



**YWCA JUMP** is an exciting program for newcomer women, girls and gender diverse people over the age of 13 who are permanent residents, convention refugees or live-in caregivers with temporary work permits. *(Must provide documentation of record of landing).*

3090 Kingston Road, Suite 205 | Scarborough, ON M1M 1P2 | 416.266.0303

222 Dixon Road, Suite 207 | Etobicoke, ON M9P 3S5 | 416.964.3883

ywcatoronto.org/jump |     

" The JUMP program gives great training and workshops to newcomer women, girls and gender diverse people. It has helped me settle into Canada more easily and I have also met a lot of good friends. "

YWCA JUMP Client

Are you a newcomer woman, girl or gender diverse person over the age of 13? Are you in Canada as a permanent resident, convention refugee, protected person, Canadian-Ukraine Authorization for Emergency Travel (CUAET) or live-in caregiver?

## JOIN YWCA JUMP TODAY!



### YWCA JUMP is a program where you can:

**LEARN** the necessary skills to help you find valuable work, volunteer and educational opportunities.

**ATTEND** a range of training such as standard first aid and CPR, food handler, digital skills, cashier and customer service training.

**EXPLORE** career options in the current labour market that suit your skills, strengths and interests and obtain one-on-one job search support.

**GET HELP** with settlement issues and one-on-one counselling to support you with any challenges you may be facing in your new community.



NATIONAL ADVOCACY  
COMMUNITY ACTION.



Funded by:

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Immigration, Refugees  
and Citizenship Canada

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## **YWCA JUMP OFFERS A RANGE OF TRAININGS AND WORKSHOPS AT NO COST:**

### **RETAIL TRAINING CERTIFICATE AND JOB SEARCH PROGRAM**

- Customer service and cash register training
- Learn how to prepare your résumé and find jobs in the retail industry
- Receive a certificate upon completion of program

### **REMOTE SALES & CUSTOMER CARE CERTIFICATE**

- Determine if remote sales and customer care jobs are right for you
- Obtain communication and customer service skills training
- Obtain sales techniques and digital skills training
- Learn how to target your job search for remote sales and customer care positions

### **HOME BASED BUSINESS TRAINING**

- Learn the basic steps for creating a business
- Obtain resources, services and programs for self-employment
- Gain entrepreneurial skills – including operations, budgeting, marketing and management

### **WORKPLACE COMMUNICATION SKILLS TRAINING**

- Develop the awareness, knowledge and skills to communicate effectively and respond adequately to situations and relationships in the Canadian workplace culture
- Improve your spoken and non-verbal communication

### **VIRTUAL ASSISTANT SKILL BUILDING PROGRAM**

- Provides knowledge and entry-level competencies to venture into an emerging field with work opportunities in high demand

### **OTHER TRAININGS OFFERED BASED ON AVAILABILITY AND FUNDING**

- Professional Office Administration
- Public Speaking
- Standard First Aid and CPR
- Food Handling (Online Self-Study)



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