



**Toronto West
Local Immigration Partnership**
Community Collaboration at Work

JANUARY 2023

TWLIP EDI TOOLKIT

**Resources, Trainings, and Best Practices to
attract and retain Newcomer Professionals**

Developed by:
Employment Resource
Connections Action Group

The Toronto West Local
Immigration Partnership (TWLIP)
2023

ACKNOWLEDGEMENT

This toolkit highlights resources from settlement agencies and service providers actively working to building inclusive workplaces for newcomer professionals.

A sincere thank you to the Employment Resource Connections Action Group for assembling resources in this EDI Toolkit together.

WHY THIS TOOLKIT?

This toolkit aims to support employers in Toronto West with resources, trainings, and best practices to attract and retain newcomer professionals in their organizations.



Toronto West
Local Immigration Partnership
Community Collaboration at Work

ABOUT TWLIP

The Toronto West Local Immigration Partnership (TWLIP) is a collaborative initiative to enhance local delivery of services to newcomers, while promoting the innovative and efficient use of community resources through improved coordination among social service agencies as well as other community stakeholders.

The Toronto West LIP is funded by Immigration, Refugees and Citizenship Canada (IRCC)..

WHAT IS IN THE TOOLKIT?

Resources from settlement agencies and service providers actively working to building inclusive workplaces for newcomer professionals

Chapter 1. Best practices

- For developing job postings
- For onboarding newcomer talent
- For creating EDI working groups

Chapter 2. Training

- On Ensuring Equitable Hiring Practices
- On Cultural Sensitivity and Inclusion
- On Internal Mobility and Career Advancement

Chapter 3. Resources

- Newcomer Settlement Agencies in Toronto West
- Employer Engagement for Immigrant Integration
- Employer Playbook for Immigrant Inclusion

CHAPTER 1.

BEST PRACTICES

Tips for Culturally-Competent Job Advertising

Source: Employer Playbook Strategies for Immigrant Inclusion in Canadian Workplaces
HRMA_Hiring and Retaining Skilled Immigrants

1. Advertise with ethnic media.

Many immigrants read media reflective of their ethnic origins. Reaching them through newspapers and magazines that 'speak their language' is an effective means of reaching your target audience.

2. Advertise jobs with local agencies

Many provide employment counselling to immigrants. These agencies connect employers with job-ready immigrants. It is worth developing a partnership with your local agency.

3. Place ethnic language in the job ad.

Including an ethnic phrase can catch the attention of immigrants, and indicates a diversity-oriented workplace. You do not need to translate the whole job ad if English comprehension is required for the role.

4. Utilize the cultural diversity of your existing workforce .

Many immigrants commonly network amongst their ethnic communities, especially upon arriving in Canada. The contacts of a culturally diverse team can provide a good source of prospective candidates.

5. Make your website immigrant friendly.

Ensure your website communicates the cultural competence of your workplace through the inclusion of relevant language, images and resources. Consider adding links to diversity resources and/or career sections which provide interviewing tips to immigrants.

Onboarding Newcomer Professionals

Source: Employer Playbook Strategies for Immigrant Inclusion in Canadian Workplaces

Here are some strategies to support your review and revision of your onboarding and orientation process: Consider the Three Ps.³ Start with organizing your orientation by people, performance, and paperwork.

1. **Who** are the key **people** whom any new employee must meet, what will those meetings look like, and when should they occur? Examples include informal social events, group onboarding activities, assigning a buddy, meetings with senior leaders, team building and getting to know each other, mentoring, and other key meetings.

2. Who is required to support any new employee in the **performance** of their role? Examples include job shadowing, setting expectations and providing feedback, HR check-ins, coaching, and other training.

3. Lastly, What **paperwork** and processes must be reviewed, completed, and explained? Examples include company orientation, handbook or policies, resources, and forms

Beyond The First Week

Onboarding a new employee goes beyond the first week, or even the traditional three-month probation period. New employees should receive regular check-ins; bi-weekly check-ins are a great way to foster a positive working relationship with a new employee, and for immigrant hires, it's important that check-ins include cultural integration questions.

Consider including questions like these:

- What has surprised you about the way things work here?
- What have you liked? What has frustrated you?
- What information would have been helpful to have on your first day?

This type of ongoing engagement provides the opportunity to clarify any early misconceptions and avoid future misunderstandings, and to improve the orientation process overall for future immigrant hires.

Creating an Inclusion Working Group

Source *Hiring Newcomers and Creating Inclusive Canadian Workplaces*
The Employer's Roadmap Hiring & Retaining Internationally Trained Workers

By having a working group whose operating priority is to enhance and safeguard inclusion, EDI practices will continually develop. Likewise, any inclusion issues that need to be addressed will be dealt with swiftly. The working group should consist of a cross-section of employees and roles. It should also operate as a channel for communication on inclusion issues.

- Pair newcomer professionals with existing staff members; if possible, with people who share the same cultural backgrounds.
- Connect newly arrived newcomer professionals with people and community supports that will help them and their families settle.
- Provide diversity and cross-cultural training to all staff.
- Celebrate your cultural diversity in posters, newsletters or other communications. Hold social events that celebrate different cultures.
- Participate in and support initiatives related to hiring, mentoring, promoting and retaining newcomer professionals. Encourage everyone in your organization to participate.
- Identify workers to champion diversity in your organization. Include them in decision making, and give them the scope and resources to implement special initiatives to create an inclusive culture.

CHAPTER 2

TRAINING

A 3-part training series created for employers who would like to learn strategies and practices to make their workplaces more inclusive for newcomers.

Developed by ACCESS Employment and Toronto South LIP

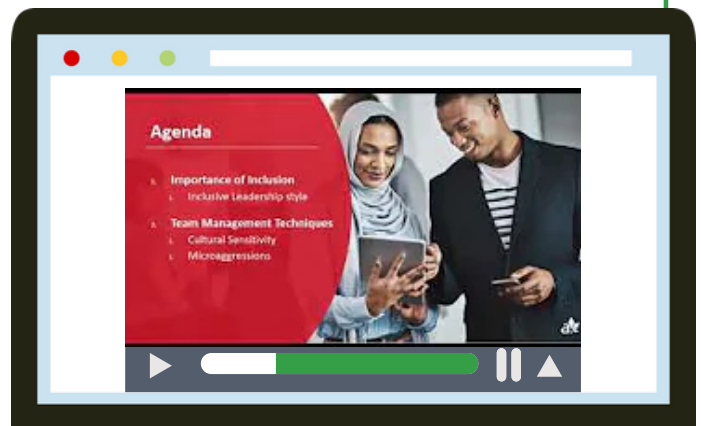


How to Ensure Equitable Hiring Practices

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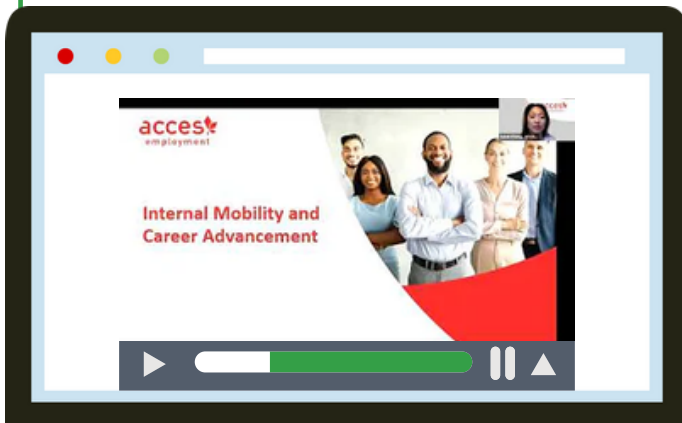
Cultural Sensitivity and Inclusion

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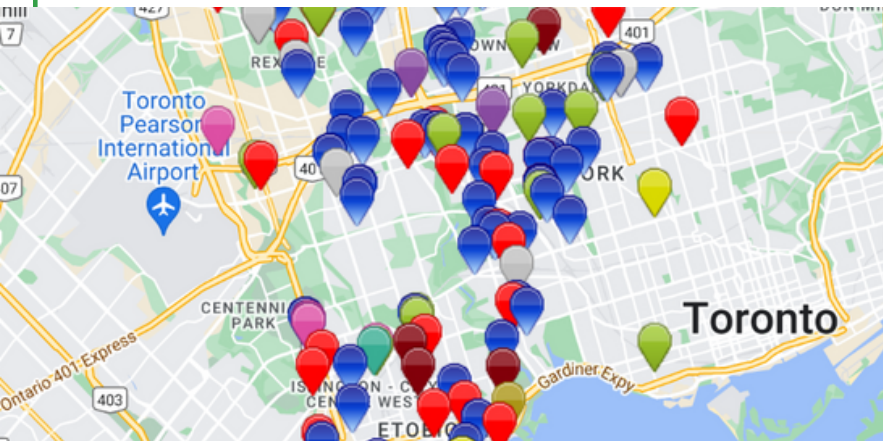
Internal Mobility and Career Advancement

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CHAPTER 3

RESOURCES



You can improve your hiring practices by partnering with organizations that specialize in helping immigrant workers

[list of settlement agencies in Toronto West](#)

[Employer Playbook: Strategies for Immigrant Inclusion in Canadian Workplaces](#)

[Employer Engagement for Immigrant Integration \(EII\)](#)

Employer Engagement for Immigrant Integration (EII) engages employers with information, training, and best practices around hiring and retaining newcomer talent.

The focus is on educating employers on the value of hiring newcomer talent by offering specific activities including information sessions, workshops, and networking events.

[More Details Here](#)