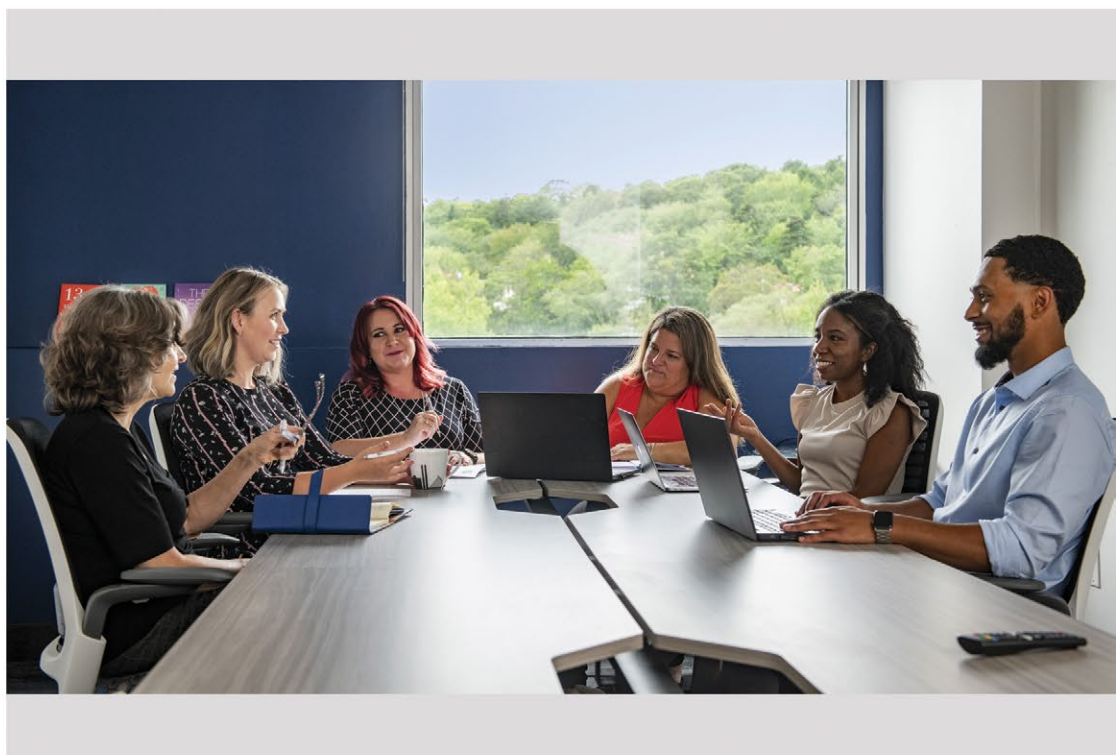




ANNUAL GENERAL REPORT



Board of Directors

Carley Gloade **CHAIR**

Millbrook First Nation
Truro, NS

Marcus Jamieson **VICE CHAIR**

TEAM Work Cooperative
Halifax, NS

David Chipp **DIRECTOR**

Dept. of Emergency
Medicine, Dalhousie
University
Halifax, NS

Tricia Crease **DIRECTOR**

M&J Developments
Halifax, NS

Tyler Gould **DIRECTOR**

Mi'kmaw Economic
Benefits Office of NS
Membertou, NS

Linden Mattie **DIRECTOR**

Atlantic Canada
Aerospace & Defence
Association
Halifax, NS

Amrita Hazra **DIRECTOR**

Aqualitas Inc.
Brooklyn, NS

Jennifer Baker **DIRECTOR**

Baker Johnston
Dyson Inc.
Halifax NS

Staff

Kathy McKee Executive Director

Chantelle Marshall

Finance Manager

Connie Corse Training Manager

Sehaj Kaur Training Team Lead

Michael Bohan Training Developer

Caitlin Parkinson Content Developer

Junior Moaku Training Developer

Mitchell Temprow Training Developer

Kayla Borden Training Administrator

Lindsay Guitard Certification Manager

Tara Deveau Certification Program Assessor

Victoria Colley Certification Program Advisor

Cathi Stevenson Communications Coordinator

Chris Shupe Project Manager

Teresa Francis Director of Learning and Professional Practice

Lisa Strong Career Services Specialist

Ashley Halverson Administrator and Event Coordinator

Shila Hamilton Executive Assistant

Isaac Lungu IT Support Specialist

Leah Vidito Student Intern

Jedidiah MacIntyre Student Intern

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AGENDA

1. Welcome by Chair: Carley Gloade
2. Minutes of the AGM September 23, 2021
3. Consideration of the Annual Report
4. Consideration of the Financial Report
5. Appointment of the Auditor
6. Presentation of Directors for 2021 / 22
7. Adjournment

AGM 2021/22

September 22, 2022

4pm-5pm

Hampton Inn & Suites by Hilton

65 Cromarty Dr.

Dartmouth, NS, B3B 0G2

Bedford-Banook Room

Networking Event to follow in the Grand Room

nscda
NOVA SCOTIA
Career Development Association

nscda
L'Association de développement de carrière
de la Nouvelle-Écosse

Bedford Tower | 302-1496 Bedford HWY
Bedford, NS | B4A 1E5 | 902-832-0334

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2021 AGM MINUTES

Thursday, September 23, 2021

4:00 p.m. to 5:00 p.m.

DoubleTree by Hilton, Dartmouth

(Phase 4 Covid-19 Restrictions in Place)

PRESIDING: Carley Gloade, Chair

Call to Order by Carley Gloade

BOARD MEMBERS: Carley Gloade, Tyler Gould, Tricia Crease

STAFF: Kathy McKee, Connie Corse, Chantelle Marshall, Teresa Francis, Junior Moaku, Victoria Colley, Sehaj Kaur, Ashley Halverson, Shila Hamilton, Caitlin Parkinson, Michael Bohan, Chris Shupe, Isaac Lungu, Lisa Strong, Lindsay Guitard, Tara Deveau, Cathi Stevenson

MEMBERS: Andy Cutten, Chris Hornberger, Alida Mitchell, Dragna Cooper, Heather Clarkson, Kim Marsman, Cindy Willcott, Dawn Howe-Power, Elizabeth Hodder

WELCOME/INTRODUCTION

Opening remarks were made by Carley Gloade with the following statement:

In what has been a trying year for all of our members and partners, the Board of the NSCDA is very pleased to close out the 2020-2021 year with the development and delivery of many projects, including a record number of attendees at our first virtual conference. The Board sincerely thanks Jane Orrell who stepped down as Chair after successfully steering the organization to its current state and to Amanda White who has served as Chair and Member for many years to help grow and support the work of the NSCDA.

The NSCDA has continued to invest in certification and training over the period of COVID and was able to seamlessly transition to online and virtual work and service delivery. We are proud of the growth of our membership to over 700 individuals and for providing training for several thousand participants and certification for many others.

Board members and staff have taken professional development to increase competency and knowledge both of governing the organization but also in the technical and human skills required to administer an organization in growth mode.

As we slowly transition back to the office and to in-person services, we thank you for your continued support of our work and look forward to new and exciting opportunities for 2021 and beyond.

Carley also mentioned that the NSCDA started a Diversity & Inclusion Committee with \$50,000 of funding to give back to the community, is sponsoring a student bursary for CANNEXUS22 conference and started a Black Peer Support Group.

MOTION TO APPROVE THE AGM OCTOBER 29, 2020, MINUTES

Moved: Tricia Crease

Seconded: Dawn Howe-Power

All in Favour: Yes

Contrary Minded: None

Motion Carried

CONSIDERATION OF ANNUAL REPORT

GOVERNANCE REPORT

Kathy started by thanking Amanda White, who has retired from the Board, for her many years of dedicated work on the NSCDA Board of Directors, as well as Jane Orrell for her time on the Board and for their contribution to the organization. Jane has moved from Board Chair to Past Chair position and Carley Gloade the new Board Chair of the organization. Marcus Jamieson's position is Vice Chair, and he is the chair of the External Committee. Tricia Crease's position is Secretary, and helps with the Internal Committee with Jennifer Baker, who is an accountant on the Board, as the Chair.

Andy Cutten is helping the NSCDA build policies and foundational work and has helped develop a succession plan that was adopted into policy. A new Strategic Plan was launched in 2021 with elements such as building leadership, membership, and HR, along with certifications and training. There are 35 action items outlined in the Strategic Plan.

Kathy also mentioned the Board of Directors received some education, thanks to Junior and Michael who facilitated a training session in the meeting today. She added that herself and Carley completed a course on Board Governance and stated how extremely pleased she is with the relationship with the NSCDA Board and the support they give.

MEMBERSHIP REPORT

Chantelle gave an update on membership and was happy to report there are 734 NSCDA members, a huge increase from 300 members in 2016 when she started with the organization. Of those members 391 are from Nova Scotia Works, with 145 of those CCDPs. There are 343 Other members, with 32 of those CCDPs, as well as 40 student memberships. There has been a 30% increase in membership over the last year.

TRAINING REPORT

Connie presented the training report by stating there are currently 75 projects and there have been 42 webinars with over 1500 attendees combined. Partnerships continue to be key to the successful delivery of training. Those partners are Autism Nova Scotia, DCS, P4G and Worldwide Therapy. LAE, CEI and NSW were partners on the Diversity & Inclusion project for African Nova Scotians or Persons of African Descent project. LAE was also a partner in Workplace Initiatives training. The NSCDA partnered with Dalhousie University on their new Certificate of Professional and Leadership Studies in Career Development. To support self-care, the NSCDA partnered with Flo Meditation to offer guided meditation sessions each week for five months.

2020 was our first Virtual Conference with 439 attendees. The conference featured a virtual exhibitor space, 55 presenters, pre-recorded performances during lunch breaks, an awards ceremony, as well as staff created intro videos for the sessions. The virtual conference was an innovative and educational experience and created opportunities for both professional development and networking.

Connie ended her report by saying in the upcoming year work continues on the NSW Online Services Platform and NSCDA is partnering with Dalhousie University on Microcredentialing within training. There is the scheduled delivery of an Intersectionality of Experience DEI Webinar Series, as well as redesign of Case Management training, design of two disability learning plans, and a deep dive into the onboarding training packages for NSW.

Thank you NSCDA Training team for your hard work!

OFFICE OF THE REGISTRAR REPORT

Lindsay started the certification report by introducing herself and the members of her team. The Office of the Registrar finalized and are implementing planned improvements to support members, streamline certification and recertification processes. Key highlights of the improvements are an updated application process, improved Work Experience Assessment component, and a revised Exam and Structured Interview with online proctoring and assessors.

The Office of the Registrar, along with Kathy and Teresa, are involved with the Canadian Career Development Foundation in developing a new National Competency Framework and Certification process for CDPs to solidify best practices on a national scope.

In collaboration with CEI, a Diversity and Inclusion Project was initiated, with a focus in hiring and developing CCDPs within the ANS/PAD community. This project has allowed the Office of the Registrar to capitalize on plans to further develop our mentorship program for Career Pathways to Certification.

Lindsay ended her report by mentioning the initiatives started this year: Smartsheet implementation for NSW EESs, Phase 2 of Transferable Skills Portfolio, and the Summer Student Internship project.

FINANCIAL REPORT

Alida Mitchell from Baker Tilly presented the Auditor Report, she gave background information about the accounting firm before moving on to present the report. The Financial Statement is a fair representation of the financials as of March 31, 2021. The Statement of Operations and Changes in Net Assets are for the year ended March 31, 2021, and the Statement of Financial Position is as of March 31, 2021, as well.

MOTION TO APPOINT ACCOUNTING FIRM BAKER TILLY AS AUDITORS OF NSCDA

Moved: Tyler Gould Seconded: Junior Moaku

All in Favour: Yes Contrary Minded: None

Motion carried

Presentation of the Directors for 2021/2022 read by Carley Gloade

Slate of Directors:

Carley Gloade – Chair

Jane Orrell – Past Chair

Marcus Jamieson – Vice Chair

Amrita Hazra – Director

Jennifer Baker – Director

Tyler Gould – Director

David Chipp – Director

Tricia Crease – Director

Linden Mattie – Director

MOTION TO ADJOURN

Moved: Chris Shupe Seconded: Shila Hamilton

All in Favour: Yes Contrary Minded: None

Motion carried

ADJOURNMENT: 4:49 p.m.

MESSAGE FROM THE BOARD CHAIR

2021/22 was a time for re-energizing, re-evaluation and re-imagining for the NSCDA. The organization adopted a distance working model in response to the pandemic and focused efforts on managing productivity to ensure contracted and business outcomes were achieved. To build staff competency and maintain a collaborative, team environment, the NSCDA worked with a business advisory consultant that helped define the purpose and values of the organization. There was strong accord among staff for the values of creativity, continuous learning, teamwork, and life/work balance. There was also broad agreement that workplace culture was important as it drives behaviours and actions to accomplish the many and varied goals of the NSCDA. The outcome of this work was the adoption of a three-word expression that the NSCDA uses to guide their work: Inspire, Elevate, Create.

To further support and understand the value of an engaged workforce, the NSCDA explored approaches to structuring their workplace / workday model in the wake of the Covid-19 pandemic. There is a clear preference for a hybrid work model (neither a return to traditional work hours in-person, nor a complete transition to Results Only Work Environment). The principles of professionalism and clear expectations are in place and communicated to all staff. Flexibility to determine an appropriate approach to workdays/ workplace is embraced within each project team of the NSCDA and a “test and learn” approach is embraced, whereby there is continuous feedback, reflection and adjustment based on a balance of accomplishing business objectives and responding to team member preferences.

The NSCDA has continued to build in all areas outlined in our Strategic Plan 2021: Expansion (continue to build service offerings in certification, training and member services), Membership Value (enhance value proposition), Building Awareness and Marketing (deliver marketing and branding plan 2019), Human Resource Development (coaching and mentoring) and Revenue Diversification (revenue growth and maintaining financial sustainability). The Board has committed to reviewing the plan on a quarterly basis and to adjust as needed.

There have been some outstanding achievements this year. The NSCDA Diversity and Inclusion Committee reflects our commitment to create and build authentic relationships with communities and community partners. The Committee is responsible for dispersing funds for two needs: The Ubuntu Giving Fund provides financial support for organizations with larger capacities and reach that are working on new or existing projects or initiatives within their communities. The Helping Hands Community Fund is an event-based fund that supports small, grassroots organizations that need resources to help grow influence within their communities. These funds will be awarded in 2022.

A partnership with Dalhousie University resulted in the development of the NSCDA's first microcredential in Needs Assessment and we passed the 800 number in memberships. The NSCDA continues to build partnerships across the province and the country, taking an active role in the development of a national certification for career development and collaborating on instructional design projects (learning plans) to enhance knowledge across the sector. Certification continues to revise and augment tools to meet the current national standard and to serve current and prospective candidates. The administrative systems to support all this work are integrated through the various teams to provide support and a strong foundation for the work.

We are excited about the future at the NSCDA. On behalf of the Board of Directors, I am extremely pleased to support the work that serves the career development sector. The organization will continue to look forward to meeting the changing needs of career practitioners to best serve the citizens of Nova Scotia.

Carley Gloade,
Board Chair



GOVERNANCE

The Board of Directors

A listing of the Board Members and the organizations they represent can be found on the first page of the Report.

2021-2022

The following Directors have retired from the Board since the last Annual Report: Jane Orrell and Jennifer Baker. NSCDA has thanked them for their valuable service, on behalf of the Board of Directors, staff and members.

Board positions are as follows:

- **Carley Gloade**, *Chair of the Board and Chair of the Governance Committee*
- **Tricia Crease**, *Board Secretary*
- **Marcus Jamieson**, *Vice-Chair of the Board and Chair of the External Committee*
- **Linden Mattie**, *Chair of the Internal Committee*

Board meetings are held in June, September, December, and March. The Governance Committee sets the specific dates at the start of each fiscal period.

Board Meeting Efficiencies

At the June 2021 Board meeting the Directors approved the adoption of Consent Agendas for all future Board meetings.

A Consent Agenda is a Board meeting practice that groups routine business and reports into one agenda item. There is no discussion of items included in the Consent Agenda and all items are approved in one action. A Consent Agenda moves routine items along quickly so the Board has time to discuss more pressing issues. On average, since the adoption of the Consent Agenda process, Board meetings have been shortened by an hour.

The following items have been included in the Consent Agenda:

- Agenda
- Minutes from the previous meeting

- Reports covering certification, training, projects, professional practice, staffing, and the risk framework.

The Board information packages are forwarded to Directors a week before each Board meeting, providing time for the Directors to review and be comfortable with all Consent Agenda items.

The following items are not included in the Consent Agenda and are presented and discussed at the Board meetings:

- New policies and changes to existing policies
- Financial updates
- Strategic Plan progress
- New activities

Diversity and Inclusion Policy

At the June 2021 Board meeting, the Board approved and adopted a formal Diversity and Inclusion Policy.

It is incumbent on all organizations to do their part in making the world a better place. This policy addresses what NSCDA will do to make their Nova Scotia environment a better place and also to make NSCDA a better workplace. This policy will push NSCDA past the notions of cultural celebrations and internal education to the next level which requires us to act — to invest in community. NSCDA has the financial resources at this time to pursue this initiative.

This initiative has two specific purposes:

1. To introduce the spirit of philanthropy.
2. To make a difference in diverse communities and to truly become an inclusive partner in those communities.

To fulfill its Diversity and Inclusion obligation, NSCDA has created the NSCDA Diversity and Inclusion Committee (NDIC):

- This Committee will focus on targeting existing organizations within our community that serve or promote diversity, equality, or related Civil or Human Rights agendas.

- The NDIC Committee shall be composed of any staff members at the NSCDA that show a commitment and willingness to address societal inequities.

Two funding programs have been created and will be managed by the NDIC:

Community Giving Fund A: *Small Grants, Annual Total \$10,000.* It is anticipated that the support will go towards smaller community activities like sports, one-time events like powwows and supporting national and provincial events such as Disability Month, Indigenous and African Nova Scotia month.

Community Giving Fund B: *Large Grants, Annual Total \$40,000.* It is anticipated that two grants will be made per year, one in the HRM community and the other in the provincial community.

Board Education

NSCDA is committed to continuous education for both staff and Board Members.

In March, the Board selected the book *Passion Capital*, by Paul Alofs. The premise of this book is that while Financial Capital, Intellectual Capital, Social Capital, etc. are valuable assets, none are as valuable as Passion Capital.

This book was chosen because it very closely matches what has been driving success at NSCDA. Chapters in the book are Creed, Culture, Courage, Brand, Resources, Strategy, Persistence and Management/Leadership.

Executive Director Performance Review

The Executive Director's (ED) annual performance review is the responsibility of the Chair of the Board of Directors, and in most years this review is undertaken by the Chair. For the 2021/22 fiscal year, the Chair chose a more comprehensive review, outlined below:

- The ED completed a self-assessment document which was submitted to the members of the Board of Directors.
- A confidential survey was undertaken by Andy Cutten, Halifax Global Inc. Responses were received from each Board Member and from each member of the ED's senior management team.

The ED's performance evaluation review took place on February 23, 2022. The review committee consisted of the Chair of the Board of Directors, a Member of the Board of Directors, and Andy Cutten. The review covered:

- Analysis of strengths and weaknesses
- Decision making capabilities
- Communication skills
- Leadership capabilities, especially during the COVID-19 pandemic
- Board reporting and relationships
- Professional development, for both the ED and the senior management team
- Strategic Plan implementation
- Support and feedback to the senior management team members

The Results

Based upon the input documents and the in-person review, the consensus was that the ED has been and is outstanding in the role:

- NSCDA and its staff members continue to grow and become stronger.
- NSCDA's culture is centred on vitality and positiveness and support for each other and for its clients, members, and funders.
- The ED's leadership is inspirational, and is reflected in the growth of NSCDA's revenue and assets, sustainability, and respect within the sector both in Nova Scotia and nationally.

Respectfully submitted by Andy Cutten of Halifax Global Inc. and Kathy McKee.

FINANCIAL

The Nova Scotia Career Development Association (NSCDA) began the year with \$657,370.00 in retained earnings. Revenue was generated during the year through project funding, membership fees, conference sponsorships, course fees, certification program fees, and provincial funding. Total revenue for the year is \$3,069,636.00.

Expenses are attributed to five (5) main areas: administrative, recurring, salaries, programing, and external projects.

Year end assets are a \$30,000 cashable GIC as security against the organizational credit cards. Monies are kept in low-risk bank accounts accruing as much interest as possible while ensuring that funds are secure.

The NSCDA was fortunate to receive a three-year funding contract on March 31, 2020. We continue to be committed to providing value to our membership by growing all parts of the organization through increasing membership and providing opportunities

for professional development such as the certification program, case management, online training opportunities (webinars and additional training opportunities for members (ATOM)) and an annual conference. We are also committed to leveraging revenue received for ongoing projects to further the professionalism of the career development sector through special projects such as State and Growth of the Profession, and creating a path forward in the sector by focusing on diversity, inclusion and belonging.

The NSCDA has completed our financial audit undertaken by Baker Tilly, Chartered Professional Accountants. All financial transactions have been handled appropriately with the goal of protecting our assets, increasing revenue, and meeting our contractual commitments. Printed copies of the statements are available upon request as well as a pdf version can be downloaded from the website.

Respectfully submitted by Chantelle Marshall.

LEARNING AND PROFESSIONAL PRACTICE

The new role of Director, Learning and Professional Practice, was established in July 2021 to embed learning principles and practices into the NSCDA's programs and services. Our goal is to ensure we reflect best and current practices as well as excellence in building and maintaining professional practice in career development.

Learning and Professional Practice includes areas such as:

- Recognition of Prior Learning (RPL) and Portfolio
- Microcredentials
- Recognition of Diverse Forms of Learning
- Staff career development knowledge/expertise
- Application of the new Pan-Canadian Competency Framework for Career Development Professionals
- Instructor training and support

KEY ACTIVITIES/OUTCOMES JULY 2021-MARCH 2022

- **Microcredentials:** The NSCDA is partnering with Dalhousie University's Faculty of Open Learning and Career Development to offer co-branded microcredentials that recognize specific competency-based components of our training. Our first microcredential, for a foundational level of Needs Assessment as part of the Case Management training, has been approved and will be issued in the coming months.

- **Portfolio Development:** In the summer of 2021 NSCDA student interns Leah Vidito and Jed MacIntyre developed an online course entitled Building Your Digital Portfolio. Leah co-facilitated a session introducing the course at the NSCDA conference in November, and it will soon be available to members.
- **Case Management Instructors:** New Case Management instructors were recruited in the Fall of 2021 and trained by Rachel Hermiston with ongoing support from Teresa Francis. The instructors are now applying their skills both in the Nova Scotia Works Case Management training and the new Department of Community Services Caseworker and Supervision training.
- **Career Development School:** this new initiative will enhance the understanding of career development and Nova Scotia Works for NSCDA staff and later used for NSW onboarding purposes. Project work completed to date includes concept development and initial design of the training. Career Development School for NSCDA staff will comprise facilitated sessions, online courses and site visits to Nova Scotia Works Centres. We are excited about this important project!

Staff of the Learning and Professional Practice division include Director Teresa Francis, Career Development Specialist Lisa Strong and Student Intern Leah Vidito. In addition to the activities noted, we contribute to numerous other NSCDA initiatives.

Respectfully submitted by Teresa Francis.

TRAINING

The NSCDA Training Department continued to provide quality training opportunities for NSCDA members. Over 90 webinars were offered, with approximately 1207 participants.

Wellness and Mental Health Webinars: A partnership with Flo Meditation + Wellness ensured weekly wellness offerings. These included topics such as meditation, fitness, budgeting, healthy eating, journaling, investments, yoga, etc. These sessions gave participants an opportunity for self care and reflection. Mental Health webinars were offered for Mental Health Champions around Wellness Recovery Action Plan (WRAP) training and communication.

Intersectionality of Experiences Webinar Series: Focusing on the intersectionality of experiences, these 11 webinars were offered on two occasions, providing organizations with insight on how to begin approaching community relationships through the lens of sustainability and accessibility. The facilitators helped expand the scope of Anti-Oppressive, Anti-Racist, Diversity, Equity, and Inclusion lenses. This provided support for the needs of the oppressed communities while making room for more dialogue on these issues to build trustworthy and sustainable relationships.

Additional Webinars: There were many webinars offered throughout the year, covering a variety of topics such as ADHD, Active Listening, Time Management, Zoom Better, Creating Healthy Boundaries, Men's Mental Health, Using Phone and Video in Counseling, and so much more.

Workshop Series: The NSCDA also revised and updated the NSW workshop series and made these updates available in both French and English to all NSW staff on the Member Hub. These materials support NSW staff in their delivery of facilitated client workshops.

Professional Development: In their focus to provide high quality training opportunities, the training team engaged in a variety of professional development, including writing for course content, instructional

design, wellness in the workplace, public relations, and more. A huge thank you to the training team for all their hard work over the year in ensuring that high quality, well-designed and relevant training was developed and delivered.

PARTNERSHIPS

Partnerships continued to be both strengthened and created. **Autism Nova Scotia's** training enterprise, Exploring the Spectrum, delivered a second round of autism and employment training to Nova Scotia Works centres across the province. This training provided attendees with a comprehensive curriculum on autism spectrum disorder and best practices for supporting individuals with autism in an employment service settings. With feedback collected throughout delivery, trainees identified that the training contributed to a greater understanding of autism and supported them in developing more accessible practices within their agency. Feedback from participants was very positive.

“I had a meeting with a client the day after we finished training, and my approach to that meeting significantly changed due to the training. I realized I needed to slow down and break down information into small bits to not overwhelm the client.”

“A huge thank you to the presenters and the funders that made this training possible. It has allowed me to feel less anxious when encountering someone on the spectrum in my field of Employment Services. I also feel much more confident that I can assist these individuals in a productive and positive manner.”

A partnership with **The Nova Scotia Apprenticeship Agency** (NSAA) developed over the year, which included the provision of Case Management Training to Industry Training Consultants, as well as Excel and Customer Services training courses made available to Client Services Support staff within NSAA.

The NSCDA continued their partnership with **Workplace Initiatives** and consultant **Debbie Lawrence with Abundant Living, Inc.** to offer HR Fundamentals Training, and Business Basics training for Employer Engagement Specialists within the NSW system. This partnership has led to the development of fully self-directed online learning plans for each of these topics, which will be delivered in 2022/23.

The delivery of an 11-part Canadian Immigration series occurred in partnership with **P4G**. This series aimed to support participants in better understanding the immigration process in Canada, as well as hearing first-voice perspectives of the journey to immigrate to Canada.

The NSCDA also partnered with **Nova Scotia Works** (NSW), **Labour, Skills and Immigration** (LSI) and **Centre for Employment Innovation** (CEI) in the delivery of the Diversity and Inclusion (D and I) project for African Nova Scotians and Persons of African Descent. Training was provided around mentorship, and what it means to be a mentor. Mentors attended virtual training sessions, as well as received online self-directed learning. Feedback has highlighted the immense value and success of the mentorship program.

The NSCDA developed and designed essential skills training courses in partnership with **Youth Initiatives**. The training included four courses: Problem Solving, Time Management, Communication Skills, and Teamwork and Collaboration. Fifty-nine students participated, and training was delivered to 34 employers connected to the summer students participating in funded summer jobs through the Student Summer Skills Program

The delivery of **Digital Nova Scotia** training continued with training being provided through online learning plans for each new release of the digital platform. There was a total of 319 participants assigned the Digital training.

We also partnered with **LSI** and **Davis Pier Consulting** in the provision of the Level One Assessment training that was offered to 203 participants.

In partnership with **Dalhousie University**, the NSCDA sponsored 10 seats in the Dalhousie Certificate of Professional and Leadership Studies for Career Practitioners program. These bursaries were provided to address underrepresentation of African Nova Scotian, Indigenous, and new-to-Canada communities in the field of career services. This certificate was re-designed last year in partnership with the NSCDA to keep pace with the new and complex demands facing career development practitioners. The NSCDA continues to be excited to be partnering with Dalhousie to support the continued growth of the Career Development profession in Nova Scotia.

Partnerships continued with the Department of Community Services in the development of a certificate and mental health and addictions training.

Work also continues with the Department of Education on the use of the Let's Talk Careers program with School Liaison staff, and with Labour Initiatives on the availability of a labour market learning plan on the training HUB.

Respectfully submitted by Connie Corse.

PROJECTS

In response to the demands of a growing inventory of project work, internal improvement initiatives and membership support, the NSCDA added a Project Manager to its team in 2020. The goal was to strengthen the NSCDA's ability to track and manage ongoing projects, and develop improved organizational practices. This was to support the NSCDA as it grows and expands into new avenues and to ensure our ability to maintain a high level of satisfaction with our clients and our membership.

Current Projects

Throughout the 2021/22 fiscal year, the NSCDA managed a robust project portfolio. Since the creation of our Project Inventory database between Summer 2020 and March 31st, 2022, the NSCDA has reported on 88 project efforts of varied size and complexity. Forty-nine of these projects have been completed, leaving 25 active and 14 inactive (waiting for partner contribution) projects.

The NSCDA's Training, Certification and Learning Development teams were engaged in numerous, larger priority projects. These projects are schedule-driven, and require a higher level of internal and client management, resource commitment, and reporting. Additionally, such projects often come with a greater level of exposure and risk for the NSCDA. Priority projects often span numerous fiscal years and require long-term support from staff.

Examples of priority projects:

- Nova Scotia Works Online Digital Platform Training development and delivery
- Nova Scotia Apprenticeship Agency Case Management Training customization and delivery
- Department of Community Services Case Management Training development
- Department of Community Services Supervisor Learning Plan development
- Nova Scotia Works Employer Engagement Learning Plans development

- Career Pathways to Certification process update and development
- Diversity, Equity, Inclusion and Belonging (DEIB) Learning Plan development
- Nova Scotia Works Older Workers Learning/ Training Plans development
- Mentorship in Career Pathways program development
- National CCDP Certification Program planning and development
- Department of Community Services Mental Health and Addictions Learning Plan development
- Employment Nova Scotia Youth Employability Skills Program training development
- Microcredential for Case Management planning and development
- Recovery Oriented Practice Learning Plan development

Other Initiatives and Efforts

In addition to our ongoing client/member service projects, the NSCDA has engaged in initiatives focused on service improvements and organizational growth. These initiatives include efforts to standardize and improve existing practices, as well as supporting members and their communities through the sharing of knowledge and resources.

Examples of initiatives:

- NSCDA annual (2022) conference event planning
- NSCDA eLearning Training Development Process Document development
- Connect for Community Podcast Series planning and development
- NSCDA Diversity & Inclusion Committee
- NSCDA Black Peer Support Committee
- Mental Health Champions Community Engagement Initiative
- Continued focus on service provision in both official languages, English and French
- Continued focus on project costing, risk management, and resource health

A Focus on Risk Management

Although our current Project Inventory shows the NSCDA has been successful in moving projects through to completion, we must recognize the increasing number of priority projects underway, or soon to be underway. From a project management perspective, the key risk identified in the current NSCDA Risk Registry is “project overload”. Some key impacts identified for this risk include staff burnout and departure,

reduced quality and late submissions of work, a compromised reputation for the NSCDA, and more.

Many of the identified mitigation steps listed in the Risk Registry are being utilized. These include the addition of project management supports, and work-plan monitoring and review.

Respectfully submitted by Chris Shupe.



NSCDA Training Team. Back row, left to right: Training Administrator Kayla Borden, Training Developer Michael Bohan, Training Manager Connie Corse, Training Manager Mitchell Temprow, Training Team Lead Sehaj Kaur. **Front row:** Training Developer Junior Moaku, Content Developer Caitlin Parkinson.

MEMBERSHIP

The Nova Scotia Career Development Association is committed to providing our members with information and access to the educational resources necessary to build a solid professional foundation and make career development a career of choice. Membership increased in 2022 from 2021. There were 801 members across all membership categories as of March 31, 2022 — a growth of 234 members. Nova Scotia Works employment centres make up the most significant percentage of the membership, with 431 active members. This year saw the addition of 16 sector council members and 31 Nova Scotia Apprenticeship Agency members.

Commitment to the Profession

A strong indicator for the future of career development as a recognized profession is the increasing numbers of certified career development professionals dedicated to maintaining their professional status through certification, professional development, and choosing to be NSCDA members. There were 191 certified career development members in 2021, a 15% increase from the previous year. The most significant number obtained their certification through employment at Nova Scotia Works, funded by the Nova Scotia Department of Labour, Skills and Immigration (LSI), formerly the Department of Labour and Advanced Education.

Contributing to Growth

The NSCDA supports the growth of the career development profession in many ways. In 2021, the NSCDA sponsored 10 bursaries for the Certificate of Professional and Leadership Studies in Career Development at Dalhousie University. The NSCDA also sponsored youth bursaries through Cannexus.

- Recognizing the importance of sharing ideas and knowledge, the NSCDA offers members opportunities for networking at events and to engage on social media.
- Professional competency is supported by ensuring members receive access to high-quality professional development opportunities and online webinars, workshops, and training. Access to over 3,000 self-directed online courses is included with membership.
- Continuous support to the sector's growth and personal succession management is provided by providing a sector-specific job board offering current listings for career professionals.

Future Growth

Early exposure can foster an interest in choosing career development as a career of choice. To support this, the NSCDA introduced student memberships to help predict how the career development profession might grow in the future. There were 55 student members this fiscal year, most employed at Nova Scotia Works centres through the Summer Intern Program funded through LSI.

The addition of the Youth Employability program also demonstrates the NSCDA's continuous dedication toward providing Nova Scotia youth access to training and education. The youth in this program, while not active student members, still experienced many of the benefits of membership and exposure to career development as a career.

Respectfully submitted by Chantelle Marshall.

NSCDA DIVERSITY & INCLUSION COMMITTEE (NDIC)



NDIC, back row from left: Certification Manager Lindsay Guitard, Training Developer Junior Moaku, Project Manager Chris Shupe, Training Developer Michael Bohan, IT Support Specialist Isaac Lungu. **Front row:** Training Developer Mitchell Tempro, Executive Assistant Shila Hamilton, Training Administrator Kayla Borden, Training Team Lead Sehaj Kaur, Certification Program Advisor Victoria Colley.

CERTIFICATION

The Office of the Registrar (OOR) had a banner year. From building a new team, redistributing duties and responsibilities, to taking on new tasks, projects and initiatives, the OOR has continued to build capacity within the Certified Career Development Practitioner (CCDP) program and improve service delivery.

As part of the NSCDA's commitment to enhance, develop and deliver services that are continuously meeting the expanding needs of our members, the Office of the Registrar completed and moved seamlessly through many changes. One such change is reflected in the development of a new team structure including new job descriptions, titles, as well as the hiring of two new staff members.

Changes were implemented through consultation centered around creating a system that aligns with the components of a successful Recognition of Prior Learning (RPL) program. The Office of the Registrar Certification Team is now staffed by a hybrid Certification Manager and Registrar, Program Advisor and Program Assessor. Along with a shared administrative role with the corporate office, this team has worked diligently over the past year to define themselves within their new roles and make it their own.

With the completion of a new Learning Plan series for the CCDP Assessment route, the Certification Team were able to participate in collaborative working groups to remove and assign new Learning Plans and perform a thorough inventory of preexisting data. The OOR has facilitated certification of 272 CCDPs and has 97 candidates in process through Assessment and Career Pathway routes. The process of assigning the new Learning Plans has played an important role in understanding the need for accurate data collection and upkeep for reporting purposes.

Current external program supports include a roster of 16 trained structured interview assessors, a technical working group of 12 CCDPs assessing the new Competency Framework and, 15 African Nova Scotians/ Person of African Descent Mentors championing a Diversity and Inclusion Project through the Centre for Employment Innovation (CEI).

The OOR individual team members continue to support and collaborate on many projects, such as, CEI Research Capacity and Credentialing, CEI Diversity and Inclusion Mentorship Program, Pathway to the Profession Project, tool development and Policies and Procedures with North Pacific Inc.

Respectfully submitted by Lindsay Guitard.

CERTIFICATION RÉSUMÉ 2021

Best practices and continuous improvement.



272

CCDPs certified
as of March 2022



93

Candidates
transferred to new
learning plans



14/15

ANS/PAD
mentors and
mentees



16

Structured
Interview
assessors



12

Technical
Working Group
members to
review National
Competencies

Based on presentation slide submitted by L. Guitard.



Certification Team from left: Certification Program Advisor Victoria Colley, Administrator and Event Coordinator Ashley Halverson, Certification Manager Lindsay Guitard, Certification Program Assessor Tara Deveau.

COMMUNICATIONS

Communications activities for the NSCDA remained consistent throughout the 2021/22 fiscal year. Membership email updates continued to be done by Chantelle Marshall and the Mental Health Champions newsletter continued to be produced by Kayla Borden. Social media was managed by Mitchell Temprow.

Duties of the designated Communications Coordinator included website management, editing and formatting of courses and documents as required, announcements, and design and layout of infographics and documents for staff, members, and partners, for print and digital use. The NSCDA's branding and style guide was updated, and a document on website management was created and distributed internally.

Communications also assisted in a collaboration with Dalhousie University to promote the Dalhousie Certificate of Professional and Leadership Studies for Career Practitioners, a program developed in partnership with the NSCDA. A series of articles written by the NSCDA Communications Coordinator ran in Atlantic Business Magazine's digital edition and featured several of the 10 recipients of bursaries awarded by the NSCDA for the Dalhousie program. A full-page ad was also created and published in Career magazine's Spring-Summer 2022 edition.

The NSCDA website has been further developed and expanded to approximately 40 pages, with several sections available in both French and English.

Website Development

Creation of a Projects section to share information about the variety of work the NSCDA produces in partnership with other organizations and government departments.

Ongoing French translation of pages and sections accessible by clicking "FR" in the upper right-hand, with many pages already available in both languages.

The addition of a seven-page Certification section.

The addition of the Nova Scotia Career Development Diversity and Inclusion Committee (NDIC) webpage, with graphics and text supplied by the committee.

A Course Catalogue was added featuring some of the training available from the NSCDA.

The decision was made to focus on website accessibility using Government of Canada *Guidance on Implementing the Standard on Web Accessibility*, as a framework. Preliminary tests show the site received a high rating in many areas and is written at an academic 12th grade level. The installation of new software will assist further development in this area.

Respectfully submitted by Cathi Stevenson.



Information Technology

To negotiate the challenges of the ongoing Covid-19 Pandemic, investments were made to enable the NSCDA to offer more comprehensive, state-of-the-art, hybrid programming. Along with in-person options, the NSCDA can offer programming simultaneously online, ensuring a greater reach.

IT completed migration from the internal server and made a commitment to storing information and collaborating via Microsoft Office 365. This resulted in fewer data loss incidents and increased productivity.



Through IT365, IT maintained an automated ticketing system to improve service uptimes and manage inventory flow. As a result, IT was able to maintain a more up-to-date, accurate inventory than in previous years.

Respectfully submitted by Isaac Lungu.

CONFERENCE

The NSCDA's 2021 virtual conference (up)RISING, aimed to deliver exceptional content in an accessible format. There was a priority on development and learning while also providing opportunities for entertainment and self-care. Fifty-two professionals shared 33 sessions of content with 450 registered attendees throughout the three-day event. This was made possible by 15 supporting organizations from the NSCDA's networks. Attendee feedback was overwhelmingly positive.

The conference was delivered through a custom website built on Weebly. This allowed more flexible layouts for the content agenda, session detail pages, and sponsor pages. Accessibility elements such as image alt tags were made possible with this approach and Weebly also provided a method to restrict content access based on registration type. Perhaps two of the most appealing factors to the conference platform were the absence of a per-user fees and fully-mobile responsiveness of the system, allowing attendees use their preferred electronic device. Zoom was used to



present live sessions and keynotes. Vimeo provided video hosting for prerecorded content that aired during the conference and served as the library of content recorded during and after the event.

The NSCDA included a charitable giving activation as part of this year's attendee engagement. Three charities were chosen and displayed in the conference lobby so attendees could vote, knowing that a financial donation would go to each charity according to their take of the total votes. The charitable organizations chosen were: Healthy Minds Cooperative, The Youth Project, and LOVE Nova Scotia. A total donation of \$9000 donated. Poll Everywhere was used for voting.

(up)RISING provided attendees with quality content, featuring a wide variety of industry-relevant and timely topics. The 2021 agenda allowed for learning and growth at both the professional and the personal level. Keynotes included:

- **Sarah Kay**, who spoke about her journey as a writer, teacher, and performer, and the ways being a woman has affected her path and her poetry in a session titled What We Build / Our Words as Women."
- Diversity and inclusion expert **Risha Grant** helped attendees gain awareness of their biases while providing the tools to navigate bias in all its forms. Risha then welcomed three local activists from the Youth Project, **Calen Sack**, **Chris Cochrane**, and **Teo Ferguson**, for a discussion on the importance of using a person's preferred pronouns.
- **Sinead Bovell** took attendees forward in time to the year 2030 by showing a glimpse of what is to come from the world of artificial intelligence. The Future of Work highlighted the skill sets we can build, the policies we can implement, and other strategies we can explore to empower individuals, companies, and countries alike to reap the benefits of a smart world in the future.
- Local historian, author, and poet **Dr. Afua Cooper** delivered the final keynote, From Tolerance to Acceptance: Combating Islamophobia with Diversity, Equity, and Inclusivity. In her talk, Dr. Cooper presented historical truths about Muslims and the Islamic faith while highlighting the negative impacts of Islamophobia in our communities.

Beyond the keynote presentations, (up)RISING delivered a robust agenda that included talks on human resource realities, mentorship, mental health, changing perspectives, diversity, equity, inclusion, ethics, and more. Attendees could explore missed sessions and revisit talks by accessing the recorded content for several months after the conference.

Entertainment is a necessary ingredient in any recipe for event success. Introducing a new level of WOW, the NSCDA provided a wealth of artistic content as part of the 2021 conference experience. Attendees were treated to a surprise gift consisting of six musical tracks provided by the artists involved in the event. Tracks included: Girlfriends by **Breagh Isabel**, All My Friends by **Dave Sampson**, Chant Their Names by **Jah'Mila**, Ciara by **MAJE**, Ko'jua by **Morgan Toney**, and Take the Love by **Keith Mullins**.

As part of the opening welcome, attendees were treated to the world premiere of Resilience by Mi'kmaq artist **Morgan Toney**. Powerful, upbeat, and hopeful, the composition was commissioned by the NSCDA and was complemented by a fully produced music video featuring Morgan, his collaborator Keith, and vibrant imagery of Morgan's community in Wagmatcook First Nation.

Day two of the conference brought another gift of musical entertainment in the form of a prerecorded Song Circle posted for viewing at lunch. Produced live at the Carlton on September 15th, the Song Circle was hosted by **Dave Sampson**, who shared the stage with **MAJE**, **Breagh Isable**, and **Jah'Mila**. These four artists played some of their favourite songs while chatting about the inspiration or stories that accompany them. In addition to music, delegates were treated to a Sip & Sketch activity hosted by **Colleen MacIsaac**. This lunchtime activity encouraged participants to use the outline of their hands and colourful but accessible mediums as part of a process of creative discovery and self-reflection.

Content provided for this report by ZED Events great productions.