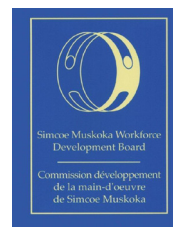


Hiring Immigrants



Makes Good Business Sen\$e



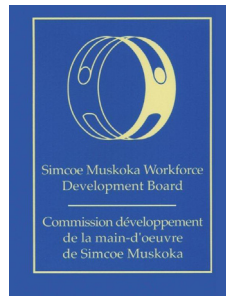
In Partnership With



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**EMPLOYMENT
ONTARIO**

The Simcoe Muskoka Workforce Development Board and County of Simcoe Local Immigration Partnership acknowledge report limitations and are committed to ongoing research to enhance findings.

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The Face of Our Workforce is Changing

Did you know?

Canada's population and its workforce are undergoing major shifts that will affect all employers:

- Aging baby boomers are moving toward retirement
- Lower birth rates are leading to fewer young people for the workforce
- Demand is increasing for more highly educated and skilled workers
- There is an increased number of immigrants in Canada who bring skills and experience
- Skilled, experienced immigrants bring high levels of education, innovation, and international expertise

The diversity of Canadian society is made up of those who immigrated to Canada many years ago and those who came to Canada more recently. We are rich with the presence of diverse languages, customs, ethnicities, heritages, religions, occupations, and communications that make up our community, neighbourhoods, and workplaces. There is an increased need to draw from the talents of all our populations and prepare them for the knowledge-based economy of the future.

An Aging Population

The Canadian Government estimates by 2015, approximately 48% of the working population will be between the ages 45 and 64, compared to 35% in 2004. Forty six per cent of baby boomers - those born between 1946 and 1966 - are close to their retirement or are in their preretirement years (*Supply and Demand Study, Niagara's Labour Market in Transition, Pg. 19, Niagara Workforce Planning Board, 2009*). 2006 population aged 55 + in Simcoe County was 25%, an increase from 22% in 2001 (*Statistics Canada, Community Profiles, 2006*).

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

- diversify their networks to include New Canadians
- network with other employers who have a diverse workforce
- advertise placements through immigrant-serving organizations
- access programs and services offered by immigrant-serving organizations
- forge connections with leaders of ethnic communities
- advertise available placements through ethnic media outlets
- recruit via established educational programs
- create a corporate presence at cultural and community events
- set up a diversity committee to assist with recruitment and community connections
- create a policy that clearly welcomes and encourages all applicants



**Ask yourself these important questions.
Do you want...**

- ✓ to be able to compete successfully in a global economy?
- ✓ a diverse, flexible, and vibrant workforce?
- ✓ the best candidates available for your current labour needs?
- ✓ to be able to plan your labour force needs for the future?
- ✓ reduced turnover and loyal employees?
- ✓ fresh new approaches, ideas, and experiences that a diverse workforce brings?
- ✓ employees who have education, skills, and experience?
- ✓ a talented labour pool from which to draw?
- ✓ to be responsive to clients and draw in a broader customer base?

**If you answered "yes" to any
of the above questions:**

**THIS PUBLICATION IS FOR YOU
because**

**HIRING IMMIGRANTS
MAKES GOOD BUSINESS SENSE
for your company, for our economy, and for
Simcoe County's competitive advantage.**

Excerpt from "Looking Ahead: Employer Resource Guide"

Know the Facts

Organizations that maximize the skills of a diverse workforce understand the positive effect it can have on their bottom line including:¹

- Expanding global business opportunities
- Strengthening relationships with customers, suppliers, and the public
- Enhancing creativity and decision-making
- Improving their reputation with investors and consumers
- Attracting and retaining top talent

“We live in a community where we need to be representative of the community as a whole.”

Yolande Paine, Manager of Human Resources, TD Commercial Banking

Immigrants are more likely to have a university education:

- Nearly one-third (32%) have a university degree prior to their arrival to Canada. The most recently-arrived immigrants have an even higher rate of university degree attainment at 51% (*Statistics Canada, 2009*). Both groups have a significantly higher rate of educational attainment compared to the Canadian-born (at 24%). Newcomers assessed under the point system need between 30 and 67 points to gain entry to Canada, so having a university degree contributes to more than half the points required (*A Profile of Economic and Labour market Integration among Immigrants in Canada, June 2011. Pg. 9*).
- In 2010, 46.7% of permanent residents 15 years or older have at least a bachelor's degree, 46.8% of female permanent residents 15 years or older have at least a bachelor's degree.²
- Recent immigrants are more likely to enter Canada under the Economic/Business category of immigration than any other category.³

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

Skilled workers receive points for their education, abilities in English and/or French, work experience, age, whether they have arranged employment in Canada, and their adaptability. Take the skills test online at:

www.cic.gc.ca/english/immigrate/skilled/assess/index.asp

Economic Integration for Immigrants is Faster in Small Areas:⁴

Integration of immigrants in small, less urbanized areas is more rapid and that advantage increases over time. Economic class immigrants (Skilled Professionals) have difficulty integrating in the major urban centres, regardless of their education, their ability to speak an official language or their country of origin.

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 2001 and 2016 as the number of Canadians who are leaving school and entered the labour force will only be sufficient to offset the number of retirements." 2010 - 2011 maintains "given Canada's aging population, economic growth will require that Canada admit new immigrants to meet labour market demands."⁵

Immigrants and non-permanent residents combined represent a 60% share of Canada's total employed science and engineering (S&E) doctorates⁶ in 2001:

This is a much higher share than the 20% for the Canadian employed population at large. Canadian-born PhD holders were more concentrated in non-S&E fields, whereas, the immigrants PhDs were more heavily concentrated in S&E fields, particularly in engineering and applied sciences, as well as mathematics, computer, and physical sciences.

Visible minority population in Canada is Growing:

- The County of Simcoe has seen a slight increase in its foreign-born population. In 2001, the foreign-born population accounted for 11.7% of the total population. The proportion continues to align with the steady growth in Simcoe County. In 2006, the foreign-born population was 12.3% of the total population, an increase of 18.1% in absolute numbers. The foreign-born population varies significantly in the communities within Simcoe County, ranging from 6.1% in Penetanguishene, to more than 20% in Bradford West Gwillimbury and Wasaga Beach (*Statistics Canada, Community Profiles 2006*).
- According to the Conference Board of Canada (2004) 13.4% of Canada's population is made up of visible minorities, and by the end of 2016, visible minorities will constitute more than 19% of the population of 6.6 million people.
- Visible minorities possess \$76 billion worth of combined purchasing power in Canada. Visible minorities form (approximately) 48% of the consumer market in Toronto, 20% in Montreal and 39% in Vancouver according to Dr. Jeffery Gandz of the School of Business at the University of Western Ontario, a Business Case for Diversity.

Multicultural and Settlement Services

1 Business Critical: Maximizing the Talents of Visible Minorities: Conference Board of Canada 2005
2 <http://www.cic.gc.ca/english/resources/statistics/facts2010/permanent/17.asp>
3 How Can Canada Prosper in Tomorrow's World: The Conference Board of Canada 2005
4 Immigrants in the Hinterlands: André Bernard, 2008
5 (2010 - 2011): http://publications.gc.ca/collections/collection_2010/sct-tbs/BT31-2-2011-III-eng.pdf
6 Where are the Scientists and Engineers: Michael McKenzie, Statistics Canada, 2007



Supporting Employers in Building a Diverse Workforce

There are local organizations that assist employers who have or are exploring hiring a culturally diverse workforce with:

- Diversity training
- Access to internationally trained professionals
- Mentoring
- Cross-cultural education for the workplace
- Labour issues
- Job development
- Mandatory valid work permits

Employment Ontario

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, visit the Employment Ontario website at www.tcu.gov.on.ca/eng/employmentontario

Employer Signing Bonus

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.

www.tcu.gov.on.ca/eng/employers/emp_bonus.html

Provincial Nominee Program (PNP)

This employer-driven pilot program was launched on May 24, 2007 and in its first year nominated 500 individuals. PNP is designed to contribute to job creation, job retention and economic development by attracting new investment, and by helping employers in targeted sectors to attract and retain qualified employees for jobs for which there are currently labour market needs. For more information on employer pre-screening, eligible occupations, multinational investors, and student opportunities, consult: www.ontarioimmigration.ca/en/pnp/index.htm

Apprenticeship Training Tax Credit (ATTC) (Provincial)

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.

www.tcu.gov.on.ca/eng/employers/taxcredit.html

Apprenticeship Job Creation Tax Credit (AJCTC) (Federal)

The AJCTC is a non-refundable tax credit equal to 10% of the eligible salaries and wages payable to eligible apprentices in respect of employment after May 1, 2006. The maximum credit is \$2,000 per year for each eligible apprentice.

www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns409-485/412/jctc-eng.html

Apprenticesearch.com

Apprenticesearch.com is a free online matching service for employers and job seekers. Providing information on apprentices/ apprenticeship candidates. www.apprenticesearch.com

World Education Services - For Employers:

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. www.wes.org/ca

Mandatory Valid Work Permit

In almost all cases, foreign workers must have a valid work permit to work in Canada. For more information, visit Human Resources and Skills Development Canada (HRSDC). www.hrsdc.gc.ca or http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PERMITS.html

Support Services for Hiring a Foreign Worker

Every year, Canadian employers hire foreign workers to help address skill and labour shortages. You can hire a foreign worker temporarily or you can offer a full-time job to a skilled worker and support their immigration to Canada. Human Resources and Skills Development Canada (HRSDC) and Citizenship and Immigration Canada (CIC) work to ensure the employment of foreign workers supports economic growth and helps to create more opportunities for all Canadians.

www.hrsdc.gc.ca and www.cic.gc.ca

Hireimmigrants.ca

This website is a TRIEC (Toronto Region Immigrant Employment Council) program that provides employers, HR personnel, and business leaders with the tools and resources needed to better recruit, retain, promote, and successfully create a diverse workforce of skilled professionals. www.hireimmigrants.ca

Recruiting Diverse Talent

The interview provides the first real opportunity for employers and job candidates to meet face to face. Being a good interviewer provides all job candidates with a fair opportunity to present themselves for a position. Screening, selecting, and recruiting qualified, immigrant professionals into your organization can:

- Solve skills shortages
- Provide you with highly motivated skilled workers
- Bring international experience and new, innovative ideas to the workplace
- Assist you to successfully compete in the increasing global marketplace

Diversity Recruitment Suggestions and 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 you are always cultivating talent for your future workforce pool.
4. Make sure 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 it is culturally diverse to minimize potential bias.
6. Be sure the qualifications defined for a given position are really those needed to do the job, and not 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?

Resumés and Cover Letters are quite different in Other Countries.

- ☐ In Colombia, a resumé must include a photograph, date of birth, marital status, and other personal information.
- ☐ In Germany, a cover letter is expected to be a thorough chronological account of all of the applicant's previous jobs.
- ☐ In England, resumés 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 resumé with a different format is unprofessional; look at a person's qualifications, not the style in which they are written.

Remember: You are hiring the person, not the resumé.

NEW RESOURCE FOR EMPLOYERS

Skills International On-line Database

The Skills International database provides access to a pool of prescreened "job ready" internationally educated and trained professionals for companies across Ontario. This information includes a complete profile on the candidate, including scanned copies of key documents that reinforce his/her education, skills, and work experience. All candidates have completed a specialized job preparation program through one of the partnering community-based agencies across Ontario. The database 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 who are 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, there is no cost. Employers can access the skills that immigrants bring with them to Ontario by completing Basic and Advanced Searches at no cost upon registration and signing 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.

Visit www.skillsinternational.ca

Simcoe County Programs and Services

SERVICE PROVIDER	Phone	Employment Services	Francophone Services	
AGL French Translations	705-734-1344			
Agreda (Rosario) Translation	705-252-2197			
Alpha Huronie - Centre d'Alphabétisation-Huronie	705-549-4353		✕	
Barrie Career Centre	705-725-8990	✕		
Barrie Native Friendship Centre	705-721-7689	✕		
Borden Family Resource Centre	705-424-1200 x 3994	✕		
Bradford Immigrant and Community Services	905-775-3343			
Breaking Down Barriers, Independent Living Resource Centre - Worklinks Employment Services	705-445-1543	✕		
Career Connection	705-722-5627	✕		
Career Solutions	705-429-5543	✕		
Career Solutions Collingwood and Wasaga Beach	705-445-3516 / 705-429-5543	✕		
Career Solutions, Collingwood Employment Services	705-445-3516	✕		
Careers for Inclusion	705-721-9614	✕		
Centre D'Access A L'Apprentissage	705-735-0487	✕		
Collège Boréal, Ontario Employment Services	705-722-1505	✕	✕	
Community Living South Simcoe	705-435-4792	✕		
Community Living , Midland	705-705-526-4253	✕		
CONTACT South Simcoe Community Information Centre, Bradford, Ontario Employment Services	905-778-9058	✕		
Deaf Access Simcoe Muskoka, Employment Services	705-728-3577	✕		
Demiray (Ayla)	705-725-9090			
Dr. J Lam	705-325-7272			
Enrique N. Garcia Translations	705-728-0427			
FOCUS Angus and Alliston	705-424-6335 / 705-435-9821	✕		
French With Marie	705-429-7016			
Georgian Bay Native Friendship Centre, Inc.	705-526-5589	✕		
Georgian College Centre for Career & Employment Services Barrie & Orillia	705-722-1505 / 705-328-3102	✕		
Georgian College, Robert Hartog, Midland Campus, Apprenticeship	705-526-3666			
Herrera (Mariana) Spanish Tutoring and Translation	marianah@sympatico.ca			
La Clé d'la Baie en Huronie, Barrie and Penetanguishene	705-725-3755 / 705-549-5227	✕		
Learning Centres Literacy & Essential Skills: Barrie - 705-725-8360, Alliston - 705-435-7778, Bradford - 905-775-4432, Collingwood - 705-445-9019, Orillia - 70-5325-9279, Midland - 705-526-8936				
Metis Nation of Ontario Education & Training	705-527-1228	✕		
Midland Area Reading Council	(705) 527-1522			
MJ Translation	(705) 719-0461			
Newcomers Welcome Centre, Simcoe County District School Board	705-725-8360 x310			
Northern Lights Employment Services Barrie	705-728-0897	✕		
Northern Lights Employment Services Innisfil	705-431-6913	✕		
Northern Lights Employment Services Orillia	705-325-9299	✕		
Plush Text Communications	705-812-2619			
Service Canada Centre, Barrie, Collingwood, Midland and Orillia	1-800-622-6232	✕		
Simcoe Community Services Barrie, Orillia	705-727-1234	✕		
Sylbarrie Translation Services	(705) 792-6981			
Tracks Employment and Resource Services	705-444-1580	✕		
Welcome Centre Immigrant Services - Mobile Services	1-877-761-1151 x3044	✕		
YMCA -Employment Resource Centre	705-528-0845	✕		
YMCA Newcomer Service	(705) 797-2020, (705)790-1188, (905)775-3343			
Zip Zap	705-549-6811			

Not all these programs and services may be available in the county, nor is this an exhaustive list.

	Language Assessment	Language Training	Wage Subsidy Information	Settlement Services	Translation/ Interpretation	Website
					✗	www.aglfrenchtranslations.com
					✗	
	✗	✗			✗	www.bdaa.ca/alphahuronie/
			✗			www.barriecareercentre.com
		✗			✗	
	✗	✗				www.familyforce.ca
		✗		✗	✗	www.bradfordimmigrant.com
			✗			www.breakingdownbarriers.ca
						www.thecareerconnection.ca
			✗			www.careersolutions.ca
						www.careersolutions.ca
			✗			www.careersolutions.ca
						www.careersforinclusion.com
						cenaccess@on.aibn.com
		✗				www.collegeboreal.ca
						www.class.on.ca
						www.clhmidland.on.ca
			✗			http://www.contactsouthsimcoe.ca/employment-services.php
						www.deafaccess.ca
					✗	raydemiray@hotmail.com
					✗	
					✗	www.tinyurl.com/Enrique-N-Garcia
			✗			www.focuscdc.on.ca
		✗			✗	www.frenchwithmarie.webs.com
					✗	
			✗			
			✗			
					✗	
			✗			http://www.lacle.ca
	✗	✗				www.thelearningcentres.com/high-school-programs/literacy-essential-skills/
			✗			www.metisnation.org
		✗				www.nald.ca/marc/
					✗	www.transl8.ca/index.php
	✗	✗				www.scdsb.on.ca/schools/newcomer-welcome-centre/
			✗			www.northernlightscanada.ca/employment-services/locations/innisfil-employment-services-centre
			✗			
			✗			www.northernlightscanada.ca/employment-services/locations/orillia-employment-services-centre
					✗	http://plushtext.com/
						www.servicecanada.gc.ca
						www.simcoecommunityservices.ca
					✗	www.sylbarrie.com
			✗			www.tracks.on.ca
	✗			✗		www.welcomecentre.ca/york/mobile.html
			✗			www.ymcaofsimcoemusoka.ca/employment
	✗	✗	✗	✗	✗	www.ymcaofsimcoemusoka.ca/new-to-canada/ymca-newcomers/
					✗	http://users.csolve.net/~zipzap/home.htm

Building Cultural Understanding

As we interact with others, we need to be aware of our assumptions about them. As individuals, we place too much emphasis on the “like me” or “mirror image” perception. Different cultures offer different views of acceptable public conduct. True acceptance of differences may empower your organization as it strives for equality and respect, locally and globally. Each culture has their own rich history, beliefs, norms, customs, heritage, celebrations, and rituals, and each person from every culture wishes to be understood, accepted, included, and respected.

“Every view of the world that becomes extinct, every culture that disappears, diminishes the possibility of life”.

Octavio Paz, Nobel Prize in Literature, 1990

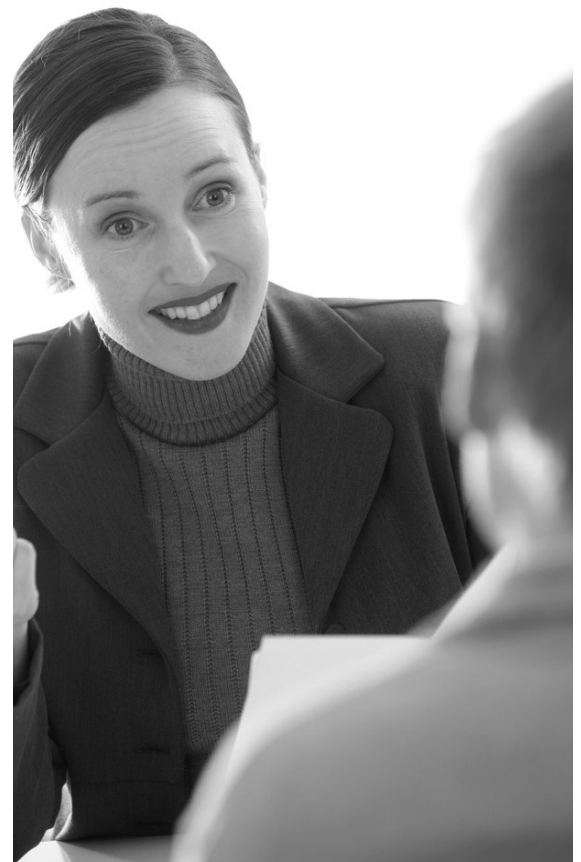
Tips for Interviewing International Candidates

Through the interview process, you can evaluate whether the skills and experience of the candidate meet the requirements of a particular job. In order to ensure you hire the best candidate for the position and avoid any misunderstanding during the process, consider the following:

- Allow time to become acquainted with the interviewee before beginning a formal interview. This will allow them time to become familiar with the dialogue pace. Provide a comfortable environment away from distractions.
- Ask questions that allow the candidate to discuss their achievements in a group setting. In some cultures, taking credit for successes with direct ownership may not be viewed as appropriate.
- Be aware that maintained eye contact is not a universal norm. If eye contact is being avoided, take measures to clearly identify the reason. This may be viewed as a sign of disrespect in different cultures.
- Keep your interview questions concise and free of jargon or slang while also remaining gender and culture neutral. Be careful not to use acronyms or abbreviations. Speak clearly and use an interview template.
- Clarify your understanding by paraphrasing and exploring further.
- Allow the candidate time for expansion in their thought process. Encourage individual reasoning and critical thinking.
- Be patient when interviewing a candidate where English is a second language. Don't impose your expectations on how someone should act. In different cultures, communication may not be as direct. Suspend judgment and seek to gain full information.
- Keep an open mind. Do not expect to see a “mirror image”. Avoid a “like me” approach. With diversity comes a new view of opportunities. Ask yourself, “How can I see this differently?” The potential candidate is not the only one who can walk away having learned something new.
- Provide feedback to unsuccessful candidates. They will appreciate this information and use it for self-improvement in future interviews.
- Ensure the question is understood by the candidate. You should be able to tell, based on their response. Repeat, if helpful.

Tips:

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. Review portfolios, dossiers, relevant documents, relevant work samples, and other sources of verification. Conduct technical skills testing and assessments where warranted. Don't miss out on an excellent candidate who can make a positive contribution to your company.



Mentoring and Immigrants

Mentorship is alive and well in many places as a way of welcoming and socializing individuals into a profession, a trade, a workplace, or a new setting. It can assist immigrants to become familiar with the Canadian workplace and the new context for their career. Mentoring is used effectively in medicine, nursing, psychology, law, teacher development, youth work, engineering, the skilled trades, journalism, and business. It has assisted many workers to be able to work in multinational companies and in other parts of the world.

It is very important that immigrants have access to an effective mentoring relationship in the workplace to assist them to be successful and to be included in all aspects of their new life, including employment. Vance and Olson (1998) suggest "a mentor relationship is a developmental, empowering, and nurturing relationship over time in which mutual sharing, learning, and growth occur in an atmosphere of respect, collegiality, and affirmation."

Mentoring relationships can be established in a **formal** way by employers so immigrants are matched to an experienced person in the workplace for a period of time after they are hired. This facilitated, and intentional mentoring provides a structure for assistance. **Informal** mentoring can also be encouraged by employers so seasoned employees take new persons under their wing for awhile to show them around and help them to be familiar with the workplace culture, personalities, and context. Most mentoring involves face-to-face relationships and communication. Group mentoring, electronic mentoring, and peer mentoring can also be helpful. Mentoring activities provide socialization to the career, profession or organization, psycho-social support and encouragement and role modeling of skills and competencies that are required.

Several initiatives are in place to assist foreign-trained nurses, doctors, journalists, and entrepreneurs. A systematic plan to recruit, match, and support mentors and mentees could provide mentoring in the workplace setting in the language, policies, procedures, technology, skills, and nuances of behaviours and communications related to your specific workplace.

How do you proceed with setting up an effective mentoring action plan?

The following stages are suggested to organize a successful mentoring program:

1. Identify those who need, require or want mentoring.
2. Recruit experienced workers and good communicators to be mentors who are in different careers, positions and departments in your organization.
3. Provide training, resources, and support for mentors and mentees.
4. Develop guidelines to assist mentors and mentees to establish the relationship and ideas for mentoring activities to be successful.
5. Create a method to match mentors and mentees as soon as possible.
6. Implement mentoring and monitor the results.

The stages of the mentoring relationship involve: initiating and setting up the mentoring, setting up goals and expectations together, active mentoring, meeting and communicating, and terminating or redefining the relationship as co-workers.

Resources to Help Set up Mentoring:

An Employer Guide to Mentoring:

www.ntab.org/publications/brochures.php

Reports from the Conference Board of Canada:

www.conferenceboard.ca

- *Making a Visible Difference: The Contribution of Visible Minorities to Canadian Economic Growth*
- *Toward Maximizing the Talents of Visible Minorities*
- *Mentoring: Finding a Perfect Match for People Development*

Mentoring and Corporate Mentoring Programs:

- Extensive list of corporate program examples across North America
www.mentors.ca/mentorprograms.html
- Mentor Match, Bell Canada's online mentoring program
- Summary of differences between coaching and mentoring
www.workforce.com.archive/article/22/13/28.php

Community Mentorship Programs:

- A program of the Toronto region Employment Council (TRIEC):
www.thementoringpartnership.com
- Mentorship program established by the society of Punjabi Engineers and Technologists in B.C.
www.speatbc.org/become-applicant/
- Success Society of Lower Mainland has job mentorship for trained professionals
www.success.bc.ca

Mentorship Resources:

- www.mentors.ca
A directory of mentorship programs in North America
- www.peer.ca/mentorlinks.html
Mentoring services and organizations that specialize in mentoring (over 150 links)
- www.cybf.ca/resources
Mentoring a newcomer entrepreneur
- www.mentoring.org
A U.S. national mentoring partnership
- <http://canadainfonet.org>
An online mentorship resource for new immigrants
- www.fastcompany.com/guides/leadment.html
Online guide to leadership mentoring
- www.thiederman.com/articles.php
Free online articles on mentoring
- www.stmichaelshospital.com
Making connections for new immigrants in the hospital

Internships for Immigrants

Internships are formal and structured work-related professional or career learning experiences that provide graduates, students, immigrants, and career changers with an opportunity to gain important knowledge and skills. They can be paid or unpaid positions. Internships provide valuable real world experiences for students and immigrants to obtain relevant work experience.

Internships provide opportunities for **candidates** to:

- gain experience in their career or work field
- gain experience in a specific organization or position
- determine if they wish to further pursue a career or work field
- create a network of important career contacts

Internships provide **employers** with opportunities to:

- acquire talented and skilled workers
- orient a specific candidate to work in their company or work sector
- train professionals to take on positions in their organization

Internships provide learning by doing and experiential learning. Internships are well adapted to immigrants since they often have held similar positions in another country. They typically need the experience of working in that career here in Canada. Internships also provide an introduction to the culture of the organization and to the new country context. They provide an opportunity for a candidate to perform the functions typically associated with a position with the ultimate goal of turning interns into contributors to the company.

Internships are most effective when an employer:

- buys into an internship program and is committed to its success
- identifies the key jobs, careers, and positions in which they are willing to have someone intern
- establishes procedures for the recruitment, selection, and appropriate supervision of interns
- clarifies expectations and tasks for mutual success
- provides a structured orientation and learning program for interns
- engages the intern in making contributions and sharing their expertise
- does not underestimate the range and complexity of tasks an experienced immigrant intern might be able to perform

Intern Bridge has provided a website with free “white papers” on internships:

www.internbridge.com/white_papers/index.htm

Helpful articles related to immigrants and internships:

Hiring international students as interns: The process demystified

Intern Bridge organizational audit: Self-reflection for internship suitability

Additional sites and resources:

- www.internships.com
- www.canadianimmigrant.org/RESOURCES/Careerhelp.htm
- www.graduateinternshipcouncil.org

Lakehead University Orillia Contributes to Cultural Diversity in Simcoe County

Dr. Florin Pendea, originally from Romania, was interviewed from a desolate beach in the North Pacific for his position as assistant professor at Lakehead University's Orillia campus. When the Lakehead interview opportunity came up, Pendea happened to be in Siberia as part of a team conducting international circumpolar research.

Following the unconventional interview, which took place during the summer of 2010, Pendea joined the faculty of Lakehead University Orillia. Pendea now shares his geological and paleo-ecological expertise with students enrolled in the University's Honours Bachelor of Arts & Science in Environmental Sustainability program.

Pendea is just one of many faculty members at the campus who have immigrated to Canada. In fact, almost 30% of Lakehead Orillia's full-time faculty members are new Canadians.

"Lakehead University is fortunate to be able to hire the best and brightest from all over the world," said Dr. Kim Feddersen, Orillia campus Dean & Vice-Provost.

The current faculty team includes professors from almost every continent, including Asia, Africa, South America, Europe, and North America.

Lakehead University, located in Thunder Bay since 1965, launched its Orillia campus in 2006 at a renovated heritage building in downtown Orillia. The campus opened with just over 120 students and 14 full-time staff members. The Orillia campus has since expanded to two locations with the opening of its University Avenue campus in 2010, and now (2011/2012) has more than 1,100 students enrolled, and employs 128 full-time and more than 40 part-time staff.

As the campus has grown, so has the diversity of its staff. The representation of so many different cultures not only provides students with global perspectives and insights, but also contributes to the cultural diversity within Simcoe County. Many of Lakehead's professors are involved in research projects that help to bring innovation and expertise to local communities. Business leaders, local organizations, and individuals can all benefit from the enhanced creativity and sense of inclusiveness that comes from the community involvement by those with different backgrounds. Many of Lakehead's professors, along with their students, are involved in public presentations, and research partnerships, and have become active members with a wide range of community organizations.

Lakehead University expects the benefits of its diverse employee group to continue to grow, as the Orillia campus develops. The University is known for its multidisciplinary teaching approach that emphasizes collaborative learning and independent thinking.

"Now, with the diversity of our programs, faculty and staff, the University is proud to be known as a Simcoe County employer that promotes the opportunities and benefits of a culturally diverse workplace," said Feddersen.



Members of the Lakehead University Orillia faculty gather at the University Avenue academic building during orientation for the 2011/2012 school year.

The Other Side... Resources for the Internationally Trained Individual

Multicultural and Settlement Services

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

Bridging Programs

The Ontario government supports programs that can help newcomers get their licence or certificate in their profession or trade so they can work in Ontario. **These programs have been established by employers, colleges and universities, occupational regulatory bodies, and community organizations.** They are called 'Bridging Programs.' For more details on individual programs, visit the Ministry of Citizenship and Immigration's website at:

www.citizenship.gov.on.ca/english/working/experience

www.omafra.gov.on.ca/english/food/industry/careerbridge-prog.htm

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, listening skills, assessment, and training. Classes are run through a number of organizations, including school boards, community colleges, and immigrant and community organizations.

www.ontarioimmigration.ca/en/tools/index.htm

English as a Second Language (ESL)

ESL classes are generally offered by local school boards and are available to everyone, regardless of immigration status.

www.thelearningcentres.com/international-programs/adult-esl-programs

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.

www.smcdsb.on.ca

www.nald.ca/smln/

Credential Assessment and Evaluation Services

World Education Services - For Immigrants:

WES provides credential evaluation reports based on verified credentials offering 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. Their mission is to help integrate newcomers into the Canadian marketplace.

www.wes.org/ca

Credential Assessments and Accreditation Support

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

www.credentials.gc.ca

www.cicic.ca

www.enic-naric.net

Academic Credential Assessment Services

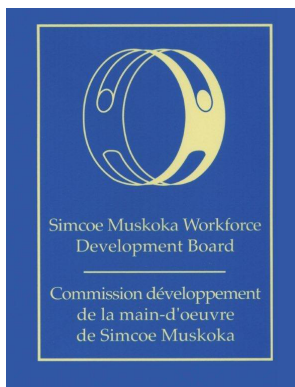
Provides additional detailed information on working in your profession in Canada. (Several links provided)

www.ontarioimmigration.ca/en/working/OI_ACADEMIC.html

Did You Know?

The main type of unrecognized learning in Canada is foreign credentialed learning. More than 340,000 Canadians possess unrecognized foreign credentials. Those with prior credentialed learning are most likely to come from China, India, the Philippines, and Guyana.⁷

7 Brain Gain: The Economic Benefits of Recognizing Learning and Learning Credentials in Canada: Conference Board of Canada, June 2001



SIMCOE MUSKOKA WORKFORCE DEVELOPMENT BOARD

The Simcoe Muskoka Workforce Development Board (SMWDB), one of 25 Local Boards across Ontario. Our role is to engage communities and community partners in local labour market development. Our neutral position in the community enables us to act as a mechanism to bring together divergent labour market partners (labour, business, service providers, education/training, economic development and equity groups) to develop local solutions to local workforce development issues.

www.labourtrends.ca

www.localboards.on.ca



SIMCOE COUNTY LOCAL IMMIGRATION PARTNERSHIP

The County of Simcoe, established in 1843, is comprised of 16 municipalities, and supplies services to the cities of Barrie and Orillia. Simcoe County is the second largest County based upon population and third largest based upon physical size in Ontario.

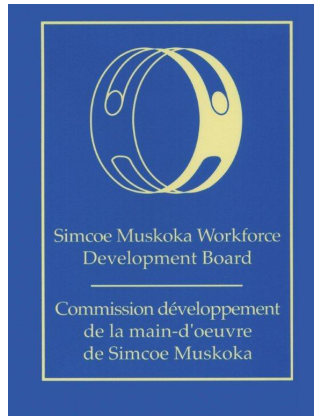
The County of Simcoe employs more than 1,500 staff, located in various communities, and provides multiple services, including long-term care, paramedic services, emergency planning, transportation, solid waste management, Ontario Works, social housing, and children's services). Simcoe County Immigration Partnership was launched in June 2011 and is funded by Citizenship and Immigration Canada. Local Immigration Partnerships (LIPs) support the development of local partnerships and community-based planning around the needs of newcomers.

Simcoe County LIP is working to:

1. Improve access to, and co-ordination of, effective services that facilitate immigrant settlement and integration
2. Improve access to the labour market for immigrants
3. Strengthen local capacity to integrate immigrants
4. Establish partnerships and participation of multiple stakeholders in planning, and co-ordinating the delivery of integration services (including settlement, language training, and labour market integration).
5. Support stakeholders in sub-councils as they work towards the identification of a preferred future vision for our local community. Sub-council groups include: Welcoming Communities, Employment, Education, and Human Services. A Business Development Sub-Council will launch early 2012.

The content of this publication is provided for informational purposes only and is not an endorsement of content or organizations listed within. The Simcoe Muskoka Workforce Development Board and the County of Simcoe Local Immigration Partnership assumes no responsibility to the user for the consequences of any errors or omissions.

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