








YWCA JUMP is an exciting program for newcomer women, girls and gender-diverse people over the age of 13, who are permanent residents, convention refugees or live-in caregivers with temporary work permits. *(Must provide documentation of record of landing.)*

3090 Kingston Road, Suite 205 | Scarborough, ON M1M 1P2 | 416.266.0303

[www.ywcatoronto.org/jump](http://www.ywcatoronto.org/jump) | [JUMPScarborough@ywcatoronto.org](mailto:JUMPScarborough@ywcatoronto.org) |     

“ The JUMP program gives great training and workshops to newcomer women, girls and gender diverse people. It has helped me settle into Canada more easily and I have also met a lot of good friends. ”

YWCA JUMP client

Are you a newcomer woman, girl or gender-diverse person over the age of 13? In Canada as a permanent resident, convention refugee, protected person or live-in caregiver?

## JOIN YWCA JUMP SCARBOROUGH TODAY!



### YWCA JUMP Scarborough is a program where you can:

**LEARN** the necessary skills to help you find valuable work, volunteer and educational opportunities.

**ATTEND** a range of training such as standard first aid & CPR, food handler, digital skills, cashier and customer service training.

**EXPLORE** career options in the current labour market that suit your skills, strengths and interests and obtain one-on-one job search support.

**GET HELP** with settlement issues and one-on-one counselling to support you with any challenges you may be facing in your new community.



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and Citizenship Canada

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## YWCA JUMP SCARBOROUGH OFFERS A RANGE OF TRAININGS AND WORKSHOPS AT NO COST:

### RETAIL TRAINING CERTIFICATE AND JOB SEARCH PROGRAM (3 DAYS)

- Training includes: customer service and cash register training
- Learn to prepare your résumé and find jobs in the retail industry
- Receive a certificate upon completion of all workshops

### DIGITAL SKILLS TRAINING (4 DAYS)

- Learn how to use Windows and Mac operating systems
- Learn how to use smartphones (Android and iPhone)
- Learn about Google Search engines, emailing and Internet security
- Learn about LinkedIn, Facebook, Instagram, Twitter, and WhatsApp

### ONLINE FOOD HANDLING CERTIFICATE (SELF-STUDY)

- Learn important information about food safety
- Learn how to prevent food-borne illnesses
- Take an exam through the Ministry of Health which is valid for 5 years

### REMOTE SALES & CUSTOMER CARE CERTIFICATE (10 DAYS)

- Determine if Remote Sales & Customer Care jobs are right for you
- Obtain Communication and Customer Service Skills Training
- Obtain Sales Techniques and Digital Skills Training
- Learn how to target your job search for Remote Sales & Customer Care positions

### THE STORIES OF US (7 DAYS)

- Improve your English communication skills and practice public speaking
- Learn how to tell your story
- Build confidence with sharing your personal and professional experiences, as preparation for employment interviews

### HOME BASED BUSINESS TRAINING (4 DAYS)

- Learn the basic steps for creating a business
- Obtain resources, services and programs for self-employment
- Gain entrepreneurial skills – including operations, budgeting, marketing and management



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