



TORONTO  
BOARD OF TRADE



## EMPLOYER'S RESOURCE DIRECTORY:

Helping Businesses Leverage  
Foreign Trained Professional Talent

FUNDED BY:

Canada



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada



Ontario

AN INITIATIVE OF:



ONTARIO  
CHAMBER of  
COMMERCE

Founded in 1845, the Toronto Board of Trade is Canada's largest local chamber of commerce, connecting more than 200,000 business professionals and influencers throughout the Toronto region. The Board of Trade advances the success of its members and the entire Toronto region by facilitating opportunities for knowledge sharing, networking, business development and city building.

Involvement with the Toronto Board of Trade delivers measurable professional and personal advantages for members. Equally important, the Board of Trade fuels the economic, social and cultural vitality of the entire Toronto region by fostering powerful collaborations among business, government, thought leaders and community builders. The Toronto Board of Trade plays a vital role in elevating the quality of life and global competitiveness of Canada's largest urban centre.

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## 1. Foreword and Acknowledgements

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**On behalf of all members of the Toronto Board of Trade, we are pleased to present the *Employer's Resource Directory: Helping Businesses Leverage Foreign Trained Professional Talent*.**

The Toronto Board of Trade (the Board) is an open, inclusive organization that welcomes and connects all of our city's professional communities. The Board recognizes that diversity is one of the region's greatest strengths, and is committed to fostering powerful collaborations among business, government, thought leaders and community builders to harness these strengths and position the Toronto region as a world-leading jurisdiction in which to live, learn, work and invest.

With an aging population and low birth rates, Ontario cannot count on its training systems to produce the numbers of skilled workers needed for the labour force. Many immigrants are highly skilled and of working age and therefore a valuable asset to Toronto Region employers. Skilled immigrants bring abundant entrepreneurial talents and contribute to the competitive advantage offered by their diversity. With the important role of cities in the global economy, immigrants offer crucial insight into world markets. Accordingly, the *Employer's Resource Directory* is part of a new initiative launched by the Toronto Board of Trade to connect *employers* with knowledge and cost-effective solutions that will help them facilitate the successful recruitment, retention, and integration of skilled immigrants into their workplaces and the region's economy.

This document and all other similar initiatives will be focused on the needs of employers rather than newcomers. It is essential to bridge the gap between the accessibility of programs, services, and other resources available to support both businesses and job seekers in providing suitable employment opportunities for skilled immigrants.

We wish to acknowledge the substantial contributions of the Diversity Forum for their professional opinions and guidance throughout this project. The Board's Diversity Forum is made up of a group of dedicated volunteers who are working collectively to enhance the diversity of our business community and the Toronto Board of Trade by fostering dialogue around key issues, including the integration of skilled immigrants into Toronto's business community.

We also want to thank the Ontario Chamber of Commerce (OCC), the Government of Canada, and the Government of Ontario for their funding support. The *Employer's Resource Directory* is funded in part by Global Experience @ Work (GE@W), an initiative of the OCC, with support and funding from the Government of Canada and the Government of Ontario. GE@W is designed to better integrate skilled immigrants into the labour force by facilitating a bridge between workers and potential employers. Skilled immigrants represent a highly qualified resource whose education and experience are largely underutilized. With this in mind, the Board is eager to present this directory as a guide to help employers tap into foreign trained professional talent and grow their business potential for future success.



Carol Wilding, FCA  
President and CEO

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## 2. Preface

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**The Toronto Census Metropolitan Area (CMA) is Canada's largest immigrant receiving centre, attracting about 40% of recent newcomers in the country.**

According to the 2006 census, there are nearly half a million foreign trained professionals settled in the Toronto CMA, accounting for 45.7% of the population in the area. As such, Toronto is one of the most multicultural cities in the world. Over 140 languages are spoken in Toronto and just over 30% of residents speak a language other than English or French at home. Half of the city of Toronto's population was born outside of Canada. In 2006, more than half of all immigrants in Toronto were age 25 and over.

As the demographics in the Greater Toronto Area (GTA) become increasingly diverse, employers are recognizing that skilled immigrants are a key source of talent that can help grow their businesses. However, many employers have limited knowledge and experience in recognizing foreign credentials and managing a culturally diverse workplace. Employers also have common concerns that these challenges will affect their business' bottom line. This resource directory aims to equip *employers* with the resources and expertise that allow them to overcome these barriers and adopt successful business strategies that are best accustomed to Canada's changing demographics.

This resource directory is a one-stop solution that will connect employers and hiring managers with easily accessible resources to: 1) access and select qualified international talent to help employers grow and diversify their business; 2) accurately identify Canadian equivalency of foreign work experience; and 3) acquire the best practices of successfully retaining and integrating skilled immigrants into the workplace. These resources include programs and services, workshops and events, and downloadable handbooks and guides developed for employers looking to hire, retain, and integrate foreign trained professionals.

Many organizations are working to contribute to the growth of a more prosperous Toronto region by developing services and programs that enable employers to capitalize on Canada's international talent. *The Employer's Resource Directory* does not include all initiatives that are currently active or in the progress of development. However, this resource directory aims to include the major resources available to employers who are seeking to hire Canadian citizens or permanent residents who have obtained their credentials from outside of Canada. All programs and services, organizations, and other resources are ordered alphabetically. No preference is intended in this resource directory.

## 3. Programs and Services for Employers

### 3.1 How to Find, Select, and Recruit Qualified Candidates

There are a number of not-for-profit organizations that offer their resources to employers at little or no cost to provide them with the opportunity to tap into the pool of international talent in Canada. Resources listed under this subsection include, but are not limited to, free or subsidized recruitment and placement programs, job posting and career fair services, and downloadable guides that provide information on the best practices of successfully selecting and recruiting skilled immigrants.

**ACCES Employment:**  
[www.accestrain.com](http://www.accestrain.com) – GTA

#### General Information:

ACCES Employment is a not-for-profit organization that provides a wide range of services aimed at connecting employers with qualified job seekers from diverse backgrounds. ACCES serves over 15,000 job seekers annually at five locations across the GTA, and offers HR services that employers can use to tap into a qualified pool of candidates who are educated, culturally sensitive, and good communicators. Employers can increase cultural diversity within their businesses and gain a competitive advantage by using ACCES' convenient and affordable recruitment and placement services.

#### Services Available:

- Pre-screen candidates who meet the appropriate credentials, skills, and qualifications that match employers' hiring needs
- Provides employers with ongoing support to ensure the placement success of each candidate
- Opportunity for employers to participate in recruitment events and job fairs

- Offers job posting and training services
- Provides sector-specific bridging programs that connects employers with qualified internationally trained professionals in financial services, engineering, information technology, human resources, sales and marketing, and hospitality and tourism fields
- Opportunity to participate in the award-winning Speed Mentoring® initiative, which allows employers to share sector-specific and occupation-specific information and advice with new Canadians
- Offers a range of English communication training that helps your employees succeed in the workplace through the Workplace Communication Advantage™ program

#### Costs:

No fees associated with recruitment services. For additional information regarding the cost of corporate training services, please contact ACCES Employment.

#### Contact Information:

##### Toronto

489 College Street  
 Suite 100  
 Toronto, ON  
 M6G 1A5  
 Tel: 416-921-1800

##### North York

1500 Don Mills Road  
 Suite 701  
 North York, ON  
 M3B 3L1  
 Tel: 416-443-9008

##### Scarborough

2100 Ellesmere Road  
 Suite 250  
 Scarborough, ON  
 M1H 3B7  
 Tel: 416-431-5326

##### Brampton

8 Queen Street East  
 Brampton, ON  
 L6V 1A2  
 Tel: 905-454-2316

##### Mississauga

151 City Centre Drive  
 Suite 600  
 Mississauga, ON  
 L5B 1M7  
 Tel: 905-361-2522

**ALLIES (Assisting Local Leaders with Immigrant Employment Strategies):**  
[www.alliescanada.ca](http://www.alliescanada.ca) (Quick Links for Employers Section) – *National*

**General Information:**

ALLIES (Assisting Local Leaders with Immigrant Employment Strategies) is an initiative funded collaboratively by Maytree and The J.W. McConnell Family Foundation to support local efforts aimed at increasing suitable employment opportunities and improving workplace integration for skilled immigrants in Canada. ALLIES and its local partners provide multi-stakeholder programs and services that enable skilled immigrants to contribute to building stronger Canadian cities by using their talents, connections, and experience.

**Services Available:**

- Manages [hireimmigrants.ca](http://hireimmigrants.ca), a website that provides employers with interactive tools and resources on the best practices of recruiting, retaining, and integrating skilled immigrants in Canadian businesses
- Learn about success stories and examples of good practices from employers who have successfully hired and retained skilled immigrants
- Online videos and podcasts that provide useful information on how to overcome the common challenges of hiring new immigrants
- Annual conferences aimed at sharing ideas, strategies, and experiences on successful immigrant employment approaches
- Provides expertise and connections to participate in mentoring programs for skilled immigrants in cities across Canada

**Costs:** None

**Contact Information:**

170 Bloor St. W., Suite 804  
 Toronto, ON Canada  
 M5S 1T9  
 Tel: 416-944-2627  
 Email: [allies@maytree.com](mailto:allies@maytree.com)

**BioTalent Canada™:**

[www.biotalent.ca](http://www.biotalent.ca) (Employer's section) – *National*

**General Information:**

BioTalent is a not-for-profit national organization aimed at supporting and contributing to the development of the Canadian bio-economy industry. The BioTalent website offers a range of services to make it easier for employers to recognize, recruit, retain, and advance internationally educated and qualified talent.

**Services Available:**

- Downloadable online BioTalent HR Toolkit (Diversity Module: Module 6), that includes guidelines, templates, policies, and procedures, which can be applied accordingly to an employer's individual needs
- Access to a pool of pre-screened internationally educated professionals through the BioSkills Match™ service via The PetriDish, BioTalent's national, bilingual, and exclusively bio-economy job bank at no cost
  - Qualified candidates found through BioSkills Match™ are pre-screened under the BioSkills Recognition Program, which assesses candidates' competencies, credentials, and acquired skills through an industry-based set of criteria.
- Offers the BioSynergy course, an easily accessible online resource that employers can use to help integrate skilled immigrants into their workplace

**Costs:**

Please contact BioTalent Canada™ for information regarding fees associated with the BioSynergy course.

**Contact Information:**

1100-85 Albert Street  
 Ottawa, ON  
 K1P 6A4  
 Tel: 613-235-1402  
 Fax: 613-233-7541  
 Toll-free: 1-866-243-2472  
 Email: [info@biotalent.ca](mailto:info@biotalent.ca) (general inquiries)

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## Career Edge Organization:

[www.careeredge.ca](http://www.careeredge.ca) – *National*

### General Information:

Since 1996, Career Edge Organization, a national not-for-profit service provider, has provided thoughtful, results-driven leadership in connecting multi-sector businesses with diverse, qualified talent through innovative paid internship programs to fulfill talent strategies for recent grads, internationally qualified professionals and graduates with disabilities.

To support the delivery of a low risk, cost effective hiring solution Career Edge Organization attracts and pre-screens diverse, qualified talent for three paid internship programs:

- *Career Edge* Program for recent Graduates
- *Ability Edge* Program for Graduates with Disabilities
- *Career Bridge* Program for Internationally Qualified Professionals

Career Edge Organization's *Career Bridge* program registrants are career-minded internationally qualified professionals with strong English or bilingual (English/French) business communication skills, assessed through our proprietary in-person candidate screening processes. *Career Bridge* program registrants are not only well qualified, they are prepared to invest and determined to succeed in their chosen careers.

The *Career Bridge* paid internship program connects reputable organizations with professional-level, internationally qualified talent who possess different levels of expertise and skills, and are ready to launch their careers in Canada. We focus on non-regulated business functions including Finance, Human Resources, Marketing, Engineering, IT, Business Operations and Administration.

### Services Available:

- Provides recruitment expertise through consultation to support employer's talent needs
- Connects employers with diverse, qualified and pre-screened entry-level and professional-level talent
- Streamlines hiring processes through flexible recruitment services including payroll administration, direct-hire billing, access to online resources, self-serve options and/or unique bundled services

- Shares best practice intelligence and expertise on recruitment, retention and integration of recent grads, graduates with disabilities and internationally qualified professionals

### Costs:

Please contact Career Edge Organization for information regarding cost of services.

### Contact Information:

*General Inquiries:*

Tel: 416-9770-EDGE (3343)

Fax: 416-997-4090

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

Email: [info@careeredge.ca](mailto:info@careeredge.ca)

Donna Smith

Vice President, Career Edge Organization:

Tel: 416-9770-EDGE (3343), ext. 259

Email: [dsmith@careeredge.ca](mailto:dsmith@careeredge.ca)

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## CASIP (Consortium of Agencies Serving Internationally-trained Persons):

[www.casip.ca](http://www.casip.ca) (For Employers section) – *GTA*

### General Information:

CASIP is a consortium of independent and community-based agencies and colleges that serves both employers and internationally trained job seekers across the GTA through a diverse range of employment and training services. CASIP has worked together since 1998, and has extensive experience in forging strong partnerships by working directly with employers, job seekers, and community partners.

### Services Available:

- Offers job posting services that are shared across organizations through CASIP's Employer Service Network to provide employers with access to a broader pool of pre-screened and job-ready candidates
- Hosts hiring events
- Provides mentorship and internship opportunities
- Offers dialogue events on leading practices in recruitment and retention

**Costs:** None

**Contact Information:** [info@casip.ca](mailto:info@casip.ca)

**CCLB (Centre for Canadian Language Benchmarks):**

[www.language.ca](http://www.language.ca) (Work Ready: For Counsellors and HR Professionals section) – *National*

**General Information:**

The CCLB is a not-for-profit organization that supports and promotes the use of the Canadian Language Benchmarks (CLB) and the Niveaux de compétence linguistique canadiens (NCLC) in educational, training, community, and workplace settings. The CLB and the NCLC are official Canadian standards for determining the language proficiency of adult immigrants and prospective immigrants in English and French by using a descriptive scale of communicative proficiency. These national language standards provide a framework of reference for assessing adult English and/or French as a Second Language in Canada.

The CCLB website includes resources that offer language-based tips and useful information for employers to improve the hiring, training, and retaining of newcomers to Canada, which can be found at:

[http://www.language.ca/display\\_page.asp?page\\_id=214](http://www.language.ca/display_page.asp?page_id=214).

**Services Available:**

- Resource kit to help human resource professionals and employment counsellors better facilitate the successful employment of skilled immigrants in Canadian businesses. The kit can be accessed at: [http://www.language.ca/display\\_page.asp?page\\_id=708](http://www.language.ca/display_page.asp?page_id=708)
- The Prior Learning Assessment and Recognition (PLAR) checklist guide is available for download to help employers identify candidates' related knowledge and skills. This checklist can be assessed at: [http://www.language.ca/display\\_page.asp?page\\_id=809](http://www.language.ca/display_page.asp?page_id=809)

**Costs:** None

**Contact Information:**

294 Albert Street, Suite 400

Ottawa, ON

K1P 6E6

Tel: 613-230-7729

Fax: 613-230-9305

International Tel: 011-613-230-7729

International Fax: 011-613-230-9305

Email: [info@language.ca](mailto:info@language.ca)

**COSTI Immigrant Services:**

[www.costi.org](http://www.costi.org) (Programs & Services; Employment; Employer Placement & Support section) – *GTA*

**General Information:**

COSTI Immigrant Services is a community-based multicultural agency that provides a diverse range of programs and services aimed at assisting newcomers to successfully adapt to life in Canada through education, training, and employment. COSTI provides support to over 42,000 people annually across its fourteen locations throughout the City of Toronto, York Region, and Peel.

For employers looking to recruit and train skilled and motivated candidates with diverse backgrounds, COSTI offers a wide range of placement opportunities and human resource support at no cost.

**Services Available:**

- Offers employer placement services, including:
  - Planning and consultation services to identify hiring demands
  - Pre-screening of candidates based on specific hiring criteria
  - Interview set-up
  - Training plans and ongoing support throughout the placement to ensure satisfaction and success
  - Training and/or wage subsidies where applicable
- Job posting services and opportunities to participate in recruitment events
- A range of workplace training programs, including English language and diversity training
- Information on how to hire an apprentice

**Costs:** None

**Contact Information:**

**Caledonia Employment Services**

700 Caledonia Road

Toronto, ON

M6B 3X7

Tel: 416-789-7925

Fax: 416-789-3499

Email: [employ@costi.org](mailto:employ@costi.org)

**Vaughan Centre**

7800 Jane Street

Concord, ON

L4K 4R6

Tel: 905-669-5627

Fax: 905-669-1127

Email: [vaughan@costi.org](mailto:vaughan@costi.org)

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### **FCRO (Foreign Credentials Referral Office):**

[www.credentials.gc.ca](http://www.credentials.gc.ca) – *National*

#### **General Information:**

As a part of Citizenship and Immigration Canada, the aims of the FCRO is to provide reliable information on the Canadian labour market and credential assessment processes, and to offer path-finding and referral services to immigrants, which enable them to put their skills and talent to work in Canada. The FCRO website offers information useful for both skilled immigrants and for employers.

#### **Services Available:**

- The “Employer’s Roadmap”, is a practical and comprehensive guide for small and medium-sized enterprises on how to successfully take advantage of the highly qualified pool of international talent in Canada. The guide includes useful tips and online resources for employers on recruiting, assessing and selecting, integrating and retaining skilled immigrants (available as online resource or as a downloadable document): <http://www.credentials.gc.ca/employers/roadmap/section1-1.asp>

**Costs:** None

#### **Contact Information:**

To request FCRO materials, please contact [credentials@cic.gc.ca](mailto:credentials@cic.gc.ca)

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### **hireimmigrants.ca:**

[www.hireimmigrants.ca](http://www.hireimmigrants.ca) – *National*

#### **General Information:**

hireimmigrants.ca is an interactive website managed by ALLIES (Assisting Local Leaders with Immigrant Employment Strategies) that provides useful tools and resources to employers on innovative and best practices of recruiting, retaining, and promoting skilled immigrants in Canadian businesses.

#### **Services Available:**

- Programs, services, workshops, and downloadable resources for employers to learn how to select and recruit from the skilled immigrant talent pool
- Online training videos and manuals, HR e-tips, and webinars on a range of topics related to how to recruit, retain, and integrate qualified skilled immigrants
- Access to the Roadmap, an online interactive tool that provides useful guides, downloadable resources, audio and video clips, and employer stories on how to create the conditions for the successful employment of skilled immigrants within Canadian businesses

**Costs:** None

#### **Contact Information:**

Laura Burke  
Learning Coordinator  
ALLIES, Maytree  
Tel: 416-944-2627, ext. 360  
Email: [lburke@maytree.com](mailto:lburke@maytree.com)

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**Internationally Educated Professionals Conference:**  
[www.iep.ca](http://www.iep.ca) – GTA

**General Information:**

The Internationally Educated Professionals Conference is an annual event funded by Citizenship and Immigration Canada that takes place every January. It provides an opportunity for employers seeking to recruit talent to make face-to-face connections with hundreds of internationally educated professionals.

**Services Available:**

- Opportunity to connect with hundreds of internationally educated professionals
- Exhibit business products and services

**Costs:**

The 2011 Marketplace Exhibition information package and application can be found at:  
[http://iep.ca/11documents/IEP\\_Conference\\_2011\\_Information\\_Package.pdf#page=8](http://iep.ca/11documents/IEP_Conference_2011_Information_Package.pdf#page=8)

**Contact Information:**

Sponsorship and Marketplace Exhibitor Information  
 IEP Chair: [chair@iep.ca](mailto:chair@iep.ca)

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**JobStart:**

[www.jobstartworks.org](http://www.jobstartworks.org)  
 (I am an Employer section) – GTA

**General Information:**

JobStart is a community based, not-for-profit agency that has been serving job seekers and employers in the GTA for over 30 years. JobStart delivers employment services to experienced workers, newcomers to Canada, including skilled immigrants, persons with disabilities, students and youth. The Agency helps employers fill their vacancies with candidates that meet their requirements and expectations from its large and diverse pool of job seekers.

**Services Available:**

- Access to a large and diverse pool of job seekers
- Recruitment and selection services (including pre-screening services to connect employers with job seekers that meet their requirements and expectations)
- Apprenticeship and work placements/co-op opportunities
- Assistance accessing government financial incentives and training subsidies
- Job posting services
- Mentorship matches
- On the job support
- Opportunities for hosting or participating in job fair events in the GTA

**Costs:** None**Contact Information:**

41 Chauncey Ave.	2930 Lake Shore Blvd. West
Toronto, ON	Toronto, ON
M8Z 2Z2	M8V 1J4
Tel: 416-231-2295	Tel: 416-231-2295
Fax: 416-253-2700	Fax: 416-253-2727
TTY: 416-253-2726	TTY: 416-253-2726

219 Dufferin St.  
 Building 201, Suite 1C  
 Toronto, ON  
 M6K 3J1  
 Tel: 416-231-2295  
 Fax: 416-253-2728

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## JVS Toronto:

[www.jvstoronto.org](http://www.jvstoronto.org) (Employer's Section) – GTA

### General Information:

JVS Toronto is a not-for-profit organization that offers an expansive range of services throughout the GTA to thousands of unemployed and underemployed individuals, including youth, persons with disabilities, women, children, and newcomers. Since its inception, JVS Toronto has helped over 500,000 people fulfill their potential through a variety of counseling and support programs modeled on best practice approaches.

### Services Available:

- Assists employers in the placement of qualified and pre-screened candidates
- Job posting and career fair services
- Work internships (an unpaid work experience program)
- Access to government funded wage subsidy programs
- Access to financial training incentives
- Offers employers personal account representatives as their single point of contact
- Helps employers meet their Employment Equity needs
- Provides employers assistance in testing software skills of job applicants
- Recognition and awards for diversity and corporate social responsibility
- Mentorship opportunities through the Corporate Connections program
- Fee for service training courses: customized training courses, including communication, language, intercultural training and pronunciation courses developed for companies working with skilled immigrants at business' site

### Costs:

All JVS Toronto services are at no cost to employers, with the exception of the fee for service training courses. For additional information on the cost of JVS training courses, please contact JVS Toronto.

### Contact Information:

#### Head Office

74 Tycos Drive  
Toronto, ON  
M6B 1V9  
Tel: 416-787-1151

#### Al Green Resource Centre

2700 Dufferin St., Unit 90A  
Toronto, ON  
M6B 4J3  
Tel: 416-782-3976

#### Employment Source Toronto North

1280 Finch Ave. W., Suite 607  
North York, ON  
M3J 3K6  
Tel: 416-661-3010

#### Employment Source Jane-Finch

Jane Finch Mall  
1911 Finch Ave. W., Unit 3  
North York, ON  
M3N 2V2  
Tel: 416-636-2481

#### Employment Source Markham

3780 14th Ave., Suite 110  
Markham, ON  
L3R 9Y5  
Tel: 905-470-9675

#### Employment Source Toronto Centre

111 Wellesley Street  
Toronto, ON  
M4Y 3A7  
Tel: 416-929-4331

#### Employment Source Scarborough

2868 Ellesmere Road  
Scarborough, ON  
M1E 4B8  
Tel: 416-286-0505

#### Client Service Coordinators

Tel: 416-787-1151, ext. 1  
Email: [services@jvstoronto.org](mailto:services@jvstoronto.org)

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**PAYE (Partnership to Advance Youth Employment)**

[www.torontopaye.ca](http://www.torontopaye.ca) (Employer's Section)

– City of Toronto

**General Information:**

PAYE is a collaborative initiative between the City of Toronto and the business community designed to take action on youth unemployment in Toronto's disadvantaged communities. PAYE focuses on individuals under 30 years of age who are culturally diverse, and have acquired a range of skills, interests, experience, and level of education. They include high school graduates, youth that have some post-secondary education, and internationally educated workers with post-secondary degrees.

PAYE provides businesses in Toronto the opportunity to play an important role in their neighbourhoods by helping advance the employment prospects of youth who are living in disadvantaged communities, and provide them with meaningful opportunities.

**Service Available:**

- Recruit qualified pre-screened individuals to fill full-time, part-time, apprenticeships, or paid internship positions within their workplace
- Participate in learning forums where employers can share their expertise and knowledge that will help prepare youth to succeed in the workforce
- Provide mentoring and guidance support to selected youth
- Partnership opportunity with PAYE to share ideas, technical skills, and resources on effective ways to help support youth and their transition into the workplace

**Costs:** None

**Contact Information:**

Bryan Dale  
Supervisor, Direct Program  
City of Toronto  
416-397-JOBS (5627)

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**Peel Immigration Web Portal:**

[www.immigrationpeel.ca](http://www.immigrationpeel.ca) – Peel Region

**General Information:**

The Peel Immigration Web Portal is an online resource for employers looking to hire, retain, and integrate skilled immigrants in their businesses in the Peel region.

The Peel Immigration Web Portal is supported by the Ontario Ministry of Citizenship and Immigration and by Citizenship and Immigration Canada.

**Services Available:**

- Online links to useful resources, programs, and services that provide support for employers to tap into the international talent pool of newcomers in Peel region

**Costs:** None

**Contact Information:**

TRIEC (Toronto Region Immigrant Employment Council)  
Peel Regional Office  
Tel: 905-896-4994

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**SkillsInternational.ca:**

[www.skillsinternational.ca](http://www.skillsinternational.ca)

(Employer section) – *National*

**General Information:**

SkillsInternational.ca is a collaborative initiative managed in partnership by the Waterloo Region District School Board, WIL Employment Connections in London, and COSTI Immigrant Services in Toronto. SkillsInternational.ca provides employers with a cost-effective opportunity to access pre-screened skilled immigrants who are recommended by experienced Employment Advisors across Ontario. The first of its kind in Canada, this online searchable résumé database is dedicated exclusively to profiling the skills of skilled immigrants to help employers compete in the increasingly global marketplace.

**Services Available:**

- Provides employers with a number of different searches based on criteria ranging from skills to experience to education

**Costs:**

Please contact Skillsinternational.ca for information regarding cost of services.

**Contact Information:**

Project Lead Agency

WIL Employment Connections

4th Floor, 141 Dundas Street

London, ON

N6A 1G3

Tel: 519-663-0774

Fax: 519-663-5377

Email: [info@skillsinternational.ca](mailto:info@skillsinternational.ca)

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**Skills for Change:**

[www.skillsforchange.org](http://www.skillsforchange.org)

(Corporate Services section) – *GTA*

**General Information:**

Skills for Change is a not-for-profit organization based in Toronto that supports the successful integration of immigrants and refugees in their workplace and their communities. For employers interested in recruiting and retaining qualified job seekers from a culturally diverse talent pool, Skills for Change provides a range of programs and services that help make it easier to successfully engage educated talent into your workplace.

These programs and services include: The Newcomer Talent Placement Service, the Business Communications Training program, the Workplace Inclusion Training program, the Cross-Cultural Communications Training program, the “Develop Your Own” Mentoring Program, and the TechSkills program.

**Services Available:**

- The Newcomer Talent Placement Services provides employers free access to a pre-screened pool of international talent across a wide range of professions including: accountants, bookkeepers, customer services managers, engineers, IT specialists, teachers, and health care practitioners
  - Employers looking to hire skilled immigrants for short or long term positions can also save 20-30% of the dollar value of each new hire’s first year salary
- The Business Communications Training program was developed to provide English workplace and language skills training to newcomer employees to help them communicate effectively in a business environment
- The Workplace Inclusion Training program was designed to help employers train their staff members to learn about key diversity issues in their working environment through engaging them in activities and thought-provoking case scenarios

- The Cross-Cultural Communications Training program can help employers equip their staff with the tools they need to identify issues related to culturally-based misunderstandings and miscommunication through the delivery of workshop materials tailored to each employer's specific needs and work environment
- The "Develop Your Own" Workplace Mentoring Program provides employers with the tools, resources, and guidance to set up their own internal mentoring program to support the integration of newcomer employees
- The TechSkills program is a computer-based training program that provides employers with affordable hands-on and low-ratio training classes with real-world expert instructions on the latest software applications.

**Costs:**

Please contact Skills for Change for information regarding cost of services.

**Contact Information:**

791 St. Clair Avenue West  
Toronto, ON  
M6C 1B7

Tel: 416-658-3101

Fax: 416-658-6292

Info Line: 416-658-7090

For a list of individual contacts, please refer to:

[www.skillsforchange.org/contact-us](http://www.skillsforchange.org/contact-us)

**Skills Without Borders:**

[www.skillswithoutborders.com](http://www.skillswithoutborders.com) – *Brampton Region*

**General Information:**

Skills Without Borders is an award winning initiative of the Brampton Board of Trade funded by the Ontario Chamber of Commerce as part of its Global Experience @ Work project. Skills Without Borders has developed a number of useful resources to help business owners, employers, and HR managers facilitate the employment of skilled immigrants, overcome the barriers encountered while hiring immigrants, and learn about how to manage a culturally diverse workforce.

**Services Available:**

- Access to online resources and in-person events that offer useful tips and guides for employers on how to successfully grow their businesses by capitalizing on the international talent of skilled immigrants
- Downloadable or hard copy version of the Employer's Resource Guide available at: <http://www.skillswithoutborders.com/?q=node/3>
- Offers job fair services

**Costs:** None

**Contact Information:**

Dr. Yamil H. Alonso

36 Queen Street East, Suite 101

Brampton, ON

L6V 1A2

Tel: 905-451-1122, ext. 207

Fax: 905-450-0295

Email: [yalonso@bramptonbot.com](mailto:yalonso@bramptonbot.com)

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### TASC (The Alliance of Sector Councils):

[www.councils.org](http://www.councils.org) (Our Priorities, Internationally Trained Workers section) – *National*

#### General Information:

TASC is a coordinating body of Canada's sector councils that is working to find labour market skills solutions for key sectors in the economy on a national scale. The TASC website offers useful sector-specific information and resources for employers looking to recruit and retain skilled immigrants into their workplace.

TASC has also developed The Gateway Potential, a web portal dedicated to supporting the recruitment and retention of skilled immigrants in the Canadian labour force. The Gateway Potential includes a range of online programs and services, as well as downloadable guides that includes both sector-specific and region-specific information. The Gateway Potential can be accessed at: <http://www.councils.org/gateway/>

#### Services Available:

- Provides information on recruiting and retaining skilled immigrants in the Canadian labour force
- From time to time, TASC hosts workshops, events, and research projects related to foreign credential recognition and employing skilled immigrants

**Costs:** None

#### Contact Information:

608-151 Slater Street  
Ottawa, ON  
K1P 5H3  
Tel: 613-565-3637  
Fax: 613-231-6853  
Email: [info@councils.org](mailto:info@councils.org)

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### The Workplace Development Toolkit:

[www.thetoolkit.ca](http://www.thetoolkit.ca) – *National*

#### General Information:

The Workplace Development Toolkit is created by SISO (Settlement and Integration Services Organization), a not-for-profit organization that provides programs and services that assist newcomers in their integration in Canada.

The Workplace Development Toolkit is a comprehensive web portal that provides useful tips and guides, downloadable tools, and easy links to external resources that help employers gain expertise on how to hire, retain, and integrate skilled immigrants into their workplace. This toolkit also provides information on how to adapt company policies and procedures to reap the benefits of a diverse workplace. This web portal contains a powerful source of information designed for employers, and is well-organized and easy to navigate through.

The French language version of the Workplace Development Toolkit is also available.

#### Services Available:

- Information and resources on: recruiting and selecting skilled immigrants; overcoming barriers; broadening your options; what is the diversity advantage; legislative resources; provincial specific information; and other external resources

**Costs:** None

#### Contact Information:

360 James Street North  
Lower Concourse  
Hamilton, ON  
L8L 1H5  
Tel: 905-521-0547  
Email: [employment@siscohamilton.org](mailto:employment@siscohamilton.org)

### 3.2 Evaluating Foreign Credentials

One of the key barriers faced by employers who are looking to hire skilled immigrants is the need to determine the Canadian equivalencies of foreign credentials. This subsection provides employers with resources that they can use to help them better understand the qualifications of international talent.

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#### World Education Services (WES):

[www.wes.org/ca](http://www.wes.org/ca) (Employer section) – *National*

#### General Information:

WES is a not-for-profit organization that has over 35 years of experience with providing high quality and cost-effective evaluations of international academic credentials. WES provides more than 55,000 evaluations each year, 10,000 of which are in Canada. WES evaluations are recognized by thousands of academic institutions, employers, professional licensing bodies, and government agencies across the U.S. and Canada.

WES uses a comprehensive credential evaluation database known as AICES (Automated International Credential Evaluation System) to conduct extensive research on education systems and evaluation methodology around the world, and to produce accurate and up-to-date information on international high education. AICES manages data on 33,000 foreign academic institutions, 220 countries and jurisdictions, 17,000 credentials, and 2,300 grading scales.

WES is also a member of ACESC (Alliance of Credential Evaluation Services of Canada), and a charter member of NACES (National Association of Credential Evaluation Services). WES is recognized by the Government of Ontario.

#### Services Available:

- Produces credential evaluation reports on the Canadian equivalencies of international educational backgrounds to assist employers with verifying the authenticity of prospective employees' international credentials
- Free online resources that help employers gain a greater understanding of international credentials:
  - International and regional ranking produced by other sources can be accessed at: <http://www.wes.org/ca/UIC/index.asp>;
  - Links to education ministries, universities and colleges, educational organizations, and accrediting bodies from countries all over the world can be accessed at: <http://www.wes.org/ewenr/research.asp>.
- Simple and inexpensive International Degree Preview (IDP) tool to help employers determine Canadian equivalencies of international credentials in real-time without having to wait for an evaluation report

#### Costs:

Information on cost of WES evaluation reports can be found at:

<http://www.wes.org/ca/employers/evalreports.asp>.

Information on cost of WES IDP tool can be found at:

<http://www.wes.org/ca/employers/prescreening.asp>.

#### Contact Information:

##### Toronto Office

Kevin Kamal

Client Services Manager

Tel: 416-927-0070, ext. 225

Fax: 416-972-9002

Email: [supportca@wes.org](mailto:supportca@wes.org)

##### Main Office

John Lembo

Manager, Academic Services

Tel: 212-219-7330

Fax: 212-739-6151

Email: [support@wes.org](mailto:support@wes.org)

### 3.3 Where to Access Bridging and Mentoring Programs

Bridging and mentoring programs provide a win-win opportunity for both employers and prospective candidates. Bridging programs allow qualified and job-ready candidates to gain meaningful work experience and increased job prospects through paid work placement positions that may be subsidized by external funding. These programs offer employers a low-risk and high-investment opportunity to benefit from recruiting educated and talented pre-screened candidates in a cost-effective way.

Mentoring programs connect employers with qualified job seekers in a professional occupation-specific and one-on-one relationship that allows employers and their staff to strengthen their leadership and coaching skills. These programs will in turn provide job seekers with valuable exposure to useful employment and career information related to their specific occupations.

The bridging and mentoring programs listed in this subsection apply exclusively to initiatives that connect employers with skilled immigrants. Through these programs, not only do employers have access to a qualified pool of international talent, but they will also have the opportunity to develop an understanding of the skills and experience that skilled immigrants can bring to their businesses.

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#### ECO Canada:

[www.eco.ca](http://www.eco.ca) (Projects; Employer; Workplace Diversification section) – *National*

#### General Information:

The Environmental Careers Organization of Canada (ECO Canada) is a not-for-profit, industry-led human resources organization. ECO Canada develops programs that help individuals build meaningful environmental careers, provides employers with resources to find and keep the best environmental practitioners, and informs educators and governments of employment trends to ensure the ongoing prosperity of this growing sector.

As the national sector council for the environment, ECO Canada's website provides a variety of resources to assist employers with their recruiting needs.

The ECO Canada website also provides a range of resources aimed at helping environmental organizations and employers access the low-risk and high-investment opportunity to diversify their staff and facilitate workplace integration.

#### Services Available:

- *ECO Job Board:* Employers can find qualified professionals with environmental skills through Canada's largest environmental job board. With a searchable resume database, directory profile, and exposure to candidates across Canada, this is a great way to find top talent.
- *Environmental Immigrant Bridging Program:* Created in association with over 60 environmental employers, skilled immigrants, and employment counselors, this training program provides qualified skilled immigrants with the skills needed to bridge the gap into Canadian employment in the sector. Hiring participants from this program for a 3-month placement or employment opportunities is a low risk high-investment opportunity for employers to diversify their workplace. To learn more about this program, visit: [http://www.eco.ca/documents/ECOCANADA\\_WhyHireanEIBProgramGraduate.pdf](http://www.eco.ca/documents/ECOCANADA_WhyHireanEIBProgramGraduate.pdf)

#### Costs:

Please contact ECO Canada for information regarding fees associated with the Environmental Immigration Bridging Program

#### Contact Information:

308-11th Avenue SE, Suite 200  
Calgary, Alberta  
T2G 0Y2  
Tel: 403-233-0748  
Fax: 403-269-9544  
Email: [info@eco.ca](mailto:info@eco.ca)

Nichole Watson, Account Representative  
ECO Canada  
200-308, 11th Avenue SE  
Calgary, Alberta  
T2G 0Y2  
Tel: 403-476-1936  
Fax: 403-269-9544  
Email: [nwatson@eco.ca](mailto:nwatson@eco.ca)

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**IWES (Integrated Work Experience Strategy)  
(Managed by the ICTC – Information and  
Communications Technology Council in  
partnership with JVS Toronto):**  
[www.ictc-ctic.ca](http://www.ictc-ctic.ca) (Immigration Initiatives, IWES,  
For Employers section) – GTA

**General Information:**

IWES is an initiative currently operating in Markham, and is managed in partnership between JVS Toronto and the ICTC. JVS Toronto is a not-for-profit organization that provides a diverse range of services for thousands of unemployed and underemployed individuals throughout the GTA. ICTC is a not-for-profit sector council that supports the growth of a highly diverse and educated ICT industry and workforce in Canada.

IWES is a bridge-to-work pilot program that provides opportunities for employers to have access to skilled immigrants who are well positioned to fill ICT roles in Canada.

**Services Available:**

- All IWES candidates are rigorously pre-screened and selected based on their employment-readiness, and undergo a six week training program, which includes guidance in developing workplace cultural intelligence, workplace communication, business networking experience, connection to community, and guided work experience
- IWES makes it easier for employers to connect with qualified international talent that have acquired insights and training to smoothly integrate into the Canadian workplace

**Costs:**

Please contact IWES for information regarding cost of services

**Contact Information:**

Maureen A. Ford  
Program Manager  
Information and Communications Technology Council (ICTC)  
Integrated Work Experience Strategy (IWES) Program  
3780 14th Avenue, Suite 310  
Markham, ON L3R 9Y5  
Tel: 905-917-2019  
Fax: 905-470-7157  
Email: [m.ford@ictc-ctic.ca](mailto:m.ford@ictc-ctic.ca)

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**The Mentoring Partnership:**  
[www.thementoringpartnership.com](http://www.thementoringpartnership.com) – GTA

**General Information:**

The Mentoring Partnership is an award-winning initiative of TRIEC that matches GTA employers with skilled immigrants in occupation-specific mentoring relationships.

The Mentoring Partnership has been operating for over five years, facilitating over 5,000 effective mentoring relationships between skilled immigrants and established Canadian professionals. Since 2004, over 50 organizations have engaged their staff in The Mentoring Partnership to strengthen leadership and coaching competencies, and develop cross-cultural understanding and communication skills.

A list of the current participating corporate partners can be found here: <http://www.thementoringpartnership.com/partners/corporatepartners/partners/>.

As a corporate partner of The Mentoring Partnership, organizations select suitable mentors from their internal staff. Meetings can include referral meetings, and can be online, over the phone, or in person.

All immigrant mentees have at least three years of work experience in their area of expertise, achieved at least a bachelor's degree or the equivalent from outside of Canada, and acquired a sufficient level of English skills that allows them to perform effectively in the workplace.

**Services Available:**

- Mentoring opportunities to help strengthen leadership and coaching competencies, and develop cross-cultural understanding and communication skills within the workplace
- Develop one-on-one professional mentoring relationships with qualified skilled immigrants that have the education, experience, and language skills to succeed in the competitive labour market

**Costs:** None

**Contact Information:**

Email: [info@thementoringpartnership.com](mailto:info@thementoringpartnership.com)

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## Ontario Bridging Programs

For information on additional bridging programs in Ontario by occupation, please visit:  
[http://www.ontarioimmigration.ca/en/working/OI\\_BRIDGE.html](http://www.ontarioimmigration.ca/en/working/OI_BRIDGE.html)

### 3.4 Best Practices on Retaining and Integrating Skilled Immigrants

Skilled immigrants offer dynamic qualifications and backgrounds that can help grow Canadian businesses. However, a lack of knowledge and experience with managing a diverse workforce is a common challenge for employers seeking to hire skilled immigrants.

This subsection provides employers with online and downloadable handbooks, webinars, interactive tools, and more that offer strategies, tips, and guides on the best practices of integrating and retaining skilled immigrants into Canadian businesses and on how to successfully manage a diverse workplace.

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#### ALLIES - Assisting Local Leaders with Immigrant Employment Strategies

See ALLIES in *How to Find, Select, and Recruit Qualified Candidates*, on page 5.

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#### CAF-FCA (Canadian Apprenticeship Forum/ Forum canadien sur l'apprentissage): [www.caf-fca.org](http://www.caf-fca.org) – National

##### General Information:

CAF-FCA is a not-for-profit organization that brings together stakeholders to research and discuss the key issues affecting apprenticeship in Canada today. Working collaboratively with the apprenticeship community, CAF-FCA promotes the skilled trades as a viable and respected career path. The organization's website includes information for employers on diversity in the workplace, as well as a toolkit outlining the steps involved in hiring and retaining apprentices.

##### Services Available:

- Learn how to create a workplace ready for skilled immigrants by accessing promising practices for hiring and retaining candidates in “Creating Diversity and Career Opportunities in the Skilled Trades,” at: <http://www.caf-fca.org/en/reports/diversity.asp>
- Download CAF-FCA's Employer Toolkit for step-by-step tips on preparing your workplace for apprentices, especially immigrants and women, at <http://www.caf-fca.org/en/employers/>

**Costs:** None

##### Contact Information:

812-116 Albert Street  
Ottawa, ON  
K1P 5G3  
Tel: 613-235-4004, ext. 206  
Fax: 613-235-7117  
Email: [info@caf-fca.org](mailto:info@caf-fca.org)

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### CCLB - Centre for Canadian Language Benchmarks

See CCLB in *How to Find, Select, and Recruit Qualified Candidates*, on page 7.

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### COSTI Immigration Services

See COSTI in *How to Find, Select, and Recruit Qualified Candidates*, on page 7.

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### Diversity!:

[www.diversityintheworkplace.ca](http://www.diversityintheworkplace.ca) – National

#### General Information:

Diversity! is a monthly online publication that provides Canadian businesses with information on a wide range of issues related to diversity and inclusion in the workplace.

#### Services Available:

- Delivers newsletters, webinars, and events to employers on how to successfully manage workplace diversity

#### Costs:

Program and services costs vary. For more information, please go to: [www.diversityintheworkplace.ca](http://www.diversityintheworkplace.ca)

#### Contact Information:

[info@diversityintheworkplace.ca](mailto:info@diversityintheworkplace.ca)

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### ECO Canada

See ECO Canada in *How to Find, Select, and Recruit Qualified Candidates*, on page 16.

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### FCRO - Foreign Credentials Referral Office

See FCRO in *How to Find, Select, and Recruit Qualified Candidates*, on page 8.

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### hireimmigrants.ca

See [hireimmigrants.ca](http://hireimmigrants.ca) in *How to Find, Select, and Recruit Qualified Candidates*, on page 8.

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### Skills for Change

See Skills for Change in *How to Find, Select, and Recruit Qualified Candidates*, on page 12.

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### Skills without Borders

See Skills without Borders in *How to Find, Select, and Recruit Qualified Candidates*, on page 13.

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### TASC - The Alliance of Sector Councils

See TASC in *How to Find, Select, and Recruit Qualified Candidates*, on page 14.

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### The Workplace Development Toolkit

See The Workplace Development Toolkit in *How to Find, Select, and Recruit Qualified Candidates*, on page 14.

## TRIEC (Toronto Region Immigrant Employment Council):

[www.triec.ca](http://www.triec.ca) – GTA

### General Information:

The Toronto Region Immigrant Employment Council (TRIEC) is a multi-stakeholder leadership council working to accelerate the integration of skilled immigrants into the local labour market by creating and championing innovative solutions with its partners. TRIEC works collaboratively with employers, regulatory bodies, educators, labour and community groups, government, and immigrants to find effective employment solutions that are in everyone's interests.

### Services Available:

- Information on tapping skilled immigrant talent resources
- Upcoming workshops on integrating skilled immigrants into the workplace
- Innovative training videos that complement employers' training and development initiatives
- The Mentoring Partnership, which provides employers with a no-cost way to build cross-cultural competencies and leadership training opportunities
- Professional Immigrant Networks (PINs), which are volunteer-run ethno-centric groups organized by and for internationally educated and experienced professionals, creates a new talent source for employers
- Employer Helpline at 1-888-9TALENT (1-888-982-5368): to connect employers to the resources available to help them hire and successfully integrate the GTA's skilled immigrant talent into the workforce
- Corporate & Stakeholder Relations Managers (CSRMs) at TRIEC can help employers engage immigrant employment organizations and resources, whether for recruitment, integration, training or leadership and recognition opportunities
- Immigrant Success Awards, which recognize innovative human resource practices and individuals who have demonstrated leadership in recruiting, retaining and promoting skilled immigrants

**Costs:** None

### Contact Information:

#### Toronto

170 Bloor Street West  
Suite 901  
Toronto, ON  
M5S 1T9  
Tel: 416-944-1946

#### York

80F Centurian Drive  
Suite 200  
Markham, ON  
L3R 8C1  
Tel: 905-752-1091

#### Peel

165 Dundas Street West  
Suite 911  
Mississauga, ON  
L5B 2N6  
Tel: 905-896-4994

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## 4. Online Sources for Employers

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**1. "Business Critical: Maximizing the Talents of Visible Minorities – And Employer's Guide"**

Prepared by the Conference Board of Canada:  
<http://www.conferenceboard.ca/documents.aspx?did=1198>

**2. "Employer's Roadmap: To Hiring and Retaining Internationally Trained Workers"**

Prepared by the Alliance of Sector Councils for the Foreign Credentials Referral Office of Citizenship and Immigration Canada:  
<http://www.credentials.gc.ca/employers/roadmap/roadmap.pdf>

**3. "Handbook on Immigration & Skill Shortages"**

Prepared by the Canadian Labour and Business Centre:  
[http://www.clbc.ca/files/reports/immigration\\_handbook.pdf](http://www.clbc.ca/files/reports/immigration_handbook.pdf)

**4. "Hiring and Retaining Skilled Immigrants: A Cultural Competence Toolkit"**

Prepared by the British Columbia Human Resources Management Association:  
<http://www.bchrma.org/pdf/itiguide.pdf>

**5. "Immigration and Small Business: One Solution to Canada's Skills and Labour Shortage"**

Prepared by the Canadian Federation of Independent Business:  
<http://www.cfib.ca/research/businfo/pdf/din0529.pdf>

**6. "Immigrant-Friendly Businesses: Effective Practices for Attracting, Integrating, and Retaining Immigrants in Canadian Workplaces"**

Prepared by the Conference Board of Canada:  
[http://www.wpboard.ca/english/pdfs/Immigrant-Friendly\\_Businesses\\_CBC.pdf](http://www.wpboard.ca/english/pdfs/Immigrant-Friendly_Businesses_CBC.pdf)

**7. "Take a Look at What's Working: Internationally Trained Workers in Canada"**

Prepared by the Canadian Manufactures & Exporters (CME) Ontario Division, and the Ontario Ministry of Training, Colleges & Universities (MTCU):  
<http://on.cme-mec.ca/download.php?file=fzn4bmgv.pdf>

**8. "Workplace Diversity: An Employer's Guide for Business Advantage"**

Prepared by Skills Without Borders:  
<http://www.skillswithoutborders.com/files/2.pdf>







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## The Diversity Forum

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**Rizwan Ahmad** (*Working Group Chair*)  
RBC Royal Bank

**Charles Achampong**  
TRIEC

**Michael Bach**  
KPMG

**Courtney Betty**  
Enable Diversity Business Network

**Kelly Cotton**  
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**Cassandra Dorrington**  
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**Allan Kwong**  
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