



## To Our Valued Clients: Notice of Permanent Closure

The Kamloops Work Search Centres will be closing permanently in **late March of 2012**. Effective **April 2, 2012**, clients will be able to access government-funded employment services at two new locations in Kamloops which will be operated by **Open Door Group**.

The closure of our centres comes with a province-wide change in employment services that are funded by the BC Ministry of Social Development. Our firm, TQM Consulting, has held the contract to manage the Kamloops Work Search Centres since 2003. For business reasons, TQM Consulting chose **not** to participate in the competitive contract-bidding process for the new service delivery model, which is why a different organization (Open Door Group, the successful contract bidder for Kamloops) will be operating the two new centres starting in April of 2012. Detailed information about the Ministry's changes to government-funded employment services throughout BC can be found on their website at [www.labourmarketservices.gov.bc.ca](http://www.labourmarketservices.gov.bc.ca) and clicking on the "Business Transformation Project" link.

All clients who are actively working with one of our case managers at the time of our closure will have their files transferred to Open Door Group at the end of March to ensure continued service delivery. **If you are one of these clients, a client consent form authorizing us to transfer your file must be signed by you before this can be done.** Most clients have already signed this form, but if you are unsure, please contact your case manager at our centre for confirmation.

The ownership, management, and client service delivery team of TQM Consulting would like to thank our clients, funders, and community partners for their support of our centres over the past several years, and we wish Open Door Group every success in managing the new Employment Service Centres in Kamloops starting in April of 2012.

Thank you for your time and attention.

**Don Anderson – Owner  
TQM Consulting**