

# Moving On to the Next Employment Opportunity

A Job Seeker's Guide

## EI Fact Sheet

- Apply for EI on or after your last day of paid work. The online EI application will not let you apply earlier than this date.
- You can apply for EI online 24 hrs/day at: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) (see right hand column-check "apply for employment insurance benefits") or by calling **Prince George toll free 1.866.338.7383** and pressing Extension 322. A message will come on asking you to go online to complete your application OR leave your name and phone number and a **Citizen Service Agent** will call you back to set up an appointment time.
- You are encouraged to apply for EI within 28 days from last day worked in order to receive full benefit entitlement. **If you are going to be receiving severance do not wait until your severance is used up to file for your EI!**
- Your Record of Employment may be electronically submitted by your employer. You do not need it at the time you apply for EI. If you have worked for other employers in the past 52 weeks, you will need those ROEs as well.
- All monies paid to you by the company as a result of a closure will be allocated against your EI and will delay the start date of when benefits will be paid to you. Allocation of your severance/vacation pay/sick time will be determined by Service Canada and will be different for each employee.
- Even if you are taking a pension from the company at the time of closure, apply for EI anyway and if your pension is less than the weekly maximum EI rate, you may be entitled to receive some EI.
- The current maximum EI rate is \$447/wk gross and you are allowed to make an additional \$179 without Service Canada deducting any monies from your EI cheque. The maximum amount of time you can collect EI is 50 weeks plus up to an additional 20 weeks if you are deemed to be a Long Tenured Worker. Service Canada will make this determination and advise you when your claim is set up. The maximum amount of time that an EI claim can be extended to allow your severance allocation is 1 year.
- After you apply for EI, you will receive a 4-digit access code. You need this access code to complete your EI reports either via telephone or through your government e-pass. Keep your access code in a safe place and memorize it. An e-pass can be created which will assist you to keep track of your EI claim such as payment history, when to file your EI reports, etc. The Kitimat Employment Services Centre staff will assist you to create an e-pass account when you receive your 4-digit access code.

- If you are on short-term severance (4 – 8 wks), it is advisable to continue doing your 2 week reports during this period of allocation. If you are on a longer allocation due to a larger amount of severance, you do not need to do your reports online but you do need to notify Service Canada that you would like to reactivate your claim as your severance allocation ends and if you are not working and need to collect benefits. You can do this by going back into the system through your e-pass or by calling 1.800.206.7218 and asking for your claim to be reactivated.
- You will have to serve an unpaid 2 week waiting period after your severance allocation ends.
- Earnings arising from employment have to be claimed on your weekly reports. You will need the name of the employer, the dates worked and the amount per hour that you were paid.
- Call the EI Telephone Information Service at 1.800.206.7218 at anytime if you have questions. You do not need to have an established claim to call this number.



[Home](#) > [Online Services](#)

## Before You Log in to My Service Canada Account

**Note:** As of January 18, 2009 new technical requirements have to be met in order to successfully access My Service Canada Account. Visit the Minimum Computer Requirements for details.

The place to view and update your Employment Insurance, Canada Pension Plan and Old Age Security information online.

### New to My Service Canada Account?

- Before you register
- Register now!
- FAQs about the registration process

**Registered user?** Login to epass now.

### Before you register

Before you register you must have either:

- a 4-digit Employment Insurance Access Code (printed in the shaded area at the bottom of your Benefit Statement mailed to you after you apply for EI benefits); OR
- a 7-digit Personal Access Code. If you do not have one, you can apply for a Personal Access Code online.

## Register for My Service Canada Account

Once you have your EI Access code or Personal Access Code you can register for My Service Canada Account. It will take about 10 minutes to complete the registration process. If you have questions try our Frequently Asked Questions about the registration process.

### Step 1

You will need to create a User ID and Password during the registration process - this is called an epass. If you already have an epass, you will not need to get a new one. Enter your information on the epass login page.

### Step 2

You will need to provide personal information such as your Social Insurance Number to validate your identity and make sure that only you can access your information. This information is kept private and secure.

**Ready to start?** Register for My Service Canada Account.

## More about My Service Canada Account:

- What is My Service Canada Account?
- What can I do with My Service Canada Account?
- New minimum computer requirements
- Using this service in a public place
- Privacy and security

## What is My Service Canada Account?

My Service Canada Account provides a single point of access for you to view and update your information with:

- Employment Insurance (EI)
- Canada Pension Plan (CPP)
- Old Age Security (OAS)

## What can I do with My Service Canada Account?

- change your address and telephone number
- change your pension and benefit direct deposit information
- view your EI claim information
- view your CPP/OAS pension and benefit information
- view and print your EI/ CPP/OAS tax slips used to prepare your tax return
- view an estimate of your Canada Pension Plan retirement benefit
- view your Canada Pension Plan contributions

## New Minimum Computer Requirements

To use our online services there are minimum requirements for your computer settings and/or software to ensure the privacy and security of your personal information.

- **If you are using a Windows operating system** (Windows 2000, Windows XP Home, Windows XP Professional, Windows Vista Home or Windows Vista Enterprise (32 bit)) with one of the following browsers, Internet Explorer 6.0+, Internet Explorer 7.0+ or Firefox 2.0.0.9+, we recommend using the Sun JVM 1.6.0\_03 or higher.
- **If you are using a Mac operating system** (Mac OS X version 10.4 or Mac OS X version 10.5) with one of the following browsers, Safari 2.0.4 or Safari 3.0.4, we recommend using the Apple JVM 1.5.0\_13 or higher.
- **If you are using a Linux operating system** (Red Hat Fedora Core 8 or Ubuntu 7.1) with Firefox 2.0.0.6 or higher we recommend using the Sun JVM 1.6.0\_03 or higher.

Please note that other non-recommended configurations may allow you to access My Service Canada Account, but there is no guarantee that you will have access to all available functionalities.

## Using this service in a public place

To ensure that others do not have access to your information, keep all of your personal information such as your Social Insurance Number, Access Code and banking information confidential and log out of online services when your session is completed. The log out option is available on the top menu bar within each service.

## Is my personal information secure?

Service Canada has taken measures to ensure that your electronic transactions with us are secure

# Employment Assistance

Can you find your question(s) in the list below?

Do you have other similar questions?

**Kitimat Employment Services programs are designed to assist job searchers in answering the questions that follow-and others!**

"Why can't I find a job?"  
"Do I have sufficient education to get a job?"  
"Do I have sufficient skills to get a job?"  
"Are work opportunities limited?"  
"How do I apply online? I don't have a computer"  
"How do I know what school offers specific training programs in BC?"  
"Am I too old?"  
"I have my boiler hours. How do I get a Power Engineering Certificate?"  
"Why am I having difficulty getting along with the boss?"  
"How am I able to market myself?"  
"How can I build my self esteem?"  
"I don't have my Grade 12 and I don't know where to start"  
"Why don't my resumes and cover letters work?"  
"Why am I so nervous in interviews – I screwed up?"  
"How do I find out what I want to do?"  
"I have identified a career but how do I get funding for the courses?"  
"Where do I get job information?"  
"How do I find out about all the industries in the northern part of BC?"  
"How do I interpret the Labour Market?" (Current and future job information)"  
"How do I contact employers and get the job opportunities, training, and certification required for work in their company?"  
"How do I fill out the applications properly?"  
"Why did I lose the job, when I think I had the best skills?"  
"How do I get more sufficient work experience?"  
"What is the value of volunteering?"  
"How can I be less shy when networking?"  
"Why haven't they phoned me? I applied and now I see a posting for the same job again"

The above barriers and problems can be overcome with a little help from the friendly staff at Kitimat Employment Services. We look forward to meeting you.

## **Employment Assistance Services**

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**Kitimat Employment Services offers free job search assistance to people of all ages and work histories, unemployed, and legally entitled to work in Canada.**

- Over 1200 persons, seeking employment, have taken advantage of our resource centre, one-to-one coaching, and workshops in the last 12 months.
- All unemployed persons have transferrable skills, work experiences, and knowledge that are of interest to potential employers. You need to focus on the “job of interest” and begin the campaign of marketing yourself as the best candidate for a posted or un-posted job.
- Taking advantage of our services is easy and rewarding to job seekers. We have job Coaches/Counsellors available to assist in organization of thoughts and plans for the next employment phase of your life. The path to employment is unique for each person and usually involves a resume, cover letters, completing company applications, job search activities, and interviews. Selecting new careers, arranging appropriate skill development, and funding assistance require planning with a Job Counsellor at KCSS.
- All correspondence and discussions with staff at KES are kept confidential. Our services are client-driven, meaning you will determine how the job search activities will proceed and the amount of assistance required.
- Please accept this initiation to browse our Resource Centre at any time weekdays between 8:30am and Noon and 1pm to 5pm. Discover the opportunities available to all Kitimat job seekers, including other family members.

Phone (250) 632 6581 or drop in to the Kitimat Employment Services Centre,

562 Mountainview Square, Kitimat. We are open:

**Monday thru Friday- 8:30am to Noon and 1pm to 5pm**

We are located in the Strip Mall behind Overwaitea Foods.



## **KITIMAT EMPLOYMENT SERVICES**

**How may we help you? Please check the boxes below and visit the Centre**

### **Consultants/personnel can assist job searchers with:**

- ☐ job search activities
- ☐ writing resumes and cover letters
- ☐ one-on-one coaching in presenting your best profile in interviews
- ☐ analysis of transferrable and special skills leading to new career choices
- ☐ identifying sources of financial assistance for training or education
- ☐ completing applications for assistance

### **Our Information and Computer Centre is available to all job searchers for:**

- ☐ printing resumes and cover letters
- ☐ emailing and faxing documents
- ☐ access to computers
- ☐ access to Labour Market information - employment ads have increased in the area and the Job Boards are updated daily

### **Workshops & Information Sessions**

- ☐ job search and interview process workshops
- ☐ career decision making and skill development
- ☐ workplace behaviours and conflict resolution
- ☐ transition of older age groups to new employment
- ☐ computer keyboard skills
- ☐ adjusting to change after long term employment

## Return to Work Plan/Funding Assistance

- ☐ A Return to Work Plan is essential to have in order to qualify for funding to assist with:
  - Skill Development – Transitions\*\*
    - [www.labourmarketservices.gov.bc.ca/job\\_seekers/skills\\_development.html](http://www.labourmarketservices.gov.bc.ca/job_seekers/skills_development.html)
  - Self employment – 16/37 Community Futures
    - [www.labourmarketservices.gov.bc.ca/job\\_seekers/self\\_employment.html](http://www.labourmarketservices.gov.bc.ca/job_seekers/self_employment.html)
  - Trades tickets – T.R.A.D.E.S.
    - [tradesne@telus.net](mailto:tradesne@telus.net)
- ☐ It is also recommended that persons have a Return to Work Plan to protect EI benefits while receiving the following assistance:
  - Fee Payer – persons finance own training but wish to continue receiving EI
  - Severance Investment in Training Initiative- long tenured workers who receive severance money and finance their own training will be provided with earlier access to EI benefits
  - Extended Employment Insurance and Training Initiative- long tenured workers may take long term training with extended EI benefits
- ☐ Completion of a Work Plan with an Employment Counsellor requires one-on-one meetings with a Counsellor\*\*\*  
\*\*Application and letters of acceptance for enrollment in the course(s) of choice may be received; however no money for fees or tuition is to be paid prior to approval for the funding associated with Skill Development -Transitions  
\*\*\*Completion of application(s) for funding may also require a Counsellor's Letter of Rationale

## Other funding available

### Community Development Trust Program - [www.cd.gov.bc.ca/cdt/](http://www.cd.gov.bc.ca/cdt/)

- ☐ Tuition Assistance

Provides forest workers who are on layoff with funding up to \$5000. for tuition and required books over a one year period to upgrade their skills and education. Funding is available until March 31, 2011. Check the web site on line.

# Employment Assistance Services

Services available include: development of a Return to Work Action Plan, sharing labor market information, job search skills, employment counseling, case management and follow-up of a participant in an employment program.

[www.labourmarketservices.gov.bc.ca/job\\_seekers/employment\\_assistance\\_services.html](http://www.labourmarketservices.gov.bc.ca/job_seekers/employment_assistance_services.html)

Kitimat Employment Services Centre provides local employment assistance services.

[www.kitimatcommunityservices.ca/progcentre.php](http://www.kitimatcommunityservices.ca/progcentre.php)

## YOU MUST COME THROUGH EMPLOYMENT ASSISTANCE SERVICES TO ACCESS THE FOLLOWING

### TARGETED WAGE SUBSIDIES

Help individuals who face barriers to employment by enhancing their skills and improving their employability, through the temporary wage subsidies provided to the employers that hire them.

### SKILLS DEVELOPMENT

Provides funding to eligible individuals who require skills training to secure employment. These individuals will arrange and pay for their own training, with the financial assistance provided by Skills Development.

### SELF-EMPLOYMENT

Assist unemployed eligible individuals who are creating jobs for themselves by starting a business.

[www.labourmarketservices.gov.bc.ca/job\\_seekers/self\\_employment.html](http://www.labourmarketservices.gov.bc.ca/job_seekers/self_employment.html)

### ISTEP

To help landed immigrants build careers in BC's construction industry

### T.R.A.D.E.S.

Program to assist unemployed individuals looking for employment in a trade. Trades experts will assist to enhance individualized return to work action plans.

It is recommended that you come through Employment Assistance Services to protect your EI benefits.

### GOING TO SCHOOL

#### Fee payer

Individuals that can finance own training but wish to continue receiving EI

#### Severance Investment in Training Initiative

To support long tenured workers that have received severance money to finance their own training. Will be provided with earlier access to EI Benefits.

#### Extended Employment Insurance and Training Initiative

To extend EI benefits to long tenured workers to encourage longer term training

### RECEIVING SEVERANCE

### COMMUNITY DEVELOPMENT TRUST

#### Tuition Assistance Program

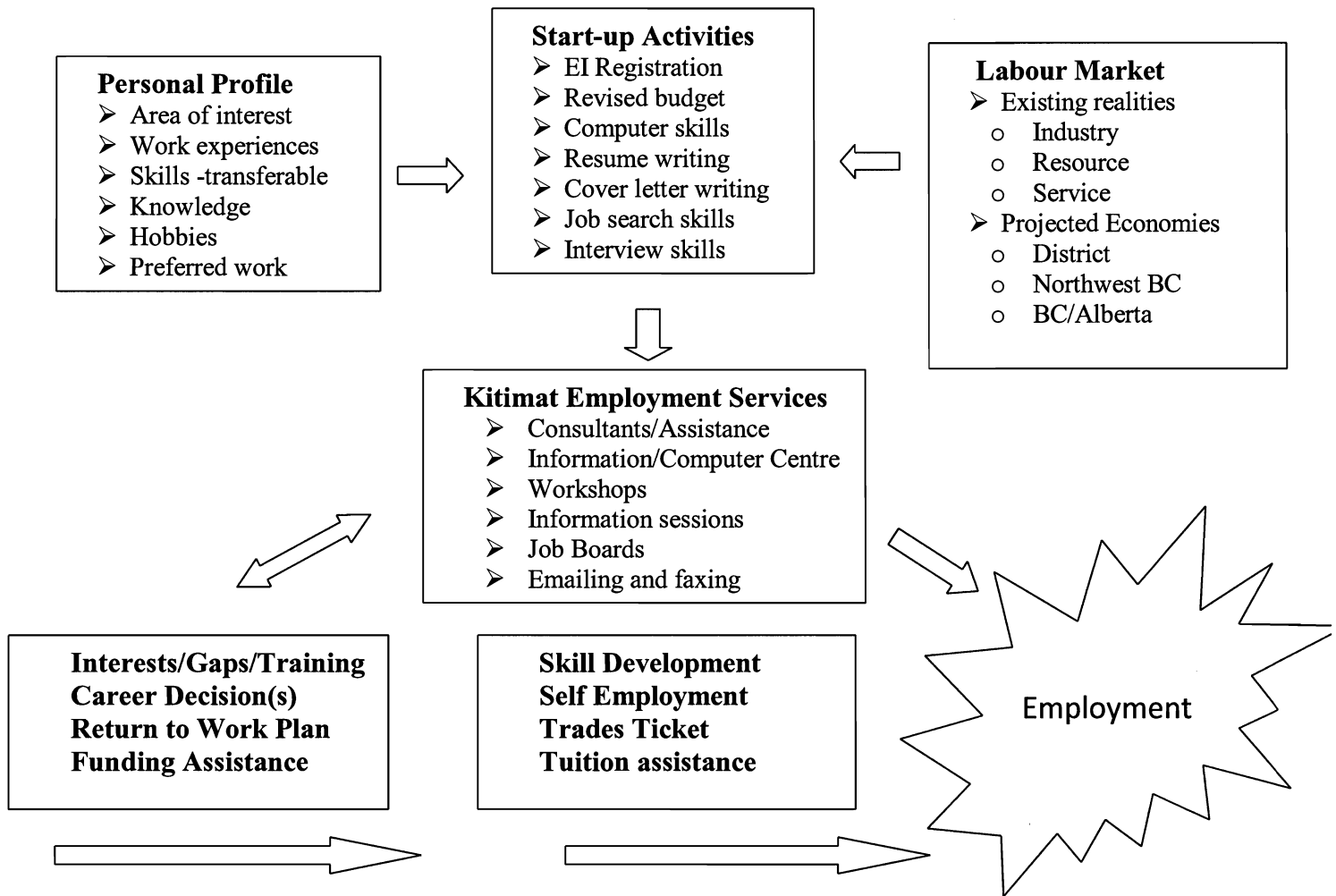
Provides forest workers who are on layoff with funding for tuition and required books to upgrade their skills and education.

[www.cd.gov.bc.ca/cdt/](http://www.cd.gov.bc.ca/cdt/)

# Road to Employment Guide

Kitimat Employment Services Centre

# Road to Employment – A Personal Guide



## Planning Alternative Tomorrows

The PATH to the next work experience will be full of self discovery and possibly allow a renewed interest in following an aspiration of the past. Planning alternative tomorrows involves following the chart above, which is designed to show all the parts of the puzzle that make the job search successful.

**The attached workbook contains details about each item listed above. It is designed as a guide for the reader to plan and follow up on areas requiring assistance. Complete the sections requiring your response and check the boxes, indicating completion of activity or topic of interest. Completion of the assignment above will greatly assist in discussions to follow with a counsellor or other trusted persons as you pursue the job search.**

It is only natural and appropriate to seek assistance in such an important activity as job search. There are efficient and effective ways to do things and then there are other less informed ways. Make it a point to ask questions, seek opinions, and discover the facts for yourself. Also, consider visiting the Kitimat Employment Services Centre. We are client directed; meaning you will determine the rate and kind of activities you wish to pursue. Please review all of the following pages to get the big picture and list the questions that you would like to clarify. Bring your booklet, with questions, to the Kitimat Employment Services Centre and ask to speak to a staff person. Success in your job search!!

# Road to Employment – A Personal Guide

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## START-UP ACTIVITIES

**EI Registration – i.e. Register on line at home, or at the Employment Centre if you do not have a computer and/or require assistance**

- ☐ I have registered on line with Service Canada for EI Benefits
- ☐ I require assistance with on line registration for my EI Benefits

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**Register with Kitimat Employment Services**

- ☐ I have registered with KES in order to be eligible for the many services available free of charge to job seekers

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**Budget – i.e. Basic “must have” income and “would like to have” income figures for reference**

- ☐ I have made up a “must have” budget that reflects my new realities of limited income to get me through the initial stage of new employment.
- ☐ I have made up a “would like to have” budget that reflect my new realities of limited income to get me through the initial stage of new employment.

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**Computer skills – i.e. Communicated with Service Canada, market research, type resume and cover letter**

- ☐ I have the basic computer skills to communicate with Service Canada, research the web, type or maintain my resume, and type my cover letters.
- ☐ I have an Email account for communicating with employers and others in a network

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**Resume written – i.e. Selected essential details, formats easy to follow, and designed for targets**

- ☐ My resume has all the most relevant details for the reader, simply presented, and it is designed for the recipient employer.
- ☐ I need assistance in putting the first resume together and will seek assistance from KES

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**Cover letter written - i.e. Designed to get reader’s attention and employers researched**

- ☐ I research all employers before I submit a cover letter and resume, and I include the important details for the potential employer to read.
- ☐ I need assistance in putting the first cover letter together and will seek assistance from KES

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**Job Search skills – i.e. Networking, discovering opportunities, Job Search log form, and campaigning**

- ☐ I conduct a good job search campaign and ensure that all opportunities are identified in time for an application to be submitted.
- ☐ I am not sure how to go about tracking job opportunities and will seek assistance from KES

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**Interviewing skills – i.e. Gathering the facts, practicing the responses, and performing well**

- ☐ I have all the facts about the job and practice for the potential questions. I am prepared to ask questions about the job as well.
  - ☐ I am not sure of the interview process and the best way to present myself. I will seek assistance from KES
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# Road to Employment – A Personal Guide

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## PERSONAL PROFILE

**Areas of Interest - i.e. clerical, heavy equipment, administration, mining, process operations, cooking**

My area(s) of interest include...

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**Work experience – i.e. construction, paper mill, labourer, truck driver, clerical, equipment operator**

My work experience includes...

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**Skills and knowledge - i.e. certificates, diplomas, Foxboro controls, supervision, trouble shooting**

I have special skills including...

I have special knowledge including...

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**Other skills outside of work– i.e. Auto repair, carpentry, computer repair, childcare, bookkeeping**

My hobbies outside of work include..

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**Preferred work environment – i.e. Kitimat area, resource industry, office, warehouse, construction, camp**

I prefer to work in...

# Road to Employment – A Personal Guide

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## LABOUR MARKET

### Existing realities – i.e. media accounts, web sites, job postings, information interviews

- ☐ I read/listen to media accounts, check job postings, and interview persons associated with local service, retail, and accommodation businesses.
- Industry i.e. Kentron Construction and Kitimat Iron & Metal Works

- 
- Resource i.e. KLNG, Suncor, Kiewit, and Rio Tinto

- 
- Service i.e. District of Kitimat, Kitimat Health Unit, and financial institutions

- 
- Retail i.e. Gas stations and Overwaitea

- 
- Accommodation/Food services i.e. A&W, restaurants, and motels
- 

### Projected economies – i.e. Reading, information interviews, and web sites

- ☐ I read web sites of local and regional developing industries and associated contractors, read government reports of project(s) review status, and note patterns of resource postings.
- District i.e. Investment Kitimat Web Site, Industry reports/announcements, and sub contractors

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- Northwest BC i.e. Provincial Environmental Assessment reports and local newspapers

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- BC/Alberta i.e. Analysis of Contractor websites and regional postings



# Road to Employment – A Personal Guide

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## Interests/Gaps/Training

The following interests are my long or short term thoughts and are associated with my labour market research findings:

- Continuing interest in skill development which requires formal training i.e. Truck Driver

- 
- Continuing interest in prerequisite diploma or certifications i.e. Support Care Worker

- 
- Possible training institution(s), course costs, etc.

- 
- Potential jobs following successful certification including title and location
- 

## Career Decision

An optional exercise of completing the Esport or Choices program at KES will confirm the validity of the match of the selected job to the job seeker, relative to skills, values, and personality.

- Confirmation of selected career requirements/prerequisites

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- Supports required and available

# Road to Employment – A Personal Guide

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## Job Search Plan

### Checklist

- ☐ Registered For EI
- ☐ Drafted a budget for the next year describing basic needs
- ☐ Personal Work Profile complete
- ☐ Labour Market research information complete
- ☐ Resume drafted and on accessible computer
- ☐ Cover letter format drafted and on accessible computer
- ☐ Interviewing skills are tuned up
- ☐ Understand the latest job search techniques and strategies
- ☐ Registered with Kitimat Employment Services to visit with an Employment Counsellor to debrief on my current job search practices
- ☐ Attended workshops and information sessions that were relevant to my needs
- ☐ Explored careers with a screening device i.e. Choices or Esport at Kitimat Employment Services
- ☐ Identified areas to enhance skills and/or education
- ☐ Researched a training or educational institution
- ☐ Created a Return to Work Action Plan
- ☐ Applied for financial assistance
- ☐ Completed the training
- ☐ **Got the interview and got the job!!!**

Kitimat  
Employment Assistance  
Services

Kitimat Community Services Society  
562 Mountainview Sq.  
Kitimat, BC V8C 2N2  
250-632-6581  
866-632-6581  
[www.kitimatcommunityservices.ca](http://www.kitimatcommunityservices.ca)