

# Living and Working in **CANADA**

Edited by David Hampshire

4th  
Edition



***The best-selling and most comprehensive book  
for foreigners living in Canada***

# Living & Working in **CANADA**

● A Survival Handbook ●




David Hampshire  
&  
Sally Jennings



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Finally, a special thank-you to all the photographers (see page 382) – the unsung heroes – whose beautiful images add colour and bring Canada to life.



# What readers & reviewers have said about Survival Books:

'If you need to find out how France works then this book is indispensable. Native French people probably have a less thorough understanding of how their country functions.'

**Living France**

'It's everything you always wanted to ask but didn't for fear of the contemptuous put down. The best English-language guide. Its pages are stuffed with practical information on everyday subjects and are designed to compliment the traditional guidebook.'

**Swiss News**

'Rarely has a 'survival guide' contained such useful advice – This book dispels doubts for first-time travellers, yet is also useful for seasoned globetrotters – In a word, if you're planning to move to the US or go there for a long-term stay, then buy this book both for general reading and as a ready-reference.'

**American Citizens Abroad**

'Let's say it at once. David Hampshire's Living and Working in France is the best handbook ever produced for visitors and foreign residents in this country; indeed, my discussion with locals showed that it has much to teach even those born and bred in l'Hexagone – It is Hampshire's meticulous detail which lifts his work way beyond the range of other books with similar titles. Often you think of a supplementary question and search for the answer in vain. With Hampshire this is rarely the case. – He writes with great clarity (and gives French equivalents of all key terms), a touch of humour and a ready eye for the odd (and often illuminating) fact. – This book is absolutely indispensable.'

**The Riviera Reporter**

'A must for all future expats. I invested in several books but this is the only one you need. Every issue and concern is covered, every daft question you have but are frightened to ask is answered honestly without pulling any punches. Highly recommended.'

**Reader**

'In answer to the desert island question about the one how-to book on France, this book would be it.'

**The Recorder**

'The ultimate reference book. Every subject imaginable is exhaustively explained in simple terms. An excellent introduction to fully enjoy all that this fine country has to offer and save time and money in the process.'

**American Club of Zurich**

'The amount of information covered is not short of incredible. I thought I knew enough about my birth country. This book has proved me wrong. Don't go to France without it. Big mistake if you do. Absolutely priceless!'

**Reader**

'When you buy a model plane for your child, a video recorder, or some new computer gizmo, you get with it a leaflet or booklet pleading 'Read Me First', or bearing large friendly letters or bold type saying 'IMPORTANT - follow the instructions carefully'. This book should be similarly supplied to all those entering France with anything more durable than a 5-day return ticket. – It is worth reading even if you are just visiting briefly, or if you have lived here for years and feel totally knowledgeable and secure. But if you need to find out how France works then it is indispensable. Native French people probably have a less thorough understanding of how their country functions. – Where it is most essential, the book is most up to the minute.'

**Living France**

A comprehensive guide to all things French, written in a highly readable and amusing style, for anyone planning to live, work or retire in France.

**The Times**

Covers every conceivable question that might be asked concerning everyday life – I know of no other book that could take the place of this one.

**France in Print**

A concise, thorough account of the Do's and DONT's for a foreigner in Switzerland – Crammed with useful information and lightened with humorous quips which make the facts more readable.

**American Citizens Abroad**

'I found this a wonderful book crammed with facts and figures, with a straightforward approach to the problems and pitfalls you are likely to encounter. The whole laced with humour and a thorough understanding of what's involved. Gets my vote!'

**Reader**

'A vital tool in the war against real estate sharks; don't even think of buying without reading this book first!'

**Everything Spain**

'We would like to congratulate you on this work: it is really super! We hand it out to our expatriates and they read it with great interest and pleasure.'

**ICI (Switzerland) AG**

# Important Note

Canada is a vast and diverse country with many faces and numerous ethnic groups, religions and customs, and continuously changing rules and regulations, particularly with regard to immigration, social insurance, Medicare, education and taxes. Each province and territory also has different laws and regulations, encompassing a wide variety of fields. We cannot recommend too strongly that you check with an official and reliable source (not always the same) before making any major decisions or taking an irreversible course of action. However, don't believe everything you're told or read – even, dare we say it – herein!

Useful addresses, websites and references to other sources of information have been included in all chapters and in **Appendices A to C** to help you obtain further information and verify details with official sources. Important points have been emphasised, some of which it would be expensive, or even dangerous, to disregard. **Ignore them at your peril or cost!**

## NOTE

Unless specifically stated, the reference to any company, organisation or product in this book doesn't constitute an endorsement or recommendation. None of the businesses, products or individuals recommended in this book have paid to be mentioned.

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# Authors' Notes

- ◆ Times are shown using am (ante meridiem) for before noon and pm (post meridiem) for after noon. Most Canadians don't use the 24-hour clock. All times are local, so check the time difference before making inter-province or international telephone calls (see **Time Difference** on page 331).
- ◆ All prices are in Canadian dollars, unless otherwise stated, and don't generally include goods and services tax (GST) or provincial sales tax (PST) – see **Sales Tax** on page 292. Prices should be taken as estimates only, although they were (mostly) correct at the time of publication.
- ◆ His/he/him also means her/she/her – please forgive us ladies. This is done to make life easier for both the reader and the authors, and isn't intended to be sexist.
- ◆ British English is used in this book, although Canadian words that differ significantly from British English are indicated in brackets. Canadian spelling is a confusing mixture of British and American English, although most spelling in this book is British English (or should be).
- ◆ Warnings and important points are shown in **bold** type.
- ◆ The following symbols are used in this book: ☎ (telephone), 📠 (fax), 🌐 (Internet) and ✉ (email).
- ◆ Lists of **Useful Addresses**, **Further Reading** and **Useful Websites** are contained in **Appendices A, B and C** respectively.
- ◆ For those unfamiliar with the metric system of **Weights & Measures**, Imperial conversion tables are shown in **Appendix D**.
- ◆ A map showing the provinces and territories and their capital cities is shown on the last page of the book.



# Introduction

**W**hether you're already living or working in Canada or just thinking about it – this is THE BOOK for you. Forget about those glossy guide books, excellent though they are for tourists; this amazing book was written especially with you in mind and is worth its weight in maple syrup. Furthermore, this fully revised and completely re-designed 4th edition is printed in full colour.

***Living and Working in Canada*** is designed to meet the needs of anyone wishing to know the essentials of Canadian life – however long your intended stay, you'll find the information contained in this book invaluable.

General information isn't difficult to find in Canada; however, reliable and up to date information specifically intended for foreigners living and working in Canada isn't so easy to find, least of all in one volume. Our aim in publishing this book is to help fill this void, and provide the accurate, comprehensive and practical information necessary for a relatively trouble-free life. You may have visited Canada as a tourist, but living and working there is a different matter altogether. Adjusting to a different environment and culture and making a home in any foreign country can be a traumatic and stressful experience – and Canada is no exception.

***Living and Working in Canada*** is a comprehensive handbook on a wide range of everyday subjects and represents the most up-to-date source of general information available to foreigners in Canada. It isn't, however, simply a monologue of dry facts and figures, but a practical and entertaining look at life in Canada.

Adjusting to life in a new country is a continuous process, and although this book will help reduce your 'beginner's' phase and minimise the frustrations, it doesn't contain all the answers (most of us don't even know the right questions to ask). What it will do, is help you make informed decisions and calculated judgements, instead of uneducated guesses and costly mistakes. **Most importantly, it will help you save time, trouble and money, and repay your investment many times over!**

Although you may find some of the information a bit daunting, don't be discouraged. Most problems occur only once and fade into insignificance after a short time (as you face the next half a dozen!). Most foreigners in Canada would agree that, all things considered, they love living there. A period spent in Canada is a wonderful way to enrich your life, broaden your horizons, and with any luck (and some hard work), also please your bank manager. I trust ***Living and Working in Canada*** will help you avoid the pitfalls of life in Canada and smooth your way to a happy and rewarding future in your new home.

Good luck!

*David Hampshire & Sally Jennings*

May 2009





# 1.

## FINDING A JOB

**T**he main problem facing those wishing to work in Canada isn't usually finding a job, but obtaining a work permit or being accepted for immigration. Described by the United Nations as 'the best country in the world in which to live', thanks to its high standard of living and quality of life, Canada wants to remain 'top dog' and is therefore fairly selective regarding immigrants (and is becoming more so). In addition to requiring immigrants to be in good health and of good character (i.e. with no criminal record), Canada also wants people who are hard-working and well educated, with training and experience. The largest class of immigrants, described as 'skilled workers', is decided by a points system that's heavily weighted towards those with high-level qualifications and work experience in jobs deemed to be in demand by the federal government.

Canada is a nation of immigrants and many Canadians can trace their ancestors back to foreign settlers within five or six generations (less in the west). Some 30 per cent of the 33.6mn population has British or Irish ancestry and around 25 per cent French ancestry (a figure that's steadily decreasing). Successive waves of immigration in the first half of the 20th century brought large numbers of Chinese, Ukrainians, Dutch, Scandinavians, Portuguese, Greek, Scots, Italians and Poles. The second half of the century saw an influx of immigrants from Asia (particularly Hong Kong, India, China and Taiwan – over 1mn Canadians are of Chinese descent), which have comprised some two-thirds of migrants in recent years.

In the early 21st century, immigration from Iran, Iraq, Syria and Egypt is growing rapidly. Early immigrants tended to head for the wide open spaces of the prairies to obtain land, but most now go to Toronto and the other large cosmopolitan cities. The major Canadian cities have the largest Chinese communities outside China, e.g. over 40 per cent of Toronto's population and 35 per cent of Vancouver's are immigrants (many of them recent).

Canada's birth-rate is falling and immigration is necessary to maintain the

population at its current level. The country also has an aging workforce and, prior to the recession in 2008-09, was facing a severe skilled worker shortage. Nevertheless, as a percentage of the total population, immigration (at around 230,000 annually plus approximately 200,000 temporary immigrants) has recently fallen below the rate it reached in the early '90s. More importantly, the Canadian government decided that the immigration system wasn't providing the 'right' type of immigrants – those who would boost the country's economy. For these reasons, immigration legislation was revised in June 2008 (see **Chapter 3**).

Like most other developed countries, Canada has a problem with illegal immigrants, but it isn't nearly as severe as in the US.

### The Economy

Until the recession hit in 2008, Canada had been increasing its exports and changing from its previous pattern of exporting raw materials to selling high-value finished products such

as telecommunications equipment, car parts and other transport equipment. The greatest growth has been in the western provinces, particularly in oil and gas rich Alberta, which has long shaken off the effects of a national energy programme in the '80s that siphoned off \$60bn from Alberta to provide cheap energy for Ontario and Quebec.

Calgary, once called Cowtown because of its extensive ranching (as Toronto was Hogtown), has become a boom-town and houses the headquarters of some of the leading players in high-tech industries, plus many oil companies (the west end of town is known as the Oil Patch). British Columbia, richly endowed with natural resources including mineral reserves and timber, has benefited from the Pacific Rim economies, aided by the influx of wealthy Asian immigrants (one-third of BC's exports go to Asian markets).

Vancouver has been dubbed 'Hollywood North' due to the fact that US studios film there all year round to take advantage of the mild weather, and because it's cheaper and has lower taxes than the US (Toronto is also a popular film venue). British Columbia, Manitoba and Quebec have thriving aerospace industries. In recent years the provincial government of Quebec has pumped money into Montreal to develop a multimedia complex, and Ottawa is becoming known as Canada's 'Silicon Valley'. The rich new Hibernian oil field off Newfoundland promises a boom in the eastern maritime provinces.

In the country brand index (📄 [www.countrybrandindex.com](http://www.countrybrandindex.com)) survey conducted by FutureBrand, Canada was in second place in 2008; the top ten countries were Australia, Canada, the USA, Italy, Switzerland, France, New Zealand, the United Kingdom, Japan and Sweden. Countries are ranked across 30 distinct categories, providing a perspective on strengths, weaknesses and opportunities.

## Recession

Since experiencing a severe recession in the early '90s, there was a strong recovery in the Canadian economy, particularly in the last

decade or so; and until 2007 the economy was booming, when the effects of a slowdown in the US economy (some 80 per cent of exports are to the US) began to impact on Canada. Like most other countries, Canada succumbed to the global recession in the fourth quarter of 2008, although it wouldn't officially be in recession until April 2009 (a recession is commonly defined as two consecutive quarters of negative GDP growth, and there was growth in the third quarter of 2008).

In April 2009, there was no doubt that Canada was in a severe recession, with unemployment at over 10 per cent in some provinces and rising. The country was faced with a financial perfect storm of a sputtering US economy, tumbling oil and commodity prices, and falling domestic demand. Canada's economy contracted at an annualised rate of 3.4 per cent in the fourth quarter of 2008, and in the first-quarter of 2009 by a projected 4.8 per cent.

Although the government was forecasting that Canada would make a strong recovery and would come out of the recession in better shape than many other countries, it was obvious from the conflicting forecasts that no-one knows how deep or prolonged the recession will be – and whether it could turn into a depression – and when growth would return, although most analysts were predicting sometime in 2010.

Business confidence was at an all-time low in spring 2009, with sales and investment expected to remain low for 'the foreseeable future'. Most businesses expect to cut back on employment and equipment investment amid declining sales over the next year, indicating a weak outlook for the Canadian economy. A drop in domestic demand has caused labour shortages to decline to a record low level. Nevertheless, Canada is expected to weather the recession better than many other western countries.

## EMPLOYMENT PROSPECTS

Finding a job is – or should be – the number one priority for anyone emigrating to Canada. Unless you have an income from investments or considerable savings, you'll need to find employment at the earliest opportunity,

preferably even before you set foot in Canada. Firstly, you must ensure that Canadian employers will accept your qualifications (see below) and work experience, and that you'll be able to find work – any kind of work – until your ideal job becomes available.

Before deciding to migrate to Canada, or applying for a visa, you need to answer a number of questions. For example, are your qualifications sufficient to practice your profession or trade in Canada? Is there a Canadian licensing authority for your profession or trade and can you meet their requirements? If not, what do you need to do? Is there any demand in Canada for your particular skills, and if so, where?

Many immigrants initially have difficulty finding employment. A recent study revealed that even university-educated immigrants aged 25 to 54 are less likely to be employed than their Canadian-born counterparts, irrespective of the country where they obtained their degree. Employment rates do, however, vary according to where immigrants obtained their university degree, with those educated in Western countries generally having higher employment rates than those educated elsewhere. However, the gap in employment rates between degree-holding immigrants and Canadian-born employees narrows the longer an immigrant had been in Canada.

There are a number of reasons why immigrants, particularly those who have arrived more recently, have difficulty finding employment. These include problems with foreign credential recognition, language barriers, comparability of educational attainment, and a lack of Canadian work experience and knowledge of the Canadian labour market.

Some migrants, even from developed countries such as the UK and US, are shocked to discover that they

need to take extra exams to work in Canada. A further blow many newcomers face is to be offered a job at the bottom of the career ladder, after leaving more senior positions in their home countries. The consolation is that, if you're highly capable in your job, once you have a little Canadian experience, advancement can be rapid. Bear in mind the following when seeking employment in Canada:

- ◆ One quarter of recent degree-qualified migrants are working in jobs that don't require tertiary qualifications.
- ◆ After three years in Canada, only around half of degree-qualified migrants have jobs that are relevant to their degrees.
- ◆ The average salary for new, degree-qualified, male migrants aged 25 to 54 is generally around a third less than for the average male Canadian.

You should be focused on moving somewhere where your skills are needed. As far as climate goes, most people prefer to move to British Columbia (e.g. Vancouver); but will you be able to get a job there? The vast majority of immigrants choose to settle in Ontario, British Columbia or Quebec; however, don't overlook the less popular provinces and cities, such as Alberta, Manitoba, the Atlantic provinces, and cities such as the capital Ottawa, Hamilton and Winnipeg. Your 'ideal' location – at least initially – should be somewhere where you'll be able to get a job and the all-important Canadian work experience to add to your résumé. Despite the recession, long-term job prospects are good in Canada, which is facing a severe skills shortage and has an aging population. Many sectors are experiencing labour shortages including information technology, the food service industry, healthcare (the country has a huge shortfall of doctors and nurses), and skilled



workers in a wide range of professions and trades.

## JOB MARKET

Manufacturing's share of the job market has been shrinking for decades and now only some 15 per cent of Canadian workers are employed in manufacturing, the most important sector of which is the automotive industry. The federal government estimates that around 75 per cent of the workforce is employed in service industries such as banking, insurance, education and a vast civil service. Among the occupations most in demand (in addition to those listed above) are information technology experts, health care specialists such as occupational therapists and physiotherapists, technical sales staff for computers, semi-conductors and instrumentation, and communications experts. Industries that are expected to show no growth in the next decade include clothing, pulp and paper, textiles, fishing and tobacco, while slow-to-moderate growth is predicted for the retail and wholesale trades, and the printing and publishing industries.

Working conditions in Canada are governed by legislation designed to ensure that employees are treated fairly and equitably. The federal Employment Equity Act ensures that employers take concrete steps to improve the employment situation of women, those with disabilities, aboriginal peoples and members of visible minorities. The federal government operates a Federal Contractors Programme to ensure that employment equity programmes are implemented by employers wishing to do business with the federal government, and also ensures that provincial and municipal governments comply by enforcing equity programmes within their workforces. The three levels of government employ around 1.5mn people or some 10 per cent of the total workforce.

The government Working in Canada website (<http://workingincanada.gc.ca> – select Working in Canada from the menu) has a 'Working in Canada Tool' which is designed to help you decide where to live and work. The tool can be used to produce a report on job descriptions, wages, skill requirements,

language training and job opportunities, based on your occupation and the location where you wish to live. Human Resources and Skills Development Canada ([www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)) publishes an abundance of information about employment trends and job prospects in Canada, as does Statistics Canada ([www.statcan.gc.ca](http://www.statcan.gc.ca)).

## Unemployment

Canada's unemployment rate fell to a 35-year low of 6 per cent in January 2008, since when it has risen again and in April 2009 was 8 per cent (the highest for seven years). As in other first world countries, Canada has not escaped the recession and almost 275,000 jobs were lost in the first three months of 2009. (for the latest figures, see Statistics Canada, <http://www40.statcan.ca/101/cst01/lfss01a-eng.htm>).

The unemployment rate in March 2009 for the ten provinces (the Northwest Territories, Nunavut and the Yukon are excluded) is shown below:

### Unemployment Rate March 2009

Province	Unemployment Rate
Alberta	5.8
British Columbia	7.4
Manitoba	5.1
New Brunswick	9.5
Newfoundland & Labrador	14.7
Nova Scotia	8.9
Ontario	8.7
Prince Edward Island	11.5
Quebec	8.3
Saskatchewan	4.7

(source: Statistics Canada)

In recent years, unemployment has been more likely to result in long-term job loss than previously, and many white-collar workers, particularly those seeking middle management positions, often make dozens of job applications without success. Increasing worldwide competition is squeezing everyone, and Canadian companies are as keen to



you're expected to work, and burn-out is common among managers and executives who often work long days. The two- or three-week annual holidays hardly compensate for the effort expended. Key employees routinely give up breaks and take work home, and it isn't unusual for them to be called at home or even when on holiday (vacation).

Don't be misled by the informality and casual atmosphere or dress in many companies – most Canadian

employers have their eye firmly fixed on the bottom line.

reduce costs and increase productivity as those in other countries, which has led them to cut their workforces.

Construction and manufacturing are the hardest-hit sectors of the Canadian economy in the latest recession (some 500,000 manufacturing jobs have been lost since 2002 alone). In terms of gender, women have enjoyed the greatest increases in employment in recent years, e.g. during 2008 the increase in jobs for women aged 25 and over (around 100,000) was twice that of men in the same age group (50,000), while youth employment showed little growth.

A budget in January 2009, which included a stimulus package and tax reductions, was designed to create around 200,000 jobs.

### Specialisation

Although specialisation has brought many Canadians greater rewards, it has seriously inhibited their freedom to change jobs. Over the next decade it's estimated that 80 per cent of new jobs will require more than a high school education, and most employers will require workers with a high degree of specialisation and training. Increasing specialisation and unemployment has encouraged (or forced) many people to turn to self-employment and start small businesses.

### Work Ethic

Canadians work hard, but less frenetically than Americans. Work is seen as an important part of life, but not the only thing life has to offer. However, the higher you rise, the harder

## QUALIFICATIONS & SKILLS

The most important 'qualification' for working in Canada is the ability to speak English fluently (see **Language** on page 39). If English isn't your mother tongue, but you have a degree or a certificate from a recognised educational establishment in an English-speaking country, this usually presents no problems. However, applicants from non-English speaking countries or backgrounds may need to take a language proficiency test, such as the International English Language Testing System (IELTS) examination. (French-speaking applicants may need to take a *test d'évaluation de français* or TEF.)

Once you've overcome this hurdle, you need to establish whether your trade or professional qualifications and experience will be recognised in Canada. While you may be well qualified in your own country, you may need to pass further professional examinations or trade tests to satisfy Canadian standards. You need to establish whether or not your qualifications will be recognised in the Canadian province to which you intend to move before making any plans to emigrate to Canada. Details are available from the Canadian Information Centre for International Credentials/CICIC ([www.cicic.ca/404/recognition-of-professional-qualifications.canada](http://www.cicic.ca/404/recognition-of-professional-qualifications.canada)). Your qualifications may

be accepted as they are and you may be required to take additional examinations before you can practice your occupation in Canada. Note that Canada doesn't readily accept professional or trade qualifications obtained overseas, even from developed countries, and many immigrants must take additional examinations or re-train in order to obtain local certification.

Most individuals who plan to settle permanently and work in Canada will need to know the 'value' of the education, training, and experience they have acquired outside Canada. Broadly speaking, qualifications recognised by professional and trade bodies overseas are recognised in Canada. However, recognition may vary depending on the country where the qualification was earned and the particular province in Canada, and in some cases foreign qualifications aren't recognised by Canadian professional and trade associations or employers. All academic qualifications should also be recognised, although they may be given less prominence than equivalent Canadian qualifications, depending on the country and the educational establishment where they were obtained.

The procedures for evaluating and recognising qualifications earned outside Canada depend on whether you wish to enter an occupation or pursue further studies, whether your chosen occupation is regulated (i.e. controlled by provincial and territorial – and sometimes federal – law, and governed by a professional organisation or regulatory body) or non-regulated, and the province/territory where you intend to settle.

The regulatory body governing a profession or trade has the authority to set entry requirements and standards of practice; to assess applicants' qualifications and credentials; to certify, register, or license qualified applicants; and to discipline members of the profession or trade. Requirements for entry, which may vary from province to province, usually consist of examinations, a specified period of supervised work experience, language competency and other criteria. If you want to work in a regulated occupation and use a regulated title, you must have a licence or certificate or be registered with the regulatory body for your occupation. Some occupations are regulated in some provinces and territories, but not in others.

Some 20 per cent of Canadians work in regulated occupations (i.e. professions and trades), such as electrician, engineer, medical

doctor (MD), plumber, physiotherapist and veterinarian. The system of regulation is intended to protect the health and safety of Canadians by ensuring that professionals and tradesmen meet the required standards of practice and competence. As a general rule, if your chosen occupation is regulated, the recognition of qualifications is determined by the appropriate provincial or territorial regulatory body, while for a non-regulated occupation, recognition is normally at the discretion of the employer.

A 'non-regulated' occupation is a profession/trade for which there's no legal requirement or restrictions on practice with regard to licences, certificates or registration. The vast majority (around 80 per cent) of occupations in Canada fall into this category. For some non-regulated occupations, certification or registration with a professional body is available on a voluntary basis, whereas for other non-regulated occupations there's no certification or registration. In general, applicants for non-regulated occupations must demonstrate to a prospective employer that they possess the experience and training required for the job. Even when an occupation isn't regulated, employers can still require applicants to be



registered, licensed or certified with the relevant professional association.

You should be aware that the recognition process may be different in each province and territory and for each profession/trade. It can be a time-consuming process (up to twelve weeks); therefore it's important that you obtain all the information necessary and the specific requirements before undertaking an assessment. The fee levied by credential evaluation and qualification agencies varies from around \$80 to \$175 for a basic evaluation, plus an additional \$200 for a detailed evaluation (if applicable).

The contact details of the assessment or evaluation service for regulated occupations in each of the provinces and territories are listed on the Canadian Information Centre for International Credentials' (CICIC) website ([www.cicic.ca/404/recognition-of-professional-qualifications.canada](http://www.cicic.ca/404/recognition-of-professional-qualifications.canada)).

### SURVIVAL TIP

Whatever kind of job you're looking for, whether temporary or permanent, part- or full-time, always take proof of your qualifications, training and experience to an interview, plus copies of references and a current résumé/CV (see page 33).

When leaving a job in Canada, you should ask for a written reference (one isn't usually provided automatically), particularly if you intend to look for further work in Canada or you think your work experience will help you to obtain employment overseas.

## EMPLOYMENT & JOB SERVICES

Government employment services in Canada are provided by Service Canada (SC), which was created in 2005 to improve the delivery of government programmes and services to Canadians, by making access to them faster, easier and more convenient. Service Canada offers access to a wide range of Government of Canada programs and services for citizens through over 600 SC centres (including youth centres), community offices and scheduled outreach sites across the country, plus call centres and the internet. It also operates a Job Bank,

which is an invaluable resource for job seekers (Job Bank, Employment Information Services, Service Canada, 140 Promenade du Portage, Phase IV, 5th Floor, Box 511, Hull, QC K1A 0J9, [www.jobbank.gc.ca](http://www.jobbank.gc.ca)).

Self-help kiosks in job centres provide updates on the job market and allow you to find out which occupations and job categories are in demand, the skills required and the training opportunities or services available to help you find work. Service Canada Centres also operate computerised Job Banks containing vacancy listings in the local area and across the nation, to help you match your skills and experience to specific jobs. You can select the jobs that are of interest and obtain more information from staff, who can also arrange interviews.

Service Canada employs counsellors who can test applicants' occupational aptitudes and interests, help them make career decisions, and channel them into appropriate training programmes through screening and referral services. Many non-profit community agencies offer counselling, career development, skills training and job placement services, generally targeted at 'disadvantaged' groups such as women, youths, minorities, the disabled, ex-offenders and older workers.

Many communities have career counselling, training, placement and support services for both the employed and unemployed. Programmes are sponsored by a range of organisations, including unions, churches, social service agencies, non-profit organisations, local businesses and vocational rehabilitation agencies,

## TRAINING & EDUCATION

Canadian employers respond well to job applicants who are in the process of improving their skills by undergoing training and further education; in fact, continually upgrading your skills is expected. Many adult Canadians attend night school or complete online courses to gain additional qualifications and enhance their job prospects. The Public Canada Service Agency (300 Laurier Avenue West, Ottawa, ON K1A 0R3, [1-800-622-6232](tel:1-800-622-6232), [www.psagency-agencecfp.gc.ca](http://www.psagency-agencecfp.gc.ca)) works with government agencies and the unions to ensure that Canada has a modern, well trained public service (which is a huge employer in Canada with around 1.5mn employees).





agencies to get an idea of the general rates of pay and fees.

Temporary agencies traditionally deal with workers such as office staff, domestic help, nurses and other medical services, security guards, cleaners, labourers and industrial workers. More recently, some agencies have begun to specialise in finding work for self-employed people on a contract basis, e.g. computer professionals, nurses, technicians and engineers. Before you sign on with an agency, check that they're government-approved (to the appropriate ISO standard) and therefore 'certified' to provide staff for lucrative short-term government contracts, which are common in Canada. Typical of such agencies is Spherion ([www.spherion.ca](http://www.spherion.ca)).

For the larger picture, you can obtain a copy of the *Canadian Directory of Search Firms* (Mediacorp Canada Inc.) that lists over 2,500 search firms and 4,000 recruitment specialists in Canada by occupation, geographical area and those with offices in the US, Europe and Asia (as well as Canada). This book is available through *Canada Employment Weekly* ([www.mediacorp.ca](http://www.mediacorp.ca)). Alternatively, you can contact the Association of Canadian Search, Employment and Staffing Services/ACSESS (2233 Argentia Road, Suite 100, Mississauga, Ontario, L5N 2X7, ☎ 1-888-232 4962 or ☎ 905-826 6869, [www.acsess.org](http://www.acsess.org)) and ask for a list of agencies specialising in your field. Some of Canada's largest employment agents are listed in the table below:

### Canadian Employment Agencies

Name	Website
Adecco Employment Services	<a href="http://www.adecco.ca">www.adecco.ca</a>
Beresford Blake Thomas	<a href="http://www.bbtworldwide.com">www.bbtworldwide.com</a>
Calian	<a href="http://bts.calian.com/en/career_jobs">http://bts.calian.com/en/career_jobs</a>
David Aplin Recruiting	<a href="http://www.aplin.com">www.aplin.com</a>
Design Group Staffing	<a href="http://www.dg.ca">www.dg.ca</a>
Drake International	<a href="http://www.drakeintl.com">www.drakeintl.com</a>
Eagle Professional Resources	<a href="http://www.eagleonline.com">www.eagleonline.com</a>
Express Personnel Services	<a href="http://www.express.com/ca">www.express.com/ca</a>
FEP Search Group	<a href="http://www.fepsearchgroup.com">www.fepsearchgroup.com</a>
Human Resources Jobs	<a href="http://www.humanresourcesjobs.ca">www.humanresourcesjobs.ca</a>
Hunt Personnel	<a href="http://www.hunt.ca">www.hunt.ca</a>
Kelly Services	<a href="http://www.kellyservices.ca">www.kellyservices.ca</a>
Maizis & Miller Consultants	<a href="http://www.maizisandmiller.com">www.maizisandmiller.com</a>
Manpower	<a href="http://www.manpower.ca">www.manpower.ca</a>
Manpower Professional	<a href="http://www.manpowerprofessional.ca">www.manpowerprofessional.ca</a>
Office Jobs	<a href="http://www.officejobs.com">www.officejobs.com</a>
Quantum Management Services	<a href="http://www.quantum.ca">www.quantum.ca</a>
Randstad Canada	<a href="http://www.randstad.ca">www.randstad.ca</a>
Spherion Staffing Solutions	<a href="http://www.spherion.ca">www.spherion.ca</a>
Team Recruiter	<a href="http://www.teamrecruiter.com">www.teamrecruiter.com</a>
Technogenie Resources	<a href="http://www.technogenie.com">www.technogenie.com</a>
Télé-Ressources	<a href="http://www.teleressources.com">www.teleressources.com</a>
The 500 Staffing Inc.	<a href="http://www.the500.com">www.the500.com</a>
The People Bank	<a href="http://www.thepeoplebank.com">www.thepeoplebank.com</a>
WW Work	<a href="http://www.wwwork.com">www.wwwork.com</a>