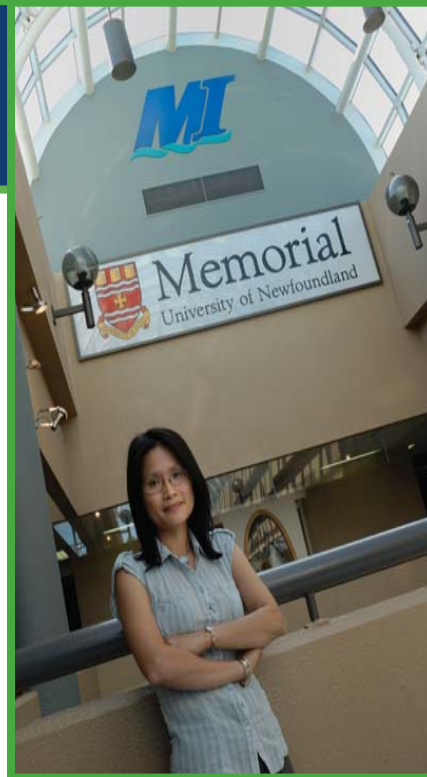


EMPLOYERS' GUIDE TO HIRING IMMIGRANTS AND INTERNATIONAL STUDENTS IN NEWFOUNDLAND AND LABRADOR



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November 2008

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Foreward

As Minister of Human Resources, Labour and Employment (HRLE), it is my pleasure to present this resource booklet, *Employers' Guide to Hiring Immigrants and International Students in Newfoundland and Labrador*.

The Provincial Government recognizes that increased immigration is an important part of the solution in addressing the province's population and labour market challenges. In March 2007, the Provincial Government launched its first-ever immigration strategy and established the Office of Immigration and Multiculturalism (OIM), with a six million dollar investment for the first three years, to oversee its implementation. The strategy recognizes that access to meaningful work suited to the qualifications of immigrants and international students can enable them to successfully settle permanently in the province.

Immigrants and international students bring a wealth of skills, creativity, innovation, and connections to the global marketplace. Immigrants strengthen the skilled labour force and make a positive contribution to economic growth in the province.

International students represent a large potential pool of immigrants to the province. They are educated and talented individuals, familiar with the culture and environment of the province. They have forged strong connections within the community. International students possess recognizable credentials and skills currently sought by local employers.

I encourage employers throughout Newfoundland and Labrador to consider including immigrants and international students in their recruitment and selection strategies. This booklet provides relevant information to guide employers in this process.

Sincerely,



Susan Sullivan
Minister





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INTRODUCTION

The purpose of this guide is two-fold: to ensure employers in Newfoundland and Labrador are aware of the contributions immigrants and international students can make to their workplace; and, to provide information to facilitate the hiring process. This guide is designed to create a win-win solution for both the employers and the newcomers. Immigrants and international students from varied cultural backgrounds have considerable skills and expertise, provide invaluable insights into doing business overseas and understand the diverse needs of customers.

IMMIGRATION OFFERS A PARTIAL SOLUTION....

Increased immigration is a partial solution to help address the skills shortage in Newfoundland and Labrador. It is also a highly-effective strategy to support economic growth in the province. Most immigrants arriving in Newfoundland and Labrador are of working age, are highly-skilled and educated, and are willing to adapt to the provincial work environment. They also provide diversity of thought, culture and practices, which are essential in today's global economy.

Immigrants also help to expand the economy by creating jobs directly through establishing their own businesses that employ Newfoundlanders and Labradorians.

In March 2007, the Provincial Government launched its first ever immigration strategy aimed at increasing the number of skilled immigrants who choose Newfoundland and Labrador as their new home. This strategy complements the province's efforts to create the economic conditions for Newfoundlanders and Labradorians to remain in or return to the province.



1. WHY HIRE IMMIGRANTS?

IMMIGRANTS CAN HELP EXPAND YOUR BUSINESS AND IDENTIFY NEW EXPORT OPPORTUNITIES

Immigrants develop export opportunities and create links to different countries that can be used to boost the export of local goods and services. They also bring technical skills, creative ideas, linguistic diversity, global insight, and commercial contacts that can reduce the transaction costs of doing business and help expand the company's market presence.

IMMIGRANTS CAN HELP YOU FILL JOB VACANCIES

While there is concern about labour shortages, many immigrants are available who possess the skills and experience required for the job in some hard-to-fill sectors of the economy. For example, the province avails of internationally-trained university professors, physicians, engineers, and other groups of skilled individuals to fill some of the vacancies that currently exist.

IMMIGRANTS CAN HELP MAKE YOUR BUSINESS GLOBALLY COMPETITIVE

Immigrants have the knowledge, experience, and connections to help companies compete in the global marketplace.



2: HIRING IMMIGRANTS WHO ARE ALREADY IN CANADA OR NEWFOUNDLAND AND LABRADOR

HIRING PROCESS

There is no special process for hiring immigrants who are currently in Canada or the province. Immigrants are permanent residents of Canada and are entitled to work in the country. As an employer, you would review their job applications and conduct interviews with them as you would with Canadian-born residents.

DID YOU KNOW...

In May 2007, the Government of Newfoundland and Labrador launched an innovative web site (www.LMIworks.nl.ca) designed to help individuals and organizations in Newfoundland and Labrador access and use a wide variety of career, employment, labour market, training and human resource-related information and services. For further information call 1-709-729-5184 or 1-800-563-6600.

DID YOU KNOW...INTERNATIONAL RECRUITMENT CAN BE FACILITATED THROUGH A WEBSITE?

For example in January 2007, a new web site was launched to facilitate physician recruitment in the province. The web site provides a listing of job opportunities across the province, and speaks to the benefits of living and working as a physician in Newfoundland and Labrador. For more information, check out www.nlphysicianjobs.ca.

ATTRACTING AND RECRUITING QUALIFIED IMMIGRANTS

One way of accessing a broader pool of qualified applicants is to ensure that your company's recruitment policies and practices are clear, and the recruitment process attracts applications from immigrants. To ensure that immigrants are aware of the opportunities, you may need to inform immigrant serving associations about the vacancies.

POINTS TO CONSIDER WHEN RECRUITING CANDIDATES OF DIVERSE BACKGROUNDS

- Does your company advertise in public media or newsletters of agencies that cater to immigrants and international students?
- Has your company ever contacted immigrant service providers like the Association for New Canadians (ANC) for candidate referrals?
- Do your company's executives or managers participate in networking sessions, steering committees, community groups, or cultural events involving immigrants?
- Do your company's recruitment strategies include targeting international students at Memorial University and the College of the North Atlantic?
- Does your company have a web site where job vacancies are advertised?
- Has your company connected with the provincial Office of Immigration and Multiculturalism and other agencies that are active in immigration?
- Has your company sponsored events with immigrant community groups or associations?

INTERVIEWING QUALIFIED IMMIGRANTS

Through the interview process, you can assess whether the immigrant's skills and experience meet the requirements for a particular position. To avoid any misunderstandings during the interview and ensure that you do not eliminate the best candidate for the job, the employer could consider cultural factors (subtle and overt) in cross-cultural communication. For example, in some cultures, not making eye contact is a sign of respect, as opposed to weakness or disinterest.

SOME POINTS TO CONSIDER WHEN INTERVIEWING SOMEONE WHOSE FIRST LANGUAGE IS NOT ENGLISH

- Use clear language, pronounce words. Speak slowly, not loudly.
- Encourage the person to ask questions or seek clarification.
- Use visual aids to assist with communicating your information (e.g., reports, maps, diagrams).
- Check to ensure that you are understood.
- Keep in mind the person may not have a good understanding of the local community and the province. Areas that may be new to the person could include: provincial history, politics, geography, holidays, and popular culture.

ASSESSING IMMIGRANTS' QUALIFICATIONS AND LANGUAGE SKILLS

If you want to verify the applicant's international academic credentials or assess his/her English language skills, you can incorporate these steps into your company's hiring process. In doing so, the process for hiring immigrants becomes a familiar one to human resource personnel and ensures that immigrants are not overlooked for potential job opportunities.

ASSESSING INTERNATIONAL QUALIFICATIONS

Skilled immigrants to Canada continue to face two major hurdles towards continuing their professional careers in this country:

- a) Difficulty in having their international credentials recognized; and,
- b) Lack of Canadian work experience.

As a result, government and other organizations have implemented initiatives and programs to help immigrants overcome barriers to obtaining employment in their fields. In May 2007, Citizenship and Immigration Canada announced the first phase of the Foreign Credentials Referral Office (FCRO). The new office will help newcomers and prospective newcomers to Canada navigate through the complex system of foreign credential recognition. It will increase employer awareness of the benefits and the processes involved in hiring internationally-trained and educated professionals. For further information on the FCRO, visit their web site at <http://www.credentials.gc.ca/index.asp>.

ASSESSING INTERNATIONAL ACADEMIC CREDENTIALS

To gain more knowledge about an immigrant's academic background, you can start by having the person's academic credentials verified and compared with the Canadian equivalent. There are five provincially-mandated credential assessment agencies in Canada. Contact details for these agencies are listed in the *Resources* section.

For regulated professions (either by government or self-regulating), the employer or the candidate must first contact the professional agencies or regulatory bodies to have the candidate's credentials reviewed.

ASKING FOR CERTIFICATION DOCUMENTS

The employer can ask for certification or journeyman documents where applicable. When hiring trades people, the employer should request a Certificate of Qualification.

The following trades require certification to work legally in Newfoundland and Labrador.

- Construction Electrician
- Driller Blaster
- *Oil Burner Mechanic

** certification required for inspection purposes only*

For assistance with qualification assessment, skills upgrading and certification, contact the Department of Education's Division of Institutional and Industrial Education at 1-709-729-2729 or app@gov.nl.ca.

CONDUCTING SKILLS TESTS

The employer's screening process can include skills tests for all job applicants to assess technical and other competencies.

OTHER ASSESSMENT STRATEGIES

Other strategies the employer could use to assess international qualifications include:

- Referring candidates requiring certification and licensing to relevant provincial agencies;
- Developing one's own clearly defined occupational standards against which any prospective employee can be assessed; and,
- Taking credentials at face value and focusing on relevant experience and on-the-job demonstration of skills and competencies.

The third strategy is of particular significance to candidates who belong to non-regulated occupations where no formal certification or licensing is required. Although the candidate may lack Canadian work experience, s/he may have the skills and competencies to perform the tasks in a satisfactory manner. The employer could employ on-the-job demonstrations such as mentoring and job-shadowing to help the employee adjust to the Canadian work environment.

ASSESSING ENGLISH ABILITY

An immigrant's English language skills may be assessed through the Canadian Language Benchmarks Assessment (CLBA). The CLBA is the nationally recognized standard for assessment of Adult English as a Second Language in Canada, and measures skills in four areas: listening, speaking, reading, and writing. The Association for New Canadians (ANC) in St. John's presently has four certified assessors on staff. For more information contact:

Association for New Canadians
10 Smithville Crescent
P.O. Box 2031
St. John's, NL A1C 5R6
Tel: 1-709-726-6848
Fax: 1-709-726-6841
E-mail: linc@nfld.net



3: HIRING INTERNATIONAL POST-SECONDARY STUDENTS

WHO ARE INTERNATIONAL POST-SECONDARY STUDENTS?

An international post-secondary student is an individual who was born in another country to non-Canadian parents and is currently residing and studying at an educational institution in Canada. International students are neither immigrants nor permanent residents, but this group can be seen as a pool of potential immigrants and potential employees.

INTERNATIONAL POST-SECONDARY STUDENTS CONTRIBUTE TO OUR ECONOMY

International post-secondary students possess diverse knowledge of foreign cultures and business practices that would be of benefit to local businesses. In addition, these students are educated in the province, are familiar with local culture, and have integrated into the society during their stay. As a result, certain barriers that are challenging to other newcomers to Canada are minimized.

INTERNATIONAL POST-SECONDARY STUDENTS ARE ELIGIBLE TO WORK IN THE PROVINCE

International post-secondary students are eligible to work off-campus for up to 20 hours per week during regular semesters and full-time during semester breaks. In addition, they are permitted to work full-time during their work term semesters. In order to work off-campus, they must apply for an Off-Campus Work Permit (OCWP).

Upon graduation, international post-secondary students are permitted to apply for a Post-Graduate Work Permit. Under this program, international students are eligible for an open work permit valid up to three years with no restrictions on the type of employment and no requirement for a job offer. Full details are available at <http://www.cic.gc.ca/english/study/work-postgrad.asp>.

Memorial University and the College of the North Atlantic actively recruit international post-secondary students. Research shows that, since 2001, the number of international post-secondary students coming to the province has been increasing at a rapid rate. Currently, there are approximately 1,200 international post-secondary students, from over 87 countries, studying in our post-secondary educational institutions.

Gaining practical, hands-on work experience in Newfoundland and Labrador would not only help in advancing the careers of international post-secondary students, but it would also contribute to alleviating some of the skills shortages the province is expected to experience.

STEPS TO HIRING AN INTERNATIONAL POST-SECONDARY STUDENT

1. *ADVERTISE POSITIONS IN WAYS TO ENSURE THAT INTERNATIONAL POST-SECONDARY STUDENTS ARE AWARE THEY ARE ELIGIBLE TO APPLY.*

In addition to the requirements for the position(s), the employer could state that international students are eligible to apply.

2. *INFORM THE CHOSEN STUDENT ABOUT REQUIRED DOCUMENTS:*

The student will require a valid work permit in order to start his/her employment. In case the student is not aware of the steps required to obtain a work permit, he/she can visit the Citizenship and Immigration Canada (CIC) website at <http://www.cic.gc.ca/english/study/work.asp> for off-campus work permits, or <http://www.cic.gc.ca/english/study/work-postgrad.asp> for post-graduation work permits. Information can also be obtained by contacting the CIC Call Centre at 1-888-242-2100.

Memorial University and the College of the North Atlantic have services for international students, and employers can contact these institutions with questions on hiring international students.

Memorial University
International Student Advising Office
Student Success Programs
Tel: 1-709-737-8895
Fax: 1-709-737-2437
E-mail: isa@mun.ca
Web site: www.mun.ca/isa

College of the North Atlantic
International Business Development Officer
Telephone: 1-709-758-7499
Fax: 1-709-758-7222
E-mail: internationalweb@cna.nl.ca
Web site: <http://www.cna.nl.ca/InternationalStudents/default.asp>

DID YOU KNOW...

The Graduate Employment Program is designed to assist post-secondary graduates (including international post-secondary students who have recently graduated) to obtain employment related to their field of study. Eligible graduates are entitled to a wage subsidy towards the starting salary of the approved position, to a maximum program contribution of \$10,000 for a period of 52 weeks. Eligible employers include profit and not-for-profit organizations that can provide work experience relevant to the graduate's field of study. The program is funded by the Department of Human Resources, Labour and Employment. For further information on this program go to http://www.hrle.gov.nl.ca/hrle/career_employ_youth_services/employ_prog/graduate.htm.

NOTE...

Whether you wish to hire an international post-secondary student on a part-time or full-time temporary basis, or whether you wish to hire an international post-secondary student who has recently graduated, *you DO NOT require any Labour Market Opinion (LMO) from Service Canada or any other federal/provincial agency.*



4: RECRUITING ABROAD

If the employer has specific human resource needs that cannot be filled by a qualified Canadian, then the employer could possibly recruit from abroad. This can be done either via the *Temporary Foreign Worker Program* as mentioned in Section 6, or through the *Provincial Nominee Program (PNP)*, which is an important and valuable mechanism for recruiting prospective immigrants to this Province.

PROVINCIAL NOMINEE PROGRAM (PNP)

The Newfoundland and Labrador Provincial Nominee Program seeks to recruit immigrants who have specialized occupational or entrepreneurial skills. Through an agreement with the Government of Canada, the Government of Newfoundland and Labrador can nominate individuals, who will contribute to the economic and social goals of the province, for permanent resident status. The current categories of the PNP are:

- Occupational/Skilled Worker
- Family Connections
- International Graduate
- Immigrant Entrepreneur

OCCUPATIONAL/SKILLED WORKER CATEGORY

The Skilled Worker category of the PNP is used to nominate individuals who have specialized skills that are deemed as having a critical impact on the operations of an employer and which are not obtainable in Canada. Applicants submitting an application in this category will be required to have a *bona fide* offer of paid employment, at prevailing market rates, from a Newfoundland and Labrador employer. Applicants who are already in the province on a work permit may be required to attend an interview with the Office of Immigration and Multiculturalism as part of the assessment process prior to being nominated.

In some circumstances, an employer, in co-operation with the Office of Immigration and Multiculturalism, may arrange for a *Temporary Work Permit* to allow the prospective immigrant to start working while the application for permanent residence is being processed by Citizenship and Immigration Canada.

INTERNATIONAL GRADUATE CATEGORY

This category is targeted towards international graduates of our provincial post-secondary institutions who have established strong ties to Newfoundland and Labrador and intend to live, work, and establish their careers in this province. To be eligible, the applicant must have:

- a. Graduated within the last two years from a program of at least two academic years of full-time study in Newfoundland and Labrador and received a certificate, diploma or degree from a recognized provincial post-secondary institution;
- b. A full-time job offer from a Newfoundland and Labrador employer in his/her field of study or a related field of study; or, a proven attachment to the local labour market for a period of at least six months; and,
- c. A valid work permit from Citizenship and Immigration Canada.

For further information on all of the current categories of the PNP contact:

Provincial Nominee Program
Office of Immigration and Multiculturalism
Department of Human Resources, Labour and Employment
P.O. Box 8700
St. John's, NL A1B 4J6
Canada
Tel: 1-709-729-6607
Fax : 1-709-729-7381
E-mail: pnp@gov.nl.ca
Web site : www.nlpnp.ca



5: CREATING A CULTURALLY-FRIENDLY ORGANIZATION

Employers need to ensure that immigrant employees feel welcome in their organization. Immigrants and international graduates may possess cultural norms that differ from those of the mainstream, and the current staff can learn to build on this diversity to benefit individuals and the company.

DIVERSITY TRAINING

Your company can provide diversity training for existing employees to enhance their understanding of different cultures. Common themes in diversity training include:

- Reflecting on our own values and methods of doing things and recognizing the importance of different perspectives;
- Awareness of stereotypes and commitment to communicate effectively with individuals from diverse backgrounds; and,
- Focus on commonalities to facilitate team work.

The Association for New Canadians (ANC) has developed comprehensive diversity and inter-cultural communication workshops that are available to groups interested in implementing organizational change. For further information contact the ANC at 1-709-722-9680 or e-mail diversity@nfld.net.

CORPORATE EVENTS

Your organization can host corporate events for staff and encourage all employees and their families to attend. This interaction furthers increased awareness of cultural diversity and fosters a cohesive atmosphere.

ORIENTATION PROGRAM

An effective orientation program for all employees is an integral part of an organization's human resource strategy. This program could build awareness across the organization of the expected culturally-friendly practices.

MENTORING PROGRAM

Mentoring is an invaluable professional development tool for employees. It facilitates the transfer of information, the enhancement of skills and productivity, and the development of professional relationships. The employer can develop a program to match existing staff members with immigrant workers.

Mentors can:

- Explain local business practices;
- Facilitate skills enhancement and professional development;
- Gain information about business practices in other countries;
- Learn creative new ways of approaching professional challenges; and,
- Gain better understanding of the obstacles facing immigrants.

The immigrant workers will:

- Better understand the systems and culture of the workplace;
- Receive moral support and encouragement;
- Enhance their skills;
- Develop potential links to global markets; and,
- Be more productive.



LANGUAGE TRAINING

If necessary, you as the employer can help the immigrant worker enhance his/her English language skills.

ENGLISH AS A SECOND LANGUAGE (ESL) PROGRAMS

The Association for New Canadians (ANC) offers evening English classes for those who are unable to attend the daytime classes. Such ESL programs are offered by the Association's ESL Adult Training Centre. For more information contact the ANC at 1-709-726-6848 or linc@nfld.net.

Memorial University (MUN) offers a 12-week Intensive English Program three times per year and a five-week English Language Summer School each July. In addition, English for Special Purposes and custom-designed courses are offered for groups. Further information can be obtained by contacting the ESL office at 1-709-737-7681, or esl@mun.ca.

Some campuses of the College of the North Atlantic (CNA) offer ESL programs which are designed to address language training for a variety of academic, personal and social goals. Further information can be obtained by contacting CNA at 1-709-758-7284 or info@cna.nl.ca.

DEVELOPING EMPLOYMENT PARTNERSHIPS FOR IMMIGRANTS

The AXIS Career Services Division of the Association for New Canadians co-ordinates work placements through their Strategic Transitions and Employment Partnerships (STEP) Program. The STEP Program is a powerful networking strategy designed to connect successful Canadians with immigrants to help them enter the labour force, achieve their occupational goals and find relevant work in Canada. Through STEP, businesses host a skilled worker in an unpaid career placement for a five to 10-week period. Employers gain access to skilled and motivated individuals who can assist in filling the skills gap while providing economic advantages to the province. At the same time immigrants gain valuable work experience in a Canadian career setting. For further information on the STEP Program, contact the ANC at 1-709-579-1780 or axis@nfld.net.



DON'T FORGET - REFUGEES ARE IMMIGRANTS TOO!

Every year, Newfoundland and Labrador receives approximately 150 refugees from various parts of the world. Most have been displaced from their native homes due to war, environmental catastrophe, or ethnic strife. Many refugees are very well-educated and possess the potential to contribute positively to this province's economy. For further information on refugees who are residing in Newfoundland and Labrador, contact the Association for New Canadians at 1-709-726-9680.

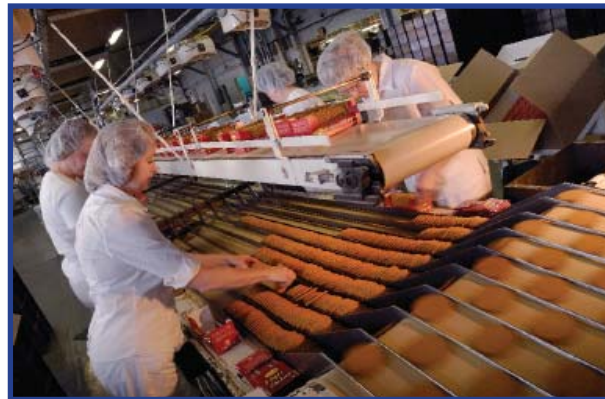
6: TEMPORARY FOREIGN WORKERS

Every year, Canadian employers bring foreign workers to Canada to work temporarily to help offset skill shortages and workforce needs. In 2007, over 130,000 temporary foreign workers entered Canada on a temporary basis. The final figures for 2008 are expected to be higher with further increases anticipated in 2009. This clearly demonstrates Canada's increasing dependence on temporary foreign workers to fulfill its labour market demands.

-
For further information on the Temporary Foreign Worker program please contact:

Service Canada
P.O. Box 8548
223 Churchill Avenue
Pleasantville
St. John's, NL A1B 3PB
Tel: 1-709-772-2982

Immigration Officer
Temporary Foreign Worker Unit (Atlantic Provinces)
860 Main Street, Suite 602
Moncton, NB E1C 1G2
Tel: 1-506-851-3047
Fax: 1-506-851-3238



STILL HAVE QUESTIONS?

If you have questions not answered in this guide, please contact the Office of Immigration and Multiculturalism (OIM) at 1-709-729-6607 or immigration@gov.nl.ca, and staff will be happy to provide further guidance to the appropriate answers and resources.

7: PROVINCIAL NOMINEE SUCCESS STORIES

As noted in Section 4, the Provincial Nominee Program (PNP) is a useful mechanism for employers who wish to recruit workers from other countries. Also, many individuals who came to the province to work as Temporary Foreign Workers have used the PNP to expedite their immigration process and become permanent residents.

Provincial nominees are working in numerous communities in Newfoundland and Labrador (St. Anthony, Burin, Corner Brook, Gander, Paradise, Carbonear, Grand Falls, Mount Pearl, Spaniards Bay, Lewisporte, Stephenville, Roddickton, Forteau, Happy Valley-Goose Bay, Deer Lake, Clarenville, Portugal Cove, Pasadena, New Chelsea, Bonavista, Old Perlican, and Cape Broyle) and are contributing to the economic, social and cultural development of the province.

The stories of two provincial nominees are featured on the following pages.

For more information on the Provincial Nominee Program, visit the website at www.nlppn.ca, call 1-709-729-6607, or email ppn@gov.nl.ca.

SOPHY DACANAY AND FAMILY



Sophy Dacanay came to our province in June 2002 from the Philippines to work as a nurse in the Baie Verte Peninsula Health Care Centre. Sophy has called Baie Verte her home since her arrival. Like many immigrants, Sophy's decision to come to Canada was one based on opportunity. She had heard many wonderful stories about Canada and thought it would be a great place to live and work.

When she was offered the opportunity to work in Newfoundland and Labrador, she knew she would be coming without her husband and her one-year-old daughter. "It was difficult," she says, "but I felt it was the right choice for us." In 2003, Sophy decided that she wanted to remain in Baie Verte and bring her family over from the Philippines. In March of that year, she was nominated by the Provincial Government through the Provincial Nominee Program. In December, Sophy received a wonderful Christmas present as her husband and her daughter Nicole arrived in Canada to join her. Sophy credits the Provincial Nominee Program for speeding up her immigration to Canada. "The assistance I received from the Provincial Nominee Program was

great," she said, "and it really helped me and my family."

There have been additions to Sophy's family starting with the birth of her second child, a baby boy named Mighel Lorenzo, in September 2006. In February 2007, Sophy's younger sister, Maribeth, joined her from the Philippines on a work visa under the live-in caregiver program. Maribeth has been hired as a caregiver for Sophy's children, and after two years, will apply for permanent residence in Canada. Sophy's husband, Isagani, who was a physician in the Philippines, has also been busy studying for the medical licensure examinations. The Central Health Authority will sponsor Isagani's medical training upon his acceptance to the program. Sophy and her family are adjusting very well in Baie Verte. Her daughter Nicole feels very much at home and cannot think of a better place to live. In fact, when they visited the Philippines last April, the Dacanays, especially Nicole, could not wait to return "home to Baie Verte."

When Sophy first came to Newfoundland and Labrador, she thought that she would not live here for long. But she now realizes that for immigrants, this is the best place to start a new life. Sophy has played an ambassadorial role in encouraging friends and relatives to visit and migrate to this beautiful province. Her in-laws, who live in Ontario, have visited Newfoundland and Labrador twice and are contemplating relocating here if her sister-in-law and her husband can secure gainful employment in the province.

LEONARD AGNEL FELIX

Leonard Felix was born and raised in India where he completed his three-year hotel and catering management diploma. Soon afterwards, he started his first job with the Oberoi Group of hotels. He worked at their hotels in Mumbai, New Delhi and Jaipur. These leading hotels are consistently rated among the best hotels in the world for hospitality.

In 2002, Leonard accepted a *chef de parte* position at the Fairmont Jasper Park Lodge in Jasper, Alberta. After his stint in Jasper, he then traveled to France to study and work with some of the most famous names in the culinary field including Pierre Herme, Philippe Legendre, Christophe Michalak (2005 pastry world champion), and Joel Bellouet. France was a tremendous learning experience and helped him refine all the culinary skills he had acquired through the years.



In 2004, Leonard moved to Newfoundland to work at the Fairmont Newfoundland as a pastry chef. He moved here in the peak of winter. “The winter was intimidating especially when it lasts so long,” says Leonard. But the warmth and caring hospitality of the people he met since coming here more than made up for the new climate. The members of the local church which he regularly attends also helped him form a large network of friends. They went out of their way to help him understand the culture and lifestyle of Newfoundland and Labrador. When spring and fall rolled around he saw first-hand the tremendous natural beauty, and experienced the refreshing peace and tranquility for which the province is renowned.

Last year, Leonard renewed his contract with the Fairmont Newfoundland after the initial three-year period and decided to make this province his permanent home. He initially inquired about the Provincial Nominee Program (PNP) through the Department of Innovation, Trade and Rural Development in 2005. The newly created Office of Immigration and Multiculturalism under the Department of Human Resources, Labour and Employment was very supportive of his PNP application and helped him acquire his permanent residence status within a short timeframe.

In addition to his full-time job at the Fairmont, Leonard is currently enrolled in Memorial University’s part-time MBA program. He finds the program both challenging and rewarding. He is also busy conducting workshops with the local culinary colleges and still finds time to enjoy the art, music and culture of the province. Leonard strongly feels that Newfoundland and Labrador has much to offer its newcomers in terms of the safe and secure lifestyle as well as the tremendous economic opportunities it is experiencing and will continue to experience. He wants to be a part of this exciting era from start to finish.

8: RESOURCES

ASSOCIATION FOR NEW CANADIANS

The Association for New Canadians (ANC) is the sole immigrant settlement agency funded by Citizenship and Immigration Canada (CIC) to provide programs and services to help newcomers adapt, settle and integrate into the Canadian society. An experienced and dedicated team of employees, with the support of over 100 volunteers, offers the following programs and services:

- Settlement Orientation and Integration Programs
- Host and Volunteer Programs
- English as a Second Language Training
- Employment Services
- Public Education, Research and Capacity Building

EMPLOYMENT SERVICES

ACQUIRING EXPERIENCE; INTEGRATING SKILLS (AXIS)

The Association for New Canadians delivers a multi-faceted career services program through funding from Service Canada and the provincial Department of Human Resources, Labour and Employment. The AXIS division offers a suite of employment assistance programs and services to internationally-educated professionals and tradespeople.

The courses and services are designed to meet the unique needs of newcomers and include:

Career Essentials - provides internationally-educated skilled professionals and tradespeople with current information on Canadian labour market conditions and provides comprehensive employment assistance services. Career Essentials helps match highly-skilled newcomers with employers across all industry sectors to fill a wide range of positions.

Strategic Transitions and Employment Partnerships (STEP) - is a career placement program connecting local businesses with job-ready international clients. In a five to 12-week volunteer placement, clients are able to demonstrate skills and talent, gain work experience in Canada, and make valuable contacts for future employment.

Career Connections Workshops - are a series of workshops which provide clients with detailed information and practical tools to help them make informed decisions and to assist them in their job search. These workshops include self-assessment and skills identification, résumé preparation, telephone communication skills, job interview skills, internet job searches, networking, and help on how to access the local job market.

Occupation-Specific Language Training (OSLT) - provides job specific language training and communication skills to help prepare for success in the local labour market.

Portfolio Preparation Seminars - assists clients to explore their skills, knowledge and personal attributes in order to create a profile of prior learning. This profile provides an opportunity to showcase clients' strengths, abilities and experience to potential employers.

Test of English as a Foreign Language (TOEFL) and Test of English for International Communications (TOEIC) Preparation - classes are offered on a regular basis to assist clients in examination preparation. The successful completion of one of these examinations is a pre-requisite for many post-secondary programs or for licensure in particular professions. *Additional services include:*

- Career Work Centre - on site;
- Credential Assessment/Prior Learning Assessment facilitation;
- University preparedness seminars;
- Professional seminars for employers;
- Business development support services;
- Employment support for the families of international students; and,
- Outreach and networking opportunities for international medical graduates and their families in urban and rural centres of Newfoundland and Labrador.

For information and advice on finding a job in Newfoundland and Labrador, speak to a career counsellor with the AXIS Division of the ANC.

Contact Address:

AXIS

Association for New Canadians

10 Smithville Crescent

St. John's, NL

Tel: 1-709-579-1780

E-mail: axis@nfld.net

Web site : www.anc-nf.cc

CREDENTIAL ASSESSMENT SERVICES

Listed below are general and contact information for some credential assessment services in Canada.

FOREIGN CREDENTIAL REFERRAL OFFICE (FCRO)

The Foreign Credentials Referral Office (FCRO) offers internationally-trained and educated individuals authoritative and accurate information on the Canadian labour market and Canada's credential assessment processes. It also provides path-finding and referral services to immigrants. These services are offered overseas and in Canada to help immigrants apply their skills and credentials in the Canadian labour market. The FCRO does not do the actual assessment and recognition of internationally-obtained credentials or experience, as this is an area of the provincial or territorial jurisdiction.

Contact Address
Foreign Credentials Referral Office
365 Laurier Avenue West
Ottawa, ON K1A 1L1
E-mail: credentials@cic.gc.ca

CANADIAN INFORMATION CENTRE FOR INTERNATIONAL CREDENTIALS (CICIC)

The Canadian Information Centre for International Credentials (CICIC) collects, organizes, and distributes information, and acts as a national clearing house and referral service to support the recognition and portability of Canadian and international educational and occupational qualifications.

Contact address
95 St. Clair Avenue West, Suite 1106
Toronto, ON M4V 1N6
Tel: 1-416-962-9725
E-mail: info@cicic.ca
Web site: www.cicic.ca

There are five provincially-mandated credential assessment agencies in Canada that provide assistance and quality assurance in evaluating the foreign credentials of prospective applicants. (These agencies can be approached by individuals from outside the particular province). They are:

ALBERTA

International Qualifications Assessment Service (IQAS)*
Alberta Employment, Immigration and Industry
9th Floor, 108th Street Building
9942 - 108 Street
Edmonton, Alberta T5K 2J5
Tel: 1-780-427-2655

Web site: <http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/4512.html>

*The Governments of Saskatchewan and of the Northwest Territories provides this service through interprovincial agreements with the Government of Alberta.

BRITISH COLUMBIA

International Credential Evaluation Service (ICES)
3700, avenue Willingdon
Burnaby, British Columbia V5G 3H2
Tel: 1-604-432-8800
Toll-Free within North America: 1-866-434-9197
Email: icesinfo@bcit.ca
Web site: <http://www.bcit.ca/ices/>

MANITOBA

Academic Credentials Assessment Service - Manitoba (ACAS)
Manitoba Labour and Immigration
Settlement & Labour Market Services Branch
5th Floor, 213 Notre Dame Avenue
Winnipeg, Manitoba R3B 1N3
Tel: 1-204 945-6300
Toll-Free within North America: 1-800-665-8332
Web site:

<http://www.gov.mb.ca/labour/immigrate/work/recognition/acas.html>



ONTARIO

World Education Services-Canada (WES Canada)

45 Charles Street East, Suite 700

Toronto, Ontario M4Y 1S2

Tel: 1-416-972-0070

Toll-free: 1-866-343-0070 (from outside the 416 area code)

Email: ontario@wes.org

Web site: <http://www.wes.org/ca/>

QUEBEC

Centre d'expertise sur les formations acquises hors du Québec (CEFAHQ)

Ministère de l'Immigration et des Communautés culturelles

255, boulevard Crémazie Est, 8e étage

Montréal (Québec) H2M 1M2 Canada

Tel: 1-514-864-9191

Email: renseignements@micc.gouv.qc.ca

Web site: <http://www.immigration-quebec.gouv.qc.ca/en/education/comparative-evaluation/index.html>

9: GLOSSARY OF TERMS*

Economic Immigrants are permanent residents selected for their skills and ability to contribute to Canada's economy. This category includes skilled workers, business immigrants, provincial or territorial nominees and live-in caregivers.

International Students are individuals who enter Canada to study on a temporary basis. Every international student requires a study permit to study but may also be issued other types of permits or authorizations.

Foreign Workers are individuals who enter Canada to work on a *temporary* basis. In order to work in Canada, every foreign worker requires a work permit but may also have been issued other types of permits or authorizations.

Labour Market Opinion (LMO) - The Foreign Worker Program is jointly administered by Human Resources and Social Development Canada (HRSDC) and Citizenship and Immigration Canada (CIC). Under the *Immigration and Refugee Protection Regulations* (IRPR), HRSDC is required to provide an opinion to CIC or to an employer on the likely impact hiring a foreign worker will have on the Canadian labour market. This is called a "Labour Market Opinion" or LMO. In addition, most foreign nationals who wish to work in Canada temporarily require a work permit from CIC.

Permanent Residents are people who have been granted permanent resident status in Canada. Permanent residents have all the rights guaranteed under the Canadian Charter of Rights and Freedoms such as equality rights, legal rights, mobility rights, freedom of religion, freedom of expression and freedom of association. They do not, however, have the right to vote in elections or hold a public office.

Provincial or Territorial Nominees are *economic immigrants* selected by a province or territory for specific skills that will contribute to the local economy to meet specific labour market needs. A nominee must meet federal admissibility requirements, such as those related to health and security.

Skilled Workers are *economic immigrants* selected for their ability to participate in the labour market and to establish themselves economically in Canada. Skilled workers are assessed on the basis of selection criteria that stress education, language ability and skilled work experience rather than a specific occupation.

Study Permits authorize foreign nationals to enter and study in Canada on a temporary basis. The study permit identifies the level of study and the length of time the individual may study in Canada. Students do not need a study permit for courses shorter than six months.

Temporary Residents are foreign nationals who are lawfully in Canada on a temporary basis under the authority of a temporary permit. Temporary residents include foreign workers, foreign students, the humanitarian population and *other* temporary residents.

Work Permits authorize foreign nationals to enter and work in Canada on a temporary basis. A work permit is usually valid only for a specified job, employer and time period. Some people, for example, spouses or common-law partners of skilled foreign workers or foreign students, are issued "open" or non-employer-specific work permits. * Source: *Facts and Figures 2007, Citizenship and Immigration Canada*



Office of Immigration and Multiculturalism
Department of Human Resources, Labour and Employment
P.O. Box 8700
3rd Floor, West Block
St. John's, Newfoundland, A1B 4J6
CANADA

Tel: 1-709-729-6607; Fax: 1-709-729-7381

Email: immigration@gov.nl.ca; Web site: www.gov.nl.ca/hrle/immigration