

# COMMUNITY & EMPLOYER PARTNERSHIP PLAN (CEP)



employmentconnections

*Fort St. John  
Catchment 72  
(Updated June  
2016)*

# Introduction

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## Purpose

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This Community and Employer Partnership Plan (CEP) developed by Employment Connections describes the methods Employment Connections will use to increase the employment opportunities for unemployed British Columbians through information, technology, processes and practices. This plan will explain the steps we will undertake to develop relationships and build on existing networks and/or partnerships with organizations and employers, as well as demonstrating how clients, employers and community organizations will be made aware of labour market information, and the programs and services available at the WorkBC Employment Services Centre in Fort St. John.

This document will be renewed annually to ensure the plan is aligned with the Ministry's LMDA Annual Plan.

## Objectives

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- To build and strengthen relationships with community organizations and employers in order to encourage information sharing and ensure clients are provided with relevant and up-to-date labour market information
- To respond to local community labour market needs
- To establish community and employer activities to address labour market needs
- To provide employers with information and tools to enhance their ability to recruit workers
- To collect and analyze data regarding local labour market conditions for all community employment sectors
- To determine factors influencing the Fort St. John Labour market
- To consult and work with employers to develop responsive, pro-active strategies to address the identified labour market issues, changes, and trends
- To communicate recommended strategies to employers and stakeholders
- To increase participation in the labour force and educate clients and general public on the importance of skills training and education
- To outline strategies that Employment Connections will use to respond to the needs of specialized populations

## Local Labour Market Information

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Fort St. John and surrounding communities including Taylor, Hudson's Hope, Charlie Lake and area were experiencing the lowest unemployment rate in BC, however with the downturn in the Oil and Gas prices; Northeast BC now has the highest unemployment rate in the Province of BC. For the past several years, exploration and production activity in the oil and gas industry had moved ahead at a record pace. This activity created a demand for skilled energy sector professionals. Increased oilfield activity has a direct positive impact on all of the related

industries; lease and road construction, trucking, camp catering, hotels, motels, gas stations, restaurants, and retail stores.

British Columbia is Canada's second largest producer in Natural Gas. In late 2014 the Oil and Gas Sector reached record lows with barrel selling at \$40 a barrel. The impact of this included all major exploration and capital expenditures were halted, and this resulted in widespread layoffs of full-time staff and the termination of contractors and contingent workers, as well as bankruptcy and company closures. Northeast BC transitioned from the lowest unemployment rate in BC to the highest in a short time frame. As a result of this, the Federal Government announced that effective July 2016 Northeast BC will be the only economic region in BC to be identified as one of the 12 economic regions struggling with unemployment after a collapse in oil and gas prices.

The primary industries in our Catchment area are: Oil and Gas Services, Retail and Hospitality, Forestry, Construction and Agriculture. Nearly half of the workforce in our Catchment Area are comprised of trades or technical workers, and there are many opportunities for professionals and all levels of supervisory and management positions. Labourers represent another quarter of the workforce, creating opportunities for both entry level and skilled workers.

**Liquefied Natural Gas (LNG)** sector is an important, emerging industry in British Columbia. Although final announcements are pending the BC Government is working closely with industry and First Nations Communities for 2020 target starts. The LNG workforce projections had showed workforce demand for occupations in the LNG sector for construction and operations phases between 2014 and 2023. All LNG projects are under environmental review and projects have been stalled due to weak prices and regulatory uncertainties.

LNG proponents provided direct input on projects and provided feedback on preliminary results that was incorporated into the workforce projections.

Ultimately, a scenario with five LNG plants whose construction would have started in 2015, and a total production capacity of 82 Million Tonnes Per Annum, would generate a total sector investment of \$175 billion. Using this scenario, up to 100,000 jobs would be created:

- 58,700 direct and indirect construction jobs at the height of the construction phase in 2018, including 31,700 direct construction jobs and 27,000 indirect construction jobs;
- 23,800 permanent direct and indirect jobs for operations by the end of the forecasting period, including 5,300 direct new permanent jobs;
- Thousands more induced jobs as a result of households having more income.

**Site C BC Hydro Clean Energy Project:** Since construction started in summer 2015, BC Hydro's Site C Clean Energy Project has created hundreds of jobs for British Columbians. In the coming months and years, thousands of additional jobs will be created as major contracts get underway for main civil works, turbines and generators, transmission and the generating station and spillways. The project is the largest construction project in Canada, and the largest contract for the project has been awarded to a local Fort St. John company, Peace River Hydro Partners. Employment Connections is working closely with the contractors to provide the central listing point for all Site C jobs on the Employment Connections website. Also, Employment Connections provides clients with supports of emails, documentation filing, skype interviews and all other necessary supports to clients to secure employment. Atco Structures utilizes the services at the local WorkBC centre daily.

The Site C Clean Energy Project announced another important milestone with the award of the turbines and generators contract to Voith Hydro Inc.

The contract has a value of approximately \$470 million and includes the design, supply and installation of six vertical axis, Francis-style turbines, six generators and associated equipment.

With nearly 150 workers slated to be on-site during the peak of installation in 2022, the contract is expected to create approximately 400 person-years of employment resulting in job opportunities for millwrights, electricians, pipefitters, boilermakers, and other trades.

**Oil and Gas:** The Northeast is the only area of BC producing commercial quantities of oil and gas and has been a focus of petroleum exploration since 1952. Gas is processed at 40 plants and central dehydrators in Northeastern BC. Major plants are located in Taylor, Fort Nelson, Dawson Creek, Groundbirch, and Pine River. Fort St. John is central to the drilling activity in Northern BC. Northern BC is estimated to have one of the largest oil and gas deposits in the world. Fort St. John headquarters the BC Oil and Gas Commission which is the crown agency responsible for the regulation of crude-oil, natural gas and pipeline activities throughout BC. The low oil price that the industry is currently experiencing has negatively impacted a number of local companies. Smaller satellite offices have closed and there have been layoffs of senior management and workers at some of the larger companies. The WorkBC office has seen an increase in the number of job seekers, reaching record high.

**Retail and Hospitality:** Beginning in 1794 as a trading post, Fort St. John continues to grow and so does the supply of retail and other businesses that offer supplies and services to the area. Fort St. John's total labour force has a significant portion of the retail, food service and professional sectors (over 3,700 jobs) being indirectly linked to income generated from the oil and gas sector. Retail and hospitality jobs remain constant on the job board, and employers are experiencing record number of applications for what has been in the past "hard to fill" occupations.

Occupations most in demand in the area include:

1. Trades and technical: Mechanics, machinists, plumbers, electricians, pipe fitters
2. Hospitality: Restaurant and food service workers, housekeeping staff
3. Retail: Entry level and management positions
4. Professional and Management
5. Clerical
6. General Labour

**Agriculture:** The Northeast region of British Columbia has a robust agricultural sector which includes a range of products such as grain, oil seed, honey and livestock. With an abundance of rural and agricultural land and a combination of flatland, foothills and mountains, the Northeast is similar to a prairie landscape.

With close to 2.5 million acres in production, the Northeast region is the largest agricultural region in British Columbia, and home to some 1,800 farms, producing well over \$100 million worth of product annually. The area has an optimal low-temperature growing season coupled with long hours of daylight, which make agricultural production successful.

Almost 90% of British Columbia's grain and 95% of Canola are produced in the Northeast. Farms in the Northeast enjoy the dual advantages of low land prices and low cost of production. The area's proximity to west coast grain terminals is also a significant cost advantage. Areas of potential growth and diversification for the sector include livestock finishing, dairy and eggs, and expanded game farming.

**Forestry:** The Peace Region earned the title "Forestry Capital of BC" for the year 2009. Our main forestry facilities, the Fort St. John Canfor Sawmill, the Taylor Pulp Mill and the most recent construction of the Peace Valley OSB plant employ hundreds of people in our area. Fast growing poplar trees grow in abundance in our area, providing most of the fiber for our mills and processing facilities. Fort St. John has been somewhat impacted by the slowdown in the economy, and in late spring Canfor announced they would be shutting down the third shift at their plant. Production remains high with the remaining two shifts, and a number of the employees

from the third shift were recruited by other mills or were integrated into the two remaining shifts. WorkBC contacted Canfor to provide information and services to the laid off workers as needed.

**Construction:** Fort St. John has several major construction projects underway or in the planning phases. They include: Site C Dam, two new hotels, a new Canadian Tire store, and a much anticipated Costco. New home construction continues at a slightly lower pace, however existing construction sites are continuing. This new construction includes low income housing units, apartments, single detached homes, and duplexes. The Construction industry employs trades people and entry level positions.

**Community Demographics:**

The labour market supply is young: with 65% of the working population between the ages of 18-64 years with males making up 52%. The median age is 37.2 years

Current population levels include:

- Fort St. John: 20,000 Services 60,000 people in the region
- Hudson's Hope: 970
- Taylor 1500

Despite the lack of post-secondary credentials, a higher number of young men between the ages of 15 -24 are employed in our area, compared to the rest of BC, and 53% of workers in the Peace Region were employed part-time or worked only part of the year, and yet the average employment income for these workers was on average \$5,000 higher than the rest of BC (BC Stats 2001). Of the males with post-secondary qualifications, 65% were in the Trades, and 16% were in Sciences and Technologies. For females with post-secondary qualifications, 32% graduated in the Social Sciences/Counselling field and 30% graduated with certification in Business Administration.

The heavy emphasis on general labour positions in the oil & gas sector, and the perception of higher than average wages, attract unskilled and semi-skilled job seekers from the lower mainland and across Canada. These jobs also attract the high school students and as a result, 21% of the workforce did not complete high school and 50% of the population between the ages of 25 – 54 have no post-secondary credentials.

The report also states that, "Over the next 10 years the highest number of job opportunities are projected in occupations related to trades, transport and equipment such as Motor Vehicle and Transit Drivers, Heavy Equipment Operators and Machinery and Transportation Equipment Mechanics. Other occupations such as Cleaners, Finance and Insurance Administrative Occupations, Nurse Supervisors and Registered Nurses, Clerical Occupations, and General Office Skills have modest numbers of job opportunities between 2012 and 2020.

## Local Community Labour Market Needs Proactive and Responsive Strategies & Tools to address Labour Market Changes.

### Commitment

Employment Connections will identify opportunities, challenges and needs in the local labour market using the following planned activities. Strategies and tools will continue to be developed to address labour market changes when needed. Employment Connections will continue to support employers to meet human resource needs

### Planned Activities

- Promote the Wage Subsidy program to eligible clients and local employers
- Maintain and enhance the Employment Connections' job board and Website - both online and at the storefront. Resource Workers will direct incoming clients to specific job postings as applicable.
- Direct marketing and promotion of the WorkBC services and programs to employers on a regular basis.
- Target employers who post jobs on our website for the first time, ensuring they are aware of the services and programs applicable to their organization, and available at the WorkBC Centre.
- Share regional labour market information and job postings with other WorkBC locations.
- Employment Connections' job board is directly linked with [www.jobsearchonline.bc.ca](http://www.jobsearchonline.bc.ca) (hosted by the Dawson Creek WorkBC Centre), and program information and services are posted regionally.
- Development of a new Employer Database to gather accurate contact information, last point of contact and industry sectors to allow Case Managers access to employers for Job Coaching, Job Development etc.
- Participate on the Local Immigration Partnership.
- Continue Labour Market Information Presentation to Northern Lights College Instructors and Recruiters.
- Participate at annual School District Parent Conference.
- Continue membership and involvement with the Chamber of Commerce.
- Post all Site C jobs on the Employment Connections website, and develop of a new 'Site C Jobs' tab on the home page.
- Continue attendance and participation in the Site C Project consultation meetings and host/organize Job Fairs for approved Contractors.
- Attend and host meetings with community agencies to increase program awareness.
- Rollout marketing activities outlined in the Marketing Plan.
- Review and share information from Regional and Provincial Labour Market Reports including:
  - ✓ **Petroleum HR Council of Canada**
  - ✓ **Northern Development Trust**
  - ✓ **BC Hydro Labour Market Analysis**
  - ✓ **Northeast BC Regional Workforce Labour Market Supply and Demand Environment Scan**
  - ✓ **Drilling Data**
  - ✓ **Mining Analysis**
  - ✓ **Mining Industry Human Resources Council**

## Intended Employers and Organizations

- Employers in Fort St. John and surrounding area who are experiencing Labour Market shortages, and require assistance with Labour Market deliverables such as recruitment, retention, training, addressing employees concerns, etc.
- New employers to Fort St. John and area.
- Existing service providers and community agencies.
- Unemployed and underemployed clients.
- Job seekers outside of Fort St. John area.

## Strategies to Promote and Develop the Community and Employer Partnership Annual Plan to Stakeholders in the Community:

### Objectives

The Community and Employer Partnership Plan serves as a guide for the dissemination of information to all community stakeholders. It's main objectives are to:

- Highlight the benefits to employers in participating in developing strategies to understand services and programs and resources available at WorkBC offices.
- Ensure that stakeholders understand the services and programs will meet their businesses' needs and the needs of the community.
- Collaborate with all other labour market initiatives.
- Promote the EPBC Partner and Innovation Fund (Job Creation Partnerships, Labour Market Partnerships, Project Based Labour Market Training, and Research & Innovation).
- Promotion and linkage to the WorkBC website.

### Planned Activities

- The plan will be made available on the Employment Connections website at <http://www.employmentconnections.bc.ca> for stakeholders to read.
- Provide direct links on the Employment Connections website to WorkBC website at <http://www.workbc.ca> for additional information and resources for the EPBC Partner and Innovation Fund
- Provide information on the EPBC Partner and Innovation Fund in the Employment Connections presentation folders for distribution to local businesses and community agencies.
- Links to partner organizations will be available on the Employment Connections website.
- Face to Face meetings with employers, job seekers, and community organizations to promote and enhance the plan outcomes and activities
- Revise the Plan on an annual basis

### Intended Employers and Organizations

- Local Employers
- BC Hydro / Site C Clean Energy Project
- HR Managers
- Education and training organizations
- Unions/Associations
- Aboriginal / ASETS organizations
- School District #60
- S.U.C.C.E.S.S (Immigrant Support Services)
- Northern Lights College
- Fort St. John Community Resources Society
- Fort St. John Literacy Society
- Fort St. John Women's Resource Society
- Northern Lights College
- District of Hudson's Hope
- District of Taylor
- City of Fort St. John
- Fort St. John Association of Community Living
- Employment Action
- Community Futures Development Corp of Peace Liard
- Public Libraries in Fort St. John, Taylor and Hudson's Hope



## Expected Outcomes

- Increased awareness of programs and services available at WorkBC./ Employment Connections
- Increased labour market participation for local unemployed clients.
- Increased employment and community attachment opportunities for specialized populations.
- Increased participation and knowledge of the Wage Subsidy Program.
- Increased participation in the Self-Employment Program.
- Increased knowledge and participation of the EPBC Partner and Innovation Fund
- Client awareness of programs and services to better understand employers' needs.
- Increased local training opportunities.

## Establish Community and Employer activities to address Labour Market Needs

### Objectives

To engage community agencies, Employer Support Organizations and Employers to address Labour Market Needs.

### Planned Activities

- Employment Connections will continue to provide space and promotion for employers to hold Job Fairs, Recruitment drives, interviewing, etc.
- Employment Connections will host the “**Employer Links**” program in cooperation with employers who want to promote existing and upcoming employment opportunities.
- Provide new and existing employer contacts with information about Employer Support Organizations including: BC HR Council, Community Futures of Peace Liard, Energy Services BC, Fort St. John District Chamber of Commerce, Northern Development Initiative Trust Business Incentives, North Peace Economic Development Commission, Petroleum HR Council of Canada, Sci-Tech North, and North East Native Advancing Society.
- Build awareness and promotion of existing Job Creation Programs.
- Improve relations with employers to promote Employment Connections programs to address labour market needs.
- Update “Employer Information Packages” to be distributed to and have available to employers.
- Build relations with employers to understand their specific human resource needs and challenges.
- Continue use of social media such as Twitter and Facebook to post new job listings, WorkBC Centre events, career and job search tools and tips.
- Gather LMI from employers on hiring forecasts, current job postings, sector specific trends, resume preference such as delivery methods, styles etc. in order to relay information to clients.
- Continue to provide space for employers to post employment, organizational and training information.
- Continue to attend and/or host interagency meetings.
- Continue to host and attend local and regional Job Fairs, conferences and seminars in order to network and gather LMI.

<b>Intended Employers and Organizations</b>
All employers seeking to hire, recruit, or retain employees.
<b>Expected Outcomes</b>
<ul style="list-style-type: none"> <li>• Collaboration of supports and programs to improve current labour market activities.</li> <li>• Develop new employer relations and build on existing networks, contacts and working groups.</li> <li>• Increased awareness of supports, programs and opportunities for employers and clients.</li> </ul>

## Established Partnerships with Community Organizations:

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<b>Objectives</b>
To increase the capacity and build partnerships with community organizations to promote and encourage increased labour market participation. Employment Connections has built partnerships within the communities that we serve and will continue to develop new partnerships and capacity to promote programs and services.
<b>Planned Activities</b>
<ul style="list-style-type: none"> <li>• Employment Connections staff hold executive positions on the Social Work Advisory Council, Community Bridge, and Special O Olympics Board.</li> <li>• Co-chair the Local Immigration Partnership</li> <li>• Committee Member of the Fort St. John Workforce Development Pilot Project</li> <li>• Northern Lights College trades liaison</li> <li>• Participant at all Site C Community Consultation Meetings</li> <li>• Host location for the Opportunities Fund for Persons with Disabilities program</li> <li>• Provider of onsite job search workshops for Northern Health Mental Health and Addictions clients</li> <li>• Attracting and Retaining immigrant Talent, BC Employer Consultation committee member</li> <li>• Participant and host of inter-agency meetings</li> <li>• Participant of BC Natural Gas Labour Market Strategy Committee</li> <li>• Continuous sharing of information with employers and clients to ensure that partnerships are fostered and innovative practices are developed</li> <li>• Provision of itinerant client services at the Hudson's Hope Public Library. Staff will meet clients on a one-to-one basis as needed. Programs and services are marketed via website and social media.</li> </ul>

## Strategies to Report Success Stories:

### Objectives

To share and promote Success Stories throughout the year. Employment Connections' believe that everyone has a success story that may encourage others in a similar situation, and given the right environment and opportunity, they would be willing to share their story.

### Planned Activities

Employment Connections will gather success stories from employers, clients and community organizations using a variety of methods:

- Workshop Evaluations: Each participant will complete a workshop evaluation upon completing an employment focused workshop. The comment section and "other notes" will be communicated to the CAPA at the monthly Contract Management Meetings.
- Staff will promote and ask for testimonials and feedback from clients.
- When given permission from the client the success story or testimonial will be posted on the Employment Connections website.
- Success stories will be shared amongst staff at weekly team meetings.
- Activities such as Job Fairs, community events etc. hosted by Employment Connections will include a "project review and evaluation for Best Practices and methods to improve future events.
- Success Stories will be published in the monthly Employment Connections' Newsletter.

## Strategies and Tools to Quickly Respond to Changing Labour Market Issues:

### Objectives

To increase capacity to respond quickly to Labour Market issues that employers, community organizations and clients may experience:

Challenges that the local employers and agencies are currently undergoing include:

- Lower than average high school completion rate
- High level of youth participating in the labour force
- Employers increasing wages not necessarily relative to work ability and skill level
- High demand for workers in a short time frame, this is seen in the oil and gas pipeline companies responding to contracts awarded under a tight time frame
- Seasonal work which makes employee retention difficult
- Drug and alcohol compliance complications with new hires and existing employees
- Graduated driver's license program in BC (takes longer for workers to obtain a Class 5 and able to drive a company vehicle)
- Low literacy skills
- Compliance with safety requirements for contracting to larger Oil and Gas companies such as Shell, Progress, Spectra and Encana
- Increased demand to offer camp jobs allowing employees to maintain their home in another part of BC or Canada
- High turnover rate of employees
- Shifting workplace attitudes and work ethics
- Difficulty in obtaining skilled and/or journeyman trades people wanting to re-locate to the north
- Increase in employees' ages is forcing employers to bring back previous employees who were retired to help train lower-skilled employees. This is especially prevalent in the trades' occupations.

## Planned Activities

- Gather and disseminate new labour market information to the community via website, newsletter, email, Twitter and Facebook
- Share labour market Information within our organization via weekly team meetings
- Continuation and modification of “Oil Patch for Rookies” workshop to suit demands
- Organize and host monthly labour market information sessions open to employers, community organizations and job seekers
- Ensure Case Managers are cross trained to respond to increased client volumes in self-serve area
- Provide and maintain current labour market information link on Employment Connections’ website
- New online job board for employers to quickly post jobs. Current average is **120 - 150** jobs posted at any given time.
- Continue to collaborate with other community organizations to ensure information is shared as quickly as possible.
- Continue to maintain current sector lists in the self-serve area to assist job seekers when they are new to the community and haven’t yet developed their own contacts list. Sectors lists provide contact names and phone numbers for:
  - Camp Catering Companies
  - Slashing Companies
  - BC Mine Companies
  - Electrical and Instrumentation Companies
  - First Aid & Safety Companies
  - Pipeline Construction Companies
  - First Nations Contractors
  - Building Construction Companies
  - Transportation and Oilfield Hauling Contractors
  - Lease & Road Construction Contractors
  - Drilling and Service Rig Companies
  - Gas Plants and Plant Offices
  - Survey & Geological Companies
  - Welding Companies
  - Fort Nelson Contractors

## Strategies to Respond to the Needs of Specialized Populations

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**Objectives**

To increase the capacity of Specialized Populations to become employed or obtain community attachment. Employment Connections understands that altering service delivery arrangements for specialized populations to access employment services may be required. Employment Connections will continue to implement and refine its programs and services to further reduce barriers to successful labour market entry or community attachment.

## Planned Activities

### Youth (ages 16-30):

- Employment Connections will continue to deliver job search assistance workshops, resume assistance, access to information on job opportunities, labour market information, training options, and case management to all youth. If needed we will develop and deliver specific programs to youth
- Host an annual 'Life Skills For Youth Workshop Series'
- Provide assistance with the Apprentice Online Portal
- Deliver "Get Youth Working" program information to employers and clients
- Deliver onsite Labour Market Information and Job search tips to the Junior Alternate Program School District #60 in Fort St. John
- Facilitation of Labour Market Information Sessions to School District #60

### Aboriginals (Includes First Nations, Metis or Inuit, or non-status First Nations individuals)

- Partner with the Metis Society of BC to assist eligible client training plans
- Provide clients with Northeast Aboriginal Trades Training information
- Referrals to the Aboriginal Business Centre for clients seeking self-employment resources
- Referral of Aboriginal Skills and Employment Program
- Referrals and provision of services & programs to the Rising Spirit Aboriginal Youth Centre
- Maintaining organization referral processes and ensuring that staff is aware of applicable programs, services and training options for clients.

### People with Disabilities: Individuals who self-identify as having physical, cognitive, mental health, sensory, or developmental disability.

- Provide all clients who identify as having a disability that interferes with them gaining or maintaining employment a Disability Related Employment Needs Assessments
- Liaise and consult with our partner organization, Employment Action, and our Approved Service Provider; Ernie Freeman in order to better assist clients with disabilities. Services are provided by Vocational Rehabilitation Professionals
- Referral for specialized assessments will be made to *Back In Motion Rehab Inc.* from Richmond, BC, and to *Diversified Rehab Services* from Kelowna, BC
- Wage subsidy services will be provided to clients requiring program supports
- Disability related support costs provided to clients when needed
- Deliver job search workshops at Mental Health & Addictions when requested
- Assistive Technology Devices would be provided to clients with disabilities in consultation with Employment Action when required
- Liaison with and make referrals to Opportunities Fund for Persons with Disabilities agency, Kopar.
- Liaison with Mayor's Council on Disabilities – Fort St. John
- Network and market programs and services to disability-related support groups in the community, i.e. MS Support, Spinal Cord Injury Group
- Build community capacity by hosting seminars and workshops for community members and clients on disability –related issues.
- Participate and promote *Disability Month in BC* annually in September by creating events and opportunities to connect persons with disabilities, local employers, and the community at large to promote discussion of employment possibilities.
- Host a Disability Employment Month in BC Event in September highlighting local employers who are leaders in hiring clients and people with disabilities and encourage new employer linkages.

## **Immigrants:**

- Partner organization with Local Immigration Partnership Committee a local initiative that will develop an action plan to make Fort St. John more welcoming and inclusive to new immigrants. (*formally Welcoming and Inclusive Communities and Workplaces Program*)
- Safe Harbors facilitators, this program promotes cultural awareness in the workplace
- *Meetfortstjohn.com* website presence
- Cultural Competency and Inclusion Training participation
- Assist immigrant clients at the WorkBC Services Centre to determine which services they are eligible for including self-serve and case management services
- Provide available information and resources to clients and enquirers including the Welcome BC Newcomers Guide to Resources & Services
- Provide contact information for the Skills Connect Program for clients who have become a permanent resident in the last 5 years
- Continue to attend “*Foreign Worker Information Sessions*” delivered by Ministry of Jobs, Tourism and Innovation to ensure staff is kept current on programs through Service Canada, BC Provincial Nominee Program etc.
- Maintain relations with SUCCESS - Northern BC Newcomers Integration Service Centre to ensure clients’ needs are met
- Provide clients with information and referrals to the ESL program at the Fort St. John Literacy Society, and information on addressing workplace literacy
- **Settlement Workers in Schools Program (SWIS)** contact information is available to clients
- Foreign Credentialing: Employment Connections provides access to International Credential Evaluation Services through BCIT for case managed clients.

## **Multi-Barriered Individuals who are experiencing two or more barriers to Employment:**

- Supporting clients in identifying all barriers in finding and maintaining employment or community attachment. This will be done by ensuring that clients are aware of appropriate and relevant community support(s) programs, and services
- Continued liaison with relevant community agencies such as Salvation Army, Women’s Resource Society, North Peace Community Resource Society, and Mental Health & Addictions
- Responsible for updating Fort St. John Community Directory.

## **Rural & Remote Populations: Individuals who live in locations where there is no reasonable access to Employment Connections ESC storefront:**

- Provide assistance to meet client’s needs via toll-free number and Skype
- Partnerships have been developed and will continue to be developed with the Hudson’s Hope Public Library to provide clients with computers, fax, phone services and Skype options on an itinerant basis, as well as commencing July 2016 monthly scheduled onsite visits.
- Develop relations with District of Taylor Public Library to provide services to Taylor residents

**Survivors of Violence and/or Abuse: Women who are survivors of violence or abuse and former male or female sex trade workers:**

- Workshop provided to the community on “Workshop Recognizing and Understanding overcoming the impacts of abuse”
- Provide employment-related services in person at the storefront depending on level of comfort, or Outreach Services will be provided at an agreed upon place
- Liaison with Women’s Resource Society to ensure awareness and referral of applicable programs
- Referral services to Northern Health & Mental Health and Addictions
- Referral to an approved Service Provider “Sharing Space” for one on one counselling sessions
- Referral to programs and services at the Women’s Resource Society including:
  - Poverty Law Advocate
  - Sky’s Place (shelter for abused women)
  - Outreach Store (free food, clothing, basic necessities and bus passes)
  - V-Day Campaign (campaign to stop the violence against women)
  - Community Law Information Sessions
  - Personal Counselling for clients fleeing abuse



## Strategies to Evaluate Services and Activities

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### Objectives

Employment Connections strives to maintain client centered services and supports. In order to achieve this; client feedback is pertinent to ensure that clients' needs are being met. Procedures and tools will continue to be developed and implemented to address the issue of Employment Connections' performance.

### Planned Activities

- Case Managed and Non-Case Managed clients will be encouraged to complete the on-line evaluation.
- Employers and Community Stakeholders will be provided the opportunity to provide feedback on services and best practices.
- Workshop evaluations will be completed upon wrap up of workshop.
- Staff will promote the completion of the online survey to the self-serve clients in the resource area.
- Results will be accumulated and reviewed by managers in order to establish quality assurance bench marks.
- Successes, concerns and issues will be addressed with staff and communicated to CAPA at the monthly Contract Management Meetings.

## References

### **BC 2024 Labour Market Outlook**

[https://www.workbc.ca/getmedia/665d2a37-78f2-4ec2-808f-91fa708039b9/English\\_2024\\_Labour-Market-Outlook\\_.pdf.aspx](https://www.workbc.ca/getmedia/665d2a37-78f2-4ec2-808f-91fa708039b9/English_2024_Labour-Market-Outlook_.pdf.aspx)

### **BC Labour Market Outlook Regional Review**

<https://www.workbc.ca/Labour-Market-Information/Regional-Profiles/6>

### **The Decade Ahead Labour Market Outlook to 2022**

### **Labour Market Outlook 2016-2022,**

*Petroleum HR Council & Enform Report*

### **British Columbia LNG Workforce Occupation Forecast**

*Prepared for the British Columbia Ministry of Jobs, Tourism and Skills Training*

### **British Columbia's Liquefied Natural Gas Strategy One year update**

### **WorkBC website**

### **Energy Services BC Website and emails**

### **Petroleum HR Council Webinars and Labour Market Information**

### **Conference Board of Canada**

*Webinars & Newsletters*

### **Site C Clean Energy Project Definition Consultation Fall 2012**

<http://www.bchydro.com/sitec>

### **Fort St. John & Area Community Guide 2016**