

Accessing Tomorrow's Skilled Workforce

HR Resource Guide for Recruitment of Immigrants

"Our estimate is that in 2025 Ontario
could face a shortfall of 364,000 workers"

- Statistics Canada





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**EMPLOYMENT
ONTARIO**
Ontario's employment & training network

The views expressed in this document do not necessarily reflect those of Employment Ontario.

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Welcome

Message From the Workforce Development Board:

Peterborough, Northumberland, Kawartha Lakes and Haliburton are rich and vibrant communities, ideally situated to become welcoming destinations for new Canadians.

Our business sectors have always proven themselves to be leaders in the community and can continue this tradition by opening doors for newcomers. The business community has the power to be a catalyst for change in the community and to have a tremendous impact on the successful integration of new immigrants into our community.

It is our hope that this guide will provide you with the information and resources you need to create and retain a diverse workforce of skilled employees.

Gord Evans, Executive Director
Workforce Development Board

We Wish to Thank the Following Partners That Have Participated in This Project:

Cobourg Community Development Office
Fleming College
GE-Hitachi Nuclear Energy Canada Inc.
Greater Peterborough Area Economic Development Corporation
Human Resources Professionals Association of Peterborough
Jacqueline Lancaster, Consultant
Lakeshore Human Resources Professionals Association
New Canadians Centre Peterborough
Siemens Milltronics Process Instruments Inc.
World Education Services

“Having the ability to access a skilled workforce from potential employees around the world is one of the keys to remaining competitive in a global business environment.”

Andy Mitchell, President and CEO
*Greater Peterborough Area
Economic Development Corporation (GPA EDC)*

The Face of Our Workforce is Changing

Census data from 2001 shows that immigrants represented almost 70% of the total growth of the labour force over the previous decade. Statistics Canada predicts that by 2011, immigration could account for virtually all of our country's labour force growth.

To succeed in the future, Canadian businesses will need to hire immigrants to meet workforce needs. Companies that can increase the diversity of their workforce today will be prepared as our country begins to rely on immigrants to fuel both population and workforce growth.

Here Are Some of the Reasons Canada's Population and Its Workforce are Undergoing a Major Shift That Will Affect Every Employer:

- Aging baby boomers are moving toward retirement.
- Lower birth rates are leading to fewer young people entering the workforce.
- Demand is increasing for more highly educated and skilled workers.

An Aging Population

The Canadian government estimates that, by 2015, approximately 48% of the working population will be between the ages of 45 and 64, compared to 35% in 2004. 46% of baby boomers – those born between 1946 and 1966, are close to their retirement or pre-retirement years.

As an increasing number of Canadian companies realize the many benefits of creating a more diverse workforce, they are also realizing that their hiring practices must reflect diversity. For most organizations that means, in addition to their regular channels for recruitment and job posting, they must also:

- Diversify their networks to include New Canadians
- Network with other employers who have diverse work forces
- Advertise placements through immigrant-serving organizations
- Access programs and services offered by immigrant-serving organizations
- Forge connections with leaders of ethnic communities
- Advertise placements through ethnic media outlets
- Recruit via educational programs
- Create a corporate presence at cultural and community events
- Set up a diversity committee that can assist with recruitment and community connections
- Create a policy that clearly welcomes and encourages all applicants

Excerpt from "Looking Ahead: Employer Resource Guide"
<http://www.lookingahead.bc.ca/employer/index.cfm?chp=3>

Recruitment

“As a professional hiring another professional (who happened to be a new immigrant) to work in my clinic, I can say my experience was a very positive one. I was pleased to find that the knowledge base of the individual I hired was quite complete. Providing a work opportunity for this professional simply allowed her the chance to put her knowledge base into context to function in another country. The benefit turned out to be mine.”

Sanjeev Sukumaran, *Peterborough Audiology*



Fari Munjanja, Human Resources Manager
Five Counties Children's Centre

Diversity Recruitment Suggestions & Tips

1. Emphasize competencies rather than past experience.
2. Encourage the placement of interns and co-op students who are members of diverse groups.
3. Establish formal relationships with schools that have great diversity in their student body. This measure will ensure that you are always cultivating talent for your future talent pool.
4. Make sure that all levels of management have received diversity training or they might not be in a position to give a fair evaluation during the hiring process.
5. When using an interview panel, make sure that it is culturally diverse to minimize potential bias.
6. Be sure that the qualifications defined for a given position are really ones needed to do the job, and not ones based simply on historical assumptions.
7. Incorporate non-traditional networking channels to produce a diverse applicant pool.
8. A strong, diverse, informal network is a critical part of any successful diversity recruitment effort.
9. Encourage people in your organization to assist in providing names of possible recruits.
10. Provide volunteer opportunities to people in the community - it allows people to get relevant work experience and gives employers the opportunity to scope out up and coming talent.
11. Get involved in a community mentorship program that will enable you and/or your employees to mentor new immigrants; this can be an effective tool for recruitment.

Excerpt from The Multicultural Advantage
www.diversityresources.com

Did you know?

Resumes and Cover Letters are Quite Different in Other Counties.

In Colombia, a resume must include a photograph, date of birth, marital status and other personal information. In Germany, a cover letter is expected to be a long and thorough chronological account of all of the applicant's previous jobs. In England, resumes often include graphics and must include an applicant's high school grades. What can we learn from this? Take a second look and don't assume a resume with a different format is unprofessional – look at a person's qualifications, not the style in which they are written.

Diversifying your Workforce:

The following local agencies can help you diversify your workforce by bringing qualified candidates to your attention, pre-screening candidates for specific positions, and offering free job posting services:

New Canadians Centre Peterborough

205 Sherbrooke St., Unit D
Peterborough ON K9J 2N2
Phone: (705) 743-0882
Email: info@nccpeterborough.ca
www.nccpeterborough.ca

Fleming College, Job Connect (McRae Campus)

555 Bonaccord Street, Room 102
Peterborough ON K9H 3A6
Phone: (705) 749-5520 ext. 2222
Email: jobconnectptbo@flemingc.on.ca
www.jobconnectfleming.ca

Fleming Job Connect Cobourg

1005 Elgin Street West, Suite 319
Cobourg ON K9A 5J4
Phone: (905) 372-6865 ext. 230
Fax: (905) 372-8570
Email: info@jobconnectcobourg.com
www.jobconnectcobourg.com

Fleming Job Connect Haliburton

Employment Resource Centre
49 Maple Avenue
PO Box 839
Haliburton ON K0M 1S0
Phone: (705) 457-2020
Fax: (705) 457-9570
Email: dsisson@flemingc.on.ca
www.jobconnectfleming.ca/haliburton

Fleming Job Connect Lindsay

Frost Campus, Room 289
Fleming College
200 Albert St. S.
Lindsay ON, K9V 5E6
Phone: (705) 878-9325
Fax: (705) 324-7702
Email: alshaw@flemingc.on.ca
www.jobconnectfleming.ca/lindsay

Employment Planning and Counselling Peterborough

138 Simcoe Street
Phone: (705) 748-9110
Fax: (705) 876-0887
Peterborough ON K9H 2H5
Email: epc@jobspeterborough.ca
www.jobspeterborough.ca

Victoria County Career Services

370 Kent Street West
Whitney Town Centre
Lindsay ON K9V 6G8
Phone: (705) 328-0180
Fax: (705) 328-3649
General email inquiries: ctimlin@careerservices.org
www.careerservices.org

Finding it a Challenge to Recruit Local Candidates That Meet Your Specific Requirements?

Contact the following agencies from the Greater Toronto Area:

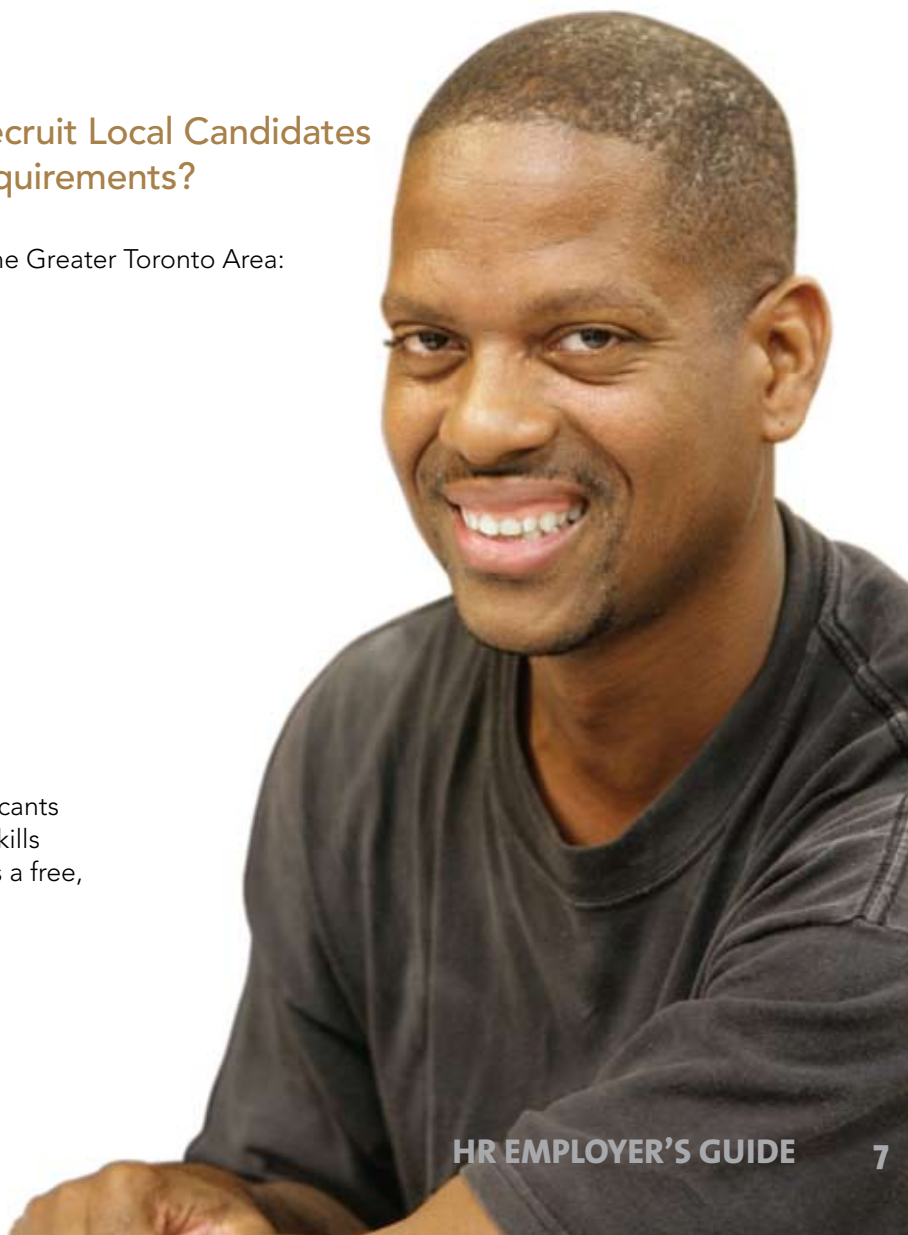
COSTI Immigrant Services

1710 Dufferin Street
Toronto ON M6E 3P2
Phone: (416) 658-1600
Email: info@costi.org
www.costi.org

ACCES Employment Services

489 College Street, Suite 100
Toronto ON M6G 1A5
Phone: (416) 921-1800
Fax: (416) 921-3055
www.accestrain.com

A large pool of skilled immigrant applicants can also be accessed online through Skills International. Skills International offers a free, searchable online database of skilled immigrant job seekers in Ontario.



Skills International

Frequently Asked Questions

What is SkillsInternational.ca?

SkillsInternational.ca is an online, searchable database of candidate profiles that is dedicated exclusively to profiling the skills of immigrant job seekers in Ontario. The first of its kind in Canada, this tool unites pre-screened, internationally trained individuals with employers who need their skills. It is cost effective, efficient and easy to use.

Who Will Use SkillsInternational.ca?

Employers who are recruiting for current openings or who are always interested in a particular skill set can use SkillsInternational.ca to help fill their labour market needs. SkillsInternational.ca connects employers directly with immigrant job seekers in Ontario who are qualified and assessed as work ready by professional employment preparation staff. This tool is particularly useful to employers specifically seeking to embrace cultural diversity in the workplace.

How Do Employers Get Access to SkillsInternational.ca?

Those wishing to search candidate profiles on SkillsInternational.ca can do so by completing the Employer Registration Form on the site. They will then be contacted to review and sign the Employer Participation Agreement that outlines their commitment to use the candidate profiles for employment purposes only.

Do Employers Have to Pay to Use SkillsInternational.ca?

No. Employers can access the skills immigrants bring with them to Ontario by completing Basic and Advanced Searches at no cost upon registration and signing of the Employer Participation Agreement. Value added features will have a nominal annual fee and include the opportunity to create perpetual positions that are matched against all current and future profiles, and the ability to create an electronic hiring committee that can review and comment on matched profiles in a collaborative format.

text from www.skillsinternational.ca

For more details, visit www.skillsinternational.ca

Employment Incentives

Did you know?

The website [hireimmigrants.ca](http://www.hireimmigrants.ca) was designed to assist employers, HR personnel, and business leaders to successfully create a diverse workforce of skilled professionals.

Visit www.hireimmigrants.ca to:

- Assess your workplace culture and prepare for success
- Learn about business drivers
- Evaluate your business needs and available immigrant talent
- See employer stories
- Read strategies implemented by other organizations to successfully recruit, retain and promote skilled workers
- Find out about resources near you
- Sign up for free, online workshops
- Learn about free seminars
- Read up on key statistics and research
- Subscribe for free E-tips

Incentives for Hiring New Canadians

Several government incentives exist to help companies hire new workers (for example, to offset training costs). If you are interested in hiring a new Canadian, and would like to know which incentives you are eligible for, contact one of the agencies listed below for more information or visit the Employment Ontario website at <http://www.edu.gov.on.ca/eng/tcu/employers/>

Job Connect Program

<http://www.edu.gov.on.ca/eng/tcu/apprentices/jobconnect.html>

Employers who are looking to hire staff can advertise job openings through the Information and Resource service. Job Connect staff can provide employers with screening and recruiting services to meet their business needs. Through the Job Development and Placement Support employers may be eligible for training incentives to offset some of the costs of providing on-the-job training/work experience to a Job Connect participant.

Ontario Targeted Wage Subsidy

<http://www.edu.gov.on.ca/eng/tcu/employers/wageSubsidy.html>

This service is designed to provide on-the-job work experience to unemployed people who are or have recently been eligible to receive Employment Insurance and are experiencing difficulty in finding work, and to enable employers to hire people who face barriers to employment by offering temporary wage subsidies.

Apprenticeship Incentives

Employer Signing Bonus

http://www.edu.gov.on.ca/eng/tcu/employers/emp_bonus.html

The 2004 Ontario Budget included a new \$2,000 Employer Signing Bonus initiative to encourage employers in the trades to register new apprentices in sectors where there is a high demand for skilled workers. This initiative will assist employers to hire and register youth under 25 years of age who have left school and require upgrading to meet the registration standards for apprenticeship training.

Apprenticeship Training Tax Credit (ATTC)

<http://www.edu.gov.on.ca/eng/tcu/employers/taxcredit.html>

The Apprenticeship Training Tax Credit (ATTC) is a refundable tax credit for corporations and unincorporated businesses employing apprentices in certain skilled trades during the first 36 months of an apprenticeship program.

Hiring Incentives Are Available Through the Following Organizations:

Fleming College

Job Connect (McRae Campus)

555 Bonaccord Street, Room 102
Peterborough ON K9H 3A6
Phone: (705) 749-5520 ext. 2222
Email: jobconnectptbo@flemingc.on.ca
www.jobconnectfleming.ca

Employment Planning and Counselling Peterborough

138 Simcoe Street
Peterborough ON K9H 2H5
Phone: (705) 748-9110
Fax: (705) 876-0887
Email: epc@jobspeterborough.ca
www.jobspeterborough.ca

The Opportunity Centre

15 Burnham Street
PO Box 220
Lakefield ON K0L 2H0
Phone: (705) 652-7029
Fax: (705) 652-0239
Email: info@opportunitycentre.ca
www.opportunitycentre.ca

Northern Lights Canada

360 George Street North, Unit 18
Peterborough ON K9H 7E7
Phone: (705) 740-9014
Fax: (705) 740-9419
Email: meggleton@northernlightscanada.ca
www.northernlightscanada.ca

Watton Employment Services

351 Charlotte Street, Suite 201
Peterborough ON K9J 2W1
Phone: (705) 740-0133
Email: greg@watton.ca
www.watton.ca

Fleming Job Connect Cobourg

1005 Elgin Street West, Suite 319
Cobourg ON K9A 5J4
Phone: (905) 372-6865 ext. 230
Fax: (905) 372-8570
Email: info@jobconnectcobourg.com
www.jobconnectcobourg.com

Fleming Job Connect Haliburton

Employment Resource Centre
49 Maple Avenue
PO Box 839
Haliburton ON K0M 1S0
Phone: (705) 457-2020
Fax: (705) 457-9570
Email: dssison@flemingc.on.ca
www.jobconnectfleming.ca/haliburton

Fleming Job Connect Lindsay

Frost Campus, Room 289
Fleming College
200 Albert St. S.
Lindsay ON K9V 5E6
Phone: (705) 878-9325
Fax: (705) 324-7702
Email: alshaw@flemingc.on.ca
www.jobconnectfleming.ca/lindsay

Victoria County Career Services

370 Kent Street West
Whitney Town Centre
Lindsay ON K9V 6G8
Phone: (705) 328-0180
Fax: (705) 328-3649
General email inquiries:
ctimlin@careerservices.org
www.careerservices.org



Bridging Programs

Did you know?

Before a skilled worker can come to Canada, they must take a skills test.

They receive points for their education, abilities in English and/or French, work experience, age, whether they have arranged employment in Canada, and their adaptability.

Would you pass? Take the skills test online at: www.cic.gc.ca/english/immigrate/skilled/assess/index.asp

Professions With Bridging Programs

Following is a list of the professions for which bridging programs currently exist in Ontario. For more details on individual programs, visit the Ministry of Citizenship and Immigration's website at: <http://www.citizenship.gov.on.ca/english/working/experience/>

Architecture, building, engineering and technical

- Architects
- Carpenters
- Construction trades (such as electricians and plumbers)
- Engineers
- Engineering technologists
- Environmental planners and geoscientists

Education related

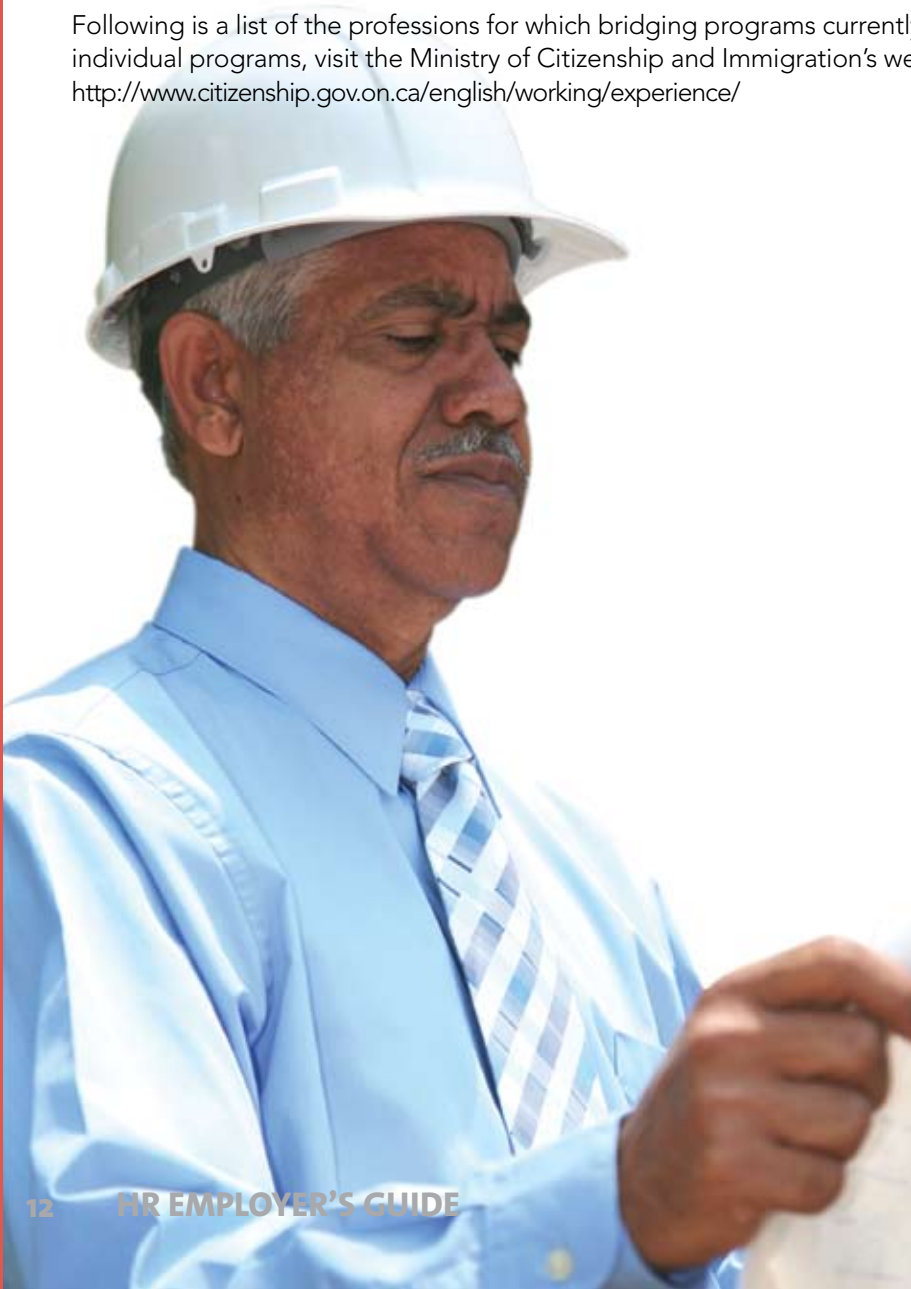
- Credential assessment
- Early childhood educators
- Teachers
- University professors

Financial services

- Accountants
- Chartered Accountants
- Certified General Accountants
- Certified Management Accountants

Law and Legal services

- Lawyers
- Paralegals



Health care

- Dieticians
- Health care workers
- Hospital administrators
- Massage therapists
- Midwives
- Nurses
- Optometrists
- Physiotherapists

Other fields

- Agricultural industry
- Employer outreach
- Multiple occupations
- Social workers
- Tourism workers
- Employment counsellors
- Veterinarians
- Forestry

Occupation-Specific Training

Bridging programs are government sponsored initiatives that help foreign-trained professionals, such as accountants and engineers, enter the Canadian workforce by providing them with occupation-specific training and information such as:

- Assessment of their education, skills and experience
- Preparation for licensing/certification examinations
- Enhanced language training specific to their profession/trade
- Work placements
- Targeted skills/academic training

How to Connect With Successful Employees

The following service provider can connect you with potential employees who have successfully completed an Ontario bridging program:

ACCES Employment Services

489 College Street, Suite 100
Toronto ON M6G 1A5
Phone: (416) 921-1800
Fax: (416) 921-3055
www.accestrain.com



Internships

“Having New Canadian interns has been a very rewarding experience for us. We have learned as much about our interns and their culture, as they have learned from us.”

Evan Prentice, Manager, *reBOOT Peterborough*

“This program helped New Canadians in both language and adaptable-skills development. COIN has been the beneficiary of enthusiastic and energetic employees who go the extra mile to learn and participate daily in Canadian work environments.”

Jenny Nelson, Manager, *COIN Food Services*

Did you know?

Immigrants are more likely to be university educated.

According to Statistics Canada, immigrants are more likely to be university educated than people born in Canada:

- Total immigrant population with a university degree 16.9%
- Recent immigrants with a university degree 21.2%
- Canadian-born population with a university degree 12.2%

Evaluating Potential Employees

Internships, co-ops and volunteer placements are an excellent way for you to evaluate potential employees (at little risk or additional cost) while at the same time giving recent immigrants valuable Canadian work experience.

Establishing a Mentoring Program

The following agency can help you set up a mentoring program in your organization:

Career Bridge

Toronto Office

Phone: (416) 977-EDGE (3343)

Fax: (416) 977-4090

Toll-free: 1-888-507-EDGE (3343)

Email: info@careerbridge.ca

www.careerbridge.ca

Career Bridge offers a structured and competitive internship program for eligible candidates in non-regulated fields. Following is an excerpt from the employer's section of their website:

For employers, Career Bridge is designed to minimize the recruiting risks in today's labour market. The Career Bridge internship program provides:

- Candidate pre-screening - to ensure applicants are eligible to work in Canada and have relevant experience and high-calibre language skills.
- Payroll and related HR administration.
- Opportunities for organizations to "test the waters" before making hiring commitments.
- A cost-effective way for employers to access a pool of mature, experienced talent that can address current skills shortages, diversify an organization's labour force and expand its international expertise.
- Access to an established online recruiting process that is fast, simple and effective for organizations of all sizes.
- A way for an employer to benefit from the services of a Career Bridge intern, without increasing its head count.

The 2007 employer cost for a 12-month internship in Ontario is approximately \$33,496. This includes the intern's stipend, payroll taxes, GST, source deductions, workers' compensation and the Career Bridge program delivery fee.

The Career Edge Organization will approve employers that "host" Career Bridge interns. Each host agrees to provide for our pre-screened interns:

- A career launching experience in a professional workplace
- A designated coach who will mentor the intern throughout the internship
- Opportunities for professional development and networking
- Performance management, regular evaluations and feedback

Approved hosts recruit and select the candidates of their choice from the Career Bridge candidate pool through the Career Bridge website.

- text from www.careerbridge.ca



Credentials

Did you know?

Many foreign-trained professionals must overcome significant barriers before being able to work in their profession in Canada.

Factors that affect the types and number of barriers an individual will face upon immigrating to Canada include their occupation, age, financial situation, family situation, language skills, and country of origin. The more barriers a person faces, the less likely they are to pursue accreditation or to be successful in their pursuit. Some people will have few barriers, others many. Some barriers to accreditation include:

- High cost of process (including translation fees, application fees, English tests, childcare, and additional course fees)
- Length of process (six months to two years)
- Uncertainty regarding outcome
- Need for immediate funds to support family
- Difficulty obtaining documents (documents must be sent from original institutions)
- Complexity of process
- Dealing with other settlement issues
- Language proficiency
- Non-transferable knowledge (some professions, such as law, differ significantly from country to country and more extensive training is required)

Tip:

An alternative to a formal credential evaluation is to ask more detailed, technical questions during the interview to assess an applicant's knowledge; this is a quick and easy way for you to determine if an applicant has the specific knowledge required for the position.

Credential Assessment and Evaluation Services

World Education Services (WES) helps employers identify top job candidates by providing a screening tool related to international education. With a WES credential evaluation, employers can verify the authenticity and Canadian equivalency of foreign credentials.

World Education Services

WES provides credential evaluation reports based on verified credentials that offer the Canadian equivalency for each of an individual's academic degrees and transcripts.

Chosen by the Ontario government to provide credential evaluation services for immigrants, WES is a not-for-profit organization with our mission being to help integrate newcomers into the Canadian marketplace.

World Education Services

45 Charles Street East, Suite 700
 Toronto ON M4Y 1S2
 Phone: (416) 972-0070
 or 1-866-343-0070
 Fax: (416) 972-9004
www.wes.org/ca

Comparative Education Service

The Comparative Education Service was the first credential evaluation agency in Canada and has provided a professional academic assessment service since the 1960s. Non-Canadian academic qualifications are evaluated and equated to Canadian qualifications. Our letters are highly regarded by immigration and employment agencies in North America and elsewhere. As a service that is part of the University of Toronto, whose reputation is internationally recognized, our letters are highly valued by employers and agencies.

Comparative Education Service

University of Toronto
 Admissions and Awards
 315 Bloor Street West
 Toronto ON M5S 1A3
 Phone: (416) 978-2190 Monday to Friday,
 from 9:30 a.m. to 4:00 p.m.
 Email: ces.info@utoronto.ca
www.adm.utoronto.ca/ces/

ICAS of Canada

ICAS is a Canadian federally incorporated company committed to providing reliable information to help individuals achieve personal, career and educational goals and help employers, educational institutions, and other organizations to understand international credentials. We believe that these services should be easily accessible to individuals and organizations. To accomplish this, we maintain a fee structure which is reasonable and have established access centres throughout Ontario. ICAS annually provides over 10,000 assessments for secondary, post-secondary and technical qualifications.

ICAS of Canada

Ontario AgriCentre
 100 Stone Road West, Suite 303
 Guelph ON N1G 5L3
 Telephone: (519) 763-7282
 Toll free in Canada: 1-800-321-6021
 Fax: (519) 763-6964
 E-mail: info@icascanada.ca
www.icascanada.ca

Credential Assessment and Accreditation Support

The following agency can provide support to employees or potential candidates with credential assessments and accreditation:

New Canadians Centre Peterborough

205 Sherbrooke St., Unit D
Peterborough ON K9J 2N2
Phone: (705) 743-0882
Email: info@nccpeterborough.ca
www.nccpeterborough.ca

The Employment Assistance Services (EAS) is a program funded by Employment Ontario that provides assistance to Foreign Trained Professionals looking to obtain employment in their professional field. The centre works one on one with clients in the following areas: assessment of credentials and prior learning experience; checklist of the requirements and processes needed to work in their field; list of barriers and challenges preventing them from working in the field and strategies on confronting those barriers; assistance in compiling a portfolio of required documents and submitting them to the proper regulatory body, educational institution, or employer.

For More Information on the Accreditation Process, Visit the Following Websites:

www.credentials.gc.ca

“The Foreign Credentials Referral Office is a central source of authoritative information that makes finding out about the requirements for working in Canada, labour market trends and the job search process straightforward and easier.”

From the www.credentials.gc.ca website

www.regulators4access.ca

“Designed by and for the regulators of Ontario’s self-regulated professions, Regulators for Access also contains information of interest to immigrant professionals, community groups, governments, colleges and universities, employers and professional associations.”

From the www.regulators4access.ca website

Foreign Workers

“This is just a quick thank you [to the New Canadians Centre] for all your help in our investigation process of thinking about hiring a foreign worker. Your help in regards to the forms and compliance issues that needed to be met was huge. Your services in this matter allowed us to make an informed decision.”

Audrey Cruikshank, *J O Express & Transport Inc.*

Did you know?

Immigration accounts for more than 70% of net growth in the labour force. According to Citizenship and Immigration Canada’s 2006-2007 report on plans and priorities, “Immigration currently accounts for more than 70% of net growth in the labour force, and it is projected that all net labour force growth will come from immigration sometime between 2011 and 2016 as the number of Canadians who are leaving school and entering the labour force will only be sufficient to offset the number of retirements.”

Mandatory Valid Work Permit

In almost all cases, foreign workers must have a valid work permit to work in Canada. When hiring a foreign worker, you, the employer must generally:

1. Submit an HRSDC Foreign Worker Application for a labour market opinion (LMO) to the Service Canada Centre responsible for your area.
2. Once HRSDC approves the job offer, send a copy of the HRSDC LMO confirmation letter to the foreign worker.
3. Inform the foreign worker to apply for a work permit from Citizenship and Immigration Canada (CIC).

The preceding information is adapted from the HRSDC website, www.hrsdc.gc.ca

Support Services for Hiring a Foreign Worker

The following service provider can provide information for employers interested in hiring a foreign worker:

New Canadians Centre Peterborough

205 Sherbrooke St., Unit D
Peterborough ON K9J 2N2
Phone: (705) 743-0882
Email: info@nccpeterborough.ca
www.nccpeterborough.ca

The New Canadians Centre can provide you with information on the hiring process, help you complete a labour market report, explain the process of applying for a work permit, and refer you to further resources.

For more information, contact the employment counsellor at the Centre. Refer to the following websites for more information on hiring foreign workers:

To find out about hiring foreign workers in Canada, visit the Human Resources and Social Development Canada website at: http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/fw.shtml

To download an application form, go to: www.hrsdc.gc.ca/en/epb/lmd/fw/forms.shtml

For information on work permits and other immigration issues, visit the Citizenship and Immigration Canada website at: www.cic.gc.ca



Carmela Valles, Executive Director
New Canadian Centre Peterborough

Communication

Cultural Misunderstandings

Cultural misunderstandings can cause conflict in the workplace and can also lead employers to dismiss potentially strong candidates during the interview process. Understanding and managing diversity are important for creating a successful business.

The following services are available to help you learn more about cultural differences in the workplace.

New Canadians Centre Peterborough

205 Sherbrooke St., Unit D
Peterborough ON K9J 2N2
Phone: (705) 743-0882
Email: info@nccpeterborough.ca
www.nccpeterborough.ca

The New Canadians Centre strives to provide education to the general public about issues related to culture and immigration.

Speakers and Workshop Facilitators

Our Speakers' Bureau is composed of staff, board members, and volunteers who can act as speakers and facilitators on a variety of issues. We offer these workshops for civic, religious, governmental, educational, business, and other groups in the community.

Possible topics include:

- Racism and equity
- Diversity in the workplace
- Immigration in Canada
- Managing a Diverse Workforce
- Cross-Cultural Communication and Cultural Sensitivity Training
- Our Programs and Services

Workshops can be designed to address the specific needs of your organization. For more information, contact the Centre.

Settlement Services

Settlement Services

Settlement Services exist to assist new immigrants integrate successfully into the community. Services include, among others, community orientation (obtaining a SIN, health insurance, housing, etc.), general and immigration counselling, translation and interpretation, and language assessment. These services can help foreign-trained employees adjust successfully to their new community.

Settlement Organizations

The following organization offers settlement services to new Canadians:

The New Canadians Centre provides a full range of settlement services in Peterborough and itinerant services to the surrounding areas (including Cobourg, Lindsay, Lakefield and Port Hope) to anyone born outside of Canada. Details on our programs and services can be found online or by contacting the Centre.

New Canadians Centre Peterborough

205 Sherbrooke St., Unit D
Peterborough ON K9J 2N2
Phone: (705) 743-0882
Email: info@nccpeterborough.ca
www.nccpeterborough.ca

A settlement counsellor from the New Canadians Centre is also available two days per week in Cobourg. Our office is located within the Horizons of Friendship Centre at:

Horizons of Friendship

50 Covert St.
Cobourg ON K9A 4L1
Phone: (905) 372-5483 or 1-888-729-9928
Fax: (905) 372-7095
www.horizons.ca

Newcomers' Guide

A New Canadians' Guide to services in Peterborough, Northumberland, Kawartha Lakes and Haliburton has recently been developed by the Workforce Development Board in collaboration with the New Canadians Centre. The guide contains a list of things to do when arriving in the area and information on a wide variety of resources such as health, housing, transportation, education and more.

Individuals can pick up guides by December 15, 2007 at the New Canadians Centre. Guides may also be ordered from the following:

Workforce Development Board

159 King Street, Suite 208
Peterborough ON K9J 2R8
Phone: (705) 749-3250
Fax: (705) 749-3162
Toll Free: 1-800-340-0111

Online Resources

www.settlement.org is an award-winning website managed by the Ontario Council of Agencies Serving Immigrants (OCASI). This website provides newcomers with information and resources on a wide variety of topics to assist in the settlement process.

Language Classes

Many language classes exist to help immigrants improve their writing, speaking, reading and listening skills. Classes are run through a number of organizations; information on all programs is available from the New Canadians Centre. The following programs are available free of charge to eligible clients:

Peterborough Language Instruction for New Canadians (LINC)

These classes, run by Fleming College, are available to convention refugees and landed immigrants. Classes are free of charge and childcare is available. For those unable to attend daily classes in Peterborough, LINC Home study is available.

Before registering, clients must first complete a language assessment. LINC assessments are offered for free at the New Canadians Centre.

English as a Second Language (ESL) Classes

ESL classes are generally offered by local school boards and are available to everyone, regardless of immigration status. Classes are currently available in Peterborough and Lindsay.

Kawartha Pine Ridge District School Board

Classes offered at:

Fleming College - McRae Campus

555 Bonaccord Street
Peterborough ON K9H 3A6
Phone: (705) 745-4523
www.kpr.edu.on.ca/schools/alternative_esl.php

Trillium Lakelands District School Board

Classes offered at:

Lindsay Adult Education & Training Centre

230 Angeline St. S.
Lindsay ON K9V 4R2
Phone (705) 324-5280
www.anewstart.ca/lindsay.htm

English Conversation Class

The New Canadians Centre offers a casual way of practising English every Monday from 5:30 - 7:30pm at the Centre. Trained leaders will help clients to learn new words, and they will practise speaking with other newcomers. The classes are free and open to everyone. Tutors can also be arranged through the Centre's Host Program.

Literacy Programs

In areas where ESL is not available, services such as one-on-one or group tutoring in reading and writing may be arranged through local literacy organizations. In Haliburton and Kawartha Lakes, contact:

John Howard Society of Kawartha Lakes & Haliburton

Outreach Literacy Program
 Contact: Brenda Graham
 31 Peel St.
 Lindsay ON K9V 3L9
 Phone: (705) 328-0472 ext. 23
 Email: bgraham@bellnet.ca

Upgrading

The upgrading departments at Fleming College's campuses are free to any student interested in improving their communication or mathematics skills before entering college. For more information, contact the upgrading department in your area:

Fleming College - Sutherland Campus

International Student Office
 599 Brealey Drive
 Peterborough ON K9J 7B1
 Phone: (705) 749-5530 ext.1242 or 1262
 Fax: (705) 749-5540
 Email: international@fleming.on.ca

Trent University - Peterborough Campus

1600 West Bank Drive
 Peterborough ON K9J 7B8
 Phone: (705) 748-1805
www.trentu.ca/admin/tip/esl

Online Classes (\$)

Independent Learning Centre

2180 Yonge Street, 7th Floor
 Toronto ON M4S 2B9
www.ilc.org

If clients want to take an ESL course online through the Independent Learning Centre, they must find a person who is willing to be their English tutor (tutors can be arranged through the New Canadians Centre). Please note there is a fee for the ILC course.



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DEVELOPMENT BOARD

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