

Newsletter ACNA Canada

An Informative Newsletter for Canadian Nanny & Caregiver Agencies



Volume 6
September
2009



Association of
Caregiver & Nanny
Agencies Canada

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ACNA Canada Meets with Canadian Immigration Minister Kenney

PRESS RELEASE

Vancouver, BC, September 8, 2009 – Representatives of the Association of Caregiver & Nanny Agencies Canada (ACNA Canada) met with Canadian Minister of Citizenship, Immigration and Multiculturalism Jason Kenney and staff of Citizenship and Immigration Canada on Friday, Sep 4, 2009 to discuss proposed changes to Canada's Foreign Live-In Caregiver Program (LCP).

ACNA Canada represents over 30 nanny agencies in British Columbia and is actively recruiting over 150 agencies coast-to-coast. Feedback from a recent survey of nanny agencies in Ontario and across Canada was included in documents provided to Minister Kenney.

ACNA Canada's goals include the quasi-professional regulation of the nanny and caregiver agency industry including the development of ethical standards and complaint resolution processes. The meeting with Minister Kenney aimed to promote this goal as well as make recommendations for proposed changes to the LCP due this fall.



From left to right:

Rose White, Director
Ramil Domaoan, Vice-President
Alice Wong, MP Richmond
Bob White, Director
Immigration Minister Kenney
Maria Facundo-Lilly, Treasurer
Jenny Domaoan, Member
Derek Townson, Chairperson
Jocelyn Mok, Director
Manuela Gruber Hersch, President
Taiho Krahn, Secretary

This cartoon brought a chuckle out of Minister Kenney and helped break the ice.



First monthly meeting with his Honourable Minister of Immigration Jason Kenney and ACNA Canada members

Among ACNA Canada’s recommendations were the following:

- Extending the grace period for caregivers to reach their required two years work experience before qualifying for permanent residence.
- Making the effective date of work permits, for local change of employment, the date of registration with Provincial labour branches and/or Service Canada in order to allow caregivers to begin work immediately upon switching employers.
- Standardizing application requirements at overseas Canadian Embassies to streamline the processing of work visas.
- Monitoring and enforcement of abusive employers and unethical nanny agencies.
- Encouraging the respectful treatment of Canadian employers by Service Canada and of caregivers by Border Services.

Minister Kenney is committed to improvement of the LCP program and was interested to hear points from the employer and agency perspective. For example, he agreed that National Job Bank advertising, for local changes of employment, was unnecessary and suggested he would discuss the removal of this requirement with the appropriate government agency.

ACNA Canada is grateful to Minister Kenney and his staff for the opportunity to be heard and we wish to extend our support to him as Immigration Minister. We feel like he is the first Immigration Minister who has shown an interest in speaking with nanny agencies. We appreciate his hard work and dedication to the program and wish him every success in his efforts to improve the LCP.

Instructions That Get Results

When directing others, it is important to provide maximum clarity. Here are some basic guidelines for handing out effective instructions:

Have the other person’s full attention. Don’t give instructions while standing in a busy part of the house, like the kids’ bedroom or hallway. This is most important when instructions are full of details.

Similarly, do not give out instructions at mealtime, at the end of the day or when visitors or phone calls could interrupt. If necessary, have a meeting so that everyone can focus and give their full attention.

Begin with the essentials. Give a general overview of the assignment first. Then add the details. This helps clarify the task and makes the instructions easier to understand and remember.

Follow up in writing. Written instructions and examples provide clarification and can prevent confusion.

Ask for confirmation. After the task gets started, confirm that the work is on the right track. Asking for confirmation also provides an opportunity for further clarifications or questions.



What We Do – Caregiver Services Defined

A. Advertising:

- i. Posting the Caregiver's picture and profile on the Agency's website.
- ii. Producing and distributing detailed promotional packages.
- iii. Advertising on the internet, newspapers, magazines and leaflets to provide exposure of the Caregiver's profile.
- iv. Promoting the Caregiver to potential employers, including liaising with the potential employer to provide the Caregiver's personal information relevant to information requested by the potential employer.

B. Image Consulting:

- i. Resume writing including preparation, editing, presentation, and marketing.
- ii. Video profile preparation, editing, presentation, and marketing.
- iii. Photo selection and web profile editing to provide the Caregiver a better representation and presentation to potential employers.
- iv. Interview preparation including a mock interview, informative guidelines, and a questionnaire for the Caregiver to review.
- v. Representation to potential employers in Canada.

C. Immigration Assistance:

- i. Assessment of immigration and work permit options.
- ii. Counseling the Caregiver with respect to the application for a Work Permit.
- iii. Preparation of forms for submission to a Canadian Embassy, Consulate, or High Commission outside of Canada.
- iv. Disbursement of expenses incurred in providing the services, including expenses for printing, faxing, scanning, postage, and courier.
- v. Preparation of the Caregiver for a Canadian Work Permit interview.
- vi. Responding to inquiries from the Caregiver and providing guidance with respect to the application for a Work Permit.
- vii. Monitoring the general progress of Caregiver's Work Permit application and apprising the Caregiver on said progress through the completion of the Caregiver's application for a Work Permit.
- viii. If necessary, communication with the Caregiver's foreign employer to facilitate the Caregiver's release from employment.
- ix. Providing the Caregiver with information to obtain eligibility and licensing by any required professional associations in Canada, if applicable.

D. Relocation Services:

- i. Coordination and booking of flight to Canada.
- ii. Reception at the local airport in Canada and transportation to the Caregiver's local destination. For non-local destinations, coordination of airport transportation service.
- iii. Temporary food and lodging in the Agency home following the Caregiver's arrival in Canada.
- iv. Informal assessment and/or training in Canadian cooking, cleaning, laundry, and basic childcare.
- v. Assistance in obtaining a Social Insurance Number (SIN), provincial Medical Services Plan (MSP), a bank account, a cell phone, and accounting advice.
- vi. Integration and assimilation into Canadian culture, including orientation to the community (e.g. bus routes, shopping, churches, recreation, and support groups), employment standards, and employer expectations.
- vii. Responding to inquiries and providing guidance to the Caregiver regarding personal, settlement, and employment related issues.
- viii. Mediation between the Caregiver and her/his employer regarding employment standards, communication challenges, and/or differences in expectation.

Jokes of the Month

Groan if you've heard these...



Who can resist a good pun—or a terrible one?

Here are a few guaranteed to make you crack a smile, or someone's head:

- She was only a whisky maker, but he loved her still.

- What would you get if you threw a hand grenade into a French kitchen? Linoleum Blownapart.

- He wondered why the baseball kept getting bigger. Then it hit him.

- How does a backward poet write? Inverse.

- Don't join dangerous cults: Practice safe sects.

- A man appeared before St. Peter at the pearly gates. "Have you ever done anything of particular merit?" St. Peter asked.

"Well, I can think of one thing", the man offered. "On a trip to the Black Hills, out in South Dakota, I came upon a gang of macho bikers who were threatening a young woman. I directed them to leave her alone, but they wouldn't listen. So I approached the largest and most heavily tattooed biker. I smacked him on the head, kicked his bike over, ripped out his nose ring and threw it on the ground, and told him, 'Leave her alone now or you'll answer to me'".

St. Peter was impressed, and asked "When did this happen?"

"Just a couple minutes ago", replied the man.

Great Quote

Courage is not the absence of fear, but rather the judgment that something else is more important than fear.

— Ambrose Redmoon

What to know about a person before committing

Successful relationships are built on a foundation of honest, thoughtful communication. Whether you're contemplating a business partnership or marriage, here are some questions to ask before entering into a long-term commitment with another person:

- What makes him/her angry? How does the person deal with anger?
- How does the person react in a crisis?
- How does he or she handle money?
- What does the other person expect from you? What might happen if those expectations aren't met?
- What are the other person's goals? What are three things he/she would like to accomplish in the immediate future, and in the long term?

Positive activities to promote positive thinking

Positive thinking isn't all mental. Here are a few simple physical activities you can do to improve your outlook:

- Keep your back straight. Good posture makes you appear stronger and more confident, and when you're perceived that way by others, your self-image will improve.
- Smile. You'll look more attractive, and the mere act of smiling can often lift a person's mood and spirits.
- Exercise. You'll relieve physical stress, release endorphins, and enjoy the positive effects of being in shape.

Valor is a gift. Those having it never know for sure if they have it till the test comes. And those having it in one test never know for sure if they will have it when the next test comes.

—Carl Sandburg

ACNA Canada Meets with BC Labour Minister Coell

On September 17, 2009, ACNA Canada directors met with Labour Minister Murray Coell in his office at the BC Parliament Buildings. Minister Coell was very interested to meet with us to learn more about the Live-in Caregiver Program and issues related to labour standards.



Stained glass window in the Parliament Buildings

Among other things, we discussed employee breaks and overtime, described to him the services traditionally provided by nanny and caregiver agencies, and projected the growing need for live-in caregivers for senior care as a complement to government funded assisted living.

Minister Coell was receptive to the information presented and, at our request, agreed to speak with his advisors and help arrange a meeting between ACNA Canada and BC Employment Standards Branch to discuss in more detail issues specific to the Live-in Caregiver Program and the nanny and caregiver agency industry.



Next General Meeting and New Members in Ontario

ACNA Canada members are encouraged to attend our next general meeting on Friday, September 25th at 6pm at the ABC Country Restaurant on 2350 Boundary Road in Burnaby, BC (please note that this is not the same ABC Restaurant as the last meeting). August and September have been exciting months and there is lots to report as well as new business to attend to!

We have two new members in Ontario, welcome Niagara Caregivers and Apple Nannies! We also received great feedback from dozens of eastern Canada agencies on the survey we sent out in August. Thank you! Please contact us at info@acnacanada.ca or telephone us at (604) 609-9925 for a copy of the minutes of our meeting with Minister Kenney as well as a copy of our letter sent to HRSDC as a result of your survey comments.

We are working out details with a volunteer to start an ACNA Canada chapter in Ontario. Stay tuned for more details on our planned Fall 2009 Open House!!!