



EMPLOYMENT RESOURCE BOOKLET

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Resources

The following is a collection of some pertinent resources in the Edmonton area. To find other resources including more information on what is listed below you can call **211**.

Crisis/ Emergent	Contact Information
Mental health Support Line	1-877-303-2642
Bully Helpline	1-800-456-2323
Child Abuse Hotline	1-800-387-5437
Child Intervention Services (province wide)	1-800-638-0715
Family Violence Information Line	310-1818
EPS Non-emergency Line	780-423-4567
Income Support Contact for Emergency Assistance and Basic Needs	Edmonton 780-644-5135 Outside Edmonton 1-866-644-5135

Employment Supports	Contact Information
EmployAbilities	https://employabilities.ab.ca/
Selections	https://www.selectionscareer.com/
Goodwill	https://www.goodwill.ab.ca/
Onsite Placement	http://osp.ab.ca/
Arch Enterprise	https://arch-enterprises.com/contact-us
Inclusion Alberta	http://inclusionalberta.org/
Bissel Centre- Immediate Employment	https://bisselcentre.org/programs/individual/employment-services-casual-labour/
Alberta Supports	https://www.alberta.ca/alberta-supports.aspx
Edmonton's Foodbank	http://edmontonsfoodbank.harmonyapp.com/hungry/beyond-food/

Mental Health Employment Supports	Contact Information
Alberta Health Services (Community Mental Health Clinic)	(780) 342-7700
Prosper Place	http://www.prosperplace.org/how-it-works/employment/
McBride Career Group	http://www.mcbridecareergroup.com/programs-offered/show/edmonton-growth-4-u/10

Entrepreneurial Employment Supports		Contact Information
Prospect		https://prospectnow.ca/
Food Bank		Contact Information
Edmonton's Foodbank		https://edmontonsfoodbank.com/
Mental Health		Contact Information
Alberta Mental Health and Addictions Services		https://www.albertahealthservices.ca/amh/amh.aspx
Oliver Primary Care Network		https://www.eopcn.ca/services/mental-health-services/
CASA (Youth)		https://www.casaservices.org/
The Family Centre		https://www.the-family-centre.com/
Momentum Walk-In Counselling		https://www.momentumcounselling.org/
Volunteering		Contact Information
Charity Village		https://charityvillage.com/app/
Idealist		https://www.idealist.org/en/?type=ALL
Goz Around		https://www.gozaround.com/posts/search
Volunteer Alberta		http://volunteeralberta.ab.ca/programs_services_resources/people/volunteer-opportunities/
Housing/Shelter		Contact Information
City of Edmonton		https://www.edmonton.ca/programs_services/housing/where-to-access-affordable-housing.aspx
E4C		https://e4calberta.org/shelter-housing/
Government of Alberta		https://www.alberta.ca/find-shelters.aspx
Bissel		https://bisselcentre.org/programs/individual/housing-services/
WIN Emergency Housing and Help Line for Women Experiencing Violence (Edmonton)		https://winhouse.org/ 24/7 Crisis Line: 780-479-0058 – collect calls accepted
Homeward Trust		http://homewardtrust.ca/
Capital Housing		https://www.crhc.ca/

Pre-Employment Tips

At Gateway we have been supporting people looking for work since 2013 and have been successful in supporting many job seekers.

Some things we have learned that are important for success are:

Pre-search:

1. Be sure you have a regular sleep schedule and routine that will leave you refreshed for whatever hours you would like to work. It will ease the transition for a work schedule.
2. Eat healthy meals at regular times.
3. Ensure you are well groomed.
4. Get regular exercise to ensure you are fit enough to work a shift. Especially if you are looking for a physically demanding job such as warehousing or retail.
5. Have an idea of what your skills are and what you have to offer an employer. Some people have found it helpful to research hard and soft skills.
6. Ensure your resume is current, and there are no spelling mistakes or grammar errors. Have someone review it for you. You may need more than one resume.
7. Have an idea of what industry needs your skills set. Research the field or job you want to give you a better understanding of how you can add or build to your skill set if necessary.
8. **IMPORTANT-** Make sure you have an appropriate/ professional email address and voicemail.

Search:

1. Check various job banks and data bases for jobs, talk to family and friends about your employment desires, attend job fairs. Network, network, network.
2. When applying online use a plain chronological resume. Be sure there are no columns, tables, color or design on your resume as it will be screened out. Use words in your resume and cover letter that have been used in the posting.
3. Represent yourself honestly on your resume, while focusing on your strengths.
4. When applying in person:
 - a. Ask for the manager.
 - b. Be dressed professionally and well groomed.
 - c. Be prepared to talk about your skills and strengths.
5. Keep in mind that the employer may get hundreds of resumes...how will you stand out?
6. Follow up with a phone call to the Human Resources Manager within a week of applying.

Do's and Don'ts of Resumes

Do's

- Research the type of resume that makes the most sense for your skills and work history
- Keep it short no longer than two pages
- Tell your unique story concisely
- Have one resume you use to submit online without any formatting what so ever including headers and footers
- Have one resume that you send over email or in person that stands out with either formatting or colour
- Tailor your resume to each job posting by using words from the job posting in your resume
- Including any initiatives your involved with, leadership examples and awards/accomplishments that make you stand out
- Have someone look over your resume for grammar, spelling and formatting
- If applicable include your LinkedIn URL
- Before you send your resume out ensure you have at least 2 but strive for 3 references that are aware your sending your resume out

Don'ts

- Do not include any personal government ID numbers or information on your resume
- Do not include personal information such as a picture, age, marital status or religion
- Do not include work or volunteer history that is older than 5 years if using a chronological resume
- If you have post-secondary or apprenticeship/ red seal training, then dates aren't necessary unless that is your most recent accomplishment (i.e. You just graduated)
- Don't use a chronological resume if you have been out of the workforce for an extended period- opt for a functional (skills) resume instead
- Don't use font smaller than 11 size
- Do not hand in resumes in person that have spills or things added in by pen or with correction tape
- Don't lie about yourself- it will be figured out in the interview

Job Search Engines Resources

Here are a few job search engines you can use to find your desired career.

1. [Alberta Learning Information Services](#)
2. [Indeed](#)
3. [Monster](#)
4. [Alberta Government Job Board](#)
5. [jobGurus](#)
6. [City of Edmonton Job Bank](#)
7. [WOWjobs](#)
8. [neovoo Job Search](#)
9. [Edmonton Job Shop](#)

Employment Scams

While most job ads you find will be for real jobs, there are some job ads that are fake.

Things to look out for to spot fake job ads:

- Any job posting asking for money as part of the application process.
- Email address- if it doesn't end with .ca or .com check it further.
 - Look on the company's website under their contact information to see if the emails are a similar format to the job ad.
 - For example, the email listed in the job ad is jobs@officesupplies**global.org** but the email addresses shown on their website are jobs@**globalofficesupplies.ca**
- Address of company- search the company name given in the job ad to see if the address matches the city you are job searching. For example, an Edmonton job ad when Googling the organizations name has the company's physical location in Regina.
- Use LinkedIn to see if the person who approached you for a job exists at the company or the location they give.

Interview Tips

- **Stay positive and always highlight your strengths.**

In general, employers want to see that you are confident and have great skills that their company wants. Interviews are all about selling yourself, so take time to know your key skills and get comfortable talking about them before your interview.

If you are specifically asked to talk about something you struggle with, focus on how you are working to overcome your challenges. This will show that you are aware of your challenges or mistakes and are capable of growing from them.

- **Make sure that you are well-groomed and appropriately dressed.**

You want to present well so that the employer can tell that you take the job opportunity seriously. Typically interview attire might include dress pants, a button-up shirt/blouse, and nice shoes. Avoid wearing jeans, sweatpants, flip-flops, t-shirts, hoodies, hats, etc.

- **Make eye contact with the employer and remain engaged.**

Eye contact shows that you are confident and engaged with the employer. If you show signs of being disengaged such as: no eye contact, looking around the room, or slouching, employers may think that you don't really care about the job.

If you struggle with eye contact and/or engaging with others due to a disability, you may want to let the employer know. Then they will understand your behavior, rather than assuming you are not interested.

- **Arrive around 10-15 minutes early.**

There is nothing worse than making a poor first impression by being late to an interview. Plan to get to an interview about 10-15 minutes early and leave plenty of time to find parking and find the exact location of the interview.

- **Do your research ahead of time.**

Preparing answers to common questions can help reduce nerves during the interview since you will have an idea of what you want to say. If you find it helpful, most employers don't actually mind if you bring in notes to help guide your answers.

Also, make sure to do some research on the company you are interviewing with. Chances are you will be asked what you know about the company, and you want to show that you took the time to learn about them.

Employee Rights

Sometimes employers don't directly inform employees of their rights, so it is important to research what your rights as an employee are. Below are some examples. *

Health & Safety

- Right to know about the dangers of your job and how you are protected
- Right to participate in activities affecting your health and safety
- Right to refuse work you feel may be dangerous to yourself or others
- Right to be free from reprisal (disciplined or fired) for using health and safety rights

For more information see: <https://workershealthcentre.ca/4-health-and-safety-rights/>

Pay & Hours

- If you are asked to come in for work but are sent home early, you should still be paid for at least 3 hours of work
- For every 5 hours of work, employees should get a 30-minute break
- Generally, employees should receive overtime pay (1.5 times regular wage) for each hour they work over 8 hours in a day and over 44 hours a week).
- It is illegal to pay someone less than the government-mandated minimum wage, but it is also illegal to accept less than minimum wage.

For more information see: <http://www.cplea.ca/rightsatwork/questions-about-hours/> and <http://www.cplea.ca/rightsatwork/questions-about-pay/>

Equal treatment

- Right to be free of discrimination based on race, colour, gender (including pregnancy), gender identity, gender expression, religion, ancestry, where you were born, age (if you are over 18), physical disability, mental disability, family status, marital status, source of income, and sexual orientation.
- Employers have the duty to accommodate an employee's needs to the point of undue hardship.

For more information see: <http://www.cplea.ca/rightsatwork/questions-about-discrimination-and-bullying/>

***Disclaimer: The intent of this document is to provide some broad examples of what an employee should be aware of in the workplace. This document is not to be referred to for legal counsel.**

Workplace Expectations

Getting a new job, especially if it's your first job, can bring on a whole host of anxieties and questions. It is good to keep in mind some general workplace expectations/practices. These are only some examples, and different employers may have different expectations. Be sure to ask your employer if you have questions regarding your expectations as an employee.

- **Following a schedule**

Typically, workplaces will have weekly or bi weekly work schedules that employees need to follow. It is your duty as an employee to make sure you can attend all your shifts. If you are missing shifts or consistently late, your employer has grounds to give you a warning or possibly even fire you.

- **Running late/calling in sick**

Everyone has things come up in their life that will make them late to work or other commitments on occasion. As soon as you know you are going to be late for a shift it is best to give your employer a call to let them know – even if you are only going to be 10 minutes late. Same goes for when you are sick – try to let your employer know right away that you will not be able to make it in to a shift due to an illness. This gives the employer more time to make arrangements to cover your shift or duties.

- **Requesting time off**

If you need time off from work - whether it be for holidays, an appointment, or another personal reason – you must give your employer as much notice as possible. The time needed will depend on the company, but typically it is safe to assume you must give an employer at least 2 weeks' notice to receive time off.

- **Conducive communication**

In general, you want to maintain positive communication with your boss and other co-workers. It is typically best to be open with your boss if you are having an issue on the job, so that you can work together to find a solution. If you have someone supporting you in employment, they would be a good person to talk to if issues arise.

- **Taking initiative**

In almost any position you have, it is a good idea to take initiative in your role. This means working to get tasks done without needing significant reminders from a manager. It could also mean that you look for ways your work can be improved.

Coping Strategies – Ideas and instructions

1. Stress Ball

- Roll the ball back and forth on an object
- Squeeze the stress ball in the palm of both hands
- Single Hand Grip
- Pinch Grip with your thumb and fingertips
- Finger Grip
- Thumb Press
- A stress ball or fidget item can be kept in your pocket and be used without others knowing
 - <https://youtu.be/iCa-DCyJlg4>

2. Deep Breathing / Belly Breathing

- Sit or lie flat in a comfortable position.
- Put one hand on your belly just below your ribs and the other hand on your chest.
- Take a deep breath in through your nose, and let your belly push your hand out. Your chest should not move.
- Breathe out through pursed lips as if you were whistling. Feel the hand on your belly go in and use it to push all the air out.
- Do this breathing 3 to 10 times. Take your time with each breath.
- Notice how you feel at the end of the exercise.

3. Journaling

- Write about how your day went (what went well, bad, share some wins)
- Write about thoughts that are on your mind
- How to deal with stressful situations if they come up again
- Write about whatever you like

4. 5,4,3,2,1 Exercise

- Name 5 things you can see in the room with you.
- Name 4 things you can feel (“chair on my back” or “feet on floor”)
- Name 3 things you can hear right now (“fingers tapping on keyboard” or “tv”)
- Name 2 things you can smell right now (or, 2 things you like the smell of)
- Name 1 good thing about yourself

5. Progressive Muscle Relaxation

- Get comfortable
- Take a few moments to relax, breathing in and out in slow deep breaths
- When you are ready to start, shift your attention to your feet. take a moment to focus on the way they feel.

- slowly tense the muscles in your right foot, squeezing as tight as you can Hold for a count of 10 and relax your feet. focus on the tension flowing away and the way your feet feel as they become loose.
- relax for a moment then move slowly up through your body - legs, stomach, back, arms, neck and shoulders and face - contacting and relaxing muscle groups as you go.

6. Visualization

- Get comfortable and close your eyes
- Imagine a scene in which you feel at peace (a beach, a favorite childhood spot or a quiet place)
- Picture your place as vividly as you can
- Picture everything you can see, hear, smell and feel
- For example, you see the sun setting, hear the birds, smell the fresh clean air or the flowers, feel the warm sand on your toes and the cool breeze on your skin.

Signs of Stress and Coping Strategies

Signs of stress / When I am stressed I...

- Problems falling asleep
- Change in eating habits
- Headaches
- Body pain and muscle fatigue
- Feeling anxious
- Feeling irritable
- Feeling restless
- Forgetful
- Your heart beats faster
- Your breathing becomes shallow
- You perspire more
- Your jaw tightens, or clenches
- Have racing thoughts
- You feel angry, frustrated, attacked, threatened or fearful

Strategy	This is a strategy I already use	This is a strategy I think will work
Go for a walk/break		
Deep breathing		
Grounding exercises		
Writing in a journal		
Drawing		
Speaking with a friend		
Fidget/Stress release object		
Talking with a supervisor		
Progressive Muscle Release		
Visualization		

Adapted from Coping skills group by Gingerich and Mueser (2005)

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