

attracting & retaining
IMMIGRANTS



EMPLOYER GUIDE



ACKNOWLEDGEMENTS

The Central Alberta Economic Partnership Ltd. (CAEP) would like to thank the following Welcoming Communities Steering Committee members for their dedication to making Central Alberta a Welcoming Community.

Alberta Employment and Immigration
Canadian Home Builders' Association - Central Alberta
Central Alberta Refugee Effort
Citizenship and Immigration Canada
Clearwater County
Community Futures Central Alberta
Community Futures Parkland Area
Olds College
Red Deer Chamber of Commerce
Sunterra Meats
The City of Red Deer
Town of Innisfail

The Central Alberta Economic Partnership Ltd (CAEP) would like to recognize Alberta Employment and Immigration for their generous sponsorship toward the development of this employer guide. Special thanks to the employers and foreign workers who participated in the interviews and focus groups during the development process of this guide.

Copyright Statement:

All rights reserved. This report may not be reproduced, in part or in whole, without the prior written permission of CAEP.

B102 Suite 354
5212 48 Street
Red Deer, AB T4N 7C3

Original Version:
Published November 2008

Developed for CAEP by:

Am Braighe Education and
Training Services Inc.
4912 48 Ave (Rocky Plaza)
P.O. Box 873
Rocky Mountain House, AB
T4T 1A6





Welcome!

The changing nature of Alberta's labour force has created extraordinarily diverse communities and work places. We know a lot of information is available to employers to help with the steps required to recruit foreign workers to Alberta. We also know that there is a considerable demand for more information on how best to work with newcomers once they arrive to live and work in Alberta.

In response to the challenges faced by employers in Central Alberta, the Central Alberta Economic Partnership (CAEP) launched an initiative to help employers build welcoming work place environments for newcomers. We believe that employees who feel welcomed will more easily integrate themselves into their work roles, which assists you in building a productive and successful team of workers.

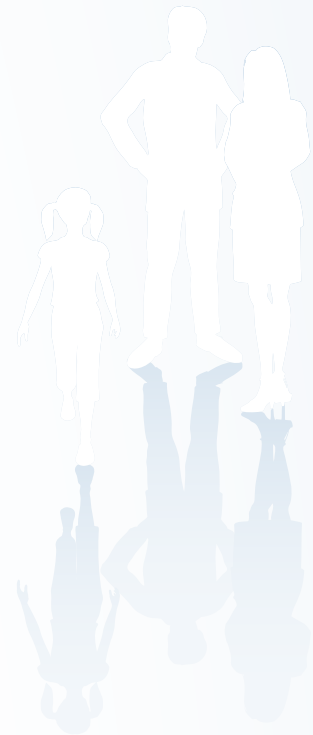
To develop this guide, we researched relevant resources and websites, and reviewed existing processes for hiring and retaining newcomers. We also gathered information and suggestions from employers and newcomers in a confidential process. It was important that we understood some of the more pressing needs facing employers and newcomers, as well as gather suggestions on what works – what are the effective practices in Central Alberta?

We used the information and responses to develop an easy to use guide for you, the employer. It was important that we made sure that all steps and recommendations are possible to implement in any small community within Central Alberta. If you follow the steps, you will be directed to resources and information available to you no matter what your community of residence. As you go through the guide, please add your own ideas and community contact information to make this resource relevant to your unique environment.

It is not meant to be an all encompassing resource, but rather a practical resource that you can use to create a welcoming environment for newcomers and put in place steps that will help you retain and engage your workers. If you are able to use a few of the suggestions, then we know the guide is successful.

Table of Contents

Getting Started	5
Preparing Your Workplace for Newcomers	7
Coming to Canada	15
Arrival Survival	19
Settling Into the Community	23
Welcome On Board the Workplace	31
Recruitment and Permanent Residency Considerations	41
Integration Plan and Portfolio	47
Glossaries	55
Useful Websites	64
Canada 101	69
Community Contact Information	72





Getting Started

Putting in place the right conditions and steps to create a welcoming and inclusive workplace for newcomers takes planning, commitment and flexibility.

By planning, you are putting yourself in a better position to think through possible scenarios and difficulties before they arise and you will have a greater ability to deal effectively with new experiences in a multi-cultural setting.

When it comes to working with newcomers in a diverse work place, your attitude and leadership skills will be your most important assets. Some of the benefits you will experience by developing a diverse and inclusive organization are:

- An easier recruitment process because you will have a greater labour market to choose from
- Access to a greater wealth of experience, talent and potential
- You will be branded an employer of choice by desirable employees – current and future
- Increased employee motivation and loyalty
- Increased staff retention and engagement
- Increased productivity in your business.

As you use the guide, keep in mind there are no absolute answers. This guide was developed to assist you in addressing your concerns and questions, as well as provide you with some suggestions to get you started. The sections of the guide include:

- Preparing Your Workplace for Newcomers
- Coming to Canada – Preparing for the Future
- Arrival Survival
- Settling Into the Community
- Welcome On Board the Workplace
- Recruitment and Permanent Residency

A Few Comments on Planning

Plan carefully, and then be ready for nothing to go according to plan.

Set goals along a time continuum and expect challenges.

A phased approach is best.

Having a plan – any plan – will decrease the likelihood that you'll be the target of unscrupulous recruitment or ESL brokers.

Foreign workers have an incredible desire to work hard and succeed so it's important that employers don't neglect the importance of planning – it helps to create an environment where everyone benefits.

You will never regret the time and energy you invest in your newcomers – The enthusiasm, loyalty and commitment of foreign workers will more than make up for it.

- Employers, Central Alberta





The Central Alberta Refugee Effort (CARE) provides workshops to employers and staff.
Check out their website at: www.intetr.com/immigrantctr/care.htm



PREPARING your WORKPLACE for NEWCOMERS

The first step in preparing your workplace for newcomers is to think about what you need to do and learn before the arrival of your new employees. Preparing your work site ahead of time will ensure the right people, resources and supports are in place to create a welcoming and productive environment for everyone.

Make sure you draw on the assistance of agencies and committees that provide support to newcomers, particularly in the settlement and integration stages. These organizations want to build welcoming communities and are there to provide you with support and appropriate information. Use this network – it will be invaluable to you!

Each work place is unique, but if you follow some basic steps and take into consideration some key concepts, you will be able to put in place actions that will work for you and your new employees. The first step is to get to know the newcomers before they arrive.

Know the Newcomers – a Place to Start

- Take the time to learn about the needs of newcomers to your work place. This means developing an understanding of who they are: country of origin, culture, language.
- Be aware of their social and cultural practices as well as world events involving their homeland. These events will have an impact on their lives and affect their integration into the workplace and community.
- You can start to build your understanding by contacting agencies in your community that provide services to newcomers.
- Read a profile of the country of origin. Check out the following websites for more information

www.ornh.mb.ca/docs/multicultural_guide_web.pdf

www.cp-pc.ca/english

www.religionfacts.com

Some Basic Questions to Think About

- What was life like in the country of origin?
- What are some of the reasons why the worker felt “pushed” from his /her home country and “pulled” to a life in Canada?
- Is there family left behind or separated?
- What are some of the cultural traditions and norms of their home country?
- What languages do people from this country speak?
- In what language is high school and post-secondary training delivered?
- What are the cultural communication styles in the country of origin?
- What are people’s relationships with government or authority?
- What was the families’ social status in their home country? Education level?
- What are the culturally significant holidays or festivals of the newcomer?
- How do you say – welcome, hello, goodbye and thank you in the language of their country?



"I remember the first time I went to the outdoor swimming pool in my new community – it was a beautiful hot summer day. After jumping into the pool, I laid down on the grass to enjoy the sun. I wish someone had told me that people in Canada don't take their clothes off at outdoor swimming pools. I was very embarrassed when the life guard told me I had to leave.

- Temporary Foreign Worker

"All employees go through an orientation that highlights our harassment policy. We insist that if anyone has an issue with their co-workers, their supervisor or the public, they contact management right away."

- Employer

"I make sure to understand as much as I can about the background of the foreign worker – their country and their cultural traditions. When they arrive I am able to ask a few basic questions so they know I have an interest in them."

- Employer

Preparing Your Staff

Preparing existing staff before newcomers is an important factor in developing an inclusive work place. While most employees understand the benefits newcomers will bring to the workplace, there may be some who feel threatened or uncertain about their ability to work in a diverse setting.

The First Steps:

- Alleviate fears and provide staff with information and resources that will help them welcome, train and integrate newcomers into the work place.
- Provide diversity training or information to all staff.
- You may also want to include information on employment rights, human rights, and cross-cultural awareness. Check out local agencies that may provide workshops on cross-cultural awareness. Alberta Human Rights modules can be found at:

www.albertahumanrights.ab.ca/education_information.asp

Next:

- Involve first-line supervisors and trainers in the planning. Determine who will be responsible for training, coaching, and supervising and assign responsibilities. Be clear about who will train, monitor and provide feedback. Ensure these individuals are given the resources and support to perform their roles in a cross-cultural setting.
- Always keep in mind that common sense isn't universal. What seems like common sense in one setting will not be common sense in another cultural setting. It is based on a particular culture's shared experience and values.
- Entrench an attitude of open-mindedness and your staff will follow the lead. One of the most important attitudes you can show to someone from another culture is respect.
- Set ground rules for every one – common understandings are very important when implementing change of any sort.
- Understanding cultural values will help you understand behaviors and decisions of employees from other countries.

Communicating Across Language Barriers

Most newcomers are eager to succeed and have the training and drive to do so. But one of the biggest challenges in the work place is language. There's no doubt about it – English is a complex language, and a lot of people who work with newcomers get frustrated by not always making themselves understood. Be patient, give yourself a break and keep in mind some basic tips:

- An accent does not indicate a lack of English skills. In fact, many newcomers received their post-secondary training in English; however, they will not be as comfortable with conversational English as they are with written communication.
- The use of clear, international English in both written and verbal instruction will help minimize confusion, and will ease anxiety in the newcomers.

There are many reasons why newcomers may not tell you that they don't understand – fear or out of respect for you are the most common. They may not want you to lose face for not having explained a direction clearly. And, they don't want you to be disappointed in them.

"I think of these workers as guests and I want to know as much as I can. It's important to understand their struggles."

- Employer

What is Clear Language?

Clear language means using simple vocabulary and sentence structure to be easily understood. The use of idioms, acronyms and abbreviations is avoided. Think of it as English that can be understood by the listener no matter where you are.



Develop Cross-Cultural Awareness in the Workplace

Creating a comfortable work environment for existing staff and newcomers requires cultural awareness and appropriate orientation training.

One of the most important steps is to organize opportunities and activities that set the stage to encourage newcomers and staff to interact and mingle.

Cultural awareness is difficult to develop if there are few opportunities for people from different backgrounds to meet and learn about each other.

Encourage the newcomers to get involved in the community.

Workplace Culture and Etiquette

- Each workplace has a unique culture and code of etiquette that can be quite baffling to a newcomer unfamiliar with general social customs of Canadians.
- Assigning a buddy or mentor to help a newcomer navigate and understand the specific workplace culture of their employment will help them fit in and feel comfortable in their new roles and with co-workers.

Some typical questions and concerns include:

- My boss yelled at me, now what do I do?
- Some people joked about my clothing. How do I respond?
- My co-workers don't talk to me because they think I don't understand what they are saying.
- Who do I talk to if I have a conflict or don't get along with a co-worker?
- It is equally important to provide awareness training to staff members to address concerns and answer questions that will minimize awkwardness and potential difficulties.
- Get to know as much as you can about the country of origin, religion, communication style and social norms of the newcomer – your knowledge will help ease the transition for newcomers.

A cultural barrier happens when two people interact and have a different perception of behaviors. Culture shock is an internal reaction to unfamiliar or confusing external stimuli.





Tips for Supervisors and Trainers

- Avoid using technical terms and idioms. They aren't a slam dunk.
- Slow down your speech and pronounce words clearly and correctly, especially sounds at the end of words.
- Stick to one subject at a time.
- Phrase your words positively.
- It's okay to show that you're vulnerable and trying to learn too. In fact, it helps.
- Avoid filling space with unnecessary chatter – it's better to leave quiet time for the learner to process what was said. Silence is okay.
- Don't insist a newcomer speak in front of a group. Not all cultures are verbal.
- Be conscious of the use of verb plus preposition. A good example of what not to do is the written direction provided in the emergency aisle on many airplanes: Please push seat back forward!
- It's great to use humor to ease tension, but avoid telling jokes. Jokes often use slang, jargon and are not easily understood by another culture. They can also have discriminatory undertones.
- Be clear about expectations when delivering directions or providing instruction.
- Be specific and use examples to explain things.
- Ask the newcomer to repeat your instructions in their own words and demonstrate if appropriate.
- If there are no interruptions, questions, or eye contact, you might want to check for understanding. The newcomer may not understand you.
- Keep the tone calm and respectful.
- A smile has universal appeal.





Did you know. . .

that you can use MS Word to translate a language? To use this function, click on Tools/Language/Translate, and you will be prompted to select the language you want to translate.

Helping the Newcomer to be Understood

- Share responsibility for communication difficulties when they arise. This action will relieve pressure on the newcomer and minimize fear.
- Repeat what the newcomer has said in your own words and ask if you heard or understood correctly.
- Politely ask the worker to slow down, take a few minutes to gather ideas, and then try again.
- It's okay to ask a newcomer to write a message or word down if verbal communication is hitting a rough patch. It may even be useful to provide the worker with a small pad and pencil that he or she can have with them at all times.
- Encourage newcomers to practice English in non-threatening ways:
 - Ask open-ended questions.
 - Questions about family, life in their home country, personal interests, and the origin of their name are good ice-breakers that get people talking without feeling they are tested.
 - Don't laugh, even if they do because chances are it's nervous laughter.
 - Show respect for their efforts.
 - Try a few words in their language – it will turn the newcomer into the teacher and let them know you're willing to learn and make mistakes as well.

Paperwork and Documentation

Review the written information that you will provide the newcomers throughout the welcoming and orientation activities.

Is it written in clear language and do the materials make sense? Will the newcomer understand the instructions and terminology?

Translation, either verbally or in writing, may be required for some of the most important information such as safety procedures.

Physical Environment and Safety Considerations

Take a look around your work site and determine if it is a welcoming and safe environment for newcomers. First impressions are important. Safety is critical.

Is signage written in clear language?

Are symbols and images used to provide basic instructions?

Are safety instructions and emergency procedures clearly marked and identified in a way that will be understood by newcomers?

Does the work place reflect diversity?

Are there any images, posters, calendars, or photographs that can be used to reflect an open-minded attitude and an inclusive environment?



"Safety is a huge priority for us. When foreign workers start orientation and training, we take our time to make sure safety procedures are understood. We also use color coding. Everything from the colored hard hats to the garbage cans has a specific meaning based on its color."

- Employer





CONSIDERATIONS

- Documents of certification and proof of credentials that are in another language must be translated, most often by a certified translator.
- If possible, have documents translated before coming to Canada.
- The translated documents are then evaluated and assessed which means that an organization that knows about the field decides on the type and level of qualification the individual will have in Canada.



Coming to CANADA – Preparing for the FUTURE

Before an individual leaves the home country to work in Canada, either temporarily or permanently, there are a lot of things to be considered and completed.

- Taking the time to follow a checklist and gather documents will assist with settlement, integration and permanent residency in Canada.
- Checking out the process and steps required to have credentials assessed is very important.
- If the individual(s) has a waiting period, he or she may want to practice and enhance their English skills before they come to Canada.

Important Documents to Gather

Personal

- ☐ Passport
- ☐ Birth Certificates for all family members
- ☐ Adoption papers
- ☐ Marriage certificates, separation papers, and divorce papers
- ☐ School records for children
- ☐ Certified immunization records for all children under 16 are required in all school districts before children can be registered to attend school and daycares
- ☐ Medical Records
- ☐ Dental and Optical Records
- ☐ Photocopy of any goods shipped ahead
- ☐ Driver's License. You might also want to obtain an international driver's license. This step will save you a lot of time when you go to obtain an Alberta Driver's License.
- ☐ If you have a clean driving record, obtain a copy of status from your insurance company.

Professional

- ☐ Proof of credentials
- ☐ School diplomas and degrees
- ☐ Trade or professional papers and certificates
- ☐ School reports, transfer certificates, college transcripts
- ☐ Reference letters from companies or volunteer agencies



"I am an engineer from the Ukraine and I came to Canada thinking I would be able to work in my field. That's what I believed because I was told I am a skilled professional who speaks 4 languages. It took me 5 years to find out about ESL classes in my community. I work as a cashier".

- Landed Immigrant
In Rural Alberta

Accreditation and Training

Most newcomers have education, training and work experience that they gained in another country. Many newcomers want to work in their trade or profession when they come to Canada, maybe not immediately, but in the future. Sometimes people make a different choice and use their prior knowledge to enter into related work that is close to what they did before.

In some cases, the process of accreditation can be long, expensive and demanding. If possible, gather the documentation and consider the steps before arrival in Canada. It can save time, money and quite often frustration.

Notes on Accreditation

- Accreditation is a formal statement about an individual's special skills for a particular type of work.
- Research the process to determine if it's the right choice and whether or not it's the right time to start the accreditation process. The process might be started immediately or in the future.
- The process of accreditation and entry to trades and professions is different in each province and in each trade or profession.
- Retraining is often required, although the length and type of training will differ depending upon the applicant's prior training and experience.
- The applicant is usually required to write exams to be certified in that specific trade or profession.
- Further training may be required. The length of training will depend on how much training and experience the individual already has.

For More Information on the Process and Steps

- Contact your local college or university to obtain the most up-to-date information on how people can have their qualifications assessed.
- Talk to people who have been through the accreditation process.
- Speak to someone who is already working in this field.
- Contact agencies that provide services to newcomers.
- Get in touch with the governing body for the specific trade or profession.

Checklist of Things to Do Before Moving to Canada

- Research the rules for the profession or trade in Canada. Find out if licensing is required.
- Gather important family documents.
- Apply for an international driver's license. This step will save you a lot of time when you go to obtain an Alberta Driver's License.
- Gather information about monthly living costs in Canada.
- Transfer cash and investments to Canadian accounts.
- Purchase traveler's cheques.
- Make sure clothing is appropriate for the time of year and area of the country.
- Pack a box of items needed for the first few weeks in Canada.
- Do not forget to carry your passport, immigration documents, driver's license, birth certificate and other valuable documents.
- Make four sets of photocopies of your documents; two to take with you and two to leave with close family members.





"The problem with communication is the illusion that it has been accomplished."- **George Bernard Shaw**



Arrival SURVIVAL

Considerations

- This is the first opportunity to meet and welcome your new employee. How you greet the new employee and plan for basic needs will have a lasting impression so don't underestimate the importance of the newcomer's first few days in Canada.
- Be patient. In most cases, your new employee is arriving into Canada after an extremely long journey. Fatigue may affect concentration. Do not expect that any important information will be retained during this initial greeting.
- Speaking conversational English may be difficult when the newcomer first arrives. A translator may be required.
- Be courteous, speak slowly and show your enthusiasm for their arrival. Greet your new employee with a few words in their own language.
- A combination of jet lag, stress, and change in diet can weaken one's immune system if adequate time for rest is not provided. Most newcomers will be excited and try hard to disguise their fatigue.

Arrival Preparation

Personal Information

- ☐ Newcomer's Full Name _____
- ☐ Country of Origin _____
- ☐ Photo of the Newcomer _____
- ☐ Proper Documentation _____

Flight Information

- ☐ Flight and Airline Information _____
 - Stopovers _____
 - Location for Pick Up _____
- ☐ Airport Authority Info: www.calgaryairport.com _____
- ☐ Anticipated Weather Conditions: www.weatheroffice.gc.ca _____



Contact Information

- ☐ Individuals responsible for meeting and greeting at the airport:

- ☐ Translator, if needed

 - Name

 - Identification

 - Phone number(s)

- ☐ Backup person is identified and contacted

 - Name

 - Phone Number(s)

- ☐ Name and phone number is provided to newcomer

- ☐ Signage for identification is prepared
- ☐ Copies of emergency contact information are provided to each person involved.

 welcome



First Things First

There are a few priorities that must be taken care of before all else. Ensuring basic needs are in place is the first step. You will also need to take care of some important paperwork and financial concerns before the newcomer commences orientation and training for the new job.

It is advisable to plan one day when you can take the new employee into Red Deer to complete the application process for Alberta Health Care Insurance and a Social Insurance Number (SIN).

Basic Needs

- Accommodation, basic furnishings and other necessary household items are in place. For many newcomers, a rice cooker is an essential cooking appliance.
- Provide a tour of the accommodation and explain the use of appliances.
- Basic food staples are in place. Know where to direct employees to stores that may carry ethnic foods.
- Provide a walking map and basic orientation to the community indicating the most important places to know right away such as grocery stores, post office, hospital, playgrounds, school, library and church. Knowing the faith of the newcomer ahead of time will be helpful.
- Will the new employee need a cash advance?
- Apply for a Social Insurance Number (SIN).
- Submit documentation and application for Alberta Health Care.
- Establish a bank account, preferably at a bank close to home.
- Plan for a telephone – landline. Explain that using an international cell phone may be very costly. Check out local cell phone rates and Pay and Talk plans.
- Provide the newcomer with a welcome package with appropriate settlement and integration information.

It may take a few days to a week to complete all of the above activities. Take the time to get connected to resources so integration into the workplace will go smoothly.

"On the drive home from the airport I usually ask very basic questions to keep the conversation light. I point out the sights along the way and describe some fun things about Alberta. When we get to the accommodation, I make sure there is a good meal with additional snacks and beverages waiting. The newcomers are tired and very hungry. Some may not have purchased any food on the plane."

- Employer

If your new employee arrives during winter, bring a jacket just in case he or she doesn't have one.

"I arrived at the airport and did not see Bryan, the person who was supposed to pick me up. Before departure, I was given Bryan's name and number so I phoned him. I found out that Bryan had a problem with his vehicle and someone else named David was on his way. Instead of worrying and trying to find my own way to my new community, I knew the problem was solved."

- Foreign Worker





Settling into the Community

A settlement plan greatly contributes to a newcomer's ability to succeed in the workplace, and participate fully in their new community. Thinking through the steps before the new employee arrives will help you troubleshoot some of the barriers. It will also help you line up support available in your community.

You can help make the newcomer feel welcome and secure by ensuring their basic needs are met. These actions will help alleviate feelings of anxiety, apprehension, and potential culture shock with the new employees.



There are excellent resources available to assist you in developing and putting in place a settlement plan for newcomers.

To start, check out the Attracting and Retaining Immigrants Toolbox of Ideas for Smaller Centres at: www.centralalberta.ab

I can't imagine a worse feeling than arriving in a new country in the dead of winter without furnishings, winter clothing or friends.

- Employer



BASIC NEEDS

Clothing

Many newcomers to Canada have not experienced such variable temperatures and extreme conditions as we experience in Canada.

- ☐ Check out Next to New clothing and thrift stores.
- ☐ Many newcomers also purchase clothing to send home to family members.
- ☐ Consider outerwear and footwear requirements for the season of arrival.
- ☐ Variable weather requires layers.
- ☐ What is the climate in your area?

Food

- ☐ Establish the location of grocery stores.
- ☐ Many grocery stores such as Superstore and Nutter's carry ethnic food staples and spices.
- ☐ Explain 'best before' dates and how to compare prices.
- ☐ Help with the purchase of groceries to familiarize newcomers with Canadian currency.
- ☐ Transportation to the grocery store may be required on a scheduled basis.

Shelter

Where will your new employees live?

- ☐ Provide safe and secure accommodation that follows the Alberta Landlord and Tenant Laws.
- ☐ Suitable housing is available within the community in a reasonable price range.
- ☐ Ensure that basic furnishings and household goods are in place prior to arrival.
- ☐ Be aware of the housing situation in your community as well as the size of the families of your employees.
- ☐ Ensure that directions on the use of utilities and Laundromat have been provided.
- ☐ Ensure that the rental agreement has been explained and payments discussed.
- ☐ Assist in finding appropriate housing at "fair" rent pricing.
- ☐ Ensure that fire and injury hazards in the home are corrected as well as install smoke alarms where needed

Connecting with Family and Friends

- ☐ Assist in setting up a telephone – land line.
- ☐ Explain how to access telephone cards.
- ☐ Explain where the Postal Office is located and how to mail a letter or package.
- ☐ Explain where the public library is located and where they can access the Internet.



GETTING AROUND

Most rural communities do not have public transportation. While most people can walk to work and run basic errands, assistance with transportation may need to be provided.

- What are the transportation needs? Groceries, medical emergencies, and trips to an urban centre for essential services are a few examples of the needs that may arise.
- Provide easy to read walking maps of the community, preferably ones that use symbols rather than words are best. If you have a Welcoming Community Committee, a map for newcomers in their own language might be available.
- When giving an orientation to the community, try to follow the same route as the map. Point out the most important locations.
- Information about getting around
 - Consult local area maps.
 - A walking map with a translated legend or basic symbols should indicate location of hospital, schools, shopping, libraries, banks, Museums, points of interest, public transportation routes, recreation facilities, and health facilities.
 - Provide taxi information.
 - Provide Greyhound bus information.
 - Provide road and traffic safety information.
- Some newcomers want to save for a vehicle to gain independence. Providing practical information on purchasing a second hand vehicle will be useful, including license and insurance requirements. Accompanying your employee to buy a vehicle so that they receive assistance in whether or not this is a good vehicle for them to purchase is important.
- Kitchen & candle fires are the number one causes of injury and death in homes in Canada. Pedestrians and bicycle riders have different rules in Canada than the home country. Home Safety and Road Safety information for children and adults can be found at: www.centralabsafecommunities.ca, or your local Fire Department.



Check out the library in your community.

Newcomers like to use the library. It's an accessible and free way to connect with people and learn about the community. Do you know that many rural libraries provide free internet access, SKYPE, and library cards to newcomers? Some also provide computer use so people can link to **Auralog Tell Me More**, which is a great way to improve language skills.

"I think it would be great if we could meet once a week to practice our English."

-Temporary Foreign Worker

"I was taught 'formal' English in my country. I don't understand the slang or casual English terms used in Canada."

- Landed Immigrant

HEALTH AND WELL-BEING

- Explain the location of health care facilities.
- Community Public Health Centre is an excellent source of information on basic health needs such as nutrition, immunization, baby wellness, and health education.
- Ensure health care coverage is in place, discussed and explained.
- Provide information about doctors and dentists and who is accepting new patients.
- Provide resources in the community for an employee who is depressed or stressed. Many newcomers will not seek out mental health services.
- Explain the Emergency contact information such as 911, 211, ICE.
- Introduce the new employee to an RCMP or Policeman and explain their roles in the community. Many newcomers come from environments where they fear people in policing and military roles.

LIFESTYLE AND RECREATION

- Places of worship - Some flexibility in scheduling may be required so the new employee can attend their place of worship.
- Recreation Facilities in the community - what are the interests of the new employee?
- Cultural Associations in the community – are their cultural centres in the community?
- Canadian Culture and Etiquette - don't assume common sense and etiquette are universal.
- Community Events and Festivals - Your Municipal Office and local Chamber of Commerce are good sources of information.
- Canadian Holidays – explain their meaning and what takes place on those days.

LANGUAGE AND LEARNING

What training options are available in the community?

- College, Technical Institutes or University
- Continuing Education
- Community Learning Councils
- Literacy Councils
- Public Library
- Professional or Trades Association
- Mentor in a related field
- Alberta Learning Information Services www.alis.alberta.ca

ENGLISH LANGUAGE CLASSES

- Language training is an important step towards integration in the workplace and community. Information on English Language classes can be found at your local Community Learning Council, Public Library, or educational institution.
- Enhanced language training may be available in your community.

CHILDREN

Schools

- Show where schools are located.
- Process for registration - Information on schools, registration and fees can be found on the websites of your local community, School District or Chamber of Commerce.
- Is it possible for the parent to volunteer in the school? Often a spouse of a foreign worker is isolated. This step will help build a network.

Recreation

- Playgrounds and recreation facilities
 - Recreation Programs - Many programs are free, drop-in, and offered at a low price. Talk to your local Municipal office, FCSS office, Community Learning Council or Neighborhood Place about these options.
- Inquire about library programs for children.
- Supply a list of agencies that provide support services for children and families.



"Copies of Welcome to Alberta" are available electronically in English, French and seven other languages at: www.aaisa.ca

"Welcome to Alberta", Information for Immigrants, is available at: www.alis.alberta.ca/ep/careershop/main.html

Banking and money management

- Setting up a bank account
- A bank account should be opened promptly after arrival. A SIN number is not required to open an account, although some banks insist on it. Identification is required.
- Help in the understanding of monthly expenses.
- Explain the process of Payroll Deductions.
- Assist with shopping on a budget.
- Help with counting money.
- Credit cards – explain the importance of credit card use and the charges.

Support Services

- Agencies that provide support services to newcomers.
- Community agencies or organizations that have programs for newcomers.
- Agencies or non-profit volunteer groups that provide support services to temporary foreign workers.

Community Connections

- Provide a listing of various community organizations with addresses, phone numbers, and internet sites that give new employees easy access to these services.
 - Canada and Alberta Information - Check out Travel Alberta, Parks Canada and local tourism offices for free information.
 - Check out your municipal website
- Local newspapers may have a community events section, which advertises club registrations, meetings, drop-in programs and special events.

Welcoming Communities

- Many communities in Central Alberta are forming Welcoming Community Committees. Each Committee is different, but all provide some form of support and assistance to help newcomers feel welcome in their new communities.
- They will be an invaluable resource in helping your new employees connect to the community.
- Ask if the committee has a host or buddy program. These programs are a great way to assist the new employee with settlement and integration.

Building a Network and Social Relationships

- Ensure the new employee gets involved in the community.
- Activities that promote interaction with Canadian-born residents will help the newcomer build support networks and relationships.

In rural communities, there are many people and agencies willing to help such as churches and non-profit organizations.

"I always put together a welcome basket that is waiting for the new worker when they arrive at their home. It usually includes coffee, tea, treats, coupons, a calendar, and sometimes crayons and coloring books if I know children are coming."

- Employer, Central Alberta

Employment Supports

- Your Alberta Employment and Immigration office will provide you with information on agencies that provide services to newcomers.
- Career and job fairs are good sources for employment information.

Welcome Package for the Newcomer – Suggestions

- Check out the CAEP Tool Kit for suggestions on what to include in a welcome package.
- Contact the Welcome Wagon, Municipal Office, Chamber of Commerce and your local Welcoming Community Committee to gather ideas.
- Some employers like to put together a welcome basket of items to help make the first few days more comfortable. It is an extra special step that lets the newcomer know they're welcomed and appreciated.





Welcome On Board the Workplace

Welcoming, Developing, Integrating, and Engaging Newcomers

The goal of employers is to train staff and maintain them for long periods of time, so engaging your employees in an environment where they feel welcome and respected is very important. Creating a positive work environment for all employees will ensure that you have a committed team of workers.

Some questions to think about are:

- What can I do to create a welcoming climate?
- How do I develop an on boarding program?
- Are my orientation activities appropriate for newcomers?
- What are the best ways to provide safety training and information?
- Does my new hire package have appropriate information?
- Are there ways I can better prepare my front-line supervisors?
- What are some ways I can help integrate foreign workers?
- Have I thought about ways to create opportunities for mingling with co-workers?
- What are some effective practices?

Creating A Welcoming Environment

Wanting to make newcomers feel at ease and comfortable in their new workplace environment is the right place to start.

Remember, integration starts with the first impression and a welcoming environment.

Ask your local Welcoming Community Committee for suggestions and check out the toolbox of ideas at the CAEP website. Some starter ideas are:

- Newsletter or email to staff that welcomes
- the new employee
- Introduce the new employee whenever you can.
- Show pride and enthusiasm – it's infectious!
- Post a photograph and welcome note on
- the bulletin board.
- Welcome the new employee at coffee breaks.
- Put up a welcome banner at work.

"I remember when my photograph was placed in the local news paper to introduce me to the community. People stopped me on the street to say 'hello'. It made me feel very welcomed."

- Temporary Foreign Worker



"I make sure we focus on integration the first week. After that, we start orientation and training on the job."

- Employer

"My employer introduces me every chance he gets. I know he likes how I do my job. He even took me on a trip to Banff for a day. I really like my work and want to stay in Alberta."

- Immigrant Nominee

Developing an on boarding plan

A practical on boarding plan helps to acquaint the newcomer with expectations, job duties, culture, workplace etiquette and day-to-day responsibilities. It will make them feel welcome and ready to learn. It also sets the foundation for effective retention and integration practices.

To put a plan in place, it is a good idea to start with some of the common questions asked by new employees, particularly newcomers:

- Will I get a chance to meet and mingle with other workers?
- Will I fit in? Will co-workers like me?
- Will I be included in activities?
- Where do I go when I need help or more information?
- Will someone let me know how I am doing?
- How will I remember everything?
- How will I know if I'm not doing the right things?
- Will they laugh at me?
- What are the unwritten rules, the workplace code of ethics?
- What do all the deductions mean on my pay check?
- What are the priorities of the job?

Planning Orientation and Training Activities

The first few weeks of a foreign worker's employment experience is critical to establishing a positive rapport and a productive training environment. It is the most important opportunity to help newcomers feel welcome, at ease and prepared to work.

Try to balance orientation activities, time with an assigned buddy, reading and review, down time, opportunities to mingle and ask questions, and tours of the community. Some suggestions to help develop orientation activities that are appropriate for your work place:

- Create a 1-2 week schedule. Keep in mind jet lag, anxiety and cross-cultural barriers.
- Develop a job training plan for the first 30 days.
- Assign the new worker a buddy who will connect with the individual on a daily basis.
- Ask a staff member to be a mentor so that the foreign worker is provided training and support and has someone to ask questions that are both work and culture related.
- A buddy should be assigned to help address questions that relate to the work place culture.

- Depending on your business, you may want to assign a coach for training purposes. Try to have the same person involved in training so the employee knows who to connect with.
- Allow time during or at the end of the day for people to absorb the information and reflect on what they learned.
- Ensure that English language training and support is available – if your newcomer learns English and has opportunities to practice it, it's much easier to participate and feel part of the team. Check out English language training in YOUR community.
- Provide written instructions and feedback on a regular basis.
- Feedback is critical. Structure time for questions, information sessions and training.

Tips On Providing Feedback

- Think about what approach you'll use for questions, concerns and feedback.
- Be sure to acknowledge good work.
- Assign someone to monitor and give constructive feedback.
- Ask how things are going, don't wait for questions.
- Be proactive and let the new worker demonstrate understanding.
- A nod and smile are not enough to confirm learning.
- Don't forget about them after the first day, ask yourself:
 - Are they getting the support they need?
- Ensure the front line supervisor and trainers are part of the plan.
 - What guidance and skill training do they need?
- Plan and conduct a performance review after 3 months.

"My employer assigned a mentor to me to help me understand and learn about what it takes to work in my field."

- Temporary Foreign Worker

Front line supervisors and middle managers play a key role in welcoming the newcomer and helping them become engaged in the workplace.

Connecting with the worker on the front line is an effective practice.

Newcomers who are welcomed feel:

- Respected,
- prepared,
- safe,
- valued,
- pride in their work,
- and a sense of belonging

Newcomers who aren't welcomed express feelings of:

- Anxiety,
- frustration,
- fear,
- confusion,
- loss of pride and dignity,
- and depression.



"My roommates are all from the same country. At times it seems like all they do is talk about what they miss about our country. I'm trying to stay positive, but it's very hard. It doesn't help that we do everything together... I don't get a chance to practice English and meet other people. I'm starting to get homesick too."

- Temporary Foreign Worker

The First Few Days on the Job

- Welcome the new worker.
- Provide assistance with translation, if needed.
- Don't overwhelm the new worker on the first day.
- Introduce the newcomer to co-workers and supervisors. Start with a few people, and gradually add more introductions as the week goes on.
- Provide a facility tour, with direction to emergency exits.
- Gather and provide emergency contact information.

Recognize the Symptoms of Culture Shock

The first stage of culture shock is referred to as the "honeymoon" and most encounters are perceived as exciting and positive. But in the second stage, known as "culture shock", foreigners feel a sense of dislocation and general unease. Symptoms include:

- Feelings of anger, frustration, confusion...
- Withdrawal and avoidance of locals...
- Negative feelings about the people and culture of the host country.
- Compulsive eating and drinking or need for excessive amounts of sleep
- Boredom, fatigue, lack of concentration...

www.destineducation.ca

Homesickness is natural

Many newcomers experience homesickness – they miss their family, friends, their old way of life, customs and everything that was familiar to them.

These feelings can become worse if an individual experiences frustration and a sense of isolation. This may even lead to post traumatic stress disorder.

Feelings of homesickness can be reduced when efforts are made to help welcome and integrate the newcomer into the work place and community.

To fight homesickness, newcomers need to:

- Stay positive
- Get involved in the community
- Learn the language
- Interact with others
- Stay away from complainers
- Enjoy and experience Alberta!

Health and safety considerations

All newcomers require adequate and well thought out safety training, regardless of their experience, language training, or skill level. Safety is no accident! Ensure newcomers are provided with an overview of safety requirements for the work place, environment and job. Each setting is unique. The following are examples of basic considerations:

- Security and emergency procedures
- Location of exits
- Fire and evacuation. Not all countries have the same type of alarm as we do in Canada.
- Food Safety (if applicable) and hygiene
- Location of first aid kits and the nearest facilities
- Personal protective clothing
- Injury prevention procedures
- Signage should be clearly visible and easy to understand. Does it need to be translated? Use images that are universal. Explain and describe.
- Caution tape used in Canada is different than in other countries.

New hire package - suggestions

- Welcome Letter
- Supervisor's Name and Location
- Copy of Job Description
- Hours of work
- Lunch and coffee breaks
- Procedure for accessing union reps
- Steps to take when dealing with conflict
- Parking, Locker, Uniform Information, Name Tag
- Dress Code
- Time Sheets
- Confidentiality policies
- Meals and Breaks
- Benefit Plan
- Employment Standards Brochures

"No one explained why I had so much money taken off my pay cheque. What do these deductions mean?"

- Newcomers



- Working alone policy and procedures
- Human Rights information
- Anti-Harassment Policy for business
- Tip Sheet on Payroll Deduction Terms
 - Explain clearly what each mandatory deduction means and how much of the employee's salary will be left at the end of the month. If there are other benefits such as health, dental and disability insurance, these should also be explained.
- Keep language clear. If necessary, have it translated or have someone go through each form with the new employee.
- Provide a list of acronyms and meanings that they may encounter in the workplace.

Alberta Employment Standards and Workers' Rights

Alberta Employment Standards

- Alberta Employment and Immigration web site:
www.employment.alberta.ca/cps/rde/xchg/hre/hs.xml/1224.html
- Employment Standards Contact Centre: toll-free 1-877-427-3731
Regional Employment Standards Offices:
www.employment.alberta.ca/cps/rde/xchg/hre/hs.xml/3024.html

Alberta Occupational Health and Safety Code

- Alberta Employment and Immigration web site:
www.employment.alberta.ca/cps/rde/xchg/hre/hs.xml/53.html
- Occupational Health and Safety Contact Centre: 1-866-415-8690,
(780) 415-8690 in the Edmonton area

Worker's Compensation

- Worker's Compensation Board web site:
www.wcb.ab.ca/home/
- Worker's Compensation Board General Inquiries Line:
toll-free 1-866-922-9221 or (780) 498-3999.

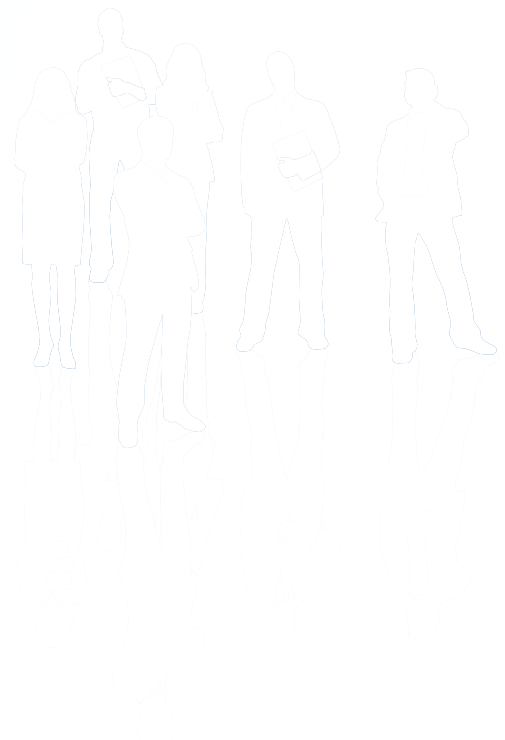
Effective practices – what we heard from employers

- Find out what you can about your employees. Show your interest in their culture - are there special holidays that could be celebrated together? If your worksite is welcoming and if the coworkers are interested in their culture they will begin to feel comfortable in our culture and setting.
- It is not a waste of time to ask to know about their education, their interests, what they think of art, music or, sports... those kinds of questions reveal character and build trust.
- Welcome your new employees and show them that you appreciate them.
- Provide English language training or set them up with training in the community – it's worth the effort!
- Translate the most important safety materials so employees can understand Canadian safety practices in their own language. There are videos and resources in many languages.
- When Canadian holidays are coming up ask the mentor to provide descriptions of this Canadian holiday and what it means.
- Treat Temporary Foreign Workers as human beings.
- Support and encourage development and growth—find opportunities for advancement.
- Let foreign workers know where they stand – they are willing to do what it takes to do a great job.
- Plan activities around the festivals and important holidays of the newcomer. We planned a potluck meal to celebrate the Chinese New Year and asked employees to bring a traditional dish from their own culture.
- Explain your evaluation plan with the new employee and make sure he or she understands how it works.
- Connect with someone in the community who speaks the language of your workers—you may need to call on this person from time to time to assist you until your workers have developed their English skills. Assign some funds in your budget for an interpreter if the need arises.



- Understand the importance of religion to many newcomers. Sometimes it takes flexible scheduling to accommodate their faith activities. We have a Muslim employee and we have arranged for him to leave early on Fridays so he can drive to Red Deer and participate in this important part of their week. He makes up for the hours by coming to work earlier.
- Implement cultural diversity training for your staff so they understand how to work positively with your new workers.
- Help the new employees get involved in the community. Find out the interests of your workers so that you can assist them in getting started in activities outside of work: volunteer, church activities, sporting activities. If there is Welcoming Communities committee in your community, use their advice and resources.
- My advice to other employers is to make sure they spend enough time helping newcomers settle into their new home and community.
- Think of the process of employing foreign workers as a journey and above all else be open-minded.

→ connect ←





SAMPLE WELCOME LETTER

Dear New Employee:

Welcome to [Organization's Name]! We are delighted you are going to join our organization as a (new job title). Your role is very important to our company.

As you go through the orientation and welcoming activities, remember to ask questions. We will do our best to help you become a productive member of our staff through orientation and training. In the next few weeks, you will meet many of your co-workers, supervisors and managers. They can be of help to you. Feel free to tell them what you need to know so you can learn and perform your new responsibilities.

You will also receive a lot of written information. Refer to it often. Whenever you have questions or concerns, talk to your supervisor, assigned buddy, or someone from the Human Resources Department. If there are words or terms you don't understand, please let us know. We want you to do well.

We are looking forward to having you join our team!

Sincerely,

Manager





Recruitment and Permanent Residency

Steps for Hiring Foreign Workers

Step 1 - Analyze your Recruiting Efforts

Have you...

- ☐ tried every hiring option available in your area?
- ☐ visited your local Alberta Employment and Immigration office to identify any employment programs available to help with your hiring needs?
- ☐ utilized your local and rural newspapers to advertise locally?
- ☐ considered hiring individuals with disabilities, older workers, or individuals from a minority group?
- ☐ visited your local immigrant and refugee centre to hire unemployed immigrants, refugees, or foreign workers that reside in Alberta?
- ☐ analyzed your present recruiting, hiring and retention practices to determine if your business could benefit from human resource management training?

Step 2 - Determine your Hiring Needs

Information to Gather...

- ☐ Do you require skilled or semi-skilled workers?
 - Skilled Workers: Level O, A, or B
 - Semi-skilled: Level C, D
- ☐ What is the NOC occupation title?
- ☐ What type of education and work experience is required for this position?
- ☐ Does the worker need their foreign credentials assessed to work in Alberta?
- ☐ What is the average wage of this occupation in your local area?

**Alberta Foreign
Worker Information**
1-800-418-4446

Work Permits and Visas
1-888-242-2100



Resources

NOC Code Classification

www5.hrsdc.gc.ca/NOC-CNP/app/occupation_index.aspx?lc=e

Skilled and Semi-Skilled Levels

www.albertacanada.com/immigration/immigrate/semiskilledworkers.html

www.albertacanada.com/immigration/immigrate/skilledworkers.html

www.albertacanada.com/immigration/immigrate/internationalgraduates.html

Occupation, Wage, Certificate, Education Information

www.alis.alberta.ca/occinfo/Content/RequestAction.asp?format=html&asp

[Action=GetHomePage&Page=Home](http://www.alis.alberta.ca/occinfo/Content/RequestAction.asp?format=html&asp)

Occupations with special processes for hiring

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/occspec.shtml

Assessing Foreign Credentials

Canadian Information Centre for International Credentials

www.cicic.ca

Foreign Credentials Referral Office

www.credentials.gc.ca

Alberta Learning Information Services Workplace Resources

www.alis.alberta.ca/wr/wpr/resources.html

Recruit on Alberta & Regional Job Bank sites

www.alis.alberta.ca/js/ws/jp/jobpostings/ab.html

Employer's Handbook for writing job advertisements

www.5hrsdc.gc.ca/NOC-CNP/docs/NOC_HB_070316_e.pdf

Step 3 - Hiring Considerations

- Which countries have similar occupations and industries?
- Does the position that needs to be filled require high levels of English? If so, consider hiring from a country where English is taught in the school system.
- Have you researched training programs available in your area to supplement your on the job training?
- Do you foresee a long-term shortage for your business? If so, you may consider hiring workers who are interested in the Alberta Immigrant Nominee Program (AINP) program. This program is for assisting foreign workers and their family in receiving permanent residence status.



Step 4 - Labour Market Opinion

- Determine if the position you need to fill requires a Labour Market Opinion, has a special application, or is part of an international agreement or exchange program.
- Apply for a Labour Market Opinion
 - You must include a signed employment contract with the foreign worker or, apply for pre-approval to hire foreign workers.
- If you plan to hire more than one foreign worker in the same position you will only need to submit one application, however if you require different positions to be filled you will need a LMO for each position.

Resources

Occupations with special hiring processes

www.hrsdc.gc.ca/en/workplaceskills/foreignworkers/occspec.shtml

Citizenship & Immigration Publications; immigration statistics

www.cic.gc.ca/english/resources/publications/index.asp

Occupations that do not require a LMO work permit

www.cic.gc.ca/english/work/apply-who-nopermit.asp

Special Foreign Worker applications

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/temp_workers.shtml

Labour Market Opinion Application

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/forms/emp5239e.pdf

Guide to Hiring Foreign Workers

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/temp_workers.shtml

Service Canada Centres that process Labour Market Opinions

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/listhrcc.shtml

AINP Consideration

The foreign worker must be competent in listening, speaking, reading and writing English. The employer is responsible for English language testing and English training.



Did you know... .

If a foreign worker completed secondary or post-secondary education in English, they are not required to have a language assessment for the AINP.





Did you know. . .

In some cases, the employer is responsible for the transportation costs for the foreign worker.

www1.servicecanada.gc.ca/en/ab-nwt-nu/fwp/fw.shtml

AINP Consideration

Before applying for nomination, the foreign worker must have a minimum high school diploma.

Step 5 - Positive or Negative Labour Market Opinion

- Once you receive a positive LMO, you are permitted to hire a foreign worker.
- You will need to send the positive LMO and the signed job offer to the worker you have hired.
- If the occupation does not require a LMO you need to send a LMO exemption letter and the signed job offer to the worker.
- If you have received a pre-approval, you can begin advertising for this position.

Step 6 - Foreign Worker Application for a Work Permit

- The foreign worker must obtain a Work Permit from a Canadian Visa Office in the worker's home country. In certain cases, applications for work permits can be made at a port of entry in Canada.
 - The foreign worker requires:
 - copy of the positive LMO or exemption letter
 - signed contract
 - completed application form
 - passport photos
 - proof of education and work experience.
- Certain countries and occupations have special requirements before entry into Canada is permitted. Check with the worker's home country visa office for details.

Resources

Foreign Worker work permit application guide:

www.cic.gc.ca/english/work/apply-how.asp

Work Permit Application Forms:

www.cic.gc.ca/english/information/applications/menu-outside.asp

Canada Visa Offices:

www.cic.gc.ca/english/information/offices/missions.asp

Countries that require citizens to acquire a visa before entering Canada;

www.cic.gc.ca/english/visit/visas.asp

Step 7 - Processing and Wait Times

Processing times vary for each application process.

Step 8 - Assisting Temporary Foreign Workers with Permanent Residency

Temporary Foreign Workers (TFW) are permitted to work in Alberta for a specific time. Once their work permit expires, they must return to their home country. If you would like to retain the TFW that you have hired, you can assist the TFW with permanent residency for themselves and their family through the Alberta Immigrant Nominee Program (AINP).

Step 1: Research the stream or category to determine the required documentation and requirements. Categories include:

- skilled worker
- international graduate
- semi-skilled worker
- family stream
- self-employed farmer stream.

Step 2: Determine if the foreign worker meets all the criteria outlined in the application.

Step 3: The employer and the temporary foreign worker complete application forms.

Step 4: The employer will be assessed and notified if the application has been approved.

Step 5: Once approved, the candidate's application is assessed.

Step 6: Waiting times for processing of applications can take a considerable amount of time.

Resources

For updated processing times visit....

www.cic.gc.ca/english/information/times/index.asp

Criteria and applications for Alberta Immigrant Nominee Program (AINP):

www.albertacanada.com/immigration/immigrate/ainp.html

Status of Applications:

www.albertacanada.com/immigration/immigrate/statusofapplications.html

Have you considered hiring a recruiting or employment agency?

First, check out the guidelines for recruiting agencies to ensure that you hire a reputable company.

www.albertacanada.com/immigration/employers/employmentagencies.html

Up to Date Information

Programs and policies may change therefore employers should check out the Canadian Immigration and Citizenship website for up to date information. www.cic.gc.ca or

Province of Alberta Employment and Immigration website www.albertacanada.com/immigration





"Immigration is the sincerest form of flattery" - Jack Paar



Integration Plan and Portfolio

A portfolio is a tool used to collect evidence of your skills, knowledge and experience. It is an effective way to present your strengths to a potential employer or school. By following the steps, you will also be able to prepare a successful integration plan, which is a requirement for the permanent residency application.

Portfolio of:

Personal Profile

- _____ Current Resume
- _____ Cover Letter
- _____ Letters of Reference
- _____ Detailed Employment History
- _____ Volunteer Involvement
- _____ Support Network / Mentor
- _____ Hobbies / Interests
- _____ Travel Experiences

Notes

Settlement Steps Undertaken

Refer to the Settlement Plan so you can highlight the employee's level of independence and integration in the community.



[illegible]

Career And Employment Plan

Notes

Career Goal:

Employment Target:

Requirements to Reach Target

- National / Provincial Association Requirements
 - Requirements for Certification
 - Documents Translated
 - Credentials Assessed
 - English Language Level Requirement
 - Language Testing Requirement
 - Association Testing Requirements
- www.alis.alberta.ca

*****Some occupations require certification as part of the criteria for provincial nomination. Start training early so the foreign worker and the business will benefit from the training the foreign worker receives.***

Occupational Information:

www.alis.alberta.ca/occinfo/

Certification in Alberta:

www.alis.alberta.ca/certinfo/

International Qualifications Assessment Service (IQAS):

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/4782.html



Community Connections

Getting involved in the community will demonstrate integration.

- Cultural Association
- Welcoming Community Committee
- Community Service Groups
- Volunteer Work
- Professional Association
- Mentoring
- Sport and Recreational Activities
- Arts and Culture
- To start, check out
 - Local Community Website
 - Local Newspapers
 - Community Activity Guides.

The Rewards of Volunteerism

"Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one's ideals, work with people, solve problems, see benefits, and know one had a hand in them."

- Harriet Naylor

"No act of kindness, no matter how small, is ever wasted."

- Aesop

Notes



[illegible]

Applicants for immigration to Canada must pass a citizenship test as part of their application for permanent residency.

- ## Resources

www.cic.gc.ca/english/citizenship/cit-test.asp

www.alberta.ca/home

www.thecanadianencyclopedia.com







Glossary of Acronyms

AEI	Alberta Employment and Immigration
AHRD	Aboriginal Human Resources Development Strategy
AINP	Alberta Immigrant Nominee Program
ALI	Alberta Learning Information Service
ASEP	Aboriginal Skills and Employment Partnership is a nationally managed program geared to providing Aboriginal people with the skills they need to participate in economic opportunities such as northern mining, oil and gas, forestry, and hydro development projects across Canada.
CAEP	Central Alberta Economic Partnership Ltd.
CARE	Central Alberta Refugee Effort
CBSA	The Canada Border Services Agency screens foreign workers at Canadian border crossings and airports to ensure that they meet admissibility requirements before issuing work permits and allowing the workers to enter Canada. The Agency has the final say on who may enter the country
CHRC	Canadian Human Rights Commission administers the Canadian Human Rights Act and is responsible for ensuring compliance with the <u>Employment Equity Act</u> . Both laws ensure that the principles of equal opportunity and non-discrimination are followed in all areas of <u>federal jurisdiction</u> .
CIC	Citizen and Immigration Canada A foreign worker who wants to work in Canada requires a work permit from Citizenship and Immigration Canada. Following receipt of an application for a work permit and a copy of the letter confirming that an employer received a positive Labour Market Opinion (when required), Citizenship and Immigration Canada determines whether the foreign worker is eligible to receive a work permit. In certain circumstances, an application for a work permit may be made at a port of entry.



EI	Employment Insurance
ESL	English as a Second Language
FCR	Foreign Credential Recognition is the process of verifying that the education and job experience obtained in another country are equal to the standards established for Canadian workers.
FOIP	Freedom of Information and Protection of Privacy Act
GOC	Government of Canada
HRCM	Act: Human Rights, Citizenship and Multiculturalism Act protect Albertans from discrimination in certain areas and on certain grounds. The purpose of the HRCM Act is to ensure that all Albertans are offered an equal opportunity to earn a living, find a place to live and enjoy services customarily available to the public without discrimination.
HRSDC	Human Resources and Social Development Canada
HRSDC	Human Resources and Skills Development Canada
IQAS	The International Qualifications Assessment Service (IQAS) can help individuals obtain recognition for the education they received outside of Canada.
LINC	Language Instruction for Newcomers to Canada Program
LMO	Labour Market Opinion In most cases, employers who wish to hire temporary foreign workers must first apply to Service Canada for a Labour Market Opinion. The opinion assesses the impact the foreign worker would have on Canada's labour market or, in other words, how the offer of employment would likely affect Canadian jobs. An employer needs a positive Labour Market Opinion to hire a temporary foreign worker. The foreign worker needs a copy of the positive Labour Market Opinion in order to apply to Citizenship and Immigration Canada for a work permit. There are circumstances when a Labour Market Opinion is not required.

NOC	The National Occupational Classification (NOC) is the nationally accepted reference on occupations in Canada. It organizes over 30,000 job titles into 520 occupational group descriptions. It is used daily by thousands of people to compile, analyze and communicate information about occupations, and to understand the jobs found throughout Canada's labour market.
OHS:	Occupational Health & Safety
INP	Immigrant Nominee Program (Changed to AINP: Alberta Immigrant Nominee Program)
SC	Service Canada
TFW	Temporary Foreign Worker - A foreign national who has been authorized to enter and remain in Canada, on a temporary basis, as a worker.
UNHCR	United Nations High Commissioner for Refugees



Glossary of Terms

Accompanying Dependent

A spouse or dependent child of the principal applicant who intends to immigrate to Canada.

Certificate of Nomination

A certificate issued by the Alberta Immigrant Nominee Program directly to a Citizenship and Immigration Canada Visa Office recommending a foreign national for permanent residence consideration under the Federal Economic Class.

Citizenship and Immigration Canada (CIC) Visa Office

Citizenship and Immigration Canada (CIC) office at a Canadian embassy, high commission or consulate that makes a determination on the issuance of visas, including temporary resident and permanent resident visas.

Employment Standards

Employment standards are minimum standards of employment for employers and employees in the workplace. Alberta's Employment Standards Code sets out the minimum standards that apply to employees and employers under provincial jurisdiction. The Employment Standards Code is administered by Alberta Employment, Immigration and Industry Employment Standards.

Essential Skills

The fundamental skills such as Reading Text, Document Use, Numeracy, Writing, Oral Communication, Working with Others, Continuous Learning, Thinking Skills, and Computer Use that make it possible to learn all others. They are enabling skills that help people participate fully in the workplace and in the community.

Expedited Labour Market Opinion:

The Expedited Labour Market Opinion Pilot Project was put in place to accelerate the application process to hire temporary foreign workers in certain occupations in Alberta and British Columbia. Labour Market Opinion applications from employers who qualify to participate in the Pilot will be processed within five days of Service Canada having received them when all the information requested is provided.



Human Rights, Citizenship and Multiculturalism Act

In Alberta, the (*HRCM Act*) protects Albertans from discrimination in certain areas and on certain grounds. The purpose of the *HRCM Act* is to ensure that all Albertans are offered an equal opportunity to earn a living, find a place to live and enjoy services customarily available to the public without discrimination.

Intended Occupation

The occupation in which a provincial nominee candidate plans to work in Alberta. It should be consistent with the applicant's training and experience.

Landed Immigrant

A person who is legally in Canada on a permanent basis as an immigrant or refugee, but not yet a Canadian citizen (formerly known as landed immigrant, now known as a Permanent Resident).

Permanent Resident

A person who is legally in Canada on a permanent basis as an immigrant or refugee, but not yet a Canadian citizen (formerly known as landed immigrant).

Principal Applicant

The individual who must meet the Alberta Immigrant Nominee Program selection criteria. For the purposes of the Alberta INP, the principal applicant is also the Provincial Nominee Candidate or the Provincial Nominee.

Provincial Nominee Candidate

A foreign national who has been selected for nomination by an approved employer.

Refugee Claimant

A refugee claimant is a person who requests refugee protection status.

Refugee

Convention Refugee

You are a Convention Refugee if you are outside your home country, or the country where you normally live, and can't return to that country because of a well-founded fear of persecution based on: race, religion, political opinion, nationality or membership in a particular social group, such as women or people with a different sexual orientation.

Country of Asylum Class

Is for people in refugee-like situations, who do not qualify as Convention refugees. You are in the Country of Asylum Class if you:

- are outside your home country or the country where you normally live.
- have been, and continue to be, seriously and personally affected by civil war or armed conflict, or have suffered massive violations of human rights.
- cannot find an adequate solution to your situation within a reasonable period of time and
- will be privately sponsored or have the funds required to support yourself and your dependants.

Source Country Class

You are in the Source Country Class if you:

- live in your home country.
- live in a country that has been named a source country of refugees.
- have been, and continue to be, seriously and personally affected by civil war or armed conflict.
- have lost the right of freedom of expression, the right of dissent or the right to engage in trade union activity, and have been detained or imprisoned as a result.
- fear persecution because of race, religion, nationality, membership in a particular social group or political opinion.
- cannot find an adequate solution to the situation within a reasonable period of time and
- will be assisted by the Government of Canada, be privately sponsored or have the funds needed to support yourself and your dependants after you arrive in Canada.

Semi-Skilled Worker

Provincial Nominee Candidate whose occupation requires secondary school and/or occupation-specific training, or on-the-job training. The Semi-Skilled Worker Category of the Alberta Immigrant Nominee Program (AINP) will consider an employer's business case for selected occupations defined as National Occupation Classification (NOC) C and D occupations.



Skilled Worker

Immigrant Nominee Candidate whose occupation requires formal education and/or specialized training. The Skilled Worker Category of the Alberta Immigrant Nominee Program (AINP) is intended for skilled occupations for which formal education and/or specialized training is required. The National Occupational Classification (NOC) Code includes but is not limited to Skill Level 0, A or B.

Visitor Visa

A document issued by a Citizenship and Immigration Canada (CIC) visa or immigration officer authorizing a foreign national to enter Canada on a temporary basis. (Necessary for foreign workers who are from a country where a visa is required to enter Canada.)

Work Permit

A document with terms and conditions that is issued by a Citizenship and Immigration Canada (CIC) visa or immigration officer allowing a foreign national to work temporarily in Canada.

*An approved provincial nominee may be eligible for an extension of their temporary work permit while awaiting a decision on their permanent residence application from Citizenship and Immigration Canada (CIC). This work permit would not require Service Canada validation, if the nominee has a job offer in his/her assessed occupation and a supporting letter from the Alberta INP.

Sources

Alberta Canada Immigration
www.albertacanada.com/immigration

Alberta Learning Information Service
www.alis.alberta.ca

Service Canada
www.servicecanada.gc.ca

The Alberta Human Rights and Citizenship Commission
www.albertahumanrights.ab.ca

The Canadian Apprenticeship Forum
www.caf-fca.org

The Central Alberta Economic Partnership Ltd.
www.centralalberta.ab.ca

The Interprovincial Standards Red Seal Program
www.red-seal.ca



Useful Websites and Resources

MAKING DECISIONS REGARDING RECRUITMENT OF FOREIGN WORKERS

Managing Your Workforce

www.alis.alberta.ca/wr/wpr/resources.html

Temporary Foreign Worker Guide for Employers Using Employment Agencies Guide for Employers and Employees

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xml/1699.html

Guide to Hiring Foreign Workers

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/temp_workers.shtml

Hiring Temporary Foreign Workers in Alberta

www1.servicecanada.gc.ca/en/ab-nwt-nu/fwp/fw.shtml

Hiring Foreign Workers

www.albertacanada.com/immigration/media/HE_hiring_fw_alberta.pdf

ARRIVAL SURVIVAL

Alberta Tenancy Laws

www.tenant.landlordandtenant.org/becomingtenantfacts/default.aspx

Checklist for Renters and Landlords

www.servicealberta.gov.ab.ca/pdf/checklist_for_renters.pdf

Health Insurance Forms

www.health.gov.ab.ca/ahcip/AHCIP.html

SIN Card

www.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=topforms&lang=e

Citizenship & Immigration Canada: Before You Arrive

www.cic.gc.ca/english/newcomers/before.asp

SETTLEMENT

Attracting and Retaining Immigrants Toolbox of Ideas for Smaller Centres

www.centralalberta.ab.ca

Developing a Settlement and Integration Plan

www.albertacanada.com/immigration/media/HE_ITM1630.pdf

Immigration Settlement Offices

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/154.html

Welcome in Alberta -Alberta Association of Immigrant Serving Agencies

www.aaisa.ca

Municipal Government Offices

www.municipalaffairs.gov.ab.ca/mc_municipal_profiles.cfm

Government of Alberta: Living in Alberta

www.alberta.ca/home/

Welcome to Alberta

www.alis.alberta.ca/wr/wpr/resources.html

LANGUAGE, LEARNING, and CREDENTIALS

Language Testing

www.cic.gc.ca/English/resources/publications/welcome/wel-22e.asp

It's Essential

www.itsessential.ca

Local Library

www.thealbertalibrary.ab.ca

Community Learning Councils

www.communitylearning.info/

International Qualifications Assessment Service (IQAS)

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/4782.html

Assessing Foreign Credentials

Canadian Information Centre for International Credentials

www.cicic.ca/

Foreign Credentials Referral Office

www.credentials.gc.ca/



WELCOME ON BOARD THE WORKPLACE

Worker's Compensation Board

www.wcb.ab.ca/home/

Employment Standards Act in English and Other Languages

www.employment.alberta.ca/documents/WRR/WRR-ES-PUB_esguide.pdf

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xml/1699.html

Guide to Labour Relation Laws in Canada: English-Express Workplace Safety

www.alis.gov.ab.ca/pdf/cshop/engexpsafework.pdf

Storage and Safety - On the Job Injuries in Canada

www.youtube.com

The following resources can be found on the immigration portal

www.albertacanada.com/immigration

- Hiring Foreign Workers
- Working in Alberta
- Retaining Foreign Workers

Employing a Diverse Workforce: Making it Work

www.alis.alberta.ca/wr/wpr/resources.html

HIRING PROCESS & APPLICATIONS

Occupations with special processes for hiring

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/occspec.shtml

Service Canada Centres that process Labour Market Opinions

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/listhrcc.shtml

Foreign Worker work permit application guide

www.cic.gc.ca/english/work/apply-how.asp

Work Permit Application Forms

www.cic.gc.ca/english/information/applications/menu-outside.asp

Canada Visa Offices

www.cic.gc.ca/english/information/offices/missions.asp

Countries that require citizens to acquire a visa before entering Canada

www.cic.gc.ca/english/visit/visas.asp

Occupations that do not require a LMO work permit

www.cic.gc.ca/english/work/apply-who-nopermit.asp

Labour Market Opinion Application

www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/forms/emp5239e.pdf

EMPLOYMENT

NOC Code Classification

www.23.hrdc-drhc.gc.ca

www5.hrsdc.gc.ca/NOC-CNP/app/occupation_index.aspx?lc=e

Alberta's Official Immigration Website; help for employers

www.albertacanada.com/immigration/index.html

Occupation, Wage, Certificate, Education Information

www.alis.alberta.ca/occinfo/Content/RequestAction.asp?format=html&aspAction=GetHomePage&Page=Home

Recruit on Alberta & Regional Job Bank sites

www.alis.alberta.ca/js/ws/jp/jobpostings/ab.html

Employer's Handbook for writing job advertisements

www5.hrsdc.gc.ca/NOC-CNP/docs/NOC_HB_070316_e.pdf

Government of Alberta: Jobs in Alberta

www.alberta.ca/home/

PERMANENT RESIDENCY

Citizenship and Immigration Canada

www.cic.gc.ca

What is the citizenship test?

www.cic.gc.ca/english/citizenship/cit-test.asp

Citizenship & Immigration Publications; immigration statistics

www.cic.gc.ca/english/resources/publications/index.asp

Criteria and applications for Alberta Immigrant Nominee Program (AINP)

www.albertacanada.com/immigration/immigrate/ainp.html

Check out your municipal government office for information facts in your areas

www.municipalaffairs.gov.ab.ca/mc_municipal_profiles.cfm





CANADA 101 Tip Sheet

General Canadian Social Customs

- It is customary to line up / queue to receive a service.
- Be on time for work, appointments and when meeting people. If you can't make it on time, telephone ahead and let the person know.
- When you are introduced to someone, it is customary to say, "Hello, how are you?" Sometimes people put out their right hand for you to shake with your right hand. This is considered a welcoming gesture. Some Canadians consider it impolite to refuse to shake hands.
- Many Canadians like their sense of space when communicating with others and they feel uncomfortable if someone they do not know very well touches them or stands closer than 60 cm away. When you are talking to someone, stand 60-100 cm away.
- It is generally acceptable for young children and parents or a man and woman to hold hands or walk arm in arm in public.
- It is unacceptable in most circumstances to be loud, aggressive or violent. This includes having a loud conversation in a public place, calling people names and spanking a child in a store. Hitting or threatening another person is against the law.
- Unless you know a person very well, it is considered impolite to ask certain types of personal questions. For example, it is generally not acceptable to ask the following:
 - How much money do you make?
 - How much did you pay for your house or car?
 - Why aren't you married?
 - Are you single?
 - How old are you?
 - How much do you weigh?
 - Why don't you have any children?

Adapted from:

www.albertacanada.com/immigration/about/socialcustoms.html



People

- One of the words used to describe Canadians is “friendly.” Smiling and making eye contact with people you are talking to is a great way to engage conversation.
- Volunteering is an excellent way to get involved in your local community, meet people and gain experience.
- Neighbors are encouraged to be polite to one another.
- It is generally not customary to drop in unannounced or uninvited to someone’s home unless an open invitation exists.

Places

- Do not litter. Most Canadians do not approve of littering. In some communities, a person can be fined for littering.
- Respect the Environment.
- Feeding wildlife is unlawful.
- Most Canadians practice recycling at home and in the work place. Recycling programs are in place to reduce waste.

Shopping

- It is acceptable to buy used and second hand items such as furniture, toys and clothing
- Be a smart shopper - compare prices at and between stores. And, be sure to check “best before” dates on perishable goods.
- Many retailers and grocers have rewards, coupons and deductions on prices for shopping at their establishments.
- Bargaining is not common except for large items such as houses, cars or boats.
- You can shop around the clock. Some stores are open 24 hours a day. A sales tax of 5% is added to the price.
- Garage or yard sales are popular in Alberta. You will be able to find many household items, clothing and kitchen utensils.
- A debit card is used by many people to purchase everyday items. You can get one when you set up your bank account.
- A credit card is useful to have in Canada and to establish and build a good credit rating.

Weather

- Be prepared for the variable weather of Canada. Make sure to obtain clothing, especially outerwear, that is suitable for each season.
- Winters can be bitterly cold and dangerous if you are not prepared for the conditions. Make sure you understand what the wind chill factor means as well as the length of time you can be outside when the weather is below 0 degrees. Ask your employer or buddy if there are winter awareness workshops available in your community.

Canadian Laws

- There are free legal services available for those who qualify. For more information, check with the local Legal Aid Services Society in your community.
- There is a relatively low crime rate in Canada, particularly in small communities.
- Alcohol consumption is illegal for those under 18.
- Children must attend school from ages 6-16.
- Drugs other than prescription drugs are illegal.
- Smoking is not permitted in most public places. Look for signs indicating where smoking is allowed.
- Anti-discrimination laws and employment standards are in place to protect the rights of workers.
- It is the employee's right to refuse jobs that put them in harm's way.
- It is illegal to make a false income tax return.
- Children need to be buckled up in the back seats of cars in an appropriate car seat.

Medical

- Basic Health Care is free but additional Health Care may be required to purchase items such as prescriptions.
- Most individuals have a family doctor. However, there are also many "walk in clinics" that anyone can use on a first come-first serve basis.
- Dentists require that you make appointments and you may be charged if you miss your appointment. Notify your dentist in advance if you are not able to attend.
- Crisis and information lines are available in many cities and communities if you need to talk to someone. Ask your local public health unit for these numbers.



Community Contact Information

• Alberta Employment and Immigration:

• Local Employment Agencies:

• Public Library:

• Community Learning Council:

• Community College:

• Municipal Office:

• Welcoming Community Committee:

• Ministerial Association:

• Neighbourhood Place:

• Agencies and non-profit groups that provide support to newcomers:

• Professional or Industry Associations:

• Other:

Alberta Foreign Worker Information Hotline (for Employers):

1-877-427-6419

Temporary Foreign Worker Helpline:

1-877-944-9955

Canada Citizenship and Immigration

(for information on process times and status of applications):

1-888-242-2100

Employment Standards Contact Centre:

1-877-427-3731

Workplace Health and Safety Contact Centre:

1-866-415-8690

Worker's Compensation Board General Inquiries Line:

1-866-922-9222

→ welcome

→ connect ←

grow ↗

