

APPROACHES TO RECRUITING, HIRING AND VOLUNTEERING FOR RECENT IMMIGRANTS IN BURNABY

EMPLOYER SURVEY SUMMARY AND KEY FINDINGS REPORT

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CONTENTS

3	Executive Summary
6	About the BIPT
7	Introduction
8	Methodology
9	Respondents
10	Key Findings and Recommendations
10	Skills and Labour Shortages
11	Recruitment Strategies
12	Recruitment Strategies for Recent Immigrants
13	Connecting Skilled Immigrants to Local Employers
14	Employers' Perspectives on Canadian Work Experience
15	Employers' Perspectives on Unpaid Work Experience
17	Recommendations
18	Appendix – BIPT Employer Survey
18	Part I: Skills and Labour Shortages
21	Part II: Recruitment and Hiring of Recent Immigrants
28	Part III: Connection to Use of Service Providers
31	Part IV: Value of Immigrant Workplace Volunteerism
35	Part V: Additional Strategies
37	Part VI: Organizational Profile / Demographic Questions



EXECUTIVE SUMMARY

The Burnaby Intercultural Planning Table (BIPT) was formed to address the needs of an ever-increasing immigrant population and burgeoning cultural diversity in Burnaby. In 2014, it was awarded funding by Citizenship and Immigration Canada (now called Immigration, Refugees and Citizenship Canada – IRCC) to develop the Burnaby Local Immigration Partnership (LIP), as well as a Settlement and Integration Strategic Plan for Burnaby. Since then, research and consultations have been conducted with various stakeholder groups in order to gain a deeper understanding of immigrant and refugee needs in Burnaby and the barriers they face to inclusion.

The BIPT Employer Survey was created to engage a broad range of Burnaby-based employers to learn about their recruiting, hiring and volunteering approaches for recent immigrant job seekers. An online survey was distributed in October 2015 and received a total of 40 qualified responses from employers operating and having employees (excluding contractors) in Burnaby. The findings will be considered in the context of the other research and consultations conducted and used to shape the strategic direction and action plan for the years to come.



Key Findings

Skills / Labour Shortages

- Three-quarters of employers felt that the current skills shortage was not a problem or a small problem for their company / organization. Only 7.5% believed it was a big problem.
- Over 90% of employers felt that a labour shortage was not a problem or a small problem for their company / organization. Only 7.5% believed it was a big problem.
- Over 50% of employers anticipated a small or significant increase in the number of employees in their company / organization in the next three years, while 35% expected the number to remain stable.

Recruitment, Hiring and Canadian Experience

- Close to two-thirds of employers did not use different methods or recruitment strategies to recruit recent immigrants.
- Less than one-third of employers had worked with Burnaby-based Immigrant Service Organizations (ISOs) to recruit and hire recent immigrants. However, 80% said they would use these employment programs or services again.
- Almost 85% of employers felt that Canadian work experience was important when identifying potential interview candidates; however, only 21% saw a lack of Canadian work experience as problematic in recruiting and hiring recent immigrants.

Volunteering and Work Experience Initiatives

- Close to 50% of employers had participated in workplace volunteering / work experience initiatives for recent immigrants. Those who had not would consider supporting or offering initiatives in the future.
- Several employers felt that better designed activities and better promotion of activities would be most beneficial for connecting immigrant job seekers with Burnaby employers.

Employers also provided a number of specific recommendations for improving employment programs and services, building connections between immigrant job seekers, service providers and employers, and improving understanding and familiarity of Canadian workplaces and workplace practices. Their recommendations included:

1. Offering incentive or wage subsidy programs;
2. Building awareness amongst employers about the benefits of workplace volunteering / work experience initiatives;
3. Increasing and improving collaboration among service providers;
4. Building awareness amongst immigrants about the hiring practices of local employers and specific sectors / occupations; and
5. Supporting immigrants in foreign credential recognition.

If applied, employers indicated that these recommendations would assist new immigrants to find employment commensurate with their qualifications, skills and experience.



BIPT

BURNABY
INTERCULTURAL
PLANNING TABLE

APPROACHES TO RECRUITING,
HIRING AND VOLUNTEERING FOR
RECENT IMMIGRANTS IN BURNABY:
Employer Survey Summary and
Key Findings Report

ABOUT THE BIPT

According to the 2011 National Household Survey, Burnaby is home to 111,170 immigrants and refugees, representing 50.5% of its population. From 2001 to 2011, the immigrant population in Burnaby grew by 22.6%. Approximately 9,140 immigrants – an average of 1,800+ per year – chose Burnaby as their new home. Burnaby and Toronto have become the most culturally diverse cities in Canada.

To address the needs of an ever-increasing immigrant population and burgeoning cultural diversity, Burnaby Family Life (BFL) was awarded funding from the United Way in 2007 to convene the Burnaby Intercultural Planning Table (BIPT). The BIPT immediately attracted and has continued to engage senior-level representation from a broad range of institutions and community serving agencies.

Since 2007, the BIPT has worked collaboratively to support the successful delivery of numerous research, knowledge exchange, community awareness, capacity building events, and training projects and programs. The BIPT recognizes that although much has been achieved in raising awareness of immigrant needs and barriers, there is still much more to accomplish to enhance the capacity of service providers, align key stakeholders in a common vision, and maintain and increase community mobilization efforts in order to ensure the successful settlement and true inclusion of newcomers.

In 2014, BFL was awarded funding from Citizenship and Immigration Canada (now called Immigration, Refugees and Citizenship Canada – IRCC) to support the continuation of the BIPT community partnership table and allow it to build from its previous work. IRCC refers to these partnership tables as “Local Immigration Partnerships” (LIPs). LIPs build on local services in order to optimize engagement, planning and coordination in the area of newcomer settlement and integration. LIPs do not deliver services directly to immigrants and refugees. Instead, they foster local engagement of organizations that offer services to newcomers, support community-level research and planning, and improve coordination of services that help immigrants and refugees settle and integrate.

With federal funding, the BIPT has conducted research and consulted with community service providers, immigrants and refugees, employers and community leaders. This research and consultation has provided a deeper understanding of immigrant and refugee needs and the barriers they face to inclusion, and will be used to develop a Settlement and Integration Strategic Plan for Burnaby (to be submitted in March 2016).

The intent of the Strategic Plan is to enhance the ability of Burnaby immigrants and refugees to participate economically, socially and civically. To do so, the Plan will not only focus on how the BIPT is supporting and integrating newcomers, but also on what is being done to prepare the receiving community and longer-term residents to welcome and include these newest residents.

INTRODUCTION

Since 2014, the Burnaby Intercultural Planning Table (BIPT) has been conducting research and consultations with various stakeholder groups in order to gain a deeper understanding of immigrant and refugee needs in Burnaby and the barriers they face to inclusion. The objectives of the research / consultation process are fourfold:

1. To identify means to improve access to employment information and services for new immigrants to Burnaby.
2. To identify better means of connecting skilled immigrants to local employers.
3. To identify means to improve new immigrant understanding and familiarity of Canadian workplaces and workplace practices.
4. To gain an understanding of the perspective of immigrants related to volunteerism / unpaid work experience.

The BIPT Employer Survey was created to engage a broad range of Burnaby-based employers to learn about their recruiting, hiring and volunteering approaches for recent immigrant job seekers. For the purposes of this study, recent immigrants were defined as permanent residents of Canada who have immigrated and arrived within the past five years.

The findings will be considered in the context of the other research and consultations conducted and used to shape the Strategic Plan and action plans for the years to come.

METHODOLOGY

The BIPT Employer Survey was distributed to employers based in Burnaby. The survey was open for four weeks during October 2015, and responses were collected online.

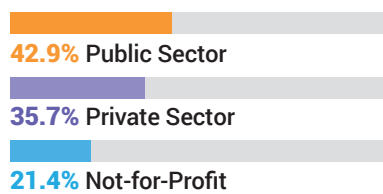
To ensure the survey reached as many employers as possible, email invitations were sent directly to 500+ employers who had previously attended BIPT workshops and events, through professional networks of the BIPT and BIPT Immigrant Advisory memberships, to employers working with employment service agencies (i.e. Skills Connect) via program staff members, through networks of the Immigrant Employment Council of BC (IECBC), Burnaby Heights Merchants Association and Burnaby North Road Business Improvement Association, and through Burnaby post-secondary institutions (British Columbia Institute of Technology, Simon Fraser University and Douglas College). The survey information was also posted on Twitter, Facebook and LinkedIn channels of the BIPT and Burnaby Board of Trade (BBOT).

The BIPT Employer Survey received a total of 64 responses, with 40 qualified responses from employers operating and having employees (excluding contractors) in Burnaby.

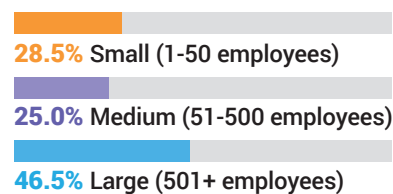
RESPONDENTS

Survey respondents represented public, private and not-for-profit companies / organizations, with approximately half from small and medium enterprises (SMEs) and half from large companies / organizations with over 500 employees. Over 40% held a senior management role within their company / organization, and almost three-quarters were dedicated HR staff.

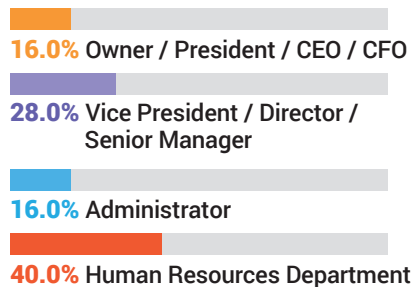
Type of Company / Organization



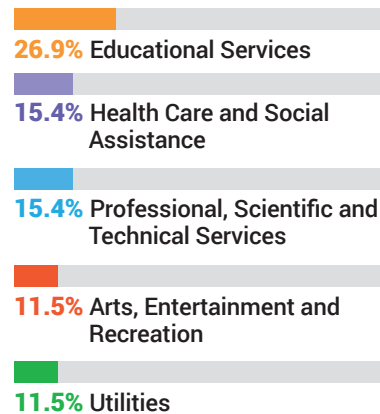
Size of Company / Organization



Respondent's Role in the Company / Organization



Top Industries / Sectors



Dedicated Human Resources Staff





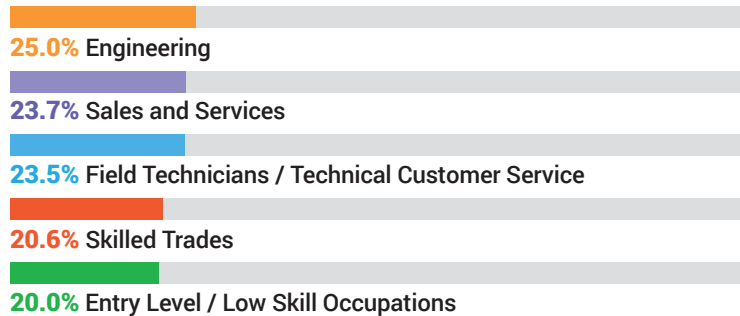
KEY FINDINGS AND RECOMMENDATIONS

Skills and Labour Shortages

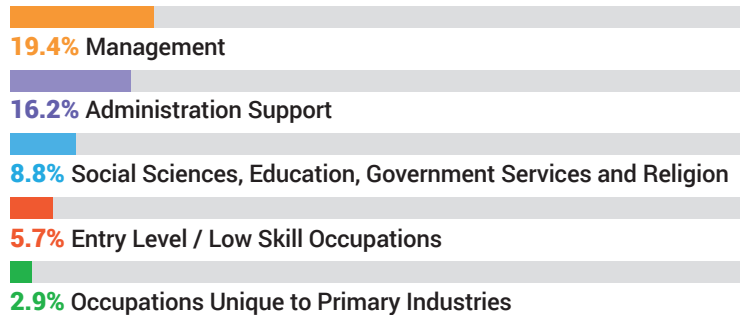
Three-quarters of employers felt that the current skill shortage – a lack of workers with the required education, experience or skills available for vacant positions – was not a problem or a small problem for their company / organization. Only 7.5% believed it was a big problem. Over 90% of employers felt that a labour shortage – too few workers, including entry level or unskilled workers, available for vacant position – was not a problem or a small problem for their company / organization. Only 7.5% believed it was a big problem.

Over 50% of employers anticipated a small or significant increase in the number of employees in their company / organization in the next three years, while 35% expected the number to remain stable.

Top areas expecting an increase in the number of employees:



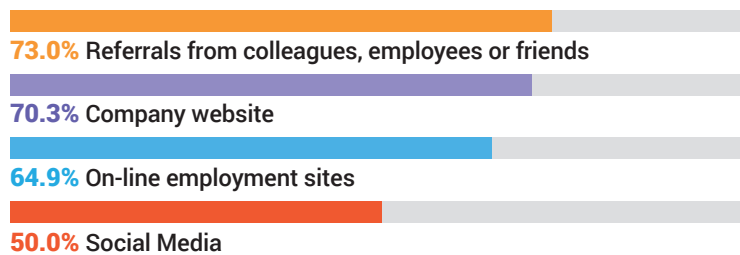
Top areas expecting a decrease in the number of employees:



Recruitment Strategies

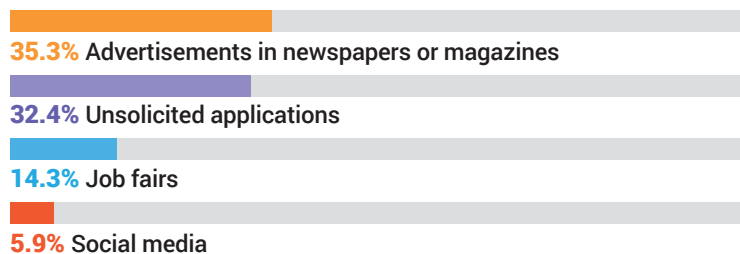
Employers used a variety of methods to recruit employees and fill vacancies. Even the least commonly used recruitment methods – employment services or co-ops run by post-secondary institutions and recruiting agencies / head hunters – were used by more than 85% of employers.

Most effective methods for recruitment / filling vacancies:



“They help us screen, qualified ITP (Internationally Trained Professionals) who fit our culture and value alignment. The immigrant referrals represent the top percentile of their intakes and we appreciate the support of many outreach and immigrant agencies.”

Least effective methods for recruitment / filling vacancies:





Recruitment Strategies for Recent Immigrants

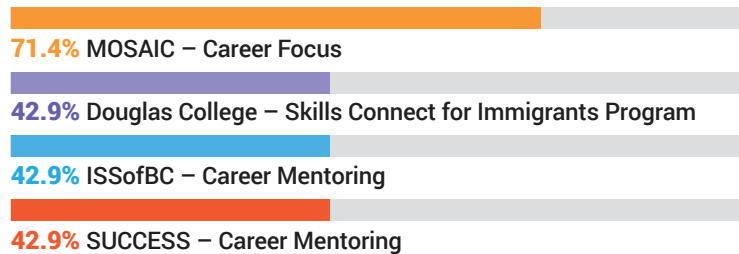
Almost two-thirds of employers did not use different methods or recruitment strategies to hire recent immigrants – only 13.2% did.

Amongst those employers that used different methods or recruitment strategies for hiring immigrants, they most often relied on referrals from colleagues, employees or friends, employment services run by immigrant serving agencies, on-line employment sites, social media and job fairs.

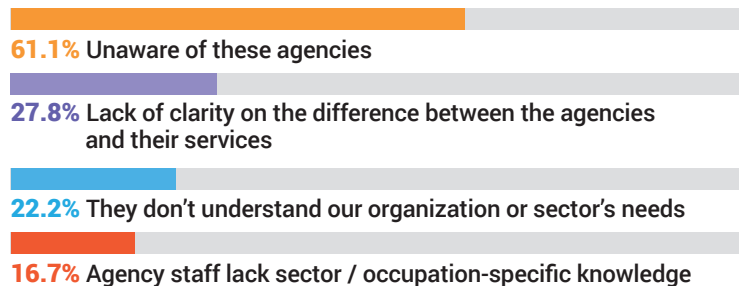
They rated referrals from colleagues, employees or friends, employment services or co-ops run by post-secondary institutions, employment services run by immigrant serving agencies, mentoring programs offered by community or non-profit organizations, and company websites as the most effective, and unsolicited applications and recruiting agencies / head hunters as the least effective.

Less than one-third of employers had worked with Burnaby-based Immigrant Service Organizations (ISOs) to recruit and hire recent immigrants. Amongst those employers, just over 20% worked with ISOs frequently or on an ongoing basis, while 55.6% worked with ISOs on an ad-hoc basis or when contacted by an agency. Over 80% of employers would use these employment programs or services again.

Most commonly used immigrant employment services for recruiting or hiring immigrants:



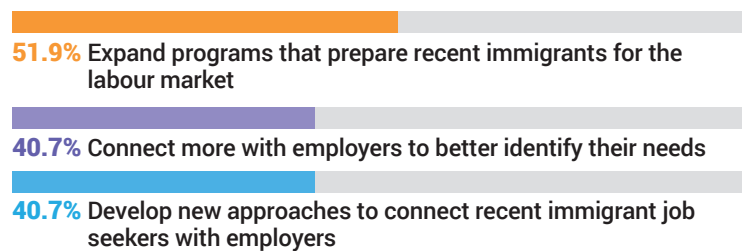
Most common reasons for not using immigrant employment services for recruiting or hiring immigrants:



Connecting Skilled Immigrants to Local Employers

Several employers provided suggestions for connecting immigrant job seekers with Burnaby employers. They felt that better designed activities and better promotion of activities would be most beneficial.

Development of better activities:



Marketing of the activities:



Other suggestions:

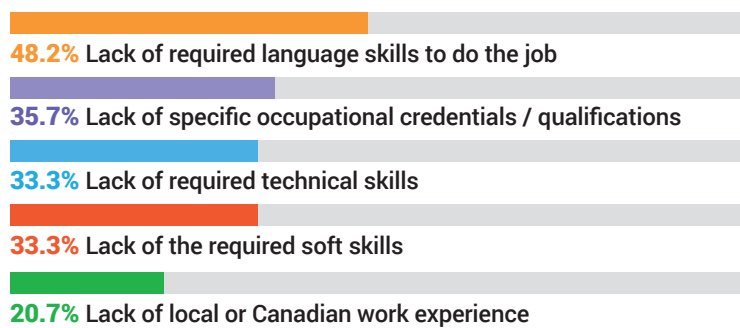
- Offer incentive or wage subsidy programs
- Support immigrants in foreign credential recognition
- Promotion and advocacy to increase awareness and understanding of work experience initiatives (i.e. sharing success stories)
- More and better collaboration among ISOs to engage employers



Employers' Perspectives on Canadian Work Experience

Almost 85% of employers felt that Canadian work experience was very important, important or moderately important when identifying potential candidates; however, only 21% saw a lack of Canadian work experience as problematic in recruiting and hiring recent immigrants.

Top challenges in recruiting and hiring recent immigrants:

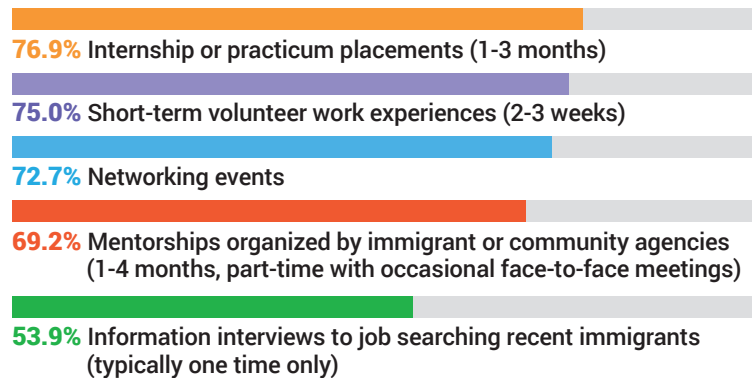


“We advertise for the most qualified and best fit without giving advantage or disadvantage to recent immigrants.”

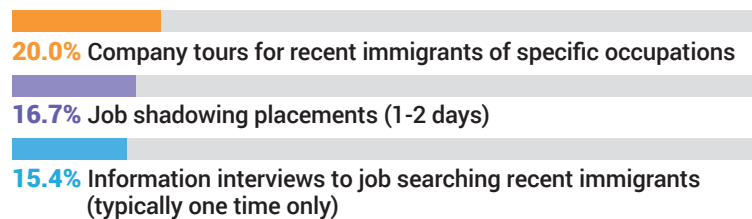
Employers' Perspectives on Unpaid Work Experience

Close to half of employers had conducted or offered workplace volunteering / work experience opportunities for recent immigrants within their organizations, while 12.1% were unsure about their organization's involvement. Those respondents that had used workplace volunteering / work experience opportunities for recent immigrants had participated in a variety of initiatives. Even the least commonly used initiatives – company tours for recent immigrants of specific occupations and networking events – were used by more than 75% of respondents.

Most useful workplace volunteering / work experience initiatives to find recent immigrant employees:



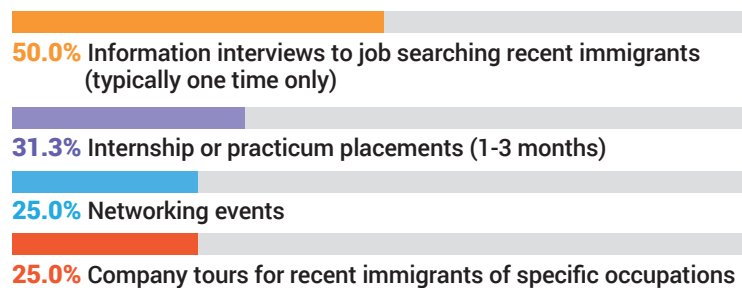
Least useful workplace volunteering / work experience initiatives to find recent immigrant employees:





While some employers did not offer workplace volunteering / work experience opportunities for recent immigrants, they would consider supporting or offering initiatives in the future.

Most likely to be considered by employers that have not participated in workplace volunteering / work experience initiatives for recent immigrants:



Barriers or inhibiting factors that prevent employers from participating in workplace volunteering / work experience initiatives for recent immigrants:

- Company policies (i.e. union environment where less likely to accept volunteers, safety issues / concerns)
- Additional time, manpower and/or resources needed to participate
- Not in line with current recruitment strategies (i.e. hiring best qualified candidate regardless of their ethnic background)
- Lack of awareness of workplace volunteering initiatives
- Lack of meaningful return

“No one has approached us and we have been too busy to reach out. We also do our own in-house recruitment and training of immigrants. Often volunteers move into employment positions.”

Recommendations

Employers provided recommendations for improving employment programs and services, building connections between immigrant job seekers, service providers and employers, and improving understanding and familiarity of Canadian workplaces and workplace practices, which they believe would assist new immigrants in finding employment commensurate with their qualifications, skills and experience.

1. Offer incentive or wage subsidy programs

It was suggested that government develop incentive or wage subsidy programs for employers to hire new immigrants, as well as provide support for additional training and staffing costs.

2. Build awareness amongst employers about the benefits of workplace volunteering / work experience initiatives

Some employers were not aware of workplace volunteering / work experience opportunities that were available to them. For this reason, it was suggested to better promote activities and opportunities by sharing stories of successful workplace volunteering / work experience initiatives.

3. More and better collaboration among service providers

Some employers felt that Immigrant Service Organizations (ISOs) operate in silos rather than in collaboration. It was suggested that they work together to develop and promote their services, as it would lead to more effective employer engagement and in turn increase benefits for their clients.

4. Build awareness amongst immigrants about the hiring practices of local employers and specific sectors / occupations

It was suggested that employment services provide information for immigrant job seekers about the hiring practices of local employers, as well as assistance in developing appropriate resumes and cover letters, in order to better enable them in job competitions.

5. Support immigrants in foreign credential recognition

Some employers felt that immigrant job seekers should be encouraged and supported to upgrade their credentials and actively apply for all jobs for which they are qualified. Employers are more open to considering "non-traditional" applicants than ever before, especially in those sectors with labour shortages, and will usually shortlist all qualified applicants.



APPENDIX - BIPT EMPLOYER SURVEY

Part I: Skills and Labour Shortages

1. Does your organization have a skills shortage - a lack of workers with the required education, experience or skills available for vacant positions?

Does your organization have a skills shortage - a lack of workers with the required education, experience or skills available for vacant positions?		
Answer Options	Response Percent	Response Count
No, not at all	37.5%	15
Yes, its a small problem	37.5%	15
Yes, its a moderate problem	17.5%	7
Yes, its a big problem	7.5%	3
<i>answered question</i>		40

2. Does your organization have a labour shortage - too few workers, including entry level or unskilled workers, available for vacant positions?

Does your organization have a labour shortage - too few workers, including entry level or unskilled workers, available for vacant positions?		
Answer Options	Response Percent	Response Count
No, not at all	57.5%	23
Yes, its a small problem	35.0%	14
Yes, its a moderate problem	5.0%	2
Yes, its a big problem	2.5%	1
<i>answered question</i>		40

3. How much do you expect the number of employees at your organization to change in the next 3 years?

How much do you expect the number of employees at your organization to change in the next 3 years?		
Answer Options	Response Percent	Response Count
Significant increase in employees	15.0%	6
Small increase in employees	40.0%	16
No increase or decrease anticipated	35.0%	14
Small decrease in employees	7.5%	3
Significant decrease in employees	0.0%	0
I don't know	2.5%	1
<i>answered question</i>		40

4. What categories of jobs do you anticipate reducing/increasing in the next three years?

What categories of jobs do you anticipate reducing/increasing in the next three years?					
Answer Options	Anticipate more jobs	No changes	Anticipate fewer jobs	We do not employ anyone in this occupation category	Response Count
Engineering	25.00% 9	33.33% 12	0.00% 0	41.67% 15	36
Sales and Services	23.68% 9	39.47% 15	0.00% 0	36.84% 14	38
Field technicians / technical customer service (e.g. installation and repair technicians)	23.53% 8	32.35% 11	0.00% 0	44.12% 15	34
Skilled trades (e.g. construction, electrical, welding)	20.59% 7	23.53% 8	0.00% 0	55.88% 19	34
Entry level / low skill occupations	20.00% 7	40.00% 14	5.71% 2	34.29% 12	35
Management	19.44% 7	61.11% 22	19.44% 7	0.00% 0	36
Business, Finance and Administration (general business skills)	18.92% 7	70.27% 26	0.00% 0	10.81% 4	37
Administration support	16.22% 6	64.86% 24	16.22% 6	2.70% 1	37
Trades, Transport and Equipment Operators	14.71% 5	26.47% 9	0.00% 0	58.82% 20	34
Social Sciences, Education, Government Services and Religion	14.29% 5	22.86% 8	8.57% 3	54.29% 19	35
Occupations Unique to Primary Industries	11.76% 4	23.53% 8	2.94% 1	61.76% 21	34
Natural and Applied Sciences	8.82% 3	23.53% 8	0.00% 0	67.65% 23	34



Healthcare / medical	8.82%	20.59%	0.00%	70.59%	34
	3	7	0	24	
Art, Culture, Recreation and Sport	2.86%	34.29%	0.00%	62.86%	35
	1	12	0	22	
Other (please specify)	13.04%	17.39%	4.35%	65.22%	23
	3	4	1	15	
<i>answered question</i>					40

Other:

- Trades instructors and instructors for newly emerging fields
- Social work or social services background
- Engineers, Skilled Accountants with designations, Highly skilled IT professionals with Project Management and SAP skills
- Project managers for construction and engineering projects. We are investing billions into capital upgrades and a Site C and will need a separate "company" to build and deliver all the required work

Part II: Recruitment and Hiring of Recent Immigrants

5. What methods for recruitment / filling vacancies are you currently using? Please select all that apply.

What methods for recruitment / filling vacancies are you currently using? Please select all that apply. How would you rate the effectiveness of these recruiting channels? (from very effective, effective, unsure how effective, ineffective, very ineffective, have never used)								
Answer Options	Very effective	Effective	Unsure	Ineffective	Very ineffective	Have never used	Eff. and very effective	Response Count
Referrals from colleagues, employees or friends	29.73%	43.24%	10.81%	5.41%	0.00%	10.81%	72.97%	37
	11	16	4	2	0	4	27	
Company website	16.22%	54.05%	24.32%	0.00%	0.00%	5.41%	70.27%	37
	6	20	9	0	0	2	26	
On-line employment sites (e.g. Workopolis, Monster.ca, etc.)	18.92%	45.95%	16.22%	0.00%	5.41%	13.51%	64.87%	37
	7	17	6	0	2	5	24	
Social media (e.g. LinkedIn)	17.65%	32.35%	32.35%	2.94%	2.94%	11.76%	50.00%	34
	6	11	11	1	1	4	17	
Employment services or co-ops run by post-secondary institutions	9.09%	36.36%	30.30%	0.00%	3.03%	21.21%	45.45%	33
	3	12	10	0	1	7	15	
Recruiting agencies / head hunters	3.03%	42.42%	18.18%	3.03%	0.00%	33.33%	45.45%	33



Job fairs	1 5.71%	14 22.86%	6 22.86 %	1 11.43%	0 2.86%	11 34.29 %	15 28.57%	35
Government funded employment services (WorkBC, etc.)	2 5.88%	8 17.65%	8 32.35 %	4 2.94%	1 2.94%	12 38.24 %	10 23.53%	34
Unsolicited applications	2 2.94%	6 20.59%	11 41.18 %	1 20.59%	1 11.76%	13 2.94%	8 23.53%	34
Employment services offered by a community or non-profit organization	1 2.94%	7 17.65%	14 35.29 %	7 0.00%	4 0.00%	1 44.12 %	8 20.59%	34
Mentoring programs offered by a community or non-profit organization	1 0.00%	6 11.76%	12 38.24 %	0 0.00%	0 0.00%	15 50.00 %	7 11.76%	34
Advertisements in newspapers or magazines	0 0.00%	4 11.76%	13 41.18 %	0 14.71%	0 20.59%	17 11.76 %	4 11.76%	34
Other, please specify	0 7.69%	4 7.69%	14 38.46 %	5 0.00%	7 0.00%	4 46.15 %	4 15.38%	13
Other (please specify) <i>answered question</i>	1	1	5	0	0	6	2	2 38

6. Do you use different methods or recruitment strategies to recruit immigrants¹?

Do you use different methods or recruitment strategies to recruit immigrants? For the purposes of this study, a recent immigrant is a permanent resident of Canada who has arrived within the past five years.

Answer Options	Response Percent	Response Count
Yes	13.2%	5
No	65.8%	25
I don't know	21.1%	8
answered question		38

¹ For the purposes of this study, a recent immigrant is a permanent resident of Canada who has arrived within the past five years.



7. If yes, what methods for recruitment / filling vacancies are you using specifically for hiring recent immigrants²?

What methods for recruitment / filling vacancies are you using specifically for hiring recent immigrants? How would you rate the effectiveness of these recruiting channels to hire recent immigrants?								
Answer Options	Very effective	Effective	Unsure	Ineffective	Completely ineffective	Effective and very eff.	Have never used	Response Count
Referrals from colleagues, employees or friends	50.00%	50.00%	0.00%	0.00%	0.00%	100.00%	0.00%	4
	2	2	0	0	0	4	0	
Employment services or co-ops run by post-secondary institutions	33.33%	66.67%	0.00%	0.00%	0.00%	100.00%	0.00%	3
	1	2	0	0	0	3	0	
Employment services run by immigrant serving agencies	25.00%	75.00%	0.00%	0.00%	0.00%	100.00%	0.00%	4
	1	3	0	0	0	4	0	
Mentoring programs offered by a community or non-profit organization	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	3
	0	3	0	0	0	3	0	
Company website	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	3
	0	3	0	0	0	3	0	
On-line employment sites (e.g. Workopolis, Monster.ca, etc.)	0.00%	75.00%	25.00%	0.00%	0.00%	75.00%	0.00%	4
	0	3	1	0	0	3	0	
Advertisements in newspapers, magazines, or websites	0.00%	66.67%	33.33%	0.00%	0.00%	66.67%	0.00%	

² For the purposes of this study, recent immigrants are permanent residents of Canada who have immigrated and arrived within the past five years.

targeted at an immigrant or ethnic community	0	2	1	0	0	2	0	3
Social media (e.g. LinkedIn)	0.00%	50.00%	50.00%	0.00%	0.00%	50.00%	0.00%	
Unsolicited applications	0	2	2	0	0	2	0	4
Recruiting agencies / head hunters	0.00%	33.33%	0.00%	33.33%	0.00%	33.33%	33.33%	3
Job fairs	0	1	0	1	0	1	1	3
Government funded employment services (WorkBC, etc.)	25.00%	25.00%	25.00%	0.00%	0.00%	50.00%	25.00%	4
Government immigration programs (provincial nominee, express entry program, etc.)	1	1	1	0	0	2	1	4
Employment services offered by a community or non-profit organization	66.67%	0.00%	33.33%	0.00%	0.00%	66.67%	0.00%	3
Other (please specify)	2	0	1	0	0	2	0	3
	33.33%	33.33%	33.33%	0.00%	0.00%	66.66%	0.00%	
	1	1	1	0	0	2	0	3
	25.00%	50.00%	25.00%	0.00%	0.00%	75.00%	0.00%	
	1	2	1	0	0	3	0	4
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	0	0	0	0	0	0	0	0
	answered question							4



8. From your experience, which of the following (if any) have been problematic in recruiting and hiring recent immigrant employees for your organization?

From your experience, which of the following (if any) have been problematic in recruiting and hiring recent immigrant employees for your organization?						
Answer Options	Not a problem	A small problem	A moderate problem	A big problem	A moderate or big problem	Response Count
Lack of required language skills to do the job	11.11%	40.74%	37.04%	11.11%	48.15%	
	3	11	10	3	13	27
Lack of specific occupational credentials / qualifications	17.86%	46.43%	21.43%	14.29%	35.72%	
	5	13	6	4	10	28
Lack of required technical skills	37.04%	29.63%	25.93%	7.41%	33.34%	
	10	8	7	2	9	27
Lack of the required soft skills (e.g. communication skills, time management skills, etc.)	22.22%	44.44%	29.63%	3.70%	33.33%	
	6	12	8	1	9	27
Lack local or Canadian experience	41.38%	37.93%	20.69%	0.00%	20.69%	
	12	11	6	0	6	29
Lack of understanding of how an occupation is practiced in Canada	42.31%	38.46%	19.23%	0.00%	19.23%	
	11	10	5	0	5	26
These applicants are often over qualified	48.00%	36.00%	12.00%	4.00%	16.00%	
	12	9	3	1	4	25
Lack of understanding of Canadian workplace culture	48.00%	36.00%	16.00%	0.00%	16.00%	
	12	9	4	0	4	25
The amount of training time required to meet job requirements	42.31%	42.31%	15.38%	0.00%	15.38%	
	11	11	4	0	4	26
Increased time and resources to hire and onboard / orient	50.00%	38.46%	11.54%	0.00%	11.54%	
	13	10	3	0	3	26
Our organization's lack of information / understanding on how to assess foreign credentials and experience	70.37%	22.22%	3.70%	3.70%	7.40%	
	19	6	1	1	2	27
Our organization's lack of ability or resources to check references from employers in other countries	59.26%	33.33%	0.00%	7.41%	7.41%	
	16	9	0	2	2	27
Our organization lacks experience working with recent immigrants	80.00%	16.67%	3.33%	0.00%	3.33%	
	24	5	1	0	1	30
Other, please specify	100.00%	0.00%	0.00%	0.00%	0.00%	
	6	0	0	0	0	6
Other (please specify)						1
answered question						34

Other:

We have been proud to hire many highly skilled and trained ITPs, how are contributing to our business and customers. 1 in 5 Lower Mainland employees are either a visible minority or born outside Canada.

9. In identifying potential interview candidates, how important is Canadian work experience?

In identifying potential interview candidates, how important is Canadian work experience?		
Answer Options	Response Percent	Response Count
Not important at all	15.2%	5
Moderately important	69.7%	23
Important	9.1%	3
Very important	6.1%	2
<i>answered question</i>		33



Part III: Connection to Use of Service Providers

10. Have you ever worked with any of the Burnaby-based Immigrant Service Organizations (ISOs) and their immigrant employment programs and services to help you recruit and hire recent immigrants?

Have you ever worked with any of Burnaby-based Immigrant Service Organizations (ISOs) and their immigrant employment services to help you recruit and hire recent immigrants?		
Answer Options	Response Percent	Response Count
Yes	32.4%	11
No; we do not work with any Burnaby ISOs or immigrant employment programs and services	67.6%	23
<i>answered question</i>		34

11. Which Burnaby-based Immigrant Service Organizations (ISOs) and their immigrant employment programs and services have you worked with in recruiting and hiring recent immigrants? Please check all the organizations services that you have worked with.

Which Burnaby-based Immigrant Service Organizations (ISOs) and their immigrant employment services have you worked with in recruiting and hiring recent immigrants? Please check the all the organizations services that you have worked with.		
Answer Options	Response Percent	Response Count
MOSAIC - Career Focus	71.4%	5
Douglas College - Skills Connect for Immigrants Program	42.9%	3
ISSofBC - Career Mentoring	42.9%	3
Training Innovations Inc. - Skills Connect for Immigrants Program -	28.6%	2
ISSofBC - Skills Connect for Immigrants Program	28.6%	2
S.U.C.C.E.S.S. - Career Mentoring	42.9%	3
S.U.C.C.E.S.S. - Job Options BC	28.6%	2
S.U.C.C.E.S.S. - Labour Market Program	14.3%	1
ISSofBC - Settlement Program-Employment	14.3%	1
S.U.C.C.E.S.S. - Youth Employment Program	0.0%	0
Avia Employment Services - WorkBC Employment Centres	0.0%	0
GT Hiring Solutions - WorkBC Employment Centres	0.0%	0
ISSofBC - LINC for Employment	0.0%	0
MOSAIC - English for Construction	0.0%	0
Other (please specify)		5
<i>answered question</i>		7

12. If yes, how frequently?

How frequently?		
Answer Options	Response Percent	Response Count
On an ongoing basis	11.1%	1
Frequently (8 – 12 times per year)	11.1%	1
Occasionally (4 – 7 times per year)	11.1%	1
Infrequently (1 – 3 times per year)	11.1%	1
On an ad-hoc basis or when contacted by an agency	55.6%	5
<i>answered question</i>		9

13. If yes, describe how these employment programs or services supported or benefited your organization.

- Pre-screening:
 - Provided a number of pre-screened candidates for potential employment and further apprenticeship opportunities.
 - They help us screen, qualified ITP (Internationally Trained Professionals) who fit our culture and value alignment. The immigrant referrals represent the top percentile of their intakes and we appreciate the support of many outreach and immigrant agencies.
 - They refer potential volunteers to our programs to co-facilitate our parenting programs. Note: I treat volunteers as employees as they undergo a very intensive recruitment & screening process (including reference checks) because of the nature of the Parent Support Circle Facilitator position that they are applying for. After hiring them, they will have to attend a 20-hour of Facilitator’s Training to determine their suitability to the program and undergo a Criminal Records Check."
- It was helpful to meet individuals with a variety of skills. However, we have fairly stringent recruiting practices for unionized and non-unionized employees which involve committees. We did not have immediate vacancies for the individuals we met.
- The specific positions they ask us about are typically filled with internal staff. We try to promote from within as much as possible.

14. If you answered yes to any of the above, would your organization use these employment programs or services again?

Would your organization use these employment services again?		
Answer Options	Response Percent	Response Count
Yes	81.8%	9
No	0.0%	0
I don't know	18.2%	2
<i>answered question</i>		11



15. If you answered “no” or “don't know” to question #10 or #14, why not? Please select all that apply.

Why not? Please select all that apply.		
Answer Options	Response Percent	Response Count
Unaware of these agencies	61.1%	11
Lack of clarity on the differences between the agencies and their services	27.8%	5
They don't understand our organization or sector's needs	22.2%	4
Agency staff lack sector / occupation specific knowledge	16.7%	3
Competing interests - we receive too many calls and requests from a variety of Immigrant Service Organizations	5.6%	1
Processes are time consuming	5.6%	1
We tried previously but it was ineffective	0.0%	0
Other (please specify)		6
answered question		18

Other:

- We use a few with little/moderate success, I don't think they're strictly local to Burnaby though
- No one has approached us and we have been too busy to reach out. We also do our own in house recruitment and training of immigrants. Often Volunteers move into employment positions.
- All of our job vacancies are posted on the HR website and applications are received directly from these postings.
- We already receive large volumes of applications directly.
- We advertise for the most qualified and best fit without giving advantage or disadvantage to recent immigrants
- Recruitment process established by HR and collective agreement

Part IV: Value of Immigrant Workplace Volunteerism

16. Does your organization participate in / support recent immigrants in any workplace volunteering / work experience opportunities? (e.g. job shadows, work experience placements, mentorship programs)

Does your organization participate in / support recent immigrants in any workplace volunteering / work experience opportunities? (e.g. job shadows, work experience placements, mentorship programs)		
Answer Options	Response Percent	Response Count
Yes	45.5%	15
No	42.4%	14
I don't know	12.1%	4
answered question		33



17. If yes, please indicate which of following workplace volunteering / work experience opportunities your organization participates in / supports.

Please indicate which of following workplace volunteering / work experience opportunities your organization participates in / supports. Please check all that apply. Please indicate how useful these workplace volunteering / work experience opportunities were in helping you find recent immigrant employees for your organization.

Answer Options	Very Useful	Somewhat Useful Not Very Useful	Not Useful At All	Don't Know	Somewhat and very useful	Response Count
Internship or practicum placements (typically 1-3 months)	46.15%	30.77%	7.69%	15.38%	76.92%	
	6	4	1	2	10	13
Short-term volunteer work experiences (typically 2-3 weeks)	33.33%	41.67%	8.33%	16.67%	75.00%	
	4	5	1	2	9	12
Networking events	36.36%	36.36%	9.09%	18.18%	72.72%	
	4	4	1	2	8	11
Mentorships organized by immigrant or community agencies (typically 1-4 months, part-time with occasional face to face meetings)	46.15%	23.08%	7.69%	23.08%	69.23%	
	6	3	1	3	9	13
Information interviews to job searching recent immigrants (typically 1 time only)	23.08%	30.77%	15.38%	30.77%	53.85%	
	3	4	2	4	7	13
Job shadowing placements (typically very short-term, i.e. 1-2 days)	16.67%	33.33%	16.67%	33.33%	50.00%	
	2	4	2	4	6	12
Short-term occupational connector programs which match recent immigrants with professionals from their field for short-term meetings and professional networking (typically 1-4 meetings)	23.08%	23.08%	7.69%	46.15%	46.16%	
	3	3	1	6	6	13
Company tours for recent immigrants of specific occupations – IT, Finance, Engineering, etc.	10.00%	20.00%	20.00%	50.00%	30.00%	
	1	2	2	5	3	10
Other, please specify	20.00%	20.00%	20.00%	40.00%	40.00%	
	1	1	1	2	2	5
answered question						13

Other:

- Please note for the categories of job shadowing and volunteer I selected "don't know" the reality is that many ITPs ask for this support but we cannot provide due to safety liability and union issues (unpaid workers conducting union work)

18. If you answered “NO” to question #15, are there activities from the following list that your organization would consider supporting / adopting / offering? Please check all that apply.

Are there activities from the following list that your organization would consider supporting / adopting / offering? Please check all that apply.		
Answer Options	Response Percent	Response Count
Information interviews to job searching recent immigrants (typically 1 time only)	50.0%	8
Internship or practicum placements (typically 1-3 months)	31.3%	5
Networking events	25.0%	4
Company tours for recent immigrants of specific occupations – IT, Finance, Engineering, etc.	25.0%	4
Job shadowing placements (typically very short-term, i.e. 1-2 days)	6.3%	1
Short-term volunteer work experiences (typically 2-3 weeks)	6.3%	1
Mentorships organized by immigrant or community agencies (typically 1-4 months, part-time with occasional face to face meetings)	0.0%	0
Short-term occupational connector programs which match recent immigrants with professionals from their field for short-term meetings and professional networking (typically 1-4 meetings)	0.0%	0
Other (please specify)		2
answered question		16

Other:

- Hiring is much decentralized here and is done at the individual department level.
- Volunteerism is a recognized and important component of service delivery. New process upgrades now provide for on-line registration and selection of volunteer opportunities.

19. What are the barriers or inhibiting factors that prevent your organization from participating in immigrant workplace volunteering / work experience activities or initiatives? Please describe.

- Barriers of company policies, i.e. union environment where less likely accept volunteers, safety issues/concerns in some circumstance
 - We are a network security provider
 - Collective Agreement
 - With unionized staff, it is important not to be seen as contracting out work so we can't have 'volunteers' come in and work. I think the government should take a systemic approach to this issue.
 - We are also quite unionized and the collective agreements generally provide that internal candidates are to be first considered.



- Safety issues
- We do not have any volunteer positions due to being a union environment.
- We don't take volunteers at our organization.
- Collective agreement and corporate recruitment policy and procedure
- Additional time, manpower and resources needed to participate in work experience initiatives:
 - Time of year and opportunities that exist at that time. Sometimes staff are too busy and don't have the capacity to find appropriate and relevant work
 - No real barriers other than having the time required....
 - Biggest barrier is that immigration organizations seem to be typically interested in championing roles that we don't have a lot of trouble finding qualified applicants for, so why put in the extra work when we're already very busy
- Not in line with current recruitment strategies; hiring best qualified candidate regardless their ethnic background
 - We do not specifically attempt to hire from any individual demographic and are not looking to set our site on hiring immigrants or any one group over any other. We hire on merit, attitude, presentation, communication skills, and other soft skills. We would consider any other focus for hiring to be discriminatory and un-Canadian.
 - Our employment policies require that all positions be posted. Hiring is much decentralized and departments then do their own hiring. When hiring they select the best qualified candidate based on education and experience. Seniority also plays a factor for unionized positions.
- Lack of awareness of workplace volunteering initiatives
 - We generally hire rather than actively look for volunteers. Very few organizations approach us to host volunteer or work experience placements. As well, I am not aware of many newcomers with expertise in our field. A few have approached us on their own and we have arranged for them to volunteer.
- Lack of meaningful return
 - We have participated, but have not seen any meaningful return
- No true barriers, we're involved in several things, we need to choose. We have 90+ people in the office, 15+ languages are spoken.

Part V: Additional Strategies

20. In your opinion, what programs, activities, resources, etc. would assist employers to better access local recent immigrant workers for their organizations?

- Offer incentive or wage subsidy programs
 - The government can have incentive program for employers to hire new immigrants.
 - Wage subsidy programs may provide incentive for taking on local recent immigrants as well as payment to an organization for the added training and mentoring costs of a staff person who is doing the added work of mentoring.
 - Perhaps there could be a requirement to hire several immigrant workers per year.
- Support immigrant on foreign credential recognition
 - I think immigrant workers should actively apply for vacancies. Provided they have the skills and credentials required, they will be short listed. Given the recent labour shortage, employers are more open to non-traditional applicants. It is important for recent immigrants to upgrade their credentials as most of our programs require certifications etc. for individuals to be hired. For example, faculty require specific credentials in order to teach.
- Keep promotion and advocacy to increase awareness and understanding of work experience initiatives, i.e. sharing success stories
 - Greater awareness about how.
 - Success stories
 - Once they are in the organization, there are many services they can access. We have an inclusivity committee that works hard to ensure that we have a diverse range of offerings for individuals. We also have an award for a champion of Diversity - someone who makes a difference in the workplace.
 - Worker profiles
- More and better collaboration among ISOs to engage employers
 - Better connectivity between the immigrant agencies so they are working together vs. silos and in some cases competing to promote their services but not actually benefiting the immigrant.
- Other
 - We do not specifically attempt to hire from any individual demographic. Further, we are far more interested in dealing with an organization that blends all demographics, races, genders, ages, and citizen status, and uses the criteria of good fit for a particular task or position. Our focus is on our trade and product, and good treatment of our employees.



21. From the list below, what activities would be most beneficial in connecting immigrant job seekers with Burnaby employers? Please select your top THREE priorities.

From the list below, what activities would be most beneficial in connecting immigrant job seekers with Burnaby employers? Please select your top THREE priorities.		
Answer Options	Response Percent	Response Count
Expand programs which prepare recent immigrants for the labour market (e.g. work placements, internships, mentoring relationships, networking).	51.9%	14
Compile a list of employment services and programs available to employers.	44.4%	12
Develop new approaches to connect recent immigrant job seekers with employers.	40.7%	11
Connect more with employers to better identify their needs.	40.7%	11
Develop strategies to educate employers about the benefits of hiring recent immigrants.	37.0%	10
Facilitate and create opportunities for employers to engage with immigrant serving organizations in a more coordinated way.	33.3%	9
Coordinate efforts among immigrant service sector agencies to promote settlement services and to educate employers about the programs available in Burnaby.	25.9%	7
Provide ongoing professional development for career counsellors to ensure their understanding of the local labour market is current	25.9%	7
Support the provision of diversity and intercultural training in workplaces.	7.4%	2
Other, please specify.	0.0%	0
Other (please specify)		1
answered question		27

Other:

- Informing immigrants about the hiring practices of local employers and helping the immigrants develop resumes and appropriate covering letters would better enable them in job competitions.

Part VI: Organizational Profile / Demographic Questions

22. Is your company?

Is your company?		
Answer Options	Response Percent	Response Count
Public Sector	42.9%	12
Private Sector	35.7%	10
Not for Profit	21.4%	6
answered question		28

23. Do you have dedicated HR Staff?

Do you have dedicated HR Staff?		
Answer Options	Response Percent	Response Count
Yes	74.1%	20
No	25.9%	7
answered question		27

24. What is your role in the organization?

What is your role in the organization?		
Answer Options	Response Percent	Response Count
Owner / President / CEO / CFO	16.0%	4
Vice President / Director / Senior manager	28.0%	7
Administrator	16.0%	4
Human Resource Department	40.0%	10
Other (please specify)		2
answered question		25



25. How many employees does your organization have?

How many employees does your organization have?		
Answer Options	Response Percent	Response Count
1 – 5 employees	7.1%	2
6 – 50 employees	21.4%	6
51 – 100 employees	3.6%	1
101 – 250 employees	10.7%	3
251 – 500 employees	10.7%	3
501 – 1000 employees	17.9%	5
1000+ employees	28.6%	8
answered question		28

26. What industry or business sector is your company / organization in?

What industry or business sector is your company / organization in?		
Answer Options	Response Percent	Response Count
Educational Services	26.9%	7
Health Care and Social Assistance	15.4%	4
Professional, Scientific and Technical Services	15.4%	4
Arts, Entertainment and Recreation	11.5%	3
Utilities	11.5%	3
Manufacturing	7.7%	2
Finance and Insurance	7.7%	2
Construction	3.8%	1
Public Administration	3.8%	1
Other Services (except Public Administration)	7.7%	2
Wholesale Trade	0.0%	0
Retail Trade	0.0%	0
Transportation and Warehousing	0.0%	0
Information and Cultural Industries	0.0%	0
Real Estate and Rental and Leasing	0.0%	0
Management of Companies and Enterprises	0.0%	0
Administrative and Support, Waste Management and Remediation Services	0.0%	0
Accommodation and Food Services	0.0%	0
Agriculture, Forestry, Fishing and Hunting	0.0%	0
Mining, Quarrying, and Oil and Gas Extraction	0.0%	0
Other (please specify)		3
answered question		26

Other:

- Community Support Services
- Power Line construction
- High Tech, Not software

