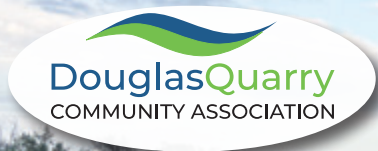


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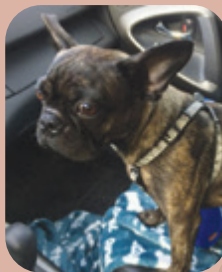


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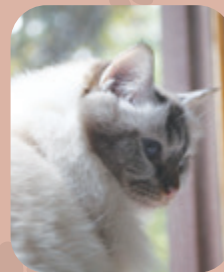
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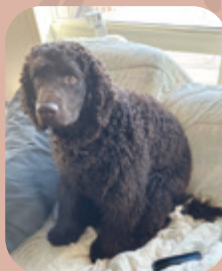
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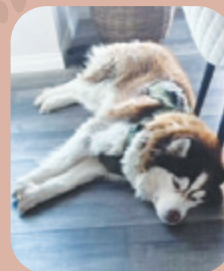
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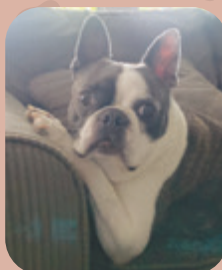
Mango, Evanston



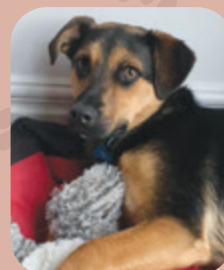
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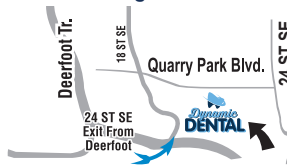
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The Art of Finding Work: Rare is the Jobseeker Who Does Their Homework

by Nick Kossovan

In the late '90s, I was interviewing for a call centre management position with a well-known insurance company. Karl, my interviewer, and I clicked. Small talk revealed we shared a love of golf and agreed that Rhum Corner makes the best mojitos in Toronto. Karl seemed impressed by my STAR stories and experience creating incentive programs that drove sales. Forty minutes into the interview, Karl asked, "Knowing you'd be interviewing here, did you call the call centre?"

I hadn't.

I didn't get the job.

Hard lesson learned.

Since my interview with Karl, I have always made it a point to contact the company's call centre, use their products if I'm not a current user, speak to previous employees, and review recent media coverage. My goal is to gather as much information as possible, which I can leverage in my interview. If it's a job I'm eager to land, I'll gather information to mention in my cover letter.

"Last night, I called your call centre and waited more than three minutes before speaking with Stacy, who was pleasant. What's the average wait time for customers calling the Bank of Galicia call centre? While managing NOLA Bank's 60-seat call centre, I reduced the average wait time from 2:45 minutes to less than 42 seconds by..."

Candidates who've done their homework are few and far between, and those who have always stood out in my mind.

When I say "homework," I'm not talking about visiting the company's website and simply reviewing the rudimentary aspects of the business, such as what they do, annual revenue, the name of the CEO, and such. I'm talking about doing a deep dive—thinking like a private investigator—looking to uncover possible pain points (read: challenges) the employer is experiencing, such as my above example regarding average wait time and explaining how you'd resolve it.



In preparation for an interview, start by visiting the company's website; then go the extra mile. Here are some examples:

Call the employer's call centre (or visit their stores, branches, dealerships, etc.)

Since I'm in the call centre management space, my interviews have been for call centre management positions. Karl's question made me realize that calling the employer's call centre to gauge its performance is worthwhile, even if only to understand what I'm getting into and what challenges I'll encounter. Whether you're applying for a call centre management position or not, calling the company's call centre will give you an insight into the company's culture and how important customer service is to the employer,

In my case, I'll call the employer's call centre several times and assess how easy it is to navigate their IVR (Interactive Voice Response), how long it takes for an agent to answer my call, how their agents introduce themselves, etc. During the interview, I'll discuss my experiences with the call centre and how I would resolve any issues.

Experience the employer's product

While overseeing Crocs' customer service department, I had to hire several agents. Although all the candidates I interviewed knew what Crocs did, few wore them. Several candidates even admitted they weren't "a fan of" Crocs. Crocs have been a part of my life for a few years, so when I interviewed with Crocs, I wore a pair of my Crocs, which my interviewer and to-be boss noticed. During the interview, I shared the good and bad aspects of wearing Crocs, how I felt Crocs compared to Birkenstock, Skechers, Teva, and Vans, and how I see Crocs positioned in the footwear market.

Demonstrating that you use the employer's products and why you choose them over their competitors will give you an edge over other candidates. What employer wouldn't want to hire one of their fans, someone enthusiastic about their brand? If you have never experienced the employer's product(s), you should do so and let your interviewer know what you think.


Imagine you're interviewing for a social media manager position at a Mexican restaurant chain called Taco Loco. You've never eaten at a Taco Loco before, so you go to Taco Loco for lunch two days before your interview.

"The other day, I had lunch at your Dundas Square location. I had the Tres Quesabirria Tacos. Both the food and the atmosphere were on point. Something you should consider is offering keto-friendly and gluten-free options since these diets have become mainstream. As Taco Loco's social media manager, I'd lean more towards creating behind-the-scenes content, such as videos of meal preparations and customer testimonials, instead of simply posting pictures of dishes. Furthermore, I would increase followers and engagement by offering a 25% off coupon to anyone who follows Taco Loco's Instagram account or by hosting a contest where you can win a \$200 Taco Loco gift card by posting a selfie of yourself eating at Taco Loco and tagging Taco Loco."

Other ways to do in-depth homework:

- Read the company's annual report.
- Read reviews and look for common complaints.
- Google [company name] under 'News.'
- Speak to current and former employees.

Doing more homework than most job seekers shows that you're committed to contributing to the company's success, making it harder not to hire you.



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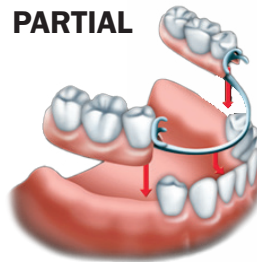
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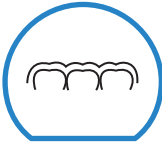
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Living with Chronic Pain or Illness: What We Wish Friends and Family Knew

by Nancy Bergeron, R.Psych. | info@nancybergeron.ca

Living with chronic pain or illness is an ongoing challenge that impacts every aspect of a person's life—physically, emotionally, mentally, and socially. It's not just about the pain or symptoms themselves, but about learning to function, cope, and find meaning in a life that no longer looks or feels the way it once did. For those who care about someone facing this reality, your support matters deeply—but it may not always be clear how to help. Here's what we need you to know.

Chronic Means Ongoing, Not Just Inconvenient

When someone lives with chronic pain or illness, they're not just having a bad day or a tough week. This is a long-term reality, and while there may be good days and better moments, the underlying struggle is constant. Pain and fatigue can be invisible, which makes it easy to overlook or misunderstand. Please don't assume that just because we look okay, we feel okay. We often mask what we're going through to avoid burdening others or to maintain some sense of normalcy.

We're Grieving Too

Chronic illness often brings a quiet, ongoing grief—the loss of the life we once had or imagined. We may grieve the ability to work, travel, exercise, or socialize like we used to. Sometimes we feel isolated, left out, or forgotten when our limitations make it hard to keep up. When you acknowledge this grief with compassion instead of trying to “cheer us up” or push us to be more positive, it helps us feel seen and validated.

We're Doing Our Best—Even When It Looks Different

We often have to weigh every activity, conversation, or commitment against how much energy we have. What might seem like a simple errand or casual hangout could mean days of recovery afterward. Cancelling plans, needing accommodations, or asking for help isn't laziness or lack of motivation—it's self-preservation. Trust that we want to show up for life and for you; sometimes, our bodies just won't let us.



What Helps the Most Is Empathy, Not Solutions

Unless you're asked, please don't offer cures, diets, or miracle treatments. We've likely tried many things or are already overwhelmed with information. What we need most is your presence—your willingness to sit with us in the hard stuff without judgment or pressure to “fix” it. Simple statements like “I'm here,” “That sounds really hard,” or “You're not alone” go a long way.

Support Looks Like Consistency and Flexibility

Reach out, even if we sometimes don't respond right away. Be okay with changing plans. Offer help but ask first. Say, “Can I drop off dinner?” or “Would a short visit work today?” rather than, “Let me know if you need anything.” The more you learn to meet us where we are instead of where you wish we could be, the more supported we feel.

Chronic pain or illness doesn't define us, but it does shape us. With patience, empathy, and a willingness to understand, you can become a vital part of our resilience. We may not always say it, but your care matters more than you know.

Photo Gallery

by Marni Cain



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by The City of Calgary Waste and Recycling Services



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If you don't separate your food scraps from your garbage it will end up buried in the landfill where it doesn't break down or turn into soil.

Separating your food scraps in your green bin makes a big difference.

Follow these tips for separating food scraps and using your green cart:

- Remove food from its packaging before putting it in your green cart.
- Use a kitchen pail or reuse any container with a lid (like an ice cream bucket) to store food scraps until you throw them in your green cart.
- You can control odours and keep your cart clean by using a certified compostable bag, paper bag, or newspaper liner in your kitchen pail.
- Use a small amount of baking soda in your kitchen pail to prevent odours.

Check calgary.ca/foodscraps for more tips to make your green bin a winner!

Mail-In Ballots for Calgary's 2025 General Election Available by Request

by The City of Calgary

Calgary's General Election will take place on October 20, 2025, and eligible voters can now request a special (mail-in) ballot if they are unable to go to a voting station during the Advance Vote or on Election Day. Voters must meet eligibility requirements to receive a mail-in ballot.

Visit Elections Calgary or call 403-476-4100 to request a mail-in package. The last day to request a mail-in ballot to be mailed to you is October 3, 2025. Requests after this date will need to be picked up in person at the Elections Calgary office.

Information about Calgary's upcoming General Election, including mail-in ballots and voter eligibility can be found at www.electionscalgary.ca.

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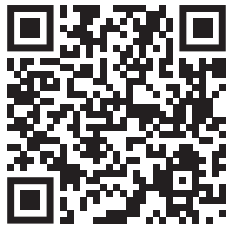
Do you know the difference between an alligator and a crocodile? Well, although there are many reasons these two beauties are unique, one of the most interesting is their tongues. A crocodile cannot stick its tongue out! So, if you are being mocked – it's probably an alligator.

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