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## WELCOME TO THE CAREER CENTRE

We are pleased to welcome you to The Career Centre, your one-stop shop for employment services in the Parksville/Qualicum area. The Career Centre offers employment services that will assist you in finding sustainable employment. The first step to access service is coming to The Career Centre. Congratulations, you're on your way!

This orientation guide is intended as an introduction to help you identify Career Centre services that will best assist you. We urge you to read it and keep it available for reference.

The Career Centre's most important resource is its people, and we have an incredible team waiting to meet you. You will be connecting with: Employment Consultants, Labour Market Information Specialists and Client Services Assistants.

Please approach our staff with questions or concerns. You will find The Career Centre Team is pleased to share their vast and expert knowledge of employment services and the Oceanside labour market. We hope your time at The Career Centre is rewarding and we wish you the best in your employment endeavours!

***Cyndy Ireland Bresden***

Executive Director,  
Central Vancouver Island  
Job Opportunities Building Society

***Paul Pasternak***

Client Services Team Leader,  
The Career Centre

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## OUR RESOURCE CENTRE PROVIDES THE FOLLOWING FREE SERVICES:

### Employment Consulting

- Employment Needs Assessments
- Return-to-Work Action Plan Development
- Employment and career counselling services
- Training and education information
- Career assessments
- Educational resources

### Job Search Services

- Local job postings at [www.careercentre.org](http://www.careercentre.org)  
*To receive notice of the latest postings, become a [Career Centre Facebook Fan](#) or follow [The Career Centre Twitter Feed](#)*
- Personalized job search support
- Referrals to Employment Insurance (EI) supported programs
- Information about the local labour market
- Resume and cover letter assistance
- Employer and job seeker connections

### Employment Workshops

Request a current copy of the monthly workshop schedule, available from The Career Centre website or in the Resource Room.

- **Welcome and Introduction Workshops:** learn about techniques you need to get the right work, faster
- **Job Search Workshops:** learn and create resumes, cover letters, as well as refine interview skills, and obtain labour market information
- **Career Decision Making and Personality Assessment Workshops:** use MBTI, and CAREER CRUISING®
- **Skills Development Workshops:** learn social media networking and computers for job search (Microsoft Office 2007)

### The Resource Room

Provides access to the following job search resources

- Resume and research assistance
- Computers and Internet for job search
- Laser printers
- Internet, fax, long distance calling, message service and photocopying for job search
- Extensive library with career and labour market information
- Blog with local labour market information and upcoming employment opportunities
- Facebook Fanpage and Twitter updates

## OTHER IMPORTANT INFORMATION YOU NEED TO KNOW AT THE CAREER CENTRE

### Access Cards

Your individual client number will be issued to you on an access card. This number is used to track services being used. It's important to help you with your employment needs, and it's also important for The Career Centre to continue receiving funding for these services, so they can be delivered to you at no cost. Please enter your number when you are accessing services in the resource room and registering for a workshop.

## Hours of Operation and Scheduling

The Career Centre is open Monday to Friday from 8:30am until 4:30pm. We are closed statutory holidays. You are always welcome to drop in and use the Resource Room. To make an individual appointment with an Employment Consultant, or to pre-register for a workshop, call 250-248-3205.

## Client Conduct

As part of your agreement to use The Career Centre, your respectful behaviour is expected to provide a safe and supportive place for all job seekers and staff. This includes following direction given by staff members, following posted guidelines. Those not following these guidelines may be asked to leave The Career Centre.

The Career Centre is for job search purposes only. This includes computers, telephones and photocopiers.

To ensure other people are able to focus on their job search activities, please turn cell phone ringer to vibrate, keep your voice at a low volume and take long calls outside.

To protect The Career Centre equipment, please ensure drink containers have a tightly fitted lid and, do not eat at the computers.

As some people have sensitivities to different scents which can make them ill, please refrain from using scented products, including perfume and cologne.

## Confidentiality

All CVIJOBS staff abide by a code of ethics, which maintains confidentiality. The information you provide helps us to assist you with the development of an effective Return to Work Action Plan. All information is administered in accordance with the Privacy Act, and may be used by Service Canada staff, as well as The Career Centre, who will provide follow up, referral, and case management services.

## Parking

2-hour Free parking on Weld Street

2-hour Free parking in Seaview Parkade Levels 1 and 2 (entrance behind Cha-cha's).

All-day Free Parking in Parksville Community Park.

**Tow-Away Zones:** Quizno's & Sports Traders Parking lots

## Washrooms

Public toilets are located behind the glass block wall in the Resource Room.

## Smoking Policy

Smoking is not permitted anywhere in The Career Centre, including the bathrooms. If you must smoke, be outside and at least 10m away from the entrance. Remember the smell of smoke lingers on your clothes and skin, which can be unfavourable and can cause sensitivities or allergies for those around you.

## Flu season

The Career Centre may decline face-to-face service if you appear sick. **Stay home if you are sick.** Phone service may be an option if you are ill. When you are sick or have flu symptoms, stay home, get plenty of rest, and check with a health care provider as needed.

Common symptoms of the flu include: fever, headache, extreme tiredness, cough, sore throat, nausea and/or runny/stuffy nose.

## Storms and Severe Weather

If a severe weather situation occurs, check our website for updates ([www.careercentre.org](http://www.careercentre.org)). If you have a scheduled appointment, call before coming in and listen for special updates. We will do our best to contact you with office closure information. Please do not put yourself in danger. If road conditions are dangerous, stay at home.

## Safe Harbour

In October 2008, The Career Centre received designation as a Safe Harbour. As a Safe Harbour location, The Career Centre commits to: equitable treatment of all clients, provision of a safe place, and a celebration of diversity.

