



Building skills for Canada's bio-economy

TALENT OPPORTUNITIES

Bringing Newcomers to Canada's Bio-economy

A companion report to "Sequencing the Data"



Premium Report Partner

BIOTALENT CANADA

BioTalent Canada is a non-profit national organization devoted to human resources, skills development, and labour market research in Canada's bio-economy. Human resources are an essential ingredient for the innovation and the success of the bio-economy. BioTalent Canada's HR solutions and latest trend reports help ensure the industry has access to job-ready talent to reach their goals and assist with strategic planning for future success.



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A companion report to "Sequencing the Data"

"I decided to move to Canada to move from pharmaceuticals to biotechnology and Canada was for sure one of the best options. During my two years as an immigrant here in Canada I can say that my employer, SemiosBIO, shared with me that they appreciate my different opinions about different programs. I think it is a plus companies love about immigrants - we have a different perspective. [...] It [coming to Canada] was one of the best decisions of my life."¹ - Elizabeth Velasque, *Project Manager, SemiosBIO*

"BioTalent Canada has done extensive research with respect to the types of skills coming into the country as well the skills that its own sector are telling them that it needs and then trying to put the two sides of the labour market together and that's the most important thing."²

- Rodel Imbarlina-Ramos, *Manager Corporate and Stakeholder Relations (Peel/Halton), Toronto Region Immigrant Employment Council (TRIEC)*

Companies who hire Internationally Educated Professionals (IEPs) report improvements in innovation and/or problem-solving (51.8%), company productivity (43.4%), and access to foreign and/or domestic markets (28.9%).³

¹ "Opening Doors for Brilliant Biotech Minds" video www.youtube.com/biotalentcanada

² "Accelerating Immigrant Integration in Biotech" video www.youtube.com/biotalentcanada

³ "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013", BioTalent Canada www.biotalent.ca/sequencing

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SUMMARY

REASON FOR IMMIGRATION

- **Canada:** Top two reasons Internationally Educated Professionals (IEPs) come to Canada: job opportunities and democracy; yet there is a 44.3% unemployment rate among respondents.
- **Current location:** Top two reasons for choosing current location in Canada: prospect of a job and education prospects; yet IEPs face a high level of underemployment after arrival.

TALENT SOURCES

- **Source country:** Top three countries IEPs immigrate from: India, Iran and the Philippines, yet industry indicated they draw heavily on IEPs from the United States and Europe.
- **Unemployment rate:** 93.3% unemployment rate among respondents from Africa, and drop to 45% to 55% for respondents from other continents.

SETTLING IN CANADA

- **Employment programs:** 83.5% of Immigrant Settlement Agencies (ISAs) offer job search programs yet only 15.9% of ISAs are able to offer training opportunities or employment assistance to enter the biotechnology workforce.
- **Key settlement services:**
 - 54.3% of ISAs offer banking and financial services directly,
 - 49.3% offer housing services,
 - 68.1% offer cultural integration,
 - 58.7% offer family support,
 - 46.4% offer climate preparation services,
 - 8.7% offer legal services, and
 - 59.1% assistance in obtaining Canadian Citizenship.

SKILLS

- **Experience:** Bio-health is the most common area of experience among IEPs.
- **Type vs. employment:** The top unfilled positions in industry are research and development, marketing, manufacturing, clinical, and quality control. Foreign-trained workers with these occupational skill sets have current unemployment rates of 41.4% to 54.5%.
- **Type vs. unfilled positions:** Clinical Research is the top occupational skill type IEPs arrive with yet there are currently unfilled positions in this area.
- **Language:** The top three languages spoken are Arabic, Hindi and Spanish all of which are well represented in the bio-economy. Only 4.2% of respondents were unilingual.

EMPLOYMENT

- **Benefits of hiring an IEP:** 51.8% of employers report improved innovation and/or problem solving, 43.4% report improved company productivity and 28.9% report better access to foreign and/or domestic markets.
- **Status:** 44.3% of IEPs are unemployed, 17.3% are employed part-time and only 25.9% employed full-time.
- **Current job:** IEPs are underemployed with many respondents taking a job outside their skills type such as a clinical research assistant taking a job as a picker-packer.
- **Barriers:** Top three barriers experienced trying to enter the biotech workforce: difficulties in finding a job, lack of social networks, and lack of Canadian experience.

OPPORTUNITIES FOR INNOVATION

Canada's bio-economy depends upon the brilliant minds working within it.

Pathways to scientific discovery are paved with the ideas, collaboration and brainpower of people from Canada and around the world. However, there are challenges for Canadian biotech employers. According to *Sequencing the Data*⁴ 33.3% of bio-economy employers report skills shortages and 20% are reporting job vacancies in their companies and many workers are soon to retire. There is insufficient domestic talent available to fill these shortages and this report *Talent Opportunities – Bringing Newcomers to Canada's Bio-economy* indicates an underemployed pool of internationally educated professionals (IEPs) in Canada. Tapping into this non-traditional talent source is an opportunity for Canada's biotech industry, especially with 51.8%⁵ of employers reporting that hiring IEPs improves innovation. But there are also challenges for newcomers finding work in Canada's bio-economy.

BioTalent Canada surveyed IEPs with science backgrounds, immigrant serving agencies (ISAs) and post-secondary institutions across Canada to understand the services available to IEPs and the challenges they face when integrating into the sector. This companion report summarizes these challenges and highlights the differences between the industry findings⁶ and what IEPs are experiencing. These gaps represent opportunities for internationally educated professionals (IEPs), biotech employers, BioTalent Canada partners, immigration serving agencies, governments (municipal, provincial, and federal) and post-secondary institutions.

The findings of this report will help with the integration of IEPs into the Canadian biotech workforce – a vital piece towards the long-term success of a dynamic industry.

CANADA'S BIO-ECONOMY

BioTalent Canada's report *Sequencing the Data* illustrated shifts in the Canadian biotechnology industry. The industry has redefined itself from 18 subsectors into four, as shown in Figure 1-1. The inner ring of the chart houses the four main bio-economy subsectors: Bio-health, Bio-energy, Bio-industrial, and Agri-biotech. The middle ring lists examples of activities or industries that may fall into the scope of each subsector. Some items may fall in the scope of two different subsectors. The outer ring illustrates that all sectors can (and typically do) operate with an element of research and development (R&D), and equipment services.

Biotechnology activity in Canada can be defined by region. Ontario and Quebec are significantly more concentrated centres and therefore constitute their own regions. The other regions are: West (British Columbia and Alberta), Prairies (Manitoba and Saskatchewan), and Atlantic (New Brunswick, Newfoundland, Nova Scotia, and Prince Edward Island).

⁴ "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013", BioTalent Canada. www.biotalent.ca/sequencing

⁵ Ibid

⁶ Ibid

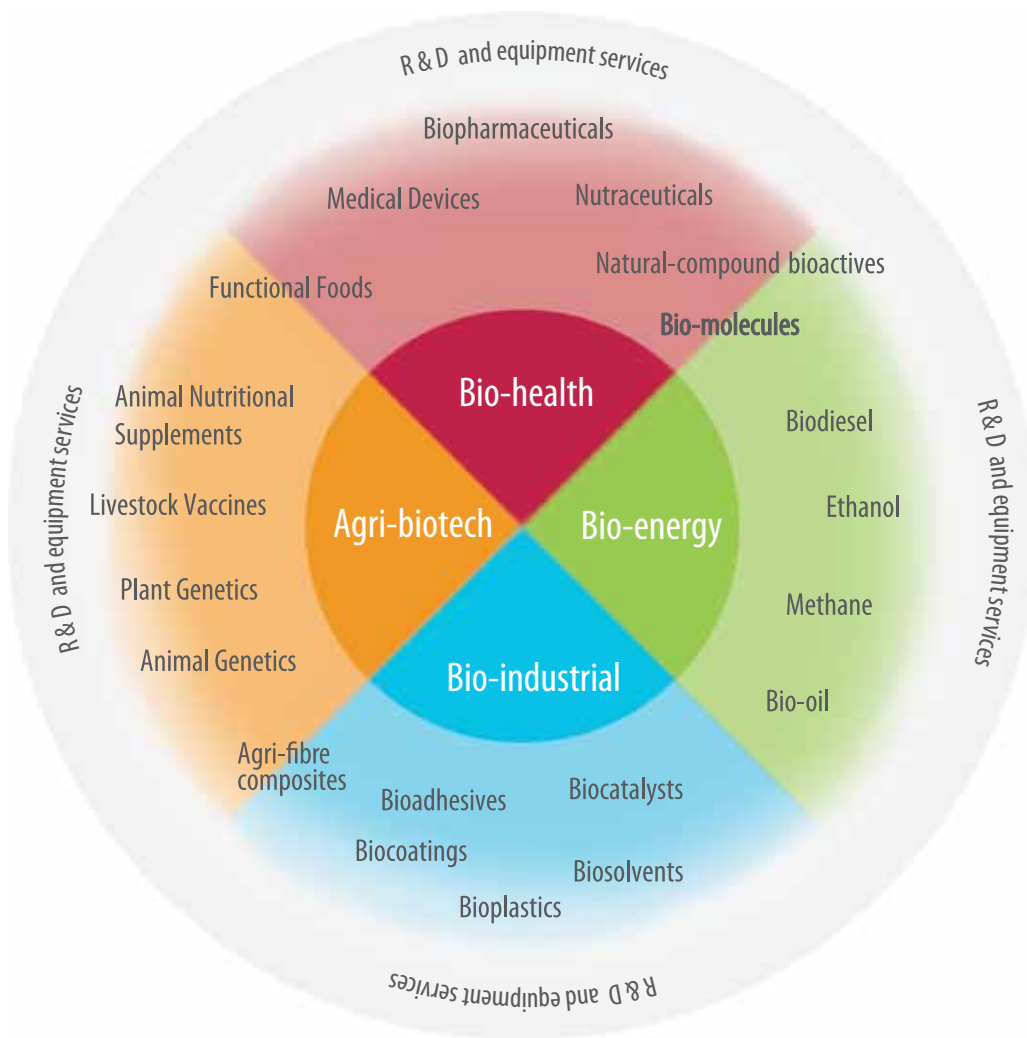


Figure 1-1: Sectors of the Bio-economy and Example Products
BioTalent Canada, 2013

WHY THEY CHOSE CANADA

To fully understand why they chose to come to Canada, immigrants were asked to rate how 16 criteria influenced their decision.

Figure 2-1: Why Respondents Chose Canada
BioTalent Canada, 2013

	Ranking
Job opportunities	1
Democracy where individual rights and freedoms are protected by law	2
Peaceful, tolerant country without internal wars	3
High standard of living	4
Educational prospects	5
Natural environment	6
Resilient economy	7
Choice in immigration and visa programs	8
Support offered by the Canadian and provincial governments to help immigrants adapt to life in Canada	9
Home to many different cultural, ethnic and religious communities	10
Canadian passport allowing visa free travel for almost all major countries in the world	11
Ease in qualifying for admission	12
Universal health care	13
Abundance of natural resources and minerals, including water and oil	14
Access to social assistance programs	15
Reuniting with family or friends who are already in Canada	16

OVERVIEW OF SURVEY RESULTS

The top four reasons that respondents chose to emigrate from their home country to Canada were job opportunities, democratic government, a peaceful and tolerant society and a high standard of living. It is interesting to note that the two least

important reasons for immigration were access to social assistance and reuniting with family and friends in Canada.

The natural environment was rated as significantly more important in the West than in the North. It was also rated significantly higher by those experiencing moderate language challenges.

Education prospects were seen as significantly more important by students than by those who are fully employed.

Universal health care was rated as less important by those in the 55-64 age group than any other age group. The 18-24 year age group rated it significantly more important than any other age group, especially the 55-64 and 25-34 age groups. It was also rated as more important by those who encountered the greatest difficulty transferring foreign qualifications, and as most important by those whose foreign qualifications were not accepted.

Those with Canadian job experience rated universal health care as significantly less important than those without. Respondents who had difficulty with the cost of further education needed to qualify for a job also placed less importance on health care.

REASONS FOR CHOOSING CURRENT LOCATION IN CANADA

Respondents were asked to rank nine criteria for choosing their current location in Canada (1 being the most important and 9 the least important). Respondents could also choose to answer



“Not Applicable”. Figure 2-2 shows the ranking of the criteria for each region.

The most important reason for picking a region was job availability, followed by educational prospects, and the presence of a spouse, a partner, or a family member. There was considerable variability in the responses both nationally and regionally, especially concerning the presence of a spouse, partner, or family member. Respondents from Africa and Europe rated these criteria as more important than respondents from Asia and the Americas.

Language abilities had varying influence on respondents’ choices. Those with basic English speaking ability placed low importance on a region’s language. Those with basic French speaking ability placed more importance on language, and on moving to a region where they had family than the national average. Intermediate French speakers rated job prospects as less important and friends and climate as more important than the national average.

Figure 2-2: Order for Choice of Current Location in Canada
BioTalent Canada, 2013

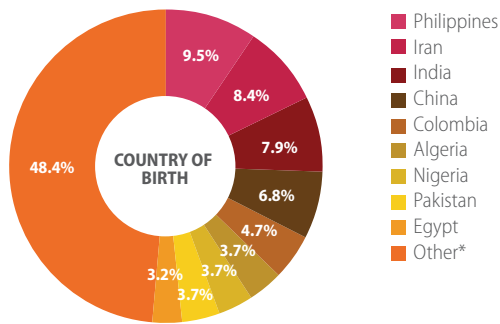
	National	East	Quebec	Ontario	Prairies	West	North
Prospect of a job	1	4 (Tie)	2	1	1	1	1
Education prospects	2	6	4	2	2	2	2
Spouse, partner, family member already living there	3	2	1	3	4	3	3
Lifestyle opportunities	4	3	5	4	3	4	4
Friends already living there	5	1	3	5	5	5	7
Language	6	4 (Tie)	6	7	6	6	6
Housing concerns (affordability, etc.)	7	7	7	6	7	7	5
Climate in region preferred over other Canadian locations	8	9	8	8	8	8	8
Many people from the same ethnic group already living there	9	8	9	9	9	9	9

IEP EMPLOYMENT GAP

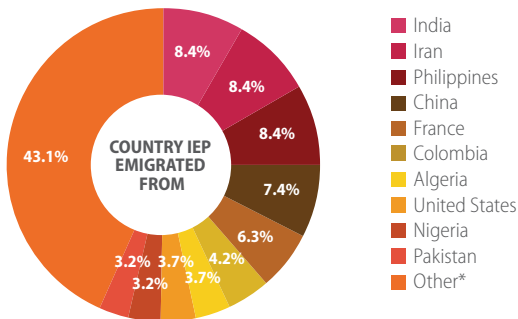
Although job opportunities are the primary reason why IEPs with work experience in biotechnology or a related area come to Canada, they face a high level of underemployment after arrival.

ARRIVING WITH SKILLS

Internationally Educated Professionals are arriving in Canada with diverse backgrounds and a variety of skills which provide a great opportunity to strengthen the bio-economy workforce.



*Other: Consists of respondents from 53 countries of less than 3.0% each.



*Other: Consists of respondents from 53 countries of less than 2.6% each.

Figure 3-1: Country of Birth and Country IEP Emigrated From BioTalent Canada, 2013

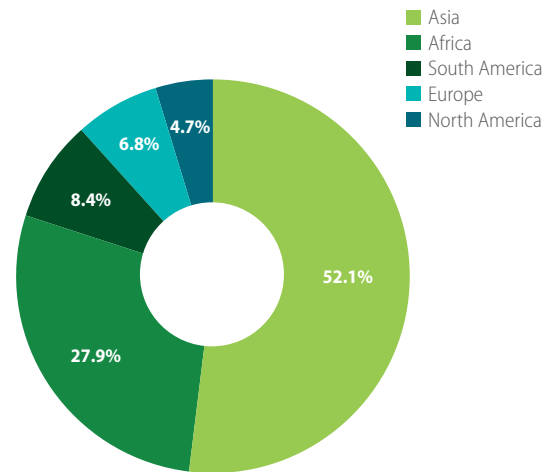


Figure 3-2: Continent of Birth BioTalent Canada, 2013

COUNTRIES OF ORIGIN

Figure 3-1 shows a wide diversity in the birth country of respondents, from a total of 61 countries. It also lists the most common country of emigration, with the top five being the Philippines, Iran, India, China and Colombia. This is also consistent with the Citizenship and Immigration Canada (CIC) website.

Comparing an IEP's country of birth with their country of origin shows that the country they

TALENT SOURCE GAP

Industry indicates they draw heavily on IEPs from the United States and Europe, followed by China, India and South East Asia. This does not tap into the potential pool of workers born in Africa and South America. Although the United States is the largest source for foreign workers with pre-clinical research skills, there are many equivalent candidates from other countries who are currently unemployed.



emigrate from does not necessarily correspond to their country of birth. For example, France (emigration 6.3%) and the United States (emigration 3.7%) are not represented in the country of birth numbers. These may be gateways from a birth country to Canada. For France, immigrants to Canada are mainly from African countries and for the United States they are divided between African and South American countries.

LANGUAGES

A total of 64 different languages were spoken by respondents. Generally, there is little divergence between language speaking ability and writing ability. Respondents are largely multi-lingual with an average of 1.4 languages spoken each. This ranged from no languages other than English and/or French to one person with six other languages spoken, including advanced French and basic English. Only 4.2% of respondents were unilingual.

LANGUAGE GAP The three most common languages spoken were Arabic, Hindi and Spanish which are well-represented in the bio-economy. Tagalog (from the Philippines) and Farsi (Persian) are under-represented. These languages were not mentioned in *Sequencing the Data* in the list of languages spoken by foreign trained workers.

Figure 3-3: Languages Spoken by Respondents
BioTalent Canada, 2013

Language Spoken	Percentage of IEPs	Percentage in Industry ⁷
Arabic	10.9%	13.4%
Hindi	9.1%	15.1%
Chinese	9.1%	34%
Spanish	7.9%	21.0%
Tagalog	6.8%	n/a
Farsi (Persian)	6.4%	n/a
Urdu	4.5%	5%
Gujarati	3.4%	n/a
Russian	3.0%	n/a
Kiswahili	2.3%	n/a
German	1.9%	17.2%
Punjabi	1.5%	13.0%
Portuguese	1.1%	7.1%
Japanese	0.8%	4.6%
Greek	0%	2.1%
Dutch	0%	5.5%
Other	31.3%*	23.1%**

*Other: A total of 64 different languages were identified. 47 of these languages make up less than 2.3% of the total each and were not reported in the industry survey.

**Other: Of the company respondents, the languages identified here are those spoken in more than 2.1% of respondent companies.

⁷ "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013", BioTalent Canada. www.biotalent.ca/sequencing

AGE AND GENDER

The gender of respondents was evenly split with 53.7% female and 46.3% male.

Figure 3-4 demonstrates the majority of respondents were in the 35-44 year range, with very few below 24 or above 55 years of age. This indicates the majority (94.5%) of respondents are in their most productive time of their careers.

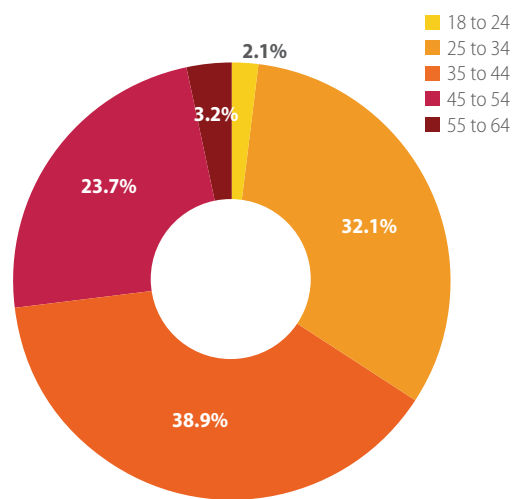


Figure 3-4: Percentage of Respondents by Age
BioTalent Canada, 2013

ABILITY IN ENGLISH AND FRENCH

Respondents were asked to rate their English and French listening, speaking, reading and writing skill levels. English skills of respondents was between intermediate and advanced level. Quebec and Ontario were the only regions with respondents possessing intermediate to advanced French skills, with the majority of those in Quebec.

PREVIOUS WORK IN BIOTECHNOLOGY AND EMPLOYMENT

For respondents with biotechnology work experience, there is a strong relationship between continent of birth and unemployment rate (both full and part-time). Figure 3-5 demonstrates that although the unemployment rate for respondents from most continents ranges from 45% to 55%, respondents from Africa experience an unemployment rate of 93.3%.

BIOTECHNOLOGY SUBSECTORS

Respondents with biotechnology experience were asked to indicate whether they had experience in the Agri-biotech, Bio-energy, Bio-health and Bio-industrial subsectors, and/or in Biotechnology R&D. Figure 3-6 shows that Bio-health is the subsector in which respondents most frequently have experience. It also has more women than men and more people of European birth in comparison to those born in South America. Those born in South America were more likely to have experience in Bio-energy. Those with Bio-energy experience were significantly more likely to have been drawn to Canada by the abundance of natural resources and minerals, including oil and water, with 75% of them rating natural resources more important compared to 32% for respondents in other subsectors. They also found slightly less difficulty finding work in their field. Those with experience in Agri-biotech ranked difficulties with having qualifications accepted or transferred as being significantly lower than respondents in other subsectors, suggesting a wider acceptance of Agri-biotech qualifications compared to other subsectors.

Figure 3-5: Previous work in Biotechnology by Employment Status and Continent of Birth
BioTalent Canada, 2013

	Total	Africa	Asia	Europe	North America	South America
Unemployed	56.5%	93.3%	45.2%	50.0%	50.0%	50.0%
Employed (Full- or Part-time)	43.5%	6.7%	54.7%	50.0%	50.0%	50.0%

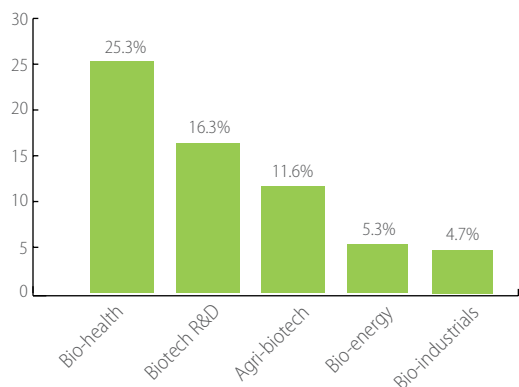


Figure 3-6: Biotechnology Subsector by Experience of Respondants
BioTalent Canada, 2013

OCCUPATIONAL SKILL TYPES

Respondents were asked to identify their main occupational skill type(s), their job title prior to immigration, as well as their current job title and employment status. Figure 3-8 (p.10) shows the percentage of respondents possessing each occupational skill type. Individuals with multiple skillsets responded to more than one of the indicated skills types listed, therefore the total does not equal 100%.

The overall impact of hiring IEPs is clearly positive as shown in Figure 3-7. 51.8% of biotech employers report improvements in innovation and/or problem solving by hiring IEPs. Employers also report the presence of IEPs leads to new ways of analyzing problems, with accompanying increases in productivity. IEPs also bring their foreign and local community contacts with them, and the possibility of access to previously unavailable markets and venture capital opportunities.

Figure 3-7: Impacts of IEP Hires on Businesses⁹
BioTalent Canada, 2013

	%
Improved innovation and/or problem-solving	51.8%
Improved company productivity	43.4%
Access to foreign and/or domestic markets	28.9%
Access to investors and/or venture capital	15.7%
Increased communication challenges	21.7%
Insufficient English/French language skills	15.7%
Increased instances of workplace conflict	3.6%
Increased staff turnover	2.4%
No Changes	15.7%

RECRUITMENT GAP The top unfilled positions in industry are research and development, marketing, manufacturing, clinical, and quality control.⁸ Foreign-trained workers with these occupational skill sets have current unemployment rates of 41.4% to 54.5%.

⁸ "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013", BioTalent Canada. www.biotalent.ca/sequencing

⁹ Ibid

OCCUPATIONAL SKILL TYPE CHOSEN BY RESPONDENTS

UNFILLED JOB FUNCTIONS BY EMPLOYMENT LEVEL, 2013

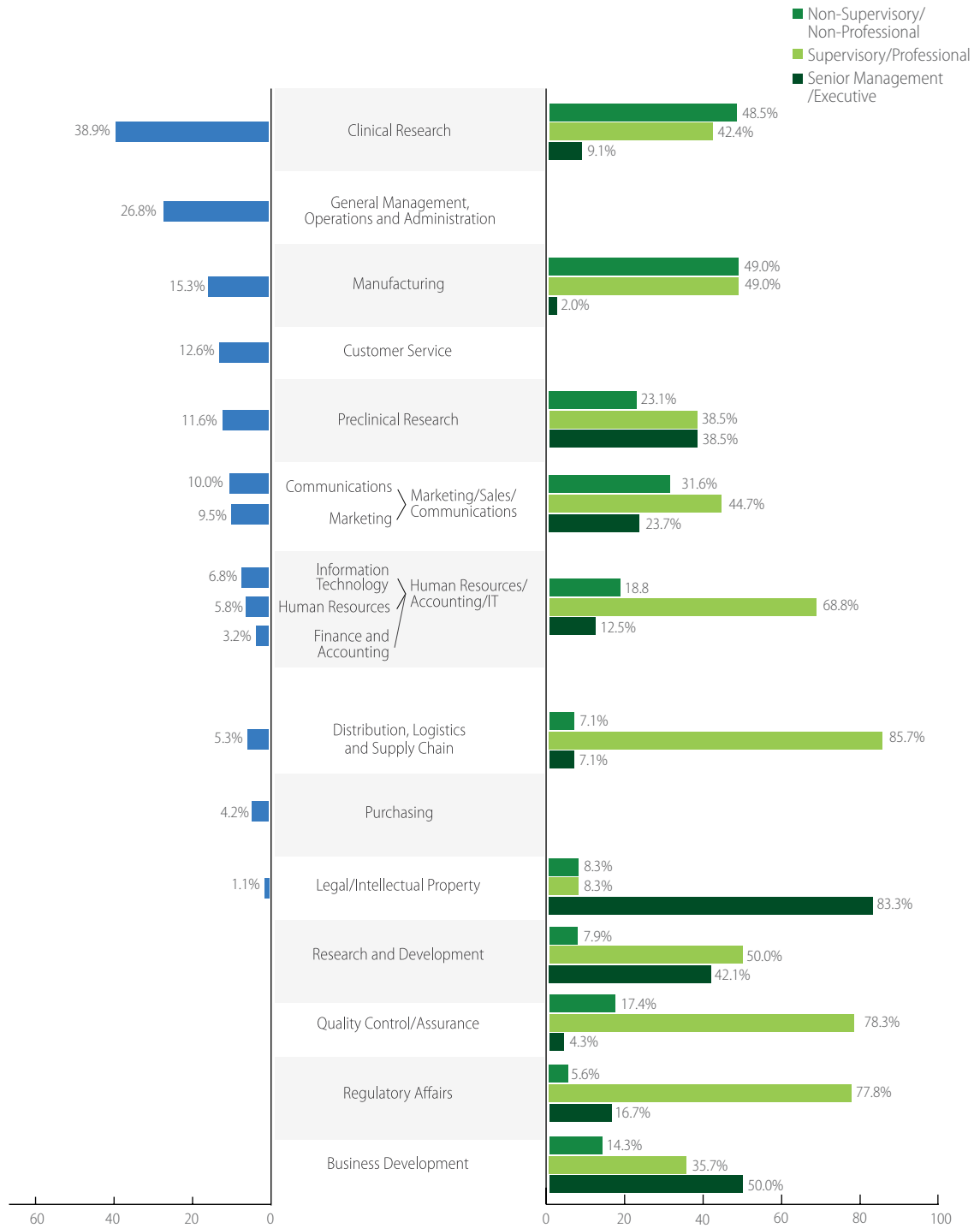


Figure 3-8: Occupational Skill Type Chosen by Respondents and Unfilled Job Functions by Employment Level
BioTalent Canada, 2013

Figure 3-9 shows that employers most frequently turn to their immediate social network of personal contacts and current employees to search for new hires. IEPs new to Canada are likely to have difficulty participating in these networks, leaving them with less effective methods to search for employment. The next most popular recruitment approaches, using company websites and social media, may also prove challenging for IEPs with a low level of English or French language ability.

Figure 3-9: Recruitment Approaches¹⁰
BioTalent Canada, 2013

	%
Personal contacts/Employee referrals	80.8%
Job Banks/Internet	71.8%
Company website	61.8%
Social Media	50.3%
Internal company searches	46.7%
Professional recruitment agency	46.5%
On-campus recruitment	43.8%
Newspapers	42.1%
Job Fairs	34.6%
The PetriDish™ job board	33.9%
Other	15.6%

THE POST-SECONDARY INSTITUTION NEWCOMER EXPERIENCE

Post-secondary institution survey results offered no solid conclusions. While some programs stand out, many universities and colleges do not offer programs that accommodate the specific skills upgrading needs of immigrants.

A combined review of the college surveys and internet search results indicate there are many programs and courses to help international students/IEPs become more proficient in English (or French in the case of Quebec) and deal with workplace culture and communications.

Although there is a wide selection of programs to help integrate IEPs into branches of the medical field, there appear to be very few designed specifically to integrate IEPs into the bio-economy. Existing programs offer combinations of workplace strategies, technical skills, employment skills, and often include work experience.

While some universities provide foreign credential recognition, the private sector in Canada's bio-economy places more emphasis on workplace skills and competencies.

¹⁰ "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013", BioTalent Canada. www.biotalent.ca/sequencing

NEWCOMER EMPLOYMENT STATUS

Internationally Educated Professionals (IEPs) employment status and skills are often mismatched with their true potential.

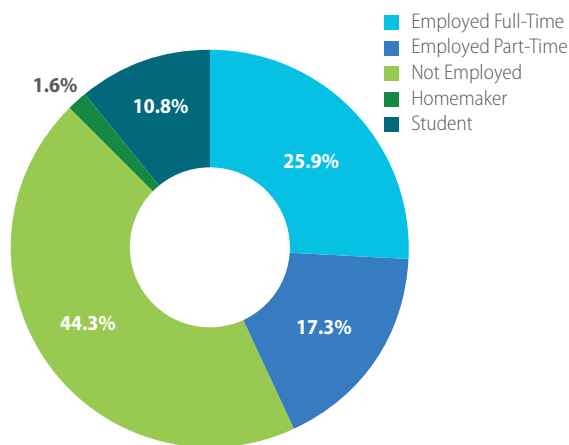


Figure 4-1: Current Employment Status
BioTalent Canada, 2013

Results indicate that IEPs are underemployed. Figure 4-1 demonstrates that 44.3% of IEP's are unemployed, 17.3% were employed part-time and only 25.9% are employed full-time.

EMPLOYMENT STATUS BY REGION

Figure 4-2: Employment Status by Region
BioTalent Canada, 2013

	East	Quebec	Ontario	Prairies	West	North
Employed Full-Time	33.3%	11.1%	1.8%	30.8%	28.3%	94.4%
Employed Part-Time	20.0%	16.7%	16.4%	26.9%	18.9%	0.0%
Not Employed	20.0%	72.2%	63.6%	34.6%	41.5%	0.0%
Homemaker	6.7%	0.0%	1.8%	0.0%	1.9%	0.0%
Student	20.0%	0.0%	16.4%	7.7%	9.4%	5.6%

EMPLOYMENT STATUS BY AGE

Figure 4-3 shows that the unemployment rate sits roughly between 40% and 50% across all age groups, with 75% of the 18-24 age not employed.

Figure 4-3: Employment Status by Age
BioTalent Canada, 2013

	18-24	25-34	35-44	45-54	55-64
Employed Full-Time	0.0%	28.3%	26.4%	25.6%	16.7%
Employed Part-Time	25%	11.7%	18.1%	23.3%	16.7%
Not Employed	75%	41.7%	43.1%	46.5%	50%
Homemaker	0.0%	1.7%	1.4%	2.3%	0.0%
Student	0.0%	16.7%	11.1%	2.3%	16.7%

CONTINENT OF BIRTH

Figure 4-4 shows a moderate correlation between employment status and an IEP's continent of birth. Immigrants born in Asia and South America were much more likely to be employed than those from Europe, Africa and North America.



Figure 4-4: Employment Status (Full- or Part-Time) by Continent of Birth
BioTalent Canada, 2013

	Africa	Asia	Europe	North America	South America	Total
Not Employed (% within Continent of Birth)	74.5%	45.4%	69.2%	87.5%	43.8%	56.8%
Employed (% within Continent of Birth)	25.5%	54.6%	30.8%	12.5%	56.3%	43.2%

Figure 4-5 (p.14) shows the unemployment rate by skill type, with a low of 23.1% for Information Technology to a high of 62.5% for Purchasing. This indicates a greater likelihood of full-time employment for those possessing manufacturing skills, or distribution, logistics and supply chain skills. Note because the sample size for some categories is very small, it is important to exercise caution in interpretation. Overall, the data shows no significant relationship between occupational skill type and employment status.

Immigrants with Clinical Research skills were more likely to have settled in certain regions of the country. Compared to those with other skill sets, they settled more in Ontario (57.9%), the East (53.3%) and the North (44.4%) than in the West (25.9%), the Prairies (25.0%) and Quebec (22.2%). They are also significantly more likely to have advanced English skills (65.8%) than others (47.8%). They also experienced extreme challenges having their foreign qualifications accepted, and moderate to extreme challenges finding further education needed to qualify for their job.

Respondents with General Management, Operations and Administration skill types were significantly more likely to have settled in the Prairies or West regions. They were also significantly more likely to be

male (62.7%) than female (37.3%). There was also a tendency for them to be more favourably drawn to the climate in their region.

Perhaps in response to the generally high rates of unemployment for most skill types, many respondents have taken a job outside their skill type. Some are working in positions related to their expertise. As a whole, respondents' answers reveal many mismatches between potential and current employment as seen in Figure 4-6 (p.14). These are the fortunate ones who have found work. There are numerous doctors, nurses, engineers, and other specialists who are currently unemployed yet BioTalent Canada's BioSkills Recognition Program has clearly identified alternative career paths for medical professionals into Canada's biotech workforce. For example a Doctor's skills can be transferred to a Director of Research position or Nurse's into a Clinical Trials position – areas where there are currently unfilled positions.

EMPLOYMENT GAP

Although companies in Quebec and the West show strong intent to hire IEPs (59.1% and 45.3% respectively¹¹), IEPs in these regions have high unemployment rates.

¹¹ "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013"; BioTalent Canada. www.biotalent.ca/sequencing

Figure 4-5: Employment Status by Skill Type
BioTalent Canada, 2013

	Employed Full-Time	Employed Part-Time	Not Employed	Homemaker	Student
Clinical Research	18.9%	18.9%	44.6%	2.7%	14.9%
Communications	10.5%	26.3%	47.4%	0.0%	15.8%
Customer Service	20.8%	25.0%	45.8%	0.0%	8.3%
Distribution, Logistics and Supply Chain	40.0%	0.0%	50.0%	0.0%	10.0%
Finance and Accounting	16.7%	16.7%	50.0%	16.7%	0.0%
General Management, Operations and Administration	27.5%	17.6%	52.9%	2.0%	0.0%
Human Resources	30.0%	10.0%	60.0%	0.0%	0.0%
Information Technology	30.8%	30.8%	23.1%	0.0%	15.4%
Legal/Intellectual Property	0.0%	0.0%	50.0%	0.0%	50.0%
Manufacturing	41.4%	10.3%	41.4%	0.0%	6.9%
Marketing	27.8%	16.7%	50.0%	0.0%	5.6%
Preclinical Research	22.7%	9.1%	54.5%	0.0%	13.6%
Purchasing	25.0%	12.5%	62.5%	0.0%	0.0%

Figure 4-6: Skills type vs. existing job
BioTalent Canada, 2013



CHALLENGES EXPERIENCED

Respondents were asked to rate a series of 13 challenges they faced when entering Canada's workforce.

Figure 4-7 shows the most challenging issue for respondents is finding a job in one's own field. This is followed closely by a lack of social networks in the job market, and lack of Canadian job experience. The least challenging issue was difficulty with workplace culture.

Age also factored into the degree of challenge felt by respondents. The 18-24 age group had little trouble finding full-time work and experienced only minor challenges having their foreign qualifications accepted. The opposite was true for the 45-54 age group. Older age groups also found the cost of courses and further education needed to qualify for a job to be significantly more challenging than 18-24 and 25-34 age groups, and experienced much more challenge relocating to find a job.

Figure 4-7: Ranking of Challenges Experienced by Immigrants Entering Workforce
BioTalent Canada, 2013

	Ranked
Difficulties in finding job in own field	1
Lack of social networks in the job market	2
Lack of Canadian job experience	3
Qualifications from outside Canada were not accepted	4
Difficulties in finding full-time work	5
Cost of courses/further education needed to qualify for job	6
Difficulties transferring foreign qualifications	7
Having to relocate in order to find a job	8
Availability of courses/further education needed to qualify for job	9
Having to relocate in order to take courses/further education	10
Compensation was too low	11
Language problems	12
Difficulties with workplace culture	13

Individuals not wanting to relocate within Canada for a job were also significantly more likely to find the availability of courses and further education to be a challenge.

Homemakers and students reported transferring foreign qualifications to be significantly more challenging than did the unemployed.

As expected, a respondent's English ability correlates with fewer language-related problems. However, respondents with intermediate English ability reported greater challenge in having qualifications from outside Canada accepted. They also experienced more difficulty with workplace culture.

For French-speaking respondents, French ability did not correlate with language problems. However, similar to intermediate English speakers, intermediate French speakers reported greater challenges with social networks in the job market, transferring foreign qualifications, and relocating to find a job (intermediate more than advanced) or further education. Intermediate and basic level French speakers had significantly more difficulties with social networks. Basic level speakers had difficulties finding full-time work and both advanced level speakers and writers experienced significantly less challenge relocating to find a job. For French writing, intermediate level respondents had more problems due to lack of Canadian job experience than respondents with basic or advanced skills.

Perhaps in response to the generally high rates of unemployment for most skills types, many respondents have taken jobs outside their skill type.

EMPLOYMENT SETTLEMENT INITIATIVES

Immigrant Settlement Agencies (ISAs) offer a variety of settlement services. They also offer job search assistance by instructing how to use volunteer experience to gain Canadian work experience, holding job search strategy workshops and job fairs and creating practice firms.

PROGRAMS AND SERVICES OFFERED

The national availability of basic immigrant settlement services is 94.4%.

Table 5-1: Types of Programs and Services Offered
BioTalent Canada, 2013

	National
Basic Immigrant Settlement	94.4%
Job Search Assistance	93.5%
Skills Upgrade	90.6%

BIOTECH TRAINING

Table 5-2: Biotechnology Training and Employment
by Subsector
BioTalent Canada, 2013

		National
Training	Agri-biotech	5.0%
	Bio-energy	5.0%
	Bio-health	5.8%
	Bio-industrial	4.2%
	Bio-R & D	2.5%
Employment	Agri-biotech	10.8%
	Bio-energy	10.8%
	Bio-health	13.3%
	Bio-industrial	6.7%
	Bio-R & D	7.5%

Only 15.9% of ISAs across Canada offer any training opportunities or employment assistance to enter the biotechnology workforce.

JOB SEARCH SKILLS

Job search programs are directly offered by 83.5% of ISAs across Canada. Figure 5-3 shows that ISAs are more likely to directly offer programs for workplace culture, Canadian labour market information, job search, job applications and interview coaching. For sector-specific language and credential recognition, few ISAs directly offer programs, and instead liaise with organizations that offer these services.

For hands-on experiences, such as mentorships, internships, training placements and on-job support, compared to other job search categories there are fewer agencies offering direct programs. There are also fewer available liaising organizations offering bridge training (including GAP and ACCESS training) to assist newcomers to fill gaps in their knowledge or skills.

ISAs in Quebec offer specific assistance for finding work in a French environment.



Figure 5-3: Type of Job Search by Delivery Method
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
Coaching on how to deal with workplace culture	50.0%	26.2%	28.5%
Information on Canadian Labour Market	44.6%	30.8%	34.6%
Assistance with job applications	43.1%	33.8%	36.2%
Assistance with job search plans and resources	41.5%	36.9%	41.5%
Coaching interview skills	40.8%	27.7%	33.8%
Connections to career type networks and professional organizations	30.0%	30.0%	43.8%
On job support	26.9%	22.3%	36.9%
Connections to and assistance to deal with regulating bodies for trades and professions	26.9%	28.5%	50.0%
Assistance with credential recognition	26.2%	35.4%	50.0%
Internships	23.1%	23.1%	35.4%
Sector specific language training and advanced communication skills	22.3%	36.9%	41.5%
Mentor System	22.3%	23.8%	33.1%
Placements	16.9%	25.4%	36.2%
Opportunities to participate in hands-on experiences in workplace	13.8%	20.0%	32.3%
Bridge Training	11.5%	18.5%	39.2%
GAP Training	8.5%	17.7%	32.3%
ACCESS Training	5.4%	20.8%	35.4%

SKILLS UPGRADING

Skills upgrading is offered at nearly all ISAs across Canada. Figure 5-4 demonstrates that ISAs directly offer Language Training, especially English, more often than acting as a referral or liaison to another organization. ISAs are less likely to offer direct service for other forms of skills upgrading.

Figure 5-4: Percentages of Skills Upgrading Services Offered by Delivery Method
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
English	43.0%	34.4%	37.5%
Language Training	36.7%	27.3%	28.9%
Job Specific Language	20.3%	30.5%	35.2%
Assistance updating credentials	20.3%	34.4%	50.0%
Technical/Job specific work skills	14.1%	35.9%	47.7%
French	7.8%	21.1%	35.2%

Several ISAs directly offer energy sector communications training, English as a Second Languages (ESL) assessment, employment assessment, and workplace health and safety skills training. One ISA mentioned offering language programs and an online introduction to business courses.

IMMIGRANT SETTLEMENT SERVICES

Upon arrival in Canada, many immigrants face a variety of challenges in addition to finding a job. While not all are directly related to employment, overcoming these challenges is critical for successful settlement in Canada so newcomers can focus on productively contributing to the biotech workforce.

IMMIGRANT SETTLEMENT SERVICES

To help with the process of adjustment, Immigrant Settlement Agencies (ISAs) across Canada provide assistance with services that fall collectively under the category of Immigrant Settlement Services, such as banking, housing, transportation and cultural integration. Although an ISA may directly offer a given service, when they do not, many will liaise with or give information on organizations that do. Following is an examination of the survey results by settlement service.

HOUSING

Housing services are directly offered by 49.3% of ISAs. This increases to 72.5% when including liaison and information services.

Figure 6-1 illustrates how assistance is usually focused on the process of home rental, especially concerning rental options, responsibility as a tenant and rental agreements. For areas other than home rental assistance, ISAs are most likely to simply provide information on housing services rather than offer direct service.

Some ISAs also provide services for conflict resolution between tenants and landlords, accompaniment for immigrants during rental property visits, explanations on home cleaning and organization, and information on the cost and value of household objects and appliances. Some ISAs sit on a Housing Board. Others give information on public security.

Figure 6-1: Housing Services Offered by ISAs
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
Rental options	44.4%	34.2%	40.2%
Responsibilities of tenants	40.2%	34.2%	45.3%
Assistance with understanding rental agreements	40.2%	35.0%	41.0%
Subsidized housing	25.9%	36.8%	52.1%
Telephone/Internet/cell phone connections	24.8%	29.1%	44.4%
Utilities connections	24.8%	26.5%	42.7%
Fire alarm/Fire prevention	23.9%	28.2%	43.6%
Property purchase	14.5%	35.9%	41.9%
House insurance	14.5%	31.6%	45.3%

TRANSPORTATION

Transportation services are directly offered by 50.7% of ISAs. This increases to 67.4% when including liaison and information services.

Figure 6-2 demonstrates that ISAs primarily offer direct service for transportation. The exception is car insurance assistance, where ISAs are most likely to provide information.



Figure 6-2: Transportation Services Offered by ISAs
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
Maps of area	52.1%	23.9%	35.0%
Public transport information	51.3%	26.5%	32.5%
Driver's license	39.3%	32.5%	41.0%
Winter driving	31.6%	26.5%	34.2%
Car insurance assistance	17.1%	29.1%	46.2%

Several ISAs mentioned that they provide assistance with bus fares, particularly in relation to specific programs or to eligible students, and resources to assist in preparing for the G1 driver's test in Ontario.

CULTURAL INTEGRATION

Cultural integration services are directly offered by 68.1% of ISAs. This increases to 79.7% when including liaison and information services.

Figure 6-3 shows a wide breadth of coverage of cultural integration services across ISAs, with the exception of "Connections to groups". This may be due to a mandate for some ISAs to connect to specific social groups. ISAs primarily offer direct service for all types of cultural integration services.

Figure 6-3: Cultural Integration Services Offered by ISAs
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
Social groups of immigrant with different backgrounds	67.9%	39.3%	23.2%
Women's groups	63.4%	42.9%	31.3%
Local Canadians	60.2%	38.4%	26.8%
Social groups of people with same cultural background	59.8%	40.2%	30.4%
Men's groups	58.9%	40.2%	30.4%
Community, social and recreation services	56.3%	46.4%	38.4%
Connections to social networks	52.7%	34.8%	31.3%
Children's groups	47.3%	37.5%	32.1%
Conversation circles	47.3%	37.5%	32.1%
Holiday host	41.1%	31.3%	31.3%
Connections to groups	28.6%	17.9%	16.1%

Some ISAs also offer programs discussing Canadian and Québécois values, as well as services to help get newcomers directly participating in Canadian life and culture.

BANKING

Banking and financial services are directly offered by 54.3% of ISAs surveyed. This increases to 70.4% when including liaison and information services. Ontario has the highest combined percentage (78.1%), followed by the East (70.0%) and the West (69.0%), with lower percentages in the Prairies (57.9%) and Quebec (56.3%).

Figure 6-4 provides a more detailed breakdown, and illustrates the variation in the level of provision of individual banking and financial services. ISAs most frequently provide assistance in providing names, details and locations of major banking institutions, assisting immigrants with obtaining a Social Insurance Number (SIN), and teaching them about Canadian money.



Figure 6-4: ISA Organizations National Banking and Financial Services
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
How to obtain a SIN card	47.5%	28.7%	26.2%
Names, details and locations of major banking institutions	47.5%	18.9%	27.0%
Information about Canadian money	42.6%	19.7%	26.2%
Debit card information	34.4%	31.1%	36.9%
How and where one can apply for credit cards	32.8%	32.0%	38.5%
Information on types of bank accounts, interest, and service charges	31.1%	35.2%	36.9%
Income Tax filing	28.7%	40.2%	39.3%
Educational funding and government grants	26.2%	36.1%	41.8%
Money-management/ Budgeting	23.8%	36.1%	38.5%
Income Tax credits that can be applied for	23.0%	33.6%	44.3%
Credit counselling	12.3%	34.4%	47.5%
Mortgage and loan info	9.8%	36.1%	41.0%
Sending money to other countries	9.0%	29.5%	43.4%
Investment information	7.4%	33.6%	43.4%

Some ISAs provided information about other banking and financial services they offer, either informally or through financial literacy workshops. Some services are offered prior to arrival in Canada. One ISA will accompany newcomers to the bank to show them how to use their bank card. Information may also be given on the finances necessary to open a business.

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1. The **Scotiabank StartRight** Program, created for Canadian Landed Immigrants from 0-3 years in Canada, International Students and Foreign Workers.

FAMILY SUPPORT

Family support services are directly offered by 58.7% of ISAs. This increases to 74.6% when including liaison and information services. When a newcomer arrives in Canada, they are often not just supporting and integrating themselves into Canadian society, but also their entire family.

Figure 6-5: Family Support Services offered by ISAs
BioTalent Canada, 2013

	Service Offered	Act as Liaison	Provide Information
Applications for further education assistance	54.0%	32.7%	35.4%
Applications for financial aid	51.3%	33.6%	34.5%
Childcare information and referral	46.0%	38.9%	42.5%
ESL	36.3%	42.5%	47.8%
Education referral	35.4%	34.5%	33.6%
Parenting support groups	32.7%	40.7%	42.5%
Preschool	31.0%	38.9%	40.7%
Senior support groups	28.3%	41.6%	42.5%
Support groups and activities for seniors	28.3%	38.1%	42.5%
Elementary/High school	16.8%	43.4%	46.0%
College/University	15.0%	42.5%	50.4%
Reach ahead programs	10.6%	32.7%	30.1%
Support groups for grandparents	10.6%	38.1%	42.5%

Figure 6-5 shows that ISAs primarily offer direct service for education assistance applications, financial aid applications, and childcare information and referral. Notable is the low percentage of ISAs providing direct support for education above the preschool level, reach ahead programs for children, and support groups for grandparents.

Some ISAs offer more specific family support services, such as daycare or child-minding while their parents are at school or attending programs, French practice for the elderly, and summer camps for children.

MENTAL HEALTH

Mental health services are directly offered by only 32.6% of ISAs. This increases to 60.9% when including liaison and information services.

Some ISAs offer additional mental health services such as counselling for individuals and groups, and suicide prevention programs.

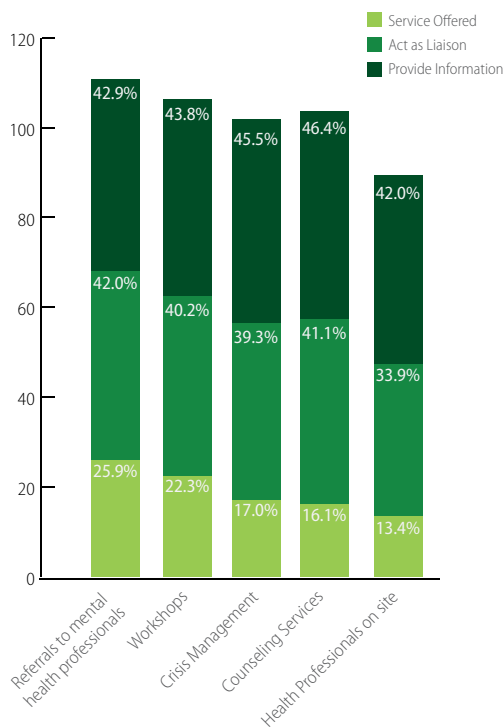


Figure 6-6: Mental Health Support by Delivery Method
BioTalent Canada, 2013

CLIMATE PREPARATION

Climate preparation services are directly offered by 46.4% of ISAs. This increases marginally to 57.2% when including liaison and information services.

For newcomers from sub-tropical and tropical countries arriving in Canada for the first time, winter weather can come as a shock, and a proper understanding of how to prepare for winter can impact a newcomer's ability to integrate into Canada. Figure 6-7 shows that ISAs more frequently offer direct service for climate preparation, especially for winter sports and festivals (52.7%).

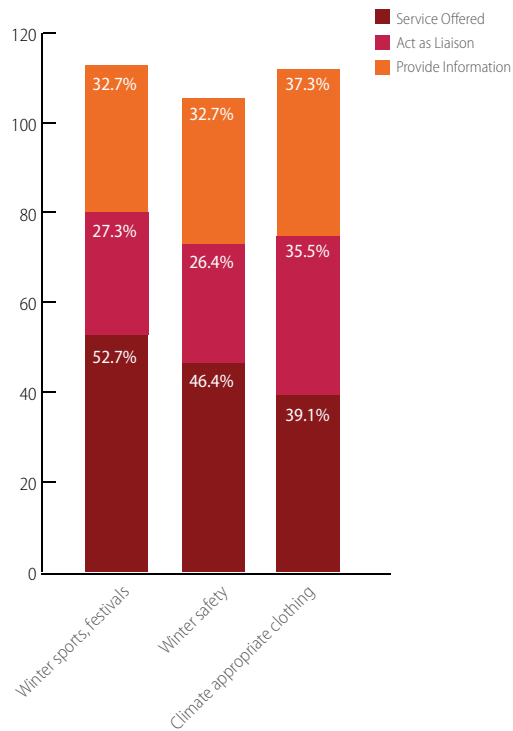


Figure 6-7: Climate Preparation Services Offered by ISAs
BioTalent Canada, 2013

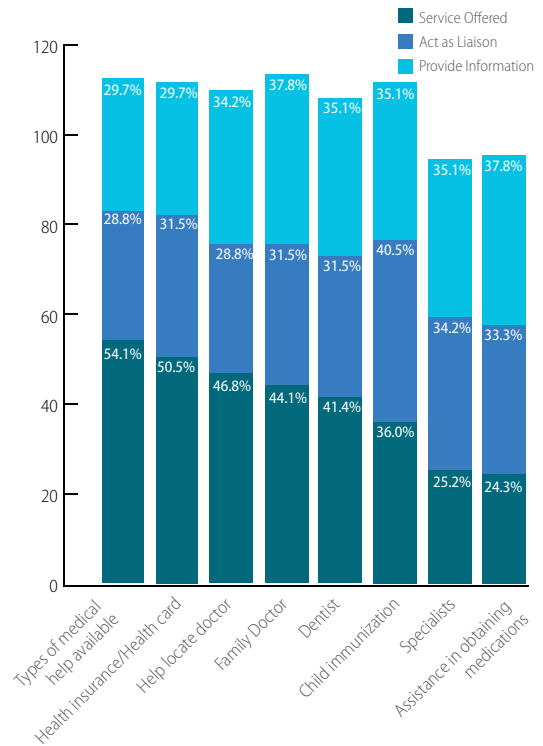


Figure 6-8: Medical Services Offered by ISAs
BioTalent Canada, 2013

MEDICAL AND DENTAL

Medical and dental services are offered directly by 49.3% of ISAs. This increases to 67.4% when including liaison and information services.

Figure 6-8 shows ISAs most widely offer help introducing IEPs to the medical or dental system rather than help navigating the system itself. More complex situations, such as finding a specialist, obtaining medication, or getting immunizations are done through liaison or information services.

Some ISAs additionally offered health and medical information for newcomers on optometric services, proper use of car seats, food safety, breast cancer awareness, first aid, diabetes, active living and general nutrition.

OTHER AREAS OF SUPPORT

Legal Assistance

Legal assistance is directly offered by only 8.7% of ISAs. This increases greatly to 61.7% when including liaison and information services.

Figure 6-9 shows that ISAs are much more likely to provide information on where to find legal services than they are to liaise with another organization on the immigrant's behalf.

Figure 6-9: Legal Services Offered by ISAs
BioTalent Canada, 2013

	National
Offer services directly	8.7%
Liaise with other organizations	44.3%
Information provided on where to obtain services	61.7%
None	29.6%

Some ISAs provide assistance with immigration issues requiring a notary public or a commissioner of oaths, and general information on Canadian laws.

Interpretation and Translation

Interpretation and translation services are directly offered by 46.1% of ISAs.

Immigrants that speak English or French as a second language often require assistance in accessing services that could help them secure employment.

Some ISAs additionally provide interpretation and mediation during doctor and dentist visits.

Although few ISAs offer direct financial aid, many ISAs offer specific subsidies to help newcomers with the cost of adjusting to life and finding employment in Canada.

ISAs may help newcomers to meet basic needs by providing rental subsidies or food, help with applying for income assistance from Ministry of Housing and Social Development and for those that are eligible, help accessing the financial services available through EI and Ontario Works.

Some will help government-assisted refugees with setting up their first apartment.

To help with health and community needs, ISAs may offer preschool child care for parents while they are attending programs, subsidies for cribs and car seats, and for low income families, subsidies for passes at leisure centres. Temporary shelter for women escaping from risk is also offered by some ISAs.

ISAs may also assist students and professionals looking to upgrade their skills with loans to help cover the cost of necessary exams and their associated materials and training.

To help ease transition into the workforce, ISAs may also negotiate with employers on a newcomer's behalf to hire them under a targeted wage subsidy program, whereby the ISA subsidizes a portion of the newcomer's salary for the employer. They may also provide assistance with the cost of work-related necessities such as shoes.

Figure 6-10: Interpretation and Translation Offered by ISAs
BioTalent Canada, 2013

	National
Offer services directly	46.1%
Liaise with other organizations	43.5%
Information provided on where to obtain services	53.9%

Canadian Citizenship

Assistance with obtaining Canadian citizenship is directly offered by 59.1% of ISAs.

Figure 6-11 illustrates that citizenship assistance is a service most likely to be directly offered. Citizenship and official Canadian residence are important for securing stable employment for newcomers to Canada.

Figure 6-11: Citizenship Assistance Offered by ISAs
BioTalent Canada, 2013

	National
Offer services directly	59.1%
Liaise with other organizations	33.9%
Information provided on where to obtain services	36.5%

Financial Assistance

Financial aid is offered by only 10.9% of ISAs. Notable is the apparent absence of financial aid in Quebec.

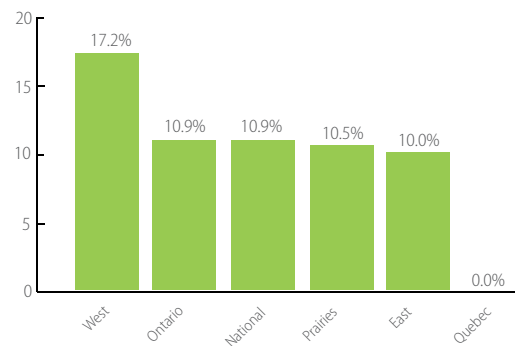


Figure 6-12: Regional Financial Aid Offered by ISAs
BioTalent Canada, 2013

THE POSSIBILITIES AHEAD

As the baby-boom generation begins to retire, the bio-economy will be facing the same challenge the rest of the Canadian and advanced world economies face: not enough domestically educated/skilled workers to fill the gap.

A labour shortage in the near future is a real possibility as demonstrated in *Sequencing the Data*. The results of this report reveal a solution – a large pool of capable, skilled, internationally educated professionals. Despite this, IEPs are currently experiencing significant difficulty finding employment. This report also highlights a number of reasons for this disconnect between talent demand and supply. Matching these would be a great benefit to Canada.

Language ability poses a challenge for newcomers, but there is perhaps a deeper problem of bridging cultural divides. This could be amplified by the level of teamwork expected in Canada compared to other countries. Simple lack of awareness of the foreign talent available to the industry may also be playing a role, especially since industry relies so heavily on networks to source new talent that newcomers are not usually a part of. Employers in the bio-economy,

may require some assistance in diversifying their workforce to include more IEPs. *Sequencing the Data* certainly shows the business case for bringing IEPs on-board. For those companies that employed IEPs, 51.8% improved innovation, 43.4% improved productivity, 28.9% reported access to foreign/domestic markets and 15.7% reported access to investors they would not otherwise have been able to reach. For an industry that recognizes the need for access to capital, these are all important findings demonstrating the value internationally educated professionals bring to Canada's bio-economy.

PATHWAYS TO SUCCESS

Like the diversity in the talent pool, one solution will not fill all the gaps. Addressing these issues may require a variety of solutions from many stakeholders; however, these results can provide a useful basis for

“Every organism must adapt to the environment. The environment does not adapt to the organism. The immigrant must adapt to the country and the workplace.” - Daniel Jella, *Project Manager IbioTP program, Algonquin College*



planning the steps ahead. Newcomers to Canada, immigrant serving agencies, post-secondary institutions and other service providers focused on immigration issues could possibly benefit from:

- Increased communication about services available to newcomers.
- More sector specific employment resources.
- Industry specific information available to Immigrant Settlement Agencies.
- Strengthening partnerships among all stakeholders to leverage existing and emerging information and programs.
- Identifying more alternative career paths from science related occupations into the biotechnology workforce and communicating those options to newcomers.
- A coordinated summary of services, organized by a newcomer's need and geographical location. This would allow all parties to direct immigrants to appropriate services in their area.

If "People are the underlying and driving force in the world's bio-economy"¹² then tapping into this diverse talent pool of IEPs is critical for Canada to reach new markets and be a world leader in biotechnology.

Biotech Career Resources

- The PetriDish™ Job Board
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- Bio-economy Skills At-a-Glance
- Bio-economy Career Profiles
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- Alternative Careers
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- Labour Market Information

Visit www.biotalent.ca to learn more.

¹² "Sequencing the Data: People – Driving Canada's Bio-economy Labour Market Report 2013", BioTalent Canada. www.biotalent.ca/sequencing

METHODOLOGY

Data for this report was gathered through surveys, semi-structured interviews and secondary online research. Three surveys were developed, one for each unique audience: internationally educated professionals, immigrant serving agencies and post-secondary institutions. Industry data for this report comes from *Sequencing the Data, People Driving Canada's Bio-economy Labour Market Information Report 2013* published in September, 2013. Interviews, surveys and secondary online research were conducted with internationally educated professionals, immigrant serving agencies and post-secondary institutions between March 7 and May 10, 2013.

Internationally Educated Professional Survey

The online survey of internationally educated professionals was conducted in English and French. A total of 190 respondents from across Canada took part in this study. BioTalent Canada partnered with immigrant serving agencies to recruit immigrant professionals from science, medical and engineering backgrounds to take the survey.

Immigrant Serving Agencies Survey

A national, bi-modal (telephone and online) survey of 139 Immigrant Serving Agencies was conducted in both English and French. Every effort was made to contact a representative number of agencies from each region of Canada.

Post-Secondary Institutions

A national, bi-modal (telephone and online) survey of 47 post-secondary institutions was conducted in English and French. Every effort was made to contact a representative number of post-secondary institutions from each region of Canada. However, it was through systematic secondary research and semi-structured interviews that BioTalent Canada was able to ascertain the work universities and colleges are doing with immigrants across the country.

BioTalent Canada wishes to thank everyone who took the time to participate in this study. This report would not have been possible without your participation.

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