



Evolving Era of  
Employment

ASPECT BC  
CONFERENCE

30  
YEARS

ASPECT BC  
Virtual Conference  
2020 PROGRAM



#ASPECT2020VIRTUAL  
Thursday, November 5 &  
Friday, November 6, 2020



## #ASPECT2020Virtual



Thirty years ago, I'm sure our ASPECT founders would not have predicted that we would have our conference virtually or that the entire sector would have to reinvent how they deliver services.

Our pivot to a virtual conference is a small example of the broader sector response. I hope you will use what you learn at the conference to take on the labour market challenges coming over the next few years. We are collectively strong and resilient, and ASPECT is here to support you in the work you do through advocacy, leadership and professional development.

Enjoy the conference live and the recorded sessions afterwards. Thank you to our sponsors, exhibitors, and presenters for making it all possible.

Janet Morris-Reade,  
ASPECT BC CEO

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## Virtual Platform

Our virtual platform has been designed to be accessible on your desktop, phone or tablet.

## Session Access

Enjoy interacting live for any sessions you like. You will also have full access to the conference recordings until December 31, 2020 where you can watch/re-watch all 28 sessions.

## User Guides

User guides are available on the virtual platform to help you navigate the platform as well as utilize all the platform functions to enjoy the conference to its fullest.

## Questions or Comments?

Please contact Lya Iglesias, Event Manager at [events@aspect.bc.ca](mailto:events@aspect.bc.ca) or 250-891-5384.

## Thank You to Our Sponsors

Thank you to our event sponsors. Without their generosity, this conference would not be possible. Please be sure to visit their virtual exhibitor booths and thank them.





ASPECT BC Annual Conference 2020

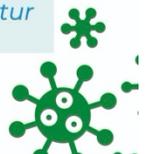
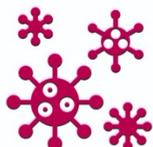
# Schedule - Day 1

Subject to change - All times listed are Pacific Standard Time



## Thursday, November 5, 2020

9:00 - 10:00 am	Opening Remarks & Keynote: Terry Small: The Brain Guy			
10:00 - 10:30 am	Break - Exhibitor Area Open			
10:30 - 11:30 am	<p>What Career Mentorship Has to Offer Job Seekers</p> <p><i>Malou Sibbaluca Jenny Lopez Rosita Bernardo</i></p>	<p>More from Terry Small: Session Details to Come</p> <p><i>Terry Small</i></p>	<p>CCCBET: Employment Service Provider Cross-Canada Update</p> <p><i>Asokua Alagaratnam Carrie Axten Monica Feist Valérie Roy</i></p>	<p>Homegrown: Leading in a Progressive Learning Environment while Nurturing Growth from Within</p> <p><i>Deborah Bromley Kelly Flint</i></p>
11:30 - Noon	Break - Exhibitor Area Open			
Noon - 1:00 pm	Keynote Speaker - TBC			
1:00 - 1:30 pm	Break - Exhibitor Area Open			
1:30 - 2:30 pm	<p>BC Construction Association's Free National &amp; Provincial Programs for Professionals, Tradespeople &amp; Newcomers</p> <p><i>Linda Ryan Faith Dempster</i></p>	<p>Strategies for Trauma-Informed Practice for Career Development Practitioners</p> <p><i>Seanna Quressette</i></p>	<p>Beyond Case Management: The Case for Case Conferencing</p> <p><i>Malorie Moore</i></p>	<p>Conversations Matter: Connect, Reflect, and Engage</p> <p><i>Mark Franklin Rich Feller</i></p>
2:30 - 3:00 pm	Break - Exhibitor Area Open			
3:00 - 4:30 pm	<p>BC Labour Market Report Update: Topic TBC</p> <p><i>Christian St. Cyr</i></p>	<p>BC Prior Learning Action Network: Prior Learning Assessment Options for Career Advancement</p> <p><i>Susan Forseille</i></p>	<p>The New World of Work Options For People With Disabilities</p> <p><i>Annette Borrows</i></p>	<p>Interventions and Their Impact on Employability - a review of BC data from the ERS</p> <p><i>Mukhtar Rahemtulla Heather Rolin Al-Karim Chatur</i></p>





ASPECT BC Annual Conference 2020

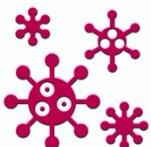
# Schedule - Day 2

Subject to change - All times listed are Pacific Standard Time



## Friday, November 6, 2020

9:00 - 10:00 am	Opening Remarks & Keynote: Lisa Taylor, Challenge Factory			
10:00 - 10:30 am	Break - Exhibitor Area Open			
10:30 - 11:30 am	<p>Honour the Past, Participate in the Present, Imagine the Future: The Digitization of Career Services</p> <p><i>Megan Hamlet Sherri Hayter</i></p>	<p>More from Lisa Taylor: Session Details to Come</p> <p><i>Lisa Taylor</i></p>	<p>Strength-Based Approaches to Wellness: The Role of Clinical Counselling in Employment Rehabilitation</p> <p><i>Ola Abugharbiyeh Sandra Almeida Lois Venables</i></p>	<p>An Engaged Team: Unique Strategies for Team Growth &amp; Productivity</p> <p><i>Londa Morris Beth Hurst</i></p>
11:30 - Noon	Break - Exhibitor Area Open			
Noon - 1:00 pm	Keynote Speaker - TBC			
1:00 - 1:30 pm	Break - Exhibitor Area Open			
1:30 - 2:30 pm	<p>Customized Employment: Using Modified Approaches for Newcomer Success</p> <p><i>Laurie Koch Etab Saad</i></p>	<p>The New Normal: Implementing Online Training Programs for Multi-Barrier Clients</p> <p><i>Matthew Levan</i></p>	<p>Expert Panel: International View of Career Development</p> <p><i>Roberta Borgen (Neault) Jennifer Luke</i></p>	<p>How to Build Relationships Online &amp; Avoid Common Pitfalls That Break Trust</p> <p><i>Leah Coss</i></p>
2:30 - 3:00 pm	Break - Exhibitor Area Open			
3:00 - 4:30 pm	<p>Networking: Discussion for Career Development Practitioners, Counsellors, Facilitators</p> <p><i>Facilitated by TBD</i></p>	<p>Networking: Discussion for those working in Employer Relations &amp; Engagement</p> <p><i>Facilitated by TBD</i></p>	<p>Networking: Discussion for Organizational Leaders</p> <p><i>Facilitated by Pam Khinda</i></p>	<p>Networking: Discussion for those serving Underrepresented Populations</p> <p><i>Facilitated by Nate Toevs</i></p>



## Thursday, November 5

### Plenary Session 9:00 am

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#### KEYNOTE: TERRY SMALL "THE BRAIN GUY"

*Presenter: Terry Small*

Listen to our Keynote explain the role of your brain in a healthy workplace. People with good brains are focused and productive at work, at home, in life. 90% of what we know about the brain has been learned in the last 2 years and yet most people never think much about their brains. You simply trust your brain to do its job.

Brain dysfunction is the #1 reason people fail work, school, and relationships. Your brain is the supercomputer that runs your life. This session has 2 bottom lines: when your brain works right, you work right, and everyone needs a little help.

### Breakout Sessions 10:30 am

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#### WHAT CAREER MENTORSHIP HAS TO OFFER JOB SEEKERS

*Presenters: Malou Sibbaluca, Jenny Lopez & Rosita Bernardo*

This presentation will focus on best practices through timely referrals and collaboration between WorkBC Employment Counsellors and the Newcomer Career Mentorship Program at Options Community Services Society. Our Mentorship Program provides thorough needs assessments before matching mentee job seekers with mentors. An amazing pool of mentors have, time and time again, supported mentees to build confidence, job search readiness and a better understanding of Canadian work culture. By volunteering to make a real difference in the lives of newcomer job seekers, our mentors also gain cross-cultural leadership and intercultural competencies.

Participants will benefit from a good understanding of how mentees and mentors are matched; how both mentees and mentors are supported to develop and maintain mutually beneficial relationships; the importance of timely referrals and collaboration between WorkBC Employment Counsellors and Mentorship Program Coordinator; outcomes of networking opportunities; the confidence, knowledge and skills job seekers gain from participating as a career mentee.

## TERRY SMALL'S BREAKOUT SESSION

*Presenter: Terry Small*

Enjoy a more intimate conversation with our Keynote Terry Small where he will talk about health, wellness, and resilience is perfectly fitting. How the stresses of the sector and how to take care of one's brain health. We likely have 2-3 years of working in these conditions. Brain health and resiliency is critical.

## CCCBET: EMPLOYMENT SERVICE PROVIDER CROSS-CANADA UPDATE

*Presenters: Akosua Alagaratnam, Carrie Axten, Monika Feist, Valérie Roy*

Want to know how employment service providers are responding to the pandemic in other Canadian provinces? The Canadian Coalition of Community-Based Employability Training (CCCBET) will convene a panel session that will focus on enhancing partnerships across and within a province as well as beyond with counter parts in the employment service provider sector. Addressing how we leverage these alliances with the community-based employment training sector to address employment challenges and work collaboratively to find innovative yet region specific solutions on the employment service sector across Canada.

## "HOMEGROWN" – LEADING IN A PROGRESSIVE LEARNING ENVIRONMENT WHILE NURTURING GROWTH FROM WITHIN

*Presenters: Deborah Bromley & Kelly Flint*

The goals of a Learning Organization are to advance staff and organizational growth. One of the values we encourage at ETHOS is the value of learning, with a goal of creating a strong learning culture. We are sharing our version of a Learning Organization because we know the positive impact it is having on our staff and we believe having strong teams will make our industry less susceptible to changes that come our way.

# Program Agenda



## Plenary Session 12:00 pm

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KEYNOTE: Canadian Career Development Foundation - 3CD Project Update

*Keynote Speaker : Kathy McDonald, Sareena Hopkins*

Kathy McDonald and Sareena Hopkins will provide an update on the 3CD project.

## **Breakout Sessions 1:30 pm**

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### **BC CONSTRUCTION ASSOCIATION'S FREE NATIONAL AND PROVINCIAL WORKFORCE DEVELOPMENT PROGRAMS FOR PROFESSIONALS, TRADESPEOPLE AND NEWCOMERS TO CANADA**

*Presenters: Linda Ryan & Faith Dempster*

The BC Construction Association's award-winning and free workforce development programs are built to address the growing needs of the construction industry in Canada. Evolving from in-person and virtual delivery modes; spanning provincial and Canada-wide programs; and collaborating with employers, service partners, construction associations and credential recognition authorities; our initiatives help new apprentices, tradespeople, and professionals build career success faster.

Clients served include Canadian pre-apprentices, apprentices, and tradespeople, as well as internationally educated engineers, architects, technicians, project managers, estimators, and construction-focused business, HR, IT, marketing and finance executives. Join us to learn how BCCA's provincial Skilled Trades Employment Program and national Integrating Newcomers program can collaborate with you.

### **STRATEGIES FOR TRAUMA INFORMED PRACTICE FOR CAREER DEVELOPMENT PRACTITIONERS**

*Presenter: Seanna Quressette*

This interactive virtual workshop will provide participants with foundational skills in working with clients with trauma in their nervous system who are also looking for work. We will explore information about trauma and trauma - informed practices. The interactive portion of the workshop will allow participants to try trauma-informed strategies in small groups, to provide feedback and generate ideas for how to use these strategies in their settings. Participants can expect to leave this workshop with new knowledge and skills to support their work in trauma-informed ways with all of their clients. Participants will also leave the workshop with a three-step self-care plan to support themselves while working with clients.

## BEYOND CASE MANAGEMENT: THE CASE FOR CASE CONFERENCING

*Presenter: Malorie Moore*

Anyone who works in career development services knows that employment counselling is not just about helping someone find work. Increasingly, employment counselling involves supporting clients with fundamental issues such as mental health, housing and financial insecurity. Particularly in rural and remote settings, this may present challenges for individual career development professionals that are not equipped with the time or resources to respond to such pressing client needs.

Case conferencing is a practice that has historically been used in multidisciplinary fields such as mental health and youth protection. More recently, it has been successfully implemented in

multiple locations across Canada to support homeless populations with accessing resources and securing housing. This workshop will present on the ways in which case conferencing can be successfully implemented in the employment counselling setting to provide robust wrap-around support for both clients and career development professionals.

## CONVERSATIONS MATTER: CONNECT, REFLECT AND ENGAGE IN INTERACTIVE & GUIDED PROGRAM BLENDING VIRTUAL GROUP CONVERSATIONS & INDIVIDUAL REFLECTION

*Presenters: Mark Franklin & Rich Feller*

Description: Employees and students at home need alternatives to socialize, overcome isolation's mental toll, grow careers and understand one another. Much effort on virtual programs focus on information at the expense of engaging people and building trust. Post-COVID we need to re-ignite conversations, help individuals thrive, build team resilience and bridge polarities. Using narrative techniques, learn to pivot your career development skills to engage virtual groups with impactful conversations.

Learning outcomes:

- Gain 3 insights into workplace and campus career management needs
- Create opportunities for employees and students to advance in their careers
- Develop structured conversational skills to build virtual team engagement and mutual understanding

## Breakout Sessions 3:00 pm

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### BC LABOUR MARKET REPORT UPDATE

*Presenter: Christian Saint-Cyr*

While the pandemic was unexpected, we're now seeing the emergence of long-term labour market ramifications. Trends revolving around globalization; automation; an aging population; education and training; health care and the environment; and the evolving role of government in our lives have been accelerated in some cases while in others they've embarked on a 180-degree reversal. Christian Saint Cyr's presentation will delve into the changes we've already seen, what job seekers can expect in the months to come and the differences in a revitalized labour market geared to prosper in a post-pandemic world.

### BC PRIOR LEARNING ACTION NETWORK: PRIOR LEARNING ASSESSMENT OPTIONS FOR CAREER ADVANCEMENT

*Presenter: Susan Forselle*

Increasingly post-secondary institutions (PSI) are recognizing that experience is an amazing teacher. This informal and non-formal learning can come from work, volunteer experiences, self-study, travel, parenting, and many more life experiences. Some PSIs have developed prior learning assessment (PLA) programs that support students in identifying, documenting and assessing this learning for advanced entry and/or credits in their programs of study. This session will guide career practitioners on helping their clients learn about and navigate prior learning options, offering guidance on how identifying and documenting prior learning can lead to career advancement.

### THE NEW WORLD OF WORK OPTIONS FOR PEOPLE WITH DISABILITIES

*Presenter: Annette Borrows*

People with disabilities have traditionally been left out of the competitive labour market with unemployment rates reaching as high as 76% in BC. Covid-19 has exacerbated that number as many individuals have either been laid off or have seen their positions disappear. The reality is, that many employers that previously assumed they would never be able to provide accommodations in their workplace have seen the benefits of being creative and have problem

solved their work environments into perfect fits for people with disabilities. But is there a surge in the new world of work for people with disabilities? Are employment specialists capitalizing on the opportunities to negotiate and diversify work options? In this session we will discuss the issues, realities and opportunities for people with disabilities to be participating in this new world of work.

## INTERVENTIONS AND THEIR IMPACT ON EMPLOYABILITY - A REVIEW OF BC DATA FROM THE ERS

*Presenters: Mukhtar Rahemtulla, Heather Rolin & Al-Karim Chatur*

We will be presenting analysis from 20 years' worth of data of clients in BC who have taken the ERS. The presentation will give insight into our findings of the soft skills and challenges faced by clients, and the program interventions that have been effective in making clients job ready. The quantified changes in clients' assessments are measured through having clients retake the ERS after an intervention. The presentation will show comparisons of analysis by minority groups and youth within BC and in the rest of Canada.

How different minority groups and youth - who interact with Government employment agencies and other non-profit agencies - assess themselves in soft skills and employability factors. What program interventions are effective in improving job readiness. Data results showing improvements in job readiness after intervention programs to support grant funding applications.

## Friday, November 6

### Plenary Session 9:00 am

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#### KEYNOTE: WELCOME TO THE REVOLUTION: COVID-19, CAREERS AND THE FUTURE OF WORK

*Presenter: Lisa Taylor, Challenge Factory*

Even before COVID-19 hit it was clear that we were in the midst of a talent revolution. In the last 20 years how we work, when we work, where we work and who we work with had all been shifting. Some are working well into what used to be “retirement.” Some have never been an employee at all, crafting a patchwork of gigs and projects to navigate a freelance economy. Through it all, there had been a focus on defining the “skills of the future” which often prioritized technical skills, while downplaying the importance of career agency, ownership and navigation.

And then the world stopped. COVID-19 brought all of our hidden questions, fears and concerns about the shifting world of work to the forefront. In this keynote address, Lisa will connect what is happening right now to workforce and career patterns and trends that have been emerging over time. Using recent data, research and expert predictions she’ll challenge you to consider what role you have to play in how we move forward into a new world of work.

### Breakout Sessions 10:30 am

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#### HONOUR THE PAST, PARTICIPATE IN THE PRESENT, IMAGINE THE FUTURE: THE DIGITIZATION OF CAREER SERVICES

*Presenters: Megan Hamlet & Sherri Hayter*

Honour the Past 20 mins We will begin by honouring the dedication and work that has created the career practitioner workforce we know today. Using ‘Before and After’ pictures from different service providers, Megan will engage the crowd by having them guess the headshot of the person from when they were young! Those headshots will also accompany a testimonial about ‘the way things were’.

Join Megan Hamlet and Sherri Hayter in this workshop as they take a journey through the history of career services. Our purpose-driven workshop will identify behaviours and workflows from the past that are still current and necessary for us to bring with us into the future. The intent of this workshop is to honour and celebrate the wins of the past decades which will help ease the

resistance to imagining a very different present and future reality. If you are a career practitioner who is working on the front-line or a manager/director that is working to bring their team and business forward, this engaging workshop is for you.

## LISA TAYLOR: CHALLENGE FACTORY – BREAKOUT SESSION

*Presenter: Lisa Taylor*

Follow up to her Keynote address with an interactive breakout session where delegates will be encouraged to discuss amongst themselves.

## A STRENGTH-BASED APPROACH TO BALANCING WELLNESS

*Presenters: Ola Abugharbiyeh, Sandra Almeida & Lois Venables*

Through a strength-based approach, OCS continues to demonstrate agility as it pivots its services and, especially, its support to vulnerable populations whose challenges and needs have been exacerbated by COVID-19. Likewise, OCS pays special attention to the well-being of staff and volunteers, and offers opportunities for counselling, stress management practices and mental health first aid. Presenters will focus on the benefits of counselling and how staff, volunteers and clients can better manage taboos/misconceptions of mental health as well as build resilience through the practice of self-care and stress management.

Searching for a job while balancing the multiple dimensions of wellness can be more challenging than ever, especially for multi-barriered job seekers. This presentation will explore the connections between wellness practices, job searching and interviews, and how outcomes may be impacted if these three elements are off-balance. This presentation will also shed light on the importance of not ignoring struggles and seeking timely professional support.

## AN ENGAGED TEAM: GROWING LEADERSHIP FROM WITHIN

*Presenters: Londa Morris & Beth Hurst*

Employee engagement is multifaceted and needs to incorporate a variety of factors including physical health, emotional health, work-life balance, sense of belonging, and sense of accomplishment. This presentation describes some very practical steps that we took within our organization that have vastly increased our employee engagement.

The onset of COVID-19 has brought increased focus to employee engagement as many staff are now working from home; employees can easily feel disconnected and isolated. Incorporating small efforts into your day-to-day practice is a worthwhile investment in your team. We offer suggestions to anonymously measure employee engagement, tips to increase health and wellness (both physical and emotional), as well as some innovative strategies to promote gratitude in the workplace.

As professionals working in the employment profession, we often support clients to find meaningful employment. While doing this, we have to make sure that within our own organizations our employees find meaning and purpose. With COVID-19, many of our staff can easily feel isolated and disconnected from the satisfaction of working within a team environment. This presentation can offer valuable opportunities for other organizations to integrate these strategies into daily practice, improving engagement and employee wellness.

## Plenary Session 12:00 pm

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*Keynote Speaker : TBD*

Information about this session coming soon.

## Breakout Sessions 1:30 pm

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### CUSTOMIZED EMPLOYMENT: USING MODIFIED APPROACHES FOR NEWCOMER SUCCESS

*Presenters: Laurie Koch & Etab Saad*

Description: This session will focus on a successful program model that adapts elements from Customized Employment to support New Canadians in finding and sustaining employment. Key takeaways will include the importance of employer partnerships from diverse industries, the establishment of onsite mentoring for ongoing problem solving, and proven strategies for job maintenance, which includes ongoing access to wraparound services.

Participants will benefit from attending this session by learning the following:

- The positive impact of modified customized employment approaches on newcomers
- The Importance of employer relations in a modified customized employment model

- Job coaching and maintenance tips resulting in increased job sustainment

## THE NEW NORMAL: IMPLEMENTING ONLINE TRAINING PROGRAMS FOR MULTI-BARRIER CLIENTS

*Presenter: Matthew Levan*

With the switch to online learning due to the COVID pandemic multi-barrier clients who often struggle with technology are in danger of being left behind. This presentation will cover the strategies and procedures that organizations can follow in order to ensure that these clients receive the specialized assistance they need. Going over the design of the design of program material, administrative processes and one on one supports this presentation will give an overview of how to work with multi-barrier clients in the new normal world we live in today.

Participants would gain knowledge about best practices in working with multi-barrier clients in the new world of online training. They can use this knowledge to design and implement their own online training programs.

## EXPERT PANEL : INTERNATIONAL VIEW OF CAREER DEVELOPMENT

*Panelists: Roberta Borgen,-Neault, Jennifer Luke*

## HOW TO BUILD RELATIONSHIPS ONLINE & AVOID COMMON PITFALLS THAT BREAK TRUST

*Presenter: Leah Coss*

Can you build connection & trust with another person, or group of individuals, now that communication has shifted online? It seems like it should be simple. Just do what you normally do in person but do it in front of a webcam. But with technology tools, bad internet connections, and eye contact seeming to be a thing of the past, how do you effectively build trust and clearly communicate with those who you are meeting for the first time? How do you create connection among teams, in a socially distanced world? Join this talk to learn tangible steps you can take to build trust faster and increase your communication effectiveness online.

Participants will benefit from useful tips and tricks they can immediately implement in their everyday online communication with teams, candidates, and partners.

## **Breakout Sessions 3:00 pm**

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### NETWORKING: FACILITATED DISCUSSION FOR CAREER DEVELOPMENT PRACTITIONERS, COUNSELLORS, FACILITATORS

*Facilitator: TBD*

This session will provide a great way to network and discuss present topics of interest to Career Development Practitioners.

### NETWORKING: FACILITATED DISCUSSION FOR THOSE WORKING IN EMPLOYER RELATIONS & ENGAGEMENT

*Facilitator: TBD*

This session will provide a great way to network and discuss present topics of interest to Job Developers.

### NETWORKING: FACILITATED DISCUSSION FOR ORGANIZATIONAL LEADERS

*Facilitator: Pam Khinda*

This session will provide a great way to network and discuss present topics of interest to Organizational Leaders.

### NETWORKING: FACILITATED DISCUSSION FOR THOSE SERVING UNDER-REPRESENTED POPULATIONS

*Facilitator: Nate Toevs*

This session will provide a great way to network and discuss topics of interest to conference delegates.

## KEYNOTE SPEAKERS

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### TERRY SMALL "THE BRAIN GUY"

Keynote: 9am Thursday

Breakout Session: 10:30am Thursday

Terry Small, B.Ed., M.A., is a master teacher and Canada's leading learning skills specialist. He is the author of the Brain Bulletin with over 34,000 subscribers worldwide.

Terry has presented on the brain for over 33 years to organizations around the world. His knowledge, warmth, humour and dynamic presentation style have made him a much sought-after speaker at workshops and conferences.

Terry often appears on TV, radio, and in the press. He recently appeared on BCTV, Global, CKNW and Student Success. He has presented his ideas to over 266,000 people in 23 countries on 5 continents.

His clients include IBM, TEDx, Ford, IMD, JTI, UBS, Hitachi, Bayer, Bosch, CRA, RCMP, Telus, and many schools and universities. His presentations are engaging, humorous, practical, and all based on the latest brain science.



### LISA TAYLOR

Keynote: 9am Friday

Breakout Session: 10:30am Friday

Lisa Taylor is a sought-after expert, speaker, and columnist on today's changing world of work. As President of Challenge Factory and the Centre for Career Innovation, Lisa offers invaluable leadership and insights about the Future of Work—with a focus on how talent equity, demographics, the freelance economy, and new market dynamics present opportunities to gain strategic workforce and career advantage.



After receiving her MBA in Strategic Management and Public Administration from the Schulich School of Business at York University, Lisa held progressive roles at Deloitte and Hewlett-Packard. In 2014, Lisa was recognized by the Urban Land Institute as one of Canada's Top 100

# Speaker Profiles



Women for her work in leadership, employment, and city building. She was also recognized by the Career Professionals of Canada as their 2015 Outstanding Career Leader.

Lisa is the author of *The Talent Revolution: Longevity and the Future of Work*, *The Canadian Guide to Hiring Veterans*, *Career Development and the Future of Work: A Conversation Guide*, and the *Retain and Gain* series of career management playbooks for small businesses and non-profits and charities. Her expertise is widely recognized in *The Globe and Mail*, *The Wall Street Journal*, *CBC*, *TVO*, and other major outlets.

## SESSION SPEAKERS

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### OLA ABUGHARBIYEH

Options Community Services Society

Ola holds a Master of Arts in Counselling Psychology; a Master in Human Rights and Education and a Master in Development Studies. She has a long experience in education, counselling, and management locally and internationally. Ola is an active member within her professional community and participates in various supervision and consultation groups. In her free time, Ola enjoys hiking, kayaking and being in nature.



Ola Abugharbiyeh is a Registered Clinical Counsellor with the British Columbia Association of Clinical Counsellors BCACC. She is a Senior Manager at Options Community Services where she oversees Counselling Services. She is also the founder of Jade Counselling and Wellness in Surrey where she supports diverse clientele in the fields of trauma therapy, career counselling and relationships. She is passionate about integrative and experiential modalities of therapy such as EMDR, somatic experiencing and AEDP.

Session: A Strength-based Approach to Balancing Wellness  
10:30 am Friday

### AKUSOA ALAGNARATNAM

First work

Akosua is the Executive Director of First Work. Prior to joining the organization, Akosua worked as a senior public affair professional, primarily focused on policy affecting marginalized communities and youth. During her tenure with the Provincial Minister of Children and Youth Services, Akosua led multiple agencies, as well as frontline staff, to advocate for



marginalized youth. With over six years of experience in government, combined with seen years as the board representative for the Region of Peel Women's Centre – Interim Place, Akosua is an

established driver of effective policy-making, communications, public and government affairs, and community engagement. Akosua currently sits on the council of the Canadian Council for Youth Prosperity and on the board of Canadian Coalition of Community-Based Employability Training

Session: CCCBET: Employment Service Provider Cross-Canada Update  
1:30 pm Thursday

## SANDRA ALMEIDA

Options Community Services Society

For over two decades, Sandra Almeida has been working side-by-side with individuals and families facing complex barriers such as mental and physical health, poverty, trauma, domestic violence, substance abuse, and gang involvement. She has had the privilege of supporting individuals and families in various settings, including refugee resettlement in Canada for over a decade; the controversial oil and gas pipeline projects crossing indigenous lands; at-risk communities and households living below poverty in Latin America. Throughout her career, Sandra has taken various roles where she was able to lead, develop, implement, coach, and manage specialized programs in both the public and private sector. During this time, Sandra has witnessed individuals and families achieve personal and professional goals, access appropriate resources and fulfill their roles in society.

Sandra is a change promoter and passionate about using creativity, innovation, and strategic planning towards large-scale change initiatives. Sandra has been a speaker at different national and international conferences; has published a book based on narrative evidence-based research on youth and families.

Session: A Strength-based Approach to Balancing Wellness  
10:30 am Friday

## CARRIE AXTEN

Prospect Human Services Society

Carrie is the Senior Manager, Employment Services

Session: CCCBET: Employment Service Provider Cross-Canada Update  
1:30 pm Thursday



## ROSITA BERNARDO

Options Community Services Society

Rosita Bernardo immigrated to Canada in 1989 from the Philippines and had worked in the Health Care sector for 20 years before embarking upon a career transition to the Employment field. Armed with a Career Practitioner Certificate, Rosita landed as a Case Manager at the Delta WorkBC Centre in 2012. Currently a valued employee with Options Community Services Society, Rosita is an Employment Counsellor at the North Surrey Whalley WorkBC Service Centre. Rosita has a strong understanding of and empathy for the challenges and stresses faced by her clients. As an Employment Counsellor working with diverse clientele, Rosita takes great pride in providing clients timely support and resources to overcome barriers and to secure meaningful employment. Rosita has built a strong network and collaborations with service providers and community stakeholders. Her strengths include client-centred case management; an ability to quickly understand client needs, build trust and supportive relationships that guide clients to obtain successful outcomes.



Session: What Career Mentorship Has to Offer Job Seekers  
10:30 pm Thursday

## ROBERTA BORGEN (NEAULT)

Life Strategies Ltd.

An award-winning career development thought leader in Canada and internationally, Dr. Roberta Borgen, CCC, CCDP, GCDFi, is President of Life Strategies Ltd., a BC-based career consulting firm with international reach, and a Project Director with the Canadian Career Development Foundation (CCDF). In her 4 decades within the career development sector, Roberta has supported countless job-seeking clients, career development practitioners (CDPs), counsellors, counsellors-in-training, employment service providers, and policy makers through her extensive speaking, writing, instruction, and consultation on career-related topics.



Session: Expert Panel: International View of Career Development  
1:30 pm Thursday

# Speaker Profiles

## ANNETTE BORROWS

Delta Community Living Society, Community Futures South Fraser & ILS

Annette Borrows has been serving people with disabilities towards employment for the past 21 years. Her experience ranges from working with people that have a mental health lived experience, those with complex mobility concerns and supporting people with developmental disabilities and autism. Annette has a degree in Adult Education and has also written and facilitates the Supported Employment Specialist Series. She has spearheaded and written content for Canada's National Supported Employment Best Practices found at [www.employmentforall.ca](http://www.employmentforall.ca).



Annette is the president of CASE (Canadian Association for Supported Employment). All of her efforts are focused towards employment equity for people with disabilities. Annette works as an Employment Strategy Manager for Inclusion Langley Society, Delta Community Living Society and Community Futures of the South Fraser.

Session: The New World of Work Options For People With Disabilities  
3:00 pm Thursday

## DEBORAH BROMLEY

ETHOS Career Management Group

Deborah is President & CEO of ETHOS, having worked in the industry for over 30 years and ETHOS for 20 years. She has been employed in government, non-profit and for-profit organizations in program development and delivery, as Career Practitioner, Program Officer, Executive Director and CEO. She is also a graduate of the Self-Employment Program. Deborah leads the ETHOS Team, including over 80 staff and subcontractors. She has been the visionary and driving force behind many innovative initiatives, including R&D, the Learning, Innovation and Technology Team and development of ETHOS as a Learning Organization.



Deborah has a BA in Administration and Commerce (HR Specialization) from Western, a Graduate Diploma in Public Sector Management from UVIC and is currently enrolled in the Online Learning and Teaching (Graduate) Diploma and Masters' Program at VIU. Through her training, Deborah has studied and subsequently put into place, the "Creation and Sustainment of a Learning Organization".

Session: "Homegrown" – Leading in a Progressive Learning Environment while Nurturing Growth from Within

10:30 am Thursday

## AL-KARIM CHATUR

ERS Scale Inc.

AlKarim is a Director at ERS Scale Inc. Al-Karim is an expert data analyst and marketing executive. Prior to joining ERSI, he was the President of Eztia, a private enterprise operating across Canada. AlKarim has an undergraduate degree in Computer Science from McGill University and a Master's degree in Business Administration from the University of Western Ontario.

Session: Interventions and their impact on employability - a review of BC data from the ERS

3:00 pm Thursday



# Speaker Profiles

## LEAH COSS

Our Current Future

Leah Coss is on a mission to change the way we value & educate people in society. In order to prepare today's kids for a future filled with Artificial Intelligence, Technology and ongoing Change, she has built platforms & education methodologies that promote the development of Essential Human Skill Development in children & youth.

She is the Founder & Co-Founder of growing organizations such as Build a Biz Kids, BBK Network, The Fuel Academy & Your Current Future. Utilizing her extensive background in franchising and ongoing research in Essential Skill Development & Mindset, she is on a mission to reinvent the education system. Her organizations are actively utilizing new methods designed to draw out each child's unique talents and equip them with the ability to share their gifts with the world. "Once we can achieve this across the globe, individuals will gain a greater sense of fulfillment which will allow societies to flourish & evolve."

Session: How to Build Relationships Online & Avoid Common Pitfalls that Break Trust.

1:30 pm Friday



## FAITH DEMPSTER

BC Construction Association

Faith Dempster, Director of Workforce Development for the BC Construction Association, currently manages the BCCA's LNG Connect program, CGL Connect program, and the Skilled Trades Employment Program (STEP), where she has worked since the program's early days in 2009. Having previously worked in the skilled trades as a Welder-Fabricator and Heavy Equipment Operator, Faith is well-versed in BC's construction industry and apprenticeship process. She has a solid understanding of the unique challenges both job seekers and employers face when it comes to recruitment in this field. In her 11 years at STEP, Faith has



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worked with her team to place hundreds of job seekers into trades and construction employment positions across the province, and today continues with her mission of making apprenticeships more accessible to British Columbians, especially those in equity-seeking groups.

Session: BC Construction Association's Free National and Provincial Workforce Development Programs for Professionals, Tradespeople and Newcomers to Canada  
1:30 pm Thursday

## **RICH FELLER**

Colorado State University

Rich Feller is a professor, coach, counsellor and speaker.

Session: Conversations Matter: Connect, reflect and engage in interactive & guided program blending virtual group conversations & individual reflection  
1:30 pm Thursday



## **MONIKA FEIST**

Success Skills Centre

Monika is the CEO at Success Skills Centre.

Session: CCCBET: Employment Service Provider Cross-Canada Update  
1:30 pm Thursday



## KELLY FLINT

ETHOS Career Management Group Ltd.

Kelly is the Human Resources Manager with ETHOS Career Management Group. Having started her career in the Executive Search Industry in Toronto, Ontario, Kelly spent several years developing her research and consulting skills in the recruiting industry. Kelly then chose to focus on her family and spent many years at home with her three children. During this time, Kelly and her family made the move to Nanaimo from Ottawa, Ontario. Last year, Kelly made the decision to return to the working world and was fortunate to be offered a position within ETHOS's TechWORKS and QmunityWORKS Programs. Kelly then moved into the Human Resources role early 2020. Kelly has a Honours Bachelor of Arts degree (Sociology and Philosophy) from Western.



Session: "Homegrown" – Leading in a Progressive Learning Environment while Nurturing Growth from Within

10:30 am Thursday

## SUSAN FORSEILLE

Thompson Rivers University

Infused with a passion for prior learning recognition and career educating in post-secondary. As the Director of PLAR (prior learning assessment and recognition) at TRU Susan has the privilege to work with students, helping them identify and reflect on their experiential learning and how this may lead to university credit. Her PLAR work, combined with over 20 years' experience in career education, and a passion for research, has positioned her well to understand the multiple ways we learn, how this impacts our career development, and how recognition for prior learning can profoundly change students' lives.



Session: BC Prior Learning Action Network: Prior Learning Assessment Options for Career Advancement

3:00 pm Thursday

## MARK FRANKLIN

Career Cycles

Mark Franklin, MEd, PEng, leads CareerCycles.com, a career management social enterprise, co-founded narrative tools start-up, OneLifeTools.com through which he co-authored the Who You Are Matters! game and Online Storyteller, and teaches career management and facilitates scalable storytelling at University of Toronto.

Session Title: Conversations Matter: Connect, reflect and engage in interactive & guided program blending virtual group conversations & individual reflection

1:30 pm Thursday



## MEGAN HAMLET

ETHOS Career Management Group Ltd.

Megan has been called the “Fix it Queen” by organizations where she has worked, throughout her career. She brings a background of Business Administration, Marketing and Business Development to her latest role with ETHOS Career Management Group Ltd. She has worked for firms such as Goodlife Fitness, Amazon, Freedom 55 Financial, and Hired Guns Creative. She has worked in project management roles, business development, strategic partnerships, change management, and personnel management. She has been an invaluable asset with program management, client retention, intake revival and achieving milestones in the new outcome-based models.



Session: Honour the Past, Participate in the Present, Imagine the Future: The Digitization of Career Services

10:30 am Friday

## SHERRI HAYTER

ETHOS Career Management Group Ltd.

Sherri Hayter is an accomplished entrepreneur who has joined ETHOS as our LIT team Marketer and Client facing User Experience Designer. She brings a robust background of servicing client and corporate needs. Her vast project management experience with executives and multi-tiered projects is an invaluable asset to our team.

Session: Honour the Past, Participate in the Present, Imagine the Future: The Digitization of Career Services  
10:30 am Friday



## SAREENA HOPKINS

Canadian Career Development Foundation

As Executive Director of the Canadian Career Development Foundation (CCDF), Sareena provides strategic leadership in Canada and internationally in areas of research and development, policy and capacity building. Sareena has facilitated International Symposia on Career Development and Public Policy, contributed to the development of policy frameworks for the Council of Atlantic Ministers of Education and Training and the Council of Ministers of Education Canada and has served in an expert advisory role for the Forum of Labour Market Ministers' Labour Market Information Council and RBC. In addition to her role with CCDF, Sareena is founding Executive Officer of the Canadian Council for Career Development (3CD) and was awarded the International Gold Medal for Leadership in Career Development in 2014.

Session: CCDF Update  
12 pm Thursday



## BETH HURST

Kootenay Employment Services.

Beth was born and raised in the UK where she worked extensively in recruitment and service industries before entering the corporate world. Roles in both risk and project management further developed her passion for helping others to become the best version of themselves and inevitably her career led to corporate education and training. Following her move to Canada in early 2011, Beth took a career break to homeschool her grade 1 daughter through to grade 6, a move which led to a 2-year, 100,000km road schooling adventure around North America which took in Western Canada, Yukon, Alaska, 19 of the lower 48 US states and an extended stay in Baja, Mexico.



Session: An Engaged Team: Growing Leadership from Within  
10:30 am Friday

## LAURIE KOCH

MOSAIC

Laurie has worked in the Employment Services Sector for 7 years and currently manages a WorkBC center in Metro Vancouver. She holds an Associate Degree in Social Service Work, with supplemental education in non-profit management.



Session: Customized Employment: Using Modified  
Approaches for Newcomer Success  
1:30 pm Friday

# Speaker Profiles

## MATTHEW LEVAN

MOSAIC

Matthew Levan has extensive experience in the settlement world. Working initially as a LINC teacher to refugees Matthew gained valuable insight into the challenges faced by vulnerable groups of newcomers. As one of the Managers of MOSAIC engage one of MOSAIC's social enterprises Matthew has gained additional experience designing and implementing curriculum for multi-barrier clients.

Session: The New Normal: Implementing Online Training Programs for Multi-Barrier Clients  
1:30 pm Friday



## JENNY LOPEZ

Options Community Services Society

Jenny is CCDP certified and experienced in Employment Coaching, Job Development, Workshop Facilitation, Program Co-ordination, Community Engagement, Disability Specialist, and Talent Acquisition Specialist. Jenny's knowledge and experience has allowed her to devote much of her time working with vulnerable multi-barriered populations including new immigrants and clients with special needs.

She promptly assesses basic eligibility requirements and connects them with their local appropriate community, employment and settlement services. Jenny's bubbling and approachable personality has made hosting, creating, and marketing community forums, career fairs and PBLMT programs an enjoyable mission.

Session: What Career Mentorship Has to Offer Job Seekers  
10:30 pm Thursday



# Speaker Profiles

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## JENNIFER LUKE

University of Southern Queensland

Jennifer Luke is an Australian PhD candidate and Careers Educator at the University of Southern Queensland (USQ) as well as Divisional President (Queensland) Career Development Association of Australia (CDAA). A research member of the Australian Collaboratory for Career Employability & Learning for Living (ACCELL), Jennifer's current research and ongoing advocacy focuses on career support for older workers re-engaging with the workforce, adaptability, meaningful work and mentorship.



Session: Expert Panel: International View of Career Development  
1:30 pm Thursday

## KATHY MCDONALD

Canadian Career Development Foundation

Kathy McDonald has worked in key educational leadership roles at the school, school board, and ministry levels. She has a record of accomplishments in the research, design, development, and implementation of provincial, regional, and pan-Canadian curriculum, programs, frameworks, strategies, and policies.



Session: CCDF Update  
12 pm Thursday

# Speaker Profiles

## MALORIE MOORE

Kootenay Career Development Society

Malorie holds a Master's in Social Work from McGill University and has over 10 years of experience in the fields of mental health and community development. Her areas of clinical interest include trauma, addictions and Dialectical Behavioural Therapy. While living in Montreal she worked in a variety of different settings, including both in-patient and out-patient addiction rehabilitation centres.



Currently she is employed as an Agency Social Worker at the Kootenay Career Development Society, where she supports the clinical development of the organization and front-line staff.

Session Title: Beyond Case Management: The Case for Case Conferencing  
1:30 pm Thursday

## LONDA MORRIS

Kootenay Employment Services.

Londa Morris is the Regional Employment Programs Manager and oversees four offices in the Central and East Kootenays that deliver a range of employment programming. With a background in counselling, psychology and research, Londa brings a unique skillset to KES. Having trained and worked as a therapist, Londa provides supportive, effective supervision to all client services supervisors using motivational strategies and professional supervisory tools. Londa began her career in psychological research at one of the largest institutions in Ontario, the Centre for Addiction and Mental Health, continuing at the Montreal Children's Hospital. She has authored two professional publications and has a Master's degree in Creative Arts Therapy.



Session: An engaged team: Growing leadership from Within  
10:30 am Friday

# Speaker Profiles

## SEANNA QURESSETTE

Creating Intentional Change, Inc.

Seanna Quressette, MEd, CCDP, is trained in Relational Trauma Therapy and has over 30 years of experience in the career development sector. Seanna lives with PTSD and anxiety. Seanna has taught at Douglas College in the Career Development Practice programs for over 10 years and is now the Coordinator of Continuing Education at Douglas College. Seanna is also the owner of Creating Intentional Change, Inc. In her private practice Seanna works with clients who have experienced workplace based trauma and/or historical trauma that are impacting their ability to achieve their full potential in their careers.



Session: Strategies for Trauma Informed Practice for Career Development Practitioners  
1:30 pm Friday

## MUKHTAR RAHEMTULLA

ERS Scale Inc.

Mr. Rahemtulla is the CEO of ERS Scale Inc. ERS is a web-based client self-assessment tool that measures client changes as a result of program interventions. ERS is outcome validated with 80% predictive accuracy. Just under 100,000 clients have taken the ERS in BC. The ERS was developed under the sponsorship of the Governments of BC and Canada. Prior to this, Mr. Rahemtulla was the CEO of Autovision Wireless Inc. and a senior executive at Infosat in Vancouver and Telesat. Over the years, Mr. Rahemtulla has grown several start-up Companies into multi-million businesses. He serves on the Boards of two Non-Profit Organizations working internationally. He has a B.A.Sc Electrical Engineering degree and an MBA, both from UBC.



Session: Interventions and their impact on employability - a review of BC data from the ERS  
3:00 pm Thursday

## HEATHER ROLIN

Goshen Consulting LTD.

Heather Rolin, co-founder and consultant with Goshen Consultants. Goshen has been providing innovative, person-centered services and programs since 1989. Goshen's experience and expertise include: employment counselling and programs, customized employment, outreach, life skills, mentorship, community homes and residential programs. Goshen's programs serve a diverse range of individuals including those with disabilities, multiple barriers, youth, mandated and those experiencing homelessness, poverty and isolation. Goshen continually strives to maintain a positive balance between stability and innovation.



Session: Interventions and their impact on employability - a review of BC data from the ERS  
3:00 pm Thursday

## VALERIE ROY

AXTRA

Valérie Roy is the Executive Director of AXTRA, the Alliance des centres-conseils en emploi. Valérie works with AXTRA's members and partners to develop best practices and to develop the body of knowledge in the employment and training sector. She also serves on a number of boards and committees in Quebec and Canada and on the international stage. Over the years, she has worked to promote the career development field and coordinated provincial and pan-Canadian projects aimed at improving the employability of underrepresented groups.



Session: CCCBET: Employment Service Provider Cross-Canada Update  
1:30 pm Thursday

# Speaker Profiles

## LINDA RYAN

BC Construction Association

Coach, consultant and change management specialist, Linda has dedicated her career to working with multiple stakeholders, bringing people and process together. Hands-on experience in management, corporate communications and leadership coaching has enabled her to support semi-state, for-profit and not-for profit initiatives grow their impact.

A dual Irish Canadian citizen and Vancouver Islander, Linda now dedicates her time to building collaborations in the construction industry between employers, professional bodies, and settlement services. As an Employment Liaison for the BC Construction Association-Integrating

Newcomers program, Linda ensures skilled immigrants successfully transition their careers and lives to Canada. Resulting in stronger communities, industries, and economies.

Session: BC Construction Association's Free National and Provincial Workforce Development Programs for Professionals, Tradespeople and Newcomers to Canada  
1:30 pm Thursday



## ETAB SAAD

MOSAIC

Etab has worked in the Employment Services Sector for 7 years, with over 17 years of international experience. She currently manages employer relations and business development at MOSAIC. She holds an MBA degree in Leadership.

Session: Customized Employment: Using Modified Approaches for Newcomer Success  
1:30 pm Friday



## CHRISTIAN SAINT CYR

BC Labour Market Report

Over the past twenty years, Christian Saint Cyr has established himself as a leading British Columbia expert on job search and the province's labour market. As publisher of the British Columbia and Ontario Labour Market Reports, Christian advises thousands of career professionals nation-wide and regularly works with representatives of business, education and government on developing proactive solutions to labour market challenges. As director of Labour Market Online and author of the BC Job Search Guide, Christian has developed a dynamic understanding of effective job search and the varied needs of local employers. This unique experience has established Christian as a well-respected public speaker and media commentator on employment and labour market related topics.



Session: BC Labour Market Report Update  
3:00 pm Thursday

## MALOU SIBBALUCA

Options Community Services Society

Malou Sibbaluca is an Employer Relations Coordinator at Options Community Services. After having spent 17 years in Canada, Malou takes great pride in calling Canada her home. Malou served 21 years in the Philippines Government Corporation before immigrating to Canada in 2003 with a bag full of hopes and aspiration coupled with unshakable faith. Malou's journey as a newcomer has been rewarding in all aspects.



For the past 25 years, Malou has worn multiple hats. The roles have been numerous but the objective has always been the same- to assist job seekers achieve their dreams.

Session: What Career Mentorship Has to Offer Job Seekers  
10:30 pm Thursday

# Speaker Profiles



## LOIS VENABLES

Options Community Services Society

Lois Venables has been working in the Employment Services field for approximately 30 years – about as long as ASPECT has been around! – in a wide variety of programs and services. For the past 16 years, Lois has been a proud employee of Options Community Services, serving most recently as the Assistant Manager of the North Surrey Guildford WorkBC Centre, with 10 years' experience in training, supporting and supervising teams of Employment Counselors, Job Developers & others.



Session: A Strength-based Approach to Balancing Wellness  
10:30 am Friday