

# A Guide for Employers to Support Settlement Services under the Atlantic Immigration Pilot

## Introduction

This guide is for employers in Atlantic Canada who are interested in recruiting and retaining newcomer talent to meet their workforce needs through the Atlantic Immigration Pilot (AIP). The guide will help you, as an employer, understand your role in supporting the settlement needs of newcomers as part of the requirements of the Pilot.

## What are settlement services?

You as an employer will help newcomers to access and, where necessary, support the provision of settlement services. Settlement services are designed to help newcomers settle and adjust to their new life in Canada. Because the needs of newcomers vary, settlement services are typically available in both official languages and generally include:

- An initial assessment to identify the newcomer's settlement needs which results in a settlement plan
- Referrals to community resources, as required
- Assistance with finding housing
- Assistance with transportation
- Assistance with obtaining essential public services and programs, such as obtaining health cards, accessing child tax benefits, and obtaining a social insurance number
- Assistance in registering in schools, within French and English school boards
- Language assessment and training, in French and/or in English
- Employment-related assistance, such as resume development and job search strategies
- Information and orientation to life in Canada
- Connecting newcomers to their community

## Why are settlement services important?

There is a strong connection between the provision of settlement services and the retention of immigrants. In addition to employment, access to and use of settlement services is expected to increase the retention of newcomer talent in your community and contribute to the success of the AIP.

## Who is responsible for providing settlement services?

Employers that participate in the AIP are expected to support the settlement needs of their newcomer employee(s) and their families in their preferred official language. However, employers are not expected to do it alone.

You are asked to work with local settlement service provider organizations that have the expertise required to support the initial settlement and longer term integration of newcomers in your community. These organizations are typically funded by federal, provincial, and/or local governments to deliver their services at no cost to the newcomer. You are encouraged to support newcomers' access to these existing services and, when necessary, provide additional resources to help address unmet settlement needs. You can find the list of these organizations at the end of this document as well as here: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/atlantic-immigration-pilot/settlement-service-provider-organizations.html>.

## When are employers expected to support settlement services?

You are asked to consider the settlement needs of newcomer employees and their family members before recruitment, direct them to immigrant settlement service provider organizations for a needs assessment service during the application process; and support access to settlement and integration services after your newcomer employees arrive.

### **Before Recruitment: *AIP Designation Stage***

1. Contact a local settlement service organization to learn about their existing services and start the collaboration process in supporting the newcomers. Refer to Annex A for a list of settlement service provider organizations.
2. Consider participating in workplace cultural awareness and diversity training to help prepare your organization for the arrival of newcomer employees.

*Apply to your provincial government to become a designated employer for the AIP.*

### **During the Application Process: *AIP Endorsement Stage***

3. Direct recruited candidates and their family members to contact a designated settlement service provider organization to receive a needs assessment service, which will result in an individual settlement plan for each adult.  
You will need to provide your recruited candidate with:
  - ! 1) a copy of completed and signed Job Offer Form, and
  - ! 2) a copy of the Letter of Designation Confirmation (from the province) for him/her to be able to receive this free service.
4. Attach a copy of the settlement plan for each prospective employee and their adult family members to the endorsement application.
5. Commit to ensuring that newcomer employees and their family members find suitable housing.
6. Commit to ensuring that newcomer employees and their family members receive transportation assistance.
7. Promote official language development and support access to language assessment and training.

*Submit endorsement application to your provincial government.*

### **After Newcomers Arrive: *Retention and Reporting Stage***

8. Commit to ensuring that newcomer employees are well supported to increase the likelihood that they will be retained in your organization and community.
9. Report on the settlement, integration, and retention of newcomer employees and their families, as needed, to your respective province.

## Before Recruitment: Designation Stage

As the initial step towards participation in the Atlantic Immigration Pilot, the designation stage requires employers to become generally aware of their expected role in supporting the settlement and retention of the newcomers that they wish bring to the region.

**Step 1: Contact a local settlement service organization to learn about their existing services and start the collaboration process in supporting the newcomers. Refer to Annex A for a list of settlement service provider organizations.**

- **Annex A** provides a list and contact information of all designated federally- and provincially-funded settlement service provider organizations. The list will be updated here: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/atlantic-immigration-pilot/settlement-service-provider-organizations.html>. These organizations have the expertise to help you identify and address the settlement needs of newcomer employees and their family members.
- If a settlement service provider organization is not located in your region, please find one that has the capacity to provide distance services (e.g., online or itinerant). Alternatively, you can work with a local organization that provides services to newcomers that are comparable to those provided by federally- or provincially-funded organizations (as assessed by your provincial government).
- When contacting a settlement service provider organization, you are requested to communicate your hiring intentions to the organization to the best extent possible - including the number and source country of newcomers that will be entering the region through the AIP - in order to help the settlement service provider organization prepare to support your organization.
- Settlement service provider organizations, for their part, will be expected to provide you with a general sense of their services and, where necessary, highlight possible capacity challenges that may affect the settlement of newcomer employees and family members in your community.

### French-speaking newcomers

- Employers should strongly consider identifying both an English and French language settlement service provider organization.
- French-speaking newcomers have improved integration outcomes when they are connected to Francophone communities and receive appropriate information – in French - regarding services, schools and community groups.

**Step 2: Consider participating in workplace cultural awareness and diversity training to help prepare your organization for the arrival of newcomer employees.**

- If your organization has recently completed workplace cultural awareness and diversity training and/or your organization has a positive track record of hiring and supporting international employees, you may not have a need to undertake additional cultural awareness training. As there is often employee turnover within organizations, regular courses to refresh workplace cultural awareness are recommended.
- Cultural awareness and diversity training is designed to equip employers, people managers, and your current employees with practical skills, strategies and tools needed to increase cross-cultural competencies and prepare your organization to fully benefit from a culturally diverse employee base. Diversity training often includes themes such as:
  - Successful accommodation strategies
  - Effective communication between newcomers and their employers
  - Managing intercultural conflict; and,
  - Providing performance evaluation feedback to newcomers.
- Your local settlement service provider organization may be able to connect you with diversity training providers in your region.

## During the Application Process: Endorsement Stage

The Endorsement Stage requires employers to identify and make specific commitments to supporting the settlement needs of prospective newcomer employees and their family members.

### **Step 3: Direct recruited candidates and their family members to contact a designated settlement service provider organization to receive a needs assessment service, which will result in an individual settlement plan for each adult.**

- A list of designated settlement service provider organizations is included in **Annex B**.
- You will need to provide your recruited candidate with 1) a copy of completed and signed Job Offer Form, and 2) a copy of the Letter of Designation Confirmation. Both documents are provided by your provincial government.
  - This will allow your recruited candidate to demonstrate to the settlement service provider organization that they are part of the Pilot and eligible to receive free need assessment services.
- The list of eligible settlement service provider organizations is different for AIP newcomers who are living outside of Canada and for those already living inside of Canada, as not all service providers offer the same range of services to newcomers.
  - AIP newcomers must arrange for a pre-endorsement needs assessment service from an organization designated by the federal or provincial government to conduct these types of services.
- You are strongly encouraged to direct francophone newcomers to francophone settlement service provider organizations.

### **Step 4: Attach a copy of the settlement plan for each prospective employee and their adult family members to the endorsement application.**

- The settlement service provider organization and the newcomer have the right to exclude any information deemed personal or of a sensitive nature from the version of the settlement plan provided to you.

### **Step 5: Commit to ensuring that newcomer employees and their family members find suitable housing.**

- You are requested to help newcomers find housing that meets the needs of their family. This could entail providing information on the availability of rental options, referrals to real estate agents, and information on tenants' rights.
- You are requested to have a strategy and resources in place to overcome regional housing shortages, if any, when bringing newcomer employees and their family members to the region.

### **Step 6: Commit to ensuring that newcomer employees and their family members receive transportation assistance.**

- You are requested to help newcomers with transportation as they transition into their new community. This could entail:
  - Transportation from port-of-entry (e.g., airport);
  - Transportation to local service providers (e.g., settlement service provider organizations, provincial service offices, financial institutions, etc.);
  - Transportation to and from place of employment (particularly if located in rural/remote areas); and,
  - Information on public transportation.

- In most instances, you are not expected to provide assistance for the duration of the employee's employment. Rather, you are expected to support newcomers in the early periods as they transition into your community.

**Step 7: Employers will promote language development and support and encourage newcomers to access official language assessment and training.**

- You should ensure that all newcomer employees and their family members are aware of their language ability (in relation to the level of proficiency needed for their settlement or employment goals) and have access to the language assessment and training services they need.
  - The language assessment should be conducted within the first three months of employment/settlement in Canada and may require financial or in-kind contributions from the employer (e.g., payment for assessments or release time).
  - Language assessments may either be completed in-person or online by a designated service provider organization (see Annex A).
- You are obligated to ensure **prospective newcomer employees** receive language training if their first official language ability in English or French is lower than Canadian Language Benchmark Level 5 (English) / Niveaux de compétence linguistique canadiens Level 5 (French) or equivalent in any of the four competencies (listening, speaking, reading, and/r writing).
  - Language training must be made available within the first three months after the newcomer employee lands in Canada under the AIP;
  - The minimum number of hours of language training support required is 300 hours or until the newcomer employee can demonstrate that s/he has obtained CLB / NCLC Level 5 across the four competencies, whichever is less; and,
  - You will be responsible for arranging and covering the costs for alternate language training if government-funded settlement service provider organizations do not have the capacity to provide services to the newcomer employee within the first three months after they begin their employment. Access to government-funded language training is on a first-come, first-serve basis and AIP newcomers have no guarantee of immediate access.
- For employees recruited under the AIP, you are encouraged to provide financial and/or in-kind contributions towards language training, such as: Employer-funded language training classes on- or off-worksites; release time to access free federal or provincial government-funded language training, such as Immigration, Refugees and Citizenship Canada's *Language Instruction for Newcomers to Canada* (LINC) / *Cours de langue pour les immigrants au Canada* (CLIC); and online/distance English as a Second Language (ESL) or French as a Second Language (FSL) training.

## After Newcomers Arrive: Retention and Reporting Stage

The Retention and Reporting Stage requires employers to continue their collaboration with settlement service provider organizations and provincial governments to ensure that newcomer employees and their family members are integrated into their workplace and community. You will be honouring the commitments that you made at the above application stage (Steps 5, 6, and 7), supporting their access to, and sometimes directly helping them benefit from, various settlement services.

### **Step 8: Commit to ensuring that newcomer employees are well supported to increase the likelihood that they will be retained in your organization and community.**

- You are encouraged to ensure that your workplace is welcoming for newcomer employees.
  - Follow-up with management and staff, including newcomer employees, to ensure that the newcomer employee is adapting well to Canadian workplace culture and practices.
  - Consider using mentorship programs (informal or formal) to help newcomers expand their professional networks, transfer knowledge between Canadian-born and newcomer employees, and help newcomers acquire and develop new skills.
- You are expected to ensure that newcomers are receiving the support they need to settle in the community.
  - Follow-up with the newcomer employee to assess whether the needs outlined in their settlement plan are being met and provide additional support as required.
  - Follow-up with settlement service provider organization(s) to ensure that the settlement needs of newcomer employees and their families are being addressed.

### **Step 9: Report on the settlement, integration, and retention of newcomer employees and their families, as needed, to their respective province.**

- You are requested to work with your provincial government to track and report on the settlement and retention of newcomers.

# ANNEX A: Designated domestic settlement service provider organizations

At the **Designation Stage**, employers are required to contact at least one service provider organization from the following list with whom they are expected to collaborate in order to identify and meet the settlement needs of newcomers.

- Considerations for employers:
  - Select an organization(s) located in your region.
  - Select an organization(s) that provides services in the preferred official language of the newcomer.

Note that these lists may be updated. See <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/atlantic-immigration-pilot/settlement-service-provider-organizations.html> for the most up- to-date list.

## NEW BRUNSWICK

Location and Name of Organization	Contact Information
<b>Bathurst</b> Multicultural Association Chaleur Region Inc.	645 Murray Avenue, Suite 1, Bathurst, NB E2A 1T9 Phone: 506-547-7651 <a href="mailto:info@macr-amrc.ca">info@macr-amrc.ca</a> <a href="http://macr-amrc.ca/en/home.aspx">http://macr-amrc.ca/en/home.aspx</a>
<b>Campbellton</b> Association Multiculturelle du Restigouche	Box 122, 95 Roseberry Street, Campbellton, NB E3N 3G1 Phone: 506-789-7747 <a href="mailto:Info.amr-rma@nb.aibn.com">Info.amr-rma@nb.aibn.com</a> <a href="http://www.restigouchemulticulture.com">www.restigouchemulticulture.com</a>
<b>Caraquet</b> Comité d'accueil, d'intégration et d'établissement des nouveaux arrivants de la Péninsule acadienne	22, boul. St-Pierre Est Caraquet, NB E1W 1B6 Phone: 506-727-0185 <a href="mailto:coor.caiena-pa@bellaliant.com">coor.caiena-pa@bellaliant.com</a> <a href="http://www.nouveauxarrivants.ca">www.nouveauxarrivants.ca</a>
<b>Edmundston</b> Centre de ressources pour nouveaux arrivants au Nord- Ouest Inc.	167 Boulevard Hébert, Edmundston, NB E3V 4H2 Phone: 506-735-0604 <a href="mailto:info@crna.ca">info@crna.ca</a> <a href="http://www.crna.ca/home">http://www.crna.ca/home</a>
<b>Florenceville-Bristol</b> Multicultural Association of Carleton County Inc.	330 Centreville Rd, Unit 4 Florenceville-Bristol, NB Phone: 506-392-6011 E7M 2H3 <a href="mailto:staff@maccnb.ca">staff@maccnb.ca</a> <a href="http://www.maccnb.ca/">http://www.maccnb.ca/</a>

**Fredericton**

Multicultural Association of Fredericton Inc.

28 Saunders St. Fredericton, NB E3B 1N1

Phone: 506-454-8292

[mcaf@mcaf.nb.ca](mailto:mcaf@mcaf.nb.ca) [www.mcaf.nb.ca](http://www.mcaf.nb.ca)

**Miramichi**

Miramichi Regional Multicultural Association

1808 Water St. Miramichi, NB E1N 1B6

Phone: 506-773-5272

[Info@mrma.ca](mailto:Info@mrma.ca) [www.miramichimulticultural.com](http://www.miramichimulticultural.com)

**Moncton**

Multicultural Association of the Greater Moncton Area

22 Church St, Suite C170 Moncton, NB

EIC 0P7

Phone: 506-858-9659

[info@magma-amqm.org](mailto:info@magma-amqm.org) <http://magma-amqm.org/>

**Moncton**

Le Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick inc.

154 Queen St. Moncton, NB

Phone: 506-382-7494

[info@cafi-nb.org](mailto:info@cafi-nb.org) <http://www.cafi-nb.org/>

**Saint John**

Saint John Multicultural & Newcomer Resource Centre Inc.

165 Union Street, 4<sup>th</sup> floor

Saint John, NB E2L 5C7

Phone: 506-642-4242

[info@sjmnc.ca](mailto:info@sjmnc.ca) [www.sjmnc.ca](http://www.sjmnc.ca)

**Saint John**

YMCA of Greater Saint John

191 Churchill Blvd. Saint John, NB

Phone: 506-634-4860

[newcomerconnections@saintjohnY.com](mailto:newcomerconnections@saintjohnY.com)

<https://saintjohny.ymca.ca/>

**Sainte George**

Multicultural Association of Charlotte County

37 Main Street, St George, NB E5C 3H9

Phone: 506-755-9295

[info@ccmanb.com](mailto:info@ccmanb.com) <http://www.ccmanb.com/>

**Woodstock**

Multicultural Association of Carleton County Inc.

109 Maple St, Unit 1A, Woodstock, NB

Phone: 506-328-4690

[staff@maccnb.ca](mailto:staff@maccnb.ca)

## NEWFOUNDLAND AND LABRADOR

Location and Name of Organization	Contact Information
<b>St. John's</b> Association for New Canadians (ANC)	144 Military Road St. John's, NL A1C 2E6 Phone: 709-722-9680 <a href="mailto:settlement@nfld.net">settlement@nfld.net</a> <a href="http://ancnl.ca/">http://ancnl.ca/</a>
<b>Grand Falls-Windsor</b> Association for New Canadians (ANC) ANC Satellite Office – Central Region	Regional Settlement Coordinator 32 Queensway, Excite Building Grand Falls-Windsor, NL A2B 1J3 (709) 489-0235
<b>Corner Brook</b> Association for New Canadians ANC Satellite Office – Western Region	Settlement Coordinator 9 Main Street, Suite 203 Corner Brook, NL A2H 1C2 (709) 634-2656  ESL Instructor/Coordinator (709) 634-2656  Business Diversity Trainer (709) 634-2792
<b>Labrador City</b> Association for New Canadians ANC Satellite Office-Labrador	P.O. Box 512 118 Humphrey Road, Bruno Plaza Labrador City, NL A2V 2L3  Regional Settlement Coordinator (709) 944-7775
<b>Happy Valley-Goose Bay</b> Association for New Canadians ANC Satellite Office-Labrador West	P.O.Box 2532, Stn.B 6 Hillcrest Road Happy Valley-Goose Bay, NL A0P 1E0  Regional Settlement Coordinator (709) 896-8787 Ext. 205
<b>St. John's</b> Fédération des Francophones de Terre-Neuve et du Labrador - Centre communautaire des Grands-Vents	65 chemin Ridge, suite 233 Saint-Jean, NFLD A1B 4P5 Phone: 709-757-2826 <a href="http://www.francotnl.ca">www.francotnl.ca</a>

## NOVA SCOTIA

Location and Name of Organization	Contact Information
<b>Dartmouth</b> Fédération acadienne de la Nouvelle-Écosse	54, rue Queen, Dartmouth, NS Phone: 902-433-0065 <a href="mailto:fane@federationacadienne.ca">fane@federationacadienne.ca</a> <a href="http://www.acadienne.ca/">http://www.acadienne.ca/</a>
<b>Halifax</b> Immigrant Services Association of Nova Scotia	6960 Mumford Road, Suite 2120 (second floor) Halifax, NS Phone: 902-423-3607 <a href="mailto:info@isans.ca">info@isans.ca</a> <a href="http://www.isans.ca/">http://www.isans.ca/</a>
<b>Halifax</b> African Diaspora Association of the Maritimes	3200 Kempt Rd, Suite 202 Halifax, NS, B3K 4X1 Phone: 902-404-3670 <a href="mailto:information@adamns.ca">information@adamns.ca</a> <a href="http://www.adamns.org/">http://www.adamns.org/</a>
<b>Halifax</b> Antigonish Women's Resource Centre	204 Kirk Place, 219 Main St. Antigonish, NS B2G 2C1 Phone: 902-863-6221 <a href="mailto:info@awrcsasa.ca">info@awrcsasa.ca</a> <a href="http://www.awrcsasa.ca">www.awrcsasa.ca</a>
<b>Halifax</b> YMCA of Greater Halifax / Dartmouth	65 Main Avenue Halifax, NS B3M 1A4 Phone: 902-457-9622 <a href="mailto:vis@ymca.ca">vis@ymca.ca</a> <a href="http://www.ymcahrm.ns.ca/Locations/YMCACentreforImmigrantPrograms.aspx">http://www.ymcahrm.ns.ca/Locations/YMCACentreforImmigrantPrograms.aspx</a>
<b>Sydney</b> New Dawn Enterprises	106 Townsend St. Sydney, NS B1P 5E1 Phone: 902-539-9560 <a href="mailto:newdawn@newdawn.ca">newdawn@newdawn.ca</a> <a href="http://www.newdawn.ca/">http://www.newdawn.ca/</a>

## PRINCE EDWARD ISLAND

Location and Name of Organization	Contact Information
<b>Charlottetown</b> PEI Association for Newcomers to Canada	49 Water St. Charlottetown, PEI Phone: 902-628-6009 <a href="http://www.peianc.com/">http://www.peianc.com/</a>
<b>Summerside</b> La Coopérative d'intégration francophone de l'Île-du-Prince-Édouard	5, Maris Stella Ave. Summerside, PEI Phone: 902-888-1687 <a href="mailto:info@cifipe.ca">info@cifipe.ca</a> <a href="http://www.cifipe.ca/">http://www.cifipe.ca/</a>

# ANNEX B: Receiving a needs assessment and settlement plan

At the **Endorsement Stage**, employers are to require that all prospective employees contact a designated settlement service provider organization from the following list to request a pre-endorsement needs assessment for themselves and their family members (over the age of 18).

Note: the needs assessment service provider organization can be different than the organization that employers contacted during the Designation stage.

For an updated list of designated settlement service providers that can provide needs assessment and settlement plans, please visit Immigration, Refugees, and Citizenship website: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/atlantic-immigration-pilot/settlement-service-provider-organizations.html>.

For individuals **living in Canada** at the time when the needs assessment is being requested:

- Please select an organization from the list in **Annex A** that has been denoted as a designated, in-person, needs assessment service provider organization.
- Individuals are encouraged to choose a service provider organization located in their region most convenient to their location, irrespective of the location of the requesting employer.

For individuals **living outside of Canada** at the time when the needs assessment is being requested:

- Please select an organization from the following list of designated, pre-arrival, needs assessment service provider organizations.

Pre-Arrival Program	Service Provider(s)	Contact
1. <i>Planning for Canada</i>	Colleges and Institutes Canada and International Organization for Migration	<a href="http://planningforcanada.ca/">http://planningforcanada.ca/</a>
2. <i>Pre-arrival Settlement Services</i>	Federation Acadienne Nouvelle Écosse	<a href="http://beta.immigrationfrancophone.ca/avant-arrivee/">http://beta.immigrationfrancophone.ca/avant-arrivee/</a>
3. <i>Settlement Online Pre-Arrival Service (SOPA)</i>	Immigrant Services Association of Nova Scotia	<a href="http://www.arriveprepared.ca/">http://www.arriveprepared.ca/</a>
4. <i>The Active Engagement and Integration Project</i>	S.U.C.C.E.S.S.	<a href="https://aeipsuccess.ca/">https://aeipsuccess.ca/</a>
5. <i>Next Stop Canada</i>	YMCA-YWCA (Toronto)	<a href="http://nextstopcanada.ca/">http://nextstopcanada.ca/</a>