



# FREE TRAINING OPPORTUNITIES

For Your Employees

# INSPIRE FUTURES

FOOD SERVICE & SANITIZATION SECTORS

**EMPLOYMENT  
ONTARIO**



**Inspire Futures is a Skills Advance Ontario program** funded by the Ministry of Labour, Training and Skills Development to create opportunities for sustainable employment in the **Food Services** sector and since COVID-19 the program has pivoted to include additional training courses and prepare participants for employment in the **Cleaning/Sanitization** sector.

The program is comprised of two core components:

- 1) **A six-week training program** for individuals 18 years of age or older, who are looking to enter or re-enter the workforce in the identified sectors – Food Services or Cleaning/Sanitization. This is followed by a two-week job trial and support from the training team to gain permanent employment in their sector.
- 2) **Training courses for incumbents (currently employed)** to facilitate job retention and advancement. Incumbent training courses are offered free of charge, and there may be financial compensation for the employer to facilitate shift coverage while the employee is attending training.

All courses are facilitated by the Inspire Futures team, who are staff of the Enrichment Centre for Mental Health, and are hosted in their office as well as in the main building and Inspire Café commercial kitchen, all located at 250 Sidney St., Belleville.

## FREE INCUMBENT TRAINING COURSES – Overview for Employers

(listed alphabetically)

### Anger Management

Our program helps participants learn how to understand the complexities of anger, how anger goes away, how to change their experiences of anger, and how to respond to another person's anger. Discussions and worksheets allow participants to acknowledge that life comes with complications, but with the proper tools and conditioning, we can change our responses from negative to positive. Other topics relating to the subject of anger will be explored such as self-esteem, assertiveness, anxiety and depression.

Time commitment: 16 hours, offered as 8 week program - 2 hrs/week

## OUR TEAM WILL WORK WITH YOU TO CUSTOMIZE A TRAINING PROGRAM FOR YOUR STAFF

For More Information on getting Started please contact Samantha Drake, [sdrake@enrichmentcentre.ca](mailto:sdrake@enrichmentcentre.ca) or Rosi Ouellette, SAO Coordinator, [rouellette@enrichmentcentre.ca](mailto:rouellette@enrichmentcentre.ca) or CALL 613-969-8874

### **Career Development**

- The Job Search – Planning, Resume Design, Letter Writing, and Contacting Employers
- Communicating with Others

Time commitment: 15 hours as a 2.5 day program

### **Cleaning & Sanitization**

Six modules designed to cover various aspects of commercial cleaning following COVID protocols

#### **Cleaning & Disinfection Beginning & Overview**

- An overview of cleaning and disinfection of a food industry, Office spaces or working establishments and factories.
- We will discuss the Tools for Cleaning and sanitizing a food industry, Office spaces or working establishments and factories.
- What is Covid-19
- Corona Virus sanitization and disinfection protocols.
- Covid-19 Symptoms and what preventions to take to decrease the spread of Covid-19
- Definition of cleaners and disinfectants.

#### **Cleaning & Sanitizing a Working Kitchen**

- Cleaning and sanitizing a commercial kitchen
- What cleaning agents to use when cleaning and sanitizing a commercial kitchen.
- Daily, Monthly and Yearly kitchen items to be cleaned and sanitized.
- What are touch points and how to disinfect them.
- Cleaning and sanitizing big kitchen item.
- Cleaning and sanitizing a walk-in fridge and a walk-in freezer.
- How to sweep and mop a working kitchen floor area.
- Different types of cleaning machinery used to clean and sanitize.
- How to use and mix a chlorine solution.
- Dealing with Corona Virus Cleaning and sanitizing Procedures.

#### **Cleaning & Disinfection of Long Term Care Homes**

- Covid-19 procedures and protocols.
- Cleaning resources.
- What High touch areas to clean, sanitize and disinfect.

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- What cleaning equipment to use.
- Examples of what cleaning agents to use.
- Example of a Nursing Home Cleaning and Sanitizing check list.

## Hotel Cleaning 101 (includes overview of SafeStay protocols)

- Tools and equipment that can be used to clean, sanitize and disinfect for a Hotel setting.
- Cleaning procedures.
- Example of Hotel cleaning and sanitizing check lists.
- Hotel Covid-19 Protocols and changes.
- PPE for Hotels.
- 10 steps on cleaning a Hotel room.
- Covid-19 preventions to take to decrease the spread of Covid-19 in a Hotel setting.
- What cleaning items that can be used to clean and sanitize a Hotel setting.

## Office Cleaning & Sanitization

- Vacuuming and the different types of Vacuum equipment to use when cleaning and sanitizing an office setting.
- Mops and the different types of mops to use when cleaning and sanitizing in an office setting.
- How to clean cubicle walls.
- What to use for cleaning cubicle walls.
- How to clean, sanitize and disinfect washrooms in an office setting.
- How to use a cleaning check list for a washroom in an office setting.

## Personal Protective Equipment Overview & Role in Sanitization

- What is PPE.
- Types Of PPE.
- Using PPE.
- When to use.
- PPE Health And Safety Act.
- PPE Canadian Standards Association (CSA).

Time commitment: 4 hours per module including practical application, can be taught separately or as one unit

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### **Commercial Kitchen Overview including WHMIS, FIFO, and HACCP protocols**

Participants will have a tour of a commercial kitchen with an overview of all of the equipment and supplies within. They will learn the foundations of WHMIS, FIFO and Health & Safety procedures in the kitchen as well as an understanding of basic positioning charts. If they haven't completed their Food Safety training yet, an overview of HACCP protocols will also be reviewed. This program will be customized to the participant(s) and their prior experience working in a commercial kitchen and will be offered as a small group session or on a one to one basis.

Time commitment: 4 hours

### **Commercial Kitchen Skills**

A customized program set to address the skills with which your employee may need additional training and practice. This may include operating a commercial dishwasher, using and cleaning a flattop grill, using a fryer, following recipes, following kitchen protocols for cooking and order assembly.

Time commitment: Varies based on designed program

### **Customer Service Training**

This course will train individuals on engaging with both positive and unsatisfied customers as well as how to ensure that all customers leave with a smile. This course also covers how to effectively handle inquiries from customers. Individuals will acquire new skills or improve on current skills specific to customer service focusing on positive communication, listening and problem-solving with customers.

Time commitment: 4 hours

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### **Food Safety Training**

Offered on an ongoing basis and can be completed on a one to one basis with a trainer should the participant require literacy support. This class provides instruction on the safe preparation, cooking and storage of food in home and commercial kitchens. Upon successful completion of the exam, a Food Handlers Training certificate is earned, which remains valid for 5 years.

Time commitment: 9 hours to complete the course and 1 hour for online testing

### **Knife Skills (Basic)**

– can be offered as part of a group or on a one to one basis  
Offers the opportunity to learn the basics of a chef's knife and cuts like Mincing, Small, Medium, Large dice and Rondelle

Time commitment: 1 hour training, 2 hours practice

### **Knife Skills (Advanced)**

– can be offered as part of a group or on a one to one basis  
Builds on the skills learned in Basic Knife Skills. Learners will have the opportunity to expand on their knife skills and work on mastering skills like Julienne, Batonnet, Roll Cut and Chiffonade

Time commitment: 2 hours training and 2 hours practice

### **Managing Powerful Emotions**

Through DBT (Dialectical Behavioural Therapy) people are taught two seemingly opposite strategies; acceptance (i.e. that their experience and behaviours are valid) and change (i.e. that they have to make positive changes to manage emotions and move forward). The purpose is to help people introduce effective and practical skills into their lives, which they can use when they are distressed. These skills are meant to replace other unhealthy and negative behaviours.

Time commitment: 16 hours, offered as 8 week program - 2 hrs/week

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### **Mental Health 101**

Individuals living with mental health issues can face many unique barriers when trying to access employment and because of this a specialized pre-employment “training” period is needed to ensure that these individuals are supported in developing the skills, tools, and knowledge needed to set them up for employment success. Topics included in this course include Finding your work/life balance, managing your mental health in the workplace, choosing to disclose, breaking the stigma.

Time commitment: 6 hours

### **PLAR - Portfolio Development**

A portfolio is a formal document which defines learning acquired through a variety of formal and informal experiences. Preparing a portfolio can be unfamiliar, laborious, yet rewarding task. However, through the process you gain self-esteem and self-concept as a learner and you start to clarify and reach important life/work goals. A portfolio is an excellent record of your effectiveness in a variety of life/work situations, suitable for presentation to your employer when discussing advancement and promotion opportunities.

Time commitment: 16 hours, offered as 8 week program - 2 hrs/week

### **Psychological Health and Safety in the Workplace**

Psychological health in the workplace impacts many Canadians. Certainly, the workplace should be a safe space for employees. The guideline we provide to employers and employees provides relevant definitions, identifies risk factors for poor workplace psychological health, and provides practical strategies for different levels of organization to improve workplace psychological health.

Time commitment: 1.5 hours

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### **Soft Skills Solutions©**

Learn about the workplace skills that are in demand. In this course you will learn about the skills needed for success in today's workplace including: communication, teamwork, personal management, problem solving and professional & skill development.

Time commitment: 25 hours

### **Smart Serve Training**

Smart Serve was created with the Alcohol and Gaming Commission of Ontario (AGCO) in 1995 to provide a responsible alcohol beverage service training program for the Ontario hospitality industry. Smart Serve is now required by anyone who serves or handles alcohol, as well as managers and security staff in Ontario. Through this blended learning, participants will have face to face training, as well as online training requirements.

Time commitment: 2 hours in class & 5 hours online module

### **True Colors®**

True Colors® is a fun, user friendly, and entertaining way to easily understand personality identification both in ourselves and others. As a result, we will experience reduced conflict, more productive relationships, an enhanced understanding of ourselves and others and we will appreciate the differences within each of us. The system will identify: Motivations, Self-Esteem, Causes of Stress, Communication, listening and learning styles, Social skills, and Ethical behaviours. With the help of True Colors® you will learn exactly how to improve relationships that will lead to new success at home...at work...in life.

Time commitment: 3 hours

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