

- Translate key manuals and materials into newcomers' original language.

3) Orientation of Canadian workplace culture

- Connect with agencies that provide Canadian workplace culture training and encourage all employees to attend.
- Encourage employees to get involved with team work initiatives and company volunteering events.
- Pair new employees with more experienced immigrant workers from the same culture to help them navigate and understand cultural norms in the workplace.
- Discuss workplace cultural norms, relations with supervisors, etc. so newcomers understand employer expectations.
- Prepare a "quick facts" sheet that compares workplace norms in a newcomer's country of origin and the Canadian context. Provide these to management and workers.

4) Social integration in the workplace

- Celebrate birthdays and holidays with all staff members.
- Encourage workers to attend activities, such as farmer's markets, where newcomers can meet the community.



- Hold company picnics and other social events that include workers and their families.
- Encourage newcomers to join social committees.
- Organize "clubs" (e.g. sports fans) so newcomers can interact with others around shared interests.
- Participate in culturally inclusive team building activities. Soccer, basketball, cricket and tennis are globally popular sports.
- Provide networking opportunities/events within the workplace.

5) Innovative attraction and retention strategies

- Use immigration programmes to hire workers with the experience you need and work ethic you want.
- Connect with local settlement agencies to find workers and post jobs.
- Work with cultural associations to build networks and share information.
- Recognize transferable skills and outline possible career paths to other areas of the company that match newcomer's previous work experience.
- Help newcomers gain professional Canadian credentials so they can work at the same level as in their country of origin.

Resources for employers in Wellington County

County of Wellington, Economic Development Division. Immigration advice, intercultural training, connections to settlement supports.
www.wellington.ca - 519.837.2600 x 2614

County of Wellington, Settlement Services. Settlement supports for newcomers.
www.wellington.ca - 519.837.2600 x 4808

Immigrant Services Guelph-Wellington. Employment programmes, connections to immigrant groups in Guelph-Wellington, translation/interpretation services. **www.is-gw.ca - 519.836.2222**

Guelph Wellington Local Immigration Partnership Project. Resources for employers, research, connections to immigrant groups in Guelph.
www.guelphwellingtonlip.ca - 519.822.1260 x 2625

Lutherwood: Guelph. Connections to internationally trained professionals.
www.lutherwood.ca - 519.822.4141

Accents Multilingual Workplace. Occupational training in a variety of languages.
www.accentstraining.ca - 289.929.4540

Newcomer Centre of Peel: Rural Employment Initiative. Recruitment of foreign trained professionals looking to work in rural communities.
www.ncpeel.ca - 905.306.0577 x 350

Immploy. Recruitment of foreign trained professionals looking for work in rural communities.
www.immploy.ca - 226.844.9167

London Cross Cultural Learning Centre. Intercultural training. **www.lcdc.org - 519.432.1133**

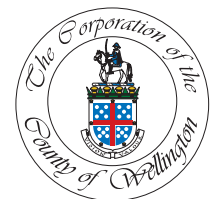


Alternate formats available upon request.

Why hire Newcomers?



IMMIGRANT SERVICES 
Guelph-Wellington



Why hire newcomers?

Reasons why hiring newcomers makes good business sense:



- The Canadian population is aging. Combined with a decreasing birth rate this means fewer workers in the future.
- This is an untapped labour pool. Many employers have overlooked hiring newcomers as a targeted solution to their workforce needs.
- Newcomers bring a wealth of skills, experience and work ethic.

This document provides highlights from a toolkit developed in partnership between the County of Wellington, Immigrant Services Guelph-Wellington and Danby Products Ltd. Our goal is to help businesses develop workplace practices proven to attract and retain newcomer workers.

Core Principles: Hiring newcomers

Five core principles are the basis for the successful attraction and retention of newcomers:

- 1) Focus on transferable skills: Many newcomers work/apply for jobs below their skills and experience.

For instance, someone with technical or management experience may apply for a labour-intense position due to barriers in the labour market. By identifying transferable skills, and not focusing entirely on “Canadian experience”, employers can tap into underutilized human capital.

- 2) Language supports in the workplace: English is not the main language in many newcomer source countries. Employers should reduce language proficiency as a barrier in the hiring process and every-day workplace. Offering language supports can make a business an employer of choice amongst cultural communities.



- 3) Orientation of Canadian workplace culture: The culture of work in Canada differs from the rest of the world. Newcomers may be unfamiliar with workplace social norms causing disconnects in expectations, under-performance and other issues. Helping newcomers understand Canadian workplace culture will allow them to contribute to the best of their abilities.

- 4) Promote social integration in the workplace: Workplaces are social environments. Employers can develop social activities that help newcomers make connections with other workers and the community at large. This improves cohesion in the workplace and worker retention, as newcomers become part of the community.



- 5) Think outside the box to attract and retain newcomers: In 2018 Guelph-Wellington had an unemployment rate of 5.3 %. Employers are in competition to attract workers. Innovative practices will help businesses; become an employer of choice, recruit through new networks, and retain talent already among their workforce.

Principles in action:

Some practical suggestions

1) Focus on transferable skills

- Recognize why newcomers are not working in the same jobs as in their home countries. The accreditation process for many professional fields are too time consuming or expensive to undertake. These individuals are still highly skilled, competent workers but unable to work at the same level in Canada.
- Many newcomers apply for positions below their education/skills for a chance to work their way up in a business. For instance, an industrial engineer may be applying for a line position. This is an opportunity for employers.
- Review/document an applicant's past work experience regardless of what job they are applying for to determine if they are also suited for other positions in the future.

2) Language supports in the workplace

- Provide on-line English language resources (e.g. British Broadcasting Corporation Learning English).
- Help newcomer employees “buddy up” with fellow co-workers who can assist them in their first weeks of work and training. It can be someone who speaks the same language but they should also communicate in English.



- Provide information and resources on the nearest ESL classes available.
- Offer English as a Second Language (ESL) classes on-site during lunch breaks or before/after work shifts.
- In lieu of formal ESL classes, consider working with local community organizations to develop ad hoc classes or register employees for LINC Home Study programmes.
- During interview and orientation sessions, have translators available so newcomer candidates are fully informed and understood.