

# Huron County Employer Toolkit: Best Practices to Hire and Retain Immigrants and Newcomers

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## **Highlights: 5 Key Principles Employers Need To Know To Attract and Retain Immigrants and Newcomers**

### **Principle 1: Focus on Transferable Skills**

Many immigrants work in different jobs than in their home countries and can never contribute to their fullest potential. Employers should consider a newcomers' previous employment to see how this experience can be utilized in the Canadian workplace.

### **Principle 2: Language Supports in the Workplace**

Language supports in the workplace support newcomer workers and can position a business as an employer of choice amongst immigrant groups since these resources are not widely available in rural communities.

### **Principle 3: Orientation of Canadian workplace culture:**

Employers should provide training that ensures newcomer workers understand how the Canadian workplace may differ from their home countries. This knowledge will allow them to adjust to a new workplace and contribute to the best of their abilities.

### **Principle 4: Promote Social Integration in the Workplace and Beyond**

Workplaces are social environments. Employers need to develop culturally appropriate practices that help ensure newcomers feel welcome and included, and are able to form relationships that transcend the workplace.

### **Principle 5: Think Outside the Box to Attract and Retain an Immigrant Workforce**

Innovative recruitment and retention practices will help businesses; position themselves as employers of choice for newcomer groups, recruit through new networks, and retain the global talent already amongst their workforce.

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# Table of Contents

<b>Section 1:</b> Introduction	pg. 2
<b>Section 2:</b> Challenges to Newcomer Attraction and Retention in Huron County.	pg. 2
<b>Section 3:</b> The Need for a Holistic View to the Labour Market Integration of Newcomers in Huron County	pg. 3
<b>Section 4:</b> Key Principles to Attract and Retain Immigrant and Newcomer Workers	pg. 4
<b>Section 5:</b> Principles in Action: Examples from Huron County and Strafford	pg. 6
<b>Section 6:</b> Resources in Huron County, Perth County, Oxford County, Kitchener-Waterloo-Cambridge and GTA.	pg. 11
<b>Section 7:</b> Sources and additional Resources	pg. 19

## Section 1: Introduction

This toolkit has been developed to assist employers in Huron County to attract and retain an immigrant workforce. The toolkit outlines five “**principles of engagement**” for employers that are **the foundational building blocks of any successful immigrant attraction and retention strategies**, and also highlights five **case studies** of employers in **Huron County and Stratford** who have implemented various initiatives to make their **workplaces more newcomer friendly**. In addition, the document provides information on the broader social and cultural factors that influence worker retention and therefore are key considerations for employers.

## Section 2: Challenges to Newcomer Attraction and Retention in Huron County.

Employers need to be aware of the reality that factors outside the workplace can impact efforts to attract and retain a newcomer workforce. Fortunately, **workplace-based initiatives can promote newcomers integration into the wider community**. The table below outlines some of the issues facing newcomers documented in recent research on Huron County, and opportunities for employers.

### Newcomer Challenges

Newcomers expressed feelings of loneliness and depression from social isolation and barriers related to employment.

Canadians have a “basement culture”, as people say “Hi, good morning” and nothing else to engage in conversation and build a relationship.

Newcomers are working in different fields, or at a lower level, due to professional regulations or other barriers in the labour market.

Newcomers desire social activities such as festivals, art exhibitions, dancing, and karaoke as well as outdoor activities for children.

### Employer Opportunities

Employers who promote social integration in the community will help newcomers feel more welcome and increase their retention.

Canadian workplace culture training is an opportunity for newcomers to learn about social norms and build friendships in the work context.

Employers who focus on transferable skills can improve worker retention, and become an employer of choice since they offer newcomers a chance to apply their previous skills and experience.

Social activities could be sponsored by employers and could include workers and their families. For instance, cultural festivals (Lunar New Year, Fiesta, Carnival etc.) or employee/family baseball, soccer games.

## Newcomer Challenges

Newcomers noted that the level of connectedness in the community depended on the ability of the person to socialize and initiate relationship building.

## Employer Opportunities

Informal language training in the workplace (e.g. Conversation Circles) would not only support newcomer's language skills it would help them form friendships/social networks in a "safe" space/context.

### Section 3: Need for a Holistic View of the Labour Market Integration of Newcomers in Huron County

Businesses need a **holistic approach** to **improve the attraction and retention of newcomers in their workplaces**. Employment is one piece of the puzzle when it comes to the successful integration of newcomers in rural areas.

Employers will need to think about **actions or activities** that may **traditionally be considered outside their role** as an employer. These influence newcomer retention, and affect whether that **newcomer worker will stay** in the area or **recommend Huron County as a good place to live and work** to other newcomers.

# Key Principles to Attract and Retain Immigrants and Newcomers

Employers should use these five core principles to attract and retain workers.

## 1) Focus on Transferable Skills: (See case studies Steelcraft pg.8, General Coach pg.10)

Due to barriers in the labour market, such as a lack of “Canadian experience” or employers devaluing foreign credentials and work experience, many immigrants will be working in different fields of employment than in their home countries or at much lower levels if in the same field. As a result, many will never contribute to the workplace to their fullest potential and employers miss out on the benefits of this human capital. **Employers and human resources professionals should pay attention to a newcomers’ previous employment** to determine if **this experience can be utilized in the Canadian workplace**. In addition, employers should consider focusing on the skills immigrants possess and explore how these can be applied in the Canadian context.

### Some examples of how to apply this principle are:

- a) Specifically ask for the previous work experience of newcomer employees to determine if they can play a similar role in your company in the future.
- b) Do not rely solely on behavioral interviews and try to determine a newcomer’s previous experience and transferable skills that can be utilized in the workplace (i.e. previous management experience has potential to be a team leader).
- c) Support newcomers who are working at a lower skill/professional level in your business to gain their professional accreditation.

## 2) Language Supports in the Workplace: (See case studies Hayter’s Farm pg. 6, Vistech pg. 8, Dashwood Windows and Doors pg. 9, General Coach pg. 10)

English is not the primary language spoken in many newcomers’ home countries. Employers should implement practices that reduce language proficiency as a barrier in the hiring process, or in the every-day workplace. **Language supports in the workplace** will support newcomer workers and can also **position** a business as an **employer of choice amongst immigrant groups** in the region since these resources are not widely available in each local community.

### Some examples of how to apply this principle are:

- a) Include visual diagrams/instructions that illustrate workplace procedures and processes, and rely less on written instructions.
- b) Organize informal “buddies” pairing newcomer workers with coworkers so they can practice their conversational English.
- c) Translate important materials into the languages most familiar to your newcomer workforce.

**3) Orientation of Canadian workplace culture:** (See case studies Vistech pg. 8, Dashwood Windows and Doors pg. 9)

The culture of work differs in Canada from the rest of the world. Immigrants with limited experience in the Canadian labour market will be unfamiliar with the social norms of the workplace. Without training newcomers will likely revert to cultural norms of their home country. This can lead to a disconnect in expectations, under-performance and other issues. **Employers should provide training that ensures newcomer workers understand how the Canadian workplace may differ from their home countries.** This knowledge will allow them to better adjust to a new workplace and contribute to the best of their abilities.

**Some examples of how to apply this principle are:**

- a) Include workplace slang and terms in a newcomer’s job orientation/training.
- b) Let newcomer hires know about informal teambuilding activities in the workplace (i.e. coffee breaks, company sports teams, after work socializing, etc.)
- c) Discuss management/ reporting structures, acceptable relationships with supervisors and coworkers as part of newcomer’s job orientation/training.

**4) Promote Social Integration in the Workplace and Beyond:** (See case studies Hayter’s Farm pg. 6, Steelcraft pg.8, General Coach pg. 10)

Workplaces are social environments. Under the right conditions, **employees can develop friendships and support networks that extend past work hours.** These types of social interactions are a key component of inclusive workplaces. Employers need to **develop culturally appropriate practices that help ensure newcomers feel welcome and included** while at work, and are able to form relationships that transcend the workplace.

**Some examples of how to apply this principle are:**

- a) Organize events outside the workplace (i.e. picnic) where newcomers and their families can socialize with their coworkers and their families.

- b) Find out if your newcomer workers have any hobbies and connect them with local clubs/groups with similar interests.
- c) Celebrate culturally diverse calendar events, (Listing available at: [www.Multifaithcalendar.org](http://www.Multifaithcalendar.org))

**5) Think Outside the Box to Attract and Retain an Immigrant Workforce:** (See case studies Hayter’s Farm pg. 6, Vistech pg. 8, SteelCraft pg. 8, Dashwood Windows and Doors pg. 9, General Coach pg. 10)

In 2018 Huron County had an un-employment rate of 3 per cent. As a result, **employers are in competition to attract the best workers.** Innovative recruitment and retention practices will help businesses; position themselves as employers of choice for newcomer groups, recruit through new networks, and retain the global talent already amongst their workforce.

**Some examples of how to apply this principle are:**

- a) Connect with regional immigrant settlement agencies to determine if they have a job board or employment programs.
- b) Use Facebook and purchase targeted ads to promote job openings to local cultural groups.
- c) Use immigration programs to find the workers employers need with the experience, work ethic and desire to work in Canada.

## **Section 5: Principles in Action with Examples from Huron and Perth County**

### **Case Study 1: Hayter’s Turkey Farm**

Hayter’s Farm is a third generation poultry operation located in Dashwood that has started to hire an international workforce from a wide variety of regions including the Middle East, Philippines, South America and the Caribbean. The company takes a unique approach to hiring immigrant workers as they **understand the value of transferable skills** and try to **place workers accordingly** in their agricultural operation. For instance, one of their employees was originally a professor in their home country and therefore had the soft skills needed to deal with a variety of stakeholders. This individual is currently working in the quality assurance area of the company, and is being mentored to work with the inspectors who visit the farm on a regular basis.

The company makes sure there are **third party translators on site for day training sessions, pairs new hires with bi-lingual workers** who can act as **informal**

**translators**, and have **translated signage** into a number of different languages to ensure workplace protocols and procedures are accessible for newcomer workers. They also **use Google translate** when needed.

The company strives to help orient new hires to Hayter's Farm work culture by providing informal mentorship and guidance. To date this has been used when new hires may not be meeting workplace or social expectations. In these cases managers provide **guidance to new hires about the issues** (e.g. littering) and help them **understand how things differ in the Canadian context**. In addition, the owners of Hayter's Farm have **developed "cheat sheets" for their management team** to help them **facilitate** a positive **integration** of immigrant new hires. A profile is developed for the incoming workers and provided to the management team before the newcomers arrive. The intent is to **ensure supervisors know what to expect** in terms of **the new worker's of country of origin, timeframes for the immigration process, and additional considerations** such as **helping the new workers get proper clothes suitable for life in Canada**. These **"cheat sheets"** ensure that supervisors at Hayter's Farms are prepared to help new workers transition to the Canadian workplace environment.

Hayter's Farm prides itself on a "family" atmosphere and strives to provide as many opportunities for their immigrant workers to socially interact with other employees and form meaningful friendships and bonds. The company **holds several bbq's and team lunches**, and **accommodates the dietary or cultural needs** of a diverse workforce. They **celebrate birthdays and culturally diverse holidays**, and also encourage immigrant workers to experience Canadian culture by **facilitating group activities** such as going to hockey games.

The company has also developed a **multifaceted approach to worker recruitment**. They have used the services of Immploy in London to find workers, and have also participated in job fairs organized by the Huron County Economic Development Department. Hayter's Farm has also used immigration programs to hire temporary foreign workers from the Philippines. In these instances they used the services of immigration consultants for assistance and guidance on program recommendations and the Labour Market Impact Assessment process. Even though hiring international candidates requires a much different selection and vetting process than for local candidates, including lots of e-mails and Skype calls, Hayter's Farm feels the results have been worth the extra work as they have been able to find employees with the skills and work ethic needed to excel in Canada. They have also **provided on site housing for their overseas workers**, and have **acted as advocates** for other **immigrant employees seeking rental housing** in the area by connecting with landlords and vouching for their workers.

## Case Study 2: Vistech Manufacturing Inc.

Vistech Manufacturing is an automotive manufacturer based in Stratford that produces insulation for vehicles. It is a young company which started with 10 workers and has grown close to 100 employees. The company is a big believer of diversity in the workplace and have been actively hired newcomers from Syria and Kenya.

The company has recognized that, due to the nature of their employment, English language proficiency is not a priority for hiring workers. As a result, they have been **open to hiring newcomer candidates with minimal language skills**. In these cases, Vistech places an **emphasis on mentoring** and **guiding new hires** through the process to achieve success. Whenever possible, the company calls on co-workers to help with translating needs or uses **Google Translate**, and **connects employees with local ESL programs**.

When it comes to orienting new hires to the workplace, Vistech recognizes that everyone learns at different levels and paces and have **in-house trainers** to check in on new workers' progression. Trainers make sure to **use accessible language** with a **minimum of technical jargon** and personally guide newcomer workers through the processes and procedures. These trainers are also sensitive to the fact that newcomers are often used to a different workplace culture, and may revert to the norms acceptable in their home countries. This perspective allows them to effectively deal with any disconnects related to workplace performance while **helping newcomers understand the cultural expectations** of the Canadian workplace.

The HR department at Vistech has made understanding the needs of their newcomer workers a priority. They are **educating themselves** about things such as dietary issues and requirements, and religious needs with the goal of **developing culturally sensitive workplace social programs**. And as worker retention is important to the company, the HR department has been **helping newcomer workers adapt outside the workplace** as well. For instance, as many newcomer employees did not have their own vehicles but were unfamiliar with the public transit system, the HR department got them bus passes and taught them how to navigate the Stratford bus system.

## Case Study 3: SteelCraft Inc.

SteelCraft Inc. is a private company with plants in Woodstock, Stratford and Cambridge. The company specializes as a light to heavy material fabrication shop. In total the company has approximately 400 employees. Less than 5% are immigrants but this group is a growing number with the primary cultural communities being East Indian and South American.

In order to support newcomer workers during the hiring process, SteelCraft ensures that there are **translators available at the interview**. The company is also **exploring ESL** in the **workplace options** to support newcomer workers on an ongoing basis. New hires are **encouraged to join company social committees**, and **participate in events such as potlucks**.

In terms of newcomer recruitment, SteelCraft has recognized the value of tapping into immigrant networks and have experienced first hand how **“word of mouth” advertising** can bring in more employees. Once they hire a newcomer worker, other members from that cultural community seek employment at the company as well. In addition, the company has started to explore immigration programs to find workers with the skills they need. They currently are working with Korean Immigrant Services to facilitate the immigration paperwork (e.g. LMIA), and are **seeking to establish connections with local settlement agencies to aid in newcomer recruitment**.

#### **Case Study 4: Dashwood Windows and Doors**

Dashwood is a manufacturer of residential windows and doors located in Centralia. The company has been in business since the early 1970's but has undergone some major changes since then including some growing pains. In the last 3 years, for instance, business has been booming with an estimated 20-25% growth per year. Yet at the same time, the company has been losing an increasing number of employees due to retirement and it has proven difficult to hire new workers.

Although the company has employed immigrants in the past, 2018 was the year in which the company hired the most newcomers. Dashwood currently has 12-14 newcomer employees from Russia, Nepal, Iraq, Vietnam, and Syrian.

Recognizing that language barriers can be a challenge for newcomers, Dashwood **ensures** that there are **translators available for the job orientations**. Their **internal materials** are **translated** in different languages such as Arabic, and they **try to match employees** from a **similar linguistic background** with new hires for training purposes. When translators are not available, staff **use Google Translate** to overcome any language barriers.

Although Dashwood has a large workforce of 155 employees, the company prides itself on being a close-knit, inclusive employer who respects the many different cultures amongst their workforce. Management sees all employees, including newcomers, as “part of the family” and has developed various internal initiatives to **ensure new hires**

**feel welcome.** For instance, the company has had great success in matching new hires with workers from similar cultural background. These **informal mentors help the new hires understand “Dashwood” culture** and **ensure newcomers do not feel socially isolated in the workplace.**

When it comes to recruiting newcomer workers, Dashwood has **worked with local employment centres and settlement agencies.** The London Cross Cultural Learner Community Centre and the London Employment Help Centre have been very beneficial in this regard.

### **Case Study 5: General Coach Canada**

General Coach is a manufacturing company located in Hensall that builds recreational vehicles, including trailers and park models. It is a family owned and operated business that is rapidly growing and expanding. Five years ago the company employed 50 people and today there are 130 employees in production side of the business with an additional 30 workers in office and administrative roles. The company has hired immigrants in the past but has seen an upswing in newcomer employees recently, and has hired 13 newcomer workers in the last year. These workers come from a variety of different countries including Vietnam and Syria

In order to overcome any language barriers in the workplace, General Coach has **used** an external agency for **translators** and language supports **during important health and safety protocols** such as WHMIS training. **Managers** also **rely on** technology such as **Google Translate during daily operations** if needed.

In order to help new hires become more familiar with the workplace, the HR department **intentionally matches newcomer employees with more senior employees for job shadowing.** This allows a new hire more intimate supports to learn about the workplace. The company also **holds BBQ and lunches** with Halal options to ensure all workers can participate. The company also has a **closed Facebook group** for employees only to **introduce new employees to the team** including newcomer employees so **people can see their face and their positions.**

General Coach has started **targeted recruitment activities** that **focus on immigrant groups** in the surrounding area. They have worked with the London Muslim Mosque, and have also **encouraged** their **newcomer employers** to **pass on any employment opportunities** in the company to **family and friends.**

# Huron County and Perth County : Regional Resources to Support Employers Hiring Newcomers

## **Across Languages Translation and Interpretation Services.**

Provides: translation and interpretation services.

Website: [www.acrosslanguages.org](http://www.acrosslanguages.org)

Phone: 519.642.7247 or 866.833.7247

## **Conestoga College Institute of Technology and Advanced Learning – Conestoga Career Centre – Newcomer Program Advising**

Provides: Career and employment advising for newcomers.

Website: [www.conestogac.on.ca/caa/careercentre/newcomer-advising](http://www.conestogac.on.ca/caa/careercentre/newcomer-advising)

Phone: 519.271.5700 x7227

## **Four County Labour Market.**

Provides: Education and training programs, employment services.

Website: [www.planningboard.ca](http://www.planningboard.ca)

Phone: 519.881.2725 or 1.888.774.1468

## **Huron County Economic Development**

Provides: Awareness raising activities, employment connections, referrals to settlement supports.

Website: [www.huroncounty.ca/economic-development](http://www.huroncounty.ca/economic-development)

Phone: 519.524.8394 x6

## **Huron County Library**

Provides: Settlement and integration services, education and training programs.

Website: [www.huroncounty.ca/library](http://www.huroncounty.ca/library)

Phone: 519.335.6899 (Fordwich), 519.357.3312 (Wingham), 519.524.9261 (Goderich), 519.482.3673 (Clinton), 519.235.1890 (Exeter), 519.527.1430 (Seaforth), 519.236.4965 (Zurich), 519.565.2886 (Bayfield), 519.887.6448 (Brussels), 519.262.2445 (Hensall), 519.523.4400 (Blyth), 519.229.8854 (Kirkton).

### **Huron County Local Immigration Partnership**

Provides: Advocacy, service coordination, social integration, public awareness and outreach.

Phone: 519.524.8394

### **Huron County Newcomer Settlement Services**

Provides: Settlement supports to newcomers.

Phone: 226.973.7572

Huron County Social and Property Services

Provides: Employment services, housing services, children's services.

Website: [www.huroncounty.ca/housing](http://www.huroncounty.ca/housing)

Phone: 519.524.8394 or 1.888.524.8394

### **Multicultural Association Perth-Huron.**

Provides: Information and referral services, multicultural events.

Website: [www.maph.ca](http://www.maph.ca)

Phone: 226.339.1547

### **Partners in Employment.**

Provides: Employment services.

Website: [www.partnersinemployment.on.ca](http://www.partnersinemployment.on.ca)

Phone: 519.525.2726

### **Perth County Economic Development**

Provides: Newcomer employment committee, awareness raising activities.

Website: [www.perthcounty.ca](http://www.perthcounty.ca)

Phone: 519.271.0531

### **Perth County Newcomer Settlement Services**

Provides: Settlement supports to newcomers.

Phone: 519.621.1621

### **The Centre for Employment and Learning – Avon Maitland District School Board**

Provides: Settlement and integration services, education and training programs, employment services, ESL classes, literacy and basic skills programs.

Website: [www.thecentreforemploymentandlearning.ca](http://www.thecentreforemploymentandlearning.ca).

Phone: 519.482.1700 (Clinton), 519.524.2515 (Goderich), 519.527.2288 (Seaforth),  
519.357.4995 (Wingham), 519.235.0471 (Exeter), 519.291.9453 (Listowel),  
519.271.4896 (Stratford)

### **YMCA of Stratford-Perth**

Provides: Newcomer orientation and settlement programs.

Website: [www.ymcastratfordperth.ca](http://www.ymcastratfordperth.ca)

Phone: 519.271.0480

## **Kitchener-Waterloo-Cambridge Area**

### **Ahmadiyya Muslim Counselling Service**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Phone: 519.653.1584

### **Conestoga College Institute of Technology and Advanced Learning - Conestoga Career Centre - Newcomer Program Advising**

Provides: Career and employment advising for newcomers.

Website: [www.conestogac.on.ca/caa/careercentre/newcomer-advising](http://www.conestogac.on.ca/caa/careercentre/newcomer-advising)

Phone: 519.748.5220 x2734

### **Immigration, Refugees and Citizenship Canada - Kitchener Office**

Provides: Federal Government Office (Administers settlement and resettlement programs for refugees, processes refugee claimants, clients finalized for permanent residence, permanent residence cards, and citizenship tests, interviews and ceremonies).

Website: [www.cic.gc.ca](http://www.cic.gc.ca)

Phone: 226.791.6656

### **Kitchener Downtown Community Health Centre**

Provides: Health services.

Website: [www.kdchc.org](http://www.kdchc.org)

Phone: 519.745.4404

### **Kitchener-Waterloo Multicultural Centre**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Website: [www.kwmc.on.ca](http://www.kwmc.on.ca)

Phone: 519.745.2531

### **Mennonite Central Committee Ontario Charity**

Provides: Settlement support and referrals.

Website: [www.mcccanada.ca](http://www.mcccanada.ca)

Phone: 519.745.8458

### **Mennonite Coalition for Refugee Support**

Provides: Settlement and legal support with a focus on refugees.

Website: [www.mcrs.ca](http://www.mcrs.ca)

Phone: 519.571.1912

### **Muslim Social Services of Kitchener-Waterloo**

Provides: Refugee and newcomer support.

Website: [www.muslimsocialserviceskw.org](http://www.muslimsocialserviceskw.org)

Phone: 519.772.4399 x3

### **Ray of Hope**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Website: [www.rayofhope.net](http://www.rayofhope.net)

Phone: 519.578.8018

### **Reception House Waterloo Region**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Website: [www.receptionhouse.ca](http://www.receptionhouse.ca)

Phone: 519.743.0445

### **St Louis Adult Learning and Continuing Education Centre, Kitchener Main Campus**

Provides: Language instruction for newcomers.

Website: [www.stlouis.wcdsb.ca](http://www.stlouis.wcdsb.ca)

Phone: 519.745.1201

### **The Working Centre**

Provides: Employment support and training.

Website: [www.theworkingcentre.org](http://www.theworkingcentre.org)

Phone: 519.743.1151

### **Volunteer Action Centre Charity**

Provides: Volunteer support and training.

Website: [www.volunteerwr.ca](http://www.volunteerwr.ca)

Phone: 519.742.8610

### **Waterloo Catholic District School Board - Newcomer Reception Centre**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Website: [www.newcomer.wcdsb.ca/english/location](http://www.newcomer.wcdsb.ca/english/location)

Phone: 519.743.3328

### **Waterloo Catholic District School Board - St Louis Adult Learning and Continuing Education Centres - Language Instruction for Newcomers and Citizenship Classes**

Provides: Language support and training.

Website: [stlouis@wcdsb.ca](mailto:stlouis@wcdsb.ca)

Phone: 519.745.1201

### **Waterloo Region District School Board - Welcome Centre for Newcomers**

Provides: Language assessment centre.

Website: [www.wrdsb.ca/register/welcome-centre-for-newcomers/#address](http://www.wrdsb.ca/register/welcome-centre-for-newcomers/#address)

Phone: 519.576.3018 or 519.570.0003

### **Woolwich Community Services - Low German Family Support**

Provides: Community services support.

Website: [www.woolwichcommunityservices.org](http://www.woolwichcommunityservices.org)

Phone: 519.669.5139

### **YMCA Immigrant & Employment Services**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Website: [www.ymcacambridgekw.ca](http://www.ymcacambridgekw.ca)

Phone: 519.579.9622

# London Area

## **Chinese Canadian National Council, London Chapter**

Provides: Social and recreational activities, Mandarin conversation group.

Website: [www.londonccnc.ca](http://www.londonccnc.ca)

Phone: 519.451.0760

## **College Boreal, London Access Centre**

Provides: Information and referral services to newcomers.

Website: [www.collegeboreal.ca](http://www.collegeboreal.ca)

Phone: 519.451.5194

## **Fanshawe College, London Downtown Campus.**

Provides: Occupation-Specific language training.

Website: [www.fanshawec.ca](http://www.fanshawec.ca)

Phone: 519.452.4430 x6501

## **Immigration, Refugees and Citizenship Canada – London Office**

Provides: Federal Government Office (Administers settlement and resettlement programs for refugees, processes refugee claimants, clients finalized for permanent residence, permanent residence cards, and citizenship tests, interviews and ceremonies).

Website: [www.cic.gc.ca](http://www.cic.gc.ca)

Phone: 519.851.3575

## **Immploy**

Provides: Tools and resources for employers, mentorship programs, connections/recruitment of immigrant workers for employers.

Website: [www.immploy.ca](http://www.immploy.ca)

Phone: 226.884.9167

## **London Language Institute**

Provides: Language programs and assessments.

Website: [www.llinstitutue.com](http://www.llinstitutue.com)

Phone: 519.439.3350

### **London Muslim Mosque**

Provides: An Islamic community focused on education, jurisprudence and social activities.

Website: [www.londonmosque.ca](http://www.londonmosque.ca)

Phone: 519.439.9451

### **LUSO Community Services, Newcomer Settlement Program**

Provides: Support, information and orientation to newcomers and refugees.

Website: [www.luscentre.org](http://www.luscentre.org)

Phone: 519.452.1466

### **Mennonite Community Services, Aylmer Resource Centre.**

Provides: Newcomer settlement services and outreach, thrift store, volunteer driver program.

Website: [www.mcson.org](http://www.mcson.org)

Phone: 519.765.3020

### **Muslim Resource Centre for Social Support and Integration**

Provides: Culturally integrative outreach and family services.

Website: [www.mrcssi.com](http://www.mrcssi.com)

Phone: 519.672.6000

### **South London Neighbourhood Resource Centre**

Provides: Newcomer supports and community connections.

Website: [www.sinrc.org](http://www.sinrc.org)

Phone: 519.686.8600

### **Thames Valley District School Board. GA Wheable Centre, Adult and Continuing Education**

Provides: English as a Second Language classes (general and specialty classes).

Website: [www.tvdsb.ca](http://www.tvdsb.ca)

Phone: 519.452.2660 x69715

### **WIL Employment Connections**

Provides: Employment supports and programs for newcomers, supports and resources for employers, recruitment of immigrant workers.

Website: [www.wil.ca](http://www.wil.ca)

Phone: 519.663.0774

## **YMCA of Southwestern Ontario, London Centre Branch**

Provides: Information and referrals, settlement and employment support, language programs and supports.

Website: [www.ymcawo.ca](http://www.ymcawo.ca)

Phone: 519.860.0907

## **YWCA St. Thomas - Elgin, Settlement Services for Newcomers to Canada**

Provides: Immigration information, settlement support, local orientation, referrals, language and interpretation services.

Website: [www.ywcaste.ca](http://www.ywcaste.ca)

Phone: 519.631.9800

# Oxford County

## **Community Employment Services, Woodstock - Metcalf St. Oxford Settlement Services**

Provides: Settlement services, local orientation, referrals, employment and language programs.

Website: [www.welcometooxford.ca](http://www.welcometooxford.ca)

Phone: 519.539.8161 x233

# Greater Toronto Area

## **Newcomer Centre of Peel, Rural Employment Initiative (REI)**

Provides: Connecting skilled professionals to employment opportunities in rural areas.

Website: [www.ncpeel.ca](http://www.ncpeel.ca)

Phone: 905.306.0577 x350

## Sources and additional Resources

**Diversity and Inclusion Resource Guide: Serving Huron County. Huron Service Integration Committee 2017**

[https://www.southwesthealthline.ca/pdfs/Huron\\_County\\_Diversity\\_and\\_Inclusion\\_Resource\\_Guide\\_March\\_2017.pdf](https://www.southwesthealthline.ca/pdfs/Huron_County_Diversity_and_Inclusion_Resource_Guide_March_2017.pdf)

**Embracing Diversity: Newcomer Experiences in Perth and Huron County. Research conducted by the Social Research and Planning Council/United Way 2017.**

<https://perthhuron.unitedway.ca/wp-content/uploads/2017/06/EmbracingDiversity-WEB.pdf>

**Rural Ontario Institute. Newcomer Engagement and Social Capital in Rural Communities: Spotlight on Huron County (April 30, 2017).**

<http://www.ruralontarioinstitute.ca/uploads/userfiles/files/Huron%20County%20-%20Newcomer%20Engagement%20and%20Social%20Capital%20in%20Rural%20Communities.pdf>