



AMSSA

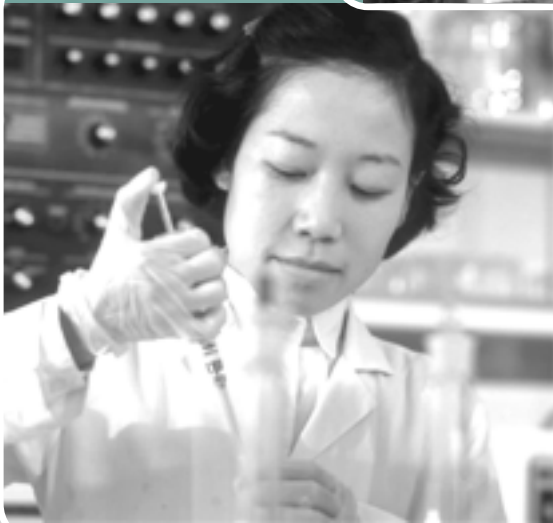
# *Cultures* West

Affiliation of Multicultural Societies and Service Agencies of BC

Vol. 21, No. 1: Fall 2003

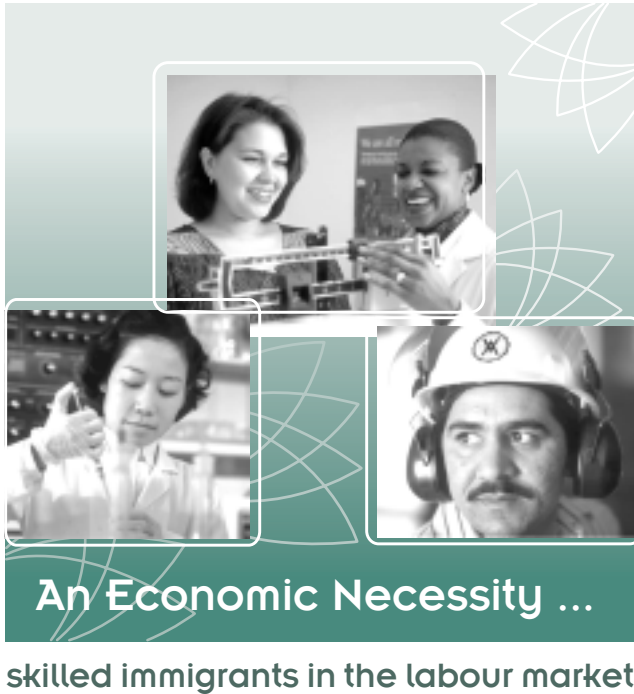


COVER ART BY TONY SAMSON



## An Economic Necessity ...

skilled immigrants in the labour market



## skilled immigrants in the labour market

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AMSSA is an affiliation of member agencies providing immigrant settlement and multicultural programs in communities throughout BC.

#### VISION:

AMSSA believes in a just and equitable society which values Canada's cultural diversity.

#### MISSION:

AMSSA provides leadership in advocacy and education in British Columbia for anti-racism, human rights, and social justice. AMSSA supports its members in serving immigrants, refugees and culturally diverse communities.

#### GOALS:

1. To build Member Agencies' capacity through effective communication, facilitation, and collaboration
2. To advocate for social justice and equity in immigration, multiculturalism, anti-racism, and human rights
3. To increase AMSSA's profile as a provincial organization

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## Message from the President ...



*“... industrialized nations are already starting to suffer from the negative effects of a shrinking, greying population ... immigration will need to play an increasingly important role in the economic growth and survival of developed nations.”*

**W**e can no longer ignore the fact that while our global population is indeed increasing, the birth rate is declining through most of the developed world. The majority of industrialized nations are already starting to suffer from the negative effects of a shrinking, greying population. A population decline affects schools, pensions, investment, consumption, taxation rates, individual households and, of course the labour market. A quick scan of the globe shows that:

- It is estimated that the proportion of persons aged 60 years and older in the world will double between 2000 and 2050
- In the European Union, the ratio of workers to retirees will decline from 5 to 1 today to 3 to 1 in 2015
- Japan’s population is expected to shrink by 17% over the next 50 years
- Germany’s population is expected to shrink by more than 33% over the next 50 years
- By 2050 38% of Spain’s population will be 65 years or older

Governments, demographers and economists agree that immigration will need to play an increasingly important role in the economic growth and survival of developed nations. They all strongly suggest temporary or permanent immigration as the solution. Germany is considering implementing an immigration plan to import 50,000 highly skilled immigrants to ease its labour shortages. This would make Germany the first European country with an active and proactive immigration policy. At home, Statistics Canada tells us that between 1991 and 2001 immigration, not natural increase, was the main source of our population growth. Canada already has a humane approach to immigration, one that allows newcomers to our shores to actively participate in all aspects of society.

Most industrialized countries are taking steps to recruit and retain qualified immigrants.

A recent article citing Deloitte & Touche states that when it comes to nursing, US health care agencies seek out candidates from the Philippines, Australia looks to Malaysia and the UK finds favour with India. Yet, Canada seems to avoid recruiting from the developing world, and focuses its efforts on the US, U.K., New Zealand and Australia.

So, while other countries that find themselves in a similar situation are already welcoming immigrants into their labour force, here in Canada we will continue to suffer from serious labour shortages. And at the same time, we hear of real life stories where a qualified and experienced doctor works the midnight shift at 7-Eleven, or an engineer has to drive a cab or work as a janitor. We know of nurses who earn their living as nannies and educators who find that their new job title is that of administrative assistant.

It is within this context that we examine highly qualified immigrants and their integration into Canadian society and the labour market. We provide a wide range of perspectives on the subject in one volume. AMSSA hopes that this issue of Cultures West might become a resource for both the individual with a casual interest in internationally trained professionals (ITPs) and for the more serious student. We start with a national perspective, then we look at the provinces. We continue by examining the emergence of government and businesses partnerships with British Columbia agencies, and end with viewpoints from business organizations, agencies and individuals.

Jean McRae  
President

# Labour Supply and the Future of Immigration

By David Baxter

Canada is a country built by, of and for immigrants and the descendants of immigrants. Thus the process of immigration is part of the immediate life experience of many Canadians. In 2001, 38% of Canadians indicated that they were either born outside of Canada (22%) or were born in Canada but had at least one parent who was born outside of Canada (16%). This is slightly lower than it was thirty years ago, when the statistics were 25% and 16.2% respectively.

Canada's ageing population, with its reliance on current taxation and contributions to finance programs such as health care and the Canada Pension Plan, combine to make future economic growth in Canada a social necessity.

Consider health care. The average annual per capita cost of health spending for people aged 65 and older is \$7,143 per person per year, 5 times the \$1,423 per capita annual average for the working aged population. The ageing of the *current* 35 to 64 population over the next three decades, all other things held constant (including per capita health spending), will increase total health spending by 50% (\$30 billion).

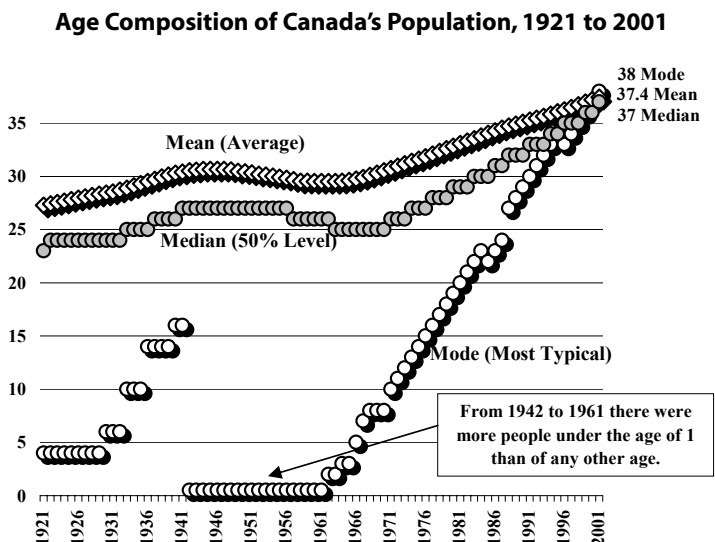
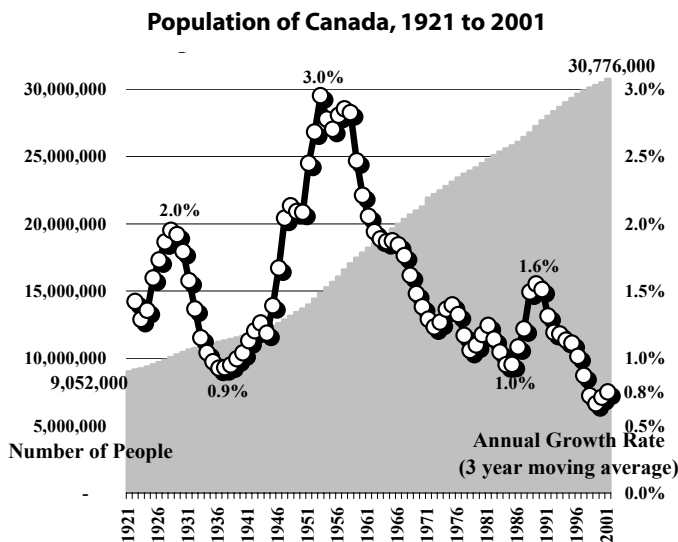
In order to fund the increased costs associated with the ageing of its current population, Canada must have commensurate economic growth, which will in turn require, among other things, more workers. Today our 5 to 34 population is smaller than the 35 to 64 population. In addition, both the annual number and rate of births has declined over the past three decades. These factors indicate that the number of people of working age from the current population of Canada will decline in the future. To increase the number of people in the working aged population in Canada requires increased immigration.<sup>1</sup>

While immigration growth of 1% per year will help to provide the workers, and hence the economic growth, necessary to fund contingent health care and pension plan liabilities, it will not be sufficient on its own. Sustaining these social transfer programs will also require a greater percentage of the population of working age working and increased output per worker. Thus the three Ps – increased worker productivity, increased labour force participation, and an increased working aged population – will characterize economic and labour market change in the future.

As in the past and the present, so in the future will immigrants and the descendants of immigrants be our doctors, caregivers, and dentists; our welders, farmers, and teachers; our poets, playwrights, and plumbers. But they will be more than just workers – they will be our neighbours and friends, the spouses of our children, and the parents of our grandchildren. Just as we were, and our parents, their parents, and all of our ancestors before them were, they will be the next generation of Canadians.

<sup>1</sup> For an analysis of Canada's past, present and future demography see *Changing People, Changing Behaviour*, by David Baxter and Andrew Ramlo, at [www.urbanfutures.com/Research/UrbanFuturesContextCPP.pdf](http://www.urbanfutures.com/Research/UrbanFuturesContextCPP.pdf)

David Baxter is the executive director of Urban Futures Institute, a non-profit organization which researches and publishes information on the future of urban communities. He also writes a monthly column for Business in Vancouver.



# Canada's Innovation Strategy

In February 2002, the Government of Canada launched its Innovation Strategy, which includes proposed strategies for addressing the issue of integrating highly skilled immigrants into Canada's labour force. Following is a summary of the proposed plans.



Jane Stewart, Minister of HRDC with Industry Minister Allan Rock at launch of Canada's Innovation Strategy, February 12, 2002

Countries that succeed in the 21st century will be those with citizens who are creative, adaptable and skilled. Our people – their skills, talents, knowledge and creativity – are the key to our future success. By providing opportunities for all Canadians to learn and to develop their skills and abilities, we can achieve our commitment to economic growth and prosperity and demonstrate our social values of inclusion and equality. A knowledge-based economy, such as Canada's, will require highly skilled workers to support economic growth and innovation.

Canada has a good track record in attracting highly educated immigrants. Recent immigrants have higher average levels of

education than the Canadian-born population. In 2001, 60 percent of working-age immigrants had a post-secondary degree at landing, compared to 44 percent of the existing Canadian population. Of the more than 250,000 immigrants and refugees who were welcomed to Canada in 2001, approximately 60 percent entered through the economic category (those who immigrate as permanent workers, including principal applicants and dependents). Even with higher levels of education and better skills, immi-

*Encouraging broad acceptance of immigrants in Canadian society, including employers, is critical both to meeting our economic objectives and to strengthening social cohesion.*

grants have greater difficulty integrating into the labour market than Canadian-born workers with an equivalent education. This results in many immigrants whose skills are underused because Canadian regulatory bodies and employers do not recognize their foreign-earned trades diplomas, professional licenses, academic credentials, or work experience.

Ensuring that immigrants can fully use their skills, soon after arrival, is in the shared best interest of new immigrants to Canada and the economy as a whole. Encouraging broad acceptance of immigrants in Canadian society, including employers, is critical both to meeting our economic objectives and to strengthening social cohesion. The key determinants of the successful integration of immigrants into the Canadian labour market include:

- Language fluency – levels should be appropriate for the labour market.
- Education – higher levels of education mean better performance in the labour market.
- Prior linkages to Canadian immigrants who have worked or studied in Canada – enables faster integration and better performance in labour market.
- Recognition of foreign qualifications – effective processes for assessment and recognition of qualifications can improve access to employment.

*Continued on page 7 ►*

## **In Achieving Excellence – Investing in People, Knowledge and Opportunity, an Industry Canada companion paper to Knowledge Matters, the Government of Canada proposes the following initiatives with respect to highly skilled immigrants.**

### **Goals**

Ensure that Canada receives the skilled immigrants it needs and helps immigrants to achieve their full potential in the Canadian labour market and society.

### **Targets**

By 2004, significantly improve Canada's performance in the recruitment of foreign talent, including foreign students, by means of both the permanent immigrant and the temporary foreign workers programs.

### **Priorities**

Modernize the Canadian immigration system:

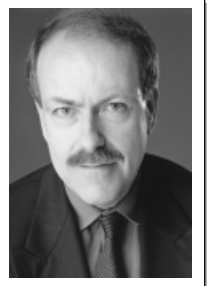
- Maintain commitment to higher immigration levels and work toward increasing the number of highly skilled workers.

- Expand the capacity, agility and presence of the domestic and overseas immigration delivery system to offer competitive service standards for skilled workers, both permanent and temporary.
- Brand Canada as a destination of choice for skilled workers.
- Use a redesigned temporary foreign worker program and expanded provincial nominee agreements to facilitate the entry of highly skilled workers, and to ensure that the benefits of immigration are more evenly distributed across the country.

For copies of publications related to Canada's Innovation Strategy, call 1 800 O-CANADA (1 800 622-6232) or visit <http://www.innovationstrategy.gc.ca>.

# Critical Need for Improved Recognition of Foreign Credentials

By Jock Finlayson



Immigration has long influenced the economic development in British Columbia and it promises to have an even bigger impact in the future. Of the 4 million people currently residing in BC, 26% are foreign born. In the Lower Mainland, which has been the main engine of economic growth in BC since the mid-1990s, immigrants make up a remarkable 37% of the population.

Demographic projections indicate that foreign-born individuals are destined to play an even greater role in the economy. This is because the number of young people entering the workforce from the existing population base is not sufficient to replace the forthcoming retirements among the “baby-boom” generation, most of whom are now in their late forties and fifties. This fundamental demographic trend explains the mounting concern in the business community over possible shortages of skilled labour.

While it is unlikely that economy-wide labour shortages will occur in the next decade, shortfalls are likely in sectors where the current workforce is relatively old – for example, in health care, education, forestry, utilities and all areas of government administration. To fill these looming vacancies and encourage continued economic growth, both British Columbia and other Canadian provinces will have to attract significant numbers of appropriately educated and qualified immigrants.

Simply attracting immigrants, however, is not a solution to the problem of potential labour shortages. Approximately one-fifth of BC’s labour force is employed in “regulated” professions or occupations, ranging from health care to teaching and accounting to the various skilled construction and mechanical trades. Foreign-born workers will be filling a rising proportion of the available job openings. This fact highlights the need to facilitate the recognition of foreign credentials and experience in all occupations, including those subject to regulation or other forms of skill accreditation.

There is already a major “learning-employment gap” in the province, as well-educated immigrants often end up working in jobs significantly below their skill and training level. This is Canada-wide problem. According to the Conference Board of Canada<sup>1</sup>, of the 540,000 Canadians who are underemployed or unemployed because of “unrecognized learning,” fully three quarters are immigrants. And lack of recognition of foreign education and training is the single most important factor in unrecognized learning.

Unrecognized learning represents foregone economic output. It translates into a loss for employers who find it difficult to fill vacant positions. And it damages the economic prospects for tens of thousands of foreign-born workers and their families. The Conference Board estimates that hundreds of thousands of Canadians could earn between \$8,000 to \$12,000 more per year through improved recognition of foreign credentials and training.

One problem for immigrants anxious to find jobs is that they often do not receive reliable information about occupational certification and licensing requirements prior to coming to Canada. As a result, many arrive expecting they will be able to work in their field or occupation, only to discover that their credentials and non-Canadian work experience are not recognized. For such individuals, the need to go through the costly and time-consuming process of attaining local qualifications can result in a lengthy period of unemployment or underemployment. Part of the responsibility for this unfortunate state of affairs rests with the federal government: immigration officials need to do a much better job informing immigrants about the Canadian labour market, including occupational licensing and accreditation requirements. A bigger role for employers in immigrant selection would be one way to ensure that prospects immigrants to Canada are given sound, up-to-date labour market information.

But this is not enough. More effort also must be put on expediting the evaluation and recognition of foreign credentials. As it stands now, the evaluation process varies widely across employers and occupations. Paper credentials are important in the hiring process for occupations that require formal certification, but matching these credentials to provincial standards can be difficult. In non-certified occupations, paper credentials often affect hiring decisions, but employers also tend to rely on informal networks and are interested in the nature of an immigrant’s previous work experience. Employers, governments and occupational bodies in Canada need to work together to develop initiatives to fairly evaluate foreign credentials, to share information. They also need to establish innovative “fast-track” programs aimed at assisting immigrants with specific foreign credentials (e.g., nurses, accountants) to acquire Canadian-level qualifications without having to start over in their chosen career or profession.

For most immigrants, language proficiency is critical to securing appropriate employment. Results from the 2001 Canadian census show that one in ten immigrants in BC could not speak, write or

*Continued on page 7 ►*



understand English. This suggests that more attention and resources should be devoted to English as a second language instruction for immigrants. Few employers are willing or able to teach language skills, but do look for individuals who can communicate effectively and work as part of a team. Without an adequate command of English, immigrants will quickly discover that there are few good job opportunities.

A final issue that I want to touch on briefly is diversity. Leading-edge businesses are recognizing that long-term competitive advantage can come from encouraging and leveraging the economic benefits of a diverse work force. This is particularly relevant for Canada, with its increasingly multicultural population and extensive involvement with the global economy. Acceptance of diversity sends a powerful signal that a company is committed to operating in a socially responsible manner and wants to attract the “best and brightest” employees regardless of ethnicity or country of origin. Embracing diversity can also encourage innovation and strengthen linkages with foreign markets as companies tap the knowledge and personal connections of employees. Developing and successfully utilizing a diverse work force is a key opportunity for British Columbia given the province’s extensive and ever-growing ties to the Asia Pacific – a region of the world that is home to many of the world’s fastest growing economies.

<sup>1</sup> The Conference Board of Canada is a non-partisan research association that publishes data. Their goal is to help build leadership capacity for Canada by creating and sharing insights on issues such as economic trends, and public policy issues.

*Jock Finlayson is the President of the British Columbia Business Council. He has presented several papers on the subjects of skill shortages and BC’s changing labour market. To access published papers visit [www.bcbc.org](http://www.bcbc.org)*

#### ◀ Continued from page 5: INNOVATION STRATEGY

- Labour market information – relevant, timely, and tailored information helps immigrants prepare for the Canadian labour market (before and after arrival).
- Canadian work experience – after arrival in Canada, the sooner an immigrant acquires relevant work experience, the better his/her labour market outcomes.
- Public and employer attitudes – positive attitudes are key to promoting rapid integration into the labour market.

#### **What Is Canada Doing Now?**

- The Government of Canada currently allocates more than \$330 million per year to a range of settlement and integration programs focused primarily on language training for adults.
- The new Immigration and Refugee Protection Act lays the foundation for a renewed immigration system. The Act reflects a balanced approach between facilitating the selection of immigrants, including highly skilled workers from around the world, and ensuring the health, safety and security of all Canadians.
- Immigration is an area of shared jurisdiction. In most jurisdictions, the Government of Canada has entered into agreements with provincial governments.

Canada’s Innovation Strategy includes a paper *Knowledge Matters: Skills and Learning for Canadians*. The goal of its immigration-related strategies is to ensure that Canada continues to attract the highly skilled immigrants it needs and to help them achieve their full potential in Canadian society and the labour market. Specific milestones for measuring progress toward this goal should include the following:

1. Attracting and selecting highly skilled immigrants by working with provinces, territories, municipal governments, employers and other partners.
2. Developing an integrated and transparent approach to the recognition of foreign credentials before and after arrival.
3. Better supporting the integration of immigrants into Canada’s labour market through language training, job-related initiatives with employers and better labour market information and job search assistance.
4. Helping immigrants to achieve their full potential over the course of their working lives.



## Manitoba's Qualifications Recognition Initiative

**A**s a result of declining birthrates and increased inter-provincial migration, Manitoba must look to immigration to fill skill shortages and to support population growth. In the years to come, in addition to full Aboriginal labour market participation, immigration will serve as one of the main vehicles to meet Manitoba's labour market needs and to bolster the economy. The province is actively involved in increasing the number of immigrants it receives each year to fill skill shortages and to help the population and economy grow.

Recent immigrants to Canada come from increasingly diverse countries and possess a wide variety of educational backgrounds, skill sets and work histories. In 2001, Manitoba received 4,560 immigrants. Many arrived with the very skills and experience needed by the province. They included registered nurses, welders, computer programmers, carpenters, machinists and computer systems analysts.

Becky Barrett, Minister of Labour and Immigration says that "there are experienced and skilled individuals whose qualifications are not recognized because they are not Canadian based. Many of these people could be filling vacancies in high demand occupations but are forced into jobs well below their capabilities."

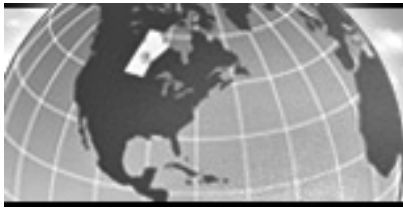
Considering the province's goal of increasing immigration, it is timely for Manitoba to look at new ways of assessing internationally trained professionals. To fill skills shortages, methods of assessment and recognition must increase in efficiency and transparency, while ensuring standards are met. The provincial government is starting to work with regulatory bodies to ensure that Manitobans benefit from the skills of highly trained immigrants while standards and public safety are maintained. A provincial strategy is being developed with input from numerous stakeholders in professional and regulatory organizations, business, education, social services and government. It will also be consistent with Manitoba's immigration objectives.

"We respect the need for proficiency standards maintained by self-regulating bodies. At the same time, we must work together to improve our capacity to assess and recognize immigrants' qualifications and look for ways to help utilize talents while skill shortages persist," said the minister.

So far, one initiative is already paying off. Through the Medical Licensure Program three international medical graduates (IMGs) are taking their last steps toward practising medicine and eight more are preparing to begin final training. The initiative fits in with the government's initiative to streamline the process of recognizing the professional qualifications of immigrants.

"The Medical Licensure Program is tangible proof that professional and educational bodies can work together with government to create a process that allows immigrants to practise their vocations in Manitoba," Barrett said.

*Special thanks to Stu Fawcett of the government of Manitoba's News Media Services for providing material for this article.*



*To fill skills shortages, methods of assessment and recognition must increase in efficiency and transparency, while ensuring standards are met ... to ensure that Manitobans benefit from the skills of highly trained immigrants while standards and public safety are maintained.*



# Ontario Government Helps Internationally Trained Nurses

The Ontario government is investing \$475,000 in a bridge training program to help more than 100 internationally trained nurses practise in Ontario. This amount is in addition to the \$3.6 million pledged last year to get foreign-trained workers on the job. According to Dianne Cunningham, Minister of Training, Colleges and Universities, "over the last three years, the number of internationally trained nurses seeking registration in Ontario has more than doubled." She added that, "through an innovative bridge training program, the Ontario government is helping internationally trained nurses gain the experience they need to practise in Ontario."

The investment will provide an opportunity for more than 100 additional internationally trained nurses to be licensed. One hundred and seventy-six participants in the program have already written and passed the nurses' licensing exam.

The additional funding will also allow the Creating Access to Regulated Employment (CARE) for Nurses bridge training program to reorganize to prepare internationally trained nurses to meet the requirements for the new nursing baccalaureate degree. This degree will be mandatory in 2005 for everyone who wants to practise as a nurse in Ontario.

"This continued investment in internationally trained nurses is another positive step to ensure patient access to health care professionals now and for the future," said Tony Clement, Minister of Health and Long-Term Care. "Along with our recently announced eight-point plan to help foreign-trained doctors practise in Ontario, [we are] working to ensure doctors and nurses are available where they are needed."

"The CARE for Nurses bridge training program has contributed to our teaching culture by providing our hospital with the unique exchange of sharing our quality Canadian health care practise with fresh, eager and experienced internationally trained nurses," said Shalimar Santos-Comia, Director for Nursing Development, Sunnybrook and Women's College Health Sciences Centre.

"I have found that internationally trained nurses bring insight and experience that has helped the hospital serve an increasingly diverse community."

Since 2000, the Ontario government has invested \$15 million in bridge training programs to help internationally trained engineers,

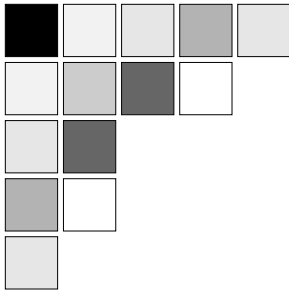
teachers, accountants, laboratory technicians, skilled trades people and other professionals integrate quickly into Ontario's economy. Pilot training programs will be developed in nine sectors experiencing skills shortages. The programs will provide foreign-trained Ontarians with the skills and knowledge they need to practise their profession or skilled trade in the province, without duplicating what they have already learned elsewhere. These innovative programs are being developed by partnerships including employers, regulators, colleges and universities, labour representatives, and community-based agencies.

"Attracting the world's brightest and best is the part of the government's plan to manage skills shortages and keep Ontario competitive," Cunningham said. "These bridging programs will assist these talented immigrants in pursuing their careers and making full use of their skills and knowledge, contributing to economic growth and job creation."

*For detailed information on this and other Ontario initiatives, see Opening Doors to Internationally Trained Professionals and Trades people at [www.edu.gov.on.ca/eng/general/postsec/openingdoors/international/](http://www.edu.gov.on.ca/eng/general/postsec/openingdoors/international/) or the Gateway to Diversity website at [www.equalopportunity.on.ca/eng\\_g/apt/](http://www.equalopportunity.on.ca/eng_g/apt/)*

*"Attracting the world's brightest and best is the part of the government's plan to manage skills shortages and keep Ontario competitive."*

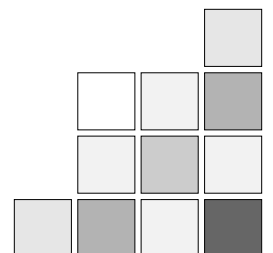




## mind buster quiz

- Canada has the highest rate of immigration in the developed world. Which country has the second highest rate of immigration?
  - United States of America
  - Australia
  - Germany
  - United Kingdom
- How many people immigrated to Canada between 1991 and 2001?
  - 1.5 million
  - 1.8 million
  - 2.3 million
  - 2.9 million
- The HRDC and Industry Canada have announced an Innovation Strategy to ensure our labour market is ready to allow Canadian companies to grow and to attract foreign companies. Which of the following is not a major component of Canada's Innovation Strategy?
  - Attracting skilled immigrants
  - Expediting the recognition of foreign credentials
  - Facilitating access to the labour market
  - Providing funding for immigrants to upgrade their skills
  - Providing incentives for businesses to hire immigrants
- BC is competing with other provinces for new immigrants. Which city has now surpassed Vancouver to become the second destination of choice for new immigrants to Canada?
  - Calgary
  - Montreal
  - Ottawa
  - Victoria
- While today's immigrants arrive with high education and specialized skills they need workplace English to apply those skills. Government supported ESL training, which provides them with this ability, is available up to level 5 in all but which province?
  - British Columbia
  - Quebec
  - Manitoba
  - Nova Scotia
- For how many years has Canada missed its immigration targets?
  - 0 year
  - 1 year
  - 2 years
  - 3 years
- Major immigrant receiving countries, like Canada, have established settlement services to assist newcomers. Which one of the following countries has such a system in place?
  - United States
  - Spain
  - Germany
  - Italy
  - New Zealand
- Which of the following groups did not recognize or produce reports on labour market and the need for increased immigration?
  - Urban Futures
  - Fraser Institute
  - BC Business Council
  - Laurier Institute
  - BC Chamber of Commerce
- Which of the following would not be a good option for Canada to increase its supply of labour?
  - Train our youth in occupations that are going to be in high demand
  - Recruit qualified immigrants
  - Allow newcomers to enter the labour market quickly
  - Retrain skilled immigrants to do other jobs that are in demand
  - Eliminate the mandatory retirement age of 65
- How many different ethnic groups are recognized in the latest Canadian census?
  - 100
  - 188
  - 200
  - 288

**For answers to Mind Buster Quiz, see page 26.**



# Employment Access for Skilled Immigrants: A Multisectoral Initiative

By Leslyn V. Johnson with Bill Walters

In 2001, a total of 38,282 immigrants landed to British Columbia, representing a very slight increase from the previous year. This figure also represents 15% of all immigrants to Canada for that year. Most newcomers to BC settle in the Lower Mainland and Fraser Valley regions. Historically, immigrants achieve incomes and employment rates similar to those of Canadian-born workers after about 15 years in the country. Recent studies show that this pattern is weakening - the poverty and unemployment rates among immigrants are higher than among non-immigrants, despite the fact that a higher proportion of immigrants have university degrees compared to non-immigrants.

According to the studies, the most common issues and barriers that recent immigrants have to face are:

- Immigrants arrive in British Columbia without an adequate understanding or appreciation of the challenges they will face.
- There are gaps in the array of employment services available to immigrants.
- Training service providers do not have sufficient opportunities to learn from each other.
- Employers, professional associations and academic institutions sometimes have difficulty recognizing immigrants' credentials, skills and work experience.
- Lack of information to potential immigrants and employers about the qualifications assessment and recognition process.

Previous work by the Looking Ahead Initiative and other committees in BC has identified evidence of the growing significance of the immigrant population in the province, and the myriad issues related to their integration into the labour market. Additionally, there was recognition that given the looming skills shortages in virtually all occupational areas, BC could not afford to under-utilize the abilities of skilled immigrants. Indeed, it was acknowledged that the skills of all British Columbians would need to be recognized and that all will benefit from an effective and fair system of access.

Today, there is a strong commitment to take a system-wide approach to tackle the problem since many different stakeholder groups have a role to play in finding workable solutions. This system-wide approach is called the Employment Access for Skilled Immigrants (EASI) Initiative.

Since March 2002, the stakeholder groups are meeting on a regular basis. They include regulatory organi-

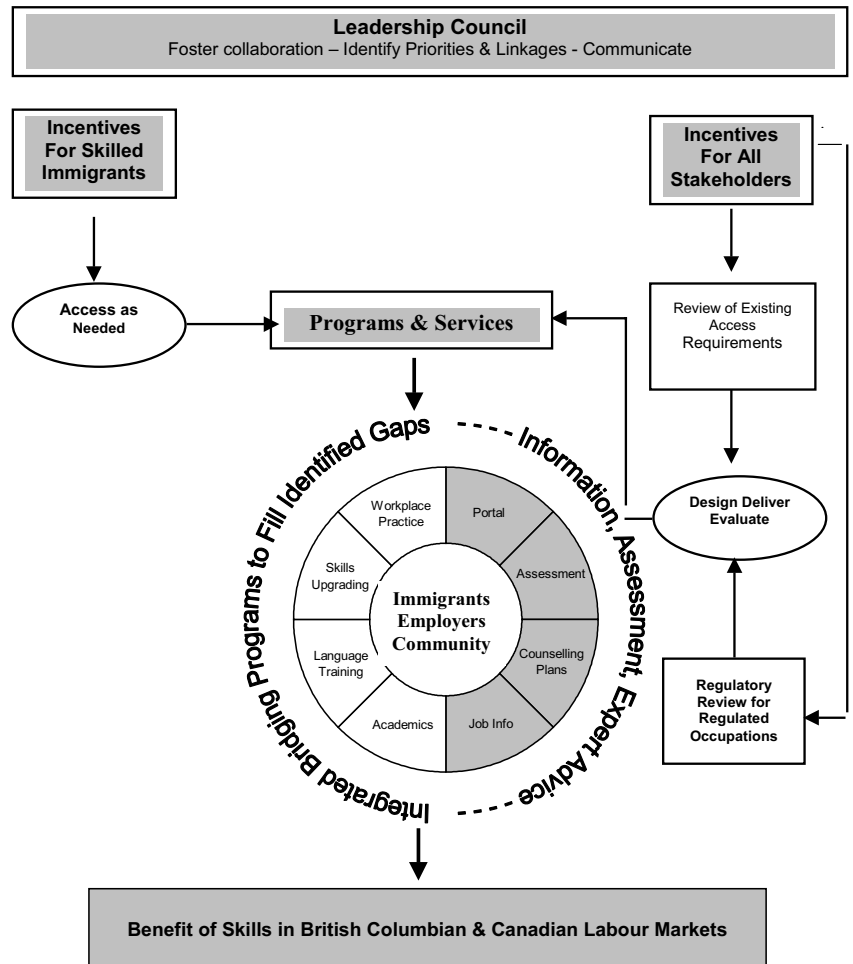
zations, professional and trade associations, post-secondary institutions, non-government organizations, business and government.<sup>1</sup>

According to Bill Walters, Director of the Settlement and Multiculturalism Branch at the Ministry of Community, Aboriginal and Women's Services, the reason is "because we all know in our gut that the issue of effective immigrant integration into the labour market is vital to both the economic and social well-being of BC. [...] The reason we stick together is that we believe that we need a systems approach to be effective. That is, all the elements in the system working together."

The EASI systems approach is based on a model developed by Toronto's Maytree Foundation to deal with similar issues in Ontario.<sup>2</sup> Walters says that we need this approach because "a systems approach

Continued on page 12 ►

Systems Approach to Facilitate Labour Market Entry for Skilled Immigrants





# Regional Roundup

**Agency: CANADIAN JEWISH CONGRESS,  
PACIFIC REGION**

**Program: Fundamentally Canadian – Questions  
about Multiculturalism and Diversity**

Canadian Jewish Congress (CJC), Pacific Region has a new publication "Fundamentally Canadian – Questions about Multiculturalism and Diversity," based on its public forum "Can Multiculturalism Survive Diversity." The October 2002 forum provided an opportunity to discuss the significance of multiculturalism as a fundamental Canadian value, and the current trend towards accepting diversity as its substitute. The publication is intended to educate the public and affect provincial and federal policy.

For more information, please contact Erwin Nest at 604-257-5101 or [erwinn@cj.ca](mailto:erwinn@cj.ca)

**Agency: THE YWCA OF VANCOUVER**

**Program: YWCA Crabtree Corner & Sheway Facility**

The YWCA of Vancouver recently completed its new YWCA Crabtree Corner & Sheway facility in Vancouver's Downtown Eastside. YWCA Crabtree Corner offers parenting support groups, a community kitchen and nutritional guidance, fetal alcohol/neonatal abstinence syndrome support groups, family outings, and food bank runs. The new facility will provide much-needed additional space for existing programs, an outdoor play area for the child-care centre, and two floors of housing for Sheway. Sheway is a pregnancy outreach program providing comprehensive health and social service support to women experiencing issues with substance use. The official grand opening of YWCA Crabtree Corner will take place in January.

## ◀ Continued from page 11: SKILLED IMMIGRANTS

is similar to the healthcare or education system. When these systems are working well, people don't feel confused or feel they are getting the run-around. The elements fit seamlessly together and people have an easier time of navigating through it, to access certain elements that pertain to their unique circumstances." Here in BC, the plan of action is to:

1. Establish an Interim Leadership Council that could systematically build on and disseminate existing best practices and create new pathways to enable skilled immigrants to more easily enter and contribute to BC's labour market in their chosen fields
2. Identify three-year outcomes for the EASI Initiative and determine specific projects and expected outcomes for first-year activities:
  - i. Increase access to information through the creation of an internet portal
  - ii. Identify and advocate for bridging programs including language (occupational and sector specific), academic, technical, workplace practices and experience, and cultural orientation
  - iii. Raise the awareness of employers, workers and other stakeholders about the benefits of workplace diversity, and increase public awareness of attitudes, expectations, etc.

Several ideas also emerged for a fourth Strategic Goal:

- Create sector cohesion agreements
- Find available and coordinated funding
- Develop case managed, career counseling and learning plans
- Develop and coordinate PLA/QR for skilled immigrants

In closing, Walters has this to say. "What we're doing with EASI is pioneering work. We should be proud that there are many other stakeholder groups across the country that have become aware of our model and approach and we frequently get requests for updates. We hope this approach catches on and informs a national system."

<sup>1</sup> Between March 2002 and March 2003, this group developed two important discussion papers: *EASI Strategy—Employment Access for Skilled Immigrants: a systems approach to facilitate the entry of skilled immigrants into the British Columbia labour market* (June 24, 2002) and *Leadership Council Discussion Paper* (January 2003). These papers are available at [http://www.mcaws.gov.bc.ca/amip/iqp/EASI\\_main.htm](http://www.mcaws.gov.bc.ca/amip/iqp/EASI_main.htm)

<sup>2</sup> The full text of this report, *Fulfilling the Promise: Integrating Skills into the Canadian Economy*, can be found at the following web site: [http://www.maytree.com/PDF\\_Files/FulfillingPromise.pdf](http://www.maytree.com/PDF_Files/FulfillingPromise.pdf)



**Agency: PROGRESSIVE INTER-CULTURAL  
COMMUNITY SERVICES SOCIETY (PICS)**  
**Program: PICS Healthy Communities Initiative**

PICS has a 5-year license from the GVRD to set up a Sustainable Agriculture Training Centre (SATC). The Centre will be on a 20 acre parcel of land in the Colony Farm Park in Coquitlam, and is part of PICS' Healthy Communities Initiative (PCHI). It promotes environment-friendly and sustainable agriculture such as organic farming education and training for farmers, immigrant and other farm workers, gardeners, students and the general public. PCHI supports PICS' ongoing effort to end poverty through literacy and food production and by creating models and structures for a fair treatment of all, especially multi barrier farm workers.

**Agency: BC HUMAN RIGHTS COALITION**  
**Project: Responding to Incidents of Racism and Hate:  
A Legal Perspective**

The BC Human Rights Coalition is on a provincial educational tour covering 20 communities in 6 regions. The tour distributes the manual *Responding to Incidents of Racism and Hate: A Handbook for Service Providers* to regional service providers. The manual outlines rules for institutional change, representation of victims, available remedies, and capacity building.

The tour also allows the Coalition to provide regional communities with information and resources on changes made to BC's human rights legislation and administrative system, as well as the new roles and responsibilities of Victims Assistance programs.

For more information visit [www.bchrcoalition.org](http://www.bchrcoalition.org) or contact Valentina Rodriguez at 604-689-8474 or [valentina@bchrcoalition.org](mailto:valentina@bchrcoalition.org).

**Agency: THE LEGAL SERVICES SOCIETY**  
**Program: Family Law Pilot Projects**

The Legal Services Society (LSS), in collaboration with the private bar and other service providers, has launched several innovative pilot projects to help low-income family clients who no longer qualify for legal aid representation. The projects range from providing family duty counsel in courts across the province to brief legal services through an enhanced Law Line.

**Agency: THE CANADIAN CANCER SOCIETY,  
BRITISH COLUMBIA AND YUKON DIVISION**

The British Columbia and Yukon Division of the Canadian Cancer Society has translated a number of its cancer information materials into Chinese and Punjabi. These materials relate to risk reduction, screening and early detection, diagnosis and treatment and supportive care. Specific types of cancer addressed include: breast cancer, colorectal cancer, prostate cancer, pancreatic cancer, ovarian cancer, uterine cancer and stomach cancer.

These materials are available on the Multilingual Health Education website: [www.multilingual-health-education.net](http://www.multilingual-health-education.net) from which they may be downloaded and printed. The majority of these titles are available for order from the CCS Division Office. Contact Barb Henry at 1-800-663-2524, ext. 292 or 604-675-7122 or [busybee@bc.cancer.ca](mailto:busybee@bc.cancer.ca).

**Agency: JEWISH FAMILY SERVICES AGENCY AND  
SHALOM BC**  
**Program: Greater Vancouver Jewish Community  
Immigrant Integration Council**

Jewish Family Services Agency and Shalom BC have formed the Jewish Community Immigrant Integration Council of Greater Vancouver. The Integration Council is a multicultural group with representatives from many countries that offers new immigrants the tools, guides and support they need to smooth their integration into the Vancouver Jewish community. These include Airport Welcome Committee, Welcome Baskets, a Telephone Resource Network and Community Events & Programs. The council is working towards building an all-inclusive Jewish community.

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For more information visit [www.amssa.org](http://www.amssa.org) or phone **604-718-2784** or **1-888-3555-5560** to place an order.

# BC's International Qualifications Program

To achieve the BC Government's *New Era* goal of a strong and vibrant economy, the International Qualifications Program (IQP) was designed as part of a BC human resource strategy to ensure the province has a skilled workforce to support British Columbia growth.

The IQP provides leadership and support to employer's regulatory bodies, professional and trade associations, unions, post-secondary institutions, and community service agencies through three core service activities:

**1. Capacity Building:** Providing assistance by increasing knowledge, enhancing capacities, and applying best practices. The IQP provides support by availing resources to address professional and cultural awareness training for personnel; creating tools to enhance the assessment process; developing training opportunities to enhance a candidate's qualifications

**2. Information Services:** Providing assistance by establishing navigable links between existing programs and services to retrieve information, assist in referrals, and provide advisory support. Information services also include outreach to create national and global links on the qualification assessment processes and requirements for foreign-trained workers.

**3. Networking:** In partnership with a broad range of public, private, and not-for-profit service providers, the IQP creates avenues for systemic change through formal federal and provincial agreements, delivery of facilitated and targeted forums, strategic planning for priority occupations and sectors, and through leveraging additional resources to resolve sectoral issues.

Several pilots and initiatives are currently in place to address policy and programming considerations relative to the labour market attachment of skilled immigrants in BC.

- *Internationally Trained Engineers Pilot* – helps internationally trained engineers to register as professionals and access employment.
- *Transition into Nursing Series Pilot* – to develop a curriculum to meet the educational needs of nurses from other countries who are making the transition into nursing practise in BC.
- *Foreign Trained Nurses Cultural Orientation Pilot* – prepares nurses to write the Canadian RN exam required to practice in Canada.
- *Language Assessment Tool for the Nursing Profession* – to develop a valid and reliable task-based assessment tool to measure language skills of foreign trained nurses.



- *Roadmap to Recognition Fact Sheet Series* – a series of print ready, introductory fact sheets on the foreign credential recognition process in BC.
- *Employer's Resource Guide Framework and Cost Projection*

- to develop a tool to inform employers about the availability of skilled foreign trained workers.
- *Occupation-Specific Fact Sheet Template and Process Document* – to provide detailed information about specific regulated occupations for individuals educated and registered as professionals in other countries
- *Experiential Dietetic Practice for International Dieticians* – initial set-up and marketing of a province-wide, work experience initiative leading to the 500 hours of Canadian work experience required for licensure in BC.
- *Prior Learning Assessment Tools for Dental Laboratory Technicians and Licensed Practical Nurses* – to demonstrate knowledge, skills and attitudes of these internationally trained professionals.
- *Inventory of Employment Initiatives for Skilled Immigrants* – existing labour market programs and initiatives for internationally trained professionals and trades workers across BC.
- *EASI Initiative Strategic Planning Process & Internet Portal Project* – planning a system-wide approach for enabling access to employment, includes recommendations for an web-based portal.
- *Capacity Building Forum for Small-to-Medium Sized Businesses* – employer workshop to identify business skill requirements, increase employer understanding, identify barriers, and highlight tools and best practices.
- *Access to Trades Project* – enhancing access and success of internationally trained trades persons applying for apprenticeship and writing trades qualification examinations.

Cultures West highlights many of the above-mentioned projects in the upcoming pages.

For more information, visit the IQP website at [http://www.mcaws.gov.bc.ca/amip/iqp/summary\\_pilots\\_intivs.htm](http://www.mcaws.gov.bc.ca/amip/iqp/summary_pilots_intivs.htm)

*from a frontline worker in Vernon:*

# Variety

## Is The Spice Of Life

By Annette Sharkey

**A**s an Employment Counselor for Vernon and District Immigrant Services, my job is incredibly diverse. On any given day, I could be helping people from all corners of the globe apply for a variety of positions, from agricultural worker, to carpenter to computer programmer. This is why I love my job.

Our Employment Assistance Service (EAS), funded by Human Resources Development Canada, provides employment counseling, workshops and a computer lab for landed immigrants and newcomers to Canada. My co-worker, Monika, and I are lucky that we are able to work with clients over a long period of time, on both short and long term goals. Our clients are more than simply a file number. We become very involved in their journey to Canadian employment and are able to share in their successes and disappointments. This work is definitely a reporter's dream – there's a human-interest story in every person who joins our EAS program!

I'm always amazed at the courage involved in transplanting oneself (and possibly a family) into a new language, culture and country. Then to top it off, you have to look for work. As if the job search isn't stressful enough!! The stories that I have witnessed are incredible. Whether it is a refugee who arrived in Canada with next to nothing or a trained professional who is now faced with applying for a "survival" job or a tree planter who is learning to use a computer for the first time, I am always inspired by our clients!

Monika and I also try and support people through the more difficult times. Sometimes, in private moments, clients honour us with their fears and frustrations. It can be challenging to know the right words for encouragement when someone talks about the depression they are feeling. For example, working a minimum wage job when they are highly qualified professionals, or the difficulty in convincing employers that their work experience is valid in Canada. Or even the sadness they feel at being so far away from family and friends. It is our job to listen carefully and to continue encouraging them through this process.

Mostly though, I've been impressed with our client's determination and motivation. Against all odds, immigrants continue to be overwhelmingly successful. Take, for instance, the computer programmer who worked at a pizza place before securing his first job at a

software company. Then, there is the live in caregiver who studied for her nurses' exams and foreign language tests, to have her RN status recognized in BC. Immigrants from all walks of life are the backbone of our local fruit industry. Immigrants are also running successful businesses in the Okanagan including restaurants, construction companies, and many more.

Employment counselors are always trying to support people in reaching their dream job, whatever it might be. I consider myself very fortunate because working with people from so many cultures has always been my personal dream. There is nothing as fulfilling as seeing clients reach their personal goals. I couldn't ask for anything more.

Except maybe six months off every year to travel to all the places I've heard so much about!

*Annette Sharkey is an employment counselor with Vernon and District Immigrant Services.*

*Mostly though, I've been impressed with our client's determination and motivation.*

*Against all odds, immigrants continue to be overwhelmingly successful.*



# Increasing Access to Jobs –

## *An Agency Perspective*

By Joy Andrews

Immigrants in the Central Vancouver Island region, Nanaimo, Parksville and Ladysmith, face similar challenges to immigrants in other parts of BC. These challenges include English language proficiency, gaining recognition of foreign credentials, cross cultural issues, access to education, lack of Canadian experience, overcoming employer prejudices or lack of information. Just to name a few. The Central Vancouver Island Multicultural Society (CVIMS) in Nanaimo offers Employment Assistance Services funded by Human Resources Development Canada to help immigrants overcome such barriers. CVIMS finds that the key is often helping newcomers to learn sufficient English and coaching them to market their skills.

Cultural mind set can be the biggest challenge in helping newcomers to learn self-marketing. One client at a beginner level of English recently conducted a job search. With some coaching on how to present himself and assistance on identifying appropriate employers this individual was employed within his targeted area in one month. Yet, more commonly immigrants struggle with marketing their skills and take a much longer time finding such work. For example, one woman with excellent English language skills, but whose cultural background created strong resistance to directly marketing her skills to employers struggled for a year. With coaching and encouragement she started self-marketing and after some hard work, received two job offers. Time and time again, we find that self-marketing is very difficult without strong oral English proficiency

English as a Second Language (ESL) training is vital to success in the labour market. The CVIMS offers well-attended full-time and part-time ELSA classes. However, they are funded only to Level 3, which is “the range of abilities required to communicate in common and predictable contexts and within the area of basic needs, common everyday activities, and familiar topics of immediate personal relevance.”<sup>1</sup> This will suffice for basic social interaction and labouring work but certainly not for the majority of jobs available in our information and service economy. There are excellent intermediate and advanced level ESL classes available at Malaspina University-College but these are full-time classes tailored to the needs of international students and others preparing for academic pursuits. Those who are interested in working in service jobs using their existing skills often find that these classes do not fit their needs. They are looking for part-time intermediate to advanced ESL training.

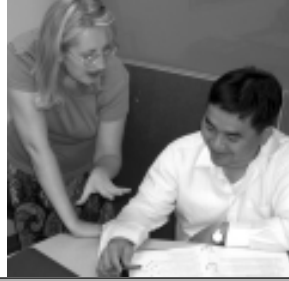
Service industries create the greatest number of jobs with the retail trade creating 15% of jobs in Nanaimo. An individual needs to have strong oral English language proficiency in order to work in most service sector jobs. This is well above level 3 English Language Services for Adults (ELSA) yet attending a year of full-time ESL classes at University-College is often not an option. The immigrant population often finds creative and interesting solutions to this barrier. Some attend Toastmasters meetings to increase vocabulary and oral skills. Others take distance education English courses. Yet, when we have highly effective ESL training programs available, it is in our best economic interests to help immigrants to gain English proficiency as quickly as possible. We need to offer Levels 5 - 8 ELSA courses, “the range of abilities required to function independently in most familiar situations of daily social, educational and work-related life experience...” This would definitely increase access to the jobs available in the community for those who chose Central Vancouver Island region as their new home.

<sup>1</sup> Canadian Language Benchmarks 2000, <http://www.language.ca>.

Joy Andrews is an employment counselor with the Central Vancouver Island Multicultural Society in Nanaimo.



# All in a Day's Work



by Laurie Sing

I meant to kick start a potentially hectic day by getting to work early. Instead I find myself impatiently pacing the station platform, waiting for SkyTrain Control to announce that the tracks have been cleared and service is resuming.

Thirty minutes later I'm finally at the office, suspiciously contemplating the red message light on my phone – any calls before 8:30 usually mean that my plans for the day are about to be derailed. This time it's a facilitator who is so sick she can barely croak out apologies for missing the first workshop of a new program. I quickly confer with my colleagues to see how we might parcel out the extra work. Although everyone is booked, we juggle appointments and priorities until we're able to free up a substitute facilitator; my contribution is to present the first 45 minutes of the workshop. For perhaps the tenth time this week, I count my blessings for being teamed with the type of people who care enough about their work to pitch in at a moment's notice.

An hour later I'm back at my desk working on a massive spreadsheet. Suddenly my computer shuts down and I'm sitting in a darkened room. A collective groan (mourning those documents lost in the cyber world) breaks the momentary silence. Minutes later when the power returns, a sound like a bursting balloon comes from the direction of my co-worker's PC, and the expensive aroma of burnt electrical wires wafts my way. I begin to entertain the possibility that Murphy or Finagle's law might be influencing today's events.

Surprisingly, by lunchtime everything seems under control. I've met briefly with two clients and several staff members, and completed two high-priority "To Do's." I can even spare 30 minutes to join a group of workshop participants for their end-of-program potluck.

The menu includes kimchi, injera, samosas, pollo con molé, okonomiyaki, and a dozen other dishes. Although mixing all of these together introduces a huge digestive risk, I rationalize that such meals are part of the unique Canadian multicultural experience. I fill my plate. As we eat, a client strums his guitar and sings for us – by day he searches for his first Canadian engineering job and by night he transforms into guitarist for a newly-formed rock band. He's the latest in a lineup of CareerAxis program entertainers offering performances from Chinese opera singing to red-hot salsa dancing at our potlucks.

On my way back to the office, I run into a former client and ask how she's doing. "I'm fine," she begins, but welling tears belie her words. Lips trembling, she softly explains

that she's been terminated from her job and doesn't understand why. She's here to meet with her counselor to talk about collecting unpaid wages and what to do next.

As we enter the office, a new client is aggressively expressing his disenchantment with Canada and Canadian employers, asserting that he will never find a job here. Since other clients are waiting for assistance at reception, I offer to talk to the man in a more private area of the office. After some emotional venting, he cools down a little and explains that thieves stole his passport, cash, and computer last week, and he hasn't the means to replace any of these. His low English level limits his opportunities for project management jobs, and he hasn't been able to find any job, even as a dishwasher. "My wife has 2-month old baby and I *must* work!" After discussing short-term options together, I connect him with additional services and make an appointment with a counselor for some job search coaching.

Over the next three hours, I talk with half a dozen people about various problems, return an inbox full of e-mails, assess two new clients, and wade through a pile of job applications. I'm just about to leave when the phone rings – I hesitate to answer since I'm more than ready to go home. But the call is from a former CareerAxis client who has finally passed her professional exam after overcoming a series of calamitous events; she's now working as a pharmacist and wants to tell us how happy she is. Great, some cheerful news to cap a busy day!

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*Laurie Sing works with the CareerAxis career planning and job search program, one of the Employment Assistance Service programs at the Immigrant Services Society of BC.*

# Connecting Business and Skilled Professional Immigrants

In April 2003, S.U.C.C.E.S.S. joined forces with the BC Chamber of Commerce to host a forum bringing together employers and skilled immigrants to address service gaps. The open dialogue revealed that most businesses in BC are of small to medium scale, and that they are the major employers in the local community. However, these businesses have very limited resources to invest on human resources strategies and development.

The key conclusions and recommendations from the forum are summarized in this article. A full report is available on the S.U.C.C.E.S.S. website at <http://www.success.bc.ca/eng/project/connectbus03/index.html>.



*Minister George Abbott (right) with BC Chamber of Commerce President John Winter and SUCCESS CEO Lillian To*

## The needs of small business related to skilled immigrants and immigration

- To develop cultural awareness training for employers to increase understanding and correct misconceptions of skilled immigrants
- The opportunity for workplace cultural integration, i.e. teamwork, open communication style, workplace etiquette, "soft skills" etc.
- Company financial stability to invest in human resources
- Immigrants with good communication skills and a positive "can do" attitude; they must be adaptable
- Immigrants who are knowledgeable about or willing to learn about the business
- Outgoing, approachable and friendly employees with good customer service skills
- A willingness of immigrants to relocate
- Good project management skills
- Ability to effectively run a meeting
- Employees with leadership skills
- Good teamwork skills

## Small business barriers to recruitment, employment, and retention of skilled immigrants

- Lack of tools and resources to match employers' needs
- Lack of in house resources to train staff and keep skills current - employers expect staff to be resourceful, well-connected to their communities
- Lack of resources to help employees fit in
- Lack of information on accreditation, skills assessment and foreign credentials. Employers have a hard time assessing the real knowledge of skilled immigrants who lack workplace communication skills and occupation specific language skills
- Lack of human resources to orient immigrant employees on company culture, structure, communication styles and expectations in the workplace
- Lack of financial and human resources to address the longer term labour shortage; government funding is needed to help businesses train skilled workers now
- Lack of challenging work

## Small Business Solutions and Best Practices to Attract, Employ and Retain Immigrants

- Offering challenging work
- Opportunities for continuous skills development
- Fair and competitive compensation programs
- A respectful work environment
- Facilitate global employer-immigrant matching services
- Prior learning assessment and recognition models focused on key sectors, occupations, trades and professions
- Develop sector specific technical language training and work experience programs. Forecast and identify specific shortages by skill, profession, industry, location, etc.
- Identify and recruit immigrants before they come to Canada with assistance from government and professional associations

# Update



## From BC Internationally Trained Professionals Network

By Patrick Coady

The BC Internationally Trained Professionals Network – BCITP Net – is a joint initiative of the Immigrant Services Society of BC, MOSAIC and Surrey Delta Immigrant Services Society. Funded by the Department of Canadian Heritage through the federal Voluntary Sector Initiative this innovative two-year project's goals are:

- to assist internationally trained professionals in British Columbia with the formation of associations and/or networks;
- to develop the capacity of ethno-cultural communities; and
- to provide linkages between key stakeholders and involve them in developing policy.

### Summary of Activities to Date

The first phase of the project was an environmental scan of BC's internationally trained professionals (ITPs). This information allows for a greater understanding of the composition, size and scope of BC's ITP community. The scan includes an excellent bibliography of reports and research papers related to internationally trained professionals.

The project's second phase was an extensive community consultation process within the Lower Mainland, Vancouver Island and the Okanagan. Over 400 professionals participated in the consultations and they overwhelmingly supported the development of networks



and/or associations. During these meetings the professionals established priorities and a core group of committed individuals volunteered to pursue the various priorities.

### New Developments

BCITP Net has a new coordinator to assist in the development of ITP associations. Patrick Coady has extensive experience working with internationally trained professionals and immigrant serving organizations. He recently worked on a Pilot Project for Internationally Trained Engineers, funded by the Provincial Government in partnership with the Association of Professional Engineers and Geoscientists of BC (APEGBC.) Patrick will coordinate and assist internationally trained professionals in forming associations and regional chapters.

In June 2003, BCITP launched their website at [www.bcitp.net](http://www.bcitp.net). The website includes up-to-date information on what is happening with the project, links to a wide variety of resources for internationally trained professionals and copies of the various project reports (including the above mentioned environmental scan).

### Current Activities

As a result of the community consultation process, a number of priorities were identified. These include developing two associations, one for internationally trained engineers and the other for internationally trained medical doctors. Developing the capacity of internationally trained professionals in the Okanagan and Vancouver Island to meet their needs was also important.

BCITP Net receives support from the Central Vancouver Island Multicultural Society in Nanaimo, the Inter-cultural Association of Greater Victoria and the Vernon & District Immigrant Services Society in Vernon. A key priority for all ITPs is increasing access to professions and awareness about the project in British Columbia.

### Committees

To facilitate the process of forming associations, various committees were set-up to conduct research and develop plans of action. The 'Advocacy Committee' deals with issues surrounding advocacy and relationship building with government, regulatory agencies, media and the public. The 'Association and Services Committee' is responsible for details of incorporating in BC and providing services to members. A 'Website' committee will be formed in the near future.

Interested in knowing more? Contact Patrick Coady the BCITP Net Coordinator at [bcitpnet@sdiss.org](mailto:bcitpnet@sdiss.org) and visit the BCITP Net website at [www.bcitp.net](http://www.bcitp.net)

# Pilot Project for Internationally Trained Engineers Addresses Barriers

By Megan Begley



The Association of Professional Engineers and Geoscientists of British Columbia (APEGBC) regulates the professions of engineering and geoscience in British Columbia. One of APEGBC's primary responsibilities is to set and maintain high academic, experience and professional practice standards and to ensure that these standards are met when licensing or registering

candidates as professional engineers or geoscientists. These standards work to protect public health, safety and welfare. From Spring 2001 until Summer 2003, APEGBC worked with the BC provincial government on a special action-research project, the Pilot Project for Internationally Trained Engineers.

The goal of the Pilot was to identify and reduce barriers for skilled immigrants entering professions and trades. It focussed mainly on three areas of activity:

- **Professional Work Experience & Training** – Customized services to help twenty internationally trained engineers find engineering jobs and become registered as professional engineers with APEGBC.

Participants received extensive assessments, training, information, coaching and job-matching services. The participants also gained a better appreciation for what it takes to get and keep a job. They developed good contacts and gained valuable advice from peers. Half of the participants successfully obtained engineering-related jobs and others are well on their way to success

- **Policies & Procedures Review** – An assessment of APEGBC registration policies and procedures as they relate to internationally trained engineers.

The Policies and Procedures Review addressed one of the much-publicized obstacles to becoming registered as a professional engineer: the requirement to have one year of engineering work experience in a Canadian environment. To allow recognition of individuals who have met all of the other requirements for registration or licensing, APEGBC members will soon vote on a new category of membership, "Provisional Member". If approved, APEGBC will recognize individuals who fulfill all requirements for registration except the engineering work experience in a Canadian environment.

- **Information Services** – Market research and information to improve understanding of international qualifications, job market realities, professional registration requirements, Canadian and workplace culture, job search techniques, and training and employment opportunities.

APEGBC completely redesigned its hard-copy documents and registration website, developing a free on-line tool to help individuals pre-assess their qualifications. A Pilot-specific website was also launched as a lasting resource for internationally trained engineers, service providers, employers and others.

Through the Pilot, APEGBC staff and consultants interviewed over 60 engineering employers, attended and hosted numerous focus groups, meetings and presentations on immigrant integration, worked closely with federal and provincial agencies and communicated with hundreds of internationally trained engineers.

The Pilot Project for Internationally Trained Engineers is now complete. It was designed as a one-time-only project, primarily for research. APEGBC submitted its final report outlining learnings to the Ministry of Community, Aboriginal and Women's Services. The Ministry will decide if to implement recommendations, to continue with research or perhaps to initiate some other action.

APEGBC expects that lessons learned will have lasting effects into the future. Along with current and future members, the organization will continue to benefit from the awareness generated from the Pilot and the many internal changes that resulted. The role will now change to one that supports other organizations that provide employment or immigrant integration services.

To learn more about the Pilot and to access resources, please visit <http://www.apeg.bc.ca/intreng/pilot-int-train-eng.html>

*Megan Begley is the coordinator of the APEGBC's Pilot project.*



Jose Macdonel, P.Eng.,  
Pilot Project Participant,  
Kim Walker, Pilot Project  
Manager (left to right)

# Case Study: Trade Sector Employee

## SITUATION ANALYSIS

Orca Manufacturing and O'Grady Westcoast produce food service equipment for Asian companies. By word of mouth, these companies often hear of new immigrants looking for work in the refurbishing of used restaurant equipment for resale.

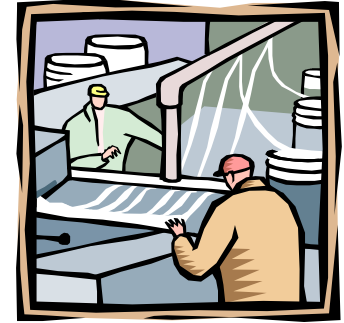
The company employs several immigrants, with all hiring done through Local 280 of the Sheet Metal Workers Union (SMW). SMW has approximately 1600 members, of which 18-20% are immigrants. The Sheet Metal Workers Training Centre refers apprentice applicants and apprentices who require upgrading in Math, English and other areas to *SkillPlan*, a union organized and funded training group. *SkillPlan* provides upgrading opportunities for apprenticeship and journeyman training to allow new immigrants to prepare for the Trade Qualification (TQs) exams. In this case study we will look at one immigrant employee Siu Chuk Au.

In China, Chuk was trained and employed as a Mechanical and Electrical engineer. He had extensive training and experience in sheet metal fabrication and stainless steel fabrication, skills that are transferable to the fabrication of custom food service equipment.

Chuk arrived in Vancouver under refugee status and worked for several years in various entry level jobs earning eight to twelve dollars an hour. He then approached the Immigrant Services Society for assistance and was referred to the *Discovery to Apprenticeship* program, which is funded through the Industry Training and Apprenticeship Commission. While attending this program, Local 280 of the SMW heard about his work and suggested an apprenticeship with their union.

Although the Union accepted Chuk, it was unable to place him as a journeyman because he did not have a Trade Qualification (TQ) ticket. However, they placed him with Orca Manufacturing as a production worker. His lack of English language skills was a barrier but the shop foreman recognized Chuk's abilities and moved him to a top-level production worker position. With a shortage of skilled workers available, the foreman also requested that the union allow Chuk to work under a *permit* on custom work. This *permit* gave Chuk an increase in salary and allowed the employers to utilize his advanced skills.

Local 280 SMW provided the avenues through *SkillPlan* for Chuk to upgrade his English skills and receive assistance with trade definitions and terminology. They also provided books and other study materials. As well, Chuk's fellow sheet metal workers tutored him. Chuk challenged and passed his Trade Qualification exam.



The upgrade plan involved a great deal of work, dedication and expense on Chuk's part. He spent many hours studying and preparing for the exam, and had to pay for the translation of his documentation from his home country and for a translator when he took the Trade Qualification exam.

Once armed with his Trade Qualifications Chuk continued to work in the sheet metal shop as a fully qualified sheet metal worker. He also spends some time doing research and development of new equipment for Orca Manufacturing.

Bob Colvin Business Manager of Local 280 explains that, "smaller companies often do not have the luxury of working with new immigrants to improve language skills. Funding is needed to assist new immigrants in order to encourage them to work in jobs for which they are skilled before they move to Canada." He adds that both society and the community benefit when more money is committed for training of new immigrants.

### Lessons Learned

#### For new immigrants (and potential immigrants):

1. If possible take English language training before coming to Canada.
2. Work hard, even on your own time and at your own expense to gain new skills, including language skills.

#### For immigrant employees:

1. Be willing to learn and willing to try to overcome any language barriers.
2. Be prepared to accept the help of fellow employees to advance in your job.
3. Be ready to spend as much time as you need to gain your Trade Qualifications.

#### For employers:

1. The skill development process is an ongoing process. Be patient and take the time to integrate new immigrant employees into your workforce.
2. Utilize as much as possible the skills the new immigrant brings with him/her.
3. Work through the language/communication barriers with new immigrant employees.

Taken from *Employing New Immigrants Forum* – Courtesy of *Looking Ahead Initiative*.

# Closing the Skills Gap: Reconciling Skills Shortages and Skills Wastage

by Kerry Jothen

**“BC’s economy and labour market are at a skills crossroads: Either drastic changes need to be implemented in the training, recruiting and retention of skilled workers; or we will face the consequences. It is time that BC business takes on this challenge in partnership with governments, workers and educators. The solutions will require bottom-up approaches in local communities and specific industry sectors.”**

(BC Chamber of Commerce *Closing the Skills Gap*, 2002)

In the 1990s, the BC Chamber recognized that human capital had become a top priority for BC businesses. This awareness culminated in the Chamber’s landmark *Moving Forward* report (1994) that identified education, skills training and management development and leadership as major needs.

The BC Chamber believes action is required on three fronts: credential recognition, English as a Second Language (ESL), and the overall volume of immigration. *Closing the Skills Gap* recommends that:

- Federal and provincial governments, professional and trade associations, educators, and immigrant service organizations develop a fast-track foreign credential assessment and recognition service.
- ESL training be more of a priority by federal and provincial governments and training institutions; More innovative work-based models be implemented.
- Business, professional and labour groups work with and engage immigrant and multicultural service groups to develop partnerships to address barriers to the full participation of new Canadians in BC’s economy and labour market.

The BC Chamber sees challenges and opportunities on both the demand and supply sides of the province’s labour market. Its *Closing the Skills Gap*, reports on skills challenges, plus , and a series of regional forums and secondary research .

In the face of huge demographic shifts, technological and market changes, and increasing global competition, BC employers are anxious about where they will find skilled, talented workers to support their organizations’ prosperity. “Skill shortages” is a top-of-mind subject for many industries; at the same time, awareness about the tremendous “skills wastage” in BC is growing.

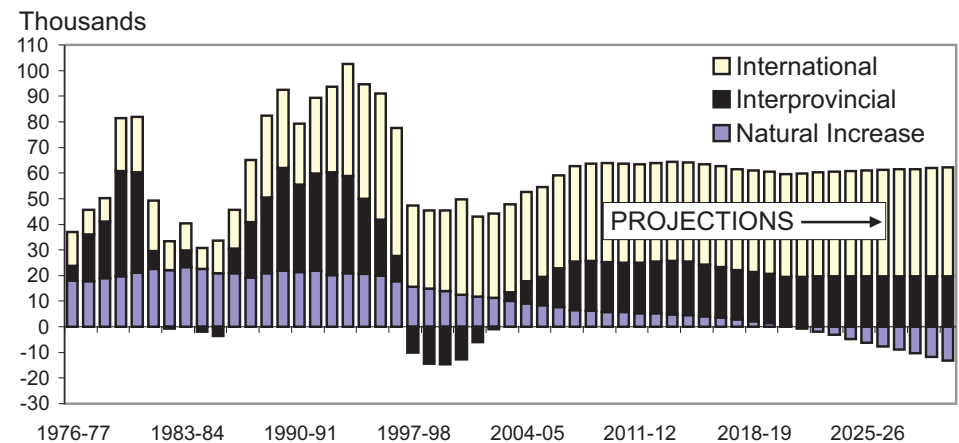
We see this waste of human capital in unemployed and under-employed Aboriginal people, persons with disabilities and women; and in the thousands of young people on welfare. Nowhere is the under-utilization of

skills more apparent than among skilled and professional immigrants in BC. This unused talent exists despite the fact that immigrants will represent most if not all of BC’s net labour force growth in the coming decades.

In its report, *Brain Gain: The Economic Benefits of Recognizing Learning and Learning Credentials in Canada*, the Conference Board of Canada states that the cost of not recognizing the foreign credentials or experiential learning of 344,000 immigrants and 130,000 other Canadians respectively, is \$4.1 billion to \$5.9 billion annually in lost income. Jeffrey Reitz of the University of Toronto estimates that the under-utilization of immigrants’ skills and education represents \$15 billion a year of foregone earnings to immigrants.

These indicators represent economic losses such as higher costs to the welfare system, losses to employers who cannot find employees with needed skills, costs of unnecessary retraining of foreign-trained workers, and loss of revenue from immigrants who are unable to work and contribute to the tax base and other parts of the economy.

Continued on page 23 ►



◀ Continued from page 22

Yet, immigration will be an increasingly important factor in maintaining the competitiveness of BC's workforce. David Baxter of *The Urban Futures Institute* emphasizes that immigration is an investment in our future, like other human capital investments; and that it should be considered as an essential component of BC's economic policy, not simply a social policy instrument.

Since *Closing the Skills Gap*, the BC Chamber established a Critical Skills Task Force, chaired by Kerry Jothen of Human Capital Strategies and consisting of employer, educator, community and other representatives, including John Winter, President of the BC Chamber and Lilian To, CEO of S.U.C.C.E.S.S. Its objective is to close the gap between the skill requirements of small and medium-sized enterprises and the employment of people from groups under-represented in the workforce by developing and implementing strategies and tools promoting recruitment, training and retention.

In a recent letter to the Honourable Denis Coderre, Minister of Citizenship and Immigration, John Winter wrote, "On behalf of our over 27,000 members, we have been called on both senior levels of government to develop a system that will allow better and earlier recognition of skills through credentials acquired off shore, and one that would lead to the ultimate goal of fully employing immigrant workers throughout our economy."

The BC Chamber has also joined forces with S.U.C.C.E.S.S. to hold a series of industry forums in order to create stronger dialogue, linkages and partnerships among employers and skilled and professional immigrants. The BC Chamber intends to continue to work with business leaders and multicultural groups to address skills shortages and skills waste challenges.

*Kerry Jothen is the CEO of Human Capital Strategies in Victoria, BC.*

## This Is My Story

*With Ana Maria Rivas*



Ana Maria maintains a sunny disposition despite the frustrations of not finding a job.

This issue of Cultures West provides a rare opportunity for us to share in the personal experiences of BC's highly skilled immigrants. One such individual is a Physiatrist or Specialist in Rehabilitative Medicine from El Salvador. Her name is Ana Maria Rivas and this is her story as told to Cultures West Editor, Leslyn V. Johnson.

**LVJ:** Ana Maria, what is your background?

**AMR:** I have about 20 years experience in the medical field. I have two medical degrees and I worked as a family physician. Then I took five more years of training in a hospital and graduated with a Master's Degree as a Physiatrist.

**LVJ:** Why did you come to Canada?

**AMR:** Why? That's a good question (laugh). I had some political problems ... My country is not really free. I applied to the Canadian Embassy and explained about the situation and they opened the door for me.

**LVJ:** So why did you choose BC as your home?

**AMR:** I didn't choose. The Consul said, "you are going to Vancouver!" ....And she was really honest. She said, "Canada is beautiful but for you to find a job will be very, very difficult. You are a professional. You speak Spanish, not English or French. It's not impossible, but it's a long process." I remember her face, she was really preoccupied for my case...

**LVJ:** What happened when you got here?

**AMR:** I studied English for one year. Then I studied to be a long-term care aide. I finished in January of this year and I have been looking for a job since February. I sent out more than 300 resumes. I put different job titles and objectives and still nothing. I had probably 2 to 3 interviews all this month. I even applied for a volunteer job in two facilities [...] and they said they don't have a volunteer job for me. I can't believe it! (laughing)

**LVJ:** But, at least you still have your sense of humour!

**AMR:** I try to conserve my sense of humour but sometimes it's not easy. It's frustrating and depressing. I am laughing because I don't know what to do.

**LVJ:** It is frustrating...

**AMR:** It's difficult to depend on the government. There is a lot of pressure on you to get a job, but no programs for the different professions. I understand the rules and regulations about working as a doctor here. I don't have an expectation that one day somebody will give me a gift of a job. I really wanted to work that's why I decided to take this (care aide) training. I just want a job with dignity!

**LVJ:** So, if you had your way, what would you be doing?

**AMR:** I would be going to work in my field. I would work with my patients ... give them my passion, my dedication, connect with them and do my best for them. Always, since I was an infant, my dream was to be a doctor. I was born to be a doctor. This is my passion and I just want to live that dream.

*Special thanks to Clifford Bell and Patrick Coady of BCITP Net for making this interview possible.*



# Health

## in a Multicultural Context

*Dr. Carole P. Christensen*

*In each issue of Cultures West we publish an update on the previous topic. Our last issue, Diversity in health care ... bridging cultures, examined the issue of Health Care within a multicultural context. Following is an edited extract taken from the Keynote address at AMSSA's 25th Anniversary Celebration and Annual General Meeting, September 2002.*

**H**ealth is a great leveler among people in any society. All people are concerned about their health, regardless of age, cultural background, ethnoracial origins, or social class status. Illness strikes the wealthy and the poor, Canadian citizens as well as immigrants and refugees. Despite being a society dependent upon immigration to maintain our standard of living, Canada has consistently neglected the unique needs of certain identifiable immigrant groups. AMSSA's Multicultural Health Committee was founded in 1989 following national and provincial consultations. It is committed to the following principles:

1. Access to all people, whatever their cultural or language background;
2. Educating health care practitioners about differences in order to provide culturally sensitive and appropriate care to minority cultural groups;
3. Accommodating cultural differences by modifying existing health care systems and institutions;
4. Facilitating the entrance and integration of minority cultural group professionals and non-professionals into the health care system.

Some might wonder whether there is a need for a special Committee focusing on multicultural health at this point in Canadian history, since multicultural policies have been adopted on both federal and provincial levels since the 1970s. However, due to their unique backgrounds, the health care needs of cultural and ethnoracial minority groups may differ, in significant ways, from those of the Euro-Canadian populations. Some are recent immigrants from countries where health care was limited, and where they were exposed to diseases that are no longer common in Canada. Others come as refugees, having experienced the trauma of persecution or torture in

their countries of origin or in refugee camps; children may have witnessed wartime atrocities, resulting in years without schooling or proper nutrition. Moreover, in Canada, people of colour face persistent barriers to health care access that are not experienced by those of European ancestry. These barriers are not limited to language alone.

Approaching multicultural health issues by only focusing on recent immigrants and refugees masks the fact that groups such as First Nations, Canadians of African descent, Chinese, Japanese and Indo-Canadians are not new to our shores. What is new is the beginning recognition by mainstream institutions that the unique health-related needs of these groups too are still not being met. Historically, health policy makers have ignored them; the traditional methods of reporting statistics about health status and health care have generally not included a breakdown by ethnic, cultural, or racial group, thus masking important variations.

In order to improve health care policies and the delivery of health care within BC's multicultural communities, the following recommendations are offered:

1. Organize to resist further cutbacks and efforts to privatize health care.
2. Efforts to effect systemic change in health care institutions must continue, to ensure that appropriate care is fully available to all.
3. Despite the present climate of restraint, share best practices with regard to preventive and holistic health care sensitive to the unique needs of immigrants and ethnoracial groups.
4. Research documenting the impact of government policies on the health of cultural and ethnoracial minorities, including those living in rural areas, must be conducted.
5. Join efforts to promote physical and mental well-being, in a climate based on the principles of an equitable, just and compassionate society.

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*Dr. Carole P. Christensen is a Professor at UBC's School of Social Work and Family Studies. She is also the founder and Program Director of the Multicultural Family Center which helps immigrants and refugees to access health and social services.*

# Kudos

## Hazura Sangha and Melville Blackman Receive Inaugural Riasat Ali Khan Diversity Award



Two Vancouver Island residents are the recipients of the inaugural Riasat Ali Khan Diversity Award, which recognizes volunteers' efforts to support diversity in BC communities.

The award was created in memory of Riasat Ali Khan. Riasat worked tirelessly to help immigrants integrate into Canadian society and to support diversity. He contributed greatly to the promotion of multiculturalism in the province.

The recipients Hazura Sangha from Duncan and Melville Blackman from Nanaimo will be recognized at AMSSA's Annual General Meeting in October. In announcing the winners, Jean McRae, President of AMSSA said "these two men are wonderful examples of the strength and commitment we find in volunteers across the province working for inclusion, understanding and diversity."

## Central Vancouver Island Multicultural Society

JoAnne Blackman recently retired as Executive Director after more than twenty years serving the Society and the Central Vancouver Island community. Reflecting, JoAnne says, "I have seen the Society go from its founding members' initial vision of creating a welcoming environment for our clients, and a community that both values and celebrates diversity to the present organization whose staff and volunteers remain dedicated to making this vision a reality. I am pleased to have been part of this journey." She will continue working with the Society as a volunteer.

At the same time, CVIMS welcomes Hilde Carlson as the new Executive Director. Hilde comes with extensive experience within the non-profit sector, including several years as a manager of several suicide prevention initiatives in Alberta. "I am thrilled by the opportunity to work with such a fine group of people in this thriving and dynamic organization," says Hilde. Hilde pledges to work along with the CVIMS team to continue serving new Canadians and promoting diversity in the community.



Hilde Carlson

## Big Sisters of BC Lower Mainland: First Nations Big Sisters Mentoring Program



Big Sisters of BC Lower Mainland thanks Lisa Ethans for her outstanding volunteer contribution to the development and continuing success of the First Nations Big Sisters Mentoring Program. She helped pioneer the program, which matches Little Sisters of First Nations ancestry with positive female role models within their own culture. Lisa continues to play a pivotal role in the ongoing growth of this program as an advisory member of the First Nations Steering Committee.

Lisa has supported Big Sisters for eight years, serving as an Honorary Board Member since 2000. She brought support and sponsorship to Big Sisters programs both personally and professionally through Deloitte & Touche, where she is a Partner. Lisa's belief that "mentorship is critical to one's life and career" is reflected in her continued commitment to the Big Sisters organization and her efforts to bring awareness to its mission.

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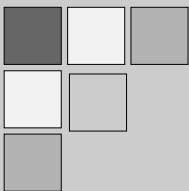
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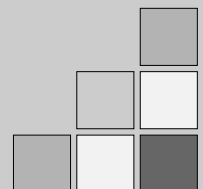
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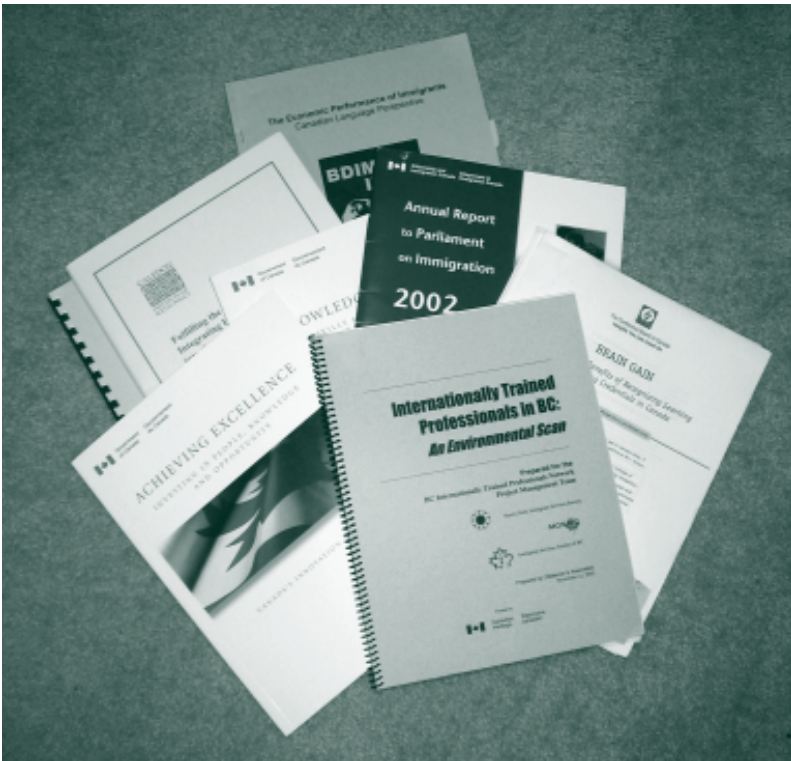
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## answers to mind buster quiz

1. b) Australia
2. c) 2.3 million
3. d) Providing funding for immigrants to upgrade their skills  
e) Providing incentives for businesses to hire immigrants
4. b) Montreal
5. a) British Columbia
6. d) 3 years
7. e) New Zealand
8. b) Fraser Institute
9. d) Retrain skilled immigrants to do other jobs that are in demand
10. c) 200





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## Website Resources

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Canadian Information Centre for International Credentials <http://www.cicic.ca>

Canadian Council for Professional Engineers: Immigrating to Canada [http://www.ccpe.ca/ccpe.cfm?page=Inform1\\_4](http://www.ccpe.ca/ccpe.cfm?page=Inform1_4)

Canadian Architectural Certification Board <http://www.cacb.ca/index.cfm>

Federation of Law Societies of Canada: Foreign Lawyers <http://www.flsc.ca/en/foreignLawyers/foreignLawyers.asp>

International Credential Evaluation Service ICES, Open Learning Agency <http://www.ola.bc.ca/ices/>

International Credential Qualification Service of Alberta <http://www.learning.gov.ab.ca/iqas/iqas.asp>

Looking Ahead Initiative <http://www.lookingahead.bc.ca>

Paths to Equal Opportunities in Ontario [http://www.equalopportunity.on.ca/eng\\_g/](http://www.equalopportunity.on.ca/eng_g/)

World Education Services <http://www.wes.org/>

Unfiltered stories about immigrant experiences <http://www.canadianimmigrants.com>

# AMSSA Member Organizations

Abbotsford Community Services (ACS)	Central Okanagan Society of Immigrant & Visible Minority Women (COSIMMW)	Kamloops Cariboo Regional Immigrant Society (KIS)	Social Planning Council - North Okanagan
Adult Learning Development Association (ALDA)	Central Vancouver Island Multicultural Society (CVIMS)	Kamloops Multicultural Society	Society for Community Development
Association of BC TEAL (Teachers of English as an Additional Language)	Chilliwack Community Services	Kelowna Community Resources Society	SUCCESS (United Chinese Community Enrichment Services)
Association of Neighbourhood Houses of Greater Vancouver (ANH)	Chimo Crisis Services - Richmond	Kiwassa Neighbourhood Services Association	Surrey-Delta Immigrant Services Society (SDISS)
BC Association of Social Workers (BCASW) - Multiculturalism & Anti-Racism Committee	City of Richmond - Advisory Committee on Intercultural Relations	Langley Family Services Association (LFS)	Taiwanese Canadian Cultural Society (TCCS)
BC Confederation of Parent Advisory Councils	Collingwood Neighbourhood House (CNH)	Law Courts Education Society (LCES)	Terrace & District Multicultural Association (TDMA)
BC Heritage Language Association (BCHLA)	Community Legal Assistance Society (CLAS)	Legal Services Society of BC (LSS)	Trail & District Multicultural Society (TDMS)
BC Human Rights Coalition (BCHRC)	Comox Valley Family Services Association (CVFSA)	Little Mountain Neighbourhood House Society (LMNHS)	Vancouver & Lower Mainland Multicultural Family Support Services (VLMFSS)
BC Settlement and Integration Workers Association (BCSIWA)	Cowichan Valley Intercultural & Immigrant Aid Society (CVIIAS)	Mennonite Central Committee of BC – Refugee Assistance Program (MCC- RAP)	Vancouver Citizenship Council (VCC)
BC Teachers Federation – Social Justice Program (BCTF - SJP)	Crisis Centre - Vancouver	Mission Community Services Society (MCSS)	Vancouver Cross-Cultural Seniors Network Society
Big Sisters of BC - Lower Mainland	ELSA Net	Multicultural Helping House Society (MHHS)	Vancouver Multicultural Society (VMS)
Boundary Multicultural Society (BMS)	Families as Support Teams (FAST)	Multicultural Heritage Society (MHS) - Prince George	Vancouver Women's Health Collective
Burnaby Multicultural Society (BMS)	Family Education and Support Centre	Multifaith Action Society (MAS)	Vernon & District Immigrant Services Society (VDISS)
Campbell River & Area Multicultural & Immigrant Services Association (CRMISA)	Family Services of Greater Vancouver (FSGV)	North Shore Multicultural Society (NSMS)	Vernon Multicultural Association
Canadian Cancer Society – BC & Yukon Division	Fraserside Community Services Society (FCSS)	OPTIONS: Services to Communities Society – Surrey	Volunteer Vancouver
Canadian Hispanic Congress (CHC) - BC Chapter	Gay & Lesbian Educators of BC (GALE BC)	Pacific Community Resources	WATARI
Canadian Jewish Congress (CJC) - Pacific Region	Immigrant & Multicultural Services Society (IMSS)	Pacific Immigrant Resources Society (PIRS)	West Coast Domestic Workers' Association (WCDWA)
Canadian Mental Health Association (CMHA) - BC Division	Immigrant Services Society of BC (ISS)	Penticton & District Multicultural Society (PDMS)	Westcoast Child Care Resource Centre – Multicultural & Diversity Services (WMDS)
Canadian Red Cross	Inland Refugee Society of BC (IRS)	Progressive Inter-Cultural Community Services Society (PICS)	YMCA Vancouver International
	Institute for Media, Policy & Civil Society (IMPACS)	Public Legal Education Society (People's Law School)	YWCA Vancouver International
	Inter-Cultural Association of Greater Victoria (ICA)	Quesnel Multicultural Society	
	Jewish Family Service Agency (JFSA)	Richmond Multicultural Concerns Society (RMCS)	
		Scouts Canada - Provincial Social Planning & Research Council of BC (SPARC)	

