

Tips & Best Practices for Connecting Cultures & Communities

Everyone	Employers	Newcomers
<ol style="list-style-type: none"> 1. Mentorship – consider being a workplace or community mentor to support newcomer understanding of how things work in Canada – long-time residents of the Pembina Valley know so much, but you can be a newcomer and do this too. Share what you know about your home, so others come to love it here too! 2. Carpooling – You can volunteer your services through Regional Connections or create a workplace carpool to share rides and costs associated with travelling to work. Regional Connections can provide you with standard rate information that can be used to support your efforts. 3. Neighbourhood tours – when a newcomer arrives (from anywhere in Canada, the next town, or an international destination), help them understand the resources in your neighbourhood. 4. Shopping Tours – many markets in other countries are set-up differently than what we know and experience in Canada – help someone understand where and how to find the foods that they are familiar and comfortable with or help with research on suitable substitutes you can find locally. 5. Learn about the newcomers at work and in your neighbourhood – what connections can you make that helps you share understanding? 6. Volunteer in the community and share your experiences with newcomers; invite them to participate in volunteering. 7. Attend workshops to support your own learning. Build your cultural understanding, communication skills, mentorship skills, etc. 	<ol style="list-style-type: none"> 1. Mentorship – create a series of workplace contacts for newcomers to go to for support at work. 2. Take extra time in orientation/onboarding for explanation/communication around policies and chain of command. 3. Be clear and explanatory about workplace cultural norms and expectations – verbally and in writing (use examples to aid explanation). 4. Offer multi-lingual and pictorial signs and resources. 5. Meet periodically with your newcomers to discover the difference between your perception and their reality and be prepared to enact change if needed. 6. Recognize international education and developed skills. 7. Personalize a welcome. 8. Explain both sides of the metrics for performance measurement at work (run speeds, make-ready times, but also expectations around frequency of reporting concerns, alerting regarding machine irregularities, etc.) 9. Be open with policies on discrimination and harassment – explanatory around those terms, and the process for seeking help. 10. Develop a Workplace Newcomer Liaison position – someone who is not a direct manager and can provide support. 11. Develop a Newcomer Committee. 	<ol style="list-style-type: none"> 1. Access settlement support at Regional Connections Immigrant Services 2. Access community resources to help you as you settle. You can find many resources in the Pembina Valley Service Map. 3. Build relationships around you – with your neighbours and coworkers. 4. Learn about your community <ol style="list-style-type: none"> a. Visit local attractions – museums, parks, b. Learn about the community celebrations (winter and summer festivals) c. History 5. Ask if you do not understand. 6. Prepare a Canadian style resume. 7. Practice interview skills (body language, responses, asking questions). 8. Learn about the Manitoba Health System and your health benefits at work. 9. Build your stamina and strength – if you’ve never worn winter clothes, they’re heavy and you need to develop the strength for that! 10. Take all training and education opportunities – language training, skill-based workshops, etc. (communication, writing at work, leadership, digital skills, workplace culture, etc). 11. Register your children in the Red Cross Stay Safe and/or Babysitting Courses.

8. Explain how Canadian systems work to new neighbors or co-workers:

- Manitoba Health
- Family Doctor
- Urgent Care vs Emergency
- Elections and voting
- Waste/Compost/Recycling collection
- Workplace Benefits
- Child Benefits
- Driver Training/road signs & rules
- Taxes on goods and services (PST & GST)
- Others you can think of!

9. Explain how Manitoba seasons work to new neighbors or co-workers:

- Seasonal changes
- Clothing changes due to seasons
- Home environment
 - How and when to turn the heat on and off in your home
 - Using air conditioning
 - Using screens in your windows.
- Growing plants and food

12. Offer programming options to support settlement related to work needs:

- Driver training course (arrange for access)
- Host babysitting courses for families
- Carpool options
- Bicycle sharing program
- Decommissioned computers – give them to newcomer staff who don't have any
- Vehicle Loan Opportunities (provide support for equity/loan guarantor)
- Home Purchasing down payment opportunities
- Vehicle lending program (with company vehicles)
- Company/departmental potluck (explain a potluck!)
- Acknowledge/celebrate faith/religious/cultural holidays
- Housing workshops ([New Journey Housing](#))
- Financial Literacy classes

13. Engage in learning opportunities for your staff (leaders, staff, newcomers)

- Equity, Diversity, & Inclusion
- Intercultural Awareness/Competence
- Culture & Communication
- Indigenous Awareness & History

14. World Map – identify your connections to the world – staff/suppliers/vendors.

15. Develop an Anti-discrimination Committee.

16. Explain performance management and how you do it; what does it mean to receive both positive and supportive/corrective feedback?



Pembina Valley
Local Immigration Partnership

www.pvlip.ca