

# Glen Haven Manor



# NEWCOMERS GUIDE

WELCOME TO **CANADA**  
LIVING IN **PICTOU COUNTY**  
WORKING AT **GLEN HAVEN MANOR**



# ABOUT THIS NEWCOMERS GUIDE

Settling in a new country is exciting and there are many things to learn. This Guide will give you many of the resources you will need. The Newcomers Guide has been created to make it easier for you to access important information. This will make settling in with your new employer, Glen Haven Manor...in your new community... and in Canada smoother. The first section (red side-bars) introduces you to Canada; the second section (dark blue side-bars) introduces you to Pictou County and Nova Scotia and the third section (light blue side-bars) highlights working at Glen Haven.

## TABLE OF CONTENTS

### WELCOME TO CANADA

Important Things TO DO before and after you arrive in Canada .....	2
TO DO in the first two weeks here.....	4
TO DO in your first two months here .....	5
You are here...PICTOU COUNTY.....	6

### LIVING IN PICTOU COUNTY

Living in Pictou County .....	8
Housing.....	9
Healthcare.....	12
Money & Finances .....	15
Education.....	17
Transportation.....	19
Employment Services .....	21
Major Employers.....	23
Community Connections.....	25
Your Rights and Freedoms in Canada.....	26
Social .....	27
Communications & Media .....	29

### WORKING AT GLEN HAVEN MANOR

TO DO on your First Day .....	32
TO DO Your First Week.....	32
Orientation at Glen Haven.....	33
You Play an Important Role .....	37
Working Together in a Cultural-Diverse Team.....	37
Employer Expectations.....	39
Canada 101 Tip Sheet.....	43

<b>SOURCES OF INFORMATION.....</b>	<b>45</b>
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### **IN NOVA SCOTIA...**

Public Education is free and available to every child in Canada from Grade Primary to Grade 12 (ages 5-18) There are post-secondary schools in our community as well. Read the section on **EDUCATION** for more information.

### **HEALTH INSURANCE...**

As an employee of Glen Haven Manor, you will receive health insurance and will also receive government health insurance. Don't forget to apply. See the section on **HEALTHCARE**.

### **Guide to Pictou County**

[https://issuu.com/pictouchamber/docs/151\\_document-single\\_paged\\_copy\\_](https://issuu.com/pictouchamber/docs/151_document-single_paged_copy_)

### **Pictou County Resettlement Guide**

[https://issuu.com/pictouchamber/docs/pictou\\_county\\_settlement\\_guide\\_](https://issuu.com/pictouchamber/docs/pictou_county_settlement_guide_)

7. Learn more about the province and the community or town where you will settle. For more information, go to the provincial or territorial immigration websites.

For information on work opportunities in different professions across Canada, visit [www.workingincanada.gc.ca](http://www.workingincanada.gc.ca).

8. Purchase some warm clothes to keep you comfortable during the first few days if you are arriving in Canada during the fall, winter or spring.

9. Learn about Canadian laws and your rights and civic responsibilities when you become a resident of Canada.

For more information, read the section on **Your Rights and Freedoms in Canada** or go to: [www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/learn-about-canada/human-rights/your-rights-freedoms.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/learn-about-canada/human-rights/your-rights-freedoms.html)



# TO DO IN YOUR FIRST TWO WEEKS HERE

1. Apply for a Social Insurance Number (SIN). You cannot work in Canada without a SIN. The SIN is a 9-digit number you need to work in Canada or apply for government programs and services, to learn more apply or visit: [www.canada.ca/en/employment-social-development/services/sin/apply.html](http://www.canada.ca/en/employment-social-development/services/sin/apply.html). You should apply as soon as possible after arriving in Canada.



2. Open a bank account -- To learn more about banking and money in Nova Scotia visit: [www.canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html](http://www.canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html)



3. Register for a Nova Scotia Health Card -- Nova Scotia's Health Insurance Programs are designed to provide eligible residents with coverage for medically required hospital, medical, dental and optometric services with some restrictions. Visit: [www.novascotia.ca/dhw/msi/](http://www.novascotia.ca/dhw/msi/)

4. Find a place to live. For more information refer to the **Housing** section of this guide. Provide Immigration Refugees Citizenship Canada (IRCC) with your Canadian address, so that you can receive your permanent resident card in the mail. You can provide your address online at [www.canada.ca/en/immigration-refugees-citizenship.html](http://www.canada.ca/en/immigration-refugees-citizenship.html)



5. Apply for a Permanent Resident (PR) Card -- The Permanent Resident (PR) Card replaces your paper Record of Landing (IMM1000) document you received for travelling. A PR card becomes the proof of status document needed when re-entering Canada by airplane, boat, train or bus. Application forms for a PR card are available on the Citizenship and Immigration Canada website. [www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5445-applying-permanent-resident-card-card-first-application-replacement-renewal-change-gender-identifier.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5445-applying-permanent-resident-card-card-first-application-replacement-renewal-change-gender-identifier.html) or if you cannot find the information you are looking for and you are calling from Canada, please contact the CIC Call Centre (**1 888 242-2100** – in Canada only).

6. Apply for a Canada Child Tax Credit -- The Canada Child Tax Benefit is a tax-free monthly payment made to eligible families to help them with the cost of raising children under the age of 18. To learn more or apply visit: [www.canada.ca/en/revenue-agency/services/child-family-benefits/apply-child-benefits-online.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/apply-child-benefits-online.html)

7. Learn about the different resources and sources of information available to help you settle in Canada by reading the section on **Sources of information**.

8. Call or visit an immigrant-serving organization in your town or community to learn about the services they provide, paid for by the generosity of Canadian taxpayers, to help you settle in Canada.

For information about immigrant-serving organizations and how to find one near you, read the section on **Sources of Information**.

9. Obtain a map and walk around to get to know your city or town and the local services available. Also, research the best way of getting from one place to another using public transportation.

10. Learn a convenient way of making telephone calls and accessing the Internet. For more information, read the section on Communications and media.

11. Memorize the national emergency telephone number: **911**. If you experience a medical or other type of emergency, do not hesitate to call for help.

## IMMIGRANT SERVICES IN PICTOU COUNTY

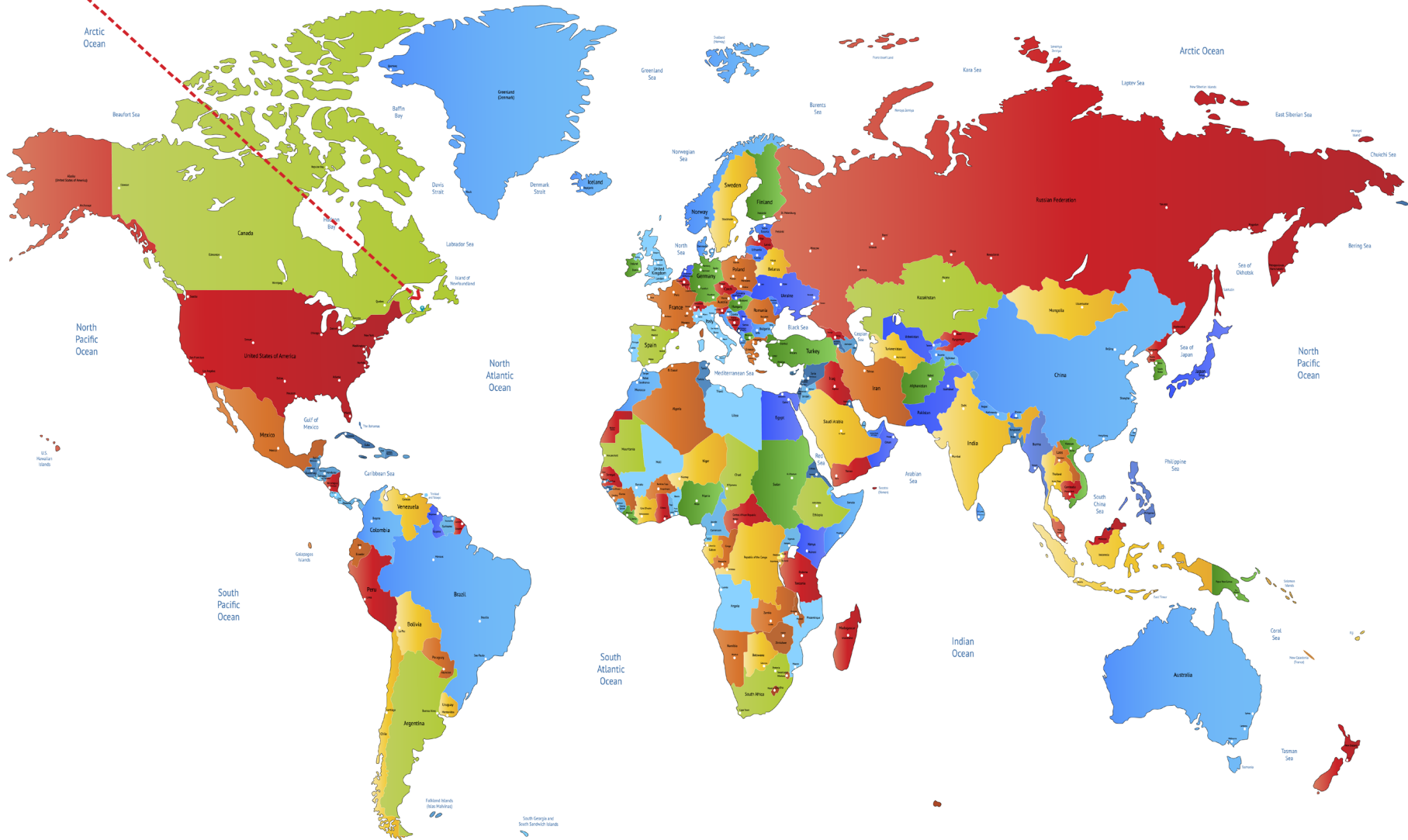
[www.parl.ns.ca/newcomers/](http://www.parl.ns.ca/newcomers/)

The Newcomer Welcome Centre, through the Pictou Antigonish Regional Library system, provides in-person information and help in each of the public libraries as one-stop Welcome Centres. Part of their commitment is to provide up to date and accurate information and school settlement information, which is presented online at

Also, you can drop by any local public library and speak to the staff.



# YOU ARE HERE...PICTOU COUNTY



Pictou County is more than a place on a map; it is made of people who share a strong regional identity. There are six municipal units: Towns of New Glasgow, Trenton, Stellarton and Westville form one contiguous, urban area and the town of Pictou is 10km to the West. Surrounding the towns are the numerous villages and hamlets that make up the rural Municipality of the County of Pictou.

Pictou County is also home to a First Nations community at Pictou Landing. Pictou County has been welcoming newcomers for generations: first as the Birthplace of New Scotland when the first wave of migration took place in the 18th century and later as Black Loyalists, European, Mediterranean and Asian immigrants came to build their lives. Today we

look to a new generation of immigrants from all over the world to continue to build on this tradition to enrich our community and our economy.

Miles of coast and expansive forest, field and watercourse scenery make our region a natural playground. From the warm, sandy beaches of the Northumberland Strait to the upland hills that

distinctly mark passage to our region, Pictou County's landscape is diverse in character and charm.

High quality career opportunities, a balanced lifestyle, and scenic beauty ... it all comes together in Pictou County.









### HOUSING OPTION...

Glen Haven Manor is pleased to announce the latest development in its recruitment strategy plan for increasing staff and addressing labour shortages is to purchase a house, strategically located within proximity of the long-term care facility, that will be used for newcomers both from other countries and also from other provinces or other parts of Nova Scotia. The house will be used as a landing point for immigrant staff new to the area as well as having the potential to be used for locums who could be hired for short term replacement. Anyone using the house would be required to pay rent.

### GUIDE TO RENTING YOUR FIRST HOME...

If you are planning to rent a home, a useful CMHC publication is **Renting Your First Home in Canada: What Newcomers Need to Know.**

You can download it from [www.cmhc.ca/newcomers](http://www.cmhc.ca/newcomers) or order it by calling CMHC at **1-800-668-2642**. This product is available in eight different languages.

## HOUSING

### Short-Term Temporary Accommodation

One of your first needs after arriving in Canada is a temporary place to stay until you can rent or buy a long-term home. If you do not have family or friends in Canada that you can stay with, one option is to stay at a hotel or hostel.

Short-term accommodation can be arranged at hotels, Motels or Bed & Breakfasts (a "B&B" is a room in a home where the home owners provides breakfast every day), this is more costly but can bridge the gap until permanent housing is arranged. Tourism Nova Scotia offers a free reservation/booking service, call **1-800-565-0000** or visit [www.novascotia.ca](http://www.novascotia.ca). Other short-term housing options in Pictou County can be found through the provincial **211** service, providing 24/7 information on services and programs available locally: [www.ns.211.ca](http://www.ns.211.ca) and search housing/shelter.

### Renting A Home

Rental Units can range from multi-level apartment complexes to rooms in houses to detached dwellings. Sometimes utilities (heat, water, electric) are included; but most often you will be required to pay these in addition to your rent and this will involve opening accounts for those

services. Usually apartments come with two appliances; a fridge and stove, but sometimes they may also include a dishwasher, clothes washer and dryer and microwave. In looking for an apartment it is helpful to look around to see what best suits your needs.

Apartment are often in the Buy and Sell section of local Facebook groups, [www.kijiji.ca](http://www.kijiji.ca) or can sometimes be found posted on bulletin boards in grocery stores and community centers. When applying to rent an apartment, landlords usually perform a background checks on applicants. This involves calling previous landlords to ensure prospective tenants paid rent on time and were good tenants. As a newcomer, you may not have names for these landlords. There may be other references you can use; you can discuss this with the landlord.

### Your landlord is responsible for:

- Collecting the rent;
- Keeping your building safe and in good condition;
- Providing everything that comes with the apartment and that is included in your rent (such as the refrigerator, stove, heating); and
- Handling and paying for repairs when something in your home stops working.

### As a tenant, you are generally responsible for:

- Paying your rent in full and on time;
- Keeping your home clean and well maintained;
- Contacting the landlord whenever anything needs to be serviced or repaired; and
- Allowing the landlord or manager to enter your home to carry out repairs, or to show the apartment to other tenants if you are moving out. Your landlord must provide you with proper notice before entering your apartment.

Be sure that you read and understand the terms of the rental agreement. Typically, most rental agreements last for a 12-month period and rent is due the first day of each month. To rent an apartment, you will be asked to provide a deposit, which is usually half of one month's rent and/or you may be asked to pay the last month's rent upfront as well as the first month's rent. When you leave the apartment the deposit should be returned to you if the apartment is in good condition (the same condition as when you moved in). In addition, some rental companies require 12 post-dated cheques to ensure rent is paid on time. For more information on your rights as a tenant, please call the Access Nova Scotia and toll-free line at **1-800-670-4357** or visit <https://beta.novascotia.ca/programs-and-services/residential-tenancies-program>



### Questions to ask a landlord or superintendent when viewing a rental unit:

- Are the utilities (such as electricity, heat and water) and appliances (such as the fridge, stove and clothes washer/dryer) included in the rent? If not, how much do they cost each month?
- Does the apartment come with furniture?
- Can you make changes to the home, such as painting or decorating?
- If you have pets or you smoke, are pets and smoking allowed?
- If you own a car, is parking available and does it cost extra?
- What are the other tenants like? For example, are there families or single people living in the area?
- Who maintains the property?
- If you are considering an apartment, does it come with a storage locker or a separate bicycle storage? Is it included in the rent? How secure is it? Are there rodents? What is the history of the property?

### Buying a Home

There are a broad variety of home and property options in Pictou County, from fully operational farms and waterfront to large heritage and newly built homes. You can choose from living in town or living in the country, the range and number of municipal services will vary for each.

Overall, prices for real estate in Pictou County are very competitive compared provincially or nationally. Homes for sale are advertised in the real-estate section of local papers and on [www.realtor.ca](http://www.realtor.ca). Buying a home in Nova Scotia is usually brokered by a real estate agent; i.e., a person who is licensed to act as a middle person to facilitate purchase and sale transactions between the home seller and home buyer. Sometimes the same agent can represent both parties, but often the seller and buyer each have their own agent.

For Sale by Owner means that no real estate agent or company is representing the seller, the negotiations happen directly between the home seller and home buyer. In this instance it is advisable to have a lawyer look over any agreement to ensure your rights are protected and that you understand your obligations under the agreement.

Financing for a home can be applied for at any bank or financial institution, it will require that you have an established credit history in Canada. You will also be expected to make a down payment. The ability to secure a mortgage is based on your income and the amount of down payment you can make. It is best to speak with a loans officer at the local banking institution or credit union to get advice on establishing credit, your eligibility, how to apply legal requirements and the necessary down payment.

When you make an offer on a home, you will also be expected to provide a deposit within 24-48 hours to secure your offer. The deposit cheque is only cashed if the offer is accepted. The amount of the deposit is credited toward the purchase price on closing. You can use this deposit as part of your down payment.

In Pictou County, home sales are subject to a Deed Transfer Tax, which is equivalent to 1% of the purchase price and is paid by the purchaser upon closing. ("closing" is the date you take possession of the house). Once you own a home it will be subject to municipal taxes every year. The amount is based on the assessed value of your home. Helpful information on the Deed Transfer Tax, Property Valuation Services, as well as links to Realtors, Bankers, Lawyers, etc. is available on the Access Nova Scotia website: <https://novascotia.ca/sns/access/land/land-services-information/buying-property-house.asp>

### GUIDE TO BUYING YOUR FIRST HOME IN CANADA...

If you are planning to buy a home, two useful CMHC publications are ***Buying Your First Home in Canada: What Newcomers Need to Know*** and ***Homebuyers Checklist: A Newcomers' Guide and Workbook***. You can download both guides at [www.cmhc.ca/newcomers](http://www.cmhc.ca/newcomers) or order them for free by calling CMHC at **1-800-668-2642**. These products are available in eight different languages.



## TO DO...

**Insurance** -- It is highly recommended that you insure your home and belongings. "Contents Insurance" (or "Tenants Insurance") is available to renters; it provides coverage for your personal possessions even when you do not own the property. Contact information for local insurance providers can be found in the yellow pages of the local phone directory. [www.yellowpages.ca](http://www.yellowpages.ca)

**Utilities** -- If utilities are not included, you will need to arrange for services.

Bell Aliant: TV, Home Phone, Internet:  
1-888-214-7896,  
<https://aliant.bell.ca/>

Eastlink: TV, Home Phone, Internet:  
1-888-345-1111, [www.eastlink.ca](http://www.eastlink.ca)

Nova Scotia Power: Electricity:  
1-800-428-6230,  
[www.nspower.ca](http://www.nspower.ca)

Furnace oil propane: local suppliers can be in the telephone directory, [www.yellowpages.ca](http://www.yellowpages.ca)

As well as check with each municipality regarding water and sewer requirements.

## OTHER FORMS OF HOUSING

### Government-assisted housing

Throughout Canada, governments subsidize, or pay a portion of the rents, to help people with low incomes afford the cost of houses and apartments. In most cases, there is a long wait for these subsidized homes – sometimes many years. Rules vary among provinces, territories and sometimes among cities. Generally, landed immigrants or refugees are eligible to move into subsidized homes, but they are rarely given priority over others on the waiting list. You cannot join a housing waiting list before you arrive in Canada.

Therefore, most eligible immigrants live in private rental housing before they can move to subsidized housing. When you arrive in Canada, ask an immigrant-serving organization in your city or town for more information on local subsidized housing (for a list of immigrant-serving organizations, consult [www.cic.gc.ca/english/newcomers/map/services.asp](http://www.cic.gc.ca/english/newcomers/map/services.asp)

### Co-op housing

Co-op housing refers to a group of apartments or houses that are collectively owned and managed by the "members" who live in them. Since most co-ops are not-for-profit, rents are often lower than average. However, you are expected to participate actively in the management and maintenance of the co-op. To become a member of a co-op, you submit an application to the governing board of the co-op where you wish to live. If your application is accepted, you will generally sign an "occupancy agreement" which is a legal agreement similar to a rental lease. To find a list of co-op housing in your city or town, consult the Yellow Pages or search the Internet.

### Post-secondary student housing

Most universities and colleges have a housing department that gives students information about on-campus and off-campus housing options. For more information, contact the housing department of the university or college you plan to attend.

### Emergency housing

Emergency housing (sometimes called "shelters") is short-term accommodation for people who are homeless or in crisis. It provides a safe place where you can get basic necessities such as temporary shelter, shower facilities, money and food. Emergency housing is helpful if you get evicted from your home, if you are without shelter, or if you are at risk of being abused if you stay in your home.

Staff and volunteers at shelters will give you support and information. They may be able to help you get legal advice, financial help and a new place to live, if this is what you want. They also have food, clothing, diapers and toys in case you did not have time to pack these items. If you are being abused, the shelter staff will not tell the person who abused you where you are.

Shelters are run by community groups. Their telephone numbers are usually listed in the first few pages of the telephone book with other emergency numbers. You can also call a shelter for advice (you do not even have to tell them your name). Some staff members speak different languages or can arrange for interpreters.

### Housing for seniors

There are several assisted housing options for seniors in Canada. These include government-funded and private residences for seniors. These residences provide a variety of services on site to help seniors meet their everyday needs. Look in the Blue Pages for government-assisted senior housing and the Yellow Pages for private residences for seniors.



**911  
EMERGENCY HELP**  
If you need urgent medical help, quickly go to the emergency department of the nearest hospital or telephone the emergency number (911). It is free to call 911. All emergency medical services are also free in hospitals. Depending on the province or territory and the circumstances, you might have to pay for ambulance services. Consult the website of your provincial or territorial department of health for more information on ambulance services. If you have private health insurance, these services are often covered.

**811  
ACCESS TO  
NON-EMERGENCY HEALTH  
INFORMATION AND SERVICES**  
is available by calling Healthlink, dial toll free anywhere in Nova Scotia: 811

### Hospitals & Clinics

The Nova Scotia Health Authority (NSHA) is responsible for delivering health care services to all residents of Nova Scotia, as well as to the 44,000 residents of Pictou County. Services and programs are delivered through the Aberdeen Hospital in New Glasgow and the Sutherland Harris Memorial Hospital in Pictou. Other Services include: Addiction Services, Mental Health Services and Public Health Services.

The **Aberdeen Hospital** located in New Glasgow, is a regional facility providing a broad range of primary and secondary services through inpatient, outpatient and community-based services:

- Newly renovated Emergency Department
- Services: Anesthesia, cardiology, diagnostic imaging, emergency, general surgery, internal medicine, obstetrics and gynecology, ophthalmology, orthopedics, pathology, pediatrics, psychiatry and urology.
- Specialists, Family physicians, Physicians having courtesy or consulting privileges
- The Emergency Department is a regional emergency department providing trauma service (Level II) and has more than 30,000 visits a year

“The Outdoor” ... Sometimes places are given nicknames, these are references that only locals would know and understand. In Pictou County, one examples of this is the Emergency Department, which is locally known as “The Outdoor”.



### What is an Emergency Department?

An Emergency Department is also referred to as Accident and Emergency (A&E), Emergency room (ER), or casualty department. An ED is a medical treatment facility specializing in acute care of patients who present without prior appointment, whether by their own means or by ambulance. The

emergency department is located in the Aberdeen Hospital, 835 East River Road, New Glasgow

### Sutherland Harris Memorial Hospital

Located in the Town of Pictou, this hospital plays an important role in the lives and communities it serves. It has a restorative care unit, a veteran's unit and various outpatient and community programs and services.

### Aberdeen Walk-In Clinic

610 Westville Road, New Glasgow  
Mon-Fri: 5-9pm (registration begins at 4:30 and closes at 8:45)  
Saturday and Holidays: 9am-1pm (registration from 8:30am-12:45pm)  
Sunday: Closed  
Telephone: **(902) 752-7125**

For more information on the Pictou County Health Authority programs, services and clinics visit: [www.pcha.nshealth.ca/locations-details/Aberdeen%20Hospital](http://www.pcha.nshealth.ca/locations-details/Aberdeen%20Hospital)



### Finding a Doctor

The Department of Health and Wellness maintains a directory of family physicians who are accepting new patients at this link: <https://needafamilypractice.nshealth.ca/>. You can also call **811** to add your name to the list or to access 24/7 Health Advice

### Services for People with Special Needs

Pictou County has a number of organizations and services for individuals with special needs:

- CHAD Transit: Central Highland Association for the Disabled. [www.chadtransit.ca](http://www.chadtransit.ca)
- Summer Street Industries, programs for individuals with intellectual disability,

call **(902) 755-1745** or visit: [www.summerstreet.ca](http://www.summerstreet.ca)

- LORDA: Lansdowne Outdoor Recreational Development Association, 300-acre wheelchair accessible wilderness park with Bocce courts, fishing, picnic areas and camping. Call **(902) 396-4470**
- Northern Region Respite Services (NRRS) is a non-profit program operated by Highland Community Residential Services. Service helps families plan relief care for children, youth & adults who have intellectual disabilities or mental health concerns. Respite Coordinator at **(902)752-9452** or by email at [nrrs@hrcsweb.ca](mailto:nrrs@hrcsweb.ca) [www.respiteservices.com](http://www.respiteservices.com)



### Vaccinations for adults and children

Vaccinations (also called immunizations) are one of the best ways to protect yourself and your children from getting serious diseases. In Canada, every province and territory has a vaccination program to protect adults and children from a number of diseases. You should ask a doctor what vaccinations you and your children need.

Before your children start school, you can arrange to have them vaccinated against certain diseases through your doctor or paediatrician (a doctor who specializes in treating children) or through a public health clinic. You will receive a vaccination record, which you may have to provide to your child's school. Verify what your province or territory's law is regarding vaccination.

Adults also need vaccinations throughout their life. If you were not fully vaccinated against





### IN NOVA SCOTIA

most people use bank cards (also called debit cards) and credit cards to pay for goods and services. Cash is used for some smaller items and can be used to pay for large items if needed.

Debit cards are accepted in many places and are a popular form of payment. They are a safe, convenient way to pay for purchases directly from your bank account (direct payment). Make sure that you have sufficient funds in your account when you use direct payment. When you use your debit card in stores, or at an ABM that is not owned by your financial institution, you may be charged an additional fee.

For tips regarding the use of your debit card  
[www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html](http://www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html)



## MONEY & FINANCES

### Currency

Canada's official currency is the Canadian dollar (\$). There are 100 cents (c) in a dollar. Coins, which are minted by the Royal Canadian Mint, are different in size, shape and colour. This allows you to quickly tell them apart. Coins all feature an effigy of Her Majesty Queen Elizabeth II, Queen of Canada. Coins also have nicknames which are used by Canadians in everyday life.



These include:

- 5c – nickel, with the image of a beaver on the back;
- 10c – dime, with the image of the famous sailing schooner Bluenose on the back;
- 25c – quarter, with the image of a caribou or elk on the back;
- \$1 – dollar or “loonie,” with the image of a common loon on the back;
- \$2 – two dollars or “toonie,” with the image of a polar bear on the back.



All paper money is printed by the Bank of Canada in the same size, but each bill is a different colour.

The most common paper bills are:

- \$5 – blue, with a portrait of Sir Wilfrid Laurier, prime minister 1896–1911;
- \$10 – purple, with a portrait of Sir John A. Macdonald, prime minister 1867–74 and 1878–91;
- \$20 – green, with a portrait of Her Majesty Queen Elizabeth II, Queen of Canada;
- \$50 – red, with a portrait of W. L. Mackenzie King, prime minister from 1921–30 and 1935–48;
- \$100 – brown, with a portrait of Sir Robert L. Borden, prime minister 1911–20.

### Opening a Bank Account

You should open a banking account soon after arriving in Nova Scotia. It is not safe to carry large amounts of money (cash) with you. You will be able to deposit or transfer monies from your account in your country of origin, but there are some restrictions on the amounts. Your bank will have information on these restrictions. To open a bank account, you will need at least two pieces of identification such as your passport, social insurance number (SIN) or personal identification card from Access Nova Scotia. Your passport and landing documents are good documents to bring with you. To find a bank branch near you, search online or look under banking in a phone directory.  
[www.yellowpages.ca](http://www.yellowpages.ca)

### Credit and Loans

Getting credit means that you borrow money to buy something now and pay it back later, with interest. Interest is a fee charged for borrowing the money. Interest rates can be quite high, so you should be very careful how you use credit. Credit comes in many forms: credit cards, lines of credit, mortgages and loans.

**Credit cards** -- can be extremely useful and convenient. They have become part of Canadian life, and it can be hard to make certain purchases without one. You will probably save money and manage your finances more effectively if you know how your credit card works. NOTE: you will not be able to obtain a credit card until you are here for at least six months.

There are many types of credit cards offered by different financial institutions. To compare the features and costs of cards from different institutions, consult the FCAC website at [www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html](http://www.canada.ca/en/financial-consumer-agency/campaigns/it-pays-to-know.html) (look for the “Credit Card Selector Tool” and the “Credit Card Comparison Tables”).

Before you make your final choice, make sure you know and understand all the terms and conditions of your credit card, including:

- The interest rate you must pay on purchases, cash advances and balance transfers;





# EDUCATION: INVESTING IN OUR CHILDREN'S FUTURE

## TO DO... REGISTER FOR CHILD FOR SCHOOL

For more information in registering your child contact the Chignecto Central Regional Centre for Education 1-800-770-0008 or visit [www.ccrccens.ca](http://www.ccrccens.ca)

**ENGLISH AS AN ADDITIONAL LANGUAGE (EAL)** classes are available for adults who want to learn English or who needs extra help improving their language abilities.

Language Training: for more information on language training in Nova Scotia visit: <https://novascotiainmigration.com/resources/#live-here>

For information on local instructors or information on how to take a language proficiency test visit: [www.multiculturalpc.ca](http://www.multiculturalpc.ca)

Parents have the primary responsibility for educating their children. To assist parents, in Canada, provincial and territorial governments administer and regulate educational systems. There is no federal department of education and no national system of education. Instead, each province and territory has its own system of education. The educational systems are generally similar across Canada, with some variations between provinces and territories.

Public Education is free and available to every child in Canada from Grade Primary to Grade 12 (approx. Ages 5-18). Pictou County is part of the Chignecto-Central Regional Centres for Education and the County's 18 schools fall under the Celtic family of schools. There have been significant investments in Pictou County's education infrastructure in recent years including the opening of two new state of the art high schools in 2003. French immersion and International Baccalaureate education programs are also available in Pictou County.

## List of Public **Elementary and Middle Schools** in Pictou County:

- A.G. Baillie Memorial School
- Dr. WA MacLeod Elementary
- East Pictou Middle School
- Frank H. MacDonald Elementary
- GR Saunders Elementary
- McCulloch Education Centre
- New Glasgow Academy
- Pictou Landing First Nations Elementary
- Salt Springs Elementary
- Scotsburn Elementary
- Thorburn Consolidated
- Trenton Elementary
- Trenton Middle School
- Walter Duggan Elementary
- West Pictou Consolidated

## **High Schools** in Pictou County:

- North Nova Education Centre: located in the town of New Glasgow, this high school encompasses grades 9-12, from the communities of New Glasgow, Trenton, and the northeastern area of Pictou County.
- Northumberland Regional High School: located in Alma, this grade 9-12 high

school covers the areas of Stellarton, Westville, Pictou and the southwestern section of the municipality of Pictou County. Northumberland offers the International Baccalaureate Diploma Program (IB). This program is a rigorous university preparatory program. It is internationally accepted as a standard of education and is offered in English and Immersion (high-level) French and is free to attend.

- Pictou Academy: founded in 1816 by Dr. Thomas McCulloch, this is one of the oldest secondary schools in Canada. In 2016 they celebrated their 200th anniversary. This school is home to students from grades 9-12.



## **Nova Scotia Community College(Pictou Campus)**

Pictou County is proud to have the Nova Scotia Community College (NSCC), Pictou Campus



located in Stellarton. Featuring Programs such as carpentry, welding, practical nursing, and more the college is valued as part of our community. The campus also includes a library, computer labs, meeting rooms, and gymnasium. [www.nsc.ca](http://www.nsc.ca)



### **St. Francis Xavier University**

Pictou County is adjacent to Antigonish County, which is home to one of Canada's premier universities, St. Francis Xavier University. With a short 30-minute commute, a lot of students chose to keep Pictou County as their home and travel. The university brings together more than 5000 students from across Canada, and around the world in arts, sciences, business and information systems. [www.stfx.ca](http://www.stfx.ca)

### **Dalhousie University Agricultural Campus**

Pictou County is also adjacent to Colchester County, which is home to Dalhousie University's Faculty of Agriculture Campus. A short 30-minute commute over Mt. Thom, many students and faculty continue to keep Pictou County as their home base. The Faculty of Agriculture offers the only university level agriculture programs in Atlantic Canada. The university offers Master level programs, undergraduate studies, as well as diploma and technical programming. <https://www.dal.ca/about-dal/agricultural-campus.html>

## **APPRENTICESHIPS/ SKILLS DEVELOPMENT**

**Apprenticeship** is a form of post-secondary education for both young and mature individuals who want to be certified to work in a skilled trade. It is a method of learning in which skilled trades professionals (certified journey persons) pass on knowledge and skills to learners (apprentices). Apprenticeship begins with an agreement between

an apprentice and an employer. The apprentice agrees to work for the employer in exchange for supervised, on-the-job training and experience, and the opportunity to participate in the technical training necessary to complete the program. In the workplace, apprentices are supervised by a certified journey person who tracks both their hours and competence in the practical skills of the trade. Technical training is offered in class and/or online and is administered and arranged by the division. For more information visit:

[www.nsapprenticeship.ca](http://www.nsapprenticeship.ca)

### **NSCC**

Nova Scotia Community College has campuses around the province and a local campus is in the Town of Stellarton. Diplomas, certifications and continuing education programs are offered. Programs include: Adult Learning programs (High School Diploma completion for Adults), Business, Applied Arts & New Media, Health & Human Services, Trades & Technology and Marine Training. Opportunities for online learning and customized learning are also available.

[www.nsc.ca/explorensc/campuses/pictou](http://www.nsc.ca/explorensc/campuses/pictou)

### **Safety Services Nova Scotia**

Provides world-class health and safety training for residents throughout Nova Scotia. Services include: Occupational Health & Safety Training, Driver Training, Road Safety Training. For more information visit: [www.safetyservicesns.ca](http://www.safetyservicesns.ca)

### **Skills Development**

An employment program of Employment Nova Scotia that provides financial assistance to eligible individuals to help them obtain the skills training they need to obtain employment. Participants requesting support through this program attend training on a full-time basis and training may be approved through public or private training providers. For more information visit: [www.novascotia.ca/employmentnovascotia/programs/skills-development.asp](http://www.novascotia.ca/employmentnovascotia/programs/skills-development.asp)

## **DIFFERENT ASPECTS OF SCHOOL LIFE IN CANADA**

**Teachers:** Teachers usually have university education.

**Mixed classes:** In most schools, boys and girls learn together in the same classroom. However, some private schools are for boys or girls only.

**School curriculum:** Every province and territory has an official curriculum that outlines what students will be taught in each grade.

**Religion:** Canadians practise religion according to many different traditions and may wish their children's education to include religious instruction consistent with their beliefs. In some provinces there are separate "Catholic" public schools, which students of any religion may attend. In most communities there are also a variety of private schools with religious affiliations.

**Textbooks and school supplies:** Schools lend textbooks to their students. Parents are generally responsible for providing their children with school supplies (examples include pencils, paper and geometry sets).

**Special needs:** Students who have special needs because of a physical, cognitive, psychological, emotional, behavioural, linguistic or other difficulty may receive special support, either at a standard school or at a school specifically designed to meet their needs.

**Report cards:** Each school prepares report cards several times during the school year to inform parents about their child's progress.

**Absence from school:** In Canada, children must attend school every day. If your child is absent from school because of an illness or for personal family reasons (such as a death in the family), you must inform the school.

**Getting to school:** Children can travel to and from school with their parents, by school bus (sometimes provided by the school at little or no cost to parents) or on their own (on foot or by public transportation) when they are older. Ask the school for information on school buses.

**School closures:** Schools sometimes close for one or more days in the winter because of snowstorms or severe cold. If this happens, announcements will be made through the school or on the local radio and television channels to inform parents that their children must stay at home that day.

**Dress code:** Schools generally have dress codes that describe the clothes that children may wear to school. Some schools (mostly private) require children to wear a uniform. If you have any questions or concerns about the dress code, contact the school.

**Extracurricular activities:** are activities that take place outside of school hours (before school, after school or during lunch). These activities include sports, arts, hobby clubs, etc. Each school offers different extracurricular activities to students.

**Field trips:** Schools organize field trips outside the school for students to visit places that are relevant to their education (examples include museums, workplaces, cultural institutions and city neighbourhoods). Before and after the field trip, teachers will work with students on material connected to the trip.

**Bullying:** Bullying among children is an unfortunate reality, and sometimes racial prejudice can play a part in this. In schools across Canada, bullying should not be tolerated, so if your child faces such harassment, be sure to speak to their teacher or the school administration. If the response is not satisfactory, you may consider moving your child to another school.

# TRANSPORTATION

**NATION WIDE  
TRAVEL INFORMATION**  
[www.cic.gc.ca](http://www.cic.gc.ca)

**THE REGISTRY  
OF MOTOR VEHICLES**  
For more information on the  
requirements and fees visit  
The Registry of Motor Vehicles  
website at:  
[novascotia.ca/sns/rmv/  
registration/](http://novascotia.ca/sns/rmv/registration/)

## Getting a Vehicle

There are many options for purchasing a vehicle, either new or used. Car dealers in Pictou County can be found in the "Automobile Dealers" section of the yellow pages or [www.yellowpages.ca](http://www.yellowpages.ca). Another good source is the "Auto Trader" or "Auto Seller" magazine (sold at convenience stores). Private individuals may sell by posting on websites such as [www.kijiji.ca](http://www.kijiji.ca) or in Facebook Buy and Sell Groups.

Before you go to purchase a vehicle do your research first, so you can negotiate the best price. When you budget for a vehicle you should also budget for the cost for insurance (an annual premium), maintenance of the vehicle permit/license plate, vehicle registration (also referred to

as the certificate of ownership). The permits and registration can be obtained at the local branch of the Registry of Motor Vehicles, 94 Lawrence Blvd, Stellarton.

All vehicles in Nova Scotia are subject to a safety inspection, every two years. These can be performed at most automobile dealers and service centers.

## Getting a Driver's License

- You must have a driver's license to drive in Nova Scotia.
- Licenses are only available through the Department of Motor Vehicles.
- You must be at least 16 years of age to get a learner's permit.

- A license from another country may be used for 90 days.
- To get a driver's license, you must pass a knowledge test and a vision test as well as a road test. If you cannot write in English, you can take an oral test. You can bring an interpreter with you to take the test.
- To learn more about driving in Nova Scotia and to study for the written and driving tests you can view the Nova Scotia driver's handbook online at [novascotia.ca/sns/rmv/safe/handbook.asp](http://novascotia.ca/sns/rmv/safe/handbook.asp) or buy a copy from the Registry of Motor Vehicles.



## Access Nova Scotia

Provincial government services are provided by Access Nova Scotia. Services at the local Access Nova Scotia office include Registry of Motor Vehicles:

- Drivers Licenses
- Driver Testing (by appointment)
- Driver's Abstract or Record
- Vehicle Registration (Permits & Plates)

Other services provided at the provincial Access Nova Scotia office include:

- Debtor Assistance
- Residential Tenancies
- Information, Forms and Applications
- Dispute Resolution and Hearings
- Consumer Complaints and Information

The office is located at:  
94 Lawrence Boulevard, Stellarton, NS





# EMPLOYMENT SERVICES

## Career Resources

We recommend visiting Nova Scotia Works-Career Connections or ISANS (Immigrant Services Association of Nova Scotia) to assist with your job search. They can provide advice and help you identify local opportunities that match your skill set. [www.isans.ca](http://www.isans.ca)

## Nova Scotia Works- Career Connections

provide FREE employment services to all Nova Scotians by assisting with employment-related activities. If you are an employer, they can help you find qualified and dependable employees. They also help access government sponsored programs designed to assist with employment, training, and supports.

### Services Include:

- Resume/Cover Letter writing assistance
- Job Search Assistance
- Free Wi-Fi Access
- Mock Interviews
- Case Management/Career Counseling
- Free Workshops
- Employment Nova Scotia Funding Programs Information
- Access to the latest Labour Market Information
- Access to Regular Desktop and Fully Accessible Computers

For Employers: They help employers hire people who are the best fit for the organization through:

- Free job advertising on their internal job board, Facebook page and Website
- Help developing competency-based job descriptions
- Recruitment and referral of potential candidates
- Matching clients' skills with employer needs
- Employment maintenance support and retention
- Information on wage subsidy programs
- Coordinate annual job fair

## Contact Information:

138 Campbell St. Unit 202, New Glasgow

Hours of Operation: Monday-Friday

8:30-4:30 pm

Phone: (902) 752-6826 or toll free

1-844-344-1369

[www.careerconnections.ca](http://www.careerconnections.ca)

## Employment Services

ISANS- Immigrant Services Association of Nova Scotia ([www.isans.ca](http://www.isans.ca)) is involved in services to immigrants beyond HRM in five roles:

1. Distance and online work – many of the programs and services are available online or by distance, offering flexibility and accessibility. Services and programs are offered both pre- and post- arrival in Nova Scotia.
2. Specific Expertise – ISANS has developed specialized expertise in a number of areas, such as Pathways to Licensure for those in regulated professions and Bridge to Work for Trades and entry-level positions.
3. Relationships with Employers – in their ongoing work to help immigrants find jobs, they have built connections with employers across the province, providing employer support programs and services to engage and partner with employers who do or might hire their clients.
4. Responding to requests from other organizations – ISANS responds to many inquiries from organizations beyond HRM.
5. Atlantic Immigration Pilot Project – ISANS supports AIPP by providing information to employers and conducting needs assessments and developing settlement plans for AIPP employees both pre and post arrival. Pre-arrival language and pre-employment programs and services are available to AIPP clients and their dependents.

## Community Integration Services

- Intake, needs assessment, settlement information and plans, reassessment and referrals both within and outside ISANS.
- Translation of personal information documents needed for settlement and integration
- Support for NS Coalition on Community Interpreting (NSCCI): collective of stakeholders and partners who work on advancing the development of community interpreting in Nova Scotia for immigrant and refugee languages.
- Pathways to Permanent Residence (PR) – for Temporary Foreign Workers (TFWs) and information about rights and responsibilities for TFWs.
- Welcome Ambassador Program - training program in creating inclusive, diverse and welcoming communities, delivered by distance.

## Pre-Arrival Services

- Intake, needs assessment and pre-landing settlement plans for Nova Scotia Nominees destined for any part of the province, who also receive referrals to ISANS' provincially/ federally funded pre-arrival programs, as eligible (see next point).
- Pre-arrival programs and/or counselling to clients going anywhere in the province – language, employment, settlement orientation, business.
- [nextstopcanada.ca/sopa-settlement-online-pre-arrival/](http://nextstopcanada.ca/sopa-settlement-online-pre-arrival/)

## Resettlement

- Crisis and counselling services – responding to client and service provider, including Privately Sponsored Refugees (PSR) and sponsor requests for support around family, health and mental health issues, referral to agencies, shelters etc.
- Support to specific ISANS PRS sponsor



NOTES:

# MAJOR EMPLOYERS

## EMPIRE COMPANY LIMITED

**Empire Company Limited** (TSX:EMP.A) is a Canadian company headquartered in Stellarton, Nova Scotia. Empire's core businesses include food retailing through Sobeys Inc., and related real estate through Crombie REIT and an ownership interest in Genstar Development Partnership Limited. Worth over \$8.7 billion in assets, Empire and its subsidiaries, franchises and affiliates directly employ approximately 120,000 people. Additional financial information relating to Empire, including the Company's Annual Information Form, can be found on the Company's website at [www.empireco.ca](http://www.empireco.ca)



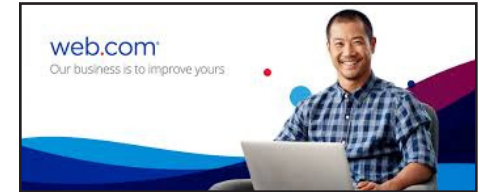
**Michelin Tire (Canada) Ltd.** is a subsidiary of the world-wide manufacturer of vehicle tires; the local plant is one of the three Michelin Tire (Canada) Ltd manufacturing facilities in Canada. Michelin's Canadian administrative and purchasing headquarters are located at the Granton manufacturing plant in Pictou County. [www.michelin.ca](http://www.michelin.ca)



**Nova Scotia Power**  
The Trenton Generating Station has a generating capacity of 307 MW. It is located in the town of Trenton. The Trenton Unit 5 was commissioned in 1969 and underwent a multi-million dollar complete refurbishment in 2009, leading to improved efficiency with the unit. Trenton Unit 6 was commissioned in 1991 and was modified with a 'Low-NOx' combustion firing system in 2008 to prevent the creation of nitrogen oxides. Both Trenton units have electrostatic precipitators designed to capture 99 per cent of fly ash emissions from coal burning. [www.nspower.ca](http://www.nspower.ca)



**Sobeys Inc.** is a wholly-owned subsidiary of Empire Company Limited, headquartered in Stellarton, Nova Scotia. Sobeys began in Pictou County in 1907 and has been in business for more than a century, continuously growing to enjoy the national success it has today. Sobeys owns affiliates or franchises in more than 1500 stores in 10 provinces as well as more than 350 retail fuel locations. [www.corporate.sobeys.com](http://www.corporate.sobeys.com)



**Web.com** is based in Jacksonville, Florida and provides domain name registration and web development services with 20 years of industry experience servicing over 3 million customers. Web.com works with small and medium-size businesses and offers a variety of web solutions. Web.com's New Glasgow location was established in 2016 and currently employs over 130 individuals while continuing to grow in the community. [www.web.com](http://www.web.com)



**Advocate Printing & Publishing** has grown from a little print shop in the Town of Pictou that provided a local newspaper back in 1873; today it is a modern communications company, serving customers across North America, with more than 150 employees. Advocate boasts one of the most advanced pre-press departments in Eastern Canada, a commercial photography studio and graphic design studio. With expanded operations in New Brunswick, an extensive community newspaper division, sector specific publications and an extensive distribution service. Advocate is regarded as one of the most progressive full-service print companies in Eastern Canada. [www.advocateprinting.com](http://www.advocateprinting.com)





**Grohmann Knives** is the original and sole manufacturer of the world-renowned DH Russel Canadian Belt Knife, Grohmann Belt Knives and Grohmann Kitchen Knives. Grohmann Knives Limited was formed in 1961 and is still located in Pictou Nova Scotia and employs approximately 25 employees. [www.gknives.com](http://www.gknives.com)



**MacKay Meters** is a wholly owned subsidiary of J.J. MacKay Canada Limited (MacKay Meters), headquartered in New Glasgow. The company is a recognized world leader in the parking control business. Incorporated in 1960, MacKay has gained global recognition by providing our customers with innovative products that are recognized as being on the leading edge of technology. [www.mackaymeters.com](http://www.mackaymeters.com)



**MacGregor's Industrial Group** started in 1976 as a one-man machine shop just outside of New Glasgow. They have now grown to employ over 60 tradespeople and support staff in their 30,000+ sq. ft. manufacturing facility. [www.macgregors.ca](http://www.macgregors.ca)



**Stright MacKay** is major supplier of marine equipment and supplies for dealers, boat builders, commercial fishers and recreational boaters. In businesses since 1948, Stright MacKay offers the most comprehensive inventory of marine equipment in Atlantic Canada and utilizes a computerized distribution centre in order to deliver on their promise of exceptional service. [www.stright-mackay.com](http://www.stright-mackay.com)



**Trinity Maintenance Solutions** -- For over a decade, Trinity Maintenance Solutions Ltd. has been Atlantic Canada's most trusted building insulation and enveloping specialist. Started by three people from rural Nova Scotia in 2006, it's these humble beginnings that Trinity has built its foundation on. The company now has over 80 employees at three branches and serves commercial and residential clients throughout Nova Scotia, New Brunswick, PEI and Newfoundland. [www.trinitymaintenance.com](http://www.trinitymaintenance.com)



**Wear Well Garments**  
Founded in 1978, Wear Well Garments Ltd is a full-line manufacturer and supplier of exceptionally high-quality career apparel, customized uniform programs and high performance industrial work wear for institutional, food service, industrial and corporate markets. [www.wearwellgarments.com](http://www.wearwellgarments.com)



**CCRCE (Chignecto Central Regional Centre for Education)** serves four areas, or Families of Schools, in Central and Northern Nova Scotia. The Celtic Family encompasses schools in Pictou County, of which there are 15 elementary and middle schools and three high schools. CCRCE employs approximately 2700 people in over 67 schools and offices in East Hants, Colchester, Pictou and Cumberland Counties. [www.ccrce.ca](http://www.ccrce.ca)



**NSCC (Nova Scotia Community College)** has a local campus called the "Pictou Campus" in the Town of Stellarton. NSCC employs professors and instructors, administrative, counselling, food service and maintenance staff. Pictou campus offers a beautiful student common, a large gymnasium, cafeteria, a daycare facility, and expanded program area space. [www.nscC.ca](http://www.nscC.ca)



**NSHA (Nova Scotia Health Authority)** is responsible for delivering health care services to the almost 44,000 residents of Pictou County as well as regional programs to the greater population of northeastern Nova Scotia. Services and programs to the greater population of northeastern Nova Scotia. Services and programs are delivered through the Aberdeen Hospital in New Glasgow, and the Sutherland Harris Memorial Hospital in Pictou, as well as providing Mental Health Services and Public Health Services. NSHA employs physicians, technicians, administrative and food service staff. [www.nshealth.ca](http://www.nshealth.ca)

### Self-Employment

Budding entrepreneurs will enjoy Pictou County's business climate. There is a strong, well-established network of support, providing a solid footing from which to pursue ideas, forge partnerships and turn vision into reality. The local economy is fueled by more than 2,200 businesses that are hard at work every day in Pictou County and are guided by a spirit of cooperation with a common goal of regional success.

### Business Support

Atlantic Canada Opportunities Agency (ACOA)  
Antigonish/ Guysborough/ Pictou  
219 Main St. Suite 201, Kirk Place  
Antigonish, NS B2G 2C1  
General Enquiries: (902) 867-6075  
[www.acoa-apeca.gc.ca](http://www.acoa-apeca.gc.ca)

Northern Opportunities for Business Ltd. (NOBL)  
4852 East River East Side Rd.  
Plymouth, NS  
Office: (902) 382- NOBL (6625)  
email: ron.obrien@cbdc.ca  
[www.noblbusinessskills.ca](http://www.noblbusinessskills.ca)

Nova Scotia Business Inc. (NSBI)  
Pictou/ Antigonish/ Guysborough  
115 MacLean St. Suite 3C  
New Glasgow, NS B2H 4M5  
Office: (902) 755-7040  
Email: lcoffin@nsbi.ca  
[www.novascotiabusiness.com](http://www.novascotiabusiness.com)

Pictou County Chamber of Commerce  
115 MacLean St. Suite 2C  
New Glasgow, NS B2H 4M5  
Office: (902) 755-3463  
Email: info@pictouchamber.com  
[www.pictouchamber.com](http://www.pictouchamber.com)

# COMMUNITY CONNECTIONS



**NOVA SCOTIA IMMIGRATION**  
[www.novascotiaimmigration.com](http://www.novascotiaimmigration.com)

**MULTICULTURAL ASSOCIATION  
OF PICTOU COUNTY**  
[www.multiculturalpc.ca](http://www.multiculturalpc.ca)

**YMCA CENTRE FOR  
IMMIGRANT PROGRAMS**  
[www.ymcahfx.ca/ymca-programs/  
immigrant-services-3/](http://www.ymcahfx.ca/ymca-programs/immigrant-services-3/)

**ISANS (IMMIGRANT  
SERVICES ASSOCIATION  
OF NOVA SCOTIA)**  
(902) 423-3607 or  
[www.isans.ca](http://www.isans.ca)

## Connecting with Others

Connecting with others in your new community is an important step in the settlement process. Making new friends and contacts will help you feel at home in Canada. It may also help you advance your professional goals by creating a network of people that can support you in your search for work. There are many different ways in which you can connect with others in your new town or community. You will find some options below.

## Immigrant-serving Organizations

They are an excellent place to go for all your settlement needs, including recommendations on different places where you can make community connections. In fact, the organizations themselves are a great place to meet others as they offer a variety of programs and social activities you can take part in. Many also offer host and mentoring programs, which will match you up with another immigrant or Canadian to help you settle.

## Volunteering

Volunteering your time is an excellent way to meet people, contribute to your community and gain your first Canadian work experience. You can volunteer in many places, including community centres, schools, charitable organizations, hospitals and retirement homes, and even at immigrant-serving organizations. To find more information about volunteering, visit [www.volunteer.ca](http://www.volunteer.ca) or ask an immigrant-serving organization for advice.

## Community Centres

Joining activities and programs at your local community centre is also a good way of meeting new people who share your interests. Most neighbourhoods have community centres that offer a variety of activities and programs in the areas of:

- health, fitness and recreation
- child care and child development
- education and skills
- hobbies and leisure
- and many other areas

## Community Groups

Pictou County is home to numerous community groups and non-profit organizations, which raise funds and awareness for important health, social and ecological causes. These groups can connect you to the information, programs and services you require. They are also always in need of volunteers and community support. Volunteering is a great way to get to know other people in your community who share your interests. We encourage you to visit [www.highlandconnect.ca](http://www.highlandconnect.ca) to search for community groups and find what interests you.

## Sports Teams and Sports Centres

Definitely an ocean playground ... and then some. Whenever you are in Nova Scotia, you are never far from the ocean. Pictou County is situated on Nova Scotia's north shore, a coastal region renowned for its warm water and sandy beaches.

On top of that, our region's forest, field, coastal and watercourse scenery provide idyllic settings of the Trans Canada Trail, which passes through the County (national rails-to-trails network). Miles of multi-use trails are available for users, traversing all portions of the County.

Pictou County was one of the first regions in Nova Scotia to become a bicycle friendly destination, investing in a complete bikeways network, linking urban and rural with shared, safe and connected bike routes. This program is adding to a network of marked bike routes complete with bicycle-friendly infrastructure and promoting alternative transportation.

From natural amenities such as beaches and public parks, where you can while away the hours aimlessly to groomed golf courses, yacht clubs and marinas, where the play is a little more focused, Pictou County is home to a broad range of outdoor experiences and recreational facilities. Our sport leagues for both adult and children participants provide intramural and competitive activities. Facilities include curling rinks; ice rinks and multi-sport facilities complete with indoor pools, track facility and an international size squash court.

## Joining Associations or Social Clubs

To get involved in your community, you may wish to join a neighbourhood association. These represent the interests of the community and offer a variety of services and supports.

There are also many opportunities for people with common interests to gather. Examples include joining ethnocultural clubs, book clubs, game clubs, and music, arts or dance clubs.

You can find out about associations and clubs in your area by consulting the Internet or the local newspaper, by calling or visiting your local community centre.

### **Getting Involved in your Child's School**

In Canada, schools encourage parents to support their child's education by getting involved with the school and school board. This cannot only help your child succeed but also provide an excellent opportunity to meet people and become part of the school community. You can read more about how to get involved in your child's school in the section on Education.

### **Places of Worship**

Every resident of Nova Scotia has the right to practice their religion or creed. It is a right of all Canadians as outlined in the Canadian Charter of Rights and the Nova Scotia Human Rights Act. An employee cannot be fired because of his or her religious beliefs.

Nova Scotia has become a home to many different religious groups from around the globe including Anglican, Baptist, Buddhist, Hindu, Islamic, Jewish and Roman Catholic.

These include faiths such as:

- Anglican
- Baptist
- Catholic
- Mosque
- Presbyterian
- Salvation Army
- United
- Other Religions

The Islamic Association of Nova Scotia (IANS), Canada, is a non-profit, volunteer organizations that provides support and services to the Muslim community of Nova Scotia for its religious and social needs. The association administers and the

mosques in Dartmouth and Truro, Nova Scotia and maintains the Muslim cemetery in Truro.

[www.islamnovascotia.ca](http://www.islamnovascotia.ca)

The Atlantic Jewish Council is dedicated to enhancing the quality of Jewish life in Atlantic Canada and promoting the continuities in the region. For more information visit:

[www.theajc.ns.ca](http://www.theajc.ns.ca)

### **Your Neighbourhood**

Perhaps simplest of all is meeting new people in your neighbourhood. Introduce yourself to your neighbours and tell them that you are new to the country and do not know anyone. If you have children, you can also meet other parents at the local playground. While Canadians are generally very friendly, it is important to show initiative in approaching others and being friendly as well.

### **PLACES OF WORSHIP**

You may find a place of worship easily by looking in the phone directory or doing an online search. Throughout Pictou County there are a wide variety of places of worship. For listings in Pictou County, you can search the online directory at [www.pictoucounty.net](http://www.pictoucounty.net) (and search church)



## **YOUR RIGHTS AND FREEDOMS IN CANADA**

In Canada, both federal and provincial or territorial laws protect the rights and freedoms of individuals. Canada's tradition of freedom and rights can be traced back to the time of Magna Carta, a document signed by King John of England in the year 1215. Canada's first Bill of Rights was approved by Parliament in 1960. The Constitution Act of 1982 incorporates the Canadian Charter of Rights and Freedoms. The Canadian Constitution includes the rights and freedoms to which Canadians are entitled in a free and democratic society. The Constitution guarantees certain political rights to Canadian citizens. It also guarantees civil rights to everybody in Canada.

For further information on your Rights and Freedoms in Canada: [www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/learn-about-canada/human-rights/your-rights-freedoms.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/learn-about-canada/human-rights/your-rights-freedoms.html)

# SOCIAL

## HIGHLAND CONNECT

An online, searchable database of recreation and active living resources in Pictou and surrounding counties. Locate contact information for clubs, teams, programs, and facilities. For a complete directory of Pictou County's sports associations and recreational facilities. [www.highlandconnect.ca](http://www.highlandconnect.ca)

## ACTIVE PICTOU COUNTY

A cooperative partnership of Pictou County's municipalities to educate and motivate all citizens to increase their daily physical activity to create a happier, healthier and active community [www.activepictoucounty.ca](http://www.activepictoucounty.ca)



## The Pictou County Wellness Centre

In 2012, Pictou County was home to a brand new multi-purpose sport and recreation facility. The Pictou County Wellness Centre supports ice and aquatic sports, community fitness and wellness programs, youth programming, local events, business meetings and conferences, and the relocated Pictou County YMCA. It is a contemporary, world class, multi-purpose sport, health and wellness, business and educational gathering place. The Centre's forward-thinking design will bring citizens of Pictou County together for social, recreational and athletic pursuits and helps further the region's status as a desirable place to live.

[www.pcwellnesscentre.ca](http://www.pcwellnesscentre.ca)

Pictou County is home to the Weeks Jr A Crushers hockey club and has successfully hosted national and international hockey tournaments such as the Fred Page Cup and World Under 17 Hockey Tournament. The region's numerous other sports associations are equally active and successful at attracting regional, provincial, and national championships to the community. See the booklet "Pictou County 151" for a more complete listing of sports available in Pictou County. Visit [www.pictouchamber.com](http://www.pictouchamber.com) for the flipbook or call the chamber office for a copy.

## Arts and Culture

It's about quality of life...Life in Pictou County is enriched by a love for arts and culture that blossoms with incredible musical talent, artists and award-winning festivals and events. The region is served by two performing arts facilities:



- **The deCoste Performing Arts Centre** -- Since opening in 1982, the deCoste has presented thousands of concerts featuring singers, musicians, actors and dancers from around the world. The deCoste is the venue in Northeastern Nova Scotia for conventions, awards, banquets, weddings, food, fairs, business seminars, craft shows and trade shows. [www.decostecentre.ca](http://www.decostecentre.ca)



- **Glasgow Square Theatre** -- Sitting on the edge of the East River in New Glasgow, Glasgow Square is a unique, indoor/outdoor amphitheatre which provides year-round entertainment on the riverfront. Glasgow Square presents a wide variety of the performing arts, as well as being a venue for weddings, receptions, business

meetings, fundraisers, and much more. It is the permanent home of the New Glasgow Riverfront Jubilee. [www.glasgowsquare.com](http://www.glasgowsquare.com)

- An event in Every Community -- The peak season for festivals and events is summer, with many communities hosting large-scale homecomings. Several events have grown in stature to receive provincial recognition. For a complete listing of festivals and events in Pictou County visit Destination Eastern and Northumberland Shores and search Northumberland Shore and Events: [www.threeshoresnovascotia.com](http://www.threeshoresnovascotia.com)
- For a complete list of museums, historic sites and galleries, visit [www.threeshoresnovascotia.com](http://www.threeshoresnovascotia.com) and search Northumberland Shore, Things to do, and History & Culture.

## Attractions



**Hector Heritage Quay** -- The Hector Heritage Quay is one of Nova Scotia's major cultural attractions. Through the depiction of the story is Scottish migration to the New World, the Hector Heritage Quay introduces visitors to the history and culture of the area. A series of imaginative and informative displays tell story of the Ship Hector Voyage in 1773. The centerpiece of the attraction is a full-scale reproduction of the ship Hector. This three-masted ship is found on Pictou's historic waterfront. [www.shiphector.com](http://www.shiphector.com)



**Museum of Industry** -- One of Atlantic Canada's largest museums discover the people, places, and machines of Nova Scotia's industrial past. Push, pull, lift, drop and laugh as you enjoy acres of exhibits and interactive displays that highlight how technology- and people- worked throughout the province's history. <https://museumofindustry.novascotia.ca/>



**Trenton Park** -- Whether you want to get out of the car to stretch, take a break for lunch, or perk up your day with recreational activities, Trenton Park can provide the experience you are looking for. Six kilometers of walking/hiking trails wind their way through 565 acres of century-old coniferous trees, a 6.5-kilometer mountain bike trail and a 3000 sq. ft. swimming pool is also on site. <https://www.town.trenton.ns.ca/>



**The New Glasgow Farmers market** is located along the beautiful riverfront in the heart of downtown New Glasgow, Nova Scotia. The Market provides home-grown local produce and meats, baked goods, food to eat on site & take away, and a wide variety of high-quality local art & crafts. The market is a social gathering place where you can listen to great music, eat great food, and meet friends & neighbours.





# COMMUNICATIONS & MEDIA

## FOR YOUR INFORMATION:

Bell Aliant:  
TV, Phone, Internet:  
1-888-214-7896,  
[www.aliant.bell.ca](http://www.aliant.bell.ca)

Eastlink:  
TV, Phone, Internet:  
1-888-345-1111,  
[www.eastlink.ca](http://www.eastlink.ca)

City Wide Communications:  
Phone, Internet:  
1.800.600.5667  
[yourcitywide.com](http://yourcitywide.com)

Netfox Communications:  
Phone, Internet:  
1-877-542-9945  
[www.netfox.ca](http://www.netfox.ca)

When you sign up for a home or cell phone plan, you will generally need to provide two pieces of identification of your choice (for example, permanent resident card, driver's license, passport, etc.). You might also be asked to agree to a credit check or to provide proof of employment. If you have no credit history or job, explain that you are a new immigrant and ask what options are available for someone in your situation.

## Cell Phones

It is possible to get home telephone service almost anywhere in Canada. Cell phone service is available in all major urban regions and the more populated rural areas as well. To obtain either type of telephone service, contact a private telephone company in your area. Most companies offer both fixed and cellular services, but some offer only one or the other.

Depending on your country of origin, you may find that the cost of cell phone service in Canada is quite high. However, there are many different types of fixed and cell phone "plans" available depending on your needs and how much you want to pay per month. Special plans are available for people who make many long-distance calls (within Canada or internationally). Certain plans require you to agree to a long-term contract in exchange for cheaper service. Always find out the financial penalties for ending the service contract early and do not make any long-term commitments that you may not be able to keep.

It is also possible to just buy a cell phone and use prepaid calling cards that are available at convenience stores and stores that sell cell phones. This means that you do not need a "plan" and there is no service contract involved. As a newcomer, this is a quick and easy way of getting access to a cell phone.

When you sign up for a home or cell phone plan, you will generally need to provide two pieces of identification of your choice (for example, permanent resident card, driver's licence, passport, etc.). You might also be asked to agree to a credit check or to provide proof of employment. If you have no credit history or job, explain that you are a new immigrant and ask what options are available for someone in your situation.

To find a telephone company in your area, search in the Yellow Pages or on the Internet. You can get more information on the services that each company provides by calling their information number, consulting their website or visiting one of their stores. In most cases, you can also purchase service by telephone, online and in person.

## Telephone

Making a telephone call -- Most Canadian telephone numbers have 10 digits (for example, 123-456-7890). The first three digits are the "area code" and the seven remaining digits are the number itself. Each region in Canada has a different area code with three digits. Here is a basic description of how to make telephone calls.

- Local telephone calls: A local call is a call to a number within the same city or rural district. To make a local call in most regions of Canada, you simply dial the 10 digit

number (area code + number). Check with your telephone service provider for the cost of long-distance calls within Canada.

- Long-distance telephone calls (within Canada and the United States): A long-distance call is a call to a number that is outside your city or rural district. Any call outside your geographical area is a long-distance call, even if the number shares the same area code as yours. To make a long-distance call to a number in Canada, dial 1 + area code + number. Check with your telephone service provider for the cost of international long-distance calls.
- Long-distance telephone calls (international): When making an international call, you need to dial 011 (this is the "exit code") + the country code + the area code + the number. You can find country codes and area codes for regions within other countries in the first pages of the telephone book, by dialing "0" for the telephone operator or searching on the Internet.
- Free calls (or "toll-free" calls): Any number that begins with 1-800, 1-866, 1-877 or 1-888 means that you will not be charged for calling that number. Simply dial all the digits (including the "1")..









# ORIENTATION AT GLEN HAVEN MANOR



## MISSION

Providing outstanding quality of life and well-being to our residents and clients with a commitment to excellence in all that we do



## VISION

To be Nova Scotia's premiere resident and family centred care provider and community difference maker building momentum and vitality in continuing care



## VALUES

Excellence  
Integrity  
Responsibility  
Open Mindedness  
Balance  
Community

## CORE VALUE

Living a culture that champions dignity, quality, safety and inclusion

Effective communication of orientation information is considered a component in the development of all employees as it impacts performance by shaping a positive attitude from the beginning regarding the employee, student and volunteer duties, the contribution of the employee, student, and volunteer to the intra-departmental and inter-departmental teams, the reporting structure and lines of communication, and Glen Haven Manor as your employer.

### Roles and Responsibilities

Each department is responsible for the development and implementation of the orientation program appropriate to the specific needs of its employees, students and volunteers. Information on terms and conditions of employment is a collaborative effort and includes:

- Employee Relations Specialist
- Payroll Practitioner
- Benefits Practitioner
- CUPE and/or NSNU representatives
- Senior Leader, Manager or Supervisor

These individuals vary according to the position, department and classification (e.g.: CUPE, NSNU or Confidential Exclusion).

### Administrative Guidelines

Although the approach to the orientation program and implementation may vary across departments, all new employees must receive an introduction to their position duties, department, and Glen Haven Manor along with information about their rights, responsibilities, and career opportunities as employees of Glen Haven Manor.

### Inquiries

General inquiries must follow the respective lines of communication as defined in the Organizational Chart.

### Your Orientation will consist of:

The Employee Relations Specialist will lead the development and delivery of your orientation. This information may include (but is not limited to) the following:

1. About Glen Haven Manor
2. About Your Role/Conditions of Employment
3. About Your Workplace
4. Access Procedures
5. Occupational Health and Safety
6. Information Technology / Information Management
7. Compensation and Benefits
8. Leaves and Absences
9. Learning and Development
10. Human Resources Policy Information
11. Financial Management Information
12. Bargaining Unit Information
13. Other Employee Resources

See the Glen Haven Manor "Employee/Volunteer Handbook" for more details.

The Organization Orientation Checklist shall be utilized for all new employees, students and volunteers within the first week, signed off accordingly by the employee, student or volunteer and the respective Senior Leader or Manager and filed in the employee, student or volunteer HR file.

### PRIVACY AND CONFIDENTIALITY

Confidentiality is important in our facility. All information relating to residents, tenants, families/friends, staff, students, volunteers and the corporation is considered confidential.

Glen Haven Manor is beholden to such legislation as the Freedom of Information and Protection of Privacy Act (FOIPOP) and the Personal Health Information Act (PHIA). Employees, students and volunteers are not to disclose any knowledge gained as a result of service on behalf of GHM or to discuss with any unauthorized personnel. Employees,

students and volunteers are required to sign the "Declaration of Confidentiality." Refer to **Confidentiality Policy 684C-40**.

### Remember:

- You have signed a confidentiality pledge which makes confidentiality your responsibility. Please honour that pledge.
- Information about our residents, tenants, families/friends, staff, students, volunteers and the corporation in both written and spoken forms, is considered confidential.
- Residents have a right to privacy. Choose a private place for conversations as much as possible. In hallways, elevators, etc., voices carry and client confidentiality could be breached. Avoid discussions in these public/semi-public areas.
- Place telephone calls on hold when not speaking to the caller to avoid inadvertent disclosure of confidential information.
- These reminders also apply to fellow employees, including names, addresses, telephone numbers and wages. These are also confidential.

### INFORMATION TECHNOLOGY

Innovation is key at Glen Haven Manor. One of the ways to realize a more sustainable health care system and improve patient outcomes is to leverage technology throughout the health care continuum.

**Kiosks** -- Glen Haven Manor has four interactive touch screen kiosks placed in key locations throughout the facility (front entrance, back entrance, River Glen and Ocean Breeze Way) to provide access to continuous information for residents, residents' families, visitors and staff. There are also two basic screens located in Whispering Tide and at East River Manor (Enriched Housing units) which feature the dining menus and events calendar.

**WFN** - Workforce Now is our payroll program, staff can register to access electronic pay statements on [workforcenow.adp.com](http://workforcenow.adp.com)

**Electronic Devices** -- The use of electronic devices may be governed by policies in your area. Work-assigned communication devices are also subject to policy and Nova Scotia laws and acts (including the Personal Health Information Act (PHIA)). Remember that the use of personal communication devices while at work can have a negative impact on the care being provided to our residents and their experience while with us. Employees are expected to know and follow their professional associations' standards as they relate to communication in addition to the GHM policy. **Personal Electronic Devices Policy 684C-145**

**Social Media/Networking and the Workplace Policy** -- It is important to consider the information you are sharing about yourself and your workplace via social media platforms. Remember, you represent the Glen Haven Manor brand and its value. Some guidelines are as follows:

- Think before you post;
- Remember confidentiality. Breaching confidentiality may result in disciplinary action;
- The rules of professional boundaries apply to health care workers in the social media realm as well;
- Respect the privacy of others;
- Only designated individuals and the CEO speak as official spokespersons on behalf of GHM;
- In the event of a breach of privacy, or if you are concerned someone's privacy may potentially be violated, contact your supervisor.

### COMMITTEES

You are encouraged to get involved in committees that would interest you and/or pertain to the work you do:

- CUPE Labour Management
- Elimination of Bullying, Discrimination and Harassment
- Environmental/Nutritional/Nursing Services Liaison Committee
- Fire Safety & Emergency Preparedness Planning Committee
- Infection Control Committee

# Strategic Priorities

Glen Haven Manor has identified three strategic priorities to guide the organization from 2019 into 2024 as we endeavor to achieve our vision... "Building Momentum & Vitality in Continuing Care" and to fulfill our mission... "Providing outstanding quality of life and well being with a commitment to excellence in all that we do."



## EMBRACING RESIDENT & FAMILY CENTRED CARE

...an inclusive person-centred care model that is sensitive to and accepting of individual preferences and lifetime practices



## INSPIRING PARTNER & COMMUNITY ENGAGEMENT and PASSION

...harnessing the value and strength of partner contributions to create positive experiences and community impact and pride for all who live, visit or work at Glen Haven Manor

## LEADING SAFETY, QUALITY & INNOVATION

...a continuous quality improvement approach that aligns with Accreditation Canada standards and focuses on best practice, innovation and redesign honoring the resident's right to safe quality care













## GOALS

**What are goals?** Goals are the things you want to do in your job and life. Setting career goals means deciding what you want to achieve in your job.

**Why are goals important?** Goals help you to focus your energy. They keep you motivated when you have problems. Achieving a goal gives you an amazing feeling of success. This feeling helps you achieve your next goal. Be flexible. Set your career goals, but be ready for unexpected or new opportunities.

**How to set career goals.** Goal setting is very important for newcomers to Canada. Newcomers are starting a new life in a new country. Use the following suggestions to set your career goals:

1. Make the goal achievable
2. Be clear and specific
3. Set a timeline
4. Identify the smaller steps to the goal
5. Learn to say no - You need to use your time well
6. Ask other people - Get advice from your coworkers
7. Let your goal evolve
8. Stay motivated

## EMPLOYER EXPECTATIONS

### Set Your Own Career Goals

Most employers will expect you to develop your own career plan. This is not your employer's responsibility. You need to set your own career goals. After the company employs you, you need to decide what other skills you want to learn. Do you want to cross-train, or become a team lead or supervisor? Do you want to mentor new employees and apprentices? Your company wants you to learn and grow in new skills and knowledge. The company will help you, but they will not plan your career for you. Once you understand your job well, you should talk to your supervisor about growing in your career. Your supervisor can tell you about the future opportunities in the company, but you must make the decisions and the plans.

### Four "Must Do's"

Don't stop learning. As a newcomer, continuous learning is a secret to success in your job. Too many newcomers stop learning when they get a job. Your employer expects you to learn English, to understand your workplace culture and to make safety the most important part of your job. There are four things you "must do" for your career in Canada.

1. Do your job better than what your employer expects from you.
2. Learn more English than "just enough"
3. Understand your workplace culture.
4. Make workplace safety the most important part of your day.

### Figure out the Workplace Culture

Most employers expect you to figure out the workplace culture by yourself. To "figure out" means to find, learn and understand. Most workplace cultures are not written down. You have to look for them. You can see Canadian culture in the behaviors of your Canadian coworkers and hear it in their words. You will notice how people use time at work. You will understand how hierarchy (power differences) works between supervisors and teams. You will see how credibility (respect and trust) are built, and how coworkers develop good workplace friendships. Look for the differences in the workplace. Compare how people work in your first culture to how people work in your Canadian workplace. Also see the similarities, which are just as important.

### ADAPT

#### What does "to adapt" mean?

To adapt means to change and grow as a person. To adapt to the workplace culture in Canada means you accept new ways of thinking and behaving. It doesn't mean that you lose the ways of thinking and behaving from your first culture. Instead, you add new ways for the Canadian workplace, without losing your first ways. Adapting does mean thinking and behaving differently in some workplace situations. Adapting to a new culture, learning English, and developing job skills are like keys to job success - they open new opportunities for you.

### Why adapt?

The Canadian workplace is a new culture. Some of the ways of thinking and behaving from your first culture are not going to work in the Canadian workplace culture. If Canadians immigrate to your first country, they also need to adapt to that workplace culture. The more you adapt and learn, the more job success you will achieve. To begin with, you need to understand how your workplace uses time and how people communicate. You must know how they work together as supervisors, peers and subordinates.

### How to adapt?

Adapting is very important for newcomers to Canada. Newcomers are starting a new life in a new country. Use the following suggestions to adapt to your Canadian workplace:

1. Accept that cultural differences are real in the workplace
2. Know that to adapt is to add, not to lose culture
3. Understand that adapting is a process, it is not immediate
4. Make a decision to change
5. Learn English
6. Use the supports

### Speak Clearly Before you Speak Perfectly

Most employers expect newcomers to speak clearly. They don't expect perfect English from newcomers. Also, employers are not language experts, so they usually cannot help a newcomer to speak clearly. If English is not your first language, you should speak clearly, not quickly. If your pronunciation is clear, English speakers can understand, even if your grammar is not perfect. Focus on your pronunciation, not only your grammar. Grammar is important, but speaking clearly is very important. Using good grammar takes lots of study and practice. It can take a long time to become good at English grammar. It is easier and faster to try to speak clearly.



## HOW TO SPEAK CLEARLY

There are many good books on pronunciation, but they can take a long time to learn. Usually, a newcomer can speak clearly in a short time by working on the six pronunciation tips below:

**Speed** -- Slow down your speaking speed a little. You don't have to speak fast to sound clear. No one wants you to speak fast. They want you to be clear.

**Pause** -- Use a pause between your "thought groups" in a sentence. Thought groups are the separate ideas in your sentences.

**Interjections** -- Avoid doing the following when you can't find the correct English word:

- using sounds like "um", "ah"
- saying words such as like, kinda
- repeating words

## Build Credibility the Canadian Way

Your credibility is the respect and trust you have from your coworkers. Through your credibility, you have a certain amount of power (influence, control and responsibility) in various workplace situations. Different cultures, and various occupations, have different ways of building credibility. For some cultures, credibility comes through a job title like doctor, or a position like manager. For others, credibility comes through education, experience, age, money, family name or other things like religion, politics or social class. In the Canadian workplace, credibility comes mostly through doing a good job and working well with others. We could say that doing good job and working well with others is expected in every culture. However, in the Canadian workplace job title, position, age, money, family name or other things like religion, gender, politics or social class do not give credibility. Education and experience are important in order to get a job. But after you get a job, the skills listed below are the most important for credibility:

1. Do your job really well.
2. Do your job better than what people expect.
3. Talk and act kindly to other people, even when they don't.
4. Show you are a learner.

5. Be flexible and open to change.
6. Have good English and communication skills.
7. Speak clearly and respectfully.
8. Show a positive attitude to difficulties.

## Integrate

Your employer expects you to integrate into the workplace. Integration is the experience newcomers have of learning and then adapting to a new workplace. Newcomers usually need to build their English and learn about the Canadian ways of communicating. They also have to understand the Canadian workplace culture, such as time, hierarchy (power) and belonging. Newcomers adapt to this new workplace, which means they don't lose their first culture. Instead, they add Canadian culture as another way of acting, not the only way. Belonging in the workplace is an important part of integration into Canadian society. Yet, some newcomers try to be "invisible" in the workplace. They avoid speaking English. Instead, they speak their first language to coworkers from the same first language, in the workplace. They worry about making grammar mistakes in English. They worry that English speakers won't understand them. They rarely start a conversation with a Canadian. They say nothing when others are talking. This should not be you. Don't be worried about making mistakes. Your goal should be to grow in your English, cultural and communication skills in your new home country. Integrate, don't be invisible.

## Personal Grooming and Other Things No One Talks About

Breath, body odor (how the body/clothes smell), and personal grooming (hair, nails etc.) are really sensitive topics to talk to people about in the workplace. Sometimes employees are not aware that one of these sensitive topics is making another coworker feel uncomfortable. The suggestions that follow may not apply to you, but be aware of them. It might be the first and last time you read or hear about them.

If you eat lots of garlic in your food, then brush your teeth regularly at work. If you are meeting with people, chew gum (with your mouth closed) or use mouthwash. Also, know that strong smells

like garlic can escape through your skin. Not everyone enjoys this smell in the workplace. Coworkers may avoid you because of this. If you cook with strong spices at home, close the doors to your bedroom and closets to prevent the smell from going into the clothes you wear to work. Also, at Glen Haven Manor, we have a scent reduction policy. Just try to smell neutral. If you do get bad breath easily, or have strong body odor, do more Internet searches for how to change this. These are sensitive topics to talk about but they are important for everyone to know.

Personal grooming relates to things like keeping fingernails clean and short, shaving, keeping beards neat, having regular haircuts, ironing clothes etc. These are especially important if you work with clients, customers or with the public. You may think this is obvious, but sometimes cultural or personal experiences can shape our habits. Take note of these things in your workplace. Observe the habits of your coworkers. Every workplace is slightly different for what is acceptable, but these generalizations can help: keep fingernails short and clean; shave or keep your facial hair tidy; keep your hair clean and tidy; and iron the clothes that people see on you. All of these suggestions come out of personal experience or from other newcomers. They are in no way directed at any culture, gender or person. They are given as one newcomer to another newcomer.

## Give Good Updates

Updates are short talks about your work. People give an update during a meeting with their team and/or supervisor. Employers will expect you to give good updates on your work. You will need to explain what you are doing for work, and what is and isn't finished. You may need to talk about problems, such as broken equipment. There may be changes that your team needs to know about. Updates could also include your suggestions about how to do something better (more effectively) or quicker (more efficiently). You should let your team and/or supervisor know during the meeting about your suggestions. If there is no time to do this, then do it after the meeting with your supervisor.

## SCENT REDUCTION POLICY 684A-100

This policy applies to any products used or worn by anyone in the facility. Glen Haven Manor is committed to advancing a safe and healthy environment for residents, tenants, staff, volunteers and visitors. The objective of this policy is to improve air quality by reducing the use of scented products. Staff, volunteers, residents, families and visitors shall refrain from using scented products. It is everyone's responsibility to adhere to this policy.

## GLEN HAVEN MANOR UNIFORMS

For certain positions at Glen Haven, a uniform will be provided for you to wear each day.







## CONTINUOUS LEARNING FOR WORK

The following gives practical suggestions for learning in the workplace.

1. English - Keep learning workplace English. Your speaking, listening, reading and writing skills are important now. They will be even more important in five years, in ten years etc. You need to have a plan to grow in your English. Your job success depends on your English skills.
2. Technical - Your technical skills are the knowledge and abilities you have to do your job. They are also called "hard" skills. They include how to use equipment, machines and tools. It also includes safety. This kind of training happens through on-the-job mentoring, manuals and workshops.
3. Non-technical - Your nontechnical skills are also called "soft" skills. They include your ability to work with other people, control stress, manage your time and plan your job tasks. They include the ability to think, to make decisions and use initiative.
4. Learning Styles - Know your learning style. Is it auditory (listening/ears)? Is it visual (sight/eyes)? Is it tactile (using hands and body)? Everybody has a specific way that they like to learn. Use a learning style that makes learning enjoyable for you. You can use all three learning styles to learn certain things. Using the right learning style will make it easier to remember what you are learning.
5. Learning Strategies - A learning strategy is a plan for learning. It includes the "what", the "why", the "where" and the "how."
6. Learning Abilities - Some people think that their abilities to learn are not very strong. However, this is usually due to two reasons. First, they don't have good learning strategies. Second, they don't have a clear and strong motivation, or goal, for learning. Make sure you know your goals. When learning gets difficult, you will need to think again about your goals. Your goals give you the energy to keep learning, even when you want to stop.

## INTER-CULTURAL SKILLS

Practical suggestions for developing your inter-cultural skills for the workplace.

1. Communication - Understand and practice using a Canadian style of communication, which means be clear, concise, coherent and use lots of softeners. See tip sheet #9.
2. Face - Understand how losing and saving "face" happens in your Canadian workplace. It may not be the same as in your first culture e.g. asking questions when you don't understand does not mean "losing face" in Canada, but it does in some cultures.
3. Body Language - Be aware of the body language of people from other cultures. It may be different to what you expect e.g. some cultures use strong eye contact when talking; other cultures avoid eye contact.
4. Space and Touch - Be aware of how much space people need when they talk to you. They might stand close, or prefer to stand farther away. Also, some cultures touch your arm or hand when they talk to you. Canadians might shake hands, but they usually don't touch when talking.
5. Time - Understand how time is used in your Canadian workplace. Cultures use time differently. For example, always try to be a few minutes early, not late. Some cultures say "time is money"; others say "time is people". Some people like to do one task first, then the next; others like to do many activities at the same time.
6. Power - Don't assume that the relationship between supervisor and subordinate is the same in your Canadian workplace, as in your first culture. The amount of power, or influence and responsibility, is different. In the Canadian workplace, the supervisor expects all team members to contribute ideas and opinions. Supervisors expect teams to disagree and to ask questions, when necessary.
7. Suspending Judgement - Have you ever had a cultural experience that was awkward? e.g. someone asks you a question that you think is none of their business. To suspend judgement means you don't get angry. You don't judge the

experience right or wrong. Instead, you think about what the person's motivations might be. It is probably not meant to be rude or awkward. A gentle or curious response from you is a better way to control the situation. Suspending judgement works.

8. Being Curious - Learn about the culture in your workplace. Ask people about the cultures that they come from.
9. Adapting - To adapt means to change and grow as a person. It requires for you to be open to new ways of thinking and behaving. It doesn't mean that you lose the ways of thinking and behaving from your first culture. Instead, you add new ways for the Canadian workplace, without losing your first ways. You can do both. Adapting does mean thinking and behaving differently in some workplace situations. Adapting to a new culture, learning English, and developing job skills are the keys to job success.

## O CANADA Canadian National Anthem

### LYRICS:

O Canada! Our home and native land!  
True patriot love in all thy sons  
command  
With glowing hearts we see thee rise  
The true North strong and free!  
From far and wide, O Canada we stand  
on guard for thee  
God keep our land glorious and free!  
O Canada, we stand on guard for thee  
O Canada, we stand on guard for thee

[www.youtube.com/  
watch?v=kRPGPanPNa8](https://www.youtube.com/watch?v=kRPGPanPNa8)

NOTES:

# SOURCES OF INFORMATION

## 211 community and social services

211 is a service offered in Nova Scotia to help residents find community and social services. By dialing 211 on your phone or visiting the [211 website](#), users will easily and quickly be connected to the community and social services they need, wherever they are in the province. 211 offers interpretation services for over 100 languages.

## MOVE HERE

- [Language Standards and Mandatory Testing information](#)
- [CIC Federal Application Checklists](#)

## LIVE HERE

### Tools and Programs

- [CIC – Living in Canada Tool](#)
- [Immigrant Services Association of Nova Scotia Programs](#)
- [YMCA Centre for Immigrant Programs](#)
- [Nova Scotia Interpreting Services \(NSIS\)](#)
- [African Diaspora Association Of The Maritimes](#)
- [A Resource Guide for Nova Scotia](#)

### Necessary Documents

- [Apply for a Health Card – MSI](#)
- [Permanent Residence Card](#)
- [Permanent Residence Card Application](#)
- [Social Insurance Number Card](#)
- [Service Canada Offices](#)

### Banking Programs for Newcomers

- [Find a bank](#)
- [BMO Newcomers to Canada](#)
- [CIBC New to Canada](#)
- [Credit Union Atlantic New Canadian Program](#)
- [HSBC Moving to Canada](#)
- [RBC Immigrating to Canada](#)
- [ScotiaBank Start Right](#)
- [TD Welcome to Canada](#)

## Housing

- [CMHC](#)
- [CMHC Newcomer's Guide](#)
- [Residential Tenancies Guide](#)
- [Buying a house: Residential Tenancies](#)
- [Buying a house: NS Realtors](#)
- [All homes: Home Insurance](#)

## Language Training

- [Language Assessment Services of Nova Scotia](#)
- [Canadian Language Benchmarks \(CLB\)](#)
- [Language Instruction for Newcomers to Canada \(LINC\)](#)
- [Halifax Regional School Board EAL](#)
- [Immigrant Services Association of Nova Scotia Language Services](#)
- [Halifax Public Libraries Resources for ELL learners](#)
- [NSCC – English for Academic Purposes](#)
- [Valley ESL](#)
- [Apex Language & Career College](#)
- [St. Mary's University ESL Immersion Program](#)
- [International Language Institute \(ILI\)](#)
- [East Coast School of Languages](#)
- [Canadian Language Learning College](#)

## Health Care

- [NS Department of Health & Wellness](#)
- [Health Canada](#)
- [Public Health Agency of Canada](#)
- [Emergency Health Services](#)

## Mental Health Resources

- [Mental Health Services](#)
- [Nova Scotia Division of the Canadian Mental Health Association](#)
- [Public Health Agency of Canada](#)

## Child Care

- [Child Care Connection Nova Scotia: Child Care Directory](#)
- [Department of Community Services: Child Care Directory, Subsidy information, and guides for families](#)
- [Canadian Association of Family Resource Programs Welcome Here program](#)
- [Child Care Tax Benefit information](#)

## Education

- [Directory of Public Schools](#)
- [Regional School Boards](#)
- [Information on study permits](#)
- [Information about home schooling](#)
- [Adult Learning](#)
- [Newcomers' Guide to Nova Scotia Schools](#)

## Legal Services

- [To find a lawyer: Nova Scotia Barristers' Society](#)
- [Legal Aid](#)
- [Halifax Refugee Clinic](#)

## Rights

- [Canadian Charter of Rights and Freedoms](#)
- [Nova Scotia Human Rights Act](#)
- [Citizenship and Immigration](#)
- [Nova Scotia Human Rights Commission](#)
- [Nova Scotia Disabled Persons Commission](#)

## Taxes

- [Nova Scotia Department of Finance](#)
- [Canada Revenue Agency](#)





# GLEN HAVEN MANOR

Glen Haven Manor is a large, long term care facility that takes great pride in honouring the dignity and rights of our residents and tenants by providing exceptional individualized quality care within a safe and pleasant environment. Highly qualified staff work with residents, family, volunteers and community partners to make Glen Haven our residents home of choice. Glen Haven also provides rewarding careers in all aspects of our operations with many opportunities for development and growth. Situated in the heart of New Glasgow, Pictou County, Glen Haven has a beautifully landscaped setting with mature trees and a garden. It is also near a scenic walking trail and is located close to a breadth of health services and lifestyle amenities.

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**This Newcomers Guide was created in November 2019 and is updated on a regular basis. If you come across information that may not be accurate or a link that is broken, please email [maureen.connors@glenhavenmanor](mailto:maureen.connors@glenhavenmanor).**