



YMCA of Okanagan

Penticton Catchment Area 51

Community and Employer Partnership Plan 2015/2016



The Employment Program of British Columbia is funded by the Government of Canada and the Province of British Columbia.

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Catchment Overview

YMCA of Okanagan is pleased to deliver the Employment Program of British Columbia in the communities of Penticton, Summerland, Princeton and Keremeos. With the labour market constantly shifting within the Penticton Catchment Area, we require a multi-pronged approach to serve the communities in our catchment well. Currently, the YMCA maintains Employment Service Centre locations (ESC) in the communities of Princeton and Penticton offering a full menu of WorkBC services, while we also host a Satellite office in Summerland and itinerant office space in Keremeos. Our facilities are staffed with numerous certified career practitioners who are experts on the local labour market and have the ability to adapt their services to the unique needs of each individual participant. In addition to these locations, we also serve job seekers and employers in the communities of Trout Creek, Naramata, Kaleden, Okanagan Falls, Twin Lakes, and Hedley.

The YMCA of Okanagan has been delivering employment programming in the Central and South Okanagan since 1997. Over the past 18 years, our Y has developed the expertise required to assist many different types of job seekers ranging from youth to mature workers facing a multitude of barriers preventing labour market attachment. The YMCA WorkBC program is funded by the Province of British Columbia and operated by the YMCA of Okanagan in partnership with five other employment service providers throughout the South Okanagan of British Columbia. Our YMCA WorkBC program offers client centered, integrated services and supports that are responsive, inclusive and accessible to all persons eligible to work in British Columbia. The purpose of WorkBC is to support British Columbian job seekers to attach to the labour market and to assist local employers in filling their labour market needs. The YMCA is registered charity based on the principles of human dignity, equality, justice and peace, the mission of the YMCA of Okanagan is to support the development of strong individuals, families and communities in body, mind and spirit and to connect with and support the Y's global family. The YMCA of Okanagan bases its programming on the core values of caring, honesty, respect and responsibility.

The purpose of the Community Employer Partnership Plan (CEP) is to increase employment opportunities for unemployed British Columbians and to work with local employers to address labour market concerns through the use of:

- Community partnerships
- Sharing of information
- Implementation of technology
- Creative solutions and development of best practices

If you require more information about the YMCA of Okanagan Community and Partnership Plan or wish to provide feedback, please contact;

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Building Healthy Communities

Understanding our Catchment Area

The approximate population in the City of Penticton is 33,318 according to (2012 BC Stats). When surrounding metropolitan areas such as Summerland are factored in, the population is closer to 43,000 according to Stats Canada. The largest component of EI claimants falls between the age group of 25-54 and this excludes claimants who are currently receiving other benefits such as: parental, maternity, sick or compassionate leave (Sources: Stats Canada, Employment Insurance Statistics and BC Stats Population Estimates and 2006 and 2011 Censuses of Canada Aug 15, 2012)

According to a report published in June 2015 by the Chartered Professional Accountants of BC., the overall unemployment rate in the Thompson Okanagan is sitting at approximately at 6.3% as compared to 7.3% last year. The positive change is attributed to the creation of 2400 new jobs in the Thompson-Okanagan. The current unemployment rate for the rest of British Columbia sits at 5.8% as compared. The National rate is resting around 6.8%. (Stats Can and BC Stats)

In 2012, it was estimated by BC STATS that Penticton's population base breaks down as follows; aged 15-24 representing 10.7%, aged 25-44 representing 20.7%, aged 45-64 representing 30.4% and aged 65+ representing 25.9% of the community population.

Penticton Catchment Community Profiles

PENTICTON is the largest community in the South Okanagan and Similkameen Valley. Penticton boasts a regional hospital, Okanagan College, various provincial ministry offices, world class vineyards, diverse hospitality, tourism, retail markets and strong industry with niche manufacturing at the core. It is estimated that Penticton's trade area extends to over 100,000 people including more than 42,000 residents.

Penticton's economy is diverse and vibrant. Key sectors include agri-tourism with 130 wineries located in the Okanagan and Similkameen, tourism with 1.5 million visitors per year, hospitality is driven by 41 hotels, and the manufacturing sector remains strong with 85 companies. Penticton is also well known as a popular retirement destination with 25% of the population estimated to be over the age of 65.

Okanagan College and Spratt Shaw Community College are actively attracting both local and international students, a process which is occurring across Canada. Given that there are skilled labour market demands locally, we need highly skilled trained persons to fill the ever changing labour market gaps.

SUMMERLAND is a community with a vibrant economy with a mix of small business, niche manufacturing, value added agriculture, agri-tourism, vineyards, wineries and golf courses. As Summerland continues to develop, it has done so attracting people looking to combine lifestyle with livelihood opportunities. Tourism plays a very critical role in the local economy with an Old English small business community theme mixing with value added agriculture orchards, vineyards and golf courses. Entrepreneurship has played a key role in reviving the economy. The population of Summerland is approximately 10,855 residents. Approximately

50% of the community is aged 25-65 (*as per Stats Can- 2011 census*).

PRINCETON is well known around the world for its Copper Mountain Mine. The mine is in its 5th year of operation based on a 15 year operational plan. The mine is able to attract highly skilled labour from all around the world as they receive thousands of applications annually. Coalmont Energy Corp opened the Basin Coal Mine in the Tullameen in June 2013. Weyerhaeuser is a large sawmill located in Princeton and during the years the mines were closed, the sawmill was considered the economic backbone of Princeton. Princeton also has health care labour market opportunities with the Princeton General Hospital and manufacturing opportunities with Co- Generation Corporation (wood pellet plant), Fire Masters, and Post and Rail. Princeton is slowly re-inventing itself beyond sawmills, mining and small industry to be a town where people want to relocate to earn a livelihood and find affordable accommodation. Outside of mining and forest product industries, ranching and tourism also play a role in Princeton's economic vitality. Princeton has also seen their housing market grow which has been attributed to amenity migration (moving based on lifestyle versus economic reasons). The population of Princeton is approximately 3,100 residents (*as per Stats Can- 2011 census*).

KEREMEOS is the second largest community in the Similkameen Valley. Keremeos itself has a population of 1540 (as per Stats Can- 2011 census). Rural Keremeos brings the population closer to 3,300. Keremeos is predominately economically driven by the agricultural industry but manufacturing of wood products, manufacturing in food products, forestry, construction trades and wineries also play a key role. Keremeos continues to develop in the area of agri-tourism. Keremeos is well known as a destination for retirees looking to balance lifestyle with affordable housing. With the high rate of retirees, Keremeos boasts health care facilities to care for the aging population. Keremeos has an annual need for seasonal workers to fill the labour market demands primarily within the agricultural sector.

Understanding our Labour Market Concerns

PENTICTON - With much of Penticton's skilled labour taking work up in Northern British Columbia and Northern Alberta, it does pose a threat to industry, manufacturing, health care, hospitality and tourism driven industries who are trying to attract both skilled and unskilled workers from an aging workforce. According to local Economic Development officers, to offset this aging demographic, new strategies will have to be utilized in order to attract workers to meet the labour demands and shortages. The immigrant population in Penticton and surrounding areas is on the rise. Many of the entry level positions are being filled by the immigrant population, however there are also a significant amount of businesses now owned and operated by immigrants such as orchards, vineyards and wineries within many communities throughout the Penticton Catchment. National reforms to the Temporary Foreign Worker Program could also impact the labour pool in the South Okanagan as many seasonal sectors rely on this program to fill their labour needs. Penticton has potential labour market concerns because persons aged 15-44 are under the provincial average whereas the population of persons 45+ is well above the provincial average. Penticton and surrounding metropolitan areas are well known as retirement destinations. Numerous national studies warn that Canada will experience a shortage of skilled workers starting as early as 2015. If we are not prepared to deal with the labour shortages, we could lose business in the global

market place. It is believed that Canada's shortfalls will span all occupations. With the recent layoffs in the thousands in Northern Alberta and British Columbia, Penticton may be well positioned to re-attract local skilled labour to local labour market opportunities as workers grow increasingly concerned about the uncertainty of working up North. Major projects that are in full swing during 2015/2016 include a 550 acre Skaha Hills residential community, vineyard and golf course. The Satik Crossing is also under construction which will like municipal lands of Penticton to Penticton Indian Band Reservation land. The Satik Crossing will see the development of 250,000 square feet of retail space, 270,000 square feet of business/light Commercial Park and a 150 room hotel. Both of these projects will lead to skilled and un-skilled labour market opportunities during construction in 2015/2016.

SUMMERLAND - As a bedroom community to Penticton, Summerland employers are often in competition with Penticton employers when they are trying to attract skilled labour. Summerland has a nice contingent of niche manufacturing operations but local manufacturing companies have admitted to the practice of trying to attract employees from one company to the next by offering better wages. This concern with this practice is that as wages increase so do the overall production costs and local manufactures can often price themselves out of the market place. Small business owners report difficulty in finding motivated youth to fill temporary seasonal positions that are driven by the hospitality and tourism industries. Summerland has a potential labour market concern because persons aged 15-44 are under the provincial average whereas the population of persons 45+ is well above the provincial average. Numerous national studies warn that Canada will experience a shortage of skilled workers starting as early as 2015. If we are not prepared to deal with the labour shortages, we could lose business in the global market place. It is believed that Canada's shortfalls will span all occupations. With the recent layoffs in the thousands in Northern Alberta and British Columbia, Penticton may be well positioned to re-attract local skilled labour to local labour market opportunities as workers grow increasingly concerned about the uncertainty of working up North.

PRINCETON - Currently, Princeton's labour market is driven by several key industries. Princeton is well known around the world for its Copper Mountain Mine. The mine is in its 5th year of operation based on a 15 year operational plan. The mine is able to attract highly skilled labour from all around the world as they receive thousands of applications annually. Coalmont Energy Corp opened the Basin Coal Mine in the Tullameen in June 2013. Coalmont Energy Corporation is struggling to find Class 1 drivers with off road experience as the road into the mine is very dangerous. Due to this, applicants can only apply online so it limits the client's ability to meet face to face with the prospective employer. Weyerhaeuser is a large saw mill located in Princeton which at one time was considered the backbone of the industry in the community. Weyerhaeuser has lost many of its skilled workers to the mines. Weyerhaeuser regularly experiences labour shortages in skilled trades such as millwrights and heavy duty mechanics. Additionally, Princeton has some trades shortages such as certified plumbers. One of Princeton's most significant labour market issues is that many of the mine workers commute from other regions such as the Fraser Valley, Thompson Okanagan and Central Okanagan. These employees take up temporary shared accommodation but spend the bulk of their incomes back home so it impacts the local economy, housing sales and housing starts.

KEREMEOS - In 2011, Keremeos saw the closure of their local laundromat, farm workers campground and internet café. With the closure of these services, the Village of Keremeos has experienced some difficulties managing the influx of seasonal farm workers ascending the community who are unable to access accommodation and cleaning services. The result is that the seasonal farm workers often end up taking unauthorized residence on the Similkameen River and in community parks and the Village does not have the by-laws in place to manage the influx of workers between the months of May through October each growing season. Linking farm workers to farm employers in the region is also a challenge because the bulk of the community services exist in Keremeos but the bulk of the agricultural labour market opportunities exist in Cawston which is 7km down the highway. For more information on key industries see **Appendix 1 – Okanagan Similkameen Industry Snapshot**

Strategies to Address the Issues

One of the keys to addressing labour market concerns in each community we serve in the Penticton Catchment Area is having dedicated staff such as members of the WorkBC management team available to keep very close tabs on the trends of the labour market and to make sure that WorkBC is at the discussion table when labour market concerns are being discussed by key stakeholders. The YMCA of Okanagan realizes that we are only one piece of the solution to some very complex labour market issues and concerns especially in a region where seasonal employment opportunities are so prevalent. Our goal is to identify local labour market trends and concerns and engage additional stakeholders such as municipal government, aboriginal partners, economic development, social service providers and provincial government to collectively address and respond to these changes through creative programming, community education and the leveraging of our respective resources.

The YMCA of Okanagan has regularly scheduled meetings with various community stakeholders to ensure any changes in the labour market within the catchment area are brought forward and strategies are put in place to address the issues as needed. Our preferred approach is to be proactive in identifying any foreseen changes in the labour market such as layoffs, shut-downs, quick growth, and work with key stakeholders to ensure our WorkBC staff is available and equipped to assist. We believe it is key that we approach all labour market concerns as proactively as we can. There may be unpredictable changes in the labour market, and our WorkBC staff will work diligently to respond promptly by establishing a meeting with key stakeholders to identify the issue, and work collaboratively to respond to community needs by utilizing our already established Community and Employer partnerships. Ongoing participation in local stakeholder meetings will ensure that the YMCA of Okanagan is providing relevant services to employers, and job seekers accessing services at WorkBC. Some examples of key stakeholders may include but are not limited to the District of Summerland, City of Penticton, Village of Keremeos, Okanagan Falls, City of Princeton, Penticton Indian Band, Lower Similkameen Indian Band, Upper Similkameen Indian Band, Economic Development Officers, Chamber of Commerce, Business Associations, Agricultural Associations, Winery Associations, Trades Associations and Industrial Associations.

For current skilled labour market concerns in Penticton, the YMCA of Okanagan will continue to meet with key stakeholders to learn more about their labour market difficulties. We will

highlight industries and specific training options that will help to fill local labour market needs by hosting Employer Forums, Job Fairs and guest speakers from the industries that are in demand within our catchment area.

For unskilled labour market concerns in Penticton, the YMCA of Okanagan will continue meeting with local employers to learn where their labour market needs are. We will host career fairs in the peak seasons in an effort to help employers find workers. We will continue to meet internally with our Service Delivery Partners and external community organizations to promote WorkBC services and to help these organizations link their clients to labour market opportunities. We will continue attending key stakeholder meetings such as meeting with local Economic Development Officers to continue strategizing how we can best work together to meet the ongoing needs of the local labour market.

In Princeton, the YMCA will continue meeting with both of the major mines and Weyerhaeuser's HR departments to learn more about their current and future labour market concerns. We intend to and develop strategies to help fill the labour market shortages with local workers.

The YMCA of Okanagan believes it can continue assist the mines in finding local talent for the future if we can align long-term skills training through WorkBC with the local labour market.

The YMCA of Okanagan plans to educate participants by highlighting industries and specific training options at our Princeton WorkBC location that will help to fill local labour market needs by hosting Employer Forums and guest speakers from the industries that are in demand within the Princeton area.

In Summerland, the YMCA of Okanagan will make efforts to address the need for a younger workforce, the YMCA of Okanagan will concentrate its efforts on promoting WorkBC services to the next generation of job seekers by ensuring that we have a presence with the local school district and youth focused organizations. As is the same in Penticton, we will highlight Summerland industries and specific training options at our Satellite office that will help to fill local labour market needs by hosting Employer Forums and guest speakers from the industries that are in demand within our catchment area. Throughout 2014/2015, the YMCA of Okanagan will be out meeting with local employers face to face wherever possible to promote WorkBC services. Our WorkBC team will attend community events such as business after business events with the goal of networking with employers. We will also be meeting many local external community organizations every two months to increase their awareness of WorkBC services and to learn more about their services so we can soft refer clients to improve community attachment rates.

In Keremeos, the YMCA of Okanagan will continue marketing with rural WorkBC tool kits in an effort to provide clients with the means to access services at our local ESC and itinerant offices. The YMCA will continue to meet with local agricultural service organizations and employers to learn about the local labour market needs and how we can assist to fill the vacancies. The YMCA will continue to reach out to the agricultural sector via mail to promote WorkBC services and face to face where possible to educate the agricultural community on how they can post their labour market vacancies by phone, email or through our website. The

WorkBC management team will continue to attend key stakeholder meetings and extra meetings with the Village of Keremeos to see how we can assist with the influx of agricultural workers in their community. Although the YMCA can't establish campgrounds and laundry facilities, we do believe we can be of assistance in promoting LMDA funded opportunities such as Labour Market Partnerships and Job Creation Partnerships to the Village of Keremeos so they can pursue funds for independent studies or projects.

Partnerships with Community Organizations

In coordination with the United Way, the YMCA of Okanagan will continue to host quarterly meetings with external community and social organizations outside of WorkBC project. The meetings will be held in order to educate external service provider organizations on WorkBC services, to identify local labour market issues, to strategize how to most effectively address the local labour market issues and to learn more about external service provider mandates, services and events to be able to better direct our client population to external services within the Catchment Area. The YMCA of Okanagan also conducts internal meetings with our WorkBC Service Delivery Partners throughout the calendar year. These internal meetings are used to educate Service Delivery Partners on WorkBC services and activities, to identify local labour market issues, to strategize how to most effectively address the local labour market issues and to learn more about our Service Delivery Partners additional scope of work outside of WorkBC. These meetings are often used to strategize and plan events to best meet the labour market needs of the clients, employers and communities we are serving within the Catchment Area.

The YMCA of Okanagan also plans annually to have representation at local community events, community organized meetings and industry specific meetings throughout the Catchment Area. Some examples of this include monthly meetings with Economic Development Officers, Chamber of Commerce meetings, Downtown Business Association events and external Service Provider meetings. The YMCA will also continue to coordinate meetings as needed between WorkBC, Service Canada, RSD and MSD to review services and discuss labour market issues in Catchment Area 51 and to better understand each-others services and the clients we often mutually serve.

Many of the external community service provider organizations that attend our quarterly meetings are based out of Penticton and often provide services throughout the Okanagan Similkameen. Where possible, the YMCA will ensure that duplication of services is avoided by providing opportunities to meet with external service provider organizations leadership to clearly identify the scope of services they offer. This understanding will ensure that YMCA WorkBC does not provide duplication of service where a client could be provided assistance through an alternate external service organization. For further information on community connections see **Appendix 2 – Community Organizations**

Access to the Community Partnership and Employer Plan

The YMCA of Okanagan plans to distribute its Community and Employer Partnership Plan via a link to a PDF copy on our YMCA WorkBC website at www.ymcaworkbc.ca. Our CEP will also be distributed to Economic Development staff that serve the communities and regions within

Catchment 51. Additionally, the YMCA will increase awareness of our CEP to all external community service organizations that attend our quarterly meetings and our internal Service Delivery Partners who work on the WorkBC project.

Marketing Plan Activities

The primary goal for our marketing activities is to promote WorkBC services to both employers and job seekers and to streamline labour market information access for job seekers. Through work with our Service Delivery Partners, we strive to provide quick and easy access to labour market information including trends and issues specific to our catchment area. Efforts will be focused on utilizing existing structures such as established job fairs, chamber events, business after business, farmers markets and community stakeholder meetings.

- **Official Openings:** Each spring, the YMCA hosts an Open House for key stakeholders, local dignitaries and members of the public to celebrate WorkBC services and our anniversary.
- **Rural and Remote Tool Kits:** Self- help tool kits have been established and distributed in rural areas such as Summerland, Keremeos and Headley to assist clients on accessing WorkBC services and to help address the need for community access to self-help resources. The tool kit was established to make services more accessible to both employers and jobs seekers and can be found in many public areas such as the public library, health centres, visitor info centers and local coffee shops.
- **Printed Advertising Campaign:**
Additional marketing is conducted through use of flyers, flat sheets, newspaper advertisements and public service announcements in the business section.
- **Website:** www.ymcaworkbc.ca website is designed for local employers to manage and post jobs, it also provides access to basic labour market information for job seekers, an overview of our WorkBC service and locations, upcoming WorkBC events, workshop calendars and includes a link to a copy of our Community and Partnership Plan.
- **Chamber Memberships:** Annual memberships and regular participation in local Chambers of Commerce meetings including special events in the communities of Penticton, Summerland, Keremeos and Princeton.
- **Job Fairs and Employer Forums:** The YMCA both hosts and participates in local job fairs within the Penticton Catchment area. Twice per year, Okanagan College hosts local job fairs and WorkBC staff attend these events and operate an information table. We also participate in any travelling job fair initiatives that might be initiated by the province or Canada. Throughout the calendar year, YMCA WorkBC host multiple Employer Forums to highlight various industries and hiring practices of local employers to our job seekers.

- **Partnership and Innovation Fund:** When applicable, we provide employers with information on the four Partnership and Innovation Fund options Job Creation Partnerships, Labour Market Partnerships, Research and Innovation, and Project Based Labour Market Training.
- **Ministry of Jobs Tourism and Innovation:** As the Ministry of Jobs Tourism and Innovation is a key stakeholder and are involved in many labour market initiatives stated above we will continue to try to attend regional meetings and conference calls with MJTI as opportunities present themselves.

The marketing plans for Penticton, Summerland, Princeton and Keremeos are attached as **Appendix 3 – Quarterly Marketing Plans.**

Marketing and communication targets have been established and we have YMCA staff and Service Delivery Partners reporting monthly on the community connections they establish. These activities are included in our internal WorkBC Monthly Management Report which is produced to capture all of the activities of a given month. Our marketing plan is reviewed quarterly to ensure that it is aligned with our Community and Partnership Plan. The annual development of our marketing plan allows our WorkBC team to be forward thinking with future program development that matches the labour market needs of the communities we serve.

Our marketing efforts to date have included:

- Print media, newspaper advertisements, Dear Wanda Career articles, posters, flat sheets, brochures, tear aways and business cards.
- Many community presentation conducted
- Newsletters to YMCA membership
- Attendance and hosting of local networking events
- Website enhancements
- Exterior building signage enhancements
- Branded YMCA WorkBC tent for community events
- Branded YMCA WorkBC pop-ups for community events
- Radio and Online Community Updates

Our Internal consulting efforts include:

- Implementation of Service Delivery Partner feedback into programming concepts
- Sharing of best practices and hosting/attending local networking events
- Researching Economic Development reports
- Formal program evaluation through client feedback in self-serve, case management and workshops

Reporting Success Stories

On a monthly basis, the YMCA of Okanagan sets a goal to capture in writing, 3 client success stories. Ideally, the YMCA and its Service Delivery Partners try to capture the success story from the client's perspective and in the clients own words. Our staff meet every Wednesday each week and one of the standing agenda items is a discussion and call for client success stories. Our Employment Advisors identify clients who could potentially present a success story and the WorkBC Program Development Manager will pursue the client and send them templates to complete and return to WorkBC. See **Appendix 4 – WorkBC Success Story Templates**.

At our ESC and Satellite locations, we have implemented a success wall where clients are celebrated in attaching to the labour market and for establishing community attachment. Lastly, on occasion we will write client success stories for the purpose of promoting the WorkBC program from the perspective of our Employment Advisor. As clients race off to their new job, they often are unable to stop to write us a success story but we believe it is equally valuable to share our successes from the perspective of our side of the desk.

Community and Employer Partnership Plan – Post Activities Evaluation

The YMCA of Okanagan holds regular meetings after we have held an event that relates to our Quarterly Marketing Plan and or our Community and Employer Partnership Plan. The YMCA WorkBC management team meets on a weekly basis and discussions always include marketing initiatives, community and employer connections and how we can improve on these relationships and initiatives. The YMCA WorkBC management team also meets with the YMCA Association Marketing department quarterly to openly discuss our marketing initiatives and how we can be more effective in reaching the communities we serve and the employers we are trying to connect to WorkBC. Our evaluations during these meetings are recorded and we implement changes into future Community and Employer Partnership plans as well as our Quarterly Marketing strategies. YMCA WorkBC holds Service Delivery Partner meetings where we ask for feedback on our initiatives like hosting Business after Business, Employer Forums, Career Fairs, Open Houses and Job Clubs. The feedback in these meetings is recorded in our minutes and we implement changes into both our Community and Employer Partnership plans as well as our Quarterly Marketing strategies.

In order to adequately plan, the YMCA of Okanagan has implemented two processes to evaluate activities. Firstly, an annual review of the activities undertaken is completed at the conclusion of each fiscal year. The YMCA of Okanagan fiscal calendar runs January through December each year. The review is completed through a series of internal meetings and focuses on a range of topics including client services, access to services, specialized populations, financial controls, financial viability, quality assurance and program development. The outcomes of these meetings help us establish targets and goals for future Community and Partnership Plans.

Completion of standardized outcome reports ensures that our WorkBC staff and Service Delivery Partners have the opportunity to reflect on the past year's activities. We believe that the report generates and encourages discussion on where the YMCA performed well

and where there may be room for improvement to make WorkBC services stronger for the future.

Secondly, on a monthly basis, the YMCA collects client satisfaction surveys in the areas of self-serve, case management and workshop feedback. The survey results are collected and summarized in a spreadsheet which is distributed to the YMCA Board of Directors, Service Delivery Partners and YMCA Canada. **Appendix 5 – Sample Satisfaction Surveys.**

YMCA WorkBC and Employers Working at Tactical Level

On a tactical level, YMCA of Okanagan meets face to face on a regular basis with various employers throughout the Penticton Catchment Area. During these face to face meetings, the YMCA attempts to impress upon employers how WorkBC can assist them in dealing with their labour market issues such as filling vacancies, finding skilled and unskilled workers, retaining employees, posting jobs, attending employer forums and seeking assistance with wage subsidies. As part of our Community and Employer Partnership Plan, the YMCA hosts in house events annually for employers to expand their knowledge of WorkBC. Additionally, employers will have the opportunity to provide feedback as to some of the labour market issues they are faced with in our catchment area based on their respective industries.

Strategies to Adjust to Changing Labour Market Issues

Since the inception of WorkBC in April 2012, the YMCA of Okanagan has worked hard to establish key relationships with local politicians, Economic Development Officers, Board of Directors from the Regional District, Okanagan College Staff, numerous external community service providers and our internal Service Delivery Partner network. The YMCA has positioned itself as a key stakeholder in labour market issues within Catchment 51. The YMCA was involved in forming the Interior Prime Contractors group that meets quarterly to discuss various challenges with our work in WorkBC. Among those is the opportunity to discuss and share ideas how to best manage sudden changes to the labour market. The YMCA has also established a relationship with Service Canada to handle mass layoff situations in our Catchment Area. In the event of a mass layoff in Catchment 51, a Y staff member and a team lead from Service Canada team up to meet with the impacted employer and its employees to discuss services at WorkBC and to share the process of accessing Employment Insurance.

Meeting the Needs of Specialized Populations

Strategies to respond to the needs of specialized populations in the communities we serve include:

- Continue to develop formalized partnerships with community organizations that work specifically with local specialized populations such as Okanagan Training and Development Council, South Okanagan Immigrant Community Services, Youth Probation, Canadian Mental Health Association Okanagan Similkameen, South Okanagan Victim Assistance Society, South Okanagan Women in Needs Society, South Okanagan Brain Injury Society, PDCSL and PACE.

- Enable aboriginal clients to be served by the self-serve option, and or an Employment Advisor through a local WorkBC office or itinerant service if arranged through an OTDC agreement holder. The key is that both the YMCA of Okanagan and OTDC want to avoid any duplication of service.
- Serve remote clients through itinerant service when and if they are unable to visit a storefront location such as the itinerant office in Keremeos.
- Inform clients of language services available (such as French) on a case by case basis.
- Identify and connect specialized populations with supports and services available at WorkBC or through other community organizations and/or relevant government programs.
- Continue to build our online website resources and tools for employers and job seekers.
- Ensure our reception team at all physical locations is professional and welcoming.
- Ensure that our facilities can accommodate persons with disabilities, and ensure our Employment Advisor staff is available to meet with clients in a timely manner that exceeds policy standards.
- Ensure WorkBC participates on relevant boards such as ASPECT and external advisory committees to ensure staff are well informed of the unique needs and abilities of specialized populations.
- Expose WorkBC staff to professional development opportunities such as Denise Bissonnette “The Art of Creating Opportunity” and Canadian Mental Health Association “Mental Health First aid” to ensure our team is trained and abreast of how to work with specialized populations.

Information Sharing and Collaboration

The benefit of being the Prime Contractor for WorkBC in Catchment 51 is that it provides our organization with local perspective from local stakeholders and assures efforts are made to avoid duplication of services. The WorkBC Catchment Area Manager, the WorkBC Program Development Manager and the Employment Advisor Manager are employed through the YMCA of Okanagan and are the primary persons responsible to liaise with employers. The WorkBC management team connects with employers through scheduled meetings and informally through Chamber of Commerce, Association meetings and community events to gather information regarding their labour market needs and any issues/challenges employers might be experiencing. Additionally, the Agreement Coordinator, Customized Employment Specialist and Job Developer hired through our Service Delivery Partners, BOWMAN Employment Services and Partners in Resources (PIERS) is also in regular contact with employers to discuss wage subsidy options and labour market needs with eligible and prospective employers.

Once the pertinent information from the management team is received, relevant pieces will be incorporated into the YMCA WorkBC website, our labour market boards, and shared with WorkBC staff to ensure any learning’s about the local labour market align with the Community & Employer Partnership Plan. With Chamber of Commerce memberships throughout the Penticton Catchment area, our WorkBC staff have the opportunity to attend business after business functions and luncheons to network and share information with local employers.

When trends and or labour market concerns are identified they are brought forward to Contract Management meetings to ensure the CAPA is aware of the trend and or labour market concern in our catchment area. Along with these discussions will be potential solutions and or our intended response to address the local labour market concern identified.

Alignment with LMDA Plan and Government Strategic Priorities

British Columbia's Labour Market Priorities for 2014/15:

1. **Investing in training to better align British Columbians with sustainable job opportunities and to meet employer needs**
2. **Continual development of strategies to engage all British Columbians, including underrepresented groups**
3. **Continue partnering with local communities and organizations to further develop and increase community-based partnerships across the province**
4. **Enhance WorkBC program supports through continued improvement of research and innovation, measurement, and reporting capabilities**

YMCA of Okanagan Community and Employer Partnership plan to **invest in training to better align British Columbians with sustainable job opportunities and to meet employer needs**

- 1) Undertake collaborative work with industry sectors/Service Delivery Partners, Education Providers, Training Institutions and external community organizations to identify and support skills training that will meet catchment area needs.
- 2) Align skills training to where the jobs are and to the need of the local workforce.
- 3) Ensure training and skills development will match the needs of sectors that are creating jobs.
- 4) Align with Industry Training Authority (ITA) to support training in skilled trades that match labour market needs provincially and within the catchment area.

YMCA of Okanagan Community and Employer Partnership plan to ensure **continual development of strategies to engage all British Columbians, including underrepresented groups**

- 1) Continue with WorkBC service delivery model enhancements in Catchment 51 based on the recommendations and feedback from the ministry, Service Delivery Partners, external community organizations, clients and employers to provide job preparation support, skills assessment and enhancement and referrals to local training opportunities that support clients to attach to the labour market.
- 2) Continually improve access to employment services for specialized populations through WorkBC Employment Services Centres, satellite offices and itinerant locations in Catchment 51.
- 3) Continue to attend training opportunities, host meetings with specialized service providers and external community organizations in an effort to better serve Specialized Populations.
- 4) Continue to work with Canada and other external stakeholders such as employers, schools, community organizations and media to increase awareness of all programs and

services offered at WorkBC in Catchment 51.

- 5) Continue our consultations with organizations, communities, training institutions, employers and stakeholders to identify ways to successfully integrate and improve labour market access for specialized population job seekers in our Catchment Area.
- 6) Work with YMCA association Marketing department to develop marketing strategies to promote skills training access in Catchment 51 communities in an effort to meet local and sector-based labour market needs.

YMCA of Okanagan Community and Employer Partnership plan to ensure **continued partnering with local communities and organizations to further develop and increase community-based partnerships within the catchment area.**

- 1) Continue our focus on supporting growth in areas where our Catchment Area has a competitive edge, thus assisting employers in filling their labour market needs such as niche manufacturing, vineyards, agricultural-tourism and mining.
- 2) By continuing to meet with key stakeholders such as Okanagan College and local Economic Development Officers and industry associations we can assist in identifying the unique skills training needed with our Catchment Area to support local labour market needs. Based on this communication, skills development programs can adjust their delivery methods to fit the need.
- 3) The YMCA will continue to provide employment and labour market services at WorkBC that effectively respond to emerging labour market and human resource issues. We will continue to host employer training events where local employers can come and learn human resource strategies and share industry specific labour market concerns.
- 4) Through face to face meetings, attending Business after Business events and by hosting employer forums and job fairs, the YMCA will continue to build relationships with employers to better understand their labour and their human resource needs throughout Catchment 51.
- 5) The YMCA will continue to support community and employer partnerships by focusing our efforts on bringing community organizations and employers together to strengthen the labour market opportunities for clients by providing individuals with meaningful work experience to help them obtain the skills to secure on-going employment.

YMCA of Okanagan's Community and Employer Partnership plans to **enhance WorkBC program supports through continued improvement of research and innovation, measurement, and reporting capabilities.**

- 1) The YMCA will continue to improve the Labour Market Information available on our website found at <http://ymcaworkbc.ca/labour-market-information/> to assist both employers and job seekers.
- 2) The YMCA will continue to gather Labour Market Information from key stakeholders such as Okanagan College, local Economic Development officers and employers within the Catchment Area in an effort to better project anticipated labour market conditions and forecast labour market shortages. We believe this information will help to inform regional economic development, enhance responses to economic

trends, and aid in future planning of education and training.

- 3) The YMCA will continue to host employer meetings from a cross section of industries and associations, external community organization meetings and Service Delivery Partner meetings to share labour market information and to increase stakeholder awareness of the existing information, tools, and labour market programs and services that are available to meet the changing economic needs of our Catchment Area.
- 4) The YMCA will continue enhance its reporting and measurement capacity by expanding our use and understanding of key metrics within the BI Portal (Cognos Studio Analysis) with key stakeholders in WorkBC. With a better understanding of key metrics, the YMCA will continue to research and implement innovative best practices from around the province in an effort to improve the results and service delivery of WorkBC services to all persons accessing the program.

Local Labour Market Needs and Issues

The Penticton Catchment area labour market is facing challenges in recruiting and retaining skilled and semi-skilled employees in multiple industries and this trend is expected to continue for the foreseeable future. In meeting with local Economic Development within our Catchment Area, it is believed that creative recruiting strategies from local employers will be required to assist in addressing the labour need and concern.

Community Priorities and Plans

The following priorities were brought forward in consultation with stakeholders and subcontractors within the Penticton Catchment Area. The first priority is bridging the gap between the high number of low skill often seasonal entry level positions and the low number of interested job seekers looking to attach to the workforce. Another priority is to increase external community service organizations knowledge of WorkBC services to increase referrals and to learn more about external community service organizations to increase soft referrals of WorkBC clients to assist with community attachment. The third priority is to increase communication and employer connections throughout the Penticton Catchment Area to WorkBC services so they can post their labour market opportunities, attend Employer Forums and reach qualified job seekers within the region.

Low Skilled Labour Market

The first priority identified throughout the Penticton Catchment is the discrepancy between the high number of low skilled (entry level) positions available and the low number of job seekers able/willing to fill these positions. This first priority requires further exploration into the potential reasons for this discrepancy as discussions to date indicate that it is due to a combination of employers demonstrating flexibility with wages and employment conditions (full time/part time), and the job seekers ability and or willingness to accept entry level positions, lower wages and part time hours.

The YMCA WorkBC management team will continue to connect with various employers within the catchment around their successes and challenges in hiring and retaining workers for low skilled positions. The YMCA WorkBC management team will work with the local employers,

Service Delivery Partners and our Employment Advisors to encourage employment opportunities for non-traditional groups. Strategies for building relationships with employers will include promotion of the wage subsidy option and other case managed services through WorkBC such as STOC's, Job Development, Customized Employment, Employment Coaching and Work Experience to assist with attachment and skill building. Additionally, we will continue to refer both job seekers and employers to LMA funded programs such as JobOptions and Get Youth Working to assist employers with the financial implications of hiring some non-traditional groups, as well as providing these groups with training, and employment experience.

As part of our strategy, the YMCA will continue meeting with local secondary and post-secondary institutions to explore ways to work together to establish relationships between employers and the next generation of job seekers who will be looking for labour market opportunities in the future. Workshops, presentations and information sessions will be held in classrooms, schools, and at our WorkBC locations throughout the year. Target populations will include both employers, and youth. The YMCA of Okanagan will also attend youth career fairs, and sanctioned local events to provide information to youth on our employment services and employment opportunities.

Increase Local Area Knowledge of WorkBC

The second priority identified is to increase local area knowledge of WorkBC, our services and how they can significantly benefit local employers and job seekers alike. To accomplish this, we host external community organization meetings to assist in educating providers on WorkBC services. Additionally these meetings serve as a learning ground for WorkBC staff to better understand what services are offered by external community organizations which will increase soft client referrals to these services and encourage community attachment. One group of external community organizations will consist of CRA, Service Canada, Service BC and RSD while the second group will consist of organizations such as United Way, OBIS, SOVAS, SOWINS, PDCRS, PDCSL, CMHA, Interior Health, Okanagan College, Sprout Shaw, Penticton and Area Women's Centre, MHR, SOICS, Salvation Army, Penticton Indian Band, Oonakane Friendship Centre, Youth Probation, Footprints, Pathways, MCFD, Connect ED, Literacy Now and PACE. Internally we also continue to formally meet with our Service Delivery Partners to continue to increase everyone's knowledge of WorkBC and to look for creative ways to promote WorkBC services in the communities we serve.

Increase Communication and Employer Connections

Our third priority is to increase communication and employer connections throughout the Penticton Catchment Area to WorkBC services so they can post their labour market opportunities, attend Employer Forums and reach the job seekers within the region. For the YMCA of Okanagan, benefits of increased communication will mean a better understanding of local labour market issues and concerns. The YMCA intends to increase communication and employer connections through a strategic annual marketing plan, hosting employer meetings and training sessions to learn about the issues at hand, by attending Valley Wide

Business after Business events and local Chamber of Commerce events. The YMCA of Okanagan holds presentations and information sessions at WorkBC to draw attention to our services and to give employers an opportunity to share with us some of the labour market concerns that they are faced with now and leading into the future. YMCA also target major employers by conducting site visits to sit down with human resources staff of major employers within our catchment area to learn what their specific current labour market concerns are now and leading into the future. For further information **see Appendix 6 – Connections with Employers.**

Summary

The main sources of information regarding our key initiatives in the catchment area were provided in consultation with our Service Delivery Partners and key stakeholders through ongoing discussions who have a close working relationship with many of our community employers throughout the catchment area.

One of the key learning outcomes for us over the past three years in meeting with employers is that we need to ensure we effectively utilize their time when contacting and requesting meetings. For this reason we have chosen to work closely with established community groups, and to employ a coordinated and consistent approach throughout the catchment area to avoid duplication and unnecessary requests of time.

In the Penticton catchment area, we have a number of low skilled and skilled labour market vacancies that employers appear to struggle filling. The YMCA of Okanagan can play a vital role in preparing the future generation of job seekers for WorkBC services and we can also assist in attaching current job seekers to existing labour market vacancies. In the past three years, large numbers of the skilled workforce have been choosing to live and work in different communities. In the Penticton area, many workers were leaving for Alberta and Northern BC. With the economy stalling a little bit, many of these workers are returning to our catchment area. This could be a positive turn of events for local employers in the region, but will require some creativity to retain and attract the workforce needed to fill vacancies long-term. The YMCA will focus its efforts on investing in training to better align British Columbians with sustainable job opportunities and to meet employer needs by continually developing strategies to engage all eligible British Columbians in our catchment area, including underrepresented groups. The YMCA will continue to partner with local communities and organizations to further develop and increase community-based partnerships within our catchment area. The YMCA will also enhance WorkBC program supports through continued improvement of research and program innovation, measurement, and reporting capabilities.

Through community and employer partnerships we strive to work collaboratively in addressing the needs and issues of stakeholders within the catchment area.

APPENDIX 1 - Okanagan Similkameen Snapshot

Industry	Okanagan-Similkameen		BC	% Distribution	
	2006	% Change (since 2001)	% Change (since 2001)	OS	BC
Farms	2,545	- 0.4	5.2	6.8	1.8
Forestry and logging	365	- 15.1	- 10.0	1.0	1.0
Fishing, hunting and trapping	10	0	- 1.3	0.0	0.2
Support activities for farms	245	2.1	11.3	0.7	0.1
Support activities for forestry	145	- 56.1	- 21.5	0.4	0.3
Mining and oil and gas extraction	390	69.6	42.6	1.0	0.9
Utilities	205	7.9	- 3.4	0.5	0.5
Construction	3,525	54.3	39.9	9.4	7.5
Manufacturing	3,830	24.8	- 2.7	10.2	8.5
Food manufacturing	125	- 13.8	3.6	0.3	1.0
Wood product manufacturing	965	- 7.2	- 16.1	2.6	1.7
Paper manufacturing	75	400.0	13.5	0.2	0.6
Wholesale trade	970	11.5	11.6	2.6	4.1
Retail trade	4,730	9.6	6.9	12.6	11.2
Motor vehicle and parts dealers	495	- 19.5	9.0	1.3	1.1
Food and beverage stores	1,425	31.9	8.4	3.8	2.9
Clothing & clothing accessories	345	21.1	9.2	0.9	1.1
General merchandise stores	595	12.3	6.5	1.6	1.2
Transportation & warehousing	1,185	3.9	0.6	3.2	5.2
Information and cultural industries	650	28.7	- 5.3	1.7	2.6
Finance and insurance	990	- 1.6	4.5	2.5	3.8
Real estate & rental/leasing	915	33.6	22.1	2.4	2.3
Professional, scientific & tech. serv.	1,455	24.9	18.6	3.9	7.3
Mgmt. of companies/enterprises	30	200.0	126.6	0.1	0.1
Admin + support, waste mgmt services	1,335	7.2	20.4	3.6	4.4
Educational services	1,780	- 2.5	9.2	4.7	6.9
Health care and social assistance	4,260	9.4	6.5	11.3	9.6
Arts, entertainment and recreation	925	50.4	11.3	2.5	2.3
Accommodation and food services	3,305	3.4	7.7	8.8	8.1
Accommodation services	990	- 6.5	2.5	2.5	1.7
Food services & drinking places	2,375	8.2	9.2	6.3	6.4
Other services (excl. public admin.)	1,755	- 1.1	11.8	4.7	4.9
Public administration	1,725	- 8.0	- 2.0	4.6	5.0

APPENDIX 2 – Community Organizations

Community	Community Organization/ Service Name	Purpose of the Organization/Service	Description Relationship
Penticton	ARC	Case Management/Services Coordination, Case Management/Services Coordination (Juvenile Justice), Counselling, Group Home Care, Prevention/Diversion, Specialized or Treatment Foster Care, Specialized or Treatment Foster Care (Juvenile Justice), and Supported Independent Living	Receive referrals
Penticton	BC Teen Challenge	One-year residential program in which drug addicts, alcoholics, gang members, victims of abuse, dysfunctional families, or any other life-controlling problem	Guest Speakers
Penticton	Soupateria	People in need can enjoy a lunch of hot soup, a sandwich and a dessert, socialize with others and enjoy a welcoming environment where they feel respected	refer clients
Penticton	Boys and Girls Club	Programs for children and youth that support the healthy physical, educational and social development	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D-E	South Okanagan Similkameen Brain Injury Society	Non-profit organization made up of brain injured people, family members, and professionals dedicated to assisting survivors and their families to achieve the greatest level of independence and quality of life.	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D-E	Discovery House	Recovery center for Drug and Alcohol	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D-E, Keremeos, Princeton	Canadian Mental Health Association Okanagan-Similkameen	Non-profit that works extensively with Clients suffering from mental Health Issues including housing projects.	Receive referrals & refer clients
Penticton Catchment Area	Men's Shelter Salvation Army	Safe Housing	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D-E	Okanagan College	College Courses & upgrading	Receive referrals & refer clients

Penticton, Penticton 1	Ooknakane Friendship Center	Aboriginal not for profit society provides culturally-driven programs and services for people of all nations	Receive referrals & refer clients
Keremeos, Okanagan- Similkameen	Keremeos Food Bank	Provide food for those in need	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D- E	Pathways Addiction Resource Center	Addiction Resources, counselling, group sessions	Receive referrals & refer clients
Penticton Catchment Area	Pen Hi STRIDE	Alternate School Program, Upgrading	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D- E	Penticton & Area Women's Centre	Support, referral & advocacy for the South Okanagan-Similkameen, info on food, housing, clothing, support groups, education, employment, free personal care products	Receive referrals & refer clients
Penticton, Penticton 1	Penticton Indian Band	Represents several communities	Receive referrals & refer clients
Penticton	Penticton Secondary Learning Center PSLC	Education & upgrading	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D- E, Keremeos	Salvation Army Food Bank	Provide food for those in need	Receive referrals & refer clients & provided volunteering opportunities
Keremeos, Okanagan- Similkameen G	Keremeos Public Library	Book loan program, research opportunities and computer access	refer clients
Keremeos, Okanagan- Similkameen G	Citizens on Patrol	Volunteer assistance group to RMP such as speed watch	refer clients for volunteer opportunities
Keremeos, Okanagan- Similkameen G	Keremeos Detachment RCMP/GRC	Full function police detachment	refer clients
Penticton, Summerland, Okanagan – Similkameen F-D- E, Keremeos	South Okanagan Women's in Needs Society	Provide services for abused women and their children	Receive referrals & refer clients
Penticton, Summerland, Okanagan – Similkameen F-D- E, Keremeos	South Okanagan Immigrant and Community Services	English Language & Computer Classes, immigrant integration, labour mentorship, g center	Receive referrals & refer clients
Penticton	Adidas Sportsplex	Children, youth, and adult fitness track, indoor field	Referred Clients - Toured Facility

Penticton	Sprott-Shaw Community College	Post-Secondary Programming	Referred Clients - Toured College
Penticton	St. Johns Ambulance	Programs and products, ensuring Canadians receive the best quality training and expertise	Facilitate Certification
Summerland	Summerland Asset Development Initiative (SADI)	Programs to develop youth assets	Receive referrals & refer clients
Summerland	Summerland Secondary Learning Center	Adult Learning, upgrading	Receive referrals & refer clients
Penticton	WJS Youth in Justice System	Foster positive life changes and increase self-esteem and confidence. Our individualized programs balance academics, training, life skills and culturally appropriate recreation and leisure activities with structured cognitive-behavioral interventions and a high degree of family and community involvement	Receive referrals & refer clients
Princeton, Okanagan-Similkameen H	Princeton New Beginnings	Programs for developmentally disabled persons, hot meals for seniors	Receive referrals & refer clients
Princeton, Okanagan-Similkameen H	Interior Health Mental Health	Services for persons dealing with mental health issues	Receive referrals & refer clients
Princeton, Okanagan-Similkameen H	Children who Witness Abuse, Victim Services	Advocacy services for individuals who are victims and or witnesses of crime and trauma	Refer clients
Chuchuwayha 2	Upper Similkameen Indian Band	One of seven bands in the Okanagan Nation Alliance	Refer Clients
Princeton, Okanagan-Similkameen H	Princeton RCMP Detachment	Fully operational police detachment	Refer Clients
Princeton, Okanagan-Similkameen H	Princeton Crisis Assistance Society	Crisis Assistance Clothing Store, Crisis Assistance is there to offer help to those in a Crisis with food, furniture etc.	Refer clients
Princeton, Okanagan-Similkameen H	Princeton Leaders for Literacy	Responsible for the implementation of literacy programs in the Greater Princeton Area	Receive referrals & refer clients
Princeton, Okanagan-Similkameen H	Riverside Centre	Riverside Centre is Princeton's Community Centre for Arts, Culture, Recreation and Wellness.	Receive referrals & refer clients

APPENDIX 3 – Quarterly Marketing Reports

APPENDIX 4 –WorkBC Success Story Template



EMPLOYMENT PROGRAM OF BRITISH COLUMBIA CLIENT CONSENT TO PUBLICATION

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1.) Contact Information

Personal information collected on this form is collected under the authority of Section 28(c) of the *Freedom of Information and Protection of Privacy Act (FOI/PPA)* and is subject to all of the provisions of that Act. The personal information collected will be used by the Ministry of Social Development to administer the Employment Program of British Columbia. If you have any specific questions concerning the collection, use or disclosure of personal information, please contact:

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2.) Client Information

Name:
Birth Date:
Phone:

3.) EPBC Contractor

Name:

4.) I consent to my personal information, including photographs, being published in brochures, newsletters, fact sheets, news articles, posters, audio or visual materials, on internal or external websites, or in other materials or formats, with the following stipulations:

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5.) For publication purposes, the Ministry of Social Development must (check those that apply):

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APPENDIX 5 – Sample Satisfaction Surveys

APPENDIX 6 – Connections with Employers

Community	Employer Name	Business	Relationship
Penticton	ABK Restoration	Home and Business Disaster	Job Shadow
Penticton	Back Ally Design	Website & Paper Designs	Job Shadow
Penticton	Banks Travel	Travel Agency	Job Shadow
Penticton	Bears Den Restaurant	Restaurant	Job Placement
Summerland	Big O Tire Summerland	Mechanic / Truck & Car Parts	Job Shadow
Penticton, Penticton 1	Blaze King	Fire Place Construction	Job Placement
Okanagan –	Cathedral Lakes Lodge	Hospitality Tourism Lodging	Potential Employer
Okanagan –	Chute Lake Resort	Hospitality	Potential Employer
Penticton	City Center Fitness	Gym/Fitness Center	Job Placement
Penticton	CK Oasis	Hotel	Job Placement
Penticton	Computer Source	Computer, Cell, Electronic store	Job Shadow
Penticton	Computers Etc.	Computer Repairs	Job Placement
Okanagan – Similkameen H	Copper Hill Lanes & Lounge	5 Pin Bowling Alley and Lounge	Potential Employer
Penticton	Copper Mug Pub	Restaurant / Pub	Job Placement
Penticton	Cosmos Hair Design	Hair Dresser	Job Shadow
Summerland	Country Corner Supplies	Garden & Animal Supplies Shop	Job Placement
Penticton	Dale Charles Physiotherapy	Physiotherapy Clinic	Job Shadow
Blind Creek	Direct Organics Plus	Agriculture	Participant Applied
Ashnola 10	Don and Ann's Greenhouses	Ornamental Floriculture and Nursery	Potential Employer
Penticton	Duncan Grocery	Grocery/Confectionary Store	Job Placement
Alexis 9	Elks Motel	Lodging & Accommodation	Potential Employer
Penticton	Fairview Mohawk Gas Station	Gas Station / Convenient Store	Job Placement
Ashnola 10	Fast Gas Plus	Gas Station	Potential Employer
Summerland	Grasslands Nursery	Plant Nursery	Job Placement
Penticton	Haute House Design	Interior Decoration & Sales	Job Shadow
Lower Similkameen 2	Harker's Organics	Organic Family Farming	Potential Employer
Okanagan – Similkameen D	IGA	Grocery Store	Participant Applied
Penticton	IGA Penticton	Grocery Store	Job Shadow
Keremeos	Keremeos Motor Inn	Hotel/Motel	Job Placement
Blind Creek 6	Keremeos Ready Mix	Construction	Potential Employer
Penticton	King of Floors	Flooring Supplies Store	Job
Summerland	KVR Video Summerland	Video, Movie, DVD, Game Rentals	Job Shadow
Penticton	Lindsay Veterinary Hospital	Veterinary Clinic	Job Shadow
Penticton	Loco Landing	Amusement Park	Job Shadow
Penticton	Maurer Construction	Log Home Construction	Job Placement
Okanagan-Similkameen E	Naramata General Store	Retail	Participant Applied
Penticton	OC Cosmetology Institute	Cosmetology School	Job Shadow
Penticton	Okanagan Amusements	Amusement Park	Job Placement
Okanagan-Similkameen D	Okanagan Falls Hotel	Hospitality	Past Participant Worked
Okanagan-Similkameen F	Okanagan Travel Land	RV Sales and Service	Past Participant Worked
Okanagan-Similkameen H	Princeton Esso	Gas Station and Food Store	Participant Applied
Keremeos	Red Bridge Pub	Pub and Restaurant	Job Placement
Penticton	Ricky's All Day Grill	Restaurant	Job Placement
Alexis 9	River Bed Bistro	Breakfast, Lunch & Dinner Bistro	Potential Employer
Penticton	Rogers Video	Video, Game, Movie Rentals	Job Shadow

Summerland	Rosedale Motel	Motel	Job Placement
Penticton	Sage and Vines Bistro	Restaurant	Job Placement
Penticton	Sandman Hotel	Hotel	Job Placement
Penticton	Shoppers Drug Mart	Drug Store	Job Placement
Okanagan-Similkameen G	Similkameen Motel	Motel, Orchard Setting	Participant Applied
Summerland	SIS Exteriors	House Exterior Construction	Job Placement
Penticton	Skaha Sound	Music Shop	Job Shadow
Summerland	Summerland KVR Steam	Railway Tourist Attraction	Job Shadow
Summerland	Summerland Review	Newspaper	Job Placement
Summerland	Summerland Seniors Village	Assisted Living Facility	Job Shadow
Summerland	Summerland Sweets	Ice Cream & Jam Specialty Shop	Job Placement
Penticton	Sun County Bowl	Bowling Alley	Job Shadow
Penticton	SUN FM Astral Media	Radio Station	Job Placement/Shadow
Keremeos	Sundance Organic Farms	Organic Farm	Job Placement
Penticton	Suzie Shier	Clothing Store	Job Placement
Penticton	Tara Vida Boutique	Clothing Specialty Shop	Job Shadow
Penticton	Ten Thousand Villages	Home Décor Specialty Shop	Job Shadow
Penticton	The Bay	Department Store	Job Shadow
Penticton 1	The Bears Den Restaurant	Restaurant	Multiple Past
Chuchuwayha 2	The Gold Dust Pub	Restaurant	Participant Applied
Lower Similkameen 2	TL Timber Ltd.	Log Home Timber Provider	Potential Employer
Okanagan-Similkameen F	Trout Creek Gas Bar / 24/7	Retail	Participant Applied
Penticton	Western News	Newspaper	Job Shadow
Penticton	Westminster Part Rentals	Party Supply Rentals	Job Placement
Chuchuwayha 2	Wild Goat Gift Shop	Retail	Participant Applied