

Ease Into Canada

A Manufacturing Toolkit

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Acknowledgement

- This Toolkit has been put together with the support of many individuals. Their insights, knowledge, and lived experiences have led to the creation of this toolkit.
- The toolkit is designed to support the social and economic integration of immigrants working in the manufacturing sector.
- Special thanks to everyone that contributed to the creation of this toolkit.

Executive Summary

- This toolkit is a product of the Ease into Canada Manufacturing Toolkit project.
 - The Toolkit builds on the review, findings, analyses, and recommendations of a study conducted into the Strengths, Weaknesses, Opportunities, and Threats (SWOT) of the EIC program at Danby Products Limited. The findings, analyses, and recommendations from the EIC review study are included in the report, “Ease into Canada: A SWOT Analysis.”
 - The Ease into Canada Manufacturing Toolkit project is a partnership between Immigrant Services-Guelph Wellington (IS-GW), County of Wellington Economic Development division, and Danby Products Limited. The project is funded by the Ontario Ministry of Citizenship and Immigration (MCI).
 - This toolkit is designed to be adaptable to different workplace structures. Users are encouraged to adapt its content to their specific business and organizational structures.

Ease into Canada Manufacturing Toolkit: An Overview

- **Background**
 - The EIC Manufacturing Toolkit allows immigrants to learn English language and gain valuable work experience in the workplace.

 - The main objectives of the toolkit are to:
 - Provide ESL classes in the workplace to immigrants who need to improve their English language skills.
 - Provide valuable work experience through job coaching and training.

Learning English at Work: Two Models

- The main objective of learning English in the workplace is to facilitate the communication skills of immigrant employees within and outside the workplace.
- This toolkit contains information on the following two models for learning English in the workplace:
 - The in-class group model
 - The one-on-one model

- The **in-class group model** involves delivering English Language classes within the work place through group sessions.
- The frequency and format should be chosen based on the work schedule of the staff and operation schedule of the organization.
- The main requirements of the in-class model are:
 - Paid or volunteer English language teacher(s), preferably with experience teaching English as a Second or Additional Language. A classroom space within the workplace.
 - A supervisory staff/employee designated as main point person to coordinate class schedules, attendance, and monitoring progress.
 - Students should be grouped according to their Canadian Language Benchmark (CLB) levels.

- The **one-on-one model** involves delivering English Language classes in the work place through individualized contacts between students and teachers.
- The frequency and format should be chosen based on the work schedule of the staff and operation schedule of the organization.
- The main requirements of the model are:
 - Paid or volunteer English language teacher(s) or volunteers, preferably with experience teaching English as a Second or Additional Language
 - Meeting rooms or spaces in the workplace to facilitate contact between the teachers and staff registered in English classes.
 - A supervisory staff/employee designated as main point person to coordinate meeting schedules between the teachers and volunteers.
 - Teachers should focus on the individual needs of each students based on the student's Canadian Language Benchmark (CLB) levels in reading, writing, listening, and speaking.

Learning Canadian Workplace Culture: Two Approaches

- The main objective of the EIC workplace experience component is to provide job coaching and training to new immigrant staff about Canadian workplace culture.
- The topics covered in the coaching and training of immigrant staff should cover general topics such as worker health and safety, and specific human resources topics relating to organization values, benefits, and workplace culture.
- This toolkit contains information on two approaches to job coaching and training for new immigrant staff:
 - Group training and information sessions
 - Personalized job coaching for staff

- The **Group training and information sessions** enable new staff to learn about important policies in the work place.

- The main requirements for group training and information sessions are:
 - General orientation session about the organization provided by designated Human Resources personnel
 - Follow-up training by line supervisor(s)/job coach(es) with staff in different sections
 - Scheduled weekly or bi-weekly information sessions on different policies such as worker health and safety procedures, benefits, vacation, leave, etc.

- **Personalized job coaching** for staff enables supervisors, staff, and Human Resources (HR) personnel to identify specific requirements of staff. It also allows employers to communicate job description, rights and responsibilities of the employee.
- The main requirements for personalized job coaching and training are:
 - Creation of a job description for staff by the line supervisor(s) and HR personnel
 - Identification of specific needs for the integration of staff into the workplace
 - Job coach(es) who meet(s) regularly with staff to assess progress and provide feedback.

APPENDIX: Asset Based Recruitment Methods

- This toolkit is adaptable to different recruitment methods. This toolkit recommends an **asset-based recruitment method**.
- An asset based recruitment method focuses on identifying the skills of an immigrant in order to proper match the immigrant in a job position. It allows employers to identify the skills of immigrant through interviews designed to match identified skills with organization needs.
- Asset-based recruitment methods that can apply this toolkit are:
 - Regular In-take Method
 - Cohort In-take Method
- **Regular in-take method** enables:
 - Employers to recruit immigrant employees on an on-going basis
 - Draft individual integration plans for each employee
 - Identify assets of new immigrants based on previous job experiences and training
 - Perform asset-based and needs assessment interviews
- **Cohort in-take method** enables:
 - Employers to recruiting immigrant employees in groups
 - Advertise for immigrant employees interested in joining through a cohort program
 - Identify the assets of new immigrant employees and match them based on previous job experience and training
 - Perform asset-based and needs assessment interviews