

**ACTIVITY REPORT**

**Targeted Training Initiatives Program**

*November 1, 2016 – January 31, 2017*

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Submitted February 1, 2017 by Alex Rowlson, Project Manager

**Hiring of Personnel**

1 FTE Executive Director was hired January 23rd to fill the vacancy since Emily Breen’s departure. 2 FTE job coaches were promoted to replace the Inclusion Café Coordinator, who quit in December, and the assistant co-ordinator, who quit in January.

**Activity 1 – Delivery of Inclusion Café as a case study and possible model for replication within the food service sector for replication in communities in Nunavut**

*Activity 1.1* The Inclusion Café continues to serve the daily soup kitchen meal to approximately 150 clients a day. Turning the soup kitchen into an inclusive eating space open to both soup kitchen clients and the general public continues to be a challenge, with the overwhelming majority of meals being served to non-paying customers. Currently, daily operation of the soup kitchen is being subsidized through government funding and catering contracts. As such, this business model is looking less sustainable. NDMS is in the process of turning the Inclusion Café and Food Centre into a training centre for people with disabilities. By doing so, we’ll be able to focus more attention on our main mission of improving the lives of people with disabilities.

*Activity 1.2* Project Manager Alex Rowlson will develop customer and employee experience surveys to gauge the awareness of inclusive employment among Food Centre clients, as well as gauge the employment experience of food centre staff with disabilities. The customer experience surveys will be carried out in February and March 2017.

*Activity 1.3* At the end of June 2016, former Office Manager Carolyn Curtis and current Project Manager Alex Rowlson visited Pangnirtung to consult with the Inuit Ilagiit Society about launching a soup kitchen and café in the community to both help address food insecurity and employ people with disabilities, as detailed in the previous progress report. Michael Lockley, the current Inclusion Café co-ordinator, is planning on visiting Pangnirtung again in February or March to provide further assistance to the Inuit Ilagiit Society.

*Activity 1.4* Carolyn Curtis and Robyn Campbell have begun work on the NDMS Guide to Social Enterprises in the North. This guide will be comprised of three sections. The first section will look at the Inclusion Café as a case study of social enterprise for people with disability in the north, looking at both how the project developed and lessons learned since its establishment. The second section will provide insights on how best to train clients to work in a social enterprise, and how best to train staff to work with clients with disabilities. The third section will look at other social enterprises in the north to see similarities and differences to the experiences of the Inclusion Café.

**Activity 2 – Design and deliver a facilitated round table in Iqaluit on economic inclusion**

All proposed activities have been completed and discussed in the previous progress report.

**Activity 3 – Provide direct training and employment for people with disabilities.**

*Activity 3.1* The Sivuariit Employability Training Skills Program began Oct. 17th in Iqaluit, and has been meeting regularly since then. The training program graduation will be held on Feb. 1st, 2017. Of the 10 participants who initially enrolled in the program, 8 have completed the classroom-based training sessions. During these training sessions, participants improved soft skills such as communication, teamwork, stress management, dealing with change, problem solving, and organization. In addition, participants also learned about employer expectations, their rights and responsibilities as employees, and professionalism. Essential skills such as literacy and numeracy were woven into as many lessons as possible. By completing the program, participants have increased their employability. Participants have also been doing on-the-job training at the Inclusion Café, where they have gained workplace specific skills such as food preparation, food handling, customer service, and cleaning. At this point, one participant has already begun working for a local employer outside the Inclusion Café, while part-time and casual employment has been found for a further three participants, which will commence shortly.

*Activity 3.2* NDMS has developed its own certification for completion of the Sivuariit program. Ilinniapaa campus will be working with some program graduates to develop portfolios and resumes and provide job interview preparation as needed.

*Activity 3.3* NDMS has begun creating a digital tool kit of all lesson plans, lesson materials, additional resources, and best practices. This toolkit will be in the form of a website for greater accessibility, and will also be available on USB hard drives for communities or organizations with limited internet access.

*Activity 3.4* The digital toolkit will be linked on the NDMS website and promoted on NDMS social media accounts. Information on the digital toolkit will be distributed to interested organizations in communities, educational institutions such as Nunavut Arctic College and local DEAs.

**Activity 4 – Create a version of the PSAs that educate communities at large about labour market inclusion. Broadcast radio and video PSAs created in phase one of the project.**

*Activity 4.1* NDMS has contracted videographer Mark Aspland to begin work on a second PSA centered around the idea of inclusion and the IQ value of *tunnganarniq* (fostering good spirits by being open, welcoming, and inclusive). Mark will be conducting interviews in Iqaluit and in communities such as Clyde River and Rankin Inlet, for which he is already travelling to for other contracts.

*Activity 4.2* NDMS began to distribute the first version of our PSA after its launch during the Nunavut Trade Show and Conference. NDMS distributed approximately 60 copies of the PSAs during the trade show to interested organizations, government agencies, and individuals. However, the reach of the PSAs is more extensive than this. For instance, an HR representative from the department of health pledged to make the PSAs available to all department employees. The PSAs will also be featured on the NDMS website and uploaded to YouTube, while also being promoted through NDMS social media accounts.

*Activity 4.3* NDMS has compiled information outlining the business case for inclusive hiring, and had this translated into Inuktitut and French. This information was distributed to round table participants along with the PSA. It will also be included with all PSAs that are distributed in the future.

*Activity 4.4* NDMS began airing the first PSA on APTN and CBC on Dec. 3rd in celebration of the International Day for People with Disabilities. The PSAs ran during December 2016 and January 2017 in primetime spots. The PSAs have already produced results, prompting a local employer in Iqaluit to reach out to us to hire a client.

**Activity 5 – Travel to 6 communities across Nunavut to engage with stakeholders on economic inclusion.**

*Activity 5.1* NDMS staff have visited Pangnirtung for community consultations, as detailed in the previous progress report. In November 2016, NDMS staff and a representative from the NDMS board visited Baker Lake for a community consultation and to advise on a thrift store project initiated by Ottawa consulting firm PMC. Following our time in Baker Lake, NDMS also was able to partake in a brief but productive community consultation to Rankin Inlet. Details of this trip are included in a report attached to this document. NDMS staff will try and return to Pangnirtung in February to follow up on our initial trip. If time permits, we will also try to visit Clyde River and return to Rankin Inlet by the end of March.

*Activity 5.2* During our visit to Baker Lake and Rankin Inlet, NDMS brought along all available resources to share with the communities.

*Activity 5.3* During our trip to Baker Lake, the community engagement feast was a great opportunity to meet with local people with disabilities, talk about the various barriers and issues facing them, and try to identify what kinds of supports were available and that NDMS could offer. These findings are summarized in a report on the trip, which has been attached for further information.