



reflections

DURHAM COLLEGE ALUMNI MAGAZINE

AD GRAD
FINDS HER TRUE VOICE

THIS DIAMOND
IS FOREVER

FALL 2012 | VOL. 77

MESSAGE FROM THE PRESIDENT, DURHAM COLLEGE



I am truly pleased to report that this has been another very successful year for Durham College, with record enrolments and continued expansion of our programs and facilities that will enhance career opportunities for our growing Alumni family. The expansion of our facilities includes the new \$20 million Centre for Food that will house culinary, hospitality, tourism, agriculture and horticulture programs.

As president of Durham College, I'm asking for your support in helping us reach our \$5 million fundraising goal for the 36,000-square-foot centre. Please see pages 14 to 15 for details on the Get Involved event the college held for this

one-of-a-kind facility that will welcome approximately 900 students when complete. Your contribution will help us bring the dreams of a new generation of students to life.

Some dreams have already come true for our alumni, as we look forward to the upcoming Premier's Awards Gala in November, where we will celebrate the successes of our four Alumni of Distinction recipients Jim Cook, Kellie Garrett, Jennifer Iacob and Dan Quinn.

As you read through this issue of Reflections, I believe you will be as proud of our growing alumni family as I am. From small business owners like Kristina Pantaleo and Ron Hooper, to artists and musicians such as Ryan Howe and Wade Woodward, our graduates continue to use the skills they developed at Durham College to find success and their place in the world.

As alumni, you are all important members of the Durham College family. Family takes pride in the accomplishments of its members and takes care to support each member. I look forward to seeing your support for the growth, success and continuation of the community-minded reputation of the Durham College family.

Sincerely,

Don Lovisa
President, Durham College

MESSAGE FROM THE PRESIDENT, ALUMNI ASSOCIATION



The hot weather and sunshine of this past summer seems like a distant memory now that we're busy with another academic year. I hope you enjoyed the warm rays of the sun as much as I did.

The academic year kicked off with Orientation Week and this year for the first time, Alumni Board members handed out ice cream bars to first-year students at the street party. Students enjoyed their treats, and who knows, this may be the start of a new tradition.

October is once again upon us and even now preparations are underway to welcome another group of graduates into our growing alumni family – one that is now more than 60,000 members strong.

For more than 40 years our graduates have made us proud with their accomplishments in their chosen careers, their personal successes and the impact they have made in their communities. As you read this edition of Reflections, you will learn about several former students, possibly people you went to school with, who have taken their college education and have set and achieved professional and personal goals by working hard and following their dreams.

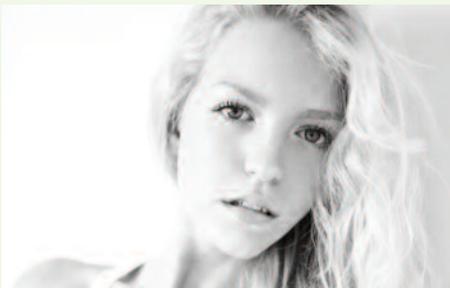
What about you? Our doors are always open, so drop by and say hello, or send us a message and let us know how you're doing. You are an important part of the Durham College family and we look forward to sharing your successes, big or small, personal or professional.

Cheers,

Lillian Jacoby
Legal Administration, class of 1976
President, Durham College Alumni Association

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HAVE A NIGHT OUT ON US!
Please update your email at alumni@durhamcollege.ca for an opportunity to win a **\$100 Keg gift card.**



REFLECTIONS

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PUBLICATION AGREEMENT NO. 40064655

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PHOTO COURTESY OF HOOPER'S JEWELLERS

Graduate Ron Hooper (bottom left) kneels next to his mother Lillian and brother Dan (bottom right) during the 65th anniversary celebrations at Hooper's Jewellers in downtown Bowmanville. Also pictured are additional members of the Hooper family, Ron's daughter Carrie (top left), his sisters Nancy Hooper and Kathy Brayley (middle), wife Joan, and sister-in-law Cathy Gingell.

THIS DIAMOND IS FOREVER

by Lauren Harrison

ANYONE FROM BOWMANVILLE WOULD RECOGNIZE HOOPER'S Jewellers, a family-owned business in the heart of downtown that recently celebrated its 65th anniversary. Many would also recognize 1969 Business Marketing program graduate Ron Hooper, not only because he owns the store in partnership with his brother Dan, but also because he is a local councillor.

Although the location of Hooper's Jewellers has changed a number of times over the years, the key to success behind the company is the name. Originally started by Ron's father more than six decades ago, the business is now run by a good portion of the family, with Ron and his brother at the forefront, and the rest of the family close behind.

"Both my brother and I were exposed [to the jewelry business] all our lives. The whole family was," Hooper said. "I have a brother who is a watchmaker, and my sisters worked in the business, as well as my mother — so you could call it a real family business."

His first exposure to the business that would eventually become his and his brother's was working there on Friday nights and weekends through high school. Under his father's tutelage, he

learned about the business, developed an understanding of its operations and waited on customers.

Hooper's involvement in the jewelry industry also led him to work as a director on the Jewelers Vigilance Committee, an advisory committee for the industry monitoring the ethics of the jewelry trade, as well as supporting their crime prevention program. He is also former president of the Canadian Jewelry Buying Group.

Along with being recognized as a true family-based business, Hooper's Jewellers is known as a company that gives back to the community. Over the last 10 years, Hooper's has supported the local hospital by donating approximately \$15,000 through their Christmas Angel Campaign, which raises money through the sale of crystal angel ornaments. They also support their local branch of Big Brothers and Big Sisters and other community organizations.

"Being a part of the community, you want to give back," said Hooper. "They have supported us all these years, so I think it's very important to give something back to them. Maybe that's why I'm so involved with life in Clarington."

In addition to co-owning a business, Ron Hooper is a municipal councillor in Clarington. Despite the time commitment involved, Hooper finds it an extremely rewarding experience.



PHOTO COURTESY OF THE MUNICIPALITY OF CLARINGTON

Aside from his involvement with the jewelry business, Hooper is also a municipal councillor for Ward 2 in Clarington. He was drawn into local politics after sitting as chair of the Bowmanville Historic Downtown Business Improvement Area for more than 10 years, as well as through the advice of individuals in the political field.

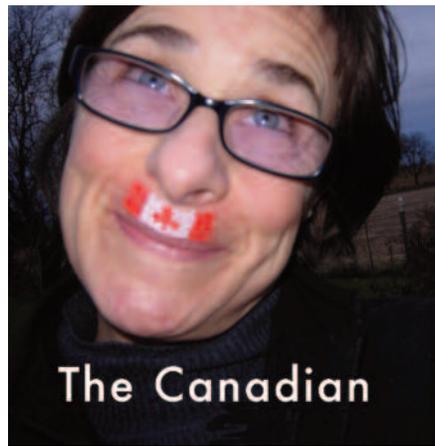
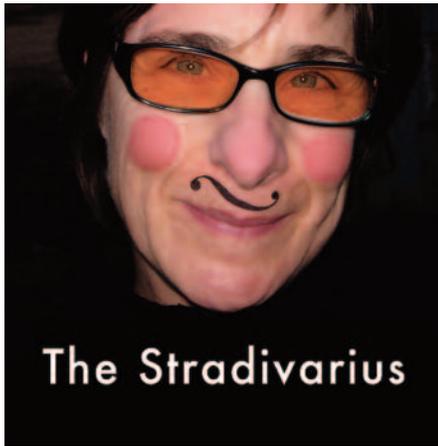
"I enjoy it for the most part, but there have been some controversial issues," he explains. "Though I do respect everyone's opinions, at the end of the day, it all comes down to a vote — you put your hand up, or you don't. And in some way, you are shaping your municipality, and I find this very interesting and rewarding."

His community involvement doesn't end there. A past chair of the Clarington Board of Trade, he is also currently a director on the Clarington Older Adults Association as part of his council duties. He sits on several other boards and committees as well. As a result of his community involvement, Hooper was awarded the Paul Harris Award from the Rotary Club of Bowmanville for his service to the town. As well, he was the first winner of the Bowmanville High School Award of Distinction, awarded to students who have gone on to make significant contributions to

their respective communities. Honoured with the Award of Distinction the year his father passed away, Hooper dedicated the award to his father's memory.

Today he focuses mainly on his duties as councillor, entrusting the operation of the store to Carrie, his youngest daughter, who attended the Durham College Police Foundations program, and his brother Dan. Though Hooper is still one of the store's owners, he is there on an as-needed basis as council takes up much of his time. Right now he's looking to the future and what will be next for his father's cherished business.

"My brother and I have talked about moving our generation [of store ownership] to the next one," said Ron. "Both Dan and I hope that the next generation of Hoopers will continue on with the tradition set out by our father and founder, Arthur Hooper."



MAD MOS TAKE THE LEAD

by Amanda Boyle

Bottom left (left to right): School of Media, Art & Design faculty members Phil Raby, Mark Johnson, Steven Evans, Laurie Lafrance, John Starling, Wade Clarke, Dan Labecki, and Brent Hudson pose with their Movember trophy, won by their efforts to raise money for the campaign. All other photos are of Laurie Lafrance posing in a different illustrated moustache.

BUMPING INTO PROF. LAURIE LAFRANCE in the college's hallways last November was always an entertaining experience. Whether it was 'The Face-off', 'The Canadian' or 'The Comic', Lafrance was sporting a new, self-designed moustache every day in order to raise awareness for the Movember prostate cancer campaign.

Lafrance, who teaches drawing for multimedia in the Graphic Design program, has donated to other causes in the past such as Alzheimer's, breast cancer and the Heart and Stroke Foundation, but it wasn't until 2011 that Movember caught her attention.

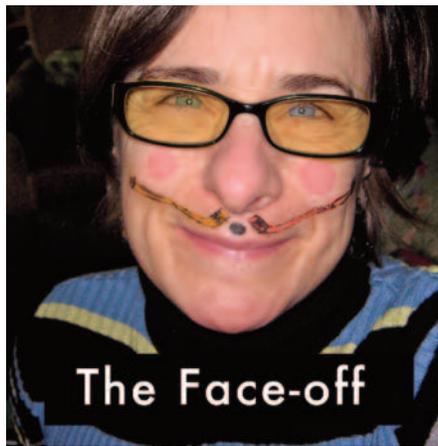
"I share an office with several wacky members of the School of Media Art & Design (MAD) — all male. The excitement was building about Movember, and I thought it would be nice to be able to support them," said Lafrance. "Brent Hudson, one of the MAD co-ordinators, sent out an introduction to everyone in the department asking for support, and I thought, what the heck! I can be one of the boys!"

This is how the Mad Mo team came about. On the first of November, while the men in the office started their Movember journey with cleanly shaven faces, Lafrance started out with simple black dots, or as she likes to call them, her stubble. From there, her imagination expanded and her daily moustache paintings began.

"Each day I did a different moustache. I would draw or paint them on, take a picture, and upload them onto my page on the Movember website," she said. "Sometimes I did a bunch on the weekends, as the weekdays were a bit hairy, so to speak."

With donations from family and friends, Lafrance raised just over \$500 for the Movember campaign. She and her Mad Mo teammates, professors Brent Hudson, Mark Johnson, Wade Clarke, Phil Raby, Dan Labecki, Steven Evans and John Starling, raised a total of \$1,688, the most by any group from Durham College or the University of Ontario Institute of Technology (UOIT).



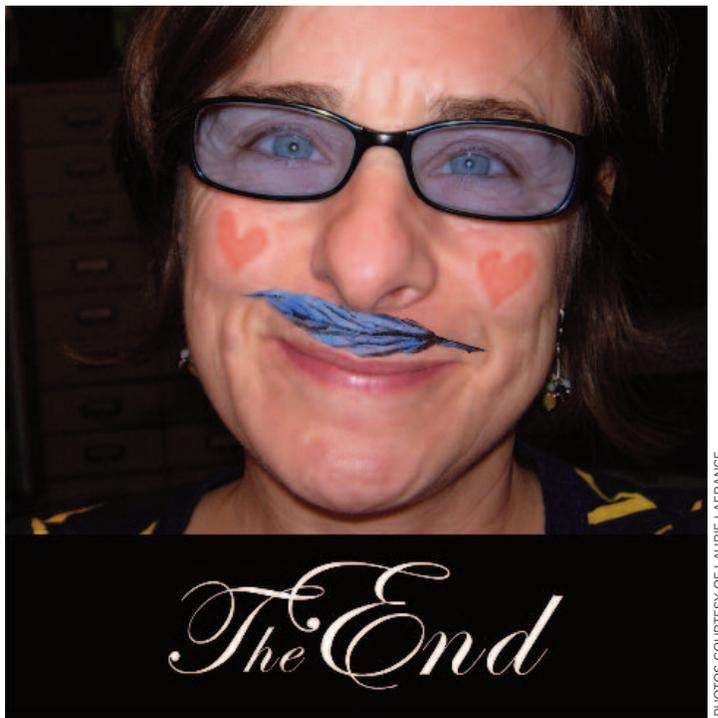
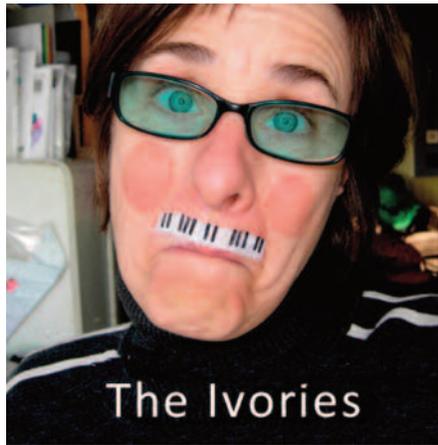


There are many ways of contributing to Movember. Whether it's becoming a Mo Bro and growing and grooming a lip sweater, becoming a Mo Sista and supporting the Mo Bros in the office, or even just registering as an individual or team online, anyone can be successful in raising funds and awareness for changing the face of men's health, specifically prostate cancer.

"One of the biggest networks on the Movember website was the Big Moustache on Campus (BMOC)," said Derek Fullerton, vice-president of Campus Life, Student Association. "In last year's campaign there were 547 campus teams, 7,272 members and a grand total of \$775,153 was raised. BMOC has been present for a couple years now and is a great competition between various post-secondary faculties, departments and sports teams from across Canada."

The Durham College and UOIT network raised \$9,793 in total for BMOC.

As the Movember campaign continues to grow worldwide, so do the contributions from school groups like Durham College. Students and faculty members alike look forward to November each year as a way to get involved, have fun, and make a difference – one lip at a time.



PHOTOS COURTESY OF LAURIE LAFRANCE

THE WORLD IS HIS CANVAS

by Jasmine Reid

CANVAS. SKIN. PAPER. LOCAL ARTIST Ryan Howe uses them all to showcase his talent. The recent Durham College Foundations in Art and Design (FAD) program graduate can be found inking bodies at a local tattoo shop, Lost Anchor, creating posters for music shows, and teaching at Oshawa's Arts Resource Centre.

Howe's art can be found on posters he's designed for local bars like the Thirsty Monk and the Atria. He has also done caricature work at conventions and events such as Auto Fest as well as during free comic day at participating comic shops in Oshawa. The 2011 FAD graduate also incorporates fun into his art. He once designed a poster for a friend's concert that could be used as a mask.

"I actually did a zombie face that could be cut out and worn at the show," said Howe as he imagined looking out at a

crowd with participants all wearing the mask.

Whether teaching, designing, illustrating, or tattooing, Howe is driven by his love for art. He's taught part-time at Curry's art store in Whitby, Bowmanville's Visual Arts Centre and Oshawa's Arts Resource Centre. Devoted to sharing his passion with others, he is especially interested in helping local teens showcase their creative side. Howe hopes to do this by incorporating a program at the Arts Resource Centre that will provide lessons to teens in the Durham Region. He said there aren't enough local opportunities for young adults to express their talent.

In addition to his eagerness to connect young people with their artistic abilities, Howe enjoys working with special-needs kids and hopes to volunteer with Autism Ontario and Lakeridge Health to teach one-on-one art therapy classes. He has also

helped a girl diagnosed with Asperger's Syndrome get accepted into an arts program out of high school.

"She didn't really have enough one-on-one critical artwork theory," said Howe, "so I worked on her drawing skills and gave her feedback while improving her skills and letting her know when she did well."

As the founder of the Durham Comics Guild, a group for comic book creators, artists and writers, Howe discovered another way to share his talent and teaching skills. After three years the group meetings came to an end, but the members were all able to take the skills they had learned and apply them to their careers.

He said the FAD program was a great building block for his current and future success. As with any program, you have to know what you want going in to gain the most from the experience.

"At 25, I decided to go back to school and attend the FAD program and because I knew what I wanted to take away from the program, it has benefited my career. My goal was to build a great portfolio and I was able to because I put the time in."

Howe is considering branching out into either illustration or animation and may go back to school for more training. He said he's grateful for the skills he gained through the FAD program which have opened a variety of doors for him in the art world.

"While in school, Ryan was interested in many aspects of both art and design and wanted to try his hand in as many areas as he had time for," said Herb Klassen, professor and FAD program co-ordinator. "Ryan is a passionate individual caring deeply not only about his art, but also about the environment and community in which he is creating it."

The young artist's long-range goal is to gain enough industry experience to teach in a college setting one day and to continue to share his passion for art with those willing to learn.

"I really enjoy teaching and I would love to keep volunteering all of my life," says Howe. "It's all really rewarding."

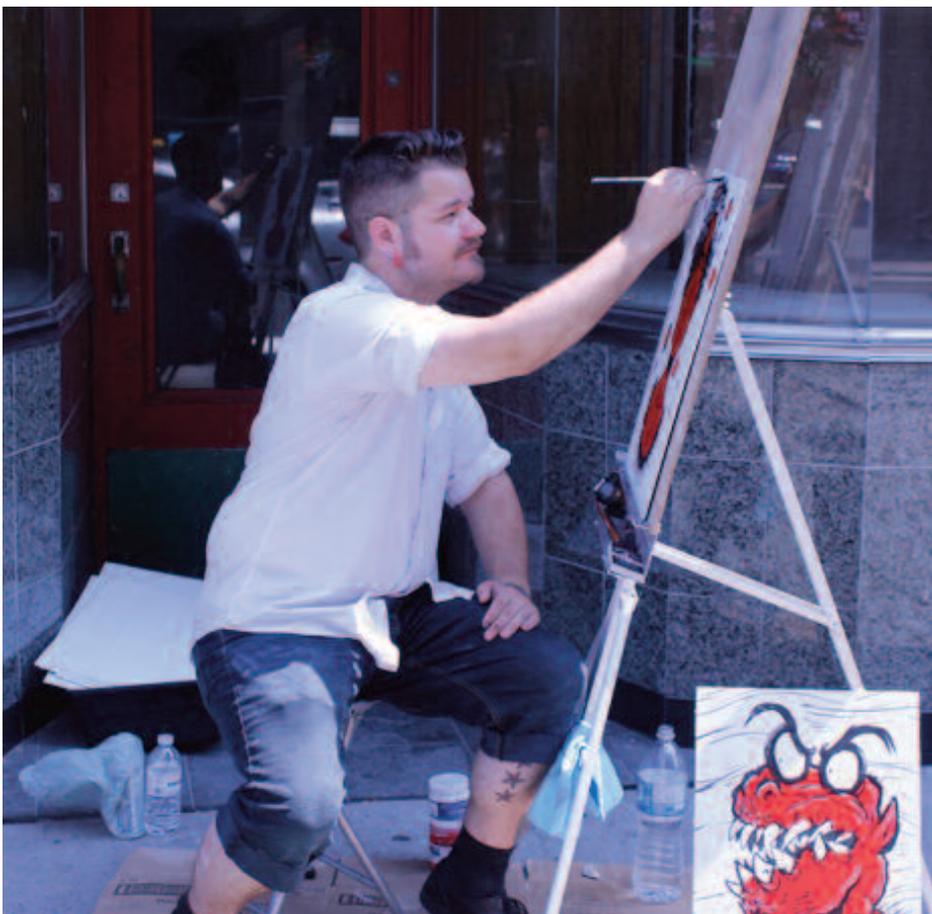


PHOTO COURTESY OF HILLARY DI MENNA

Foundations in Art and Design graduate Ryan Howe puts his artistic skills to work in downtown Oshawa.

FINDING HER TRUE VOICE

by Victoria Allin

Imagine having something in common with over 120 Grammy Award winners and famous singers including, Michael Jackson, Justin Timberlake, Jennifer Hudson, Rhianna and Kelly Rolland. For Advertising graduate Kristina Pantaleo, that connection is a reality.

After graduating from Durham College in 2007, Pantaleo followed her passion for music. Today she's owner of TrueVoice Singing Lessons™ in Ajax, where she teaches using the Speech Level Singing method. Learning and teaching the same method used by multiple Grammy Award winners, Pantaleo, 27, is able to promote her business based on a technique she strongly believes in.

"I love that I am able to sell a method to people that I know works," she said. "Seth Riggs, who is the creator of Speech Level Singing™, and who also taught Michael Jackson for over 21 years, is now in his 80s, and his voice is still in immaculate condition — that's how I know the method works."

Operating since February 2011, Pantaleo's business has been growing steadily. Two of her 22 students have received lead roles at Oshawa Little Theatre and the Whitby Courthouse Theatre with the help of Pantaleo's teaching method. Speech Level Singing™ teaches singers to use their vocal cords and sing in a manner that has the same ease as talking, without strain and tension. Pantaleo finds students start seeing improvement after just one lesson.

"Before I started singing lessons my voice was kind of squeaky and breathy," said Madison, 13, an aspiring singer/actress. "After a few lessons, I already noticed my voice changing. Kristina taught me how to get into my head voice and sing higher notes that I couldn't have sung before. Lessons at TrueVoice Singing Lessons have really helped me with the confidence I need for auditions, and even getting a lead role in a Whitby Court House Theatre play this year."

Before launching her teaching career, Pantaleo and two of her close friends

formed a 'chick' band called Paperback Summer. She was the backup singer and guitarist. They performed at venues throughout Durham Region, including opening for Canadian Idol runner-up Rex Goudie at the college's E.P. Taylor's Pub and Restaurant.

While in the band, she and the lead singer thought they should take a few singing lessons to tune up.

"I decided to take vocal lessons while I was in the band because I was a backup singer that did harmony, but I wasn't confident with my voice," she said.

A short time later the band members decided to go their separate ways. Pantaleo said she continued the lessons because she wanted to continue developing her voice. Her ear for detail when it came to singing prompted her teacher to suggest she get pre-certified and start teaching.

Prior to becoming a pre-certified teacher with Speech Level Singing™, she heard about The Ontario Self-Employment Benefit Program, which trains entrepreneurs and provides income support while they set up their businesses. In order to get in, she had to write a market research paper to prove her business would work. Pantaleo said her advertising background helped when she had to present her business idea to a panel of judges. She told them she would be able to market herself and would know



PHOTO COURTESY OF KRISTINA PANTALEO

Advertising graduate Kristina Pantaleo, teaches the Speech Level Singing method used by Grammy Award winners.

how to create her own ads due to her former education in advertising, which would help her business succeed.

"Although I decided not to continue down the advertising path, it has helped me get where I am today — a TrueVoice singing teacher," said Pantaleo. "Ever since I was a little girl I have been singing. But being someone who was afraid of singing publicly her whole life, I find it incredible that I have accomplished all of this."



Nursing graduate Nancy Kelly worked at King Faisal Hospital in Saudi Arabia, treating young children who had cancer.

NURSING ABROAD

by Nicole Air

RAISED IN A FOSTER HOME FOR MOST of her childhood, Nancy Kelly didn't have anyone to tell her she could amount to anything — until she met a teacher who changed how she perceived her life completely.

Born in Windsor, Ont., Kelly attended St. Mary's Academy where she met the teacher who told her she could do anything she put her mind to. Until she was 32 years old, she didn't accept that. But once she did, she enrolled in Durham's registered nursing program.

After graduating in 1985, she began her career at the Whitby Psychiatric Hospital and for several years stayed in Ontario while raising her children.

In 1996, Kelly landed a job that she never imagined possible. She set sail for Saudi Arabia and spent five years working at the King Faisal Specialist Hospital and Research Centre. Some of the greatest professors in the world were hired to teach nurses new courses in anything they desired to learn, she said. While in Saudi Arabia, Kelly became certified to give chemotherapy to adolescents. With the certificate, she volunteered for seven weeks at King Faisal Hospital to give treatment to children while the hospital

opened a new children's cancer centre. Kelly was also trained in adult intensive care and interventional radiology. For a couple of months she travelled with the Royal Al-Saud family as a private Intensive Care Unit nurse.

"The intensive care unit in King Faisal Hospital had the best doctors from North America and Europe, and they treated the nurses with the utmost respect and vice versa," said Kelly. "The hospital considers Canadian and American nurses the most qualified nurses in the world. They taught me so much while I was there and because of the people I met working in the hospital, it was the best experience I've had as a nurse."

In 2001, Kelly felt her time in Saudi Arabia had come to an end. That's when she joined Cross Country Travel Corporation as an international nurse. Over a period of seven years, she travelled through many states including Nevada, Wisconsin, Florida, New Hampshire and Tennessee.

Today, she is back at the Whitby Psychiatric Hospital, now called the Ontario Shores Centre for Mental Health Sciences.

"Being a nurse comes with many challenges," Kelly said. "You always have to be alert. Some of the patients I work with now go through many challenges. You have to know every physical condition of all your patients, as well as their mental status so you can assess them appropriately and know when interventions are required. I really do love the challenges though, because I absolutely love what I do."

When she returned home from Saudi Arabia, she picked up a new hobby, writing children's books. Her first self-published book, *Bryce Likes Trains*, is a story about her grandson. Her goal is to write a book for each of her grandchildren. Kelly has almost completed her second children's book, titled *Ashton Likes Georgia Peaches*.

She is currently writing a self-help book for teens in foster-care that have suffered abuse and neglect. Her books can be found on Amazon and a few other online sources.

"Because of the many challenges I faced in my childhood, I want to help other kids build confidence in themselves. I want to show them that they have a purpose in life and that they can do anything they desire and put their heart into."

DIRECTING HIS WAY TO SUCCESS

by Amber Mulder



PHOTO COURTESY OF AMBER MULDER

Lon Appleby brings his print and broadcast journalism experience into the classroom.

WHILE YOU WERE AT HOME BECOMING thoroughly engaged in an interesting television show or arguing with the television over the abrupt ending of your favourite series, Lon Appleby was feverishly working behind the scenes to produce quality shows and documentaries to satisfy your entertainment needs.

A freelance print and broadcast journalist for more than 30 years, Appleby's documentaries and articles have taken him all over the world. A lifelong learner, the Durham College professor follows world events in detail and has a deep interest in society, history, and globalization.

Following a stint as a youth reporter at CityTV, Appleby wrote and produced the two-hour CBC special, *Runaways: 24 Hours on the Street*, which became the highest-rated documentary in the history of Canadian television and won many major prizes, including a Michener Award for excellence in broadcast journalism and a Gemini Award for Best Documentary Program from the Academy of Canadian Cinema & Television.

After building a solid reputation for himself, he was later approached by a senior editor at the Life network who was interested in creating a television series about zookeepers and animals at the Toronto Zoo. That idea turned into *Zoo*

Diaries. Appleby worked on the show as an executive producer for four years.

"I spent many weeks at the Toronto Zoo going from pavilion to pavilion and getting to know all of the zookeepers and their animals," said Appleby.

One of his most memorable moments took place while hanging out with Charles the gorilla. "It wasn't anything terrible or strange. It was just that it was the first time I had been so close to a gorilla. Whenever anybody new goes in there, he wants them to see him and he wants to be noticed and he wants you to come straight to him. He did exactly the same thing with many others, including Tom Cruise and Nicole Kidman. He wanted to make sure that his hair was flattened out. He kind of had a sense that these were celebrities. Having a 400-pound gorilla come to the bar and wait for you with those hands that could just crush your head – that was a very powerful moment with a force of nature."

Now a professor at Durham, most of Appleby's time is taken up by teaching. His previous work as a producer, writer, and director has influenced the way he teaches his classes by incorporating his idea of *The Global Class* into his lessons. This creative approach to learning brings an outside perspective to class discussions by inviting

friends and able strangers to participate by live-streaming lectures. His global classes have included people like Canadian film director Jennifer Baichwal and American ecological scientist Jason Bradford. Appleby has electronically connected his students to students in Korea, India, and the United States for these classes.

Although he says he's completely immersed in life as a teacher, that hasn't deterred him from pursuing his passion for writing. On the side, he is currently completing a novel, *Beyond Elephant Hill*, set in Toronto, Spain, and India. The book was selected for development by Humber College's School for Writers, whose recent graduates include a winner of the Scotiabank Giller Prize.

Appleby is also developing a feature documentary on boxing world champions of Jewish descent during the 1920s and 1930s called *Ghetto Wizards*.

"There are some incredible stories about these great Jewish boxers who influenced modern boxing too with their modern techniques. But it's the [personal] stories about what happened to these guys who were fighting that is the most compelling part, because in some ways it defies the stereotype of how we often look at Jews in history."



PHOTOS COURTESY OF LORI ANNE WHYNOT

Online Business Administration program student Lori Anne Whynot balances a full-time job, being a mom and a student working on several online business courses.

Suzanne Clark, marketing co-ordinator, says online courses are becoming increasingly popular.

HOME SCHOOLING

MORE STUDENTS ARE CHOOSING ONLINE LEARNING FROM HOME

by Brittney Mongeon

IT'S A SUNNY MONDAY MORNING AT 7:30 a.m. The birds are chirping and Lori Anne Whynot is studying in the comfort of her own home completing online courses as part of Durham College's Business Administration diploma.

"These days, it's all about expanding your knowledge and increasing your skills," said the 45-year-old mother. This semester she's getting an overview of the business world from her four courses, Statistics II, Economics II, Cost Accounting 1 and Stress, Wellness and Nutrition.

"In our last school year, we had 7,880 students enrolled in online courses," said Suzanne Clark, marketing co-ordinator for Continuing Education at Durham College. "Online courses are growing in Continuing Education. Approximately 42 per cent of Durham College Continuing Education students choose online learning."

Durham is a member of Ontario Learn, a consortium of colleges offering courses

online. When enrolment in Durham courses from other colleges is added to the mix, the number of students taking online courses through Durham almost doubles.

"With our hosting activity and our registrations, we are the top college (in the consortium) at 14,379 course enrolments," said Ann-Marie Bennett, program officer for Distance Education.

Online subjects range from accounting to French, event planning and psychology, a high-demand course that attracts 300 to 400 students.

E-courses draw a wide range of people, most of whom are working towards a diploma or certificate. Currently there are 21 staff members in Continuing Education on the college's main campus to help organize courses and answer any questions students may have.

"I enjoy the flexibility of the online program and find the professors very approachable and quick to respond to my

queries," said Whynot. "I think an online platform requires the student to be prepared to search out alternative ways to grasp some difficult concepts as there is a great deal of self-directed learning."

Demand for online courses is continuing to increase because the courses are convenient and easy to access, Clark said. Anyone with a computer connected to the Internet can sign up. Students have the convenience of working on their courses from home or their workplace. And they are able to work at their own pace, some taking on multiple courses each semester in order to complete their program faster.

"Continuing Education recognizes the needs of today's adult learner by offering flexible learning through a variety of delivery formats to ensure learning is accessible to all," Clark said.

With online courses, you are in control of when and where you want to learn.

NOVEL HITS HOME

by Larissa Kamakaris

Graduate Mike Arsenault is hoping to hit one out of the park with the release of his debut novel *60'6": Balls, Strikes, and Baseball Mortality*.

This novel was inspired by his experiences with baseball and his love of the game. The story takes you through a season with the main character, Gord Mattis, and the trials and tribulations of a left-handed pitcher in Single A baseball.

"I want to thank all of my past teammates and coaches who have inspired the concoction of stories and characters that created *60'6": Balls, Strikes, and Baseball Mortality*, from my humble beginnings in the Oshawa Minor Baseball Association, to my post-secondary career at Queen's University and Durham College, my summer seasons in the Ontario Senior Baseball Association and the Greater Toronto Baseball League, and finally to the London Majors of the Intercounty Baseball League," notes Arsenault in his acknowledgments.

Throughout his college career, he pitched as a southpaw playing varsity baseball for both Queen's University and Durham College and was named Pitcher of the Year three out of five seasons. During his one year as a student in Durham's Sports Business Management graduate certificate program, he and a friend started a blog called *Talkin' With Tewks*. He wrote for this blog from 2008 to 2011, with the posts becoming more and more frequent. This is where he really started to notice his love for writing.

After his father read some of his blog articles, he pushed Arsenault to start writing this book.

"I thought about what my dad had said and started coming up with the idea for the novel," said Arsenault. "So I started putting pen to paper and just wrote very infrequently for a few months, (producing) maybe 20,000 words. Once I was there I thought, 'This could really be something.' From there I told myself I was going to buckle down and write 500 words on this



PHOTOS COURTESY OF MIKE ARSENAULT

Sports Business Management graduate Mike Arsenault, a freelance sports reporter who plays baseball for the London Majors, recently released his first novel.

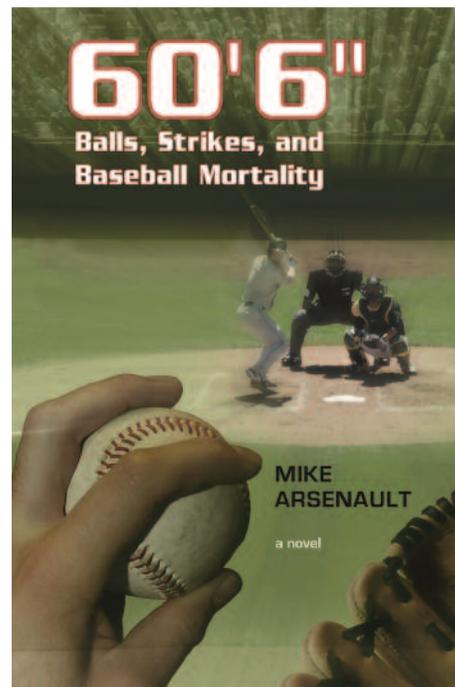
book every single day. And that's what I did for eight months until it was finished."

By 2010, when he had completed the first draft, Arsenault had taken the story to heart. He had a strong season that year playing for the Greater Toronto Baseball League and won Pitcher of the Year yet again. So he decided to push himself and see how far he could take his baseball career.

In November of that same year, Arsenault created the website *I Dream of Long Bus Rides: One Man's Quest to Play Professional Baseball*. This weekly column showcased his physical, mental, and psychological journey pursuing his dream of playing pro baseball. From there, he went to the United States and attended independent league tryouts in Florida and Massachusetts, where he was told he didn't throw quite hard enough.

After that, Arsenault decided to stay local, playing for the London Majors of the Intercounty Baseball League. With all of this experience under his belt, he pitched the *I Dream of Long Bus Rides* website to *Metro News* (a newspaper in London, Ont.). He offered to write a weekly column for them providing an insider's look at playing for the London Majors.

Currently, Arsenault freelances for the *Metro News* and the *Sports Xpress* as a reporter/photographer, and his book was published recently by General Store Publishing House.



"60'6" takes you inside the locker rooms, on the fields, and behind the scenes in minor league baseball. Long bus rides, road food, dreams shattered. A minor league 'Field of Dreams,'" says Tim Gordon of General Store Publishing House.

The book is available through:
www.mikearsenault.blogspot.com.



CELEBRITY CHEF JAMIE KENNEDY GETS INVOLVED IN NEW CENTRE FOR FOOD

The evening of September 27 marked another important milestone in Durham College's history when it officially launched the public phase of its \$5 million Growing for our Future fundraising campaign in support of its new Centre for Food. The 36,000-square-foot centre being built on the northwest corner of campus is designed to accommodate approximately 900 students studying in culinary, hospitality, tourism, agricultural and horticulture programs.

Titled Get Involved, the event saw close to 150 community leaders; business partners; faculty; staff; students; alumni; board members; and donors join Durham College President Don Lovisa and guest celebrity chef Jamie Kennedy to watch the college's Culinary Skills and Hospitality Management – Hotel, Restaurant and Tourism students showcase their talents while learning more about the Centre for Food.

Second-year Hospitality Management – Hotel, Restaurant and Tourism program student Kelsey

Donaldson said, "most importantly, the students are going to benefit tremendously. The new Centre for Food will provide such an incredible environment for students to learn, grow and gain unbelievable experience. I can't wait for the new centre to open and for classes to begin."

The college's Culinary Skills students, just four weeks into their program, had opportunities to interact with Kennedy, one of Canada's most critically-acclaimed chefs.

"The Centre for Food is designed to create a unique learning environment for students, capturing the spirit, innovation and progressiveness of the local food movement," said Kennedy who has dedicated his career to sustainable agriculture and the local food movement, both key elements of the Centre for Food. "I know students from across the country will be attracted to the centre as they learn about growing, harvesting and preparing food."

To find out how you can get involved and to make a donation, please visit the Office of Development's website at www.durhamcollege.ca/givingprojects, or call Kathy Haines, 905.721.2000 ext. 2112 for more information and help make the Centre for Food a reality!

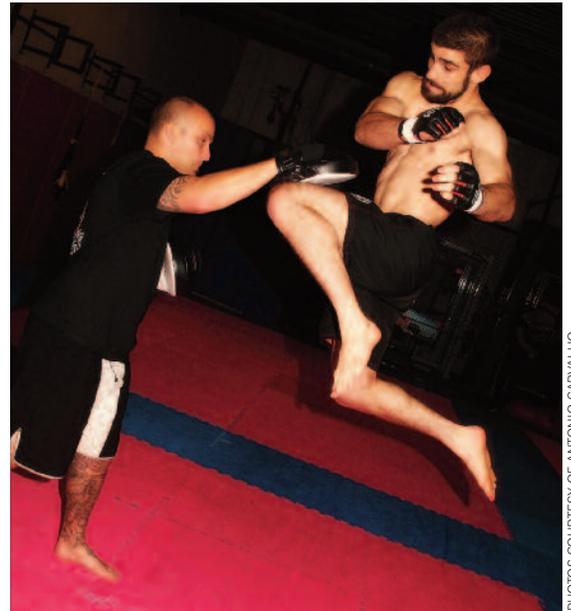
"This comprehensive approach to culinary education is absolutely fabulous and represents a convergence of sensibilities at the centre. I'm happy to support Durham College and the new Centre for Food."

JAMIE KENNEDY



TAKING THE MMA WORLD BY STORM

by Kristine Nieuwendyk



PHOTOS COURTESY OF ANTONIO CARVALHO

Police Foundations graduate Antonio Carvalho trains with Justin Bruckmann, owner of Bruckmann Martial Arts. Recently Carvalho had his debut fight as part of the Ultimate Fighting Championship.

GROWING UP HE WAS A FAN OF BRUCE Lee and Jean-Claude Van Damme movies, never expecting that some day he would become one of the men he loved to watch on TV. After graduating from Durham College's Police Foundations program, Antonio Carvalho found himself living a life he had only dreamed of as a Mixed Martial Arts (MMA) fighter.

Now, after almost a decade of travelling around the world to perfect his craft, Carvalho is competing at the highest level of MMA in the world with the Ultimate Fighting Championship (UFC) organization.

While he was at Durham, MMA was Carvalho's hobby but never much more than that, but soon after graduating, an opportunity to fight professionally presented itself and Carvalho couldn't resist. The rest is history.

"You don't know what the hell is going to happen once you get out there, you go through so many different emotions. I think that's what I liked about it — it's so real. You start questioning how much you've trained or if you have the heart it takes to dig deep and fight hard," said Carvalho. "As a person you always question yourself and what you decide to do about it shows what kind of person you are when you are fighting."

Until last year MMA was illegal in Canada, so in 2006 Carvalho moved to Japan for two years. He knew fighting the best would help him to become the best.

The strategy worked. He earned the title of the No.1 ranked lightweight Shooto fighter in the world (equivalent to the featherweight division in North America). This title gained Carvalho much attention in the MMA and now, with his first UFC fight under his belt, the whole world is taking notice of this Durham College graduate.

"I didn't want to finish my career without going to the UFC. When I got there, I realized everybody was just so nice and happy to be there. It's like a well-oiled machine and the reason is because everyone there is friends and everyone is supportive," said Carvalho.

"I wasn't sure what to expect, especially going to Rio de Janeiro to fight Felipe Arantes on his home soil, but I realized it would have been a disservice to me and everyone who has helped me get to this point if I hadn't fought in the UFC. I don't regret anything now. It was a great experience and I'm pretty happy despite the unfortunate loss of my first fight."

With the UFC going mainstream, showcasing top-ranked fighters from across the world, more men are getting involved with the MMA than ever before. But with a pro MMA record of 13 wins, five losses and zero draws, Carvalho will be the first to tell you it takes a special kind of person to make it to the top.

"A lot of times today everyone keeps trying to find the short cut and there is no such thing. There's a lot of time spent in

the gym and a lot of tedious work, so all the glory people see on TV isn't the reality — that's just one moment," said Carvalho.

What a moment it is. "Don't get me wrong," said Carvalho. "That one moment when you are exhausted at the end of a fight and it's you getting your hand raised is probably one of the greatest feelings you could have, but it's also short-lived."

He also cautions newcomers that "People see the glory and they want the money and if you go into it for those reasons you aren't going to make it. Do it because you love martial arts, because you love the camaraderie of the sport. Simply learn the art form, learn martial arts."

These days Carvalho spends most of his time working as the chief striking instructor at Bruckmann Martial Arts in Oshawa and with the UFC newly added to his resumé, Carvalho plans on fighting as long as his health allows. On July 21, Carvalho fought Daniel Pineda in front of a hometown Canadian crowd and won. His next fight is in Montreal, Q.C. on November 17, against Brazilian, Rodrigo Damm.

The 32-year-old often jokes that he is an old dog in the sport of fighting, but for anyone who has the pleasure of sitting down and getting to know this master of martial arts, they will tell you his passion for the sport and heart in the ring will certainly outlive any old bones.



Durham College graduate Wade Woodward, second right, sits with his band The Colts who have played a variety of gigs including opening for '80s band Platinum Blonde.

BANDING TOGETHER

by Morgan Cadenhead

SOME OF US PLAY IT, OTHERS SING IT, all of us listen to it – and then there are those who create it. Music. It's something everyone can enjoy in one form or another, but few have the talent and passion to take it to the next level. Wade Woodward, lead singer of Oshawa-based band The Colts, has that extra something that makes his songs not just music, but works of art.

Woodward, 24, has been playing music since he was a child, owning his first drum kit at roughly the age of 10. The Durham College Water Quality Technician graduate currently juggles working for his mom's daycare business, attending further

schooling and jamming with The Colts weekly. Despite his busy schedule, his insatiable appetite for music means there's always time to write a song, play a show, or jam with his bandmates.

"If I can write something, post it, perform it and get a reaction from people and they actually appreciate that song, it's kind of hard to stop," said Woodward.

His band, The Colts, is composed of four members: Woodward on vocals, Shawn McDonald on guitar, Brendon Ross on bass, and Bill Cramp on the drums. They form a band with a bit of blues, country and overall feel-good rock. Together for almost two years, the Colts have played

over 30 shows with audiences ranging from 30 to 3,000 people at venues including the Thirsty Monk in Oshawa and Echo Beach in Toronto.

They've also gained a fan-base on Facebook of over 430 people that continues to grow. Despite the ups and downs the band faces from time to time, their commitment to their music is unwavering.

"I think that's the most difficult part – finding people that are on the same level and wanting to take it to the same level as you," Woodward said. "You have to trust that they want to go as far as you want to go."

The Colts won't deny they'd love to see their popularity skyrocket, but what makes them stand out is their approach to creating music and why they do it in the first place. Many bands will form with hopes to score a big record deal, make millions of dollars and bask in fame and fortune. The Colts, on the other hand, work hard at what they do for one reason only — because they love to do it for themselves, and for their fans.

"It's not about how cool we look up there. It's just about the song and how people will take it. It's about having fun with the fans, not about writing the next Grammy-award winning song," said McDonald. "We're not out there to be famous. We're just having fun and doing what we love, and that's what music should be about."

Their light-hearted and no-nonsense approach to making music has played a large role in gaining the attention they've received in just less than two years. Last July, their infamous performance at Echo Beach had them opening for '80s band Platinum Blonde at the last minute. They jumped at the gig and played for more than 3,000 people in the pouring rain. Woodward says it's been a highlight of his music career to date.

With The Colts' latest song, Countin' (123), already a favourite among fans and a full album due out this year, Woodward's singing days are far from over. Whether it's at a local bar or on the radio, he sees himself making music this way for years to come.

"I see myself doing the same thing," said Woodward. "I see myself having a successful family and home life and still being able to have a successful music career. If I'm constantly putting out new music and playing shows, I'm happy."

DEAR JOHN...I'LL TAKE THE JOB

by Stephanie Slaptsis

BEING A TEENAGER IS STRESSFUL enough, but being a teenaged parent is even more stressful. At 19, Paul Dobbs was a high-school dropout and teen parent facing many decisions about his future. With the help of the John Howard Society (JHS) and their employment services, he was able to begin the journey that would eventually become a successful and rewarding career — at the John Howard Society.

Before landing the job with the society, the Durham Environmental Technology graduate worked for a number of companies in his field including Dupont and Paintplas. In 2001, while searching for his next job, he discovered a posting for a community outreach worker at John Howard to help promote their employment services to youth. He applied, but in an unconventional way, by making a video application. This got his foot in the door and ultimately landed him the job.

"I was hired for what was supposed to be a five-month project. Here I am 10 years later, manager of Technology and Community Development," said Dobbs. "I take care of all our information technology, promotion and public relations, special events and fundraising. It's a nice diverse mix that keeps every day interesting."

During his decade at the John Howard Society, he has won a number of awards for his work. Most recently he received a Media Award from the Durham Region Employment Network's Accessibility Awards in June 2011 for his work in producing videos showcasing award winners. He has also received a number of other

awards in the past for his work in the community including an Outstanding Leadership Award from United Way and a Special Appreciation Media Award from the Canadian Mental Health Association.

His first contact with the John Howard Society came many years before he worked there. Dobbs became a parent at 17 and dropped out of high school to work and support his new family. By the time he was 19 he needed a more secure job, but without a formal education or experience

he was never taken seriously by employers, he said. He began a job placement program at the John Howard Society and went through life skills and goal planning workshops, which eventually helped him decide to go back to school. In January 1992, he enrolled as a mature student into the one-semester General Arts and Science program at Durham, then used his good marks to launch him into the Environmental Technology program the following fall.

"College was an important foundation for my achievements," said Dobbs. "It doesn't matter that I'm not employed in my field of study. It was the training and development of analytical skills, communication, critical thinking, documentation techniques, team work and more that the college experience paid back in."

His taste for a not-for-profit job may have begun after graduation when he worked for The Friends of Second Marsh from January 1997 to July 1998 as a co-ordinator of the Watershed Monitoring Program.

"For me, non-profit is the richest place for the soul to work. You feel real, in-depth, accomplishment on many levels and learn to do much with your wits, not a corporate wallet," said Dobbs. "The people I get to work with at JHS are as important to me as family. I spend five days a week with them, sometimes more, because they make my job a great place to be."



PHOTO COURTESY OF STEPHANIE SLAPTSIS

Graduate Paul Dobbs displays one of the many awards he has won as manager of Technology and Community Development for the John Howard Society

MORE THAN TWO MEN AND A TRUCK

by Maggie Darling

TWO MEN AND A TRUCK® OSHAWA has moved its way into the headlines, becoming a household name throughout Durham Region. In just five years, it has grown from a distant possibility into a successful, reliable company that has received numerous awards for its customer service.

Owned and operated by Human Resources Management graduate, Steve de Boer since 2007, the company credits its reliable employees for its rapid success. The Oshawa franchise employs up to 50 local moving experts to pack, transport and unpack household, business, senior and specialty moves.

About 85 per cent of the business is residential. For that reason de Boer said meeting the needs of all residential customers is important. To guarantee top-notch service, TWO MEN AND A TRUCK® has created their Customer's Bill of Rights – a contract between employees and customers outlining accepted standard practices.

"TWO MEN AND A TRUCK® is the only transportation company in Canada equipped with defibrillators in all vehicles," said de Boer. "All employees are trained in how to use them, which is an essential service to both employees and customers, especially since we conduct moves for a lot of senior citizens. We are now also in the business of being first responders and hopefully saving lives."



Graduate Steve de Boer (second left) accepts a community service award from TWO MEN AND A TRUCK Canada on behalf of his Oshawa and Toronto East franchises.

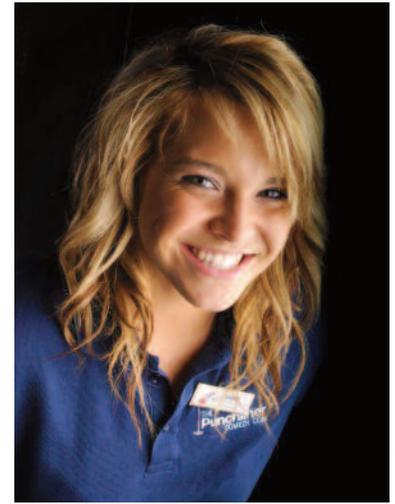
That dedication to quality service has twice earned de Boer's company the Franchisee of the Year award from the Canadian corporate office. Also awarded Business of the Month in April 2009 by the Oshawa Chamber of Commerce, the Oshawa location is recognized as the most community-engaged franchisee among 200 locations worldwide.

"Getting involved in the community has always been one of my favourite tasks," said de Boer. "Paying attention to charities and events within the community is important because, after all, these people are our customers. We want to give back as much as we can since we do work in this community. It is one of our core principles to give where you live."

The Oshawa franchise has worked alongside Habitat for Humanity providing free moving services to all new homeowners. During the past Christmas season, drivers dedicated their time and trucks to assist in a Christmas Swap which delivered more than 600 meals to less fortunate families throughout the Durham Region.

In 2009, only two years after opening the Oshawa location, de Boer opened a second location, Toronto East, in Scarborough. Adding an additional four trucks to the original two-truck operation. Both territories work together, performing moves throughout Durham Region and the Greater Toronto Area. Since opening in 2010, the Toronto East location has developed a loyal customer base. As a result, they won the GOLD award in the Toronto Sun Best of Toronto Reader's Choice Awards.

"Owning and operating this company definitely puts all my education and experience to work," said de Boer. "Every day is different and it's a constantly growing company. I'm confident that my time at Durham College created the foundation for where I am today. The high-paced, fast-track program demonstrated the importance of time management and prioritizing tasks in order to move forward and achieve your goals."



PHOTOS COURTESY OF AMANDA PETERS

Amanda Peters, 2010 Public Relations graduate, is making waves as an events director on a cruise ship.

JUST CRUISIN'

by Kiera Laviolette

TESTING THE WATERS BY TAKING A cruise worked in Amanda Peters' favour. The recent Public Relations graduate landed a job as an events director for Carnival Cruise Lines, but the job opportunity didn't just float her way — Peters had to work for it.

Carnival Cruise Lines' ships are referred to as "fun ships," Peters said. The action onboard any of Carnival's vessels is known to be full of high-spirited fun, which fits her personality perfectly.

"Carnival lifestyle is much like you would find in Las Vegas — glitzy and fast-paced," said Peters. "This job is ideal for me."

She recently fulfilled two six-month contracts travelling to places like Cozumel, Mexico; Grand Cayman; Nassau, Bahamas; and Tampa, Miami, Orlando, and Cape Canaveral, Fla.

"The event director position is a busy job that requires an outgoing personality," she said. "My job requires me to run various events and activities to ensure guests have an absolute blast on their dream vacation. I run game shows, activities like bean bag toss, music trivia, gender show-down, and contests."

She is also the Punchliner Comedy Club Host, Master of Ceremonies and manager.

She knows everything about the comedians, including their schedule. She also ensures signage is current and placed around the ship in designated locations, manage the lounge and takes care of crowd control.

Although she is on the go day and night, she has a strong appreciation that hard work pays off by making sure the guests are having the time of their lives while aboard. She does get a few perks for her efforts. Employees of Carnival get discounts at the bar, discounts on excursions and Peters' favourite — exposure to many cultures.

Six months on the ship flew by for Peters, so she wasn't homesick for her hometown of Bowmanville.

"Where I come from everything stays the same, so I don't feel like I'm missing out on anything being onboard," she said. "I feel like I have found myself and am making something of myself. Most people in town only dream about achieving goals like this."

Getting paid to see the world and meet and entertain people from all walks of life is a pretty cool job, she admitted. Plus, you never know who will come onboard and whose business card you're going to collect.

Before applying for the job, Peters didn't know if life on the water was for her, so she did a lot of research. That research included signing up for a cruise in January 2011, meeting with the cruise director to gain insight into the job, and most importantly, making sure she could handle being at sea.

A little research went a long way because not only did Peters make contacts, but she also experienced the thrill of life on the ocean first-hand. When she returned home she immediately applied for an event director position.

After she made it through a two-step process and submitted medical, drug and criminal record checks, Carnival flew her to Tampa Bay, Fla. where she attended Carnival College for three weeks before being assigned to their Sensation cruise ship.

Peters enjoyed her first stint at sea so much that she signed another six-month contract with the company earlier this year.

"Living life aboard the ship is not for everyone, but if you do get the chance to experience it, you won't regret it," she said.

STUDENT BY DAY – BLOGGING MOMMY BY NIGHT

by Amy Turkovich

SHE'S A FULL-TIME STUDENT, FREE-lance writer, author of a parenting blog, local support group writer and most importantly, a mom.

A third-year Journalism student at Durham College, Hillary Di Menna now more than ever understands the importance of time management. Since becoming a student she has been able to develop new skills and expand on her writing styles. She enjoys writing about social issues but since becoming a parent she has shifted her work to something that more people can relate to.

"I found that a lot of social issues kind of blend into parenting. A lot of small things like taking the bus, there is a classism issue there. Moms getting on with strollers are treated poorly," said Di Menna. "I'm going to write about parenting, but social issues will creep their way in there I think."

Being naturally curious, Di Menna said writing comes easy. She has a drive to want to know everything possible and a passion for educating people.

Inspired by author Elizabeth Wurtzel's



PHOTO COURTESY OF HILARY DI MENNA

Hilary di Menna takes a break from being a journalism student, blogger and freelance writer to cozy up with her daughter, Patience.

autobiography, which is a detailed look at how she dealt with mental illness, Di Menna found a new outlook on her own writing.

"A lot of people call her indulgent and full of herself, but I really liked reading her book. It was so relatable and the comforting relief she gave me, I want to be able to give to people," she said.

The Journalism student's creative mind doesn't stop in school. With her parenting and journalism skills she currently has her own blog and writes for many other sources. Besides the school paper, The Chronicle, she also writes for OshaWhat Magazine, Suite 101, the online Downtown Oshawa News and DTF News. The publications feature local stories along with upcoming events and community activities.

The 23-year old also began a writers' group in Oshawa called Write-On. The group has a variety of writers with strengths in non-fiction, poetry and journalism. The group members write and critique each other's work and help to keep one another inspired.

Di Menna is easy-going, funny and her

writing certainly shows off her personality. Her pieces are witty, emotional and relatable, making readers both laugh out loud and cry at the same time.

"I wrote a piece for PFLAG or Parents, Families & Friends of Lesbians and Gays. They had an event called An Evening of Hope. There was a man who shaved his head for breast cancer and the way that all his co-workers were and how beautiful of a family environment it was, I cried over that. It was so emotional and so beautiful. And I like things that leave me in tears. I love to write things like that," said Di Menna.

The self-proclaimed misfit's blog features many stories about her daily life, daughter and parenting. With many pictures of Di Menna and three-year-old daughter Patience hugging and being silly together it is easy to see that she not only enjoys being a parent but is good at it too.

To check out Di Menna's blog go to www.misfitmatraich.com.



Opposite page bottom left: Journalism student Chealse Howell posing in Spain while attending the Miss Intercontinental pageant. All other photos are portfolio and editorial photographs in Chealse's professional modeling look book.



DURHAM COLLEGE'S NEXT TOP MODEL

by Michelle Lee

AS A GIRL, CHEALSE HOWELL WOULD WALK down a long road near her home in Lindsay, fantasizing every strut as a choreographed routine in her very own music video. Her title win as Miss Intercontinental Canada 2011 could be the result of a bigger dream that started at the tender age of seven. Today she's a busy and ambitious third-year Journalism student and model, but you'd never know it. Howell still walks the school halls fresh-faced, nails unpolished, hair down, and in the most casual attire. If you pass her by, she looks and acts like any other excited and motivated student.

"Modelling isn't just a job for me but a way to see the world and experience new things," Howell said. Recently, she walked and posed for her first major catwalk and editorial shoot in Las Vegas for a New York-based clothing line. Her first job outside of the country, it is the highlight of her modelling career thus far.

"I'm still working in Canada, but now that I'm working outside of Canada, that's a huge deal for a model. And now I get more support from other people." From taking pictures for free with a family friend, to creating an online modelling profile account, and accepting other photographer requests, Howell has now reached a level of professional success. To date, she has done major editorial shoots, fashion jams and several hair shows. Although she recently probed the pageant world, she has been scouted for pageants since she first started dance as a child. However, dancing was her only interest at the time.

For Howell, it all started with dance, a passion that gave her a taste of the spotlight. Within the first year of joining her dance team, she was dancing competitively and continued until she was 18.

At age 12, she held her first job at a local general store scooping ice cream to help support her passion for dance. Later, she began working at a seniors' centre, which eventually helped fund a spontaneous start in modelling.

Howell continued to work until 2011, when she was scouted for the Miss Intercontinental Canada pageant. Without any expectation of winning but hoping to do her best, she won. As the crowned representative for Canada, she was able to go to Spain for the 2011 Miss Intercontinental pageant.

Along with her success, many people, both good and bad, have come into her life. However, Howell has only one important entourage that supports her, her family. "Family is a number one thing to me. I choose family over friends any day. I come from a big family of six and we're really close. I wouldn't be where I am today if it wasn't for my supportive family, especially my mother. She was the one who always took me to dance class and drove me to my part-time jobs. She is my biggest fan and believes in me more than I do." Howell also said she considers her modelling agent, her boyfriend, Jeremiah, and her pug, Lacona important members of her family.

Although, she has accomplished so much at such a young age, for her this is only the beginning of a much bigger picture. Continuing to pursue her passion for writing as a journalism student while modelling, Howell hopes to eventually merge both worlds by working on a talk show. In the meantime, she plans to join Armstrong Studios, an acting studio for up-and-coming artists located in Toronto, taking one more step to make her dream a reality. She said her motto has always been, "Dream it. Believe it. Achieve it."

For her, it appears to be working.





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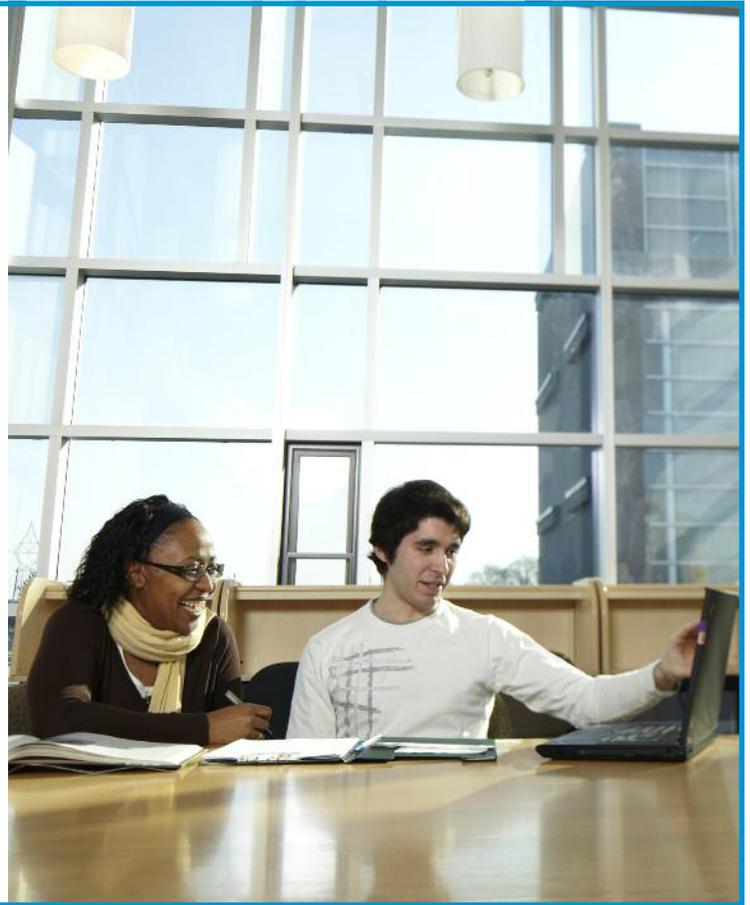
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TRAINING: THE KEY TO SUCCESS

by Laurie Izgorean, curriculum designer, Durham College Corporate Training Services

When an organization embraces and supports a continuous learning environment or a culture of learning as part of their daily operations, business performance goes up as does the job satisfaction of every employee.

In any given industry the work day is already full of responsibilities and duties for managers and employees. There are reports, meetings, sales, customers, phone calls, emails, service-related tasks and endless paperwork to do. With only so many hours in the work day in an exceptionally busy work culture, how can an employer afford to set aside valuable time and precious financial resources to provide ongoing training for its workforce?

Let's look at it another way. Here are some of the liabilities to consider, if a company does not offer the opportunities for upgrading skills and professional development/training to their human resources:

- Decreased productivity;
- Low levels of customer satisfaction;
- Lack of repeat/referral business;
- Loss of profits/poor bottom line;
- Poor quality/service;
- High employee turnover;
- Negative work environment; and
- Inability to adapt to an ever-changing marketplace.

Business change is constant therefore education and training should be too.

On the positive side, the benefits of training from an employer's perspective will most likely result in:

- Higher quality of work/service;
- Increased innovation;
- Creative problem solving;
- Competitive advantage;
- Increased employee attraction/retention;
- Ability to adapt to change;
- Fewer communication barriers and errors; and
- Increased motivation.

Everyone is in business to make money. But if you can create an atmosphere where human resources are inspired, challenged and motivated while they're making money, aren't they going to work better and more efficiently? Won't that make for better customer service? And won't that result in an increase in business?

Let's face it. Learning and change go hand in hand and most of us learn all the time, even without doing so on purpose. However, quality learning doesn't just happen. It's planned, well thought-out, it's individual, it's creative and it's measured. Whether an organization provides the training as part of a professional development program, or an individual takes the initiative to seek professional development on their own, the first step in adapting towards a learning culture at work is to determine what kind of training you need and for whom.

Corporate Training Services (CTS) of Durham College has been actively involved in developing and delivering training for more than 30 years to companies that value third-party training for their employees. Through consultation with clients we have provided comprehensive, specialized training that can improve their business' performance and prepare their employees to become highly skilled representatives of their company. One example of our long-term association with our clients is the General Motors ProductPlus training. For more than 17 years, CTS of Durham College has been developing and delivering product, technical and soft-skills training nationally in both official languages to General Motors dealership sales and service personnel. Whether it be classroom, video, online or webinar training, CTS has addressed the needs of companies in various business sectors from health care to energy. From driver training and backflow prevention to management business training, CTS helps employees reach their full potential.

Continuous improvement has become the buzzword in the last decade as it relates to better manufacturing processes, cost-saving measures and state-of-the-art technologies. Now it's time to apply that continuous improvement philosophy to our greatest asset; our employees.

ALUMNI UPDATE

1975

RICHARD KOROSCIL (Air Transport Technology) lives in Ancaster with his two children, 19-year-old daughter Katya and 12-year-old son Misha. Richard just retired as president and chief executive officer of the Hamilton International Airport with 36 years in the aviation industry. He has started a new strategic consulting company and is finding more balance in his life.

1976

CINDY FULLER (Advertising) lives in High River, Alta. with her husband Brent and their daughter Tonya. Fuller is a case manager at Manulife Financial in Calgary, Alta.

1989

MINETTE WALKER (Nursing Diploma) lives in Delta, B.C. with her husband Ed and their two children, 14-year-old daughter Katie and 11-year-old son, Jeremy. Walker works at Providence Health Care as a regional heart failure co-ordinator.

1992

LINDA BRODIE (Nursing) lives in Pontypool with her husband Keith. Brodie works at Lakeridge Health Corporation in Bowmanville as a registered nurse.

JAMIE BROHM (Sports Administration) lives in Keswick with his wife Dawn and their two children, three-year-old daughter, Amelia and two-year-old son Andrew. Brohm works at Toronto Transit Commission as a supervisor.

1995

MARTY SAVOY (Sports Administration) lives in Burlington with his wife Julia and their four children, nine-year-old daughter Curran, six-year-old daughter Taylor, five-year-old daughter Parker and one-year-old son Dillon. Savoy works with the Ontario Junior Hockey League as the commissioner.

1996

CONNIE STEPHENSON (Interior Design) lives in Toronto with her family. She works as a senior designer in Cricket Design in Toronto.

2000

ADAM LEBRUN (Sports Administration) lives in Guelph with his wife, Kim. He works as managing director, Championships and Events for the Professional Golfers' Association of Canada in Acton.

2002

MELISSA HOUGHTON (Business Administration - Information System) lives in Uxbridge with her husband, Kevin and their two children, six-year-old daughter, Kaleigh and four-year-old son, Everett. Houghton works as a process analyst at State Farm Insurance.

2010

RYAN BROWN (Mechanical Engineering Technology) lives in Fingal. He works at Tripp-Vogt-Trottier Ltd. in Tillsonburg as a mechanical engineering technologist.

2011

GREGORY FARRELL (Police Foundations) lives in Ajax and is currently working with the Toronto Police Lifeguard Services as a lifeguard.

JERON KERR (Graphic Design) lives in Ajax. He works at Mayhew in Thornhill as a graphic designer.

IN MEMORIAM

JOHN BROWN a 1978 Business – Accounting graduate passed away suddenly on May 26.

ROBERT BROCK a 2006 Construction and Maintenance Electrician - Advanced level graduate passed away suddenly on June 17 at the age of 41.



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Say yes to the KPI telephone survey.

Take part in the Graduate Employment and Graduate Satisfaction surveys that will be conducted by phone this November. They are part of an Ontario government accountability initiative called Key Performance Indicators (KPI). Please allow your immediate supervisor to be contacted for the Employer Satisfaction survey. Your employer will NOT be asked to rate your performance, but will be asked how well your Durham College education has prepared you for the workforce.

To view the graduate or employer survey, visit www.collegekpi.com.



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