

## Successful Stories

### Story 1

Miss XXX landed in Canada in 2016. She is a very talented youth. While studying management at Okanagan College, she volunteered for the OCCA and effectively established our children's programs (dance and language/heritage classes). As a youth leader, she successfully applied for grants from United Way CSO and Central Okanagan Foundation for our youth programs. After graduation, she worked as an office assistant in a private company but was let go by the employer. At the moment when she felt emotionally devastated for losing the first "ideal job" in her life, we provided support by comforting her, revising her resume, and instructing her job interview skills. In 2017 spring, she applied for a job in response to a renowned local company recruiting ad for seasonal sales persons. Before the job interview, we specifically instruct her "to let the company know your long-term career goal and your talent (not limited to sales)". Then we provided truthful and supportive references upon the request of this company. She was hired immediately as a full-time staff in the administration department. When her colleague told her "Your predecessor's salary is higher than yours", we advised, "As an in-experienced staff, it is better to keep your job than a higher salary. A successful company knows how to retain valuable staff if you prove yourself". Within the first year, she successfully handled several large client cases. Since then, she received several salary increases and was offered advanced education with paid time. Ten years later now, she has been promoted to a management position. We supported and witnessed her growing up from a "big kid" to a fine young lady with admirable career achievements and confidence in her future in Canada.

### Story 2

Ms. XXX graduated in 2010 from a Canadian renown university with a Master's degree and landed in Kelowna due to her family relocation. She struggled to find employment suitable for her background because of her accent in English speaking. With our guidance and support, she founded and volunteered full-time from 2011-2018 to develop this grassroots immigrant organization with strong partnerships and collaboration with the OCCA. We played a significant role in empowering her to develop her leadership and non-profit management skills. Later, with our support, she is employed by a large charity organization as an assistant director and is on her way to greater success in her career.

### Story 3

Miss XX was an international student studying business management at the College. She had a student work permit but could not find a job. She was a shy young lady and felt disappointed after sending her resume and application to several employers without any response. We invited her to be a volunteer teacher for our language classes for children for a period of one year to overcome shyness and practice English communication skills (with Canadian-born kids). Our experienced staff helped her to write a resume and to make a career plan. In 2017, we referred her to a retail store in Kelowna, newly opened by XX Inc. She worked part-time, gained working experience in Canada, and become more confident to join the Canadian workforce.

### Story 4

Mr. XXX graduated from UBCO computer engineering. He had a job in a tech company, but feel difficulty staying at his job due to competition. We provided him with advice on how to land a job suitable for his situation. He found a job in another company and has been working well there for the past 8 years. Now, his family is an OCCA member and his daughter is participating in the OCCA After School children's classes.

### Story 5 and more

The OCCA itself is a new employer in the social service field. Since 2015, we have had several part-time positions of program coordinators and admin assistants. We had difficulty filling these openings and were exhausted by frequent turnover. After eight years of practice, we gained experience in recruiting, training, managing, and retaining employees and stabilized our staff working force in providing services to immigrants. For example,

- Ms. XX was an accountant in China but did not have experience in Canada. We bought bookkeeping software and coached her to use it when she started volunteering for OCCA in 2014. Today, she has her established bookkeeping business to serve many newcomer entrepreneurs.
- Ms. XX is a coordinator of the ESL classes. She landed in Kelowna for family reasons and graduated from Okanagan College. She has been working on this part-time job for several years and becoming familiar with social services and non for profit management.
- Ms. XX is an immigrant from Korea. She could write and read in English but struggled in listening and speaking for years. We coached her to improve her verbal communication skills with methods from the personal experience of a

senior immigrant who successfully established a professional career in Canada. We also provided her with verbal presentation opportunities in our workshops to encourage her practice in real life. One year after, she is excited that she is able to carry out daily activities without a translator.

And many more...