Connected Canadians Hospitality Industry Mentorship Program

Employment Opportunities and Learnings*

In May 2020, Connected Canadians was awarded an Economic Development Grant from the City of Ottawa, which ran until Nov 2020. With this funding, Connected Canadians developed a program to retrain three cohorts of hospitality industry workers affected by the COVID-19 pandemic as paid technology mentors. These mentors were trained on remote support best practices and tools to use with senior clients, while simultaneously being able to leverage their past experiences and customer-facing skills from the **hospitality industry** in their technology mentorship roles.



Community Economic Development



Time management **Active Listening Self-motivation** Organizational Communication **Empathy** Adaptability Patience

technology mentorship



were provided for Canadian seniors between May and November, served by Connected Canadians hospitality industry mentors.

Connected Canadians has taught me to share, to teach, and to be a part of a

> It is a valuable program, not just for seniors but for younger people as well.

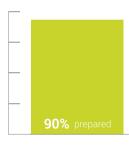




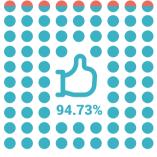
Employment opportunities

that now seem possible

- Technical support
- Communications
- Non-profits / charities 🔮
- Teacher
- Senior-care
- Social media marketing
- Governmental / public service
- Translator
- Video editing
- **Administrative Positions**



of mentors said Connected Canadians prepared them to start working remotely as compared to their previous experience in the hospitality industry.



they have more confidence

in their own technical abilities.

100%

100%

of mentors said they acquired new technical skills through this program.



89.48% mentors felt they

> significantly improved 5 their understanding of technology tools

which they can use in other contexts.

94.73% of mentors state

84.21%

of mentors said they increased their understanding of new demographic groups (socio-cultural, etc).



recommend Connected Canadians' services to a senior friend or relative.





feel more optimistic about job opportunities now after working with Connected Canadians.

94.73%

of mentors said they are more likely to volunteer with Connected Canadians or another non-profit organization of they have the time and financial security to do so.

of mentors said Connected Canadians

had an atmosphere of learning and sharing.



Connected Canadians is an amazing organization, it's built on kindness.What the world needs more of. Everyone is extremely patient and professional.



Connected Canadians