

SERVICES PAID BY THE EMPLOYER

RECRUITMENT

Sourcing

- Advertising, message boards, social networking
- Travel abroad, cold calling
- Orientation and education sessions abroad re: Canadian Live in Caregiver Program and opportunities in Canada

Screening

- Review of resumes
- Personal or phone interviews local and abroad
- Assessment of experience and educational credentials
- Personality testing
- Verification of references
- Presentation of candidates

Matching

- Detailed needs assessment of the family
- Pre-selection of caregivers
- Matching caregiver qualifications with family requirements
- Presentation of candidates
- Preparation of the employer for the interview
- Coordination of the interview via phone or webcam
- Ensuring the best fit inclusive of experience, education, personality, location and availability processing times.
- Extension of job offer, obtaining of signed contracts
- Acting as liaison between caregiver and employer regarding contract negotiations
- Replacement of the caregiver, if necessary

LMO PREPARATION

- Education of employer on Labour standards, requirements of the Live in Caregiver Program
- Assessment of the employer's ability to qualify for the program
- Advising of employer on the process of LMO preparation and obtaining of the LMO on behalf of the employer as a third party agent
- Advertising on the Job Bank on the employer's behalf
- Monitoring of the LMO process and Visa issuance process and providing of timely updates to the employer
- Coordination of the arrival/travel arrangements of the caregiver
- Offering advice on the integration of a foreign worker into the family
- Coaching the employer on appropriate expectations of the caregiver
- Providing consultation regarding payroll deductions, Workers' Compensation, vacation pay and overtime, temporary health insurance for caregiver.
- Providing conflict resolution consulting

ADDITIONAL SERVICES PROVIDED TO THE CAREGIVER

PROFESSIONAL DEVELOPMENT

- Professional Profile building inclusive of Canadian style resume
- Interview preparation and coaching (behavioural interview and traditional interview skills)
- Providing comprehensive education of labour standards and protection for caregivers
- Assistance with registration for SIN, OHIP and temporary health insurance coverage
- Assistance with communication skills: verbal, written and comprehension
- Language testing and remediation
- Introduction to Canadian culture, manners, customs, currency, money and banking, protection of the environment
- Code of ethics for professional conduct as a caregiver in Canada
- Employer/Employee expectations and problem solving techniques
- Children and behaviour, appropriate discipline and behaviour management
- Personal hygiene and presentation skills appropriate to the Canadian workplace
- Canadian food and nutritional guidelines
- First Aid and CPR training
- Personal safety guidelines

IMMIGRATION SERVICES

Before arrival in Canada:

- Assessment of eligibility and admissibility (applicant and family members) before acceptance in the program
- Preparation of application for work permit
- Guidance in obtaining police clearances, medical exam
- Representation before the visa officer, addressing concerns raised

After arrival in Canada:

- Extensions of work permit
- Changes in work permit
- Application for a re-entry visa
- Guidance and counseling in all matters immigration to avoid mistakes that could affect the outcome of application for permanent residence
- Application for permanent residence

SETTLEMENT SERVICES

- Assistance with obtaining SIN, Health Card, opening bank account
- Counseling and support
- Mediation between the caregiver and the employer
- Referral services to other professionals
- New placement if required