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CESBA Conference | Conférence de CESBA

November 23-25 | 23-25 novembre

# A5: Continuing Education's Response to Labour Shortage: Two Examples from the Field

with

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# Continuing Community Education

## Simcoe Muskoka Catholic DSB Adult, Continuing, and Community Education Department

Education Assistant Apprenticeship Program

# Background

Our Team: SMCDSB Adult, Continuing, and Community Education Department, with support of our Human Resources Department, the Manager of Educational Assistant Services, local O.S.S.T.F., Program and Services, Ontario Youth Apprenticeship Program, Specialist High Skills Major, our schools, and our Senior Leaders have been working on a plan to address the overwhelming shortage of qualified EAs in the Simcoe Muskoka Catholic District School Board.



# Background

Our schools use unqualified/emergency supply EA's in their schools everyday. With that, we still have many open jobs.

Part of the solution is to introduce an Education Assistant Apprenticeship program in partnership with the Ministry of Labour, Immigration, Training, and Skill Development (MLITSD). This program will support our current emergency EA staff to become qualified/trained Education Assistants. The program can expand to bring in more potential apprentices and could lead to an Ontario Youth Apprenticeship Program (OYAP). This would help meet some of the employee shortage that is taking place in our schools.



# DATA

One example of a medium local elementary school's EA Attendance data: Jan/Feb 2022

Total open EA jobs (Not picked up by qualified staff): 133

Jobs filled with unqualified staff: 75

Total Unfilled jobs: 58

# DATA

We surveyed the current Emergency EA's about the possibility of having an EA Apprenticeship program.

|  |    |
|--|----|
| Unqualified EA Survey Results  |    |
| Responded to the survey:   | 68 |
| Responded that they would not be interested:   | 0  |
| Responded that they would maybe be interested if the program was set up to meet their needs:   | 14 |
| Responded that they would be interested in being in the program:   | 54 |
| In addition, we have already had new people contact the Con Ed department to inquire about the program. We added the new people onto our Emergency EA Supply list so that they were in a position to participate in the program. |    |

# EA Apprenticeship Program Steps (Team)

1. Report to Senior Leadership Team with supporting Data
2. In our Board, we did not consider EA's that went through an apprenticeship as qualified. We needed to change this hiring practice with Human Resources
3. We needed to ensure that our Local EA union (OSSTF) was understanding and in support
4. Letter of understanding with the Local EA Union

# EA Apprenticeship Program Steps

5. Include our OYAP and SHSM Leads as this may become a Pathway Program
6. Meetings with the Ministry of Labour, Immigration, Training, and Skill Development
  - i) We wanted to make sure that we know how to sign and register the apprenticeships
  - ii) This step took a while



## OUTCOME





# Durham Catholic District School Board Adult and Continuing Education

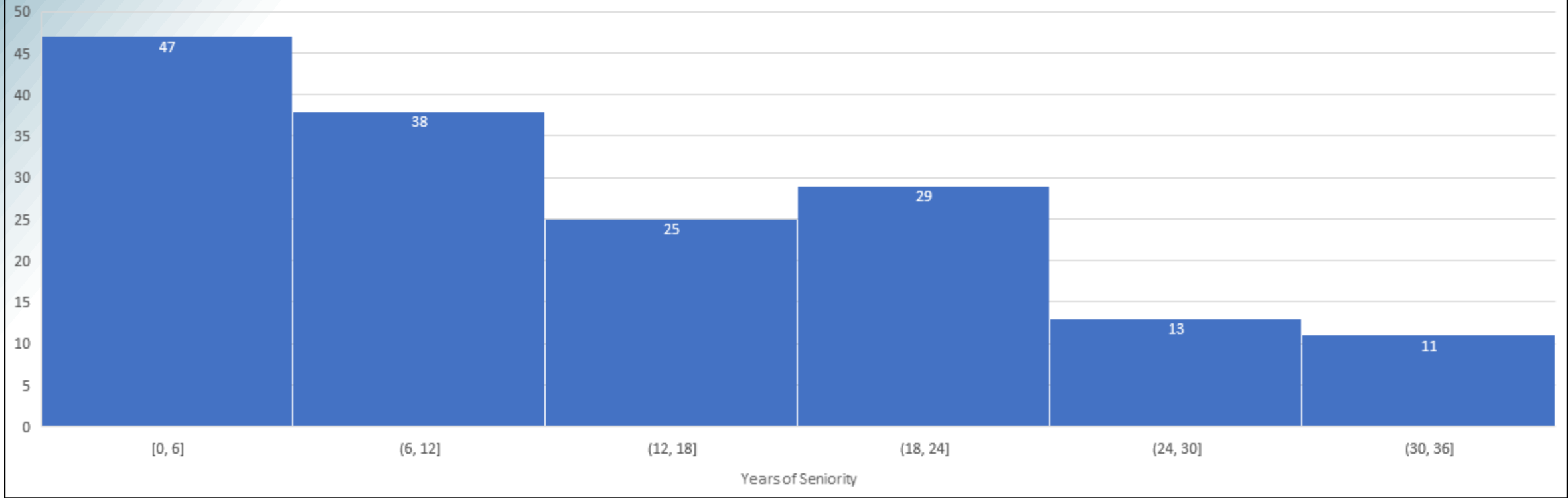
[www.con-ed.ca](http://www.con-ed.ca)

## Custodial Services Training Program





## Custodial Seniority Durham CDSB



# Background

- Responding to a need in our school board – challenge in finding and retaining Custodial staff
- Data from our local Workforce Planning Board showed it is a job that is in-demand and hard to fill
- Ontario Works employment counsellors felt it was an area many of their clients were interested in

durham  
**workforce**  
 authority  
**JOB DEMAND REPORT**

## TOP OCCUPATIONS

What kind of jobs are in-demand?

|     | 4 DIGIT NOC NAME   | POSTINGS ▾ |
|-----|--|------------|
| 1.  | Retail salespersons  | 635        |
| 2.  | Home support workers, housekeepers and related occupations               | 407        |
| 3.  | Other customer and information services representatives                  | 350        |
| 4.  | Retail and wholesale trade managers                                      | 343        |
| 5.  | Cashiers   | 315        |
| 6.  | Material handlers  | 311        |
| 7.  | Transport truck drivers  | 218        |
| 8.  | Food and beverage servers  | 217        |
| 9.  | Administrative assistants  | 196        |
| 10. | Receptionists  | 172        |
| 11. | General practitioners and family physicians                              | 165        |
| 12. | Delivery and courier service drivers                                     | 164        |
| 13. | Other instructors  | 156        |
| 14. | Food counter attendants, kitchen helpers and related support occupations | 155        |
| 15. | Senior government managers and officials                                 | 140        |
| 16. | Light duty cleaners  | 127        |
| 17. | Home child care providers  | 119        |
| 18. | Bartenders   | 106        |
| 19. | Dental assistants  | 100        |
| 20. | Security guards and related security service occupations                 | 93         |
| 21. | Store shelf stockers, clerks and order fillers                           | 84         |
| 22. | Janitors, caretakers and building superintendents                        | 81         |



# Program Development

Our planning involved a coordinated effort among:

- DCDSB Facilities Services
- Ontario Works
- School Team (PLAR assessors, Administration, Program Lead, and LBS/ESL/LINC)

# Program Structure

| <b>Part 1:<br/>In-School Training<br/>2 Credits</b>   | <b>Part 2:<br/>Job Placement – Cooperative<br/>Education<br/>3 Credits</b>   |
|---|--|
| TCH4E - Construction Technology: Heating and Cooling<br><br>IDC40 - Interdisciplinary Studies<br><br><b>9 weeks</b> | TCH4E – 1 Co-op Credits<br><br>IDC40 – 2 Co-op Credits<br><br><b>9 weeks</b> |

# Program Development: What do Employers Want?

## Qualifications include but are not limited to:

- No previous experience is required
- Excellent interpersonal and customer service skills
- Good communication skills
- Ability to work effectively both independently and as a team member to accomplish daily tasks
- Physical fitness and the ability to lift maximum weight (23 kgs)
- Ability to work under extreme weather conditions (i.e. heat or cold when working outdoors)

## Job Requirements

- Grade 12 education;
- The ability to lift 50 lbs;
- Good command of the English language (ability to read, write and understand English);
- Good oral communication skills;
- Good interpersonal skills;

## Night Building Attendant

Amica Senior Lifestyles ★★★★★ 193 reviews

Pickering, ON

Full-time

Apply now



## How do I qualify?

You must have:

- High school education - Grade 10 minimum, prefer Grade 12.
- Experience in a hospitality and/or seniors' environment is preferred.
- Current CPR and First Aid Certificate are desirable.
- Basic Computer knowledge (Microsoft word, email etc.)
- Experience in daily cleaning/laundry duties an asset.

What we are looking for:

- Demonstrated ability to meet the physical and mental requirements of the position.
- Demonstrated ability to carry out significant amounts of lifting, bending, stopping and stretching.
- Excellent communication and interpersonal skills.
- Ability to work both independently and in a team environment.
- Demonstrated effective problem solving skills required.
- Detail oriented, with good organizational abilities.
- Demonstrated ability to organize work load and to respond efficiently and effectively to unexpected workload and situations.
- Demonstrates a consistent well groomed appearance and hygiene at all times.



# Certifications (\$450)

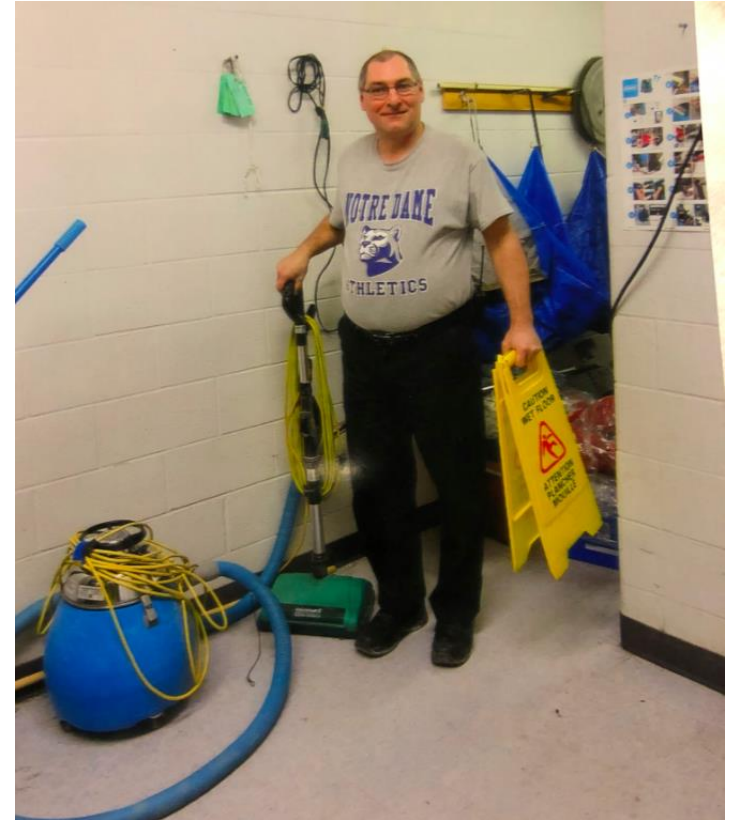
Students in the program can earn:



- Fall Arrest
- Power and Hand Tool Safety
- Standard First Aid/CPR-C with AED
- Safe Food Handling
- Infection Prevention and Control
- WHMIS
- Worker Safety Awareness
- Customer Service Excellence
- Workplace Violence and Harassment Prevention
- Asbestos Awareness
- ....and more

# Cooperative Education: Placements

- DCDSB Schools - Elementary and Secondary
- Long-Term Care Homes and Retirement Homes
- Municipal Recreation Centres/Libraries
- Ontario Shores Centre for Mental Health Sciences



# Program Promotion

- ✓ DCDSB Facilities and Human Resources
- ✓ Course Guides/Website
- ✓ Guidance/Co-op/Student Success/Admin Meetings
- ✓ Emails to parents through DCDSB Communications
- ✓ Flyers for Ontario Works
- ✓ Employment Ontario Agencies/Presentations
- ✓ Mobile sign outside school
- ✓ Social Media Paid Ads (Facebook and Instagram)
- ✓ Current Students

# Challenges

- Staffing
- Perception
- Placements
- Marketing
- Program Fee



# Student Success

Cody was a DCDSB student who left high school without completing his Ontario Secondary School Diploma. After he left school, he worked a couple of part time jobs in fast-food, but lasted no more than a month at either job. Ten years later, he was referred to the program by his Ontario Works case worker. By the end of the program, Cody earned his Custodial Services Training Certificate, his Ontario Secondary School Diploma, and landed a job at a Long-Term Care facility where he completed his placement.

# Student Success

“This was an amazing program; I would recommend it to anyone who wants to start a career as a Custodian. Because of all the training and certifications I received, I was able to get a job. I am so happy!”

– Damien





**ARCHBISHOP  
ANTHONY MEAGHER**

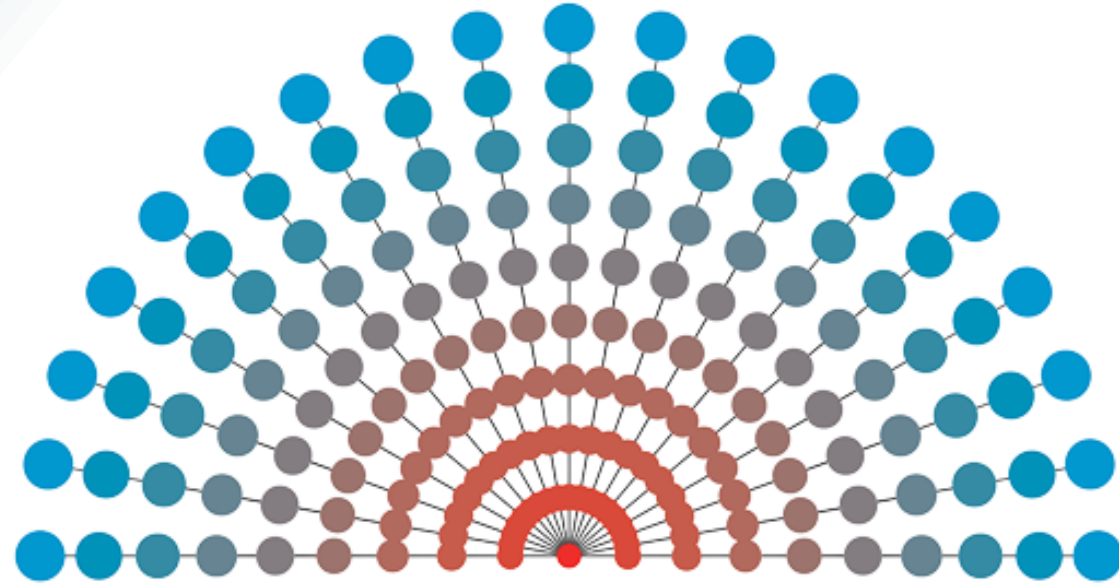
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Q & A

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