



# Workforce of Tomorrow Youth Skills Link Project

## EXECUTIVE SUMMARY

The Coasters Association implemented a fourth phase of the Youth Skills Link Project which began on May 18<sup>th</sup>, 2015, and ran until November 13<sup>th</sup>, 2015, funded by Service Canada. The YSLP entitled: “Workforce of Tomorrow” was designed to help out eight (8) youth between the ages of 15-30 throughout the Lower North Shore, to overcome employment barriers by enabling them to develop/improve on self-knowledge, employability skills, skills enhancement, through three weeks of Group Based Employability Skills training, and seventeen (17) weeks of work experience. The project was posted throughout the coast inviting youth to take part in the project based out of their respective communities/municipalities. A total of seven (7) applicants were received, interviews were carried out with each applicant and job placement was necessary before final selection. The selected youth derived from the Municipalities of Côte Nord du Golfe du Saint Laurent, Gros Mecatina, Bonne Esperance, and Blanc Sablon were hired for twenty (20) weeks of training and work experience.

The Youth Participants began on June 15<sup>th</sup>, 2015, and once again with the aid of communication technology, each youth was able to come together via WebEx and participate in three weeks of workshops, training sessions, presentations, and interviews with partners (a total of nine (9) organizations and three (3) businesses on and off the coast). Topics covered career planning, skills development, digital skills, team work, communications, work ethics, money management, nutrition, customer service, and leadership. This provided supportive environment in which youth can upgrade their skills and knowledge prior to entering into their work experience. In addition, each youth met with the Emploi Quebec Development Agent in their community prior to work placement to assess their present skills and future goals in terms of employment/education. Unfortunately, at the end of week two one youth stepped down from the project due to obtaining fulltime employment in his area. As there were no other applicants or eligible youth at the time, the project continued with six (6) participants.

A total of nine (9) businesses and seven (7) organizations in the Municipalities of Golfe Saint Laurent, Gros Mecatina, Bonne Esperance, and Blanc Sablon were contacted and/or met prior to youth selection. Numerous work placements were received and eight (8) businesses (collectively) and two organizations were selected to participate in the work experience program. On July 6<sup>th</sup>, 2015, the youth participants began their seventeen (17) week work experience with participating businesses and organizations in their communities/municipalities. However, on August 14<sup>th</sup>, 2015, during week nine (9) on the project, one youth stepped down from the project deciding to return to university. It was agreed by the Coasters Association that at that time, hiring a replacement with only limited weeks remaining to the project, a youth would not obtain the necessary employability skills/training to make a successful transition to

the workforce or continue on with their education; therefore, the project continued with five (5) participants.

Each youth completed bi-weekly evaluations depicting their weekly activities, discoveries found about themselves, skills developed, along with their completed timesheets reviewed and signed by their work placement supervisor (s). The results were assessed and compiled by the Youth Coordinator bi-weekly. Supervisors were contacted and / or met on a weekly/bi-weekly basis to support and assist with any concerns that may have surfaced. During the last week of the work experience, each youth participant completed an End of Project Evaluation identifying skills achieved/improved upon, challenges to the work experience, workshop/training session which were beneficial, recommendations to future youth projects and short and long term goals once the project ends. In addition, each business and organization completed an Employer's Intern Assessment Form detailing the performance of their youth throughout the work experience.

As a result of the project, the Youth Participants enhanced their self-knowledge and employability skills through a total of twenty-two (22) workshops, training sessions, interviews, and presentations with partners and the Youth Coordinator of the Coasters Association. They exceeded their work enhancement skills through seventeen (17) weeks of work experience, updated their resumes to apply to future work opportunities, and received additional support and experience when carrying out job interviews whether to lock in future employment prospects or secure a placement to continue on with their studies.

On Friday, October 30<sup>th</sup>, 2015, five (5) youth from the Municipalities of Côte Nord du Golfe du Saint Laurent, Gros Mécatina, and Bonne Esperance, received a bonus allowance in the amount of \$500 for successfully participating and completing the Youth Skills Link Project – Workforce of Tomorrow. Through ongoing evaluations and group discussions each youth expressed their future goals after the project, such as: one youth will be attending an apprenticeship immediately following the project, one youth will be attending school in January 2016 to become certified and licensed in his field, one youth will obtain employment in her community with another employer, and two youth will return to their work experience organizations as full time employees shortly following the end of the project. Furthermore, the participating business and organizations expressed a willingness to continue to take part in future YSLP with the Coasters Association that encourage job experience fostering young Canadians to upgrade their skills and knowledge to their full potential.

## ACKNOWLEDGEMENTS

The Coasters Association would like extend our sincere thanks and special recognition to all the partners who continue to provide their support, knowledge, and expertise in carrying out numerous workshops, interviews, training sessions, and presentations:

- CEDEC
- CISSS
- CLE
- TC Business Solutions
- Caisse Populaire Desjardins de Blanc Sablon
- Quebec Labrador Foundation
- Qu'Anglo Communications and Consulting

Genuine thanks to Commission Scolaire de Littoral for their ongoing support by providing the use of the facilities at St. Theresa School during the workshop sessions.

Sincere appreciation must be extended to the Cable Co-op of Blanc Sablon for providing facility space and internet access and TC Business Solutions for their phone line and telecommunication equipment. Through these partnerships, the Group Based Employability Skills sessions were achieved.

A special recognition must be extended to the Caisse Populaire Desjardins de La Tabatiere, Blanc Sablon and Tête à la Baleine, and the Municipalities of Bonne Esperance, Blanc Sablon, and Côte-Nord du Golfe du Saint Laurent for their financial contribution toward the project.

We would like to acknowledge and thank the businesses and organizations from the Municipalities of Gros Mecatina, Côte-Nord du Golfe du Saint Laurent, Bonne Esperance, and Blanc Sablon who took part in the work experience program. The success of the project was due in part to their partnership and participation, the following are:

- Depanneur Bellecourt
- Camille-Marcoux Foundation
- Uni-Aide Foundation
- Chez Nellie's
- St. Paul's General
- TC Business Solutions
- Cable Co-op of Blanc Sablon

A special word of thanks to the Board of Directors and staff of the Coasters Association for their continuing support throughout the project.

Lastly, we would like to take this opportunity to express a Word of Thanks to Service Canada for continuing to sponsor a Youth Skills Link Project on the Lower North Shore. Without their contribution, the Workforce of Tomorrow project would not have been possible.

Heidi Buckle  
Youth Coordinator



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## **PROJECT THEMES**

The workforce of Tomorrow Project was aimed at youth ages 15-30 to encourage young Canadians to upgrade their skills and knowledge, strengthen their sense of accomplishment, promote social inclusion, and provide a supportive environment in which youth gain relevant work related experience. To achieve these objectives, each youth was exposed to three major themes, such as: Group Based Employability Skills, Work Experience, and Employment Readiness. The following are the three featured themes and success stories pertaining to each category.

### **Group Based Employability Skills**

The youth participants were provided with a total of twenty-one (21) group based employability skills training sessions in the form of workshops, presentations, interviews, and exercises by partners and the Youth Coordinator of the Coasters Association. Each session offered exposure to increasing their personal and professional strengths, improve their self-knowledge, employment search preparation, work ethics, and everyday service/life skills. The participants were able to identify their present capabilities, improve on their digital abilities, and obtain additional skills to apply towards their work experience. The following are summaries of the training sessions each youth participant received.

#### Skills Development

On Tuesday, June 16<sup>th</sup>, 2015, the Director of CEDEC, Vicki Driscoll, provided the youth participants a workshop on recognizing and developing skills. Ms. Driscoll categorized various personnel (soft) skills and gained (hard) skills with the group and expressed the importance of identifying and obtaining professional skills. Group exercises were carried out to test the participants listening abilities, communication skills, and to improve on their capacity to carry a conversation. In addition, the group took part in activities that highlighted the top 10 skills sought after by employers: communication skills, research skills, computer skills, flexibility/adaptability, interpersonal skills, leadership, multicultural sensitivity, planning/organizing, problem-solving, and teamwork, along with personal values employers seek in employees, which can prepare each youth for their work experience placement.

#### Goal Setting Workshop

On Tuesday, June 16<sup>th</sup>, 2015, the Director of CEDEC, Vicki Driscoll, carried out a workshop with the youth participants on how to identify and set short and long term goals. The workshop emphasized the importance of setting and defining goals and being able to recognize their capabilities and motivation in achieving their personal and career goals. Each youth was asked



to categorize their top seven (7) personal values and life goals which in turn aided in developing a career action plan for each. In addition, Ms. Driscoll discussed the five factors that demonstrate a strong work ethic and the seven rules of motivation. Through the workshop, each youth realized that goal setting is an essential component when planning for their ideal future, and for motivating themselves to turn their visions into reality.

### Work Values Inventory

On Wednesday, June 17<sup>th</sup>, 2015, Heidi Buckle, Youth Coordinator of the Coasters Association, carried out a workshop on the significance of recognizing work values. The group was informed on what work values are and how they can aid in effectively choosing a career. The group was engaged in several group activities to familiarize themselves with potential beliefs related to the workforce, such as carrying out: a self directed search, career and life skills inventory, and a personality quiz was completed by each youth participant to recognize where they get their skills/work values from. The group realized that their beliefs and values are an important factor to a happy and successful life. Furthermore, the facilitator stressed that they must continue to act upon their values throughout their careers and personal life and essentially when planning their short term and long term goals.

### Communications Skills

On Wednesday, June 17<sup>th</sup>, 2015, the Youth Participants attended a workshop with the Youth Coordinator of the Coasters Association geared towards obtaining and maintaining proper communication skills. Information was provided relating to the way we receive communication (the three levels of communication), and to understand the importance of how non verbal behaviors and voice inflections play when sending and receiving messages. Activities entailed communication shutdowns, following directions, listening bad habits, and a listening questionnaire. The purpose of the exercises was to help participants better understand their weaknesses and strength as listeners, improve on their listening skills and to highlight how easy it is to misunderstand instructions if you don't listen completely. In addition, information was given emphasizing how certain statements can have a negative effect on whether conversations will continue or end immediately. The group identified and acknowledged the importance of improving their communication and listening skills as it was pointed out to them: it takes a good listener to become an effective communicator.

### Hospitality – Customer Service

On Thursday, June 18<sup>th</sup>, 2015, Heidi Buckle Youth Coordinator of the Coasters Association, provided a workshop surrounding customer service. The session demonstrated an understanding of the importance of excellent customer services skills, the skills required to make your communication effective, and techniques to handle customer concerns. The

participants took part in various activities on how to make a positive first impression, effective communication, the power of listening, along with an information session tackling the five key commitments to customer service, and the five characteristics for great professionalism. In addition, steps were given on how to be an empathetic listener which can be beneficial when dealing with service recovery.

### Employability Skills

On Thursday, June 18<sup>th</sup>, 2015, the Youth Participants were offered a workshop with the Youth Coordinator of the Coasters Association on understanding the basic skills necessary for getting, keeping and doing well on a job. The session identified the three categories of employability skills (basic academic skills, higher-ordered thinking skills, and personal skills) that enable workers to get along with their co-workers and supervisors and to make sound, critical decisions. The group was informed on the top ten skills most sought after by employers, personal values employers seek, and transferable skills obtained in school and/or work. Participants acknowledged that the skills they obtained throughout their previous work, play, and school life helped shape their employability skills, personal skills, and values. Furthermore, they realized that employability skills and personal values are the critical tools and traits they need to succeed in the workplace, and they are all elements they can learn, cultivate, develop, and maintain.

### Brainstorming – Community Development

On Friday, June 19<sup>th</sup>, 2015, each youth participant took part in a brainstorming exercise with the Youth Coordinator of the Coasters Association identifying what each youth would like to see developed/improved on in their community regarding, tourism, businesses, organizations, arts and culture, attractions, etc... The facilitator enlightened the group on the significance of maintaining and sustaining community development on the Lower North Shore, and with the aging population on the rise, the young population are key components to continuing with future sustainability and preserving coastal traditions. Each youth provided several recommendations that they would like to see in their community/municipalities in terms of initiatives/projects and detailed their future goals after the project ends.

### Entrepreneurship

On Monday, June 22<sup>nd</sup>, 2015, Rhonda Morrison, Director and Project lead for Youth Entrepreneurship for CEDEC, carried out an information session via WebEx to connect youth with entrepreneurs and to encourage youth to be inspired to start a business. The facilitator provided information on how to have a better understanding of entrepreneurial qualities (passion, determination, creativity and innovation). The group was asked to come up with and share their top three passions that inspire them and what they love to do, and to see if they can

turn one of their passions into a business opportunity. In addition, each participant took part in an exercise identifying one problem in their school, community, or municipality that needs fixing which in turn could evolve into an entrepreneurship prospect. Furthermore, a local young entrepreneur/inventor (Toby Maurice co-developer of Wipe Book) talked with the group about his struggles and successes leading up to his invention/business. Various participants recognized their future potential as an entrepreneur and through the information session, they were able to identify services and information which can offer them support in starting a business.

### Career Planning

On Monday, June 22<sup>nd</sup>, 2015, the youth participants attended a workshop via WebEx with Christina Franc, Director of Communications with Qu'Anglo Communications and Consulting on Career Planning – Leadership. The workshop presented the fundamentals on what is leadership, examples of leaders the group see on a daily basis in their community, in the media, and past leaders, and what are the characteristic of a good leader. Activities were carried out highlighting the different types of learning (visual, listening, and hands on), and understanding an individual's need to be able to both recognize it in themselves as well as others. Also, each participant mapped their personal assets which helped them realize their potential and skills in order to continue to develop them and improve upon. Additional information was included covering topics on: unconscious incompetence, conscious incompetence, conscious competence, and unconscious competence. The group was able to compare and contrast each, and recognized where they fit into. Ms. Franc distinguished between leadership and management; however, expressed the importance that these two positions/personality types are about coping and change. Through several activities, the participants identified themselves as potential leaders/managers and many felt comfortable in a supporting role.

### Money Management

On Tuesday, June 23<sup>rd</sup>, 2015, the General Manager for the Caisse Populaire Desjardins de Blanc Sablon, Keala Goudie, provided the youth participants an information session on how to manage their finances. The session covered topics such as: services of the Caisse Populaire (personal line of credit, student loans/grants, savings, investments, online services-accessD, insurance, etc...), along with the financial opportunities available to postsecondary students. Ms. Goudie stressed the importance of saving at an early age, signing up to life insurance, and maintaining a good credit score. A monthly budget spread sheet was offered to each member to aid with their current expenses in order to identify the breakdown of how they spend and save. The group was engaged throughout the session and gained insight on their spending habits, and recognized several services that were unknown to them prior to the workshop.

### Digital Skills – Cloud Storage with Google Drive

On Tuesday, June 23<sup>rd</sup>, 2015, Tyler Buckle owner of TC Business Solutions provided a presentation on an innovative way to a personal and professional cloud storage service from Google – Google Drive. The presenter explained the model of Google Drive, from its conception, the application, its capabilities, and carried out a virtual tour of the service Google Drive has to offer giving the youth the opportunity to see how easy and accessible the application is. The participants appreciated the knowledge offered to them which will enhance their computer skills in terms of: sharing and saving documents, collaborating with ease, storing files online, organizing their filing, and accessing their Google Drive cloud storage account from multiple devices.

### History of the LNS

On Thursday, June 25<sup>th</sup>, 2015, the Director of CEDEC, Vicki Driscoll, provided the youth participants a power point presentation at the Welcome Center in Blanc Sablon containing the origins of Blanc Sablon and various communities along the Lower North Shore. Along with the youth connected via WebEx, the group received information pertaining to the earliest settlers, their main source of employment, housing, the first trans-Atlantic flight, etc... In addition the group had the opportunity to explore the Welcome Center and view various artifacts, historical pictures, pamphlets, and meet with the center's Coordinator to discuss various historical families. The youth participants gained a new awareness and appreciation of their heritage, historical background, and increased their knowledge on the economic factors their communities faced since its inception.

### Digital Skills II – Asana

On Tuesday, June 25<sup>th</sup>, 2015 Tyler Buckle, owner of TC Business Solutions provided an information session on a task-based project management system – Asana. The session covered how Asana uses projects to divide the work into manageable units, associate ownerships, and overall due date. Mr. Buckle pointed out the 20 ways to use Asana from meeting agenda, ideas and brainstorming, event planning, teammates' responsibilities, inventory, etc... In addition, the group was given examples on how to use Asana as an individual to document work task, projects, calendar of events, inbox, etc... The participants recognized that Asana is a skillful tool that can be used for just about anything from tracking your latest idea to creating a daily/weekly schedule, recording goals and brainstorming ideas. Various youth pointed out that they will be using the Asana application which will replace their current Agendas.

## Career Planning II

On Friday, June 26<sup>th</sup>, 2015, the youth participants attended a second phase to Career Planning with Christina Franc, Director of Communications with Qu'Anglo Communications and Consulting, via WebEx on how to create a personal and professional image. The workshop covered topics on: building your image, non verbal image (verbal cues and behaviours), what's your brain style and current credentials (school achievements, hobbies, awards, groups, special skills, etc...). In addition, each participant was given techniques on how to write a positive resume which included discussions regarding first impressions, what not to put on a resume, and various guidelines for a better presentation. The group was engaged throughout the entire workshop, each was able to identify their future career goals, added knowledge about themselves, and skills to adapt when applying for their next job.

## Career Planning III

The third phase to Career Planning with the Director of Communications, Christina Franc with Qu'Anglo Communications and Consulting was carried out on Monday, June 29<sup>th</sup>, 2015, via WebEx on ways to set goals using the SMART method (Specific, Measurable, Attainable, Relevant, and Time-bound). Each participant was asked to come up with a goal they would like to achieve using the SMART goal worksheet, and an individual Action Plan was created by each youth outlining various steps that must take to achieve their goal. In addition, Ms. Franc prepped the group on how to carry out an effective job interview in preparation for their mock interviews based on their professional career choice.

## Nutrition

On Monday, June 29<sup>th</sup>, 2015, the Dietitian at the CISSSBCN, Miriam Zeira, met with the participants and carried out a workshop on how to maintain a healthy lifestyle while managing employment. Ms. Zeira detailed the importance of balancing both work and healthy eating habits which can boost energy, improve competency, and enhance good sleeping patterns. Each participant was asked to illustrate and share what a healthy balanced meal looked liked and the dietitian pointed out how to modify their plate, proper portion size, the maximum daily sodium amount, how soda/energy drinks can hinder your work performance and the value water has to a body. Ms. Zeira included the importance vitamins have on the body and identified the foods that carry the essential vitamin value. The group obtained healthy eating practices and realized the lasting impacts skipping meals (breakfast), and drinking high sugar soda drinks can have on a body.

### Digital Skills III – Creating a Business Model Toolbox

On Tuesday, June 30<sup>th</sup>, 2015, Tyler Buckle, owner of TC Business Solutions offered a workshop on Business Planning with the Business Model Canvas (The Business Model Generation). Before the workshop began, the facilitator asked a few questions to identify if there were youth in the group with entrepreneurial spirit, were there any individuals thinking about how to create value and/or building new businesses/products, or are there any participants trying to find innovate ways of doing business. As the workshop continued, information was provided outlining the business canvas model, such as: the nine (9) fundamental building blocks for business planning, exploring the toolbox with 'ipad', activities for planning a business, activities for completing a canvas, and the ten (10) reasons why you should use the business model toolbox. The group recognized the importance of creating a business model, as it is a tool to create, deliver and capture a business' value.

### Digital Skills IV – Internet Advertising

On Tuesday, June 30<sup>th</sup>, 2015, the owner of TC Business Solutions, Tyler Buckle, carried out an information session on Internet Advertising – Cost Effective Techniques to Help Grow Your Business. Mr. Buckle began with describing the uses of social media as a collective of online communication channels dedicated to community based input, interaction, content-sharing and collaboration. The session included information surrounding the eight (8) components of e-marketing, social media marketing (the social web), creating a business page, ads, and 'boosting post' with Face book, and how to create ads and monitoring campaigns with Google. Throughout the information session, several youth expressed their views regarding social media/networking and the applications they are currently familiar with, and many stated that e-marketing would be an asset with future businesses/careers opportunities.

### Team Building

On Thursday, July 2<sup>nd</sup>, 2015, the Youth Coordinator of the Coasters Association, Heidi Buckle carried out three team building exercises (survival simulations) with the Youth Participants as a means to improve their team working abilities, enhance communication skills, identify leaders, and improve on their decision making. Instructions were given and time limit set, and leaders were designated by the members to present their results. The participants were encouraged to carry out positive communication and voice their opinions in a forward non judgemental/confrontation manner. The exercises promoted group engagement, improved communication between youth, established realistic expectations about performance and cultivated appropriate behavior.

### Career Planning IV – Mock Interviews

On Thursday, July 2<sup>nd</sup>, 2015, the youth participants attended the fourth phase to Career Planning with Christina Franc, Director of Communications with Qu'Anglo Communications and Consulting, via WebEx. The session was geared towards creating a mock job interview with each of the participants as a means to train the group in preparation for future job prospects. Each youth meet with Ms. Franc one on one (through WebEx) carrying out the interview. The interviewer prepared questions relating to the youth's career choice. The interviews lasted between 15-20 minutes and feedback was given at the end on the dos and don'ts when carrying out a job interview (what not to ask, what to wear, body language, etc...), and whether they would have been hired for the job. For some youth, the mock interview was their first experience being interviewed and their overwhelming feeling of nervousness and intimidation came into play. However, through the mock interviews and group discussions, each youth were able to gain knowledge about themselves and their career paths, and skills to adapt when applying for their next job.

### Arts, Culture, and Heritage

On Friday, July 3<sup>rd</sup>, 2015, the Director of QLF, Serena Etheridge, meet with the youth participants and discussed tourism opportunities on the Lower North Shore surrounding arts, culture, and heritage. Ms. Etheridge provided an overview on the Quebec Labrador Foundation which supports local artisans, aids in the preservations of wildlife and transmission of arts and culture skills, and promotion of tourism with organizations along the coast. The facilitator sought to increase awareness to the youth by regarding the value of local heritage, culture and to encourage them to work together to preserve and celebrate their timeless traditions.

The group listed numerous tourist attraction possibilities along the Lower North Shore and were given the opportunity to choose an attraction and turn it into a business venture promoting tourism. In addition, each participant took part in telling historical legends/folklore which were past down from family members. The workshop gave insight to the group on the importance of preserving their valuable heritage by inspiring activities designed to motivate the residents in their communities to connect, share, and conserve their history.

### **Work Experience**

A total of seven (7) businesses and ten (10) organizations in the municipalities of Gros Mecatina, Golfe du Saint Laurent, Bonne Esperance, and Blanc Sablon were contacted and/or met prior to youth selection. Several work placements were received and five (5) businesses (collectively) and three (3) organizations were selected to take part in the work experience program for seventeen (17) weeks. However, one youth resigned from the program during his

group based employability skills training in order to receive full time employment in his region; therefore, one business which was selected for the youth was unable to take part in the work experience. Nonetheless, the business did express support and ongoing participation to future work experience initiatives with youth.

The Youth Coordinator met with each work place employer to sign a work placement agreement and review the guidelines of each youth's training and work schedule prior to work experience. Six youth began their work experience training on July 6<sup>th</sup>, 2015, with the participating businesses and organizations in their communities/ various municipalities. Amanda Green began work at Depanneur Bellecourt Inc. in Chevery, Marco Wellman was paired with the Camille Marcoux Foundation in Lourdes de Blanc Sablon and working out of La Tabatiere, Cheyenne Buckle began work at Chez Nellie's in Old Fort Bay, Patrick Woodland joined the work team with St. Paul's General in St. Paul's River, Jessica Jones was matched with the Uni-Aide Foundation based out of St. Paul's River, and Colby Buckle began work with TC Business Solutions and the Cable Co-op of Blanc Sablon in Lourdes de Blanc Sablon carrying out weekly work tasks with both business and organization. Throughout the seventeen (17) weeks of work experience the Youth Coordinator connected with the supervisor (s) weekly/bi-weekly by phone and/or in person assessing the progress of each youth. The site supervisor was the essential link guiding and counselling their youth and contacted the Youth Coordinator when necessary.

Unfortunately, during week six (6), on August 14<sup>th</sup>, 2015, Cheyenne Buckle informed the Youth Coordinator that she decided to return to University for the fall semester off coast to study in her chosen field; therefore, was unable to complete the program. It was disappointing that Ms. Buckle resigned from the project early; nevertheless, the fact that she decided to take the next step and confidently return to school, is a success to the program. Therefore, the project continued on with five youth participants.

The youth work experience program means so much more than a paycheck. It can mean a connection to a lifelong mentor, the ability to envision a career path, a boost in self-confidence, an appreciation for the value of an education, and a belief that they can be something. As a result of the work experience, each youth was exposed to a variety of employment structures, realized the importance of team work, developed an understanding of how a business/organization operates, recognized the work it entails to become productive employees, and valued the significance of a mentor that can support their transition to the workforce or post secondary education by offering opportunities to increase their experiences. Cases in point, of the five youth that successfully completed the project, one participant entered into a six month apprenticeship in audio engineering immediately following the project, and two youth will begin employment with their work placement shortly thereafter.



## Employment Readiness

Employment readiness can be described as being able, with little or no outside help, to find, acquire, and keep an appropriate job as well as to be able to manage transitions to new jobs as needed. In order to prepare youth to become 'employment ready' the project had to tackle several objectives to enhance their skills and develop new ones to make that smooth transition to the workforce. A comprehensive approach was required to integrate youth into the labour market, including relevant skills training, career planning, employment services and recognition of prior learning. Improving basic core work skills was particularly important to enable youth to engage in lifelong learning as well as transition to the labour market. It was evident that through the group based employability skills training and work experience components youth were able to:

- Identify key soft and hard skills
- Create strong resumes and cover letters
- Develop career action plans
- Set short and long term goals
- Develop skills and techniques to carry out positive and successful job interviews
- Network/mentor with employers, supervisors, and/or co-workers
- Take part in a setting in which the kinds of skills needed for employment are modelled and taught, along with hands-on application of those skills
- Feel socially included

In addition, each youth was able to move forward in choosing their career path whether it be entering the labour market and/or continuing with their education, and become competent in the skills needed to succeed in the workforce.

## EVALUATIONS

The evaluations conducted throughout the project were designed as an instrument to help youth evaluate the impact of their themes on employability development. Carrying out evaluations was essential in measuring the success rate and progress of each youth, project themes, supervisors, and the Youth Coordinator. Ongoing monitoring was vital to ensure that key players and partners were achieving the goals set for themselves at each stage of the program and that the project was providing to be effective and successful.

In addition, the Emploi Quebec Development Agents in the Municipalities of Golfe du Saint Laurent, Gros Mecatina, and Bonne Esperance met with each of the youth participants individually during their first week of the project. Each agent asked a series of questions pertaining to their employability and training needs, future goals in terms of work and/or education, and the participants was informed of the services Emploi Quebec offers for young adults on the Lower North Shore.

### Workshop Evaluations

A total of twenty-one (21) group based employability skills training sessions were carried out by partners on and off coast and the Youth Coordinator through teleconference and WebEx during the first three weeks prior to the seventeen (17) week work experience. The workshops/presentations/information sessions were carried out to boost confidence and to develop and enhance communication and social skills, along with creating employment strategies by obtaining vital self-knowledge and employability skills. After each training session, the participants completed a workshop evaluation form measuring the content provided, outcomes received, and the performance of the presenter. The following are the results compiled derived from the workshop evaluations.

#### SKILLS DEVELOPMENT with CEDEC

Facilitator – Vicki Driscoll, Director

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree, N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.					5	
The content of the workshop was useful.			1		4	
Included useful handouts and other written materials.					5	
Included helpful exercises.				1	4	
I would recommend the workshop to other youth in the region.				1	4	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.				1	4	
The presenter(s) provided opportunities for me to take part.			1		4	

The presenter(s) answered questions clearly.					1	4	
I would recommend the presenter to carry out future workshops.					1	4	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>	
The workshop increased my life skills.			2	1	2		
The workshop increased my employability skills.			1	1	3		
The workshop encouraged me to re-examine my attitudes & values.			1	2	2		
I expect to use what I learned from this workshop on my job and to my future goals.			1		4		

What improvements would you recommend in this workshop?

- Add more participant involvement to the workshop/add more activities
- Make workshop activities more interesting
- Cover more content. Didn't feel as though I came away with much knowledge
- Increase the content covered in the workshop

What areas about this workshop were helpful to you?

- I learnt how some of my soft skills are great assets that I didn't usually take seriously
- Identifying my soft skills was very helpful to me
- The 10 ten skills employers seek in hiring employees was very important to recognize

Additional comments:

- Vicki was a great speaker. I felt very comfortable.

## GOAL SETTING with CEDEC

Facilitator – Vicki Driscoll, Director

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>	
The workshop was well organized and understandable.				1	4		
The workshop included information related to the project.					5		
The content of the workshop was useful.			1	1	3		
Included useful handouts and other written materials.				4	1		
Included helpful exercises.			1	3	1		
I would recommend the workshop to other youth in the region.				1	5		
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>	
The presenter(s) is/are knowledgeable about the subject.					5		
The presenter(s) presented the material in an organized way.			2	3			
The presenter(s) provided opportunities for me to take part.					5		
The presenter(s) answered questions clearly.			1	4			
I would recommend the presenter to carry out future workshops.					5		
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>	
The workshop increased my life skills.			1	2	2		
The workshop increased my employability skills.				2	3		
The workshop encouraged me to re-examine my attitudes & values.					5		
I expect to use what I learned from this workshop on my job and to my future goals.				1	4		

What improvements would you recommend in this workshop?

- Allow more time for the workshop
- It would be great if everyone was in person and the facilitator rather than by teleconference
- Make workshop activities more interesting

What areas about this workshop were helpful to you?

- Identifying our work values
- Prioritizing our top 10 work values and discussing them as a group
- Setting short and long term goals was a great idea and can sometimes be heard to do

Additional comments:

- I really enjoyed the workshop and benefitted from the goals setting activities

### WORK VALUES INVENTORY – Coasters Association

Facilitator – Heidi Buckle, Youth Coordinator

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.					5	
The content of the workshop was useful.				1	4	
Included useful handouts and other written materials.				1	4	
Included helpful exercises.					5	
I would recommend the workshop to other youth in the region.					5	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.			1		4	
The presenter(s) provided opportunities for me to take part.					5	
The presenter(s) answered questions clearly.					5	
I would recommend the presenter to carry out future workshops.					5	
WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.			3		2	
The workshop increased my employability skills.			1	1	3	
The workshop encouraged me to re-examine my attitudes & values.			2	1	2	
I expect to use what I learned from this workshop on my job and to my future goals.				2	3	

What improvements would you recommend in this workshop?

- Make the workshop less difficult
- I would have liked more exercises
- Would have preferred video conference or WebEx instead of teleconference
- Everything was great aside from the technical difficulties
- Increase the content covered in the workshop
- Make the workshop more difficult
- Need improvements on technology equipment

What areas about this workshop were helpful to you?

- Talking about our skills make me want to improve on them
- Its helped me realize my personality traits are incline to be more conventional and social

Additional comments:

- I would like to be present in this workshop so I can participate more

## COMMUNICATION SKILLS – Coasters Association

Facilitator – Heidi Buckle, Youth Coordinator

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.					5	
The workshop included information related to the project.					5	
The content of the workshop was useful.					5	
Included useful handouts and other written materials.				1	4	
Included helpful exercises.					5	
I would recommend the workshop to other youth in the region.					5	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.				1	4	
The presenter(s) provided opportunities for me to take part.					5	
The presenter(s) answered questions clearly.					5	
I would recommend the presenter to carry out future workshops.					5	
WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.			2		3	
The workshop increased my employability skills.			1	1	3	
The workshop encouraged me to re-examine my attitudes & values.			1	2	2	
I expect to use what I learned from this workshop on my job and to my future goals.				1	4	

What improvements would you recommend in this workshop?

- Improve on the technical difficulties
- Make workshop activities more interesting
- Wish there was more visuals
- Increase the content covered in the workshop/add more activities
- Shorten the time for the workshop
- Make the workshop more difficult

What areas about this workshop were helpful to you?

- I enjoyed all of the information and exercises, it was fun and I learnt new things about myself
- It made me aware of how we communicate
- The importance of communications and maintaining proper posture
- Looking at the bigger picture when it comes to solving communication issues

Additional comments:

- Great workshop really enjoyed the fun activities at the end.

**HOSPITALITY – CUSTOMER SERVICE – Coasters Association Inc.**

Facilitator – Heidi Buckle, Youth Coordinator

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.					5	
The content of the workshop was useful.				1	4	
Included useful handouts and other written materials.			1		4	
Included helpful exercises.						5
I would recommend the workshop to other youth in the region.				1	4	
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.				1	4	
The presenter(s) provided opportunities for me to take part.					5	
The presenter(s) answered questions clearly.					5	
I would recommend the presenter to carry out future workshops.					5	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.			2	2	1	
The workshop increased my employability skills.			1	1	2	
The workshop encouraged me to re-examine my attitudes & values.			1	2	2	
I expect to use what I learned from this workshop on my job and to my future goals.				1	4	

What improvements would you recommend in this workshop?

- I would like to see more fun exercises
- Reduce the content covered in the workshop
- Make workshop activities more interesting
- Make the workshop more difficult
- Shorten the time for the workshop
- Increase the content covered in the workshop

What areas about this workshop were helpful to you?

- Most content covered I learnt in school
- I found all the content interesting and it helped me remember what I explored years ago in school
- How to greet a customer was very useful to me
- How to better respond to people

Additional comments:

- More exercises please.

**EMPLOYABILITY SKILLS – Coasters Association**

Facilitator – Heidi Buckle, Youth Coordinator

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.					5	

The content of the workshop was useful.						5
Included useful handouts and other written materials.					2	3
Included helpful exercises.					1	4
I would recommend the workshop to other youth in the region.						5

<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
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The presenter(s) is/are knowledgeable about the subject.						5
The presenter(s) presented the material in an organized way.						5
The presenter(s) provided opportunities for me to take part.						5
The presenter(s) answered questions clearly.						5
I would recommend the presenter to carry out future workshops.						5

<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
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The workshop increased my life skills.				4		1
The workshop increased my employability skills.				1		4
The workshop encouraged me to re-examine my attitudes & values.				1		4
I expect to use what I learned from this workshop on my job and to my future goals.				1		4

What improvements would you recommend in this workshop?

- Increase the content covered in the workshop
- Make the workshop more difficult
- Add more participant involvement to the workshop
- Make workshop activities more interesting
- I would throw in an activity for the group

What areas about this workshop were helpful to you?

- I learnt what employers actually want in an employee
- Gave me a better understanding of what skills to put on a resume
- I found it all interesting and useful
- The quote regarding not letting your work life and personal feeling mix, really spoke to me

Additional comments:

- Great presenter!

## **ENTREPRENEURSHIP - CEDEC**

Facilitator – Rhonda Morrison, Director Outaouais Office

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
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The workshop was well organized and understandable.			1	2		2
The workshop included information related to the project.				1		4
The content of the workshop was useful.			1	1		3
Included useful handouts and other written materials.			1	1		3
Included helpful exercises.				1		4
I would recommend the workshop to other youth in the region.			1	1		3

<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
-------------------------------	----------	----------	----------	----------	----------	------------

The presenter(s) is/are knowledgeable about the subject.						5
The presenter(s) presented the material in an organized way.				1		4
The presenter(s) provided opportunities for me to take part.						5
The presenter(s) answered questions clearly.						5

I would recommend the presenter to carry out future workshops.

2 3

<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.	1	1	1	1	1	
The workshop increased my employability skills.		1	2	2		
The workshop encouraged me to re-examine my attitudes & values.			3	1	1	
I expect to use what I learned from this workshop on my job and to my future goals.			2	3		

What improvements would you recommend in this workshop?

- Reduce the content covered in the workshop
- Add more participant involvement to the workshop
- Make workshop activities more interesting
- More participant activities
- Increase the content in the workshop
- Make the workshop more difficult

What areas about this workshop were helpful to you?

- Learning my qualities were very useful for me
- It gave me a better understanding of what an entrepreneur is
- Really enjoyed speaking with Toby Maurice (local entrepreneur)
- For what I am interested in doing, this workshop does not relate but it was interesting and it gave me options

Additional comments:

- Love discussing Dragons Den

## **CAREER PLANNING I – LEADERSHIP – Qu’Anglo Communications & Consulting**

Facilitator – Christina Franc, Director of Communications

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.				1	4	
The content of the workshop was useful.				1	4	
Included useful handouts and other written materials.				1	4	
Included helpful exercises.					5	
I would recommend the workshop to other youth in the region.					5	
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.					5	
The presenter(s) provided opportunities for me to take part.					5	
The presenter(s) answered questions clearly.					5	
I would recommend the presenter to carry out future workshops.					5	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.				1	4	
The workshop increased my employability skills.				1	4	
The workshop encouraged me to re-examine my attitudes & values.			1		4	
I expect to use what I learned from this workshop on my job and to my future goals.					5	



What improvements would you recommend in this workshop?

- Reduce the content covered in the workshop

What areas about this workshop were helpful to you?

- Great, really enjoyed the workshop
- It taught me to recognize good and bad qualities of a leader
- Loved the activities
- I learnt to never say I don't know during an interview
- It gave me a better understanding of leadership
- This workshop showed me that I should be more of a leader
- It helped be to become more confident

## DIGITAL SKILLS – GOOGLE DRIVE – TC Business Solutions

Facilitator – Tyler Buckle, Owner

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.					5	
The content of the workshop was useful.					5	
Included useful handouts and other written materials.					5	
Included helpful exercises.					3	2
I would recommend the workshop to other youth in the region.			1		4	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.				1	4	
The presenter(s) provided opportunities for me to take part.		1			4	
The presenter(s) answered questions clearly.				1	4	
I would recommend the presenter to carry out future workshops.					5	
WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.		1			4	
The workshop increased my employability skills.		1			4	
The workshop encouraged me to re-examine my attitudes & values.	1				4	
I expect to use what I learned from this workshop on my job and to my future goals.		1			4	

What improvements would you recommend in this workshop?

- Add activities to the workshop
- Add more participant involvement to the workshop
- Increase the content covered in the workshop

What areas about this workshop were helpful to you?

- Very interesting, I never knew that Google offers so much services
- Gave me a new interest in Google glasses
- I found it very interesting and I think I will be using this application in the workforce
- Google drive is great for multiple sharing and editing.

**MONEY MANAGEMENT – Caisse Populaire Desjardins de Blanc Sablon**

Facilitator – Keala Goudie, General Manager

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.					5	
The workshop included information related to the project.					5	
The content of the workshop was useful.					5	
Included useful handouts and other written materials.			1		4	
Included helpful exercises.	1				4	
I would recommend the workshop to other youth in the region.					5	
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.					5	
The presenter(s) provided opportunities for me to take part.					5	
The presenter(s) answered questions clearly.					5	
I would recommend the presenter to carry out future workshops.					5	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.					5	
The workshop increased my employability skills.				1	4	
The workshop encouraged me to re-examine my attitudes & values.			1		4	
I expect to use what I learned from this workshop on my job and to my future goals.				1	4	

What improvements would you recommend in this workshop?

- Shorten the time for the workshop
- Increase the content covered in the workshop
- Add more participant involvement to the workshop
- Add a few exercises

What areas about this workshop were helpful to you?

- It gave me a better understanding of how to manage my money
- Loved the budget document that was shared
- Budgeting was very useful

Additional comments:

- Great presenter, really knew her stuff

**DIGITAL SKILLS – USING ASANA – TC Business Solutions**

Facilitator – Tyler Buckle, Owner

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.					5	
The workshop included information related to the project.					5	
The content of the workshop was useful.					5	
Included useful handouts and other written materials.	1				4	
Included helpful exercises.	2				2	1
I would recommend the workshop to other youth in the region.					5	

<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.				1	4	
The presenter(s) provided opportunities for me to take part.			3		2	
The presenter(s) answered questions clearly.			1		4	
I would recommend the presenter to carry out future workshops.					5	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.			1		4	
The workshop increased my employability skills.		1			4	
The workshop encouraged me to re-examine my attitudes & values.	1		1		2	1
I expect to use what I learned from this workshop on my job and to my future goals.				1	4	

What improvements would you recommend in this workshop?

- Increase the content covered in the workshop
- Add more participant involvement to the workshop
- Add activities to the workshop

What areas about this workshop were helpful to you?

- Now if I need to organize my things, I know where to go
- It was very helpful because I learned that there an online site to keep me organized
- I found it will be helpful for me to use in the workplace
- I love Asana, hope o be using it soon

## **HISTORY OF THE LOWER NORTH SHORE - CEDEC**

Facilitator – Vicki Driscoll, Director

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.					5	
The workshop included information related to the project.				1	4	
The content of the workshop was useful.					5	
Included useful handouts and other written materials.					4	1
Included helpful exercises.	1	1			2	1
I would recommend the workshop to other youth in the region.					5	
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.					5	
The presenter(s) provided opportunities for me to take part.	1	1	1		1	1
The presenter(s) answered questions clearly.					5	
I would recommend the presenter to carry out future workshops.					5	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.			3	1	1	
The workshop increased my employability skills.			3	1	1	
The workshop encouraged me to re-examine my attitudes & values.			2	1	2	
I expect to use what I learned from this workshop on my job and to my future goals.			2		3	

What improvements would you recommend in this workshop?

- Add more participant involvement to the workshop
- Make workshop activities more interesting
- Add more knowledge to other communities – La Tabatiere

What areas about this workshop were helpful to you?

- Great information. Useful to learn more about the history of our region
- I had the opportunity to learn about my heritage
- I learnt new things about the area I live in

## **CAREER PLANNING II – COMMUNICATING EFFECTIVELY – Qu'Anglo Communications & Consulting**

Facilitator – Christina Franc, Director of Communications

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.				1	4	
The workshop included information related to the project.				1	4	
The content of the workshop was useful.				2	3	
Included useful handouts and other written materials.				2	3	
Included helpful exercises.				2	3	
I would recommend the workshop to other youth in the region.					5	
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					5	
The presenter(s) presented the material in an organized way.					5	
The presenter(s) provided opportunities for me to take part.					5	
The presenter(s) answered questions clearly.				1	4	
I would recommend the presenter to carry out future workshops.					5	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.				1	4	
The workshop increased my employability skills.				1	4	
The workshop encouraged me to re-examine my attitudes & values.				1	4	
I expect to use what I learned from this workshop on my job and to my future goals.			1	1	3	

What improvements would you recommend in this workshop?

- Add more activities/exercises to the workshop
- Add more participant involvement to the workshop

What areas about this workshop were helpful to you?

- I learned how to carry out a proper interview
- I feel better prepared to carry out job interviews

Additional comments:

- Great workshop wouldn't change a thing!
- Great speaker!

### CAREER PLANNING III – CREATING A PERSONAL & PROFESSIONAL IMAGE – Qu'Anglo Communications & Consulting

Facilitator – Christina Franc, Director of Communications

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree, N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.					6	
The workshop included information related to the project.					5	
The content of the workshop was useful.				1	5	
Included useful handouts and other written materials.				2	4	
Included helpful exercises.				1	5	
I would recommend the workshop to other youth in the region.					6	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.					6	
The presenter(s) presented the material in an organized way.				1	5	
The presenter(s) provided opportunities for me to take part.					6	
The presenter(s) answered questions clearly.					6	
I would recommend the presenter to carry out future workshops.					6	
WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.			1	2	3	
The workshop increased my employability skills.			1		5	
The workshop encouraged me to re-examine my attitudes & values.			2		4	
I expect to use what I learned from this workshop on my job and to my future goals.			1		5	

What improvements would you recommend in this workshop?

- Add more activities/exercises to the workshop

What areas about this workshop were helpful to you?

- The interview tips
- This was helpful to me because I learnt how to write a proper resume
- It helped me update my resume
- Great explanation on how to write a resume

### NUTRITION - CISSS

Facilitator – Miriam Zeira, Dietitian

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree, N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.				1	5	
The workshop included information related to the project.		1			4	1
The content of the workshop was useful.			1		5	
Included useful handouts and other written materials.		1	3		2	
Included helpful exercises.			3		3	
I would recommend the workshop to other youth in the region.		1	1		4	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A

The presenter(s) is/are knowledgeable about the subject.		6
The presenter(s) presented the material in an organized way.		6
The presenter(s) provided opportunities for me to take part.		6
The presenter(s) answered questions clearly.		6
I would recommend the presenter to carry out future workshops.	1	5

WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.			1		5	
The workshop increased my employability skills.		1			4	1
The workshop encouraged me to re-examine my attitudes & values.		1		1	4	
I expect to use what I learned from this workshop on my job and to my future goals.		1	1		3	1

What improvements would you recommend in this workshop?

- Increase the content covered in the workshop
- Add some weight loss tips
- Make workshop activities more interesting
- Make the workshop more difficult
- Add more participant involvement to the workshop
- The workshop wasn't clear on how healthy eating was related to the work force and getting a job, I guess besides feeling better at work

What areas about this workshop were helpful to you?

- Learnt how important fiber is
- Information on how to eat right
- This workshop was helpful to my health now and late on in life

## DIGITAL SKILLS – CREATING A BUSINESS MODEL TOOLBOX – TC Business Solutions

Facilitator – Tyler Buckle, Owner

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.			1	1	4	
The workshop included information related to the project.			1	1	4	
The content of the workshop was useful.			1	3	2	
Included useful handouts and other written materials.			3		3	
Included helpful exercises.	2	1	1	2		
I would recommend the workshop to other youth in the region.			2	2	2	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.				2	4	
The presenter(s) presented the material in an organized way.				2	4	
The presenter(s) provided opportunities for me to take part.	2	1	1	2		
The presenter(s) answered questions clearly.			1		5	
I would recommend the presenter to carry out future workshops.			1		5	
WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.		2	1	1	2	
The workshop increased my employability skills.		1	1	2	2	
The workshop encouraged me to re-examine my attitudes & values.		2	4			
I expect to use what I learned from this workshop on my job and to my		1		3	2	

future goals.

What improvements would you recommend in this workshop?

- Reduce the content covered in the workshop
- Add more participant involvement to the workshop
- Make workshop activities more interesting

What areas about this workshop were helpful to you?

- Business plans are awesome, very useful to prepare them online

#### **DIGITAL SKILLS – INTERNET ADVERTISING – TC Business Solutions**

Facilitator – Tyler Buckle, Owner

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.			1	1	4	
The workshop included information related to the project.			1	1	4	
The content of the workshop was useful.				1	5	
Included useful handouts and other written materials.		1	2		3	
Included helpful exercises.		1	1	2	2	
I would recommend the workshop to other youth in the region.			2		4	
<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.				2	4	
The presenter(s) presented the material in an organized way.				2	4	
The presenter(s) provided opportunities for me to take part.			1	1	4	
The presenter(s) answered questions clearly.			1	1	4	
I would recommend the presenter to carry out future workshops.			1	2	4	
<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.			2	2	2	
The workshop increased my employability skills.		1	1	2	2	
The workshop encouraged me to re-examine my attitudes & values.			1	1	3	
I expect to use what I learned from this workshop on my job and to my future goals.						

What improvements would you recommend in this workshop?

- Add more participant involvement to the workshop
- Get the participants involved in the presentation, more activities, more questions, etc...
- Add a few exercises to the presentation

What areas about this workshop were helpful to you?

- Didn't know how to boost online postings, very helpful

Additional comments:

- Great refresher for me as I did a few workshops on social media prior.

**TEAM BUILDING – Coasters Association**

Facilitator – Heidi Buckle, Youth Coordinator

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.					6	
The workshop included information related to the project.			1		5	
The content of the workshop was useful.				1	5	
Included useful handouts and other written materials.				1	5	
Included helpful exercises.				1	5	
I would recommend the workshop to other youth in the region.				1	5	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.				1	5	
The presenter(s) presented the material in an organized way.					6	
The presenter(s) provided opportunities for me to take part.					6	
The presenter(s) answered questions clearly.				1	5	
I would recommend the presenter to carry out future workshops.				1	5	
WORKSHOP OUTCOMES	1	2	3	4	5	N/A
The workshop increased my life skills.			2	1	3	
The workshop increased my employability skills.			2	1	3	
The workshop encouraged me to re-examine my attitudes & values.			2	1	3	
I expect to use what I learned from this workshop on my job and to my future goals.			2		4	

What improvements would you recommend in this workshop?

- Allow more time for the workshop
- Add more activities to the workshop

What areas about this workshop were helpful to you?

- Team building exercises helped us work together to solve issues

Additional comments:

- Super fun. Had a good laugh.

**CAREER PLANNING IV – MOCK INTERVIEWS – Qu'Anglo Communications & Consulting**

Facilitator – Christina Franc, Director of Communications

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

WORKSHOP CONTENT	1	2	3	4	5	N/A
The workshop was well organized and understandable.					6	
The workshop included information related to the project.					6	
The content of the workshop was useful.				1	5	
Included useful handouts and other written materials.						6
Included helpful exercises.					6	
I would recommend the workshop to other youth in the region.					6	
WORKSHOP PRESENTER (S)	1	2	3	4	5	N/A
The presenter(s) is/are knowledgeable about the subject.					6	



The presenter(s) presented the material in an organized way.						6
The presenter(s) provided opportunities for me to take part.						6
The presenter(s) answered questions clearly.					1	5
I would recommend the presenter to carry out future workshops.						6

<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.				1	5	
The workshop increased my employability skills.				1	5	
The workshop encouraged me to re-examine my attitudes & values.			1	2	3	
I expect to use what I learned from this workshop on my job and to my future goals.					6	

What improvements would you recommend in this workshop?

- Wouldn't improve a thing, great workshop

What areas about this workshop were helpful to you?

- It was a great experience, I will use these new skills for my next interview
- I recognized things that I can improve on when carrying out a job interview
- It taught me how to do a proper interview
- Having to an actual interview was helpful, and getting feedback in order to improve is good practice

Additional comments:

- Great presenter! Great job!

#### **CAREER PLANNING IV – MOCK INTERVIEWS – Qu'Anglo Communications & Consulting**

Facilitator – Christina Franc, Director of Communications

Key: 1=Strongly Agree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly Agree,  
N/A=Not Applicable

<b>WORKSHOP CONTENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop was well organized and understandable.				3	3	
The workshop included information related to the project.				3	3	
The content of the workshop was useful.				4	2	
Included useful handouts and other written materials.	1			1	4	
Included helpful exercises.				1	5	
I would recommend the workshop to other youth in the region.				1	5	

<b>WORKSHOP PRESENTER (S)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The presenter(s) is/are knowledgeable about the subject.					6	
The presenter(s) presented the material in an organized way.					6	
The presenter(s) provided opportunities for me to take part.					6	
The presenter(s) answered questions clearly.					6	
I would recommend the presenter to carry out future workshops.					6	

<b>WORKSHOP OUTCOMES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
The workshop increased my life skills.			3	2	3	
The workshop increased my employability skills.			3	1	2	
The workshop encouraged me to re-examine my attitudes & values.			2	3	1	
I expect to use what I learned from this workshop on my job and to my future goals.			2	2	2	

What improvements would you recommend in this workshop?

- Reduce content covered in the workshop

- Shorten the time for the workshop
- A lot of content, presentation lingered on

What areas about this workshop were helpful to you?

- Listening to the groups stories of the past handed down from family
- Understanding the potential the Lower North Shore has for tourism

Additional comments:

- Really enjoyed sharing our stories.

What other workshop/training sessions would you like offered in the future?

- Looking at different computer programs
- How to dress for the office
- French classes
- Workshop focusing on our future goals
- Confidence building workshop
- How to start a business
- How to dress for success
- Workshop/scenarios on how to treat disgruntle customers
- Computer skills workshop on Microsoft Outlook
- Additional money management workshop on – how to recover your credit
- Computer Skills workshop on LinkedIn
- Healthy Lifestyle on weight loss and cancer prevention
- How to database

## Work Experience Evaluations

In order to measure the effectiveness of the project's work experience component, each youth participant completed bi-weekly work experience evaluation forms during their seventeen (17) week on-the-job training. The evaluations identified the activities performed, discoveries they made about themselves, skills developed and/or improved on, supervision, and the activities they least and mostly enjoyed. The evaluations recognized whether the youth were prepared to make the transition from the project to the workforce or to continue on with their education. The following is a compilation of results gathered while the participants carried out their work experience with businesses and/or organizations in their respective communities/municipalities.

Name of Youth Intern:	Marco Wellman
Place of Internship (s):	Camille-Marcoux Foundation & Uni-aide Foundation
Supervisor (s):	Kimberly Buffitt

Activities performed:

- Social media
- Event planning
- During the first two weeks I've be taking workshops on Etapestry Blackboard data basing software

- I planned a golf tournament charity event for the foundation
- I helped host a charity event in Gatineau, a golf tournament with 64 pledges from the coast. I sold t-shirts and handed out information
- Attended workshops and meeting with two of my colleagues in preparation to activate our database
- Carrying out phone calls throughout the coast requesting foundation membership and donations
- Contacted members of the community to gather contact information for our database
- Updated social media outlets
- Aided in the organizing of the 4<sup>th</sup> annual Walk for Wellness fundraising event
- Reaching and creating fundraising contest
- Carrying out calls and taking orders for Christmas cards

#### Discoveries made:

- I discovered that I am a very capable person
- Taking part in this program has given me confidence I never originally had
- I learnt that when you're dealing with the public, you have to be very respectable and sometimes it even may be appropriate to say no to someone
- I've learned a lot about working together as a team
- I've learnt to depend on others in certain situations
- I've discovered that I work very well with the public and I have an easy time making people feel comfortable on the phone with me
- I can be very productive if I push myself a little harder every day
- I've learned that I can always count on my team to help me with any of my projects
- The best approach to any large scale task is to be very organized and extremely thorough

#### Skills developed:

- I have gained computer skills while learning new software
- Every day I learn new professional etiquette
- How to write an email properly
- My researching skills have improved immensely
- I gained social and networking skills
- I learned how to navigate in a city when I picked supplies for the charity event
- Time management – I learnt that sticking to a schedule can help you stay on track and reach your goals easier
- My telephone/communication skills improves continually
- Organizational skills have improved immensely
- I've been learning how to properly organize and update our master contact list

#### Areas enjoyed most:

- The area I enjoyed most is working with computers. I always feel at home in front of my computer
- I enjoyed watching so many 'coasters' come together for such a great cause
- I enjoyed planning for awesome fundraisers
- I enjoyed collaborating with my colleagues, carrying out group discussions. It feels good when someone asks for your opinion on a subject
- I enjoy seeing people become more and more interested in the foundation I work for
- I enjoyed posting events on social media
- Creating new contest for upcoming events
- I enjoy carrying out work related calls with community members and explaining the initiatives of the foundations, people always seem to very interested

#### Areas least enjoyed:

- I haven't come across any task that I was reluctant to have participated in

- Sometimes talking to people who are clearly not interested in your cause can be a little awkward. I guess it comes with the job
- I carried out a few phone calls to collect data and I find that certain calls can be a bit awkward.
- Sometimes people can react badly when a stranger call to ask if they are interested in a certain cause
- I least enjoy carrying out phone calls to find volunteers for events, it can be hard to find people willing to help
- I don't always enjoy trying to track people down to get information. Sometimes you may need to know a vital piece of information to finish a document

Supervision:

- Yes, I am always able to connect with my supervisor and co-workers whenever I need help
- I was not supervised during the golf tournament event because I had so many responsibilities. I was trusted to complete the tasks to help make the event a success
- I have to reach a certain amount of memberships a day and then email them to my supervisor
- I have standards to meet and deadlines which are supervised
- We have weekly meetings in which we come together to discuss our projects and offer each other advice/help

Additional comments:

- I really enjoy what I do
- The golf charity event was a great success. We raised \$2240.00 to go towards the Uni-aide foundation
- I love my job!
- Sad that there are only a few weeks left to the program

Name of Youth Intern:	Jessica Jones
Place of Internship (s):	Uni-aide Foundation
Supervisor (s):	Kimberly Buffitt

Activities performed:

- I registered with a site called Blackboard for online training for a program called Etapestry
- Attended Etapestry online training.
- Carried out office filing
- Worked on slides for event/awareness videos for health centers
- Entered data on Etapestry
- Developed promotional slides
- Carried out task for the upcoming Walk for Wellness fundraiser
- Attended a staff meeting with Canadian Heritage
- Carried out filing tasks for the foundation
- Entered data for the Director of Finance

Discoveries made:

- I discovered many online sites to help with data basing: Blackboard and Dropbox under the program called Etapestry. I learnt that these are work efficient and helpful programs.
- It is hard to complete my tasks when the internet at the office is not reliable.
- I feel comfortable working in the workplace/environment and co-workers

Skills developed:

- I learnt to take better notes when understanding how to use a program
- To have more attention to details
- Time management
- Multi-tasking

- I am more sociable
- Collaborating
- Maintaining an optimistic attitude (especially when office equipment is not working properly at times)
- I've learned to be more resourceful

Areas enjoyed most:

- I enjoyed watching the training videos for Etapestry
- I enjoy working with Etapestry
- I was able to have access to better internet

Areas least enjoyed:

- I did not enjoy the internet going out all the time at the office
- Lack of internet connection at the office on most days

Supervision:

- Yes I was supervised adequately
- I attended weekly meetings/conference call with colleagues

Name of Youth Intern:	Colby Buckle
Place of Internship (s):	TC Business Solutions & Cable Co-op Blanc Sablon
Supervisor (s):	Tyler Buckle & James Buckle

Activities performed:

- I carried out online research on augmented reality
- Contacted five sellers
- Reached several design options for printing orders
- Aided with receiving payments from the Cable Co-op and Coastal Printing
- Laminated placemats for special orders
- Received training with the printing equipment
- Updated cable channel and programming
- Aided with the production of various coast printing product
- Completed work orders for the Cable co-op technician
- Dropped off bank deposits
- Aided with customer transactions
- Disbursed and promoted augmented reality projects

Discoveries made:

- I discovered that I am very knowledgeable in designing products with Coastal Printing
- I discovered that my supervisors trust me with printing duties
- I discovered that I have a lot of patience when dealing with clients
- I enjoy working with the printing programs

Skills developed:

- I learnt how to use several design programs
- Layout and printing
- Laminating printouts
- How to perforate tickets
- Creating folders
- How to optimize my printing skills
- I learnt how to properly promote projects
- Augmented reality coding

- Improved on MS Office (printing personalized envelopes)

Areas enjoyed most:

- I enjoyed learning how to use different design programs
- Aiding with the printing tasks
- I enjoy helping with the printing assignments
- I enjoyed setting up the print jobs for the envelopes

Areas least enjoyed:

- At certain times of the day there isn't much to do and its gets boring and long
- Waiting for something to do
- I do not enjoy preparing large orders, it get tedious (preparing 500 folders)
- I do not enjoy handling complaints from cable co-op subscribers
- I do not enjoy dealing with impatient and rude customers from the Cable Co-op when there's an issue with their connection or was disconnected due to overdue unpaid bills

Supervision:

- Yes, my supervisor was always around or I was able to contact them at any time

Name of Youth Intern:	Patrick Woodland
Place of Internship (s):	St. Paul's General
Supervisor (s):	Chesley Griffin & Della Griffin

Activities performed:

- Stocked shelves/coolers
- Preparation in the kitchen/deli
- Aided co-workers with customers
- Dealt with freight
- Helped out with renovations
- Installed shelves

Discoveries made:

- Wrapping produce is fun
- My co-workers are cool
- It's ok to make mistakes once and awhile
- Helped staff with kitchen duties
- I discovered that carrying out a variety of odd jobs throughout the weeks is enjoyable and make me feel that I've accomplished something
- I discovered that I have become more independent
- I can see what needs to be done without having to ask or instructed to do so
- I like working with the public
- I prefer to work in a quiet environment with less customers in the store

Skills developed:

- Patience
- Organization
- Packaging produce
- Composting skills developed
- Kitchen/cooking skills improved
- Social skills
- Carpentry skills

Areas enjoyed most:

- When I am busy
- I like working in the kitchen
- I enjoy doing different jobs every week
- Handling freight, it keeps me busy
- I enjoy being assigned with special jobs

Areas least enjoyed:

- When I am not busy
- When there is no freight, days seem long

Supervision:

- Yes I was supervised adequately
- A staff member was present at all times

Name of Youth Intern:	Cheyenne Buckle (left the program on August 14 <sup>th</sup> , 2015 – returned to school)
Place of Internship (s):	Chez Nellie's
Supervisor (s):	Nellie McDonald & Dean McDonald

Activities performed:

- I stocked the shelves
- Unloaded freight
- Priced items
- Weighed and sold items

Discoveries made:

- I learnt how to deal with impatient customers
- I discovered that the business field is definitely not my area of work, but my co-workers are so friendly and kind to work with

Skills developed:

- I've improved on my patience
- I developed my communication skills with customers
- I gained experience on cash, how pricing works, and weighing items

Areas enjoyed most:

- I enjoy working with my co-workers
- My favorite thing to do is pricing items and organizing the shelves
- I enjoyed dealing with freight

Areas least enjoyed:

- Stocking the shelves isn't something I enjoy too much
- I don't enjoy working as a cashier that much but I'm dedicated so I'll do it

Supervision:

- I was always supervised

Name of Youth Intern:	Amanda Green
Place of Internship (s):	Depanneur Bellecourt
Supervisor (s):	Sandra Vatcher, Jim Waye, & Diane Evens

Activities performed:

- Prices items
- Swept/mopped floors
- Tidied/stocked/washed shelves
- Unloaded fresh produce
- Took note of spoiled/broken items
- Work as a cashier
- Prepared an inventory list
- Cleaned/painted/re-organized the office
- Helped with deliveries
- Preparing the shipment of milk crates
- Paperwork-invoices
- Bagged produce
- Organized stockroom
- Helped customers find items
- Displayed Halloween decorations/items and bagged and priced candy

Discoveries made:

- I discovered the basic duties of how the store runs, my co-workers trained me with simple task to get me in the flow of how things run in the store
- I know where items are kept throughout the store
- It's an enjoyable place to work
- I'm starting to remember more prices and I am making less mistakes
- I noticed that there are many items in the store sell fast and need to be restocked (beer, pop, junk food, etc...) everyday
- I'm starting to memorize the price of several items in the store

Skills developed:

- Stocking shelves
- How to use a cashier
- Basic paper/office work
- Pricing items
- Improving on the skills I've developed

Areas enjoyed most:

- I enjoyed pricing with the tag gun
- Busy days-Thursdays when fresh food arrives
- Greeting customers – I like it when customers arrive in and talk a while
- I enjoyed getting the opportunity to experience a little paperwork in the office. It was something new
- I enjoy working behind the cashier
- I enjoy working with others at the store.
- I like being able to do a bit of everything during my day, it changes things up and make the routine not be so mundane
- Received a present from a customer, very nice

Areas least enjoyed:

- I least enjoyed long days when there wasn't many customers



- I do not enjoy stocking shelves
- I least enjoy making mistakes on the cashier. I'm still learning the buttons/prices of things, but I'm getting better at it

Supervision:

- Yes I was supervised adequately during the past week by the owner and co-workers

Additional Information

- I enjoyed my first week!
- During the summer months Chevery is pretty quiet and with that we have very slow work days.

## **Employer's Work Experience Evaluations**

The Youth Coordinator monitored and evaluated the work experience through meetings, bi-weekly calls with supervisors, and requesting employers to complete an Employer Work Experience Evaluation at the end of the project. This provided the opportunity to focus on any issue(s) that may have arisen with the participants, identify the improvements made by each youth during their training, and to recognize further ongoing mentoring needed with various youth leading up to their transition after the project ends.

It was evident that each youth were meeting their tasks/activity requirements sought out by their employers, and improvements were significant, such as: workforce performance, customer service, communication, team working abilities, and time management. The results of the evaluation acknowledged that each participant enhanced their personal and gained skills, worked on their own capacity, how well they completed tasks, and pointed out that each youth's employment readiness was met. In addition, various employers reported that they gained as much as they contributed when they partnered with the Youth Skill Link Project, as it gave them access to an available labour pool upon which to draw employees and the project mitigated the risk to employers willing to provide opportunities to youth who they may otherwise be unwilling to employ. Cases in point, of the five work experience placements, two organizations are willing to hire their youth participant shortly following the project and each of the five businesses and three organizations expressed their continuing support to participate in future work experience programs for youth on the Lower North Shore.

## **End of Project Evaluations**

Various evaluation methods were carried out at the end of the project to conduct an overall assessment of the project's effectiveness and achievements. An End of project Evaluation Form was presented to each youth to document lessons learned, addressing the degree in which the project objectives were attained and to provide recommendations for future project developments and improvements. In addition, ongoing conversations with the participants and the Youth Coordinator were carried out rating their improvements and knowledge of the Group Based Employability Skills sessions, challenges they faced with the project, support in searching for future employment in their regions, and setting short and long term goals.

Each youth expressed the challenges they faced during their work experience in terms of time managing, issues with technology (internet), juggling family and work, dealing with disgruntled clients/customers, travelling to work, and completing their weekly timesheets and bi-weekly evaluations. However, in dealing with their challenges, several developed coping strategies for the obstacles they faced and therefore discovered their resilience to change and adapting to aid

their situation, which in turn, they can carry on to future employment and/or further their education path.

## PROMOTIONAL

Promotion was an important component to the Workforce of Tomorrow project, as it provided the population of the ongoing initiatives of the Youth Skills Link Projects, and to ignite interest into further youth on the coast as the program is into its fourth phase with a potential continuation of a fifth phase submitted in November 2015. The job opportunity for the Workforce of Tomorrow project was posted in every community, and advertised on local media and online social sites. In addition, thank you cards were disbursed to all partners, and work experience businesses and organizations as an acknowledgement and appreciation for their ongoing support and contribution to the project, on behalf of the youth participants, Youth Coordinator, and the Coasters Association. Furthermore, newsletter articles were created by the Youth Coordinator and the five youth participants who successfully completed the program detailing the projects activities and outcomes.

### **Youth Skills Link Project – Workforce of Tomorrow Newsletter**

The youth participants took part in creating Youth Skills Link Newsletter articles. Each of the five participants created an article detailing the purpose for applying to the project, what challenges/impacts they faced, skills they developed, how the project impacted them, and their future plans/goals they may have in terms of employment and/or education. The newsletter will be distributed in every mailbox on the Lower North Shore, which included the articles of each youth and the Youth Coordinator, along with various pictures depicting the work experience environment of each youth.

#### Youth Article – Jessica Jones

I applied to the “Workforce of Tomorrow” – Youth Skills Link Project because I needed a job. Also, to get my foot in the door of an organization, to hopefully someday have a permanent position, I have to start somewhere, right? It is hard as a youth to find a job let alone to gain permanent employment on the Lower North Shore, because there are not many job openings and there are a lot of youth living along the coast. That’s why a lot of them move away from their hometowns. Even though youth want to return home, they have no choice but to obtain work away and that was the case for me. Until I decided that I want to be here and will do my best to stay here. I will apply to any job that I may have a chance at, even though it may not be in my field because now I have a family to help support.

Being a part of the “Workforce of Tomorrow” project, I gained and improved on my communication skills and improved my confidence because for those that know me, know that I am quiet and shy.

With the education that I have gained over the years in Accounting, Secretarial and Business Management and the gained skills I developed while on the project, I hope to someday have permanent employment on the coast by developing activities/services that will help the citizens in the community I'm currently living in, and continue to be a part of programs that involves improving and creating employment on the Lower North Shore.

#### Youth Article – Colby Buckle

I applied to the "Workforce of Tomorrow" – Youth Skills Link Project to receive fulltime employment in order to afford to continue with my education immediately after the project is finished.

As a youth, the challenges that I face when looking for full time employment on the Lower North Shore are that there really aren't many jobs around here to apply. The past positions that I have had personally were student jobs, and my only option other than a student job during the summer would be to work at the fish plant.

The skills that I was looking to develop/improve while on the project were professional skills. Also, I wanted to improve my interpersonal and communication skills in order to increase my confidence when talking on the phone and carrying out customer service activities, and I needed to gain additional organizational skills when I return to school. Through the workshops and my work experience, I was able to improve on my employability skills and boost my self-confidence and I feel ready to take the next step.

My plans once the project ends, are to carry out an apprenticeship with the Recording Radio Film Connections in Halifax. This program will place me in an apprenticeship with an Audio Engineer/Producer for six months in order to receive a degree in Audio Engineering and the school will place me in a studio to work for a year.

#### Youth Article – Amanda Green

I joined the Youth Skills Links Project – Workforce of Tomorrow through the Coasters Association, because I needed the employment, and also it was a good opportunity to gain experience and knowledge in employability skills. Along the Lower North Shore work is very limited, leading many to leave their town and/or off coast for work. This project provided me with the opportunity to stay in my community and be a part of the workforce. Also, through WebEx, I was able to meet and take part in workshops with other youth along the Lower North Shore that was in similar situations as myself. I worked at our local grocery/hardware Store here in Chevery for the duration of the project, and it was a good learning experience for me which I enjoyed. I hope to see more projects like this for people in the future.

#### Youth Article – Marco Wellman

I applied to the Youth Skills Link Project – Workforce of Tomorrow in order to help build my professional work profile and to increase the experience represented on my resume. The experience gained for working within an office setting is invaluable. It helps shape my professional etiquette. It has definitely been a challenge to find employment on the Lower North Shore as we all well know. Being a youth on the coast can be very challenging. We don't have a substantial amount of resources, services, organizations or businesses to provide the population with steady job openings.

I am currently searching for long term employment in which I can continue to improve my skills and professionalism. Any experience I can acquire can only help me in the long run. I would like to increase my computer skills it is an important element to the workforce and technology is always updating and changing. Hopefully when this project ends, I will be lucky enough to get hired on full time with my work experience organization. I love the people and the work that we have been doing there. It's about taking care of our region and ensuring its survival.

#### Youth Article – Patrick Bilodeau-Woodland

I applied to the "Workforce of Tomorrow" project to try something different and learn something new. All my previous work experience was based around the fishing industry. A big challenge for the youth around the Lower North Shore is the lack of job variety and stability. Most are seasonal jobs taking place over the course of the summer and stopping in the winter. Working in a store during my work experience with the project was a complete turnaround from working on the boat or in the Fish Plant, and it helped increase my social skills immensely. It was nice to get out of my element and learn a whole other type of work. It was a great experience to work with the staff at St. Paul's General, and it gave me a lot of new knowledge. From here on I hope to pursue my own career dreams and I'm sure this work variety will be quite beneficial in the future.

#### Youth Coordinator Article – Heidi Buckle

The Coasters Association received funding from Service Canada under the Youth Employment Strategy to carry out a fourth phase of the Youth Skills Link Project entitled: "Workforce of Tomorrow," which began on May 18<sup>th</sup>, 2015 and ended on November 13<sup>th</sup>, 2015. Youth between the ages of 15-30 were exposed to three (3) weeks of Group Based Employability Skills training and seventeen (17) weeks of Work Experience with participating businesses and organizations. The project was posted throughout the Lower North Shore inviting youth to participate in the project based out of their respective communities/municipalities. Applicants were received throughout the coast, interviews were carried out and job placement was fundamental prior to youth selection. Seven (7) youth were selected deriving from the

municipalities of Gros Mecatina, Côte-Nord du Golfe du Saint Laurent, Bonne Esperance and Blanc Sablon, and hired for twenty weeks of training and work experience:

- Amanda Green, Chevery
- Marco Wellman, La Tabatière
- Cheyenne Buckle, Old Fort Bay
- Patrick Wellman, Old Fort Bay
- Colby Buckle, St. Paul's River
- Jessica Jones, St. Paul's River
- Tristan Lawless, Blanc Sablon

The youth participants began on January 15<sup>th</sup>, 2015, and once again with the aid of communications technology and meeting space of the Cable Co-op of Blanc Sablon, phone line of TC Business Solutions, and use of the facilities at St. Theresa School, various youth were able to come together or participate from their community receiving three weeks of Group Based Employability Skills training with partners on and off coast, regarding topics dealing with skills development, career planning, customer service, leadership, money management, digital skills, communications, and team work abilities. In addition, prior to their job placement each youth met with the Emploi Quebec Development Agent in their community individually to assess and evaluate their progress and future career goals. These training sessions and interviews provided the youth an opportunity to promote, expand and reinforce their employability skills before their work experience began with businesses and organizations such as:

- Amanda's work experience placement with Depanneur Bellecourt Inc.
- Marco's work experience placement with the Camille Marcoux Foundation
- Cheyenne's work experience placement with Chez Nellie's; however, Ms. Buckle left the project on August 14<sup>th</sup>, 2015, to return to school and complete her University
- Patrick's work experience placement with St. Paul's General
- Colby's work experience placement with the TC Business Solutions and the Cable Co-op of Blanc Sablon
- Jessica's work experience placement with the Uni-Aide Foundation
- Tristan's work experience placement with Chez Barney's; however, Mr. Lawless obtained fulltime employment in his region and stepped down from the project before his placement began

During the work experience, the group was reduced from seven to five participants. It was unfortunate to lose two youth before the project ended; however, their reasoning to obtain fulltime employment and return to school is evident that the program is thriving and turning out successful and confident youth. As the project ended on October 30<sup>th</sup>, 2015, the remaining five participants were: Marco Wellman, Amanda Green, Patrick Woodland, Colby Buckle, and

Jessica Jones, and each youth received a bonus allowance in the amount of \$500 for successfully completing a Youth Skills Link Project.

As a result of the project, the Youth Participants improved their self-knowledge, skills enhancement, and employability skills through a total of twenty-three (23) workshops, training sessions, interviews, and presentations with partners and the Youth Coordinator of the Coasters Association. They improved their employment readiness skills through seventeen (17) weeks of work experience, with businesses and organizations in their communities, and improved and updated their resumes through the knowledge and experience they received.

The Coasters Association would like to acknowledge and extend our sincere thanks to all the partners who continued their support to the Youth Skills Link Project:

- Coopérative de Cablo distribution de Brest
- Caisse Populaire Desjardins de Blanc Sablon
- Caisse Populaire Desjardins de La Tabatière
- Caisse Populaire Desjardins de Tête à la Baleine
- Centre Intégré de Santé et de Services Sociaux (CISSS)
- Commission Scolaire du Littoral (CSL)
- Community Economic Development and Employability Committee (CEDEC)
- Emploi Québec
- Mecatina Community Learning Center
- Municipalité Côte-Nord du Golfe du Saint Laurent
- Municipality of Bonne Esperance
- Municipality of Blanc Sablon
- Netagamiou Community Learning Center
- Qu'Anglo Communication & Consulting
- Quebec Labrador Foundation (QLF)
- St. Paul's School Community Learning Center
- TC Business Solutions

We would like to acknowledge and thank the businesses and organizations from the Municipalities of Gros Mecatina, Côte-Nord du Golfe du Saint Laurent, Bonne Esperance, and Blanc Sablon who took part in the work experience program. The success of the project was due in part to their partnership and participation, the following are:

- Dépanneur Bellecourt
- Camille-Marcoux Foundation
- Uni-Aide Foundation
- Chez Nellie's
- St. Paul's General
- TC Business Solutions
- Coopérative de Cablo distribution de Brest

A special recognition must be extended to the Caisse Populaire Desjardins de La Tabatière, Blanc Sablon and Tête à la Baleine, and the Municipalities of Bonne Esperance, Blanc Sablon, and Côte-Nord du Golfe du Saint Laurent for their financial contribution toward the project.

With the ongoing support and contribution of partners, organizations, and businesses on and off the coast, the youth was provided with an environment to improve their wellbeing and confidence, enhance their skills which in turn aided them in their future endeavors. On behalf of the Coasters Association, I would like to congratulate each youth participants for completing



the Workforce of Tomorrow Project and wish them every opportunity for any undertaking they chose to pursue.

In addition, the Coasters Association would like to take this opportunity to extend our gratitude to Service Canada for continuing to sponsor the Youth Skills Link Project, thus making it possible to offer training and mobilization services to our youth enabling them to successfully transition into the labor market or continue with their education.

## CONCLUSION

Unemployment in early life may permanently impair youth future employment, as patterns of behavior and attitudes established at an early stage and tend to persist later in life. Their exclusion from gaining work experience and lack of access to continuing training can also increase their later difficulties to find a job. In addition, depriving them of an income and the personal fulfillment of decent work can demoralize them and undermine social cohesion. It is with this in mind that the Workforce of Tomorrow project focused on providing Group Based Employability Skills training which the participants were able to take part in an environment that nurtured their abilities on how to get and keep a job, fostered their skills and strengths and set a strong foundation to deploy their skills in their work experience.

Seven (7) youth began on the project eager to obtain and/or improve on life and employability skills and essentially participate in a program that is effective and relevant to their needs. One youth was able to find employment in his area and venture in to the workforce confidently before the project ended and one participant decided to continue with her education studying in her chosen profession. It was unfortunate to lose two assets; however, in attaining work and resuming post secondary education, it is evident that the Youth Skills Link Project is a successful program which offers that added boost, and assurance to isolated youth when other programs or training courses are not available to them.

The five (5) remaining youth effectively completed every element to the project, identified short and long term goals for themselves, such as: two of the five youth have a possibility to secure employment with their intern organization shortly after the project, one youth will be attending an apprentice program in the fall of 2015, one participant will obtain employment with another business in her community, and one will attend post secondary education in the winter of 2016. Therefore, progressing successes to the YSLP are reaffirmed.

Partners continue to play a key role in assisting the project through the abundance of workshops, training sessions, interviews, and presentation surrounding life and employability skills. Their constant efforts are considerable, and the work experience program played a significant role in opening doors for youth who may have been otherwise detached from employment on the Lower North Shore. Through the Group Based Employability Skills training and Work Experience themes, it provided youth ongoing support to their personal growth, encouraged youth engagement and mentoring, promoted leadership, and facilitated the involvement of youth to recognize organizations in their region to be aware of the resources and services available to them that they can use to their benefit.

It is apparent that educational and employment opportunities are lacking throughout the Lower North Shore; therefore, youth can become detached and an inability to secure employment can generate a sense of uselessness and idleness that may lead to mental health problems, conflicts, drug abuse, and crime. The Youth Skills Link Project offers a direct link to an at risk population on the coast that requires additional support of both the program and community. In addition, the past three (3) projects mitigated the risk to employers willing to provide opportunities to youth who they may otherwise be unwilling to employ.

Therefore, it is crucial to continue with Youth Skills Link Projects on the Lower North Shore to continually execute the work experience program and group based employability skills training creating an environment in which youth can express themselves, voice their challenges and recognize their true potential.

## RECOMMENDATIONS

The following are key recommendations from the Youth Participants, partners, businesses, organizations, and municipalities involved in the project, through the work experience, various workshops, training sessions, presentations, evaluations and group discussions.

- Match work experience corresponding to youth's skills and/or interests;
- All youth travel to one community on the coast to take part in the Group Based Employability Skills training as a group;
- Continue the Youth Skills Link Project for the 2016 year;
- Continue to carry out the following workshops:
  - Skills Development
  - Money Management
  - Career Planning
  - Digital Skills
  - Communication
  - Hospitality-Customer Service
  - Team Building
  - Writing effective proposals for grant applications
- Additional funds be provided to youth that may need to travel out of their respective community to take part in the work experience;
- Ensure that the program continues to give other youth the opportunity to participate in such a successful and strong program;
- Center workshop sessions on encouraging youth independency on topics such as: maintaining a vehicle, setting up house, budgeting, becoming familiar with your income taxes, budgeting for every scenario, etc...
- Workplace supervisors complete a schedule chart for their youth participant;
- Aid youth to finalize a solid resume and standard cover letter to aid with future employment opportunities.



## ANNEXES



## I. SCHEDULE OF ACTIVITIES

- May 18<sup>th</sup> – June 2014
- Set up office
  - Met with Executive Director
  - Met with Director of Finance
  - Reviewed the project
  - Revised Operational Plan to Service Canada's specifications (workshops scheduled for three weeks in the beginning and seventeen weeks of job internship)
  - Created job posting for the eight (8) Youth Skills Link Candidates
  - Posted Youth Skills Link Candidates Job Opportunity along the coast via public posting, radio, and internet
  - Created Schedule of Activities
  - Met with Director of Finance to order project supplies
  - Work sessions held with Executive Director
  - Created employment readiness document as a tool for the youth participants
  - Created orientation and training document as a tool for the intern employers
  - Contacted all partners of the project to inform them of the project
  - Reviewed previous documents from Phase III
  - Contacted Christina at Qu'Anglo Communications and Consulting and discussed workshop outline
  - Contacted Tyler Buckle at TC Business Solutions and discussed workshop outline
  - Contacted Emploi Quebec Development Agents on the coast and gathered a list potential participants in the region and to set Youth Participant interview dates
  - Contacted local businesses in the area to set up meetings with each to discuss job internship initiative
  - Researched and created Icebreakers for Orientation Week with the Youth Participants
  - Developed a Participant Placement Agreement for the work placements and the youth participants
  - Contacted partners to receive support to the project
  - Met with Director of CEDEC
  - Contacted Regional Organizations to obtain their support in terms of workshops, presentations, training sessions, etc...
  - Reviewed resumes of the Youth Candidates
  - Met / Contacted businesses and organizations to find placement for Youth Candidates



- Created a chart of the Youth Candidates' coordinates including their education and employment status
- Booked meeting space in the Municipalities of Bonne Esperance, and Blanc Sablon for upcoming workshops
- Completed youth selection package in preparation for special Executive Committee meeting
- Prepared Orientation Packages for the Youth Participants (time sheets, hiring policy, rules and regulations, participation forms, etc...)
- Contacted youth of their selection to the program and the remaining youth not chosen
- Contacted businesses and organization to inform them of their participation to the program
- Confirmed all workshops with partners from June 15<sup>th</sup>, 2015 to July 3<sup>rd</sup>, 2015 (three weeks)
- Contacted the Development Agent of Emploi Quebec in St. Paul's River, and La Tabatiere to set up interview dates for each youth
- Carried out Orientation with selected youth
- Attended Skills Development Workshop with the Director of CEDEC for the youth
- Attended Goal Setting Workshop with the Director of CEDEC for the youth
- Carried out a Work Values Inventory session with the attended youth participants and via WebEx with the participant out of the area
- Carried out a Communications Skills workshops with the attended youth and via WebEx with the participant out of the area
- Carried out a Hospitality-Customer Service workshop with the attended youth participants and via WebEx with the participant out of the area
- Carried out an Employability Skills workshop with the attended youth participants and via WebEx with the participant out of the area
- Developed and carried out a planning session with the youth regarding developing further youth initiatives in their community
- Attended Entrepreneurship Information session with CEDEC for the youth
- Attended Money Management Information Session with the General Manager of the Caisse Populaire Desjardins de Blanc Sablon for the participants
- Attended an information session of the History of the LNS with CEDEC at the Welcome Center in Blanc Sablon with the youth participants
- Attended Computer Skills I, II, III, and IV workshop with TC Business Solutions for the participants
- Attended Career Planning I, II, III, and IV workshops with Qu'Anglo Communication and Consulting for the youth

- Aided the youth in completing workshop evaluations for the previous workshops carried out thus far
- Contacted the Caisse Populaire Desjardins de Blanc Sablon, La Tabatiere, and Tete a la Baleine and informed the members of the project and potential funding request
- Developed a funding request letter and submitted to the Caisse Populaire Desjardins de La Tabatiere, and Blanc Sablon to cover the Mandatory Employment fees for the five selected youth residing in their area
- Completed Participant Information Form detailing the early termination of a youth participant
- Contacted various businesses in the communities of Chevery and St. Paul's River to receive work experience placement for two additional youth
- Prepared two orientation packages for two new youth participants to the project
- Met with the two additional youth participants to review the orientation packages and complete hiring forms
- Faxed Participation Forms to Service Canada to receive approval of each Youth Participant
- Attended Nutrition presentation with the Dietitian at CISSSBCN with the participants

#### July 2015

- Carried out Team Building Exercises with the attending youth participants and via WebEx with the participants out of the area
- Attended an Arts, Culture, and Heritage workshop with QLF for the youth
- Reviewed youth timesheets
- Completed Planned Activity Chart and forward to Executive Director to review
- Completed Volunteer Contribution chart and forward to Director of Finance
- Completed travel expense claims and forward to Director of Finance
- Met with members of TC Business Solutions, CFBS Radio, St. Paul's General, Uni-Aide and Camille-Marcoux Foundation, and Chez Nellie's, and reviewed the conditions and training of the work experience program, and signed the work placement agreement
- Developed a funding request letter and submitted to the Caisse Populaire Desjardins de Tête à la Baleine to cover the Mandatory Employment fees for the youth residing in their area
- Contacted the Municipalities of Bonne Esperance and Blanc Sablon to inform the members of the project and a potential funding request
- Developed a funding request letter and submitted to the Municipality

of Bonne Esperance and Blanc Sablon to cover the remaining Mandatory Employment fees

- Attended staff meeting
- Attended work sessions with the Executive Director
- Completed workshop summaries of the workshops, training sessions, and presentations offered to the Youth Participants
- Completed expense claims and forward to Director of Finance
- Completed Volunteer Contribution Chart and forward to Director of Finance
- Completed Service Canada quarterly Activity Report and forward to Director of Finance to review
- Received and compiled bi-weekly evaluations forms of each Youth Participants regarding their job internships
- Contacted each supervisor of the participating businesses and organizations to assess the progress of each youth
- Emailed Youth Participants bi-weekly weekly reminder notes to complete and send evaluations and timesheets
- Contacted the Service Canada representative to discuss the projects progress and follow-ups
- Carried out a follow up to funding request letters sent to the Caisse Populaire Desjardins de La Tabatiere, and the Municipality of Bonne Esperance
- Completed Planned Activity Chart for June and July, and forward to Executive Director to review.

#### August 2015

- Emailed Youth Participants bi-weekly reminder notes to complete and send evaluations and timesheets
- Carried out a follow-up to funding request letter sent to the Caisse Populaire Desjardins de Tête à la Baleine
- Carried out a follow-up to funding request letter sent to the Municipality of Blanc Sablon
- Completed Group Based Employability Skills workshop summaries
- Completed Cheyenne Buckle's Participant Information Form (termination information) and sent to Service Canada
- Contacted/met supervisors and received updates/progress reports for each youth
- Reviewed youth timesheets
- Attended work sessions with Executive Director
- Met with the Director of Finance to update the status of each youth participant
- Contacted various youth on a weekly/bi-weekly basis regarding various issues (timesheets, attendance, sick days, evaluations, etc...)
- Received and compiled weeks bi-weekly evaluations from each Youth

Participant regarding their work experience

- Contacted/met with work experience supervisors to receive updates on each youth's progress and to address any issues regarding the participant and/or the project
- Researched possible activity components for Phase V of the Youth Skills Link Project
- Drafted Phase V "Empowering Coast Youth
- Drafted Phase V Operational Plan

September 2015

- Attended work sessions with Executive Director
- Emailed Youth Participants bi-weekly reminder notes to complete and send evaluations and timesheets
- Contacted/met with work experience supervisors and received updates on each youth's progress and to address any issues regarding the participant and/or the project
- Contacted the Caisse Populaire Desjardins de Tête à la Baleine to receive confirmation of funding request
- Met with the Director of Finance Officer to review the project's objectives and goals in terms of remaining expenses and further activities
- Contacted various youth on a weekly/bi-weekly basis regarding various issues (timesheets, attendance, sick days, evaluations, etc...)
- Completed Meeting/Activity Planned Charts for August and September, and forwarded onto Executive Director to review
- Began outline of final report of the YSLP
- Completed Acknowledgements for the final report
- Completed Table of Contents for the final report
- Completed sample support letter for Phase V of the YSLP
- Received and compiled weeks bi-weekly evaluations from each Youth Participant regarding their work experience
- Reviewed youth timesheets
- Attended staff meeting with Helen Meredith, Advisor with Canadian Heritage
- Created a follow-up/results chart of the YSLP I-IV detailing each youth participant, their results of the project and current activities in terms of education, and/or employment

October 2015

- Attended work sessions with Executive Director
- Emailed Youth Participants bi-weekly reminder notes to complete and send evaluations and timesheets
- Contacted/met with work experience supervisors and received updates on each youth's progress and to address any issues regarding the participant and/or the project

- Met with the Director of Finance Officer to review the project's objectives and goals in terms of remaining expenses and further activities
- Contacted various youth on a weekly/bi-weekly basis regarding various issues (timesheets, attendance, sick days, evaluations, etc...)
- Received and compiled weeks bi-weekly evaluations from each Youth Participant regarding their work experience
- Reviewed youth timesheets
- Contacted TC Business Solutions to request a Service Offer to carry out digital skills workshops to Phase V of the YSLP
- Contacted Qu'Anglo Communications and Consulting to request a Service Offer to carry out Career Planning workshops to Phase V of the YSLP
- Developed a funding request letter and submit to the Caisse Populaire Desjardins de La Tabatiere, and Blanc Sablon to cover the remaining Mandatory Employment fees for the five selected youth residing in their area
- Contacted CEDEC to request their continuing support to Phase V of the YSLP
- Contacted partners (CLD, CSL, QLF, CSSSBCN, MBE, MBS, MSA, MGM, MGSL, Caisse Populaire Desjardins de BS, LT, and TB) to request their support to Phase V of the YSLP
- Prepared Annexes to final report
- Drafted cover letter to aid with YSLP Phase V
- Met with the Director of Finance to review funding for phase V
- Developed End of Work Experience Evaluation Form for youth and sent to each participant to complete
- Developed End of Project Evaluation and sent to each youth participants to complete
- Inserted Phase V project application to electronic version
- Carried out a follow up with partners regarding support letters for YSLP Phase V
- Compiled end of project evaluations
- Compiled end of work experience evaluations
- Travelled to an intern business to take pictures of the youth and supervisors in preparation for the third issue (Phase III) of the YSLP Newsletter
- Contacted all participants to request an article for the YSLP Newsletter
- Drafted quarterly report to Service Canada

November 2015

- Compiled all documents to be included into the project application package

- Attended staff meeting
- Attended weekly work sessions with Executive Director
- Developed and finalized Thank You Cards and distributed to partners, businesses, and organizations that took part in the project
- Met with intern supervisors to review and assess their youth intern by completing an Employer's Evaluation
- Created an article for the YSLP Newsletter
- Reviewed and finalized youth participant's newsletter articles
- Created a layout of the YSLP Newsletter and submitted for printing
- Disbursed the YSLP Newsletter throughout the coast
- Compiled end of project evaluations
- Finalized quarterly report for August 14<sup>th</sup>, 2015 to November 13<sup>th</sup>, 2015 and sent to Finance Officer to review
- Completed Employment Participation Forms of the four participants who successfully completed the project and send to Service Canada
- Forwarded follow-up to CA Board of Director requested information
- Attended two (2) Youth Action Framework work sessions with various staff of the Coasters Association and members of CASA
- Finalized all project documentation for Final Report
- Submitted YSLP – Workforce of Tomorrow report to Service Canada
- Submitted project application of YSLP – Empowering Coastal Youth to Service Canada

## II. OPERATIONAL PLAN

### WEEK 1

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Information for Coordinator on Administration Duties	Coordinator setting up office	Review YSLP Project	Meet with Emploi Quebec	Create a Policy Strategy for the Internship Employers
LUNCH					
1 pm to 5 pm	Information for Coordinator on Administration Duties	Coordinator setting up office	Create Rules & Regulations for Youth Participants	Meet with Emploi Quebec	

#### Monday

- Coordinator, Finance Officer, and Coasters Association's Executive Director will discuss the administration duties.
- Discussions will include the time frame, the place, people involved, and details for the upcoming weeks.
- Anything that needs clarifying, or questions answered will be done so during this time.

#### Tuesday

- Coordinator will set up an office at the Coasters Association.
- Coordinator will go through list of names of potential participants received from previous youth consultations, youth employability forums, etc...

#### Wednesday am

- Coordinator will review the previous YSLP of the Coasters Association and revise various documents tailored towards the Workforce of Tomorrow project.

#### Wednesday pm

- Coordinator will create the rules and regulations designed specifically for Youth Participants on the YSLP.

#### Thursday

- Coordinator will contact the Emploi Quebec Development Agents on the coast to gather a list of potential participants in their region and to set individual interview dates with the Youth Participants once chosen.

#### Friday

- Coordinator will create an agreement and policy strategy for each intern employer to review and agree and sign prior to participating in the work experience program.

## WEEK 2

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Create Job Posting	Contact/Meet with Local Businesses	Contact/Meet with Local Businesses	Contact/Meet with Local Businesses	Contact/Meet with Local Businesses
<b>LUNCH</b>					
1 pm to 5 pm	Disburse Job Posting in the Region	Contact/Meet with Local Businesses	Contact/Meet with Local Businesses	Contact/Meet with Local Businesses	

### Monday

- Coordinator will create a job posting and disburse in the region via public posting and aired on local radio stations on the coast (two week posting period).

### Tuesday

- Coordinator will meet or contact local businesses in the area to discuss a partnership with the project by means of youth placement through a job internship.

### Wednesday

- Coordinator will continue to meet or contact local businesses in the area to discuss a partnership with the project by means of youth placement through a job internship.

### Thursday am

- Coordinator will continue to meet or contact local businesses in the area to discuss a partnership with the project by means of youth placement through a job internship.

### Thursday pm

- Coordinator will continue to meet or contact local businesses in the area to discuss a partnership with the project by means of youth placement through a job internship.

### Friday

- Coordinator will continue to meet or contact local businesses in the area to discuss a partnership with the project by means of youth placement through a job internship.



### WEEK 3

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Contact Partners	Contact Partners	Contact Partners	Set up Interviews for Next Week	Interview Meetings
LUNCH					
1 pm to 5 pm	Contact Partners	Contact Partners	Contact Partners	Prepare Questions for Interviews	

#### Monday

- Coordinator will contact partners of the project to review the direction of the project and to set up workshops, and / or job internships.

#### Tuesday

- Coordinator will continue to contact partners of the project to review the direction of the project and to set up workshops, and / or job internships.

#### Wednesday

- Coordinator will contact partners of the project to review the direction of the project and to set up workshops, and / or job internships.

#### Thursday am

- Coordinator will contact potential youth candidates to set up interviews for next week.

#### Thursday pm

- Coordinator will develop questions to assist with the Youth interviews for next week.

#### Friday

- All of those who will be conducting the interviews will meet to discuss the schedule of interviews for the week.

## WEEK 4

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Interviews	Interviews	Prepare Orientation Packages	Final Choice of Participants	Finalize Businesses for Job Internships
LUNCH					
1 pm to 5 pm	Interviews	Interviews	Prepare Orientation Packages	Contact Selected Youth Participants	

### Monday am

- Coasters Association will start the interview and selection process.

### Tuesday

- Interviews will continue.

### Wednesday

- Coordinator will prepare packages for the Youth Participants detailing all information, and supplies needed to carry out the project.
- Coordinator will create an orientation package for each job internship employer detailing all information needed to carry out their internship efficiently.

### Thursday am

- Final meeting will take place to discuss and select the six (6) Youth Participants for the project.

### Thursday pm

- The selected participants will be contacted with further information regarding the project.
- Coordinator will promote the selected candidates through local radio station, internet, etc...

### Friday

- Coordinator will contact the six (6) businesses that coincide with the location and match each Youth Participant to confirm their participation and start date.

## WEEK 5

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	ORIENTATION For Participants	Skills Development	Work Values Inventory	Hospitality – Customer Service	Brainstorming Activity – Community Development
LUNCH					
1 pm to 5 pm	Individual Interviews with Emploi Quebec	Skills Development	Communications Skills	Employability Skills	

### Monday am

- All participants meet each other and receive an orientation package
- The day will be spent getting acquainted and familiarized with the program and what is expected in terms of commitment and time.
- The weekly schedule will be reviewed with all participants.
- All themes within the project will be discussed

### Monday pm

- Participants will carry out individual interviews with their Emploi Quebec Development Agent to assess and evaluate their current outlook in terms of career path.

### Tuesday

- The Director of CEDEC will offer a workshop on how the participants develop skills that can benefit for future employment.

### Wednesday am

- Participants will take part in completing various activities surrounding the work values of each youth, offered by the Youth Coordinator of the Coasters Association.

### Wednesday pm

- Participants will be offered techniques on how to be an effective listener along with group communication exercises, carried out by the Youth Coordinator of the Coasters Association.

### Thursday am

- Participants will attend a workshop presented by the Youth Coordinator on how to provide positive Hospitality and Customer Service in the workforce.

### Thursday pm

- The Youth Coordinator of the Coasters Association

### Friday

- All participants will be given an activity to carry out in their area to brainstorm any future workshops, training sessions, projects and attractions they would like to see in their community that will benefit youth.

## WEEK 6

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Entrepreneurship	Money Management	Provincial Holiday	History of the LNS and Opportunities	Career Planning II
LUNCH					
1 pm to 5 pm	Career Planning	Digital Skills	Provincial Holiday	Digital Skills II	

### Monday am

- Members from CEDEC will present an information session on what it takes to become an entrepreneur and business opportunities on the LNS.

### Monday pm

- Qu'Anglo Communications and Consulting will offer a workshop on Career Planning techniques (identifying and maintaining proper positive work ethic, identifying leadership skills, body language, etc...).

### Tuesday am

- The General Manager of the Caisse Populaire Desjardins de Blanc Sablon will present services of the caisse and money management strategies.

### Tuesday pm

- TC Business Solutions will present a digital skills workshop on Up in the Cloud (Google Docs, Skydrive, etc...)

### Wednesday am

- Office closed due to Provincial Holiday.

### Thursday am

- CEDEC will offer an information session on the history of the coast with its origin, along with business opportunities in terms of tourism.

### Thursday pm

- TC Business Solutions will carry out a training session Efficient Task Management and Teamwork (Asana).

### Friday

- Qu'Anglo Communications and Consulting will offer a workshop on how to write an effective resume.

## WEEK 7

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Career Planning III	Digital Skills III	National Holiday	Team Building	Arts, Culture, & Heritage
LUNCH					
1 pm to 5 pm	Nutrition	Digital Skills IV	National Holiday	Career Planning IV – Mock Interviews	

### Monday am

- Qu'Anglo Communications and Consulting will prepare the youth participants on how to carry out Mock interviews.

### Monday pm

- The Nutritionist from CSSSBCN will present to the Participant healthy eating habits and how to eat healthy on a budget, along with meal planning and various recipes.

### Tuesday

- TC Business Solutions will carry out an information session on how creating a business plan using a digital business model (Business Model Toolbox).

### Wednesday am

- Office closed due to National Holiday.

### Thursday am

- The Youth Coordinator will carry out team building exercises to identify leaders, communicators, listeners, etc..., with the group.

### Thursday pm

- Qu'Anglo Communications and Consulting will carry out mock interviews individually with each youth participant based on their career preferences.

### Friday

- The Director of the Quebec Labrador Foundation will present the services of their organization in terms of art, culture, and heritage initiatives in the area.

## WEEKS 8-24

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15 am to 12 pm	Work Experience	Work Experience	Work Experience	Work Experience	Work Experience Assessment & Evaluation
<b>LUNCH</b>					
1 pm to 5 pm	Work Experience	Work Experience	Work Experience	Work Experience	

### Monday

- Participants will receive on the job training from various local businesses participating in the project. Each youth will arrive to their respective jobs receiving training and carrying out daily activities based on their employment.

### Tuesday

- Participants will receive on the job training from various local businesses participating in the project. Each youth will arrive to their respective jobs receiving training and carrying out daily activities based on their employment.

### Wednesday

- Participants will receive on the job training from various local businesses participating in the project. Each youth will arrive to their respective jobs receiving training and carrying out daily activities based on their employment.

### Thursday

- Participants will receive on the job training from various local businesses participating in the project. Each youth will arrive to their respective jobs receiving training and carrying out daily activities based on their employment.

### Friday

- Participants will receive on the job training from various local businesses participating in the project. Each youth will arrive to their respective jobs receiving training and carrying out daily activities based on their employment.
- Each Friday, participants will take part in an assessment and evaluation throughout their seventeen (17) weeks of Employment Training.

## **WEEKS 25 and 26 – *Close out Activities***

- The Coordinator will finalize all paperwork.
- Letters of appreciation will be sent to all those who were involved in the project in some way throughout the project.
- The Coordinator will work on the final report.
- Final clean-up of the office and facilities which were used during the 30 week period.
- Two follow-up calls will be given to each participant to encourage them and to ensure that their personal action plans are in effect.
- The Coordinator will work on the next phase of the Youth Skills Link Project.

### III. SELECTED YOUTH PARTICIPANTS

NAME	COMMUNITY	AGE	EDUCATION	EMPLOYMENT STATUS	TELEPHONE	BUSINESS / ORG. PLACEMENT
Marco Wellman	La Tabatiere	26	DEP in Accounting	No Income	418-773-2175	Camille-Marcoux Foundation
Colby Buckle	St. Paul's River	19	DEP in Recording Arts DEP in Music Industry & Performance	No Income	418-379-2254	TC Business Solutions Cable Co-op of Blanc Sablon CFBS Radio &
Jessica Jones	St. Paul's River	27	DEP Accounting DEP Secretarial Studies	No Income	418-379-2622	Uni-Aide Foundation
Cheyenne Buckle <i>(left the program on August 14th-returned to school)</i>	Old Fort Bay	18	1 yr University	No Income	418-379-2267	Chez Nellie's
Patrick Woodland	Old Fort Bay	18	Diploma Secondary V Certified Commercial Helicopter Pilot	No Income	418-379-2062	St. Paul's General
Tristan Lawless <i>(left the program on June 26th-received employment elsewhere)</i>	Blanc Sablon	18	Diploma Secondary V	No Income	418-461-3619	Chez Barney's
Amanda Green	Chevery	22	DEP in Early Childhood Education DEP in Hairdressing	No Income	418-787-0150	Depanneur Bellcourt Inc.



## IV. WORK EXPERIENCE BUSINESSES AND ORGANIZATIONS

### Businesses

#### **Depanneur Bellecourt Inc.**

Location: Chevery, QC  
Tel: 418-787-2281  
Owner: Anthony Anderson  
Supervisors: Sandra Vatcher  
Diane Evans  
Anthony Anderson

#### **Chez Nellie's**

Location: Old Fort Bay, QC  
Tel: 418-379-2227  
Owner: Dean McDonald  
Supervisor: Dean McDonald  
Nell McDonald

#### **St. Paul's General**

Location: St. Paul's River, QC  
Tel: 418-947-2129  
Owner: Chesley Griffin  
Supervisors: Chesley Griffin  
Della Spingle  
Melinda Griffin

#### **TC Business Solutions**

Location: Lourdes de Blanc Sablon, QC  
Tel: 418-379-4047  
Owner: Tyler Buckle & James Buckle  
Supervisors: Faye Bilodeau  
James Buckle

### Organizations

#### **Camille-Marcoux Foundation**

Location: Lourdes de Blanc Sablon, QC  
Tel: 418-461-  
President: Vincent Joncas  
Supervisor: Kimberly Buffitt

#### **Uni-Aide Foundation**

Location: St. Paul's River, QC  
Tel: 418-379-2006  
President: Susie Martin  
Supervisor: Kimberly Buffitt

#### **Cable Co-op Blanc Sablon**

Location: Lourdes de Blanc Sablon  
Tel: 418-461-3003  
President: Chesley Etheridge  
Supervisor: Tyler Buckle

## V. PARTICIPANT PLACEMENT AGREEMENT WITH EMPLOYERS

**Parties:** \_\_\_\_\_ Business/Organization and  
\_\_\_\_\_ Youth Participant

### Background

1. For the purpose of assisting the Youth Participant to obtain work experience. \_\_\_\_\_ (*Insert business/organization*) has agreed to offer \_\_\_\_\_ (*Insert Youth Participant*) work experience within their business/organization for the duration of seventeen (17) weeks. The term of the work experience begins on July 6<sup>th</sup> and ends on October 30<sup>th</sup>, 2015.
2. \_\_\_\_\_ (*youth participant*) has accepted \_\_\_\_\_ (business or organization) offer on the terms set out in this agreement.

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### Conditions of the Agreement:

- \_\_\_\_\_ (*youth participant*) is receiving seventeen (17) weeks work experience and there is no guarantee or expectation that the activity will result in full time employment with the business/organization.
- \_\_\_\_\_ (*youth participant*) does not replace or displace any employee of the business/organization.
- \_\_\_\_\_ (*youth participant*) will attend work experience with the business/organization for 5 days a week for a total of 35 hours per week.
- \_\_\_\_\_ (*youth participant*) will be paid a wage based on the Quebec minimum wage rate.
- The \_\_\_\_\_ (*business/organization*) is not liable for injury sustained or health conditions that may arise for the duration of the work experience.
- The work experience will end on October 30<sup>th</sup>, 2015. However, \_\_\_\_\_ (*business/organization*) may remove the Youth Participant from placement for violating Site rules and regulations as the business/organization views as detrimental to its operations. The business/organization will consult with the Project Coordinator before final action is taken.

The Youth Participants agrees to acknowledge the Following:

- The work experience is a paid internship and there is no guarantee or expectation that the Youth Participant will receive employment.
- Youth Participant will demonstrate honesty, punctuality, courtesy, cooperative attitude, proper health and grooming habits, appropriate dress and a willingness to learn.
- Youth Participant will follow polices rules and regulations of the business/organization and comply with the business/organization practice and procedures.
- Under no circumstance with the Youth Participant leave the business/organization without first confirming with the supervisor.
- Youth Participant will be provided with an induction explaining who \_\_\_\_\_ (*business/organization*) is and what they do, and also be informed on health and safety. \_\_\_\_\_ (*business/organization*) will support and train \_\_\_\_\_ (*youth participant*) appropriately for the activities that they must undertake during the work experience.
- In the course of the work experience, the Youth Participant may have access to confidential information in relation to \_\_\_\_\_ (*business/organization*) or their clients. \_\_\_\_\_ (*youth participant*) will not misuse or wrongfully disclose this information to any person either during the work experience of at any time afterwards.

This form constitutes as an Agreement between \_\_\_\_\_ (*youth participant*) and \_\_\_\_\_ (*business/organization*). The parties agree to the terms and conditions of this Agreement as shown by the signatures below.

\_\_\_\_\_  
Youth Participant

\_\_\_\_\_  
Business/Organization

\_\_\_\_\_  
Youth Project Coordinator

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date of Agreement

## VI. WORKSHOP EVALUATION FORM

Workshop Title: \_\_\_\_\_

Workshop Date: \_\_\_\_\_

Presenter: \_\_\_\_\_

### WORKSHOP CONTENT (Circle your response to each item.)

	<i>1 = Strongly disagree</i>	<i>2 = Disagree</i>	<i>3 = Neither agree nor disagree</i>			
	<i>4 = Agree</i>	<i>5 = Strongly Agree</i>	<i>N/A = Not applicable</i>			
1. The workshop was well organized and understandable.	1	2	3	4	5	N/A
2. The workshop included information related to the project.	1	2	3	4	5	N/A
3. The content of the workshop was useful.	1	2	3	4	5	N/A
4. Included useful handouts and other written materials.	1	2	3	4	5	N/A
5. Included helpful exercises.	1	2	3	4	5	N/A
6. I would recommend this workshop to other youths in the region.	1	2	3	4	5	N/A

### WORKSHOP PRESENTER (Circle your response to each item.)

7. The presenter (s) is/are knowledgeable about the subject.	1	2	3	4	5	N/A
8. The presenter (s) presented the material in an organized way.	1	2	3	4	5	N/A
9. The presenter provided opportunities for me to take part in the workshop.	1	2	3	4	5	N/A
10. The presenter answered questions clearly.	1	2	3	4	5	N/A
11. I would recommend the presenter to carry out future workshops.	1	2	3	4	5	N/A

### WORKSHOP OUTCOMES (Circle your response to each item.)

12. This workshop increased my life skills.	1	2	3	4	5	N/A
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13. This workshop increased my employability skills. 1 2 3 4 5 N/A

14. This workshop encouraged me to re-examine my attitudes and values. 1 2 3 4 5 N/A

15. I expect to use what I learned from this workshop on my job and to my future goals. 1 2 3 4 5 N/A

16. How would you improve this workshop? (Please check all that apply.)

- ☐ Reduce the content covered in the workshop.
- ☐ Increase the content covered in the workshop.
- ☐ Make the workshop less difficult.
- ☐ Make the workshop more difficult.
- ☐ Allow more time for the workshop.
- ☐ Shorten the time for the workshop.
- ☐ Add more participant involvement to the workshop.
- ☐ Make workshop activities more interesting

17. What other improvements would you recommend in this workshop?

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18. What areas about this workshop were helpful to you?

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19. What other workshop / training sessions would you like offered in the future?

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**Additional Comments** (please share with us below any additional comments or suggestions on how to improve this workshop).

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**Thank you for completing this evaluation!**

## VII. YOUTH PARTICIPANT WORK EXPERIENCE BI-WEEKLY EVALUATION FORM

**Name:** \_\_\_\_\_

**Reporting Period:** \_\_\_\_\_

**Business:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_

**Position/Duties:** \_\_\_\_\_

1. Describe the activities performed during this past week?

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2. What discoveries did you make during the past week (i.e.: about yourself, co-workers, work place, environment, etc...)?

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3. What skills did you develop throughout the week (both personal and gained skills)?

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4. What areas did you enjoy most?

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5. What areas did you enjoy least?

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6. Were you supervised adequately during the past week?

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Additional Comments:

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**THANK YOU!**

## VIII. EMPLOYERS WORK EXPERIENCE ASSESSMENT FORM

Because we value your input we ask you to please take some time to assess the Youth Participant's performance thus far (four weeks). If the youth worked in a number of positions under the direction of more than one supervisor, this form should be completed by the individual who had the most contact with the youth.

Youth Participant's Name: \_\_\_\_\_

Name of Business / Organization: \_\_\_\_\_

Employer: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Youth Participant's position (s): \_\_\_\_\_

1. Please list the tasks/activities your youth intern has performed thus far.

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2. Did the youth receive training before they began carrying out their tasks/activities? If yes please list the training required for the job?

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3. Can the youth complete his or her tasks/activities without supervision?
4. Do you feel that the work your youth carries out weekly contributes to your business/organization?
5. Are there enough tasks available for the youth to carry out activities each day for the seventeen week duration?

YES	NO

6. Please list the employees that may supervise the youth on occasion other than yourself.



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For each category below, please select the most appropriate phrase that best describes the Youth's performance during their past four weeks on the internship program.

1. Interest in work
  - A. Little interest or enthusiasm for the job
  - B. Average amount of interest or enthusiasm for the job
  - C. More than average interest or enthusiasm for the job
  - D. Very enthusiastic, high interest in the job
2. Quality of work
  - A. Work done in a careless manner with many errors
  - B. Work usually passes review
  - C. Usually thorough, few errors
  - D. Very thorough performance, very few errors, if any
3. Team work
  - A. Difficult to work with, not a team player
  - B. Reliable team member
  - C. Above average team member, shows some initiative and leadership
  - D. Outstanding, organized work for the benefit and support of others
4. Adaptability
  - A. Reluctant to accept change
  - B. Slow to adapt
  - C. Makes a good effort to accommodate proposed changes
  - D. Extremely adaptable, not upset by rapidly changing schedules and deadlines
5. Initiative
  - A. Always waits to be told what to do next
  - B. Acts independently in a routine manner
  - C. Above average initiative, made good efforts to work productively
  - D. Outstanding self-starter, takes major role in initiating new ideas and approaches
6. Reliably and punctuality
  - A. Unreliable
  - B. Can be depended on in routine situations
  - C. Can be depended on in most situations
  - D. Can always be depended on
7. Willingness to learn
  - A. Resents suggestions
  - B. Accepts suggestions adequately

- C. Willingly accepts suggestions
- D. Appreciates and acts on suggestions

8. People Skills

- A. Unwilling to talk with customers/clients
- B. Slow to answer questions
- C. Interacts well with others
- D. Able to carry a conversation well with the public

The following two questions relate to an organizational structure and may not be associated to everyday business activities. Please answer accordingly.

Efficiency and Organization

- A. Consistently fails to organize and plan work effectively
- B. Average amount of planning and organizing
- C. Above average, uses time effectively. Planned and organized work schedule
- D. Outstanding, extremely efficient and effective in using time wisely
- E. Not applicable

Communication skills (written and oral)

- A. Has difficulty presenting ideas clearly
- B. Able to present ideas and be understood
- C. Above average, communicates effectively in oral and written work
- D. Outstanding communication skills, smooth and polished
- E. Not applicable

Additional comments

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**PLEASE COMPLETE THE FORM AND SEND OR FAX TO THE COASTERS OFFICE ON OR BEFORE  
NOVEMBER 6<sup>TH</sup>, 2015**

***THANK YOU FOR YOUR SUPPORT!***

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

## IX. END OF PROJECT EVALUATION FORM

Name of Youth Participant: \_\_\_\_\_

1. Did you acquire important knowledge on the following workshops/exercises/training sessions to improve your life and employability skills?

	Yes	No
Skills Development workshop		
Career Planning I (creating a professional image)		
Goal Setting Workshop		
Career Planning II (leadership)		
Work Values Inventory		
Hospitality – Customer Service Workshop		
Identifying Skills Workshop		
Computer Workshop – Google Drive		
Computer Workshop – E-Marketing		
Communication Workshop		
Career Planning III (Mock Interviews)		
Money Management Presentation		
Work Ethics /Resume Writing Workshop		
Career Planning IV		
Computer Workshop		
Computer Workshop		

2. Did you achieve new learning skills (personal or gained) from these workshops? Is yes, please list. If no please explain why not.

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3. Are there any changes / recommendations to the workshops / exercises / training sessions that you see beneficial to the YSLP program?

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4. Did you enjoy the on-the-job training experience with the business/organization? YES NO

5. Were there any challenges on the job internship? If yes, please explain.

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6. Did you find any job placements in your area? If so, did you send your resume?

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7. What are your plans in the next 6 months to 1 year after the project ends in terms of employment/or education?

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8. Do you have any long term goals set for yourself (1-5 years)? Please explain.

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9. Are there any workshops/exercises/training sessions you would like to see presented to youth in the future?

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10. Are there any recommendations you have that can help with future youth projects?

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**THANK YOU!**

## X. LIST OF PROJECT PARTNERS

Coopérative de Cablo distribution de Brest

Caisse Populaire Desjardins de Blanc Sablon

Caisse Populaire Desjardins de La Tabatière

Caisse Populaire Desjardins de Tête à la Baleine

Centre Intégré de Santé et de Services Sociaux

Commission Scolaire du Littoral

Community Economic Development and Employability Committee

Emploi Québec

Mecatina Community Learning Center

Municipalité Côte-Nord du Golfe du Saint Laurent

Municipality of Bonne Esperance

Municipality of Blanc Sablon

Netagamiou Community Learning Center

Qu'Anglo Communication & Consulting

Quebec Labrador Foundation

St. Paul's School Community Learning Center

TC Business Solutions