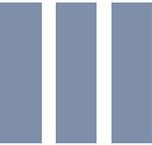




# Pearson Works! Online

Consultative Committee

December 1, 2020



"It is vital that employers, workers and their union representatives continue to collaborate on our efforts against this pandemic so that the airport community, notably its workers, can emerge from this crisis stronger and the airport can return to its role as an economic anchor for the region."

Deborah Flint, President  
and CEO, GTAA

April GTAA and Toronto  
Airport Workers Council  
Joint statement on  
efforts to keep workers  
and passengers safe

## Pearson Works! - Online Resource Centre

- A collaboration between the airport authority, airport workers and 20+ community organizations to ready the industry's workforce for post-COVID and beyond
- A space to co-create and accelerate the implementation of workforce recovery strategies, including worker reskilling, development and recruitment

# Benefits

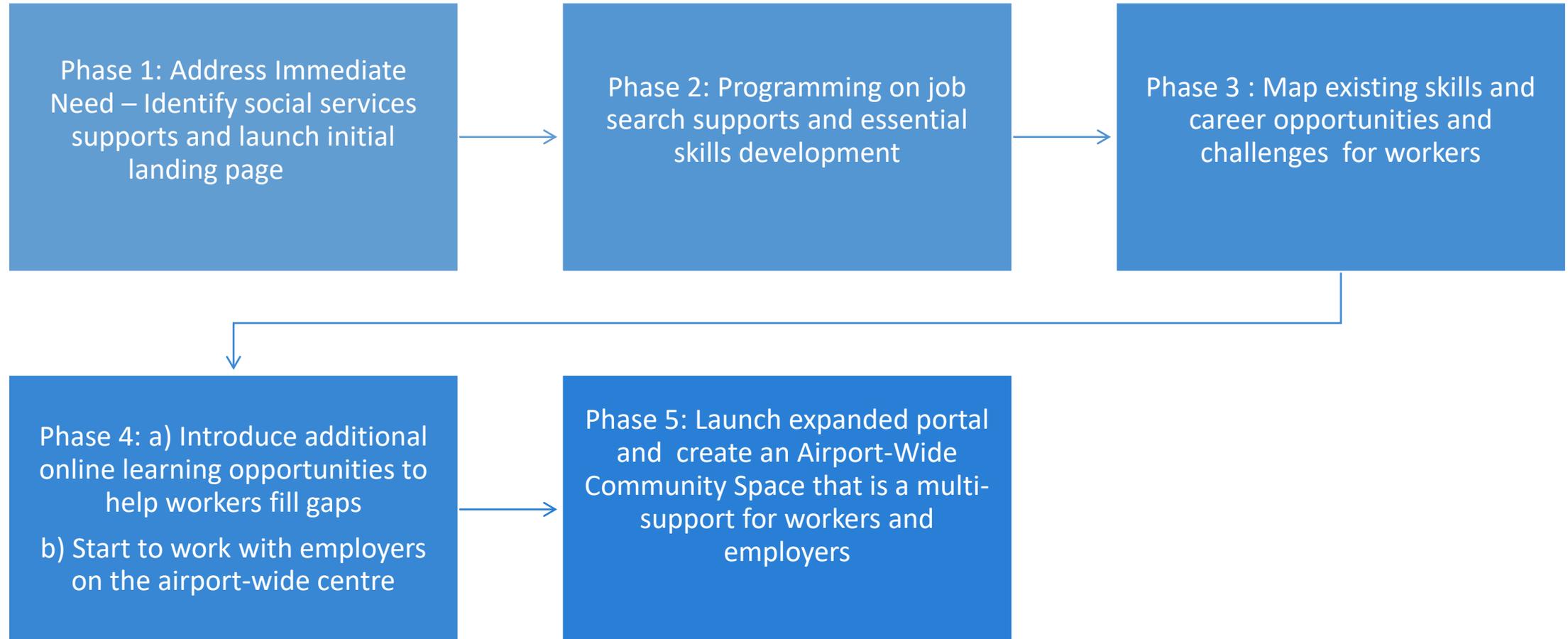
## Employees:

- A resource where they can find immediate services to support crisis as well as access the latest information on relief programs, grants, community support, and upcoming re-skilling, upskilling, and employment programs as they come online

## Employers:

- A tool to engage and support employees while they are laid off and delivering training needs to respond to evolving market realities such as new training in safety and protective equipment and spacing.

# Pearson Works! Online Phased Approach



# Phase 1: Starting Point: Social Service Supports

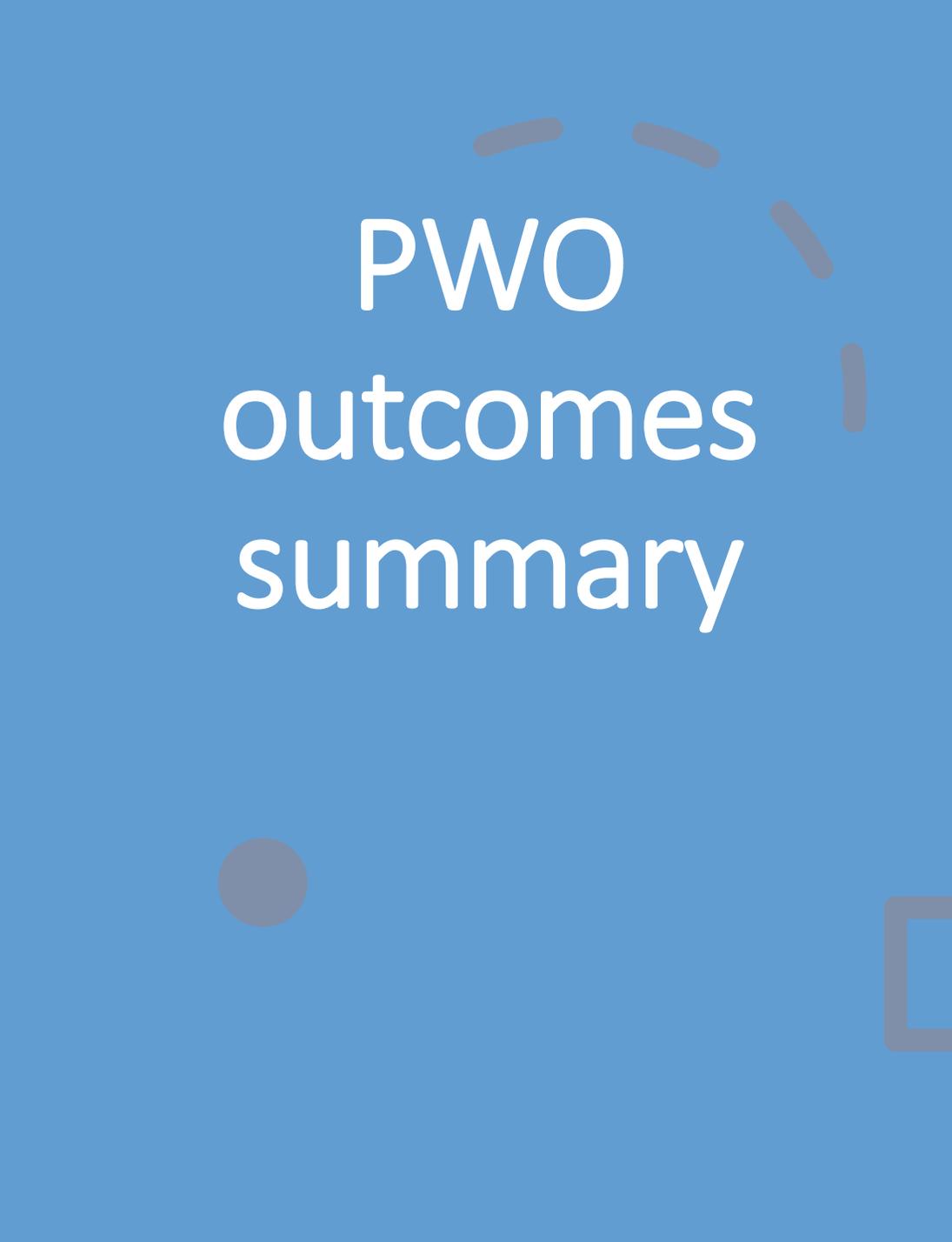
Regularly updating information on:

- Federal, provincial and municipal financial relief resources
- Social services and community support resources
  - Housing
  - Food Security
  - Child Care
  - Health and mental health resources
- Employment counselling and job search support resources

Leverage internal GTAA expertise and resources to offer assistance to affected workers.

Phase 2:  
Programming on  
job search  
supports and  
essential skills  
development

Organization	Event Title	Category	Date
ACCES Employment	ACCES Employment Panel and Mentoring Session for Toronto Pearson Airport Workers	Employment	June 2020
ACCES Employment	Airport Workers Peer-Mentoring Training Event	Employment	June 2020
Brands for Canada	Suitable Impressions Workshop	Employment	June & August 2020
GTAA - HR Team	Q&A's: Employment Panel Discussions for Toronto Pearson Airport Workers (4 workshops)	Employment	July 2020
Healthy Airport Briefings	Information Sessions for TPEC	Health & Safety Training	Ongoing since June
ACCES Employment	MyPlan - Career Pathing Program	Employment	August 2020 for 5 weeks
Job Skills	15 Employment Readiness Workshop Series	Employment	October 2020 – Ongoing till 2021

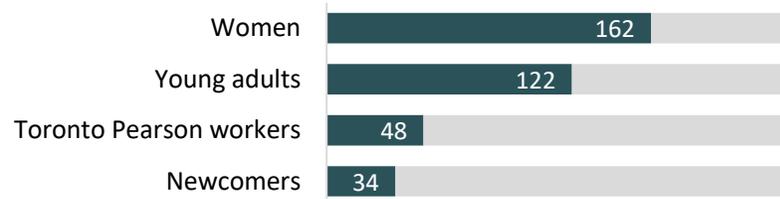


# PWO outcomes summary

- Total events till end of November: 30
- Total registrations to date: over 640
- Satisfaction and feedback:
  - 85% satisfaction rate according to post-event surveys
  - 81% received “useful information”
  - 78.5% would recommend events to other TPEC employees
  - 45% interested in connecting on their own with community partner

# Propeller Project + PWO Outcomes

**230** jobseekers received employment training and support



**20** received intensive **12-day career exploration with follow-up support**

**BRANDS FOR CANADA**

**210** received **half-day job-seeking training**

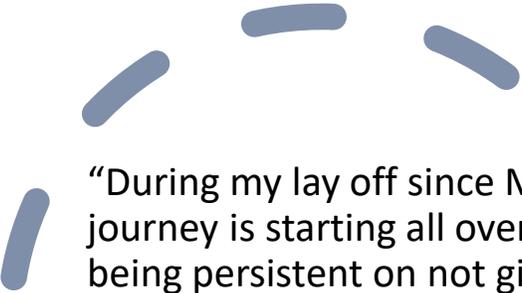
- 25 received **career wardrobe**

**6/20** jobseekers found employment (all were displaced Toronto Pearson workers)

A Customer Service Agent at Air Canada (5 years) secured employment as a Service Advisor at a logistics firm.

A Customer Service Agent at Air Canada since 2018 (newcomer with a background in flight planning, controlling and dispatching) secured a customer service position with ADT Security Services. He waits for the aviation industry to rebound and resume goal to be a flight-dispatcher.

An airport worker with a BA, Second Language Teaching is now a French teacher with the Toronto Catholic District School Board.



“During my lay off since March 29<sup>th</sup>, the toughest part of this journey is starting all over again and re-learning a new skill & being persistent on not giving up. Especially when this Covid-19 was out of our control. ACCES Employment helped me realize there are options. I was able to self analyze myself by doing group work and getting help from co-ordinators.

I liked how the guest speakers shared their stories and encouraged all of us to keep going. Change is good and we must learn to adapt in times of uncertainty.

I was blown away with the class work & personal attention from Sophia and staff.

My success was finding a great company to work for in the Logistics field. I am a Service Advisor for a trucking company.

Please keep up the great work. And I am grateful for the help & assistance.”

Testimonial from a program participant



# Testimonial

# How can Pearson Works Online contribute to recovery?

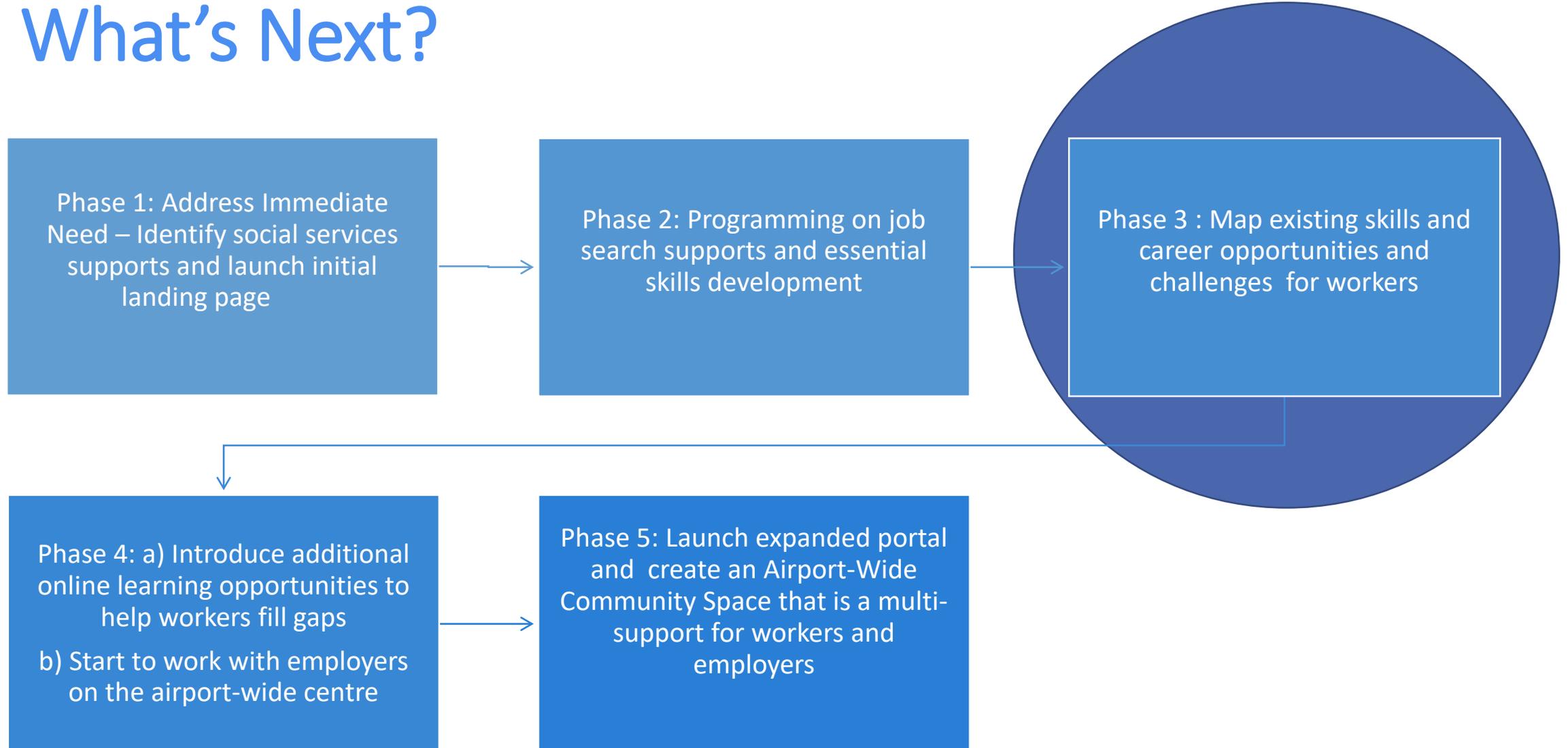
COVID-19 surfaced important themes in the industry such as:

- the evolution of worker health and safety;
- being able to quickly to train employees on new requirements;
- being nimble to upskill to deliver new innovations, such as digital and contactless technologies;
- the importance of connection, agile communication, and continuous learning to support a workforce who may be furloughed or laid-off or displaced.

The Pearson Works Online! will be a space where business, employers, labour groups, employees and the community/employment service agencies can:

- coordinate workforce recovery efforts
- scope, deliver and measure innovative programming and approaches
- connect with the mentorship and training to be skilled for the new post-COVID workplace
- Build the community to help the airport employment ecosystem stay connected and evolve as it returns to its growth trajectory as one of the biggest and most important employment zones in the country.

# What's Next?



Thank you!  
Questions +  
Discussion

