



MALTON WOMEN COUNCIL
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ZOOM 101 BY PARMINDER RANDHAWA TIP SHEET

How to get started on Zoom:

- Go to Zoom.us to create your account
- To make it easier, use google to make the account if you already have a Gmail address
- If you are using a desktop/laptop then install the Zoom app
- On the zoom website, go to “**Resources**”, then download “**Zoom Client for Meetings**”

Join meetings:

- Once you have your account and the app, then you can easily join meetings by using the meeting ID and passcode provided to you.

Some limitations on a basic Zoom account

- The basic plan allows you to have a meeting for 40 mins if 3 or more people
- But if it is 3 or less people then you can do unlimited meeting
- You can only record on your computer’s memory
- You cannot stream on social media

To create a meeting:

- Go to “**Meetings**” on the Zoom website, then schedule a new meeting
- Enter the “**Topic**” and the other information such as time (EST/GMT – Eastern Time US and Canada)
- You can select the recurrence of the meeting (Daily, weekly, monthly)
- You can choose to enable waiting room so people don’t join right away.
- Video option – should be off for participant always
- After entering all the meeting details, you will get the “**Copy Invitation**” option so you can send it to others. Copy & paste the meeting information and then email it to your audience.

Meeting controls:

On the Zoom app:

- Go to “**view**”: you have options to select speaker view or gallery view
- If you select to put someone on spotlight then audience will only see that person throughout the meeting.
- To rename yourself – go to the three dots that appear next to your name and then select “**rename**”
- If you pin someone then only you can see that person and no one will know when you pin them
- If someone cannot change their name, the host can change it for them
- You can select the “**mute all**” option if you hear someone speaking but aren’t sure who it is

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- Chatting can be turned off by going to the three dots and then selecting “**no one**”
- Security:
 - ✓ You can lock the meeting. But after that you will have to let people in manually.
 - ✓ You can remove someone from the meeting and zoom will ask you for the reason

Record meetings:

- You have the option to record on your computer (basic account) or on cloud (paid account)

Screen sharing:

- You can share screen by selecting the “**share screen**” option at the bottom in green colour
- To avoid lag – enable “**share sound**” and “**optimize for video clip**”
- Select “**New Share**” to share a new window

Stream on social media:

- To stream live go on the three dots at the bottom, next to “**reactions**”
- This option is only for paid account

Tips for successful zoom interviews:

- Make sure to be in a bright lit and quite room
- Sit in front of a window, if possible, for natural light
- Be on time
- Mute Yourself and look at the camera not the screen
- Have a simple plain background
- Tell family members to be quite
- You can wear headphones to cancel noise
- Maintain focus and listen to the questions
- Dress properly in a professional attire (whole body)
- Turn phone and other distractions off
- Make sure to use laptop/desktop for interviews
- Keep software up to date so it doesn't update during the interview
- Use yellow cable with your router so internet doesn't lag
- Practice on zoom video before attending the interview
- Appropriate body language should be maintained and speak clearly
- Have a note pad to write on
- Ask them to repeat questions for clarification
- Make sure to prepare before the interview!



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COMMUNICATION SKILLS BY KATHY RATCHFORD
TIP SHEET

Effective communication	<ul style="list-style-type: none">• Effective communication takes place when the intended message between the sender and receiver is mutually understood.
Guidelines for Active Listening	<ul style="list-style-type: none">• Be Yourself• Listen without verbal response• Maintain Eye Contact - Look at them so you can get the full message of what they are saying• Display Openness - so people want to talk to you. Have an expression so people feel more connected to you.• Touch - to show support, to shake hands or not, to hug or not (depends on culture)• Be present - Listen to the person and not your own thoughts
Asking Questions	<ul style="list-style-type: none">• Ask follow up questions if you need to. This will open up more conversation.• Sometimes we want to have a conversation and learn more about the other person so do not be afraid to ask questions.



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DIVERSITY, EQUITY & INCLUSION BY ASMA KHAN
TIP SHEET

What is Diversity?	<ul style="list-style-type: none">• The demographic mix of a community, with a focus on the representation of equity-deserving groups• The presence of a wide range of human qualities and attributes, both visible and invisible within a group, organization or society
Diversity in Canada:	<ul style="list-style-type: none">• Diversity an important topic in Canadian labour market• It is a need to have someone take lead in DEI to recognize concerns• Canada recognizes people with diverse backgrounds - especially who speak a different language• Majority of foreign-born populations reside in Ontario, BC, Quebec and Alberta
What is Equity?	<ul style="list-style-type: none">• The fair and respectful treatment of all people• Equity is a process which results in equality. If we have equity then only, we can achieve equality• Individual needs need to be met which may not be the same for everyone
Employment Equity in Canada:	<ul style="list-style-type: none">• According to Canadian Law, employers should practice hiring four designated groups: women, people with disabilities, Aboriginals, and visible minorities
What is Inclusion?	<ul style="list-style-type: none">• It means to include everyone• To create an environment where everyone is welcome, treated with respect and is able to fully participate and given a voice• To provide equal access to opportunities and resources



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GLOSSARY OF TERMS USED IN DEI

Ableism: A term used to describe discrimination and social prejudice against people with disabilities. Ableism characterizes persons as defined by their disabilities and as inferior to the non-disabled.

Ageism: Treating people unfairly because of their age. A socially constructed way of thinking about older and/or younger persons based on negative attitudes and stereotypes about aging.

Bias: an inclination or preference either for or against an individual or group that interferes with impartial judgement.

Classism: Prejudice against or in favor of people belonging to a particular social class. Set of practices and beliefs that assign value to people according to their socio- economic status.

Discrimination: An intentional or unintentional treatment of groups or individuals rooted in prejudice, bias or stereotyping that puts the groups or individuals at a disadvantage based on real or attributed characteristics.

Exclusion: Feeling and reality of being disempowered, degraded, or disenfranchised through intentional or systemic discrimination.

Faithism: Discrimination towards a person or group of people solely dependent on their faith, beliefs or religion.

Sexism: Is prejudice, stereotyping or discriminatory practices or beliefs typically negatively against women on the basis of their gender.

Marginalization: The social process of becoming or being made marginal (especially as a group within the larger society).

Oppression: when an individual/ group is dominated by more powerful individual/ group through physical, social, emotional, or economic means, barriers and by an ideology of dominance.

Prejudice: A set of opinions about, or attitudes towards a certain group and members within it that casts them in an inferior light without reason or justification.

Privilege: Unearned access to resources/power readily available to some people/ group, resulting directly from their social group membership.

Racism: the use of individual and institutional power to deny or grant people and groups rights, respect, representation and resources based on their race. It is the belief in the superiority and/ or inferiority of a particular race.



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NETWORKING BY ASMA KHAN
TIP SHEET

What is Networking?	<ul style="list-style-type: none"> Networking is getting to know people We network daily, with our neighbours, at our child’s school, meeting a friend etc. Networking can also mean to help each other
Networking is the best way to find a job	<ul style="list-style-type: none"> People usually prefer to hire/work with those they already know There are too many applicants which increases competition so employers seek for someone they know or someone who is referred to them by another employee Volunteering - If you cannot find a job then start volunteering which will help you develop networks and this can lead you to finding a job
Job networking tips:	<p>Tip 1: You know more people than you think</p> <ul style="list-style-type: none"> high school, former jobs, social media, gym, or your neighbourhood etc. people who work with your siblings, relatives, friends can all come within your network Your doctor, accountant can also be included <p>Tip 2: Reach out to your network</p> <ul style="list-style-type: none"> Let your networks know about your target job, do not be too generic. Specify your career goals When you are looking for a job, start with your references. The people who like you and can endorse your abilities, track record, and character Help your references prepare from any potential calls from employers <p>Tip 3: Focus on building relationships</p> <ul style="list-style-type: none"> Networking is a give-and-take process that involves making connections You are not looking for favours but trying to build networks sincerely <p>Tip 4: Evaluate the quality of your network</p> <ul style="list-style-type: none"> If your networking is not working then evaluate whether your networks are strong. Are your networks connected to a field that you are looking for? <p>Tip 5: Take advantage of both “strong” and “weak” ties</p> <ul style="list-style-type: none"> Try to bring your weak ties into your network too <p>Tip 6: Take time to maintain your network</p> <ul style="list-style-type: none"> schedule time with your key contacts reconnect with those you have lost touch with



7 rules for networking success:

1. Do not ask for a job - ask for information
2. Don't take up too much of the other person's time
3. Give the other person a chance to speak. Ask questions
4. Ask for suggestions on how to expand your network
5. Create a vehicle for follow-up. You will lose connection if you don't follow up
6. Find ways to reciprocate. Leave a thank you message, or give them a call. Networking is about creating a genuine, caring relationship
7. Send a thank you letter. It will make a huge impact!

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BENEFITS OF VOLUNTEERING BY SHAN ABBASI TIP SHEET

Volunteer MBC Mississauga Brampton Caledon	Who they are: <ul style="list-style-type: none"> • Respond to people’s social issues • Exist to improve lives through volunteerism • Improving lives of volunteers as well
Why is volunteering good for you?	<ul style="list-style-type: none"> • It increases employability through the skills that you develop • It increases personal health and wellbeing • It can make people feel resilient and increases social-emotional skills • It creates a sense of belonging – fosters social inclusion and allows us to develop our sense of purpose
How to volunteer at Volunteer MBC?	<ul style="list-style-type: none"> • Search for volunteer opportunities at www.volunteermbc.org and apply • Create a profile – this is an important step! • If you come across an opportunity and have questions regarding it, send your questions through the website • Read through the description of the organization to see what you will get back for giving your time (could be a reference letter etc.) • You can ask the Volunteer MBC team to help you find an organization or you can find on your own • Police record check may be required for some positions • It is really important that once you acquire a volunteer position, you then create a volunteer log sheet and identify all activities that you perform
How can volunteering benefit you in finding employment?	<ul style="list-style-type: none"> • During your term as a volunteer – make sure to ask for formal feedback • If you are looking for a job then let others know so they can be on a lookout for you • Volunteering allows you to create networks who can be really helpful when you are looking for a job
Resources	<ul style="list-style-type: none"> • www.volunteermbc.org – for volunteering • www.charityvillage.com – for jobs



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PRESENTATION SKILLS AND BOUNDARIES BY KATHY RATCHFORD
TIP SHEET

Make a good first impression	<ul style="list-style-type: none">• Greet the person – Hello• Introduce yourself• Shake hands if appropriate• Eye Contact• Smile
Informal Introduction:	<ul style="list-style-type: none">• Start with your name – I'm (name)• Location - I'm from (country), I was born and raised in (country). And I have been living in Canada for the past (#) years.• Maybe talk about Family? but do not overshare. If you are married, you could tell people "We've been married since..."• Might want to talk about interests and hobbies.
Formal Introduction:	<ul style="list-style-type: none">• How to talk about your job? - I am a/an engineer/graphic designer. Or if you are in a one-person position then you could say "I am the CEO of..."• Talk about education - I have a degree in (industry) or I am studying (program) or I am in my final year of (some degree)
7 tips for setting Healthy Boundaries	<ol style="list-style-type: none">1. Start your day with limit-setting intentions – know what you are capable of taking on2. Acknowledge what you gain by setting boundaries – this will help you remain committed even when things get tough3. Define your priorities4. Communicate directly, clearly, and often – let people know your boundaries5. Pay attention to your needs6. Start with small adjustments7. Practice self-compassion – if you fail to follow a boundary then don't judge yourself instead, respond with kindness

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RESUME WRITING & JOB SEARCH BY SONY DEOL
TIP SHEET

What is a Resume?	<ul style="list-style-type: none"> • A written marketing tool that promotes the unique qualities, skills, and abilities you have to offer in relation to the role in any organization
6 must have on your resume:	<ul style="list-style-type: none"> • An objective • Highlights of skills and accomplishments • Work/professional experience • Education and other credentials • Professional development • Volunteer experience
How should a resume look?	<ul style="list-style-type: none"> • Each word/each sentence must have a purpose • Should only be 2 pages unless you have been asked for further experience which would allow for more than 2 pages • No spelling mistakes • No grammatical errors • Avoid using pictures • Print your resume on 2 separate pages
Chronological resumes	<ul style="list-style-type: none"> • Employment - from newest to oldest • Should be only the last 10 years of employment history. Over that is considered dated. <p>CON:</p> <ul style="list-style-type: none"> • Negative things about chronological is that it can make employment gaps obvious <p>PRO:</p> <ul style="list-style-type: none"> • Offers employers quick access to your skills and experience • Indicates professional growth
Functional resume	<ul style="list-style-type: none"> • if you have no work experience • if you have unrelated experience, education and/or training

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	<ul style="list-style-type: none">• maybe you have transferrable skills• long gaps in employment• focus on your skills
Combination style	<ul style="list-style-type: none">• To be used if you have gaps in work experience
Cover letter	<ul style="list-style-type: none">• A cover letter allows to share more• You should answer “Why should I hire you” on your cover letter
Cover letter should have:	<ul style="list-style-type: none">• Greeting salutation• Intro stating your intention to apply for the open role• 1-2 body paragraphs describing your relevant professional experience, achievements, skills, and education• Closing paragraph• Sign off salutation• Use the same language that the employer has used in the job description• Be consistent with your name and contact details just like your resume
Resources	<ul style="list-style-type: none">• Settlement.org: http://settlement.org/ontario/employment/working-in-canada/workplace-culture/what-is-Canadian-ettiquette-at-work/• Settlement, language and employment services: www.achev.ca• 211 FindHelp information services: https://211ontario.ca/• Sony Deol: sdeol@achev.ca Ph: 416-518-3472



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VIOLENCE AGAINST WOMEN BY ASMA KHAN

TIP SHEET

Defining Violence Against Women

- a term that is used to define violence that women face in an abusive home or in an abusive relationship
- this kind of violence is also called domestic violence, intimate partner violence, woman abuse, or family violence
- kids exposed to abusive relationship of their parents. house where things are always abusive and fights are taking place

Forms of Abuse

- Physical Abuse (Most recognizable) – When force is used against you
- Emotional Abuse - the victim's self-worth is destructed and is brought about by persistent insult, humiliation, or criticism
- Sexual Abuse – unwanted sexual activity where the perpetrator uses force without obtaining consent
- Financial Abuse - Stealing or controlling your partners money or valuables
- Spiritual Abuse – Make fun of someone's religious or spiritual beliefs
- Criminal Harassment/Stalking – Invasion of privacy
- Psychological Abuse – dealing with behavior that may result in psychological trauma such as depression or PTSD through bullying, gaslighting etc.

Why is it urgent to address gender based-violence?

- Because it is impacting many women: every six days a woman in Canada is killed by her partner
- Violence against women costs taxpayers and the government billions of dollars every year
- It has a profound effect on children: children who witness violence in the home have higher rate of psychiatric disorders

Safety planning tips

- Have an individual bank account
- Safe deposit box – for jewelry
- Important documents – passports, birth certificates, sin card
- Cell phones & chargers
- Important phone numbers
- Other electronic devices – laptop, iPad
- Your family doctor – share with your doctor so they will report if they feel that there is threat to your life
- A trust worthy friend – share your abuse with anyone who you can trust



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Help is available

If you're a victim, know that you can get help. There are resources available including: police help, legal prosecution of the abuser, restraining orders, and institutional support.

Resources

- **Police** – 911
- **Assaulted women's helpline** – 1866-863-0511
- **Catholic family services of Peel Dufferin** – 905-450-1608
- **Indus community services** – 905-275-2369
- **Punjabi community health services** - 905-677-0889
- **Nisa homes** – 1888-456-8043
- **Sakeenah homes** – 1888-671-3446
- **Interim place** – Embrace – 905-403-0864
- **Victim Services of Peel** – 905-568-1068

You have the right to work in an environment that is "free from any form of violence and bullying"



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**WORKPLACE HARASSMENT BY IMRAN AKRAM
 TIP SHEET**

<p>Harassment in Workplace</p>	<ul style="list-style-type: none"> • Harassment occurs when an act is directed against your dignity and self-respect • Harassment can come from anyone – boss, colleagues, customer etc. • If a co-worker lashes out at you, you can report that as workplace harassment
<p>How to know whether it is harassment or not?</p>	<ul style="list-style-type: none"> • Someone is showing improper or offensive conduct <ul style="list-style-type: none"> ✓ By way of comments (written or verbal) ✓ Or some act • It is directed towards you • The person intentionally acted to harm you and knew the outcome • It is related to your workplace • The incident should be a series of occurrence and not a stand-alone incident. But an incident that has a deep psychological impact on you even if it is a stand-alone, can count as harassment
<p>• You can report to the police if you see someone else getting harassed at your workplace</p>	
<p>Employers' responsibility to have a harassment free workplace:</p>	<ul style="list-style-type: none"> • It is a law in Ontario - always ask whether your employer has a proper policy for workplace harassment in place. If there is a policy, then ask whether the policy has been reviewed with the employees or not at least once a year but depends on workplace. If new employees join frequently then the policy will have to be reviewed more often than once a year • Certain elements should be addressed in the policy. It should define separately what is sexual harassment • Understand that you have rights - federal human rights

You have the right to work in an environment that is "free from any form of violence and bullying"



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Resources	<ul style="list-style-type: none">• OSH Answers Fact Sheets – Bullying in the Workplace https://www.ccohs.ca/oshanswers/psychosocial/bullying.html• Understand the law on workplace violence and harassment https://www.ontario.ca/page/understand-law-workplace-violence-and-harassment• Is it Harassment? A Tool to Guide Employees https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/harassment-conflict-resolution/harassment-tool-employees.html
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Second Career & OSAP by Humber College and Sheridan College

Tip Sheet

Faculties at Sheridan	<ul style="list-style-type: none"> • Faculty of Applied Science & Technology • Faculty of Applied Health & Community Studies • Pilon School of Business • Faculty of Humanities & Social Sciences • Faculty of Animation, Arts & Design
Services offered at Sheridan	<ul style="list-style-type: none"> • Accessible learning and counselling & wellness • Tutoring • Career Centre & Co-operative Education – assist in finding jobs
Faculties at Humber	<ul style="list-style-type: none"> • Faculty of Applied Sciences and Technology • Faculty of Health Sciences and wellness • Faculty of Media and Creative Arts • Faculty of Social and Community Services • Faculty of Business • Faculty of Liberal arts and sciences and innovative learning
Humber Career Finder	<ul style="list-style-type: none"> • Helps you find your match - humbercareerfinder.com
Sources of Funding	<ul style="list-style-type: none"> • OSAP – Loans (You pay back) and Grants (You keep) • Who can get OSAP? <ul style="list-style-type: none"> ✓ Canadian Citizens, permanent residents or protected persons ✓ A resident of Ontario ✓ Enrolled in an approved post-secondary program • Awards, scholarships and bursaries • Work Study • Student Lines of Credit • Off Campus Employment • External Awards • Budgeting - Keep track of your finances
Budgeting – Effective & Important	<ul style="list-style-type: none"> • Plan • Identify your shortfalls • Reduce your spending • Maximize your income

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To apply for OSAP	<ul style="list-style-type: none"> • Maintain your balance • www.osap.gov.on.ca <ul style="list-style-type: none"> ✓ Ontario Access Number (OAN) ✓ Academic Year ✓ Full-time or Part-time ✓ Tuition Deposit ✓ Submit documents/forms ✓ Apply Early!
Repayment of Loan	<ul style="list-style-type: none"> • Payment free for 6 months • Once you graduate you pay back NSLSC • Interest free and payment free while you are a full-time student
Good Debt Vs. Bad Debt	<ul style="list-style-type: none"> • Student loan debt can be good debt. By paying it back each month you can prove your credit worthiness and increase your credit score • Having a good credit score will help you to rent an apartment, purchase a care or apply for loan to buy a house
Awards, Scholarships and Bursaries	<ul style="list-style-type: none"> • awards.sheridancollege.ca • ScholarshipsCanada • Yconic
Resources	<ul style="list-style-type: none"> • International student information (Sheridan) - https://www.sheridancollege.ca/admissions/international-centre • Second career (Sheridan) - https://www.sheridancollege.ca/admissions/how-to-apply/second-career • English proficiency assessment (Sheridan) - https://www.sheridancollege.ca/admissions/assessment-centre/epa • Academic upgrading (Sheridan) - https://www.sheridancollege.ca/admissions/pathways-and-transfers/academic-upgrading • For internationally trained professionals (Sheridan) - https://www.sheridancollege.ca/admissions/how-to-apply/credential-evaluation • Contact financial aid and awards office (Sheridan) <ul style="list-style-type: none"> - Fin.aid@sheridancollege.ca - Student.awards@sheridancollege.ca • Sheridan Awards - awards.sheridancollege.ca • Humber College Financial aid office email - finaid@humber.ca • To improve English for Academic purpose (Humber) - https://liberalarts.humber.ca/programs/english-for-academic-purposes.html • Imelda Christian contact – Imelda.christian@humber.ca • To Apply to Colleges – ontariocolleges.ca