

A photograph of a woman with Down syndrome, wearing a yellow dress, a tiara, and a beaded necklace, waving her right hand. She is smiling and looking towards the camera. In the background, several other people are visible, including an older woman with glasses and a red top who is also smiling. The setting appears to be an indoor event or gathering.

**TEAM WORK  
COOPERATIVE**

**20  
24**

**IMPACT  
REPORT**



# TABLE OF CONTENTS

|                        |    |
|------------------------|----|
| BOARD OF DIRECTORS     | 1  |
| OUR VISION AND MISSION | 2  |
| OUR VALUES             | 3  |
| MESSAGE FROM ED        | 4  |
| 2024 HIGHLIGHTS        | 5  |
| EMPLOYEE SPOTLIGHT     | 6  |
| SOCIAL RESPONSIBILITY  | 7  |
| FINANCIAL STATEMENTS   | 8  |
| FUTURE OUTLOOK         | 9  |
| CONTACT INFORMATION    | 10 |



# TEAM WORK BOARD OF DIRECTORS 2024

**Chair**

Robert LaPierre

**Treasurer**

Cheryl Newcombe

**Executive Communications**

Margaret Schwartz

**Member at Large**

Roger Boychuk

**Member at Large**

Aja Joshi

**Member at Large**

Paul Williams

**Member at Large**

Monique Thomas

**Member at Large**

David Divine

**Member at Large**

Cat Fogarty

**Member at Large**

Deborah Sanni

**Member at Large**

Tosha Hancott



# Our Vision

Accessible and equitable  
employment services for all  
Nova Scotians.



# Our Mission

- 1 Inspiring and supporting people in their employment of choice.
- 2 Advancing inclusive workplaces.

# Our Core Values

## Invested

People have the right to our commitment, and guiding efforts to find meaningful, sustainable employment.

## Service Excellence

People have the right to access a network of employment assisted services throughout their working lives which are accessible, individualized, innovative, and flexible, and culturally sensitive.

## Mutual Respect

People have the right to be welcomed and feel a sense of belonging within their communities, Employment Assisted Service Centres and particularly in their workplaces. Everyone has the right to take informed risks and learn from their own experiences.

## Equitable

People have the right to be treated equitably. Equity means treating people fairly, understanding that all people have different needs and providing accommodation that ensures equity of opportunity and a level playing field.

## Inclusive

People have the right to have their voices heard, to be valued and appreciated as members of their communities, and to be respected for their unique differences.

## Accountable

People have the right to access effective and responsive services delivered in an efficient and transparent manner, to trust that commitments will be followed through, and to collaborate in achieving the best possible outcomes.



**Everyone deserves meaningful employment, personalized services, fair treatment, and transparency.**





THE VALLEY BEE  
COMPANY

COLETTE  
RUSSELL  
ADVANCED MEDICAL  
TRANSCRIPTIONIST



MARGO  
WHEATON  
MARGOWHEATON  
FOUNDATION

DARREN  
SURETTE



ACADIAN COMMUNITY  
SOLUTIONS



P'TETIT T

LIENCE ★ SUPPORT



# Message from the CHAIR

Hello and thank you all for joining us for our 26th Annual General Meeting.

Personally I would like to thank all of our Board members who joined us last year. A hardy welcome to our new members starting this year and much appreciation to all who continue to serve. A special thank you and congratulations to Ann Divine who has received an appointment that will occupy much of her talents and time. We are better to have known you. As we move beyond our 26th Anniversary we will have new faces around our Board table and staff rooms. We are both committed and excited to having an agency that reflects you our community.

Finally, all our success is due to the hard work and authenticity provided by you, our staff and Board of directors.

TEAM Work, together we are building a stronger community.

Robert LaPierre  
Board Chair  
TEAM Work Cooperative





Message from the  
EXECUTIVE DIRECTOR

## ADAPTABILITY, RESILIENCE, DETERMINATION

As we come together to reflect on the past year, we celebrate 27 years of steady commitment to our mission of empowering Nova Scotians and under-represented groups to achieve their career aspirations. Our vision to be a catalyst for change in the employment landscape has never been more relevant, as we strive to create a society where every individual has the opportunity to thrive in their professional and personal lives.

This year has indeed been a testament to our adaptability, resilience, and determination. Despite significant challenges, TEAM Work Cooperative has been a beacon of hope and success, consistently delivering exceptional employment outcomes. We welcomed **1,262 Nova Scotians** into our services, and I am proud to announce that **453 clients** have secured stable employment, averaging **38 individuals per month** who have found meaningful work.

We are grateful for the opportunity to work with many individuals on their journeys towards achieving their dreams. Despite the improving job market, the most vulnerable in our communities continue to face challenges. As we help individuals find employment, we aim to equip them with the necessary skills to navigate future economic uncertainties. We are committed to ensuring that everyone we serve has the skills for success needed for the future of work.

Thank you,

**MARCUS JAMIESON**  
Executive Director

# Partnerships and Collaborations

## SUPPORTING NOVA SCOTIANS

This past year our strategic partnerships and collaborations have been a key focus in achieving the organization's mission. Efforts have been made to strengthen relationships with government agencies, educational institutions, and employers, resulting in increased resources, expanded services, and enhanced support for clients.

Our management team embarked on Inclusive Leadership training with Barefoot Facilitation, enhancing our ability to foster an inclusive workplace.

Moving forward, we are excited to announce our partnership with Lift Impact Partners, a national non-profit organization dedicated to accelerating change for thriving communities in Canada. TEAM Work has been selected to participate in the LIFT Impact Partners initiative along with 7 other non-profit organizations. Together with our partners, including CASE and Metroworks, we will focus on capacity building, community development, and revenue generation.

Additionally, we are proud to work with Khalsa Aid International in Halifax, where Pavneet Singh generously delivered groceries to our office for clients in need.

We are also thrilled to be a demonstration site for the Thriving Workplaces initiative, which aims to enhance career services for workers and employers facing labor market disruptions from March to November 2024.

Furthermore, our partnership with NSCDA will result in the development of training modules for individuals interested in a career in the residential support sector.

Lastly, in collaboration with HRM Nova Scotia Works, we successfully hosted the Annual HRM Job Fair, where over 2000 job seekers had the opportunity to connect with more than 100 employers.

TEAM Work participated in significant events and initiatives such as visiting Black Cultural Centre, and attending the World Association for Supported Employment Conference in Vancouver.



Acknowledging the vital role that strategic alliances and cooperative efforts play in accomplishing our goals, we have dedicated ourselves over the past year to enhancing our connections with key partners, such as government bodies, academic institutions, and community organizations. These collaborations have enriched our resource pool, broadened the scope of our offerings, and reinforced the support network available to our clients.

# EQUITABILITY

## Shaping Accessible and Inclusive Workplaces

In our ongoing partnership with Placemaking 4G, we've launched a three-year virtual EquitAbility initiative aimed at assisting Nova Scotia employers in the recruitment, hiring, and retention of individuals with disabilities. The EquitAbility program equips employers with the tools to create more inclusive and accessible workplaces, guides them in managing workplace accommodations, and empowers them to better serve the needs of Persons with Disabilities with increased skills and confidence.

Additionally, we proudly hosted the inaugural EquitAbility employer gathering to honor the United Nations Persons with Disabilities Day on December 3rd. The event last year, held at Casino Nova Scotia and attended by 125 participants, was a resounding success. It featured the presence of the Deputy Mayor, a captivating musical act by Indigenous youth vocalist Dee Dee Austin, and an inspiring keynote address by Sean Wiltshire.



# Recognitions and Awards

## Claredon Robicheau Lifetime Community Award winner Judy Turner

Nova Scotia League of Equal Opportunities recognized Judy Turner with the Claredon Robicheau Lifetime Community Award, which recognizes people who show leadership and advocate for inclusion and accessibility for people with disabilities.



## Dalhousie University 2023 Employer of the Year Legacy Award

In March 2024 TEAM Work was recognized with the Dalhousie 2023 Employer of the Year Legacy Award. Recognizing employers who have been active and supportive in Dalhousie co-op programs for a minimum of 5 years.



## 2024 Invisible Champion Award Winner Elizabeth Fitzner

Former TEAM Work Client Service Coordinator Elizabeth Fitzner was a recipient of the 2024 Invisible Champion Award from the United Way Halifax for incredible leadership, great ideas, and collaborative and innovative work. Liz is the third person from TEAM Work to receive this award.





## LEADERSHIP WITHIN

At our Annual General Meeting, we gather to honor our accomplishments and express gratitude to our exceptional staff. This year, we have numerous reasons to rejoice, as our dedicated and talented team has been instrumental in our success. Our staff consistently demonstrates innovation and possesses the unique ability to build connections, offer support, guidance, and uplift those in need. They bring their authentic selves to work and inspire others to do the same without hesitation. Our primary focus remains on ensuring that every aspect of Futureworx operations is inclusive and welcoming to all.

We are especially grateful for our team's commitment to empowering clients on their employment journeys. Each member, from case management to administration, plays a vital role in fostering a culture of inclusivity, support, and belonging, ensuring that we provide the best assistance to those we serve. Our staff excels in communication, inclusivity, and innovation, always going above and beyond for our clients.

We are proud of our exceptional team leaders who fearlessly expand our services, and we are profoundly thankful for their unwavering dedication to creating new opportunities. Furthermore, it is with great joy that we acknowledge and welcome our staff members who have taken on new roles and extend a warm greeting to our newest additions to the team. Your passion, skills, and dedication are invaluable assets to our organization, and we are thrilled to have you on board.

- **Daniel Riley**, Operations Manager
- **Pratibha Popat**, Employer Services Manager
- **Rob Casey**, Client Services Manager
- **Lloyd Thomas**, Career Link Coordinator
- **Nina Nersesova**, Employer Engagement Specialist
- **Maram Salam**, Inclusion Specialist Opp Fund
- **Parvaneh Erfani**, STRIVE Coordinator
- **Young Hoon Choi**, Workshop Facilitator
- **Maram Salem**, Workshop Facilitator

We look forward to having you on the TEAM Work team for many years to come!

## TEAM WORK ANNUAL family picnic!





# IMPACT23/24

453

## EMPLOYED

Nova Scotians  
find meaningful  
and sustainable  
employment

1,262

JOB SEEKERS ACCESSED  
OUR SERVICE

90%

Client satisfaction rate for  
those received our support

## REFERRALS

555

IN-HOUSE REFERRALS

## EMPLOYERS

345

Businesses supported with  
recruitment, retention and D&I

262

## Workshops

Job Seekers completed  
workshops to enhance  
their employability in  
the labour market

## DIVERSITY

75%

Of our job seeker are  
from underrepresented  
groups

## APPOINTMENTS

4941

With 12 CM's,  
JD's and ESP's

## COMMUNITY FUNDS

\$20,000

PROVIDED TO  
THOSE IN NEED

## ENTREPRENEURS

44

Out of 53 GO-3D  
participants with  
disabilities, 44  
had active  
businesses at  
graduation

476

## Funding Apps

Applications to help  
our clients with, skills,  
accommodations, and  
life supports



## NOVA SCOTIA WORKS NOUVELLE-ÉCOSSE AU TRAVAIL

As we embark on another year as one of the 15 designated NS Works Centers, we are grateful for the ongoing support from Nova Scotia Government Employment Nova Scotia (ENS), Department of Labour, Skills, and Immigration (LSI) for providing funding and supporting our inclusive employment services in the Halifax Regional Municipality for the past 8 years. Our partnership with other NS Works centers has been fruitful, and we are honored to collaborate with LSI and ENS. Your support, guidance, and expertise are greatly appreciated as we strive to make a meaningful difference in the lives of Nova Scotians together.

TEAM Work remains committed to working closely with our partners in the HRM, such as YMCA, Opportunity Place, and Job Junction, to share best practices for the benefit of our clients. Our collaborative efforts, including events like REFRESH, EquitAbility, job fairs, DEAM events, and employer training sessions, have been successful in supporting our clients.

It is essential to continuously assess the effectiveness of our programs, gather data on outcomes and client success stories, and adapt our strategies to meet the evolving needs of our community. By consistently evaluating and enhancing our services, we can ensure that we continue to have a positive impact in Halifax and beyond.





## TEAM WORK

# PROGRAMS

### 2023-2024

Innovation lies at the heart of our organization. Over the past year, we have introduced and maintained groundbreaking programs such as the **Opportunity Fund, Career Link, MentorAbility, GO-3D, STRIVE, Jazz Aviation Workplace Support, and Skills Development Accessibility Supports.**

Throughout the year, TEAM Work has remained at the forefront of innovation and program development, continuously adapting to meet the changing needs of our clients. We are proud to have launched successful programs such as the Jazz Aviation Program and the STRIVE Program with the support of the Government of Canada and Nova Scotia Government Department of Community Services respectively that offer training and skills development opportunities for individuals seeking to enhance their qualifications and employability. Our online Facebook group Jobs, Halifax Nova Scotia has grown to over 40,000 members and has become source for new job seekers to access our service but also a wonderful supportive community for fellow job seekers and newcomers arriving to Nova Scotia for the first time.

These programs have yielded promising results and garnered enthusiastic feedback from clients and employers alike, as they have significantly enhanced employment opportunities for our clients.

We would like to thank your funding partnerships for these incredible programs that have a major impact in our community.

- **Nova Scotia Government Department of Community Services**
- **Nova Scotia Government Department of Labour, Skills and Immigration**
- **NS Government Post-Secondary Accessibility Services - Department of Advanced Education Nova Scotia Student Assistance**
- **Government of Canada - Economic Social Development Canada**



TEAM WORK 2023-2024

# PROGRAMS

---



## MENTORABILITY NOVA SCOTIA

Project Coordinator - Dave Wareing

- We are excited about the progress and growth of MentorAbility in Year 5 and look forward to continuing to make a positive impact in the community. Thank you to all our partners and supporters for their ongoing commitment to the program.

### **We are pleased to report on the highlights and successes of MentorAbility in Year 5:**

- Collaborated with Career Connections who became a program delivery partner.
- TEAM Work participated in the Light it Up for DEAM campaign and hosted an event with staff hosted by Planet 21.
- MentorAbility partnered with EquitAbility Employer Event.
- Lunch and learns were hosted in New Glasgow and Antigonish to promote MentorAbility.
- MentorAbility sponsored the Progress Club Sports Charity Dinner.
- MentorAbility sponsored guest speakers for clients including Eddie LeMoine, Junior Moaku, P4G, Nancy Blair, RealEyes Capacity, Hoa Banh, and Debbie Adams.
- A landing page for MentorAbility was created on the TEAM Work website.

17

Mentees



13

Mentors



## TEAM WORK 2023-2024

# PROGRAMS

### GO-3D

Hannah Heffler, Mike Little, Abigail Rogers, Lloyd Thomas and Hoa Banh

- Year 3 of the GO-3D project has been a success with positive outcomes for participants and recognition for their achievements in entrepreneurship and marketing.
- Held REFRESH event celebrating entrepreneurship and community inclusion with 150+ attending
- Secured funding for an additional cohort, completed 5 months in the program to date
- Cohort 4 has 6 participants successfully opening their own businesses out of 12 participants
- Heidi Brazier-Tremblay from Cohort 1 and owner of the Grateful Baker has received many awards and accolades and featured in the Halifax Chamber of Commerce for new local business.
- Will Brewer from Cohort 3 received the Social Impact Entrepreneur Award from EY Canada in April 2024 for his business, Planet 21
- Lana Larder from Larder Marketing Group from Cohort 3 won a Canada Choice Award for Marketing in Dartmouth Nova Scotia

**\$100,000**

Revenue  
generated



**53**

Graduated  
Entrepreneurs







GO-3D PARTICIPANT  
**SUNNYSIDE SELF  
WELLNESS**



GO-3D PARTICIPANT  
**PLANET 21**



GO-3D PARTICIPANT  
**PLANET 21**

## TEAM WORK 2023-2024

# PROGRAMS

---

### Career Link Project

Lloyd Thomas and Rob Casey

Career Link, under the leadership of Project Coordinator Lloyd Thomas and Rob Casey, had a successful year with 21 participants in the program for people with disabilities with post-secondary education who have not secured work in their chosen field.

To-date, 20 out of 21 participants have found placements, showcasing the effectiveness of the program. A participant shared their positive experience, stating that Career Link quickly connected them with a wonderful employer in their preferred field of work, with the team being kind, supportive, and ensuring a match that meets their unique needs. The program has helped participants thrive and grow in their careers.



### SDAS Project

Jarett Burke, Nina Nersesova, and Jonathan Hall

In Year 5 of the Skills Development Accessibility Supports (SDAS) program, under the leadership of Project Coordinator Jarett Burke, significant progress was made in advancing services for persons with disabilities within the Nova Scotia Works system. The program provided SD accommodations support to eligible Skills Development clients, developed specialized training for Case Management staff, and facilitated the integration of Universal Design technology in each centre.

A new Employment Support Practitioner Training Manual was also created, offering guidance on various aspects of employment support such as assessment, onboarding, employer engagement, and crisis management. These initiatives have greatly enhanced the accessibility and effectiveness of services for individuals with disabilities seeking employment support.



## TEAM WORK 2023-2024

# PROGRAMS

---

### Jazz Aviation Project

Jeff Vander Velde and Lincoln Lorde

The Jazz Aviation Year 2 project, led by Jeff Vander Velde and Lincoln Lorde, was a 15-month initiative that saw great success and achievements. With over 400 applicants, 80 people were interviewed and 28 were accepted into the program across two cohorts. The diverse group of participants included 14 females, 13 males, and 1 non-binary individual, with 13 racialized, 7 persons with disabilities, and 18 newcomers.

Workshops on power skills, mental health in the workplace, aviation training, and communication/problem solving/leadership were conducted, providing valuable skills to the participants. Despite challenges in the aviation industry such as pilot shortages and flight crew illness affecting Jazz's hiring plans, other opportunities were developed for the participants. Overall, the project was a success in providing valuable training and opportunities to a diverse group of individuals.



### STRIVE Project

Maggie Morden, Parvaneh Erfani and Sam Holt

The first year of the STRIVE Program, led by project contributors Parvaneh Erfani and Sam Holt, has been a success. The program aims to provide personalized support and guidance to individuals with disabilities and IA who are facing barriers to employment.

Through individualized intake assessments and tailored employment plans, participants are equipped with essential job readiness skills and resources. The program has successfully coordinated workshops, information sessions, and collaborative efforts with community partners and stakeholders to empower participants and enhance their integration into the workforce. Over the course of the year, the program has targeted 60 participants across three cohorts, with an average of 10 to 15 participants per cohort.



## TEAM WORK 2023-2024

# PROGRAMS

### Workplace Support Program

MJ Crawford and Randy Reade

The Workplace Support Program had a successful first year, with 112 clients approved for hearing aids and devices totaling \$269,279.24, and 2 clients approved for a Workplace Attendant totaling \$61,545.15. Interpreter costs to date amounted to \$8,097.34.

One client, a student at Dalhousie University, was able to receive funding for a stand-up power wheelchair through a combination of support from the program, the university, and a fundraiser. A photo from April 2023 showed a grateful client, Jose, expressing his appreciation for the support he received in obtaining a new hearing aid. The program has made a significant impact on the lives of those it has assisted, providing much-needed support and resources.

*"First and foremost, this is to convey my sincere thanks to you and the whole TEAM Works as well as to the government for hearing support. It has been a month since I received my hearing aid. Cole Crouse of Seaside Hearing advise me to observe the unit I received, Starkey Evolve AI 1200 for a month under a warranty period. Otherwise, an option from Resound to replace. I used it as recommended by Dr. Crouse and I finally decided to retain the Starkey Evolve AI 1200 for various reasons, such as sound quality resembling real life, fitness, aesthetics, and technology. It is much better than my previous one in most aspects. Last Thursday, I have my visit to him and for the finality of my choice.*

*I am happy to have another hearing aid which I expect to be a valuable contributor to my endeavors. It is you who help me a lot, who understands my situation, and who has the selfless desire to assist me in all ways. Hope you will be blessed with abundance in life and find happiness in all your works. May your family succeed more than you intend to help me."*

Workplace Support Client, Jose



# Looking Ahead

As we transition into the new fiscal year, TEAM is poised to continue our mission of making a positive impact in the lives of individuals seeking meaningful employment opportunities. Building upon our past successes, we are committed to further enhancing our career services, promoting innovation, and advocating for diversity and inclusion in the workplace.

TEAM has maintained strong financial stability throughout the year, thanks to the support of our funders, donors, and partners. Our diligent resource management ensures that future funds are allocated towards delivering high-quality services and programs.

Our commitment to financial transparency and accountability is evident in our audited financial statements, which demonstrate responsible stewardship of resources and adherence to industry standards.

Our dedication to excellence is determined as we actively seek out new opportunities to expand our programs, improve our services, and strengthen our partnerships with key stakeholders. With the continued support of our valued partners and the hard work of our dedicated team, we are confident that TWC will remain at the forefront of transforming the lives of Nova Scotians through our innovative approach to career development.

As we look ahead to the future, we are excited about the possibilities that lie ahead and the impact we can continue to make in the community. Together, we will strive to create a more inclusive and diverse workforce, where individuals from all backgrounds have the opportunity to thrive and succeed in their chosen careers. With a shared vision and a collective effort, we are confident that TWC will continue to be a driving force for positive change in the lives of those we serve.





## BOARD OF DIRECTORS AND FUNDERS

The incredible success of the past twenty-seven years would not have been possible without the dedicated support and guidance of the dedicated TWC staff. Managing an organization with over 40 staff members and serving thousands of job seekers is a challenging task, but your ongoing commitment has allowed us to overcome any obstacles that have come our way.

This year, TEAM Work faced numerous challenges, including the ongoing impact of the pandemic, changes in the labor market, the introduction of new staff and programs, rising inflation, and the "Great Resignation." Through it all, the TEAM Work Board has provided invaluable guidance and support. Your dedication and insightful advice have been unwavering, and we are deeply grateful for your steadfast commitment.

TEAM Work's reputation as a trusted partner to government agencies is a testament to our organization's responsible stewardship of public funds. We take pride in our accountability and commitment to providing equitable services to our government partners, resulting in another year of successful employment outcomes for those seeking meaningful work.

As the Executive Director of TEAM Work, I am grateful for the opportunity to lead this exceptional organization. I am continually inspired by the dedication and passion of our staff, who are always ready to embrace change and find solutions for our communities, even in the face of challenges. I am proud to present these highlights from the past year, knowing that they are a reflection of the hard work and dedication of our incredible TEAM Work family.





# THANK YOU

Thank you so much for your support. We appreciate your care, guidance and collaboration .