

OPTIONS FOR SUCCESS INC.

Annual Report 2009-2010



BUILDING THE BRIDGES

THAT YOU CAN CROSS



INSPIRE KNOWLEDGE. ACHIEVE SUCCESS.

MESSAGE FROM THE PRESIDENT

*Every action we take for ourselves and our clients reflects a **commitment** to breaking down **cultural, generational and economic barriers** to success.*



We practice innovative leadership and demand excellence in all facets of our life. I often say "passion moves all people towards greatness". We are living proof that passion engages people at the heart and it is what fuels our energy to create opportunities for ourselves and our clients.

Our process continues to be integrative, inclusive and participatory. We engage and collaborate with many stakeholders to bring about positive results. Our team continue to live our vision, as we inspire our clients to fully engage in learning, growing and achieving success.

We faced the economic downturn head on by leveraging our relationships and bringing together *individual's and champions in industry, training institutions and government branches to assist our clients re-create themselves, close gaps, and successfully integrate into the workplace, and feel they belong in the community.*

Options for Success continues to make sustainable decisions in the running of our family business and the way we give back to our community. We supported newcomer families, and organizations working towards educating and providing opportunities for people with different abilities access employment.

Our heartfelt thanks to the various team members for their commitment, expertise and flexibility, as you continuously adapted in order to meet the needs of the clients. Also, thank you to the project officers assigned to the various projects for going the extra mile to solve problems and make it happen. Options for Success core team is small, but is amazingly productive and worked effortlessly to achieve great results for our clients. We want to thank our individual clients and employers for their trust in us as we continue to collaborate and work towards building capacity in our community.



WHO WE ARE

*We provide our clients with the 'road map' and directions to enable them to **discover and achieve excellence** in their lives.*

Options for Success is a values-based enterprise with a social mission to inspire our clients to fully engage in learning, growing and achieving success.

The Options for Success team shares their entrepreneurial spirit, passion, various expertise and experience by:

- Applying a holistic approach
- Communicating openly with all stakeholders
- Developing innovative solutions to learning and growing
- Customizing service delivery to our clients' needs
- Creating synergy in our relationships



WHAT MAKES US UNIQUE

*Our approach is based on **continuous learning and constant improvement** driven by the desire to succeed.*

Our Guiding Principles

- Our company name rings true. We provide *options for success*. We embrace diversity and choice and do not employ a one-size fits all mentality.
- Our approach to providing services is holistic. We begin with the end in mind by assessing and analyzing your needs before partnering in the development of a service strategy.
- Our process is integrative, inclusive and participatory. We do not implement a top-down method. We engage all stakeholders.
- Our coaching philosophy can be summed up in this eloquent statement by Eleanor Roosevelt: "Today, living and learning must go hand in hand." We are in the business of promoting and facilitating learning by doing.

Our Process

Success is not a destination – it's a journey. The creation of a client's *road map* entails:

- Comprehensive assessment and analysis of their needs and expectations
- Customized strategies and solutions with purpose and action
- Innovative facilitation and service delivery
- Follow-up for seamless execution

2009-2010 PROJECTS & IMPACT

*Employment Manitoba has worked with Options for Success Inc. on several **Worker Adjustment Projects**. These projects assist **clients** that have lost their jobs due to **plant closures, downsizing and mass lay-offs**. They are **client-focused** and they help **prepare participants for today's job market** by providing them with **individualized employment services and assisting them in finding employment**.*

*Shelley Sager, Project Officer
Entrepreneurship, Training and Trade*

Maple Leaf Worker Labour Adjustment



The Maple Leaf Warman Workers Labour Adjustment Project involved working with 230 laid off workers. These clients were provided with opportunities to develop new learning strategies and enhance their skills in: English as an Additional Language (EAL), communication skills, document use, computer use, numeracy, critical thinking, leadership development and team building. The results led to 107 individuals re-employed by transferring existing skills, and 90 individuals supported to retrain in fields such as Health Care, Food Management, IT Administration, and Industrial Manufacturing. Some started small business, while a small group retired.

This project was funded and supported by Employment Manitoba and Workplace Education Manitoba with in-kind contributions from United Food and Commercial Workers Training Centre.

Maple Leaf Warman Job Creation Program

Following the successful results of the Maple Leaf Warman Workers Labour Adjustment, a group of 16 former Maple Leaf employees emerged with needs beyond the parameters of the original project. These 16 individuals were offered additional supports toward further skill development and re-training as part of a Job Creation Program. The results allowed these individuals to move towards different career paths and prepared them with Essential Skills to succeed in the New World of Work.

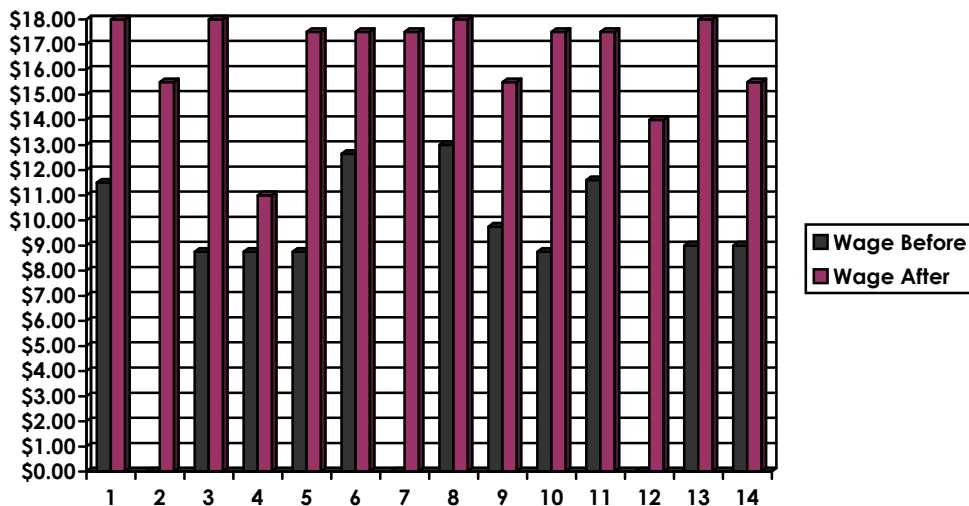
Newcomers in the Trades Pilot Project

The Newcomers in the Trades Pilot Project integrated the expertise of the teams at Options for Success Inc., Industrial Training Centre, and Workplace Education Manitoba. Between November 16, 2009 and June 30, 2010, each team addressed specific gaps and needs. The purpose of the project was to provide integrated and holistic gap training and support to fourteen individuals, foreign trained welders and non-welders aged 21 to 45 years to meet their individual goals in learning, cultural integration into the Canadian workplace, and employment. The results of the project were achieved based on an understanding of the individual learning styles, and capabilities of each participant, along with an appreciation of the challenges and successes met over the course of the project.



The overall outcome of this pilot project was increased capacity and performance in:

- English as Additional Language for workplace communication,
- technical skills such as MIG welding and sheet metal fabrication,
- achieving milestones in their customized learning plans,
- Essential Skills including math conversion and blueprint reading
- organizational culture and overall workplace integration,
- job preparedness and employability skills,
- literacy, and,
- overcoming personal challenges.



These outcomes led to occupation-specific employment for thirteen participants. As production welders and metal fabricators successfully employed with Manitoba companies, participants are earning wages ranging from \$14.75 to \$18.00/hour.

Newcomer Trade Qualification Apprenticeship Journey Project

The Newcomer Trade Qualification Apprenticeship Journey Project was funded and supported by Competitiveness, Training & Trade: Workplace Essential Skills Training Branch, Office of the Manitoba Fairness Commissioner, Manitoba Labour & Immigration, and Competitiveness Training & Trade: Apprenticeship Branch.



The Project aimed to assist two newcomers in successfully challenging the Red Seal exam for the occupation of Millwright. Additionally, and more broadly, the Project served as a case study to capture the process, challenges, successes and outcomes experienced by the two participating newcomers in the hope of demonstrating a basis of application to future newcomers who wish to pursue Red Seals for Millwright or other trades. The outcome was a highly successful Newcomer Trade Qualification Apprenticeship Journey model to support newcomers in navigating the challenging Apprenticeship system as it currently exists. In identifying unique barriers that newcomers face along with opportunities to improve the system, the hope is to encourage dialogue that leads to systemic change.

Nygard Worker Labour Adjustment Project

The Nygard Worker Labour Adjustment Project was funded by Employment Manitoba and supported by UniteHere and aimed to address the needs of 225 former Nygard employees with skills ranging from sewing machine operators to warehouse labourers and quality assurance personnel. Options for Success provided labour market services including developing employment/action plans, supporting clients in inventorying their skills, developing resumes, and executing a marketing blitz to employers seeking labour and production employees. All clients but three moved on to pursue English language and literacy, and re-training for new career/jobs.



Nygard Job Creation Program



The Nygard Job Creation Program involved a group of 50 participants who had been laid off from Nygard International. The participants were all immigrants with some who had lived in Canada for a substantial length of time, where some others were newcomers. Through the program, they developed language skills and Essential Skills and learned occupation-specific vocabulary, health and safety content and employability skills. They also learned *how to learn* and to see themselves as learners. This program was funded by Entrepreneurship Training and Trade, Winnipeg, Workplace Education Manitoba, and Adult Language Training Branch.

I'm doing good in my job. I pass[ed] my probation already. You know [my boss] gave me an increase. NOW I'm earning 18 bucks an hour and also I got my benefits as well. I could not have this without your help. Thank you very much. God Bless you and your family.

Efren Casiano, Welder

Tembec Worker Labour Adjustment Project

The Tembec Worker Labour Adjustment Project was funded and supported by Entrepreneurship Training and Trade in Beausejour, Manitoba. Options for Success Inc. was contracted to provide a series of transition workshops to a group of 20 laid-off workers from Tembec Mill in Pine Falls, Manitoba. The workshops assisted workers deal with change of job loss, and provide them with current information on the labour market, employer expectations, job search techniques and sample marketing tools to facilitate their re-entry into the job market. In addition to the change and transition workshops, the Options team provided resume development services and one-on-one employment coaching.

Workplace Integration of Newcomers Welding Extension Project



The objective of the Workplace Integration of Newcomers Welding Extension Project was to assist foreign trained welders to close gaps in Essential Skills and fully achieve MIG welding competencies. These competencies including: blue print reading, math conversions, precise measurements, occupation terminology, teamwork, workplace culture and employers expectations. Using the Workplace Integration of Newcomers model and process (WIN), applicants were assessed using RPL practices and an occupational profile for MIG Welders based on a group of competencies identified by Manitoba

companies as pre-requisites for the job. Newcomers' gaps were identified, and training was provided to close the gaps.

Additional services provided to the group included: counselling on settlement issues, transportation to eye doctor appointments, procurement of welding tools, transportation to job search and interviews (in Winnipeg and rural Manitoba), and conflict resolution/adaptation to Canadian society laws and rules. Upon completion they were able to secure positions as industrial welders and increase their earnings.



2009-2010 PRESENTATIONS & WORKSHOPS

Eddie tackles any job, assignment, personal and professional goal with equal amounts of passion, strength and knowledge. Her amazing leadership abilities and clear and concise communication skills added to her zest for living makes her an asset to any project with which she becomes involved. I look forward to opportunities when our professional associations allow us to cross paths and work together."

Andrea Villeneuve, SWD

Bridging the Gap: The Multi-Generational Workplace

Keynote address to employees of Emergis, A Telus Company in Vancouver, British Columbia.

New Economics of Workplace Health and Wellbeing

Seminar "Creating a Culture of Wellness" at the Conference Board of Canada, Conference on Workplace Health & Well-Being in Calgary, Alberta.

The Competency-Based Portfolio as a Learning & Management Tool

Panel presentation at the Canadian Association for Prior Learning Assessment (CAPLA) Recession, Recognition, Recruitment & Renewal Conference in Toronto, Ontario.

Leading the Way: Empowering Women, Building Communities

Panel presentation at CCWESTT Conference in Winnipeg, Manitoba on strategies for women to pursue as they encounter employment challenges in the sciences and technology fields.

First Contact: Establishing Relationships and Developing Networking Techniques

Customized workshop delivery to employees of The Winnipeg Foundation.

Life After First Contact: Building Power Relationships

Customized workshop delivery to attendees at the Certified General Accountants of Manitoba conference in Winnipeg, Manitoba featuring an assessment tool and action plan on building relationships.

Bridging the Gap: The Multi-Generational Workplace

Customized presentation to employees from TSO department of Manitoba Hydro at New Technology Conference in Winnipeg, Manitoba.

Eddie's knowledge in Human Resources is exceptional. She explains the importance of creating relationships and strategic plans, what role people play in an organization, and how capabilities and resources are important to the success of any business. I would highly recommend Eddie to educate all those who are interested in creating value for the organization they work for.

***Doug Austen, Student
University of Winnipeg***

Workplace Integration of Newcomers

Presentation on Workplace Integration of Newcomers model at Western Aerospace Alliance Conference in Winnipeg, Manitoba.

Brilliance Within Conference Networking Session

Hosted and facilitated networking session as part of Canadian Institute of Management (CIM), Brilliance Within: Leadership in Action National Conference.

Leadership in Action Seminar

One-day seminar delivered at the University of Manitoba to support Internationally Educated Agriologists in developing leadership development perspectives and skills in Canadian society.

Excellence in Client Relations Seminar

One-day seminar delivered at the University of Winnipeg on identifying the needs of clients and how to leverage internal team strengths, a flexible service mission and strong support systems to create excellence in client relations. These seminars are delivered to students enrolled in the Project Management Program, IT Aboriginal Program, and Professional Management Studies Program Continued Education.

RECOGNITION

Options for Success Inc. has worked on a number of projects to assist workers who have lost their jobs as a result of downsizing. Their client-based focus on service and results has always resulted in a high level of client success.

*Anna Fuller, Labour Adjustment Consultant
Manitoba Labour & Immigration*

Diversity & Cultural Awareness Award 2010 Human Resources Management Association of Manitoba

On March 11, 2010, Options for Success was recognized for Excellence in Leadership by the Human Resources Management Association of Manitoba (HRMAM) in the category of Diversity & Cultural Awareness.

Options for Success was honoured for its focus on culture and diversity challenges, the integration of newcomers into the workplace, and working with multi-generational workforces to increase understanding and adaptability in order to build capacity within client organizations.



Professional Recognition for Innovation & Management Excellence (PRIME) 2009 Canadian Institute of Management



In June 2009, Eddie Calisto-Tavares C.I.M. and President of Options for Success Inc. was honoured with a Professional Recognition for Innovation & Management Excellence (PRIME) Award by the Canadian Institute of Management. This award was given for outstanding performance and leadership, and providing inspiration to immigrants, women and small business owners to enable them to discover and achieve excellence in their lives. The PRIME Award ceremonies were held in Winnipeg, Manitoba during the National CIM conference called *Brilliance Within: Leadership in Action*.

PRESS

*What I remember mostly about the opportunity **Options for Success** has given me and my co-learners was the places we visited like the legislative building, museum and the libraries. **Before** coming to this program those were places I passed by, but never went in. I thought those places were not for me. Now I know I belong there and I have the confidence to speak for myself and **know** that I can do more. There are so **many opportunities** now for me to explore that I never knew before.*

*Gloria Dato
Nygard Job Creation Program*



HR MATTERS MAGAZINE
Local Leadership: One Woman's Successful Journey
as an Immigrant and Entrepreneur
Fall 2009

"Our success in management excellence is not our victory alone. It is a reflection of our commitment to break down barriers for the many clients who have knocked on our door at a crossroads in their lives."



WINNIPEG FREE PRESS

Brighter days ahead after lay-offs

Former garment workers prepare for jobs as health-care aides

April 3, 2009

Calisto-Tavares said that earlier on the students would "hit the wall" — becoming panicked, frightened that they could not succeed. "We'd always say to them, 'Borrow our courage. Until you can stand on your own, we're right there with you.' "

SUSTAINABILITY

Options for Success Inc. has established a reputation for innovation over 10 successful years in business. It is important to us and our clients that we 'walk the talk'. We have made a genuine commitment to evolve our company toward one that is truly sustainable – financially, culturally, socially and environmentally. The following is an overview of our achievements and commitment to sustainability in 2009-2010.

Social Impact



- Supported team member involvement in the community through volunteering with Winnipeg Harvest, Society for Manitobans with Disabilities and West St. Paul School.
- Provided in-kind and monetary contributions in partnership with iNSPiRED PRACTiCE to raise \$2,400 toward World Vision's Survive Five Program in Tanzania East Africa which supports healthy futures for children in need by offering life-saving measures to help them survive beyond age 5.
- Provided a \$1,000 sponsorship for the Reaching for the Stars Gala Event coordinated by Reaching for Employment Equality (REES) an established, community-based employment service with a consistent track record of assisting people with physical disabilities or health conditions to gain employment, since 1989.

Environmental Impact

- Implemented an operation-wide procurement policy with specific criteria to meet social and environmental considerations.
- Developed an Environmental Benefits Statement for all printed marketing and communications materials to better convey to clients, funders, supporters and strategic partners the positive impact of our decisions and share best practices when possible.
- Implemented energy-efficient retrofits where applicable in one of two offices.
- Educated clients, supporters, service providers, suppliers and strategic partners about the actions we are taking toward environmental sustainability.

MEMBERSHIPS



Economic Impact

- Sourced 80% of our operational products and various services from local, independent businesses and social enterprises including Access Direct Promotions, Rinella Printers, SWD Web Design, Simple Life Designs, Food for Thought Catering, and Ellice Café & Catering.
- Donated \$1,200 to the Rizaldy Family – a young newcomer couple from the Philippines with five children who found themselves encountering financial difficulties as they embarked on their new life in Canada.



- Hired a young Internationally Educated Professional (IEP) Professional via *Employment Solutions for Youth* in an administrative support position to identify knowledge and skill gaps, develop an individualized learning plan and provide much-needed experience in the Canadian labour market.

- Offered a workplace experience internship to former Nygard Job Creation Program participant as she pursued further studies in EAL Intensive, and Grade 12 at Red River College.



BOARD OF DIRECTORS

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Gilbert Tavares, Director (Vice-President)
Kristle Calisto-Tavares (Secretary)
Khorie Calisto-Tavares (Director)

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Mabel Wieler (Mabel Wieler Accounting)
Rob Anderson (Bayview Financial Group)

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