

Connected Canadians Hospitality Industry Mentorship Program

Employment Opportunities and Learnings*

 Community Economic Development

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.

Soft skills Acquired or Improved

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

500+ technology mentorship sessions 

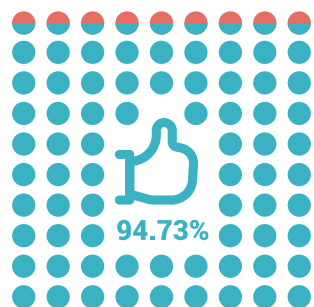
were provided for Canadian seniors between May and November, served by Connected Canadians hospitality industry mentors.

“ *Connected Canadians has taught me to share, to teach, and to be a part of a community.* ”

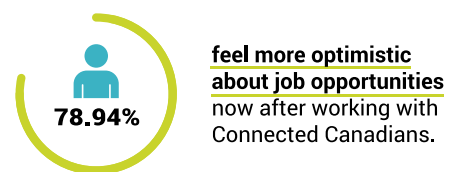
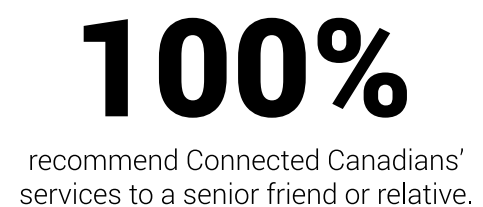
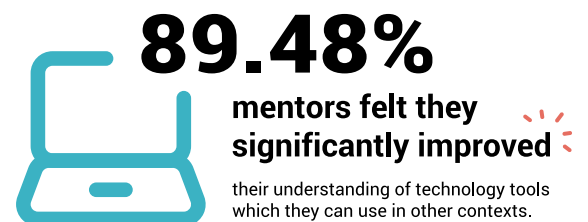
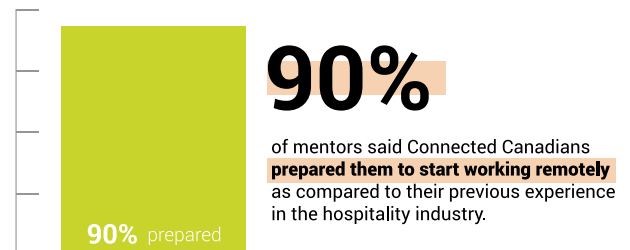
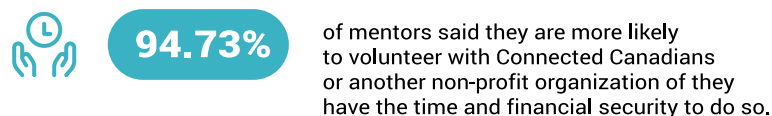
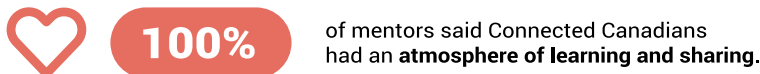
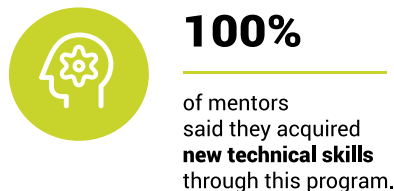
It is a valuable program, not just for seniors but for younger people as well. ”

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



94.73% of mentors state they have **more confidence** in their own **technical abilities**.



“ *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

*Results based on an anonymous survey including all 19 technology mentors who successfully completed their training and continued with the program.