Learning Opportunities



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ESTABLISHED

1989

HeartWood Centre for Community Youth Development

Overview

HeartWood's work in community youth development focuses on engaging young people as partners in building positive futures for themselves, their communities and society.

After many years of experience in youth programming, HeartWood has moved beyond isolated youth engagement programs and toward nurturing meaningful engagement of youth in communities, agencies and institutions. This work retains the basic elements of HeartWood's program philosophy—the magic, adventure and challenge of leadership and team experiences—and creates relationships, empowerment and opportunities for the meaningful contributions of youth in communities.

Objectives

- to achieve meaningful youth participation in building healthy communities
- to work with youth to develop their skills and confidence as community builders

Innovation

- the meaningful involvement of youth in community building
- a focus on youth-oriented government agencies

Benefits

- youth engagement results in a significant positive impact on young people and their communities.
- communities benefit from young people's capacity for innovative problem solving, their passion for social justice, their zeal to contribute, and their fresh perspective

Community-based Learning Opportunities



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ESTABLISHED

2002

Wonderville.ca

Overview

Wonderville.ca is an award-winning digital environment with activities that make science relevant, fun and accessible to children, youth and families. In this safe, virtual-learning environment, cool science happens on desktops in homes and schools in urban, rural and remote communities worldwide.

World-class science content is presented in a way that makes learning about science enjoyable and effective for children and youth. The intriguing and engaging activities directly meet science knowledge outcomes of the Alberta school curriculum.

Objectives

- to engage a greater number of children and their families in science learning regardless of geographic location
- to foster an understanding that science is an integral part of our everyday lives and it extends beyond laboratories and classrooms
- to excite children and youth about science and encourage them to choose careers in science and technology
- to provide digital and hands-on materials for teachers and parents as they lead and encourage science learning

Innovation

- an educational website for children, teachers and parents that enables children to learn about science while having fun in a safe environment

Benefits

- the development of a scientifically literate citizenry
- teachers and parents have a resource for fun, educational activities that engage children

Community-based Learning Opportunities



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ESTABLISHED
2004

Leadership Winnipeg

Overview

Leadership Winnipeg is a unique community-focused action and leadership study initiative designed to identify, motivate and develop aspiring community-wide leadership. The program incorporates community leadership foundation skills and develops a broader community perspective to help make participants, the teams and the class aware of the many leadership opportunities that exist now and in the future in Winnipeg.

Objectives

- to foster community leadership in Winnipeg
- to nurture an ever-growing community of informed, visionary and action-oriented leaders of all ages, who are empowered with knowledge, commitment, skills and respect for diversity

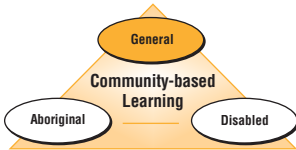
Innovation

- practical experience as the key to the learning process
- “leader as learner” model emphasized throughout program

Benefits

- expansion of the number of individuals in Winnipeg who accept leadership roles in business, labour, voluntary and non-profit organizations, government and the community
- a sense of community trusteeship among potential leaders
- the creation of a network of people who are able to work together to address community challenges

Community-based Learning Opportunities



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ESTABLISHED

2002

Pacific Community Resources Society

Overview

The "Pass to Work" project assists multi-barriered clients in becoming job ready, using individual, tutorial and online-based learning methodologies. Participants are assessed to determine their knowledge level, and receive both personalized and small group assistance in preparing for their job search.

The program assists participants in increasing their literacy, numeracy, comprehension and critical thinking skills utilizing various online websites and online learning techniques.

Objectives

- to provide multi-barriered persons with a new approach to obtaining the essential life, job search, and computer skills necessary to be successful in the knowledge economy of the 21st century
- to promote life-long learning and to build self-confidence and motivation to reach for a better and more productive life

Innovation

- an online community to foster the development of resources specifically designed to meet the needs of a disadvantage population
- the development of unique partnerships between community service providers and the private corporate sector to strengthen community-based learning while building a new online resource available to all

Benefits

- participants able to conduct online job searches and acquire additional computing skills to function more effectively in the modern workplace
- considerable positive change in the communities of Vancouver and Surrey, as participants have been able to secure and maintain employment, pursue other educational opportunities and pursue skills-specific training to further their career aspirations

Community-based Learning Opportunities



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ESTABLISHED

2002

Mennonite Central Committee— Employment Development

Overview

Mennonite Central Committee—Employment Development (MCC—ED) is a not-for-profit society that partners with low-income Calgarians to develop their productive future and to address a lack of computer skills and access for working-poor families. MCC—ED serves over 3,000 individuals a year through programs in financial literacy, business development and skills training, which includes both trades and technology skills training.

Objectives

- to develop and test innovative approaches to enable individuals to secure employment in the knowledge-based economy and to support lifelong learning through ICT
- to develop and provide ways to use access points in the community and interactive networks to reduce barriers to the use of learning technologies
- to promote the inclusion of individuals and groups facing barriers to participation in the knowledge-based economy and reduce the disparity between those with technical skills and those without
- to increase knowledge and skills about the creative and interactive uses of learning technologies in communities where organizational capabilities and partnerships can ensure long-term success

Innovation

- programs are free or provided at low cost
- poverty reduction through increased economic participation

Benefits

- asset development in low-income communities through the creation of self-sufficiency and the building of financial, social, physical and human capital
- individuals able to participate in community economic development activities

Community-based Learning Opportunities



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ESTABLISHED

2004

Literacy Nova Scotia

Overview

Literacy Nova Scotia is a network of individuals and organizations involved and interested in adult and family literacy in Nova Scotia. Adults who return to work face many barriers are afforded access, past negative learning experiences, or absence of literacy programs that relate directly to their social, family or employment needs. Literacy Nova Scotia is a forum for adult learners to have their voices heard.

Objectives

- to ensure that all Nova Scotians have equal access to quality literacy education by providing a forum for provincial and regional organizations and individual members to work together

Innovation

- sustainability and replicability
- disseminate information through website; e-newsletters; online seminars; tele-learning

Benefits

- participants see literacy and technology use as a key component of the strategy to integrate the literacy learner into the technological age in which they live.
- through increased use of ICT, literacy instructors and coordinators are enhancing the ability of individuals to access and contribute to the knowledge-based economy.

Community-based Learning Opportunities



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ESTABLISHED
 2005

Dartmouth Literacy Network

Overview

The Dartmouth Literacy Network is a community-based, non-profit, volunteer organization that provides adult learning opportunities to low-income learners. Clients include those with mental health challenges and other adults who left school at an early age. Clients attend programs in order to acquire an education equivalency, for further job training, or to improve employment options.

The program recognizes the role of ICT and literacy in the home, at the workplace, and in the economy and community at large. By enabling participants to be more comfortable using computers, the program supports their successful functioning in society.

Objectives

- to ensure awareness that improved literacy has a beneficial impact
- to develop a tool that integrates related course requirements in subjects such as literature, math and life skills

Innovation

- an integrated educational experience recognizing that skills are transferable across subject areas, and from home to work
- integration of classroom and computer lab education

Benefits

- participants have achieved improved literacy skills through technology
- students have the confidence to acquire further training

Community-based Learning Opportunities



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ESTABLISHED

2004

Bernard Betel Centre for Creative Living

Overview

The Bernard Betel Centre for Creative Living is a not-for-profit wellness and education centre committed to maximizing the quality of life of seniors in the community and reflecting Jewish values. The Centre offers approximately 100 recreational, educational and wellness programs. The Centre also offers community support services and provides volunteer opportunities to approximately 550 volunteers. The Center serves approximately 3,000 seniors annually, of which one-third are immigrants from Russia.

Objectives

- to reduce isolation of seniors
- to provide a range of services—from access to medical information to online grocery shopping
- to conduct research, encourage lifelong learning and build a sense of purpose and self-worth among seniors

Innovation

- instruction and use in multiple languages
- “train the trainer” program for seniors

Benefits

- students gain an awareness of resources, knowledge, confidence and skills
- improved opportunities for students to remain active, engage with family and friends, and fulfill their curiosity about the changing world of ICT

Community-based Learning Opportunities



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ESTABLISHED
2002

YWCA Toronto Skills Development Centre

Overview

The YWCA Toronto Skills Development Centre was started in 2002 with a vision of creating a unique grassroots training program designed to prepare women for their first job and/or to enhance their skills to allow them to upgrade their employment opportunities.

Services provided are in response to current labour market practices and individual career preferences. The programs respond to both the learning perspectives of the women participants and the hiring perspectives of businesses.

Objectives

- to help women help themselves, through skills assessment and support for employment aspirations
- to provide classroom and online training
- to work with employers matching them with people having the skills needed for the job

Innovation

- a broad base of highly flexible training options
- constant adjustment of programs to reflect the needs of employers

Benefits

- upgraded skills and meaningful employment
- removal of individuals from welfare programs and increased opportunities to assist older women in returning to work

Community-based Learning Opportunities



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ESTABLISHED

1999

Connecting for Community

Overview

The latest in a series of innovations from envision.ca, Connecting for Community identifies individuals with barriers to using ICT and offers basic training comprising of literacy, Internet, email, word processing and multimedia presentations. The new skills are reinforced with practical ICT experience through volunteer placements with community groups. The program is offered in five rural regions having new high-speed Internet infrastructure.

Objectives

- to overcome barriers to using innovative technologies, as well as to build basic ICT skills and capacity among both individuals and non-profit organizations in rural communities
- to promote community engagement through volunteer placements with community groups where individuals use, develop and transfer ICT skills

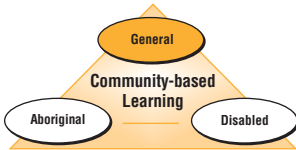
Innovation

- outreach to extremely isolated communities
- a partnership focus with non-profits, business and government sponsors, and among communities

Benefits

- increased citizen engagement, enhanced community programs and collaborative efforts that focus community resources
- development of ICT knowledge and skills in rural Newfoundland and Labrador

Community-based Learning Opportunities



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ESTABLISHED

2003

New Westminster Community Development Society

Overview

The communities of Greater Trail/Salmo and Northern Vancouver Island were selected for the “Bridging the Divides” project funded by the federal government through the Office of Learning Technologies and managed by Simon Fraser University.

The project involves a variety of initiatives in each community, including technology-supported learning, entrepreneurship, leadership, partnerships and youth skills and employability programs.

Objectives

- to build local capacity and transform the social and economic conditions of rural communities by linking innovative learning information technology and community economic development
- to share lessons learned through conferences, a website, brochures and booklets, and a DVD that tells the story of the project

Innovation

- use of flexible funding arrangements and leveraging of financial capital
- use of local community champions to connect people, leverage resources, and catalyze and nurture leadership

Benefits

- ICT supports community engagement and enables individuals in remote communities to participate in the knowledge economy
- more effective and sustainable social and economic development
- learning opportunities for other communities

Community-based Learning Opportunities



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ESTABLISHED
2001

Calgary Public Library

Overview

"Open for All" was the pilot project launched by the Calgary Public Library to demonstrate how information and communications technology can enable individuals at risk, service providers, volunteers, and the public at large to access needed community services. The project was a success and has since been absorbed into a sustainable part of the library's regular operations in the form of a Community Services Department.

The department celebrates inclusion, featuring expanded collections in world languages, a new collection of MP3s for the print-disabled, more adaptive technology and a computer training centre.

Objectives

- to design and implement innovative technology programs and services
- to develop web resources and training activities
- to increase opportunities for collaboration with community partners

Innovation

- a youth initiative, involving innovative programs for at-risk children and their caregivers
- a seniors' initiative, supporting ICT training programs
- service to customers with special needs

Benefits

- enables all members of the community to work collaboratively to open the world of technology to individuals at risk, seniors, children, youth and the homeless
- provision of volunteer opportunities

Community-based Learning Opportunities



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ESTABLISHED

2000

Renewed Computer Technology

Overview

Renewed Computer Technology is a registered non-profit, charity that empowers learners and educators in Ontario by providing Information and Communications Technology access, equipment and services, as well as skill development opportunities through our Computers for Schools-Ontario Program, Electronic Recovery Program, Technical Work Experience Program, and Youth Opportunities Programs.

The organization epitomizes the Three Rs: Reduce, Reuse, and Refurbish. We are leaders in best practices in technology and environmental issues by: reducing the amount of ICT equipment going into landfills, reusing equipment solicited from corporations and government, and refurbishing unusable hardware into usable components.

Objectives

- to ensure that each learning centre and educator across the province has access to current technology in their school, non-profit or community group
- to foster economic well-being for individuals in their communities by providing them with current, job-ready skills in computer refurbishment, inventory management and warehouse operations
- to be leaders in best practices in reducing the amount of equipment going into landfills

Innovation

- the only program of its kind in that all re-usable equipment is tested, the hard drives cleaned, then refurbished and donated to recipients free of cost

Benefits

- refurbishment centres address local school needs, community economic development, and e-waste awareness and solutions
- individuals gain access to computers and ICT skills that enable them to learn, compete and succeed

Community-based Learning for Aboriginals

WINNER



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ESTABLISHED

2000

The Aboriginal Financial Officers Association of Canada

Overview

The Aboriginal Financial Officers Association (AFOA) is a non-profit organization that helps Aboriginals better manage and govern their communities by enhancing finance and management practices and skills. It focuses on providing accessible learning opportunities, networking and sharing of best practices using technology and e-learning.

AFOA's premise is that sound financial practices and management skills are key building blocks of social and economic prosperity for Aboriginal communities, and essential elements of successful Aboriginal governance. AFOA's activities are geared toward building an effective "Aboriginal public service."

Objectives

- to build capacity in Aboriginal finance and management
- to provide accessible certification, professional development, and online capacity development resources and tools
- to recognize effective management (awards program)
- to facilitate entry of Aboriginal youth to finance and management careers

Innovation

- the only Aboriginal organization in Canada that supports effective governance through a focus on improving the finance and management skills of those managing and governing their communities and organizations
- the program is tailored to the Canadian Aboriginal context focusing on challenges unique to an Aboriginal environment

Benefits

- successful capacity building among Aboriginals creating positive change and better managed communities and organizations
- better quality of life among Aboriginals

Community-based Learning for Aboriginals

HONOURABLE MENTION



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ESTABLISHED

2004

Ontario Mining Association: Mining New Opportunities

Overview

Ontario Mining Association, a not-for-profit organization, has produced a video and education package called "Mining New Opportunities" that presents Aboriginal communities with information about the availability of skill development and employment opportunities in mining. The entire package, which is produced in five languages—Cree, Oji-Cree, Ojibway, French and English—employs information and communications technology to reach its primary audience of young people living in Aboriginal communities in Ontario.

Objectives

- to improve understanding of the training, skills development, employment and entrepreneurial opportunities the modern mineral industry can offer Aboriginal people
- to make a contribution to building a better foundation for improving relationships between Aboriginal communities and the mineral industry, especially in the initial stages of prospecting and exploration in areas of traditional land use

Innovation

- an advance in video technology enables the use of Aboriginal languages
- the kit includes a video (DVD and VHS), a teacher's and speaker's guide (print and CD-ROM), diagrams, posters and games—all in five languages

Benefits

- informs Aboriginal communities of the availability of skill development and employment opportunities
- new skills and knowledge acquired by the Aboriginal partners involved in the research, development and production of the project

Community-based Learning for Aboriginals

HONOURABLE MENTION



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ESTABLISHED

2001

Nk-Mip Tourism Training Project

Overview

The Osoyoos Indian Band (OIB) is located in the Okanagan, one of British Columbia's most popular tourist destinations, on some of the last tracts of desert left in Canada. The Band developed, and now owns and operates, a number of tourism businesses under the banner of the Nk'mip: Spirit of the Desert project, including a golf course, the first Aboriginal owned and operated winery, a campground and a world-class Heritage Centre.

The OIB, in partnership with Selkirk College, provides customized community-based tourism management training on site, in a format that provides a unique blend of courses.

Objectives

- to provide OIB members with a tourism management diploma, including direct involvement in the design and delivery of the program
- to facilitate job placement in OIB-owned and other tourism businesses
- to build a network of Aboriginal and non-Aboriginal tourism providers, organizations and cultural contacts

Innovation

- the program takes advantage of tourism's seasonal downtime to run training programs
- courses are held on-site at existing tourism businesses and many of the instructors are business owners

Benefits

- the creation of a sustainable tourism destination as a platform for sharing the history and culture of the Nk'mip people and their desert environment
- development of business skills in young Band members

Community-based Learning for Aboriginals



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ESTABLISHED

2004

The Heritage Community Foundation: Aboriginal Training Initiatives (ATI)—Interactive Media Program

Overview

The Aboriginal Training Initiative Program (ATI Program) is an innovative pilot that provides classroom and on-the-job training designed to facilitate the entry of Aboriginal young people into jobs in Information and Communications Technology in the public and private sectors. The program provides accreditation in web design, business management and employability, as well as practical work experience and assistance with transition into the workplace and community.

The Heritage Community Foundation, a non-profit organization, has developed the program in partnership with the Northern Alberta Institute of Technology (NAIT).

Objectives

- to make ICT training accessible to all Aboriginal youth and to open careers in the sector to them
- to create Aboriginal-led demonstration projects that build Aboriginal content for the web and promote awareness of Aboriginal history, language, arts, culture, traditions and achievements
- to provide assistance to graduates to help integrate them into the work place on reserves, settlements and other areas where their knowledge and skills can support Aboriginal communities

Innovation

- enrolment is kept low in order for students to receive maximum support and attention
- one-on-one mentoring allow students to experience first-hand the business of designing and developing innovative websites

Benefits

- Aboriginal communities participating in broader, provincial, strategic planning and building a significant presence on the web
- students gaining the skills not just for contract website development but for any other business path

Community-based Learning for Aboriginals



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ESTABLISHED

1994

SAIT Polytechnic and Siksika First Nation: Providing Skills and Lifelong Learning Competencies through Apprenticeship Training

Overview

Accredited by Alberta Learning's Apprenticeship and Industry Training division, the community-based SAIT–Siksika Apprenticeship Training Program offers qualified applicants with a combination of formal instruction (theory and shop) and on-the-job training within the Aboriginal community for either the four-year Carpentry program or the three-year Painting/Decorating program.

Unlike standard apprenticeship training in Alberta, this customized program applies hands-on training hours, earned during the instructional component toward required hours for the on-the-job component—a reflection of the supportive community environment meeting specific Siksika learner needs.

Objectives

- to provide an ongoing, on-reserve learning experience that is convenient and flexible to learners and supports the value of school–work–family–community life balance and participation
- to provide access to accredited apprenticeship training program that increases the opportunity for qualified participants to acquire and apply relevant trades skills, knowledge and work experience
- to provide increased employment opportunities on and off reserve for in-progress, on-reserve participants and certified graduates

Innovation

- the first-ever on reserve accredited apprenticeship training program in Canada offering a community-based learning model
- development of a learner-centred, web-based assessment tool to enhance the theory component of the training

Benefits

- increased employment opportunities, on and off reserve
- exposure to a post-secondary learning environment that encourages individuals to pursue higher learning

Community-based Learning for Aboriginals



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ESTABLISHED

2004

eConcordia.com Inc.

Overview

The portal is an on-line community for youths to access information which enhances a culture of entrepreneurship; it provides them with tools to guide them to resources essential for the development of skills that expand entrepreneurial capacity for building business enterprises.

The project is being conducted by McGill and Concordia Universities together with the Office of Learning Technologies of the Department of Human Resources and Skills Development Canada.

Objectives

- to provide opportunities for youth of the Black, Aboriginal and other visible minority communities in Canada to acquire knowledge, skills and attitudes that will help them participate in today's knowledge-based economy
- to enable networking with other entrepreneurs and consultation with experts
- to facilitate these communities in locating education and training programs, to find sources of financing, etc.

Innovation

- responsive to the needs of the youth from the Black, Caribbean, Cree, Inuit and Asiatic populations in the 18–35 age-group, with linkages to mentors
- incorporates demographic, cultural and ethnic characteristics as well as competencies, career and life plans and discussion space

Benefits

- individuals able to break the cycle of dependency
- individuals have greater opportunity to achieve successful employment and social integration, while strengthening Black and Aboriginal communities

Community-based Learning for Persons with Disabilities

WINNER



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ESTABLISHED

2002

CNIB—The Digital Library

Overview

This alternative format library allows thousands of Canadians who are blind or who have print disability to access an on-line environment containing tens of thousands of new books, over 40 newspapers and hundreds of magazines. Prior to the development of the Digital Library, individuals wishing access would have to order Braille or audio books and materials over the phone, often waiting days for them to arrive in the mail or be put on a waiting list for printed materials in high demand and limited numbers.

The Digital Library helps adults and children who are blind or have vision loss to participate fully in the community, at school and in the labour market by getting better access to books and information.

Objectives

- to create a digital library for thousands of Canadians who are blind or have vision loss
- to create a portal for children who are blind and have a print disability

Innovation

- an advanced library of alternative formats, including the first portal of its kind for children who are blind or have a print disability
- completely bilingual service for both official languages
- a model for alternative format libraries around the world

Benefits

- CNIB client can access information instantaneously
- improved access to information opens door for better employment opportunities and more community involvement

Community-based Learning for Persons with Disabilities

HONOURABLE MENTION



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ESTABLISHED

2001

NorthEast Community Online

Overview

NorthEast Community Online: A virtual learning community for adults with developmental disabilities and their families (www.ne-community.com) provides a model for community development in a rural setting. Integrating information and communication technology in an accessible website creates a learning community for adults with developmental disabilities and their families.

Users of this website are introduced to web-based information and communication technology as resources for informal learning, as tools for decision-making and networking, and as a means for achieving a more full and satisfying life.

Objectives

- to develop an accessible website that provides high-quality information about development disabilities, community inclusion and associated issues for all community members
- to develop appropriate supports so that adults with developmental disabilities can engage in the learning community

Innovation

- content, function and structure of the website developed in consultation with the community
- one of the first websites worldwide designed primarily for adults with developmental disabilities

Benefits

- accessibility and ease help overcome barriers experienced by disabled persons and family members
- enhanced skills and self-esteem for disabled users
- web site viewed as a vehicle for community development and capacity building

Community-based Learning for Persons with Disabilities



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ESTABLISHED

2002

BUILT Network—Building Up Individuals through Learning and Teamwork

Overview

The BUILT Network Customer Service Representative program originated in May 2002. The program was developed specifically to provide persons with disabilities the opportunity to come together as a team to increase workplace skills and ethics. BUILT Network provides services to persons with mental health issues nationally. Persons taking the program have been out of the workforce for longer than three years and have all identified with having personal experience in dealing with issues ranging from low self-esteem, low self-confidence, anxiety disorders, schizophrenia, bi-polar and other mental health issues.

In 2004-05, more than 100 persons across Canada have gained employment and/or returned to post secondary education after having enrolled in the seven-week program. Program areas covered include: Personal Development, Customer Service, Personal Sales, Computer Fundamentals, MS Office and Professional Development.

Objectives

- to provide skills development opportunities for persons with mental health issues that lead to employment
- to increase self-esteem and self-confidence
- to provide a caring peer support network for participants

Innovation

- humble beginnings—disabled held car washes as fundraising efforts to purchase the technology needed for start-up of skills development program
- disabled empowered to help promote inclusion in Canada

Benefits

- positive lifestyle changes, as disabled are now employed and contributing to the community
- increased self-esteem and confidence, and improved mental health
- program reduces stigma and promotes inclusion in the workplace

Occasions d'apprentissage communautaire pour les personnes handicapées



PERSONNE-RESSOURCE

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2004

RDÉE Canada

Sommaire

RDÉE Canada (Réseau de développement économique et d'employabilité) favorise, en collaboration avec ses partenaires provinciaux et territoriaux, le développement économique et la création d'emplois dans les communautés francophones et acadiennes du Canada. La dispersion géographique est une des contraintes majeures au perfectionnement professionnel du Réseau, car il n'est pas concevable de réunir tous les membres plus d'une ou deux fois par année. Il était donc particulièrement important de faire coïncider les éléments de perfectionnement professionnel demandant une présence physique avec les rencontres déjà prévues, et de maximiser l'utilisation de l'auto-apprentissage, du perfectionnement professionnel à distance et des communautés de pratique comme moyens d'apprentissage.

RDÉE Canada a donc mis sur pied une initiative en gestion des connaissances et a investi dans les technologies de soutien aux communautés de pratique, et a mis sur pied un service professionnel de veille pour ses quatre secteurs d'activité privilégiés (tourisme, ruralité, jeunesse, économie du savoir).

Objectifs

- favoriser l'apprentissage et le perfectionnement des compétences des agents, répartis sur l'ensemble du pays
- permettre aux participants de comprendre les concepts et le processus du DÉC

Caractère innovateur

- premier programme national de perfectionnement professionnel en DÉC livré en français
- 75 intervenants du RDÉE au travers le Canada ont profité du programme
- le programme s'est ajusté à l'expérience et aux compétences actuelles des participants en permettant la création de communautés de pratique et d'apprentissage

Avantages

- amélioration du niveau de compétences individuelles reliées au travail en DÉC dans les communautés francophones et acadiennes
- augmentation de la productivité des participants dans le cadre de leur travail en DÉC
- consolidation de projets de collaboration régionaux et nationaux

Community-based Learning for Persons with Disabilities



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ESTABLISHED

1985

Saskatchewan Abilities Council

Overview

The Saskatchewan Abilities Council works with people of varying abilities to enhance their independence and participation in the community through vocational, rehabilitation and recreational services. It aims to support the active participation and full citizenship of all people with disabilities. It is designed to support a successful transition to employment for workers with disabilities in the Saskatoon region.

Objectives

- to enhance the independence and capacity for people with disabilities to participate in the community
- to offer employment services to both workers with disabilities and to employers

Innovation

- helping employers discover the benefits of hiring workers with disabilities through job matching, job coaching and follow-up services
- assisting individuals to make use of technology in the job search process, making the tools and training accessible to individuals with disabilities

Benefits

- participants gain familiarity with technology, developing self-confidence, independence, and closer connectivity with the job market
- employment services are available free of charge to employers and rate among the most comprehensive in Canada, evolving based on best practices in rehabilitation and the changing needs of employers and job seekers with disabilities

Community-based Learning for Persons with Disabilities



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ESTABLISHED

2004

Causeway Work Centre

Overview

The “Breaking the Technology Barrier” (BTTB) program is a community initiative offered at Causeway Work Centre which provides individuals with specialized training that will place them in a position to utilize technology in order to seek competitive employment, further their educational pursuits and be capable of participating in our knowledge-base economy.

The BTTB program is unparalleled in its approach to impart ICT-based learning to individuals with psychiatric disabilities. One-to-one instruction is provided in a manner and at a pace that is favourable to the learner.

Objectives

- to provide computer skills training to individuals in an environment that is sensitive to their particular mental illness
- to provide clients with goal-setting and post-assessment services
- to give participants the opportunity to network with mentors who are themselves persons living with mental illnesses

Innovation

- a unique ICT-based training program that specifically targets individuals with psychiatric disabilities
- one-on-one instruction with supported labs and workshops in a supportive environment

Benefits

- positive impact on participants' overall outlook on their career and/or educational goals
- increased employability skills, opportunities to network and increased self-confidence
- opportunity for the community to address and discuss technological barriers to employment for sufferers of mental illness

Occasions d'apprentissage communautaire pour les personnes handicapées



PERSONNE-RESSOURCE

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2001

Dieppe Net Ltée : *entrepreneurinc.ca*

Sommaire

Entrepreneurinc.ca est un portail Internet offrant des ressources aux nouveaux entrepreneurs de la francophonie canadienne. L'outil de développement économique communautaire offre une variété importante de services répondant aux besoins des gens d'affaires à toutes les étapes de la mise sur pied d'une entreprise et pendant les premières années d'opérations.

Objectifs

- favoriser l'acquisition des compétences en affaires pour tous les nouveaux entrepreneurs et entrepreneurs potentiels francophones au Canada
- favoriser l'accès à toutes les ressources pour démarrer une entreprise et assurer son bon développement dans les premières années d'opérations
- offrir des services aux communautés francophones à l'échelle canadienne

Caractère innovateur

- favorise l'utilisation des TIC pour offrir un accès accru à des ressources d'apprentissage et perfectionnement des compétences
- entrepreneurinc.ca est le plus important portail Internet communautaire destiné aux gens d'affaires de la francophonie canadienne

Avantages

- permet aux nouveaux entrepreneurs d'apprendre et de perfectionner leurs compétences en affaires par le biais des TIC
- permet aux entrepreneurs vivant dans des régions rurales de s'approprier des connaissances nécessaires à la bonne gestion de leur entreprise sans avoir à quitter leur région
- aide à développer l'économie communautaire

Community-based Learning for Persons with Disabilities



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ESTABLISHED

1996

EmployAbilities

Overview

EmployAbilities is a non-profit, charitable organization providing employment training and services to persons with disabilities. Clients facing multiple and complex barriers to participation in the workforce receive a range of tools and learning options designed to build knowledge and skills and to equip them for today's workplace.

Objectives

- to improve clients' knowledge and employability skills so as to increase their ability to obtain and retain a job
- to build community capacity by sharing resources with other agencies serving people with disabilities

Innovation

- use of Plato courseware to raise the skills of people with disabilities in a non-academic setting
- web-based platform enables reach to client in rural areas
- sharing of courseware and professional skill-building opportunities enhances partnerships with others

Benefits

- individuals learn job skills, such as problem solving and communication styles, in a non-threatening environment
- distant communities served via the web
- success of the program helps open the door for others who follow

Community-based Learning for Persons with Disabilities



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ESTABLISHED

2004

The Tanys Quesnel Living Learning Centre

Overview

The Tanys Quesnel Living Learning Centre is a six-computer lab located in London, Ontario. The Centre is a ground-level “store-front” location in a neighbourhood with a large population of seniors and people with disabilities. Besides being a government of Canada CAP site, it is also a collaboration between ATN and The Alliance (itself a collaboration of agencies with similar mandates).

The Centre serves a small population of individuals who, because of any number of disabilities and/or barriers, are not presently employable and usually not looking to become so in the near future. The Centre offers an accessible and supportive environment for learning and recreation. Accessible technology and specialized assistance enable people to have the opportunity to participate in activities they could not otherwise enjoy.

Objectives

- to provide a place where people with disabilities and seniors can work, play and learn in an accessible and inclusive environment

Innovation

- by combining resources and drawing on individual strengths, a collaboration of organizations has been able to create a vibrant, original partnership that has produced a vital community resource

Benefits

- clients, regardless of their disability and the level of support they require, have the chance to partake of an ever-expanding menu of computer-related activities and to enjoy community participation
- people using the lab are given the opportunity to search for employment
- the development of a community resource centre and gathering place

Community-based Learning for Persons with Disabilities



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ESTABLISHED

2003

Toronto Business Development Centre

Overview

The Toronto Business Development Centre (TBDC) developed its BIZ Futures Program based on two premises:

1. that persons with disabilities already possess many of the traits common to successful entrepreneurs, such as the ability to adapt and the desire and determination to achieve
2. that the computer is an important equalizer for persons with disabilities.

By introducing prospective, disabled entrepreneurs to ICT, and thereby assisting them with the development of an e-commerce presence, TBDC assists entrepreneurs in creating a level playing field in order to compete with other entrepreneurs in the marketing and selling of their products and services.

Objectives

- to nurture the growth of new and emerging businesses in the city of Toronto
- to recruit, orient and complete entrepreneurial self-assessment activities with prospective entrepreneurs who have disabilities
- to complete business viability assessments, business skills training and ICT skills development

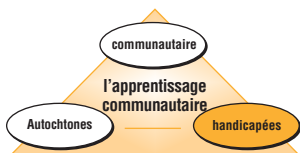
Innovation

- the program is available to all persons with a disability who have a viable business idea
- Ontario's first specialized ICT self-employment training program for persons with disabilities
- persons with disabilities participate in all phases of the program design, planning, implementation and evaluation

Benefits

- by generating their own income, participants move from a world of dependency to one of greater social, economical and personal independence
- participants provide an on-gong benefit to their communities through their increased visibility, increasing sensitivity and awareness to their needs while fostering a focus on abilities rather than disabilities

Occasions d'apprentissage communautaire pour les personnes handicapées



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Fédération Québécoise des CRDI :

Sommaire

Le projet a pour but de développer, en partenariat avec des établissements membres de la Fédération québécoise des centres de réadaptation en déficience intellectuelle (FQCRDI), un réseau interactif de dépistage et de prévention de la violence à l'endroit des personnes ayant une déficience intellectuelle, au moyen des nouvelles technologies de l'information et des communications (TIC). Ce réseautage, à la fois virtuel (www.fep.umontreal.ca/handicap) et réel (par la mise sur pied de groupes de travail représentatifs du milieu de la déficience intellectuelle) s'adresse principalement aux intervenants d'établissements du réseau public et communautaire, aux organismes d'aide, de soutien et de défense de droits, aux familles et aux aidants naturels.

Objectifs

- mettre sur pied, dans chacune des cinq régions désignées, une communauté d'apprenants, à contribuer au développement de leurs aptitudes et compétences au moyen des nouvelles TIC
- sensibiliser les communautés d'apprenants aux différents aspects liés à la problématique commune et rassembler l'expertise déjà existante dans les régions

Caractère innovateur

- ce projet consiste à avoir utilisé les technologies de l'information pour permettre à quatre communautés d'apprenants de neuf personnes chacune et de quatre régions différentes de valider le contenu d'un site Internet
- ce projet consiste à avoir amélioré en fonction du développement la connaissance et la pratique concernant la sécurité et la vulnérabilité des personnes ayant une déficience intellectuelle

Avantages

- donne un réseau d'information à jour sur les ressources d'aide, d'expertise, des services publics divers, d'accompagnement et de soutien, dans quatre régions
- une amélioration des savoirs et pratiques qui vont mieux garantir la sécurité des personnes ayant une déficience intellectuelle et de leurs milieux de vie
- une concertation élargie et un partenariat consolidé, pour la promotion et le développement de la sécurité des personnes vulnérables

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