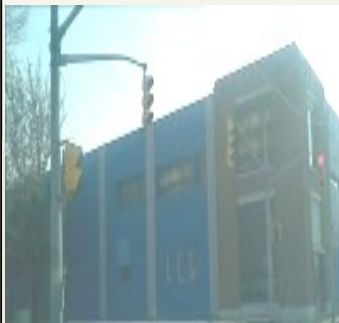


# Chromeshield Voice

C O M M U N I T Y L A B O U R A D J U S T M E N T C E N T E R



## Ontario Drug Benefit: Trillium Drug Program

### CHROMESHIELD LABOUR ADJUSTMENT OFFICE

#### WHERE TO FIND US

1801 WALKER RD  
SUITE 200  
519-256-6142  
**EXT 224  
(NEW)**

#### INSIDE THIS ISSUE :

Interviewing Skills	2
Child care subsidy	3
Job Fair	3
Ask Sue	4
Ask Sue...Continued	5
Enhanced Employment for Older Workers	5
Job search websites	6

The Trillium Drug Program (TDP) is intended for Ontario residents who have a valid Ontario Health Card and who have high prescription drug costs in relation to their net household income. :

➤ TDP provides coverage for prescription drug products listed on the Ontario Drug Benefit Formulary/Comparative Drug Index (Formulary).

In addition, drug products that are not listed on the Formulary are also considered for coverage for TDP recipients through the ministry's Exceptional Access Program (EAP) on a case-by-case basis. (For more information refer to the EAP fact sheet. Who?

#### You can register in the Trillium Drug Program if :

➤ you have a valid Ontario health card and are a resident of Ontario; and

➤ you are not eligible for drug coverage as another category of recipient under the Ontario Drug Benefit (ODB) Program (i.e., you are not a senior over 65 years of age, you are not a social assistance recipient, you are not receiving professional Home Care services, or if you are not a resident of a Long-Term Care home or Homes for Special Care); and

➤ you don't have private insurance coverage or if your private insurance does not cover 100% of your prescription drug costs.

#### Deductible

The program runs from Au-

gust 1 to July 31 of the following year. Before you will receive coverage for eligible prescription drug products through the TDP, your household must pay for a set amount of your prescription drug purchases, otherwise known as the "deductible", each year starting August 1. The deductible is paid in four installments over the program year and is calculated based on net household income and household size.

For example, a household with an annual deductible of \$500 will pay for the first \$125 of prescriptions purchased at the start of each quarter on August 1, November 1, February 1, and May 1. After the deductible is paid in each quarter, the household will be eligible to receive drug benefits for that quarter, and will be asked to pay up to \$2 per prescription each time they purchase an eligible drug product. Any unpaid deductible in a quarter will be added to the next quarter's deductible.

New applicants to the TDP can choose the date within the program year on which they wish to be enrolled in the program. The deductible will be prorated, that is, the deductible will be based on the number of days left in the program year. Please note that pro-ration of the deductible will apply only for the first year that a household/member is enrolled in the program.

#### Drug Costs

Only eligible drug costs count

towards your Trillium Drug Program deductible or are covered as program benefits. To ensure coverage under the program, check with your pharmacist or health care provider to make sure your prescriptions fit into one of the following categories :

- are listed in the ODB Formulary/Comparative Drug Index; or
- are on the Facilitated Access List of HIV/AIDS drugs; or
- have been approved for coverage through the ministry's Exceptional Access Program (EAP).

#### Where?

Trillium application kits are available at your local pharmacy, or by calling 1-800-575-5386. The application form and application guide are also available on-line :

- Application for Ontario Drug Benefits
- A Guide to Your Application (Ontario Drug Benefit)

#### For more information

Trillium recipients contact  
P.O. Box 337, Station D  
Etobicoke, Ontario  
M9A 4X3  
Tel : 416-642-3038  
Fax : 416-642-3034  
Toll-Free : 1-800-575-5386  
E-mail : trillium@resolve.com



## HOW TO ANSWER THE TOUGH INTERVIEW QUESTIONS

To outshine other incumbents being interviewed for the same job as you, you must do your homework and be very prepared to stand out as the organized, prepared professional you are.

Here are a few of the tougher interview questions that are often flubbed, with the appropriate answers:

1. Tell me a bit about yourself." Give no more than a 3 minute synopsis of your career to date. "I am a \_\_\_\_\_ with \_\_\_\_\_ years of experience. My most recent position was as \_\_\_\_\_ with \_\_\_\_\_. Mention (relevant) education. My areas of expertise are: 1., 2., 3. and here are some examples of those areas." Interviewers do not want to hear anything personal about you in this 3 minute period.
2. "Where do you want to be in five years from now?" I hope to still be working for this company, with newly acquired skills, and ongoing responsibility."
3. "Why do you want to work for this company?" Don't say, "Because there is an opening and I really need a job." This is where you talk about what you gleaned from the research you have conducted on company and possibly mention a common shared value. Show excitement and passion in your voice and tone. "This job posting so closely matched my qualifications and as a client I really like the customer service I get when I call with a problem."
4. "Why should we hire you?" This is a freeze up question. Mention the benefits you will bring to the position and to the company. Tell them you are going to save them money, increase productivity or free them up to do their job by taking care of everything else using the skills that you have. Do not rehash your skills, go for the benefits!
5. "What is your greatest accomplishment to date?" Try to use a recent example that is relevant to the position and the company that you are interviewing with, but it is not mandatory. Be sure to use the Situation, Action, Result format. Tell the accomplishment with pride, and smile.
6. "What skill do you believe needs development?" Don't say, "I need to learn Spanish so when I go south each winter I can talk to the local senioritas." No one likes to be asked the weakness question but when you are prepared for it it's easier to address. There are a few different ways to answer this question. One example to tell them something you would like to be better at; you can do it now but you would like to excel at it. OR your weakness could be something that was a weakness but is now a strength. Whatever you say, be sure to always turn it around to sound positive.
7. "Why did you leave your last job?" This question is to determine fit. If you weren't fired, then tell exactly what happened.
8. "Is there any skill or knowledge area required in this job that you would not be able to perform?" This is not the time to mention that you had bypass surgery eight years ago. As long as the answer is 'no' you are not obliged to share any personal or health issue with the interviewer. If you have a condition that needs special attention or accommodation as long as it doesn't prevent you from carrying out the responsibilities as advertised you do not have to mention it until you have signed off on the offer.

Whatever you do be yourself, be honest and don't feel like you have to over explain yourself. Remember that people remember stories they don't remember words so give heart felt examples and practice, practice, practice.

Copyright © 2009 [workopolis.com](http://workopolis.com).

Need help? Dial 211

519-258-0247  
1-866-686-0045  
TTY 1-866-488-9311

211WindsorEssex.ca

## CHILD CARE SUBSIDY

Ontario's child care subsidy helps eligible families pay for child care. The Ontario government, municipal governments and First Nations communities share the cost of the program. The subsidy is provided to child care programs on behalf of eligible families.

### Who can apply?

If you are the parent and the child who:

- is under 12 years old
- is in a licensed child care program, or
- is a school-aged child enrolled in a recreation program.

The amount you pay for child care depends on your family's adjusted net income. Your adjusted net income equals:

- The net income amount on line 236 of the Canada Revenue Agency personal income tax form
- any federal Universal Child Care Benefit (UCCB) payments. (The UCCB is not considered in determining a family's child care fee subsidy).



### How to apply

To apply or for more information about this program, contact your [local municipality](#).

## THE VILLAGE OF ASPEN LAKE IS HAVING A JOB FAIR

The Village of Aspen Lake in Windsor is under construction and is the 10<sup>th</sup> location in Ontario for Schlegel Seniors Villages/Oakwood Retirement Communities.

### EMPLOYMENT OPPORTUNITIES IN THE FOLLOWING AREAS:

#### Open positions for:

- Director of Nursing Care
- RNs, RPNs, and PSWs
- Director of Food Services
- FS Aides, Chef/Cook
- Director of Environment
- Housekeeping & Laundry
- Director of Recreation
- Recreation Aides and Administration



OAKWOOD  
RETIREMENT COMMUNITIES INC.



#### Where:

The WFCU Centre  
8787 McHugh Street  
Windsor, Ontario, Canada  
N8S 0A1

#### When:

August 10 & 11 from 8am to 8pm

Please bring your resume and be prepared for a possible interview on site

## EMPLOYMENT QUESTIONS & ANSWERS “ASK SUE”

Frequently I hear the same questions over and over. Maybe my answers will be of interest. If you have a question that you wish to see answered in this space feel free to call your Labour Adjustment Committee representative and submit your question.

**QUESTION: I hear quite frequently that some of my clients feel they are experiencing Age Discrimination in the labour market.**

**ANSWER:** The Ontario Ministry of Labour regulates The Employment Standards Act that states "An employer can not discriminate between employees who are 18 or over but under 65." The Ontario Human Rights Commission states that... As an employer: You cannot refuse to hire, train or promote people simply because of age based assumptions. You should not target older workers, or other age groups, when it comes to workplace downsizing or reorganization activities.

During the last fifty years, major inroads have been made to reduce discrimination in Canadian society. This reflects a recognition of the basic dignity of all persons. While there have been significant efforts made to challenge stereotyping and prejudices about people's race or ethnic origin, their sex or sexual orientation, their physical or mental condition, the same is not true for age discrimination and other related discriminations in later life. People's age and the stereotypes about aging are frequently used to determine people's perceived value in the workplace. It is very hard to prove that as an older worker, you are being screened out from potential employment opportunities.

Over my many years in talking to employers and getting their job listing details I have heard two repeated scenarios:

"Don't send me anyone under 30" or "Don't send me anyone over 30!" In both these circumstances the employer has admitted that he/she has just had a bad experience with a worker that as an employer they identified to be an "age" related issue.

For workers **under 30** the employer usually stated that they experienced:

- Worker was always late
- Failed to show up for weekend shift
- Showed up severely hung-over
- Showed no initiative to do more

For workers **over 30** the employer usually stated that they experienced:

- Worker refused to learn a new skill or technique stating "they were too old to learn"
- Worker refused to follow a change in methods or procedures
- The old way worked ok and they don't see why they need to do things differently

Do you see yourself in the "over 30" scenario? A worker who continues to learn new skills or techniques; stays up to date in their field or shows a willingness to continue to learn would not fit into this ageism.

An employer will often ask questions to determine your willingness to learn new things. Be prepared to put his/her mind at ease. Talk about the efforts you have made to stay current in your field or what you have done to change skills for today's labour market. Be positive about learning new skills.

As soon as you think "I'm too old to do this" then you are. Your own attitude can make the difference in how you present yourself.

Still for the older worker who had no reason to believe that their industry would suddenly dramatically downsize or change their hiring requirements and that new skills are expected, as of 01 June 2010 the Ministry of Training Colleges and Universities announced a pilot project called the **Targeted Initiative for Older Workers (TIOW)**

## EMPLOYMENT QUESTIONS & ANSWERS “ASK SUE” - continued

Eligibility is as follows:

Aged 55 to 64 (those over age 64 who meet all the TIOU criteria are also eligible)

Laid off or working less than an average of 20 hours per week

Legally entitled to work in Canada

Lack skills needed to find a new job

Live in a vulnerable community with high unemployment, largely dependent on a single employer or industry and with a population of 250,000 or less

There are two service providers for the TIOU program and each are planning to use this program in two unique ways.

The UHC has initiated use of this program for three different occupational goals. The three areas of occupational interest include some computer skills training, specific skills training to the occupation as well as a work placement component. You may want to call the UHC to register for their specific TIOU program in any of the following occupations of interest or request that your resume be forwarded by your Community Labour Adjustment representative to this agency with this specific program in mind: Customer Service Representative, Industrial Manufacturing, Security Guard



Unemployed Help Centre (UHC)  
6955 Cantelon Drive,  
Windsor, ON N8T 3J9  
Contact: Jane Muir (519) 944-4900

The CDS has initiated use of this program on a more individualized basis, based on the needs of the client. This approach may appeal to someone who has a goal different than those identified by the UHC. CDS can offer specific work skills training if required, and placement incentives for the employer. If you feel you meet the criteria for TIOU then fax, or email your resume to CDS quoting an interest in TIOU. Your Community Labour Adjustment representative can do this on your behalf so don't hesitate to call (519) 256-4597 if we can be of assistance.

Career Development Services (CDS)



400 Wyandotte St. East,  
Windsor, ON N9A 3H6  
Contact: Diane Holman  
Phone: (519) 977-6444  
Fax: (519) 977-5695  
Email: [resume@careerdevelopmentwindsor.com](mailto:resume@careerdevelopmentwindsor.com)

### Enhanced Employment for Older Workers



This is a government funded program for unemployed workers ages 55-64 that are interested in retraining to help regain employment. This is at no cost to you; if you are interested you can learn more by attending a general information session at the Unemployed Help Centre of Windsor located at 6955 Cantelon Drive

For upcoming sessions, please call: (519) 944-4900

# JOB SEARCH WEBSITES

**We're  
Open**

## OUR OFFICE HOURS

1801 Walker Rd.  
Suite 200  
519-256-6142  
Ext 224 (NEW)

Monday 9 to 4  
Tuesday 9 to 4

Wednesday Closed

Thursday 9 to 4

Friday 9 to 4

We're on the Web

[www.labouradjustment.com](http://www.labouradjustment.com)



## CHROMESHIELD ADJUSTMENT COMMITTEE

Chair  
John Toth

### Your Committee

Tammy Anger  
Candy Eagen

### Peer Helpers

Alberto Sommarriba

Published By:  
Candy Eagen

## GOVERNMENT RESOURCES

Windsor Employment & Insurance Office	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
HRSDC program & service info	<a href="http://www.hrsdc.gc.ca">www.hrsdc.gc.ca</a>
Job Bank	<a href="http://www.jobbank.gc.ca">www.jobbank.gc.ca</a>
...another access to Service Canada	<a href="http://www.jobsetc.ca">www.jobsetc.ca</a>
Labour Market Information	<a href="http://www.labourmarketinformation.ca">www.labourmarketinformation.ca</a>
Federal Government Jobs	<a href="http://www.jobs-emplois.gc.ca">www.jobs-emplois.gc.ca</a>
Ontario Government Jobs	<a href="http://www.gojobs.gov.on.ca">www.gojobs.gov.on.ca</a>
Manitoba Job Information	<a href="http://www.mb.workinfontet.ca">www.mb.workinfontet.ca</a>

## JOB SEARCH RELATED INFORMATION

Career Key Agency (advice and tips)	<a href="http://www.careerkey.com">www.careerkey.com</a>
Job Futures (forecast of careers)	<a href="http://www.jobfutures.ca">www.jobfutures.ca</a>

## PROFESSIONAL ASSOCIATIONS

Professional Engineers Ontario	<a href="http://www.peo.on.ca">www.peo.on.ca</a>
Canada Business Service Centre	<a href="http://www.canadabusiness.ca">www.canadabusiness.ca</a>
Business Development Bank	<a href="http://www.bdc.ca">www.bdc.ca</a>
Canadian Federation of Chefs & Cooks	<a href="http://www.ccfcc.ca">www.ccfcc.ca</a>

## WINDSOR EMPLOYMENT AGENCIES

Career Development Services	<a href="http://www.careerdevelopmentwindsor.com">www.careerdevelopmentwindsor.com</a>
Multicultural Council	<a href="http://www.themcc.com">www.themcc.com</a>
Net Success (Internet Job Search Skills)	<a href="http://www.netsuccess.on.ca">www.netsuccess.on.ca</a>
South Essex Community Council (Disability focus)	<a href="http://windsor.essex.cioc.ca">http://windsor.essex.cioc.ca</a>
Unemployed Help Centre	<a href="http://www.uhc.ca">www.uhc.ca</a>
WEST (Women's Enterprise Skills Training)	<a href="http://www.westofwindsor.com">www.westofwindsor.com</a>
Windsor Women Working With Immigrant Women	<a href="http://www.wwwiwi.org">www.wwwiwi.org</a>

## CANADIAN JOB SEARCH RESOURCES

Aerotek (Technical & Professional jobs)	<a href="http://www.aerotek.com">www.aerotek.com</a>
Career Builder (also known as Head-hunter)	<a href="http://www.careerbuilder.com">www.careerbuilder.com</a>
Canada Jobs (mainly central area of Ontario)	<a href="http://www.canijobs.com">www.canijobs.com</a>
Career Click (Can. Newspaper Ads)	<a href="http://www.working.com">www.working.com</a>
Also found using	<a href="http://www.indeed.ca">www.indeed.ca</a>
Globe & Mail	<a href="http://www.workopolis.com">www.workopolis.com</a>
Monster (local & global jobs)	<a href="http://www.monster.ca">www.monster.ca</a>
Job Shark	<a href="http://www.jobshark.ca">www.jobshark.ca</a>
Hot Jobs (Yahoo)	<a href="http://www.hotjobs.ca">www.hotjobs.ca</a>
CNC Global (IT technical jobs)	<a href="http://www.sapphireca.com">www.sapphireca.com</a>
Canada IT (Information Technology jobs)	<a href="http://www.canadait.com">www.canadait.com</a>
Technical Canada	<a href="http://www.techjobsCanada.com">www.techjobsCanada.com</a>
Work for Rehabilitation and Disabilities	<a href="http://www.workink.com">www.workink.com</a>
Teaching jobs	<a href="http://www.applytoeducation.com">www.applytoeducation.com</a>
...more teaching related	<a href="http://www.educationCanada.com">www.educationCanada.com</a>
Hospitality related job listings	<a href="http://www.cooljobsCanada.com">www.cooljobsCanada.com</a>
Engineering	<a href="http://www.thinkjobs.com">www.thinkjobs.com</a>
Mining	<a href="http://www.bushrat.net">www.bushrat.net</a>
Finance	<a href="http://www.higherbracket.ca">www.higherbracket.ca</a>
Retail	<a href="http://www.allretailjobs.com">www.allretailjobs.com</a>
City of Windsor (Work for Windsor)	<a href="http://www.citywindsor.ca">www.citywindsor.ca</a>
Apprenticeship Vacancies	<a href="http://www.apprenticesearch.com">www.apprenticesearch.com</a>
Older workers	<a href="http://www.seniorjobbank.org">www.seniorjobbank.org</a>