



Best Employers
for New Canadians

2008

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TRIEC

Toronto Transit Commission / TTC

<http://www.ttc.ca>

Employer Description

The Toronto Transit Commission / TTC operates Canada's largest public transit system. The TTC carries more than one million passengers everyday through its extensive network of underground subways, buses, streetcars and Wheel-Trans vehicles for persons with disabilities. Along with the growing city, the TTC continues to expand with new light rail transit and the extension of existing subway lines.

Established: 1921 **Full-Time Employees:** 10976 **New jobs created in Canada last year:** 566

Workforce engaged on contract basis: 0% **Percentage turnover rate in last year:** 1.2%

Employees who are visible minorities: 23%

The Toronto Transit Commission was selected as one of the Best Employers for New Canadians (2008) for:

- ▶ Recognizing the international credentials and work experience of immigrant jobseekers
- ▶ Reaching out to immigrant jobseekers at special career fairs and through community agencies
- ▶ Mentoring new Canadians so they can find work related to their training and expertise
- ▶ Offering career-track paid internships to newcomers with little or no Canadian work experience

Our Reasons for Selection:

Recognizing International Credentials

The TTC operates an ongoing information campaign directed at employees whose education and work experience were acquired abroad. Notices are posted at TTC work locations across the city of Toronto encouraging internationally-trained employees to have their credentials assessed by World Education Services.

The results of each credential assessment report are sent directly to the TTC Training Manager. New Canadian employees have their qualifications updated and are able to have their international credentials and work experience considered when applying for internal promotions.

At the TTC, international work experience is considered equally valuable. Recruiters do not screen out immigrant jobseekers who do not have Canadian work experience – if their qualifications and international experience are best suited to the available position, that candidate is hired even if they do not have Canadian experience in their profession.

The TTC is a great employer with many opportunities, especially for foreign-trained professionals.
- Ramsis Youssef, TTC employee

Reaching Out to Immigrant Jobseekers

The TTC actively engages in outreach activities by providing employment presentations to organizations that assist new Canadians, such as COSTI, as well as various ethnic community organizations including the Sudanese Community Association and the Arab Community Association. The TTC also participated in the *New Canadians and Visible Minorities Job Fair* at the Metro Toronto Convention Centre to hire skilled immigrants for jobs.

As part of the TTC's focus on creating a welcoming environment for new Canadian hires, all human resources employees attend diversity workshops to discuss recruitment strategies and develop a greater understanding about the benefits of building a culturally diverse workforce.

I have worked at the Toronto Transit Commission for the past 3 years. I first submitted my application to the TTC six months after my arrival to Canada in 2004 and I was hired 3 months after that... Since the beginning of my employment I have felt that my contribution was valued. Additionally, I am very comfortable at the Commission because the diversity of the City of Toronto is truly reflected.
- Ness, met TTC recruiting staff at the Engineering & Technical Job Fair in Toronto

Mentoring New Canadian Jobseekers

The TTC has recently joined TRIEC's Mentoring Partnership program as a host employer. The organization invited all employees to attend an information session about the program, which provides mentoring opportunities to internationally-trained professionals. New Canadians are matched with an employee mentor working in their field. The mentors guide them through the job search process, and helps to establish industry-specific connections and relationships.

Launch Your Canadian Career

The TTC has been a strong supporter of the Career Bridge internship program since its inception. Internships are designed to provide internationally-trained jobseekers their first career-track Canadian work experience.