



**EMPLOYMENT  
ONTARIO**



# SUCCEED IN WORK PACK

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Advice and guidance to help you  
prepare for, start, and continue working.

Canada 

**EMPLOYMENT  
ONTARIO**

Ontario 

# EMPLOYMENT ONTARIO SUCCEED IN WORK PACK



This pack is organized into three sections to support you in preparing for work, starting work, and staying employed. The purpose of this pack is to guide your transition from benefits to employment, ultimately ensuring your success in the workplace.

## 01 PREPARE FOR WORK

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### **Page 4. Travel to Work Planner**

Review your travel to work options and find the viable option for you.

### **Page 5-6. Personal Budgeting**

Plan your income and outgoings to give you control over your finances.

### **Page 7. Identification & Bank Accounts**

The different types of identification (ID) and where to apply for them, and how to open a bank account.

### **Page 8. Work Life Planner**

Identify your personal responsibilities and plan for these when you start work.

## 02 START WORK

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Starting work checklist.

### **Page 10. Work Assessment**

Identify support you may need to start work.

### **Page 11. Benefit Support**

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### **Page 12-13. Workwear & PPE**

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### **Page 14. Resource Room**

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### **Page 15. Confidence & Resilience**

How to manage the starting work nerves and build your confidence, and where to access further support.

### **Page 16. Starting Work Checklist**

A checklist to help you settle in and make a good first impression.



# SUCCEED IN WORK PACK

## 03 PREPARE FOR WORK

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### **Pages 17-18. Work Tips & Managing Issues**

Top tips and ways to manage any potential issues at work.

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Positive and negative behaviors to help you progress in the workplace.

### **Pages 20-21. In-work Support & Notes**

The types of in-work support available.







### **Page 22. Contact Us**

Ways to connect with us for additional support.



# TRAVEL TO WORK PLANNER

There are many ways you can get to work. Take time to review your options and find the right one for you.

Start with the location of your place of work	     	
What are your travel options for this location starting from your home? Remember to consider your working hours – if you finish in the middle of the night does public transport operate then?	TRAVEL OPTION	ANSWER
	Can you walk there?	
	Can you cycle there?	
	Is there a bus stop close by?	
	Can you drive there?	
	Is there a train/tube close by?	
	Can you park there easily?	
How long does it take to get to work by your realistic travel options?	TRAVEL OPTION	TIME
	Walk	
	Cycle	
	Bus	
	Train	
	Car and parking	
What is the cost of the possible option? Review all types of travel tickets - there may be a discount on purchasing a monthly ticket, or it might be cheaper to buy 'split' tickets	TRAVEL OPTION	COST
	Walk	
	Cycle	
	Bus	
	Train	
	Car (fuel)	
	Parking	
What is the best option for you?	TRAVEL OPTION	SELECT ONE
	Walk	
	Cycle	
	Bus	
	Train	
	Drive a vehicle	

# PERSONAL BUDGET

Having a budget that includes your income and expenses will help you to keep control of your finances. The table below can help you budget your money.

Just enter your monthly income (including any benefits) in the top part of the table and all your expenses in the bottom part. By subtracting your total outgoings from your total income, you can clearly see what your finances will be like while you're in work.

INCOMING MONEY	
Benefits (tax credits, child benefit, housing benefit etc.) Income from savings (or pensions, redundancy payments etc.)	
Take-home wage from any job(s) you do (including self-employment)	
Other income (rental income etc.)	
<b>TOTAL INCOME PER MONTH</b>	
OUTGOING MONEY	
Rent or mortgage	
Property tax and utilities	
Transport to work	
Childcare	
Food	
Loan or other debt repayments (other than mortgage)	
Please add any additional expenses:	
<b>TOTAL OUTGOINGS PER MONTH:</b>	
<b>TOTAL INCOME MINUS TOTAL OUTGOING:</b>	



# PERSONAL BUDGET

**If your monthly income remains fixed, the only way to increase the money available to you is to reduce your additional expenses. Ask yourself the following three questions for each item:**

- Is this item absolutely necessary?
- If not, can I do without it?
- If yes, can I reduce my spending on it?

If you feel you need more help with budgeting ask your Employment Consultant for support or complete an online budgeting tool. A useful website is: [Making a budget - Canada.ca](https://www.makingabudget.ca)



# IDENTIFICATION AND BANK ACCOUNTS

## There are two steps to opening a fee free bank account:

- Obtain proof of identity and address.
- Apply online to open a bank account or visit a bank in person to complete an application.

To open a bank account, the bank must be able to confirm your identity through proper identification. There are two ways that allow you to meet the identification (ID) requirements. You must provide original ID, not photocopies. Check each bank for their own proof of identity requirements.

Provide two documents from a reliable source	Provide any document from a reliable source that indicates your name and date of birth. This way works only if your identity is also confirmed by:
<ul style="list-style-type: none"><li>• one document indicating your name and address.</li></ul>	<ul style="list-style-type: none"><li>• a customer who is in good standing with the bank, or</li></ul>
<ul style="list-style-type: none"><li>• the other document indicating your name and date of birth</li></ul>	<ul style="list-style-type: none"><li>• someone who is of good standing in the community where you are opening the account.</li></ul>



If you require identification, speak to your Restart Advisor who can assist you. You can apply online or in person collect an application form from your local post office.



### BIRTH CERTIFICATE

If you require a birth certificate visit [Get or replace an Ontario birth certificate | ontario.ca](https://www.ontario.ca/get-replace-ontario-birth-certificate)



### DRIVER'S LICENCE

If you require a new or replacement Driver's License, you can apply for an Ontario Driving License via [Driver's license | ontario.ca](https://www.ontario.ca/driver-license).



### PASSPORT

If you require a passport visit [Canadian passports and other travel documents: Applying in Canada - Canada.ca](https://www.canada.ca/canadian-passports).

# WORK LIFE PLANNER

**Have you considered making plans for your current personal responsibilities? Use the Work Life Planner to help you plan.**

A healthy work life balance is important, and ensuring you have identified and planned for your responsibilities will enable you to start and succeed in work.

Use the checklist to tick and identify what you need to plan around your new job. Consider if this is your sole responsibility or a shared responsibility.

	I need to plan this	Not applicable to me	This is planned
Travel to and from work			
Access to a vehicle			
Parking			
Childcare			
Dependent care			
Pet care			
Medical appointments			
Food shopping			
Cooking/meals			
Home cleaning			
Personal finances			

**Use the plan to list responsibilities and support required for each of these.**

**Discuss the support requirements and identify solutions during your in-work support calls.**

Responsibility	Support Required	Solutions
1.		
2.		
3.		





# CONGRATULATIONS ON SECURING A JOB!

We wish you every success with your new role!

## WORK TRANSITION CHECKLIST

Starting Work Checklist: Tick when complete

1	Have you completed a Work Transition Checklist with your Employment Consultant?	
2	Have you reviewed potential in-work benefits and set a budget?	
3	Have you informed your Employment Consultant about your new job?	
4	Have you confirmed what you need to wear at work and if you need personal protective equipment (PPE)?	
5	Have you accessed EOWorks Resource Room to see tips and videos on starting work?	

# WORK TRANSITION CHECKLIST

Your Employment Consultant can support you by completing a Work Transition Checklist with you when you move into work.

This will cover:

- Your travel to work
- What to wear for work and PPE
- Personal budgeting
- Pre and In-work support

Your answers will help us to understand the level of support you may need from us to start and succeed in your new job.

Speak to your Employment Consultant about completing your own personal Work Transition checklist.



## BENEFITS SUPPORT

### Benefit Calculator

Understanding your finances and budgeting for your new job will help you to make work sustainable. Log into [MyBenefits | MyBenefits \(gov.on.ca\)](https://mybenefits.gov.on.ca) to find out what in-work benefits you may be able to claim.

Another useful website to help you work out how much tax you will pay is the 'Take Home Pay' calculator at [Tax Take Home Pay Calculator for 2023.xls \(ees-financial.com\)](https://ees-financial.com/TaxTakeHomePayCalculatorfor2023.xls).

# Benefits Support



## BENEFITS IN-WORK

Going back to work does not mean giving up all your benefits. Some benefits may carry on, and others may be available once you're working.

Such as:

- Ontario Works
- Childcare
- Mortgage deferrals

For more information access:

- [Working and earning while on Ontario Works | ontario.ca](https://www.ontario.ca/en/working-and-earning-while-on-ontario-works)
- [Financial Support for Child Care | ontario.ca](https://www.ontario.ca/en/financial-support-for-child-care)
- [Mortgage deferrals - Canada.ca](https://www.canada.ca/en/mortgage-deferrals)

## INFORMING ONTARIO WORKS OF YOUR NEW JOB

If you are in receipt of Ontario Works, You must tell your Ontario Works Caseworker about your new job. Contact your Ontario Works Caseworker as soon as possible if you get a new job or receive a pay increase – otherwise you might get the wrong amount of benefit.

- Tel: 416-325-5666
- Toll-free: 1-888-789-4199
- For people with hearing disabilities: Toll-free TTY: 1-800-387-5559





# WORK WEAR

What to wear to work, unless you have a uniform, can often be a guessing game. Most companies will have a **Dress Code** so ask for a copy of this to help you get your work wear right.

You may be told that the company operates on a Business Casual work wear policy.

## What is Business Casual?

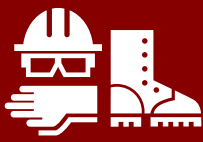
- It means that you do not need to wear a suit and tie.
- Wear something well fitting
- Smart trousers/jeans/dress/skirt/blouse/ t-shirt/top
- Smart shoes, boots, or plain trainers

Each work environment is different so always check what is acceptable for your role & organization.

## Things to avoid:

- Scruffy or unclean mismatched clothes
- Heavily branded clothes especially logos and printed bad language.
- Wearing rubber boots, flip-flops, party wear, or beach wear (unless appropriate to your work environment)
- Showing too much skin





# PPE- PERSONAL PROTECTIVE EQUIPMENT

**PPE (personal protective equipment) is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear, and safety harnesses. It also includes respiratory protective equipment (RPE).**

If you require PPE does your employer provide this? If not, talk to your Employment Consultant. PPE can include:

- Clothing
- Respiratory protective equipment
- Eye and face protection
- Head protection
- Hearing protective devices
- Harnesses
- Skin protection
- Protective footwear
- Sun and heat protection
- Disposable protective clothing





# RESOURCE ROOM

To help you start work check out our Resource Room to access support, videos, courses, tips, and documents.

## Preparing for your new job

**Access here:** [Preparing for your new job – EO Peel \(eoworks.ca\)](#)

Being a job seeker and a new employee can feel a bit like a rollercoaster sometimes – there are lots of highs and lows.

You've navigated the job search, attended the interview, and been offered that life-changing job. Congratulations! Preparing for your new job is vital to your continued success.

### Tip Sheets

Day one week one in a new job  
Negotiating a Job Offer

### Videos

How To Start A New Job While Working From Home  
Time Management Tips for a New Job  
How To Introduce Yourself at a New Job

## Advancing your career

**Access here:** [Advancing your career – EO Peel \(eoworks.ca\)](#)

Setting specific, measurable, development goals can help you get to the next level in your career. While developing a career plan can be a significant amount of work, it will pay off by helping you understand where you want to go with your career next and what you need to do to get there.

### Videos

How To Create A Career Development Plan  
The Only 3 Career Steps that Matter  
A Complete Guide to Goal Setting  
Secrets Of Successful Teamwork: Insights From Google  
How to Design Your Life





# Confidence and Resilience

Starting a new job can be very exciting, but you may experience anxious feelings and thoughts because it is new and unknown.

## Here are three statements to boost your confidence:

- You were selected for this job – you have done the hard part by securing the job, attending the interview, and beating other candidates for this role.
- It is a fresh start – you get to meet new people, learn new things, and have new experiences.
- You are not expected to know everything – take your time to get to know your new colleagues, take a notebook to jot things down, be friendly and approachable, and ask questions.



## HOW TO INTRODUCE YOURSELF AT YOUR NEW JOB

(Video) [How To Introduce Yourself at a New Job - YouTube](#)

In the video about self-introductions at work, you will learn how to introduce yourself at a new job, plus:

- The best way to introduce yourself at work when you're nervous
- How much (or little) to say about yourself
- What information you should and shouldn't share
- How to eliminate the awkwardness of an introduction
- How to introduce yourself in business
- What works when introducing yourself to coworkers
- First day at work tips



## THE FIRST WEEK AT YOUR NEW JOB

(Article) [Day-one-week-one-in-a-new-job-What-you-need-to-know-and-do.pdf \(eoworks.ca\)](#)

Being a job seeker and a new employee can feel a bit like a rollercoaster sometimes - there are lots of highs and lows. You have navigated the job search, attended the interview, and been offered that life-changing job. Congratulations! Now the day has come; day one of your new job.



# Starting Work Checklist

Below are some tips to help you settle in and make an excellent first impression.

HOW TO PREPARE	TICK WHEN COMPLETE
<b>Have the name and contact number of your manager to hand:</b> Save your manager's name and number in your mobile phone or note it on a piece of paper. Charge and top up your mobile phone.	
<b>Plan your journey to work:</b> Which route will you take? What time do you need to leave home? Do you need to make any special arrangements to get to work? It is best to complete a practice run before your first day. Always plan to arrive at work 15 minutes before your start time and 30 minutes early on your first day.	
In the unfortunate circumstances you are delayed or have an emergency it is important you contact your manager.	
<b>Documents to take on your first day:</b> Contact your manager and confirm what documents you need to take on your first day. Common documents are a form of identification (passport or driving license), proof of Social Insurance Number, proof of address, and your bank details.	
<b>Know your stuff:</b> Conduct some research into the company and the role. This will impress your manager and make you feel confident.	
<b>Prepare your lunch:</b> Every company is different and has different facilities. To prevent going hungry on your first day, take a packed lunch. Packed lunches are also a great way to cut costs.	
<b>Plan your outfit:</b> If you do not have a uniform, plan what you will wear during your first week.	

# 5 Top Tips to Succeed in your role

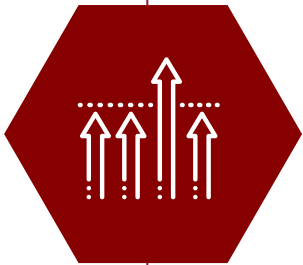
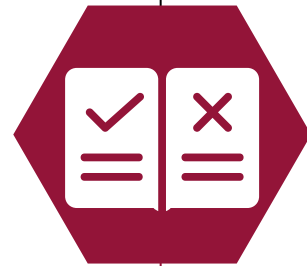


## 1) Manage your time

Never be late for work. If the situation cannot be avoided contact your manager personally at the earliest opportunity. Call your manager, not text.

## 2) Follow the rules

There is always someone watching. Do not take extended breaks or cut corners, it will be noticed and prevent you from progressing.



## 3) Exceed Expectations

Be noticed for the right reasons. Complete every task to the best of your ability.

## 4) Don't be scared to ask questions

You will be expected to ask questions. It is better to ask and confirm you understand your task than to complete it wrong.



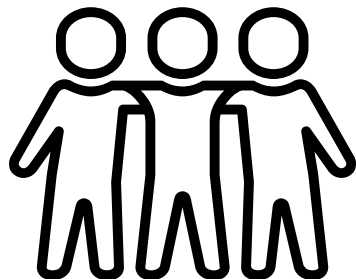
## 5) Seek Support

Think before you act. If you are unsure how to manage a situation talk to your manager or contact your Caseworker.





# MANAGING ISSUES AT WORK



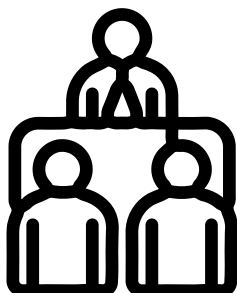
**In the first instance it is good to get advice, and an outside perspective on how to manage the situation.**

**Talk to family and friends or contact the in-work support team.**

**Generally, if you're unhappy about something at work, it is best to try and talk it through with the person concerned.**

**Sorting out issues prevents emotions developing and becoming stronger.**

**Never ignore a problem.**



**If you are not comfortable approaching the person/s concerned talk to your manager or the HR department. They are there to support you.**

# MAKING THE MOST OF YOUR OPPORTUNITY

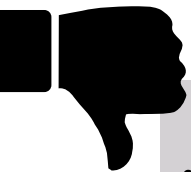
## How to excel in work and turn temporary work into permanent work.

In today's labour market many employers offer temporary contracts before making an employee permanent, or you may be given a probation period. Follow the below guidance to ensure you stand out from the crowd.



### Positive behavior

- Show your enthusiasm. Make it clear to your employer that you are keen to gain a permanent contract.
- Do the job to the best of your ability.
- Be flexible and adaptable.
- Be polite and professional at all times.
- Work and communicate well within your team.
- Represent the company well.
- Follow lunch and break guidelines.
- Keep your absences to a minimum. Do not have a sick day unless absolutely necessary. Keep your employer updated with any absence.
- Meet set deadlines.
- If you are in temporary work continue to apply for work. Regularly update your resume with new duties you have undertaken in your temporary role, new skills you have acquired, software or equipment you have used.



### Behaviors to avoid

- Get involved with negative characters at work.
- Give up at the first hurdle. We all experience challenges at work, the key is to remain positive, seek support and manage the situation.
- Leave your job without another job to go to. It may be difficult to start reclaiming your benefits.
- If you really aren't happy, talk to your Employment Consultant so they can help you find another job.

# TAKE ADVANTAGE OF THE IN-WORK SUPPORT AVAILABLE

**The following support is available to you at each stage of your journey into long-term employment.**

In today's labour market many employers offer temporary contracts before making an employee permanent or you may be given a probationary period. Follow the below guidance to ensure you stand out from the crowd.

## **Employment Consultant support**

Your Employment Consultant understands that the first few weeks of work are a very important stage for you, and that is why they will support you during this transitional period.

### **The types of support available to you:**



#### **Pre-work appointment**

- Before you start your job your Employment Consultant will arrange a pre-work appointment, this is to ensure you are fully prepared for starting work.
- You can raise any concerns you may have.



#### **In-work support calls**

- Your Employment Consultant will arrange the frequency of telephone appointments with you.
- The first call will likely be during week one of your new job.
- The first call is to see how you are adjusting to your new job, and generally to see how you are.



#### **Face-to-face appointments**

- These appointments can be used to address financial concerns, employer issues, or job search support if you are in a temporary employment position.

# NOTES



# CONTACT US

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**The Employment Ontario team is here to support you as you prepare to find the right job and start work.**

**There are many ways to access Employment Ontario support.**



- Contact your Employment Consultant
- Visit your local Employment Ontario Centre
- 1-888-353-8140
- [ServiceCentre@eoworks.ca](mailto:ServiceCentre@eoworks.ca)

