The background of the cover features the Yukon flag, which is white with a green field on the left and a blue field on the right. In the center is the Yukon coat of arms, depicting a black and white dog standing on a base of yellow and red beads. The shield below has a red cross with a blue circle containing three white figures. The shield is flanked by two red triangles with yellow circles and a blue wavy line. Pink flowers are scattered around the coat of arms.

Yukon Nominee Program

Survey Report
June 2010

Yukon
Education



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1. Summary

This report presents the results of a survey of the nominees and employers who have participated in the Yukon Nominee Program (YNP). The survey was conducted by the Yukon Bureau of Statistics on behalf of the Yukon Education Department. Two hundred sixty five of 388 nominees and 106 of 124 employers were successfully surveyed on a series of questions relating to all aspects of their experience in the YNP.

The YNP was developed in 2006 to allow the Government of Yukon to nominate potential immigrants based on economic priorities and labour market conditions, and who, based on Yukon's assessment, have a strong likelihood of successfully establishing themselves in Yukon society. The program is designed to attract qualified individuals who can help alleviate the shortage of workers in the Territory and who cannot be found within the current territorial or national labour market. The longer-term intent of the program is for foreign workers to become permanent residents in Canada.

There are three categories operating under the Yukon Nominee Program umbrella: 1) Skilled Worker; 2) Critical Impact Worker; and 3) Business. This survey deals only with the Skilled Worker and Critical Impact Worker categories of the Program.

The purpose of the survey was to evaluate employer and nominee experiences with the Yukon Nominee Program. Overall, nominees and employers are satisfied with their experience through the YNP. Main results of the survey for nominees are:

- 70% were very satisfied with the YNP process
- 88% said that their overall experience immigrating to Yukon was somewhat or very easy
- 60% used the Yukon Immigration Website and 45% of these found it very easy to use
- 34% said their experience settling in their new community was very easy and 48% said it was somewhat easy
- 75% do not have their spouse and/or children with them.

Main results of the survey for employers are:

- 74% said they were very satisfied with the application process as a whole
- 26% said their experience of bringing a foreign worker to Yukon was very easy and 48% said it was somewhat easy
- 50% used the website; 15% of these found it difficult to use
- 75% were very satisfied with their nominees overall.

2. Introduction

The Yukon Nominee Program (YNP) was developed in 2006 to allow the Government of Yukon to nominate potential immigrants based on economic priorities and labour market conditions, and who, based on Yukon's assessment, have a strong likelihood of successfully establishing themselves in Yukon society. The program is designed to attract qualified individuals who can help alleviate the shortage of workers in the Territory and who cannot be found within the current territorial or national labour market. The longer-term intent of the program is for foreign workers to become permanent residents in Canada.

There are three categories operating under the Yukon Nominee Program umbrella: 1) Skilled Worker; 2) Critical Impact Worker; and 3) Business. This survey deals only with the Skilled Worker and Critical Impact Worker categories of the Program.

Skilled Worker and Critical Impact Worker Categories:

The Skilled Worker category is intended to identify individuals who have the capability of making significant economic contribution to a Yukon business, industry or community. The program is designed to attract qualified individuals that will assist with shortages of skilled workers in the Territory and fill positions within Levels O, A and B of the National Occupational Code Matrix (levels that usually require apprenticeship, college, or university education).

The Critical Impact Worker Category provides Yukon employers with the means to fill semi-skilled jobs in the levels of C and D of the National Occupational Code Matrix (levels that usually require secondary schooling and/or on-the-job training). The program is designed to increase the labour pool for entry level jobs, generally in the hospitality and service sector industries to address the critical need for semi-skilled workers in the Yukon.

From inception in 2006 to the start of this survey in March 2010, 124 Yukon employers have used this program to bring 388 nominees to work for them.

This report details the results of two surveys and is divided accordingly. The first section details the responses to the nominee survey and the second section details the responses to the employer survey.

3. Purpose of Study

The purpose of this study is to evaluate employer and nominee experiences with the Yukon Nominee Program. The specific objectives of the study are:

1. To evaluate nominee satisfaction with the application process;
2. To evaluate nominee satisfaction with information provided on the Yukon Immigration website;
3. To understand nominee settlement experiences;
4. To evaluate employer satisfaction with the application process;
5. To evaluate employer satisfaction with information provided on the Yukon Immigration website;
6. To understand employer satisfaction with nominees/employees.

The research will lead to:

- a better understanding of employer and nominee experiences under the Program;
- recommendations to increase the effective and efficient provision of client services through the Program.

4. Methodology

The Yukon Nominee Program Survey was conducted by the Yukon Bureau of Statistics on behalf of the Advanced Education Branch of the Yukon Government. The Operations Report from the Bureau is attached as *Appendix A*.

Two survey questionnaires were developed by Advanced Education staff for this research:

- **Nominee Survey** — asked about nominee experiences with the YNP application process and about integration in the workplace and the community.
- **Employer Survey** — asked about employer experiences of applying to hire a foreign worker under the YNP and about employee integration in the workplace and the community.

Both surveys are attached as *Appendix B*.

Five interviewers were trained by the Project Supervisor and Operations Manager at the Bureau of Statistics to administer the survey. Data collection lasted for three weeks in March 2010.

Interviewing took place between the following hours:

- Monday - Thursday: 12:00 p.m. to 8:00 p.m.
- Friday: 9:00 a.m. to 4:00 p.m.

The targets for the survey were Yukon employers who hired a foreign worker under the YNP and nominees who had arrived in Yukon at the time of the survey. There were 512 possible respondents in this target group (124 employers and 388 nominees).

Initial contact information was provided by Advanced Education. All nominees and employers in the Department of Education Yukon Nominee Program database were emailed a letter introducing the survey, explaining the purpose of the survey, and letting them know that they would be contacted by the Bureau of Statistics. This letter is attached as *Appendix C*.

However, one issue was that a large portion of the information for the nominees was out of date. This issue was addressed by using administrative files to trace nominees for either an address or telephone number. If contact information was not found, then the nominee's employer was contacted for assistance in locating the nominee. A number of face to face interviews were conducted because many nominees didn't have a telephone. Interviewers visited their home or their place of employment, if approved by the nominee, to conduct the interview.

Survey Limitations

Nominees and employers, since the inception of the program in 2006, were contacted by the surveyors. Memory retention and recall was a significant limitation for some respondents who went through the application process several years ago.

In addition, considering the original nominees have been in Yukon several years and their immigration applications have been successful, there is the potential that some nominees may have an overly positive view of the program.

The majority of nominees speak English as a second language, so there was the potential for translation to be an issue during the survey. For this reason, some nominees conducted the interview in person and/or had another person with them to help with translation.

Another potential concern was that some nominees, particularly those who have more recently arrived in Yukon, would confuse the immigration process with the survey. Some employers and nominees contacted YNP staff at the Department of Education to ask about the survey and it was revealed that some believed the survey was a part of their Permanent Resident application process. Some may have been overly positive about their experiences if they believed it may have negative repercussions for their immigration situation.

In anticipation of both this issue and the language barrier, the initial Communication Letter (See *Appendix C*) was sent by the Department of Education to all employers and nominees. This letter, as well as informal communication that occurred during the course of the survey, and the training received by the surveyors, would have worked to clear up some of the misunderstanding, but potentially not all.

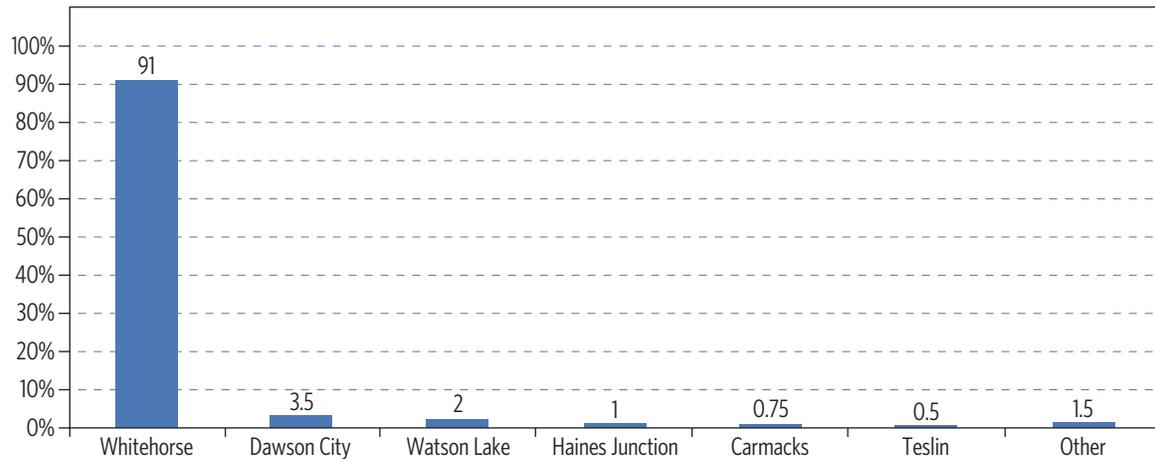
5. Results and Discussion

Nominee Survey Results

Who were the respondents?

Of the 388 total nominees in the Program, 265 or 68% of the total were successfully surveyed. They were almost equally split between Skilled Workers (116 or 43%) and Critical Impact Workers (144 or 54%). The largest proportion, at 148 respondents or 56% were originally from Philippines with the next closest being China at 7%, Germany at 6%, and the remainder from a large variety of countries, including but not limited to Fiji, France, India, Korea, Mexico, New Zealand, United States, and Vietnam. They overwhelmingly live in Whitehorse (240 or 91%) and just over 162 or 60% of respondents do not yet have their permanent residency.

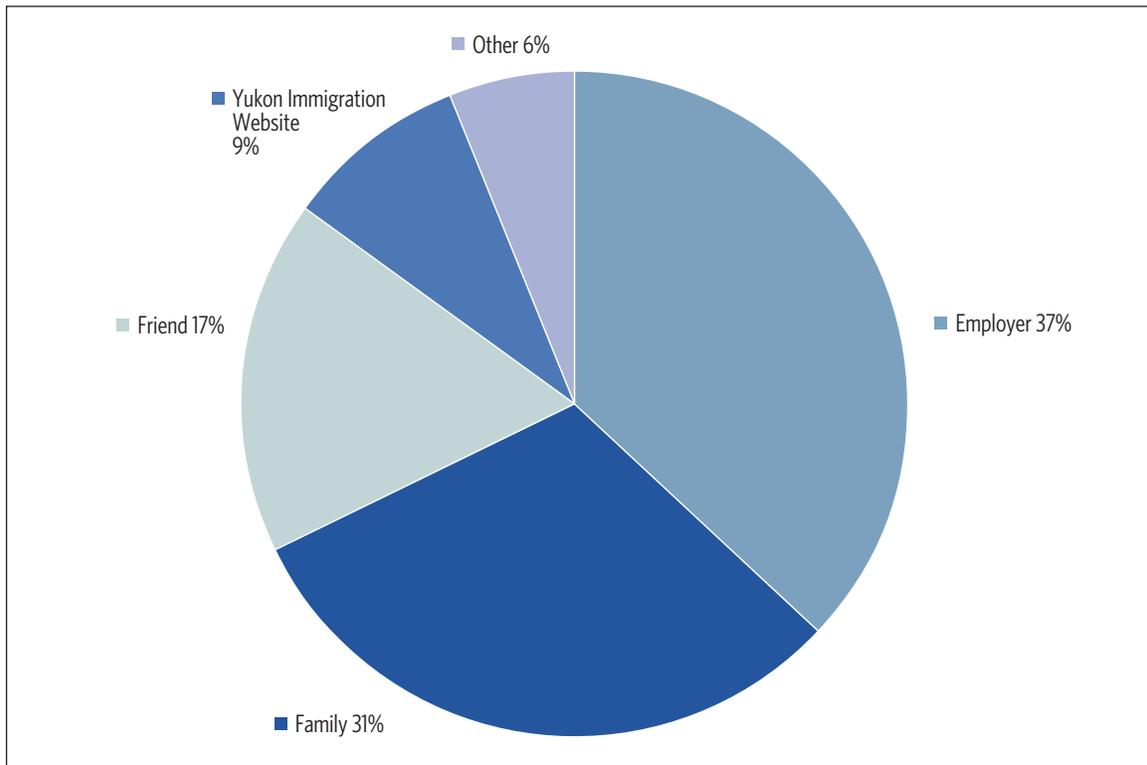
Figure 1: Where respondents live



How did nominees first hear about the YNP?

Almost an equal number of respondents found out about the YNP from their employer (98 or 37%) or from family (82 or 31%). Forty-four found out about it from a friend (17%) and 25 from the Yukon Immigration website (9%). Other responses included Government of Canada website, job fair or immigration seminars, and L'Association Franco-Yukonnaise (6%).

Figure 2: How did you find out about the YNP?



This shows that the majority of nominees in this survey (85%), heard about the program through word of mouth. How potential nominees learn about the program is important to understand as it poses a unique challenge for marketing the program when so much of the spread of information is through word of mouth.

Objective 1: To evaluate nominee satisfaction with the application process

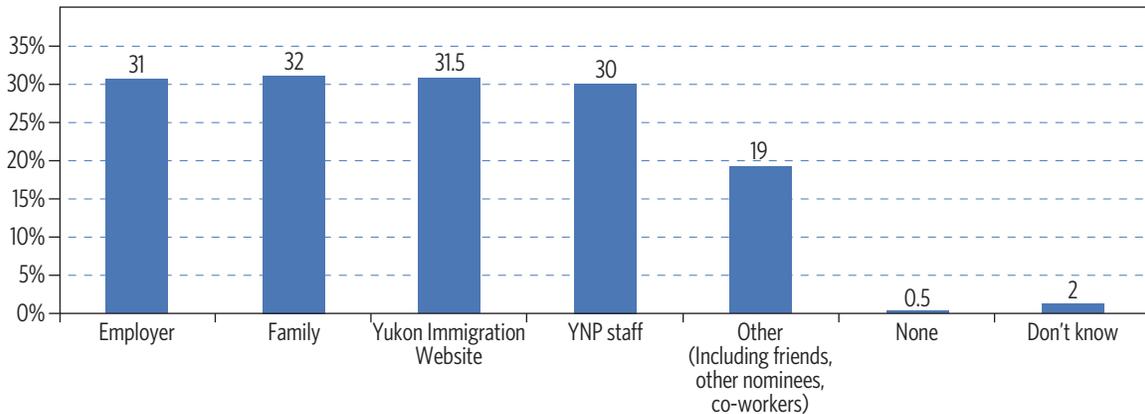
Completing the Application Form

Part of the application process for the YNP involves both employers and potential nominees filling out separate sections of an application form. In order to evaluate satisfaction with the process, we first asked nominees if they filled out the application form themselves. Two hundred sixteen respondents, or 82%, completed the application form themselves. These respondents were then asked the remainder of the questions in this section, while those who did not fill out the application themselves, went on to the next section in the survey.

Of the 216 respondents who completed the application form themselves, 178 or 82% found it somewhat easy or very easy to complete. Thirty-six found it somewhat difficult or very difficult to complete and gave a variety of reasons for this, including difficulty in gathering documents (20 respondents) and language barriers (10 respondents).

Respondents were asked the sources of information they used in order to understand how the YNP worked:

Figure 3: What sources of information did you use to understand how the YNP worked?



After finding out information from all these sources, 132 respondents (61%) said they understood very well how the process worked and 63 respondents (29%) said they understood somewhat well. Twenty-one respondents, or 8%, said they did not understand the process very well after contacting these sources.

Providing Supporting Evidence

Of the 265 total survey respondents, the majority, 243 or 91%, said it was clear to them which supporting evidence was necessary to provide with their application. Respondents were then asked how easy or difficult it was to obtain each piece of information, as shown in the charts below.

Figure 4: How easy/difficult was it for you to get: Current Passport?

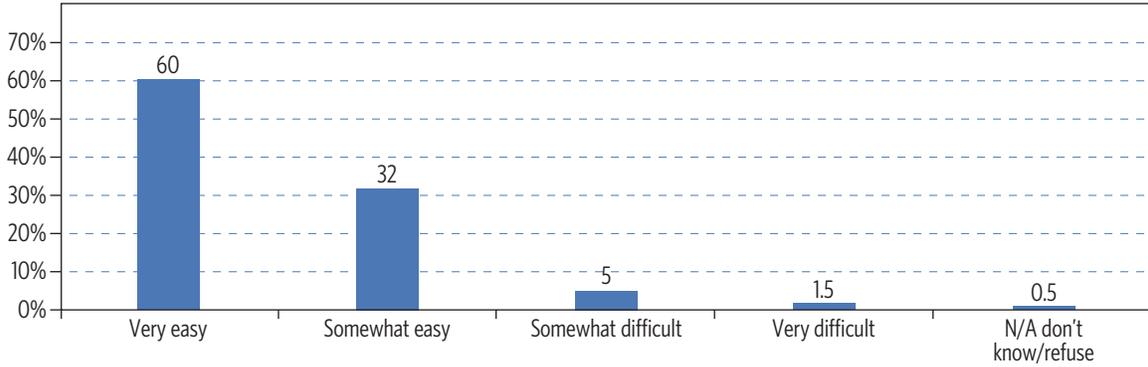


Figure 5: How easy/difficult was it for you to get: Dependent's Passport?

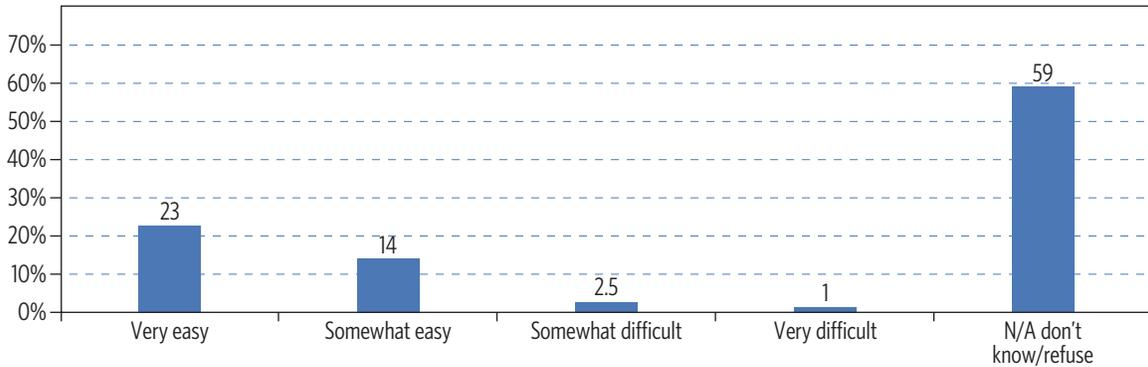


Figure 6: How easy/difficult was it for you to get: Proof of Employment Experience?

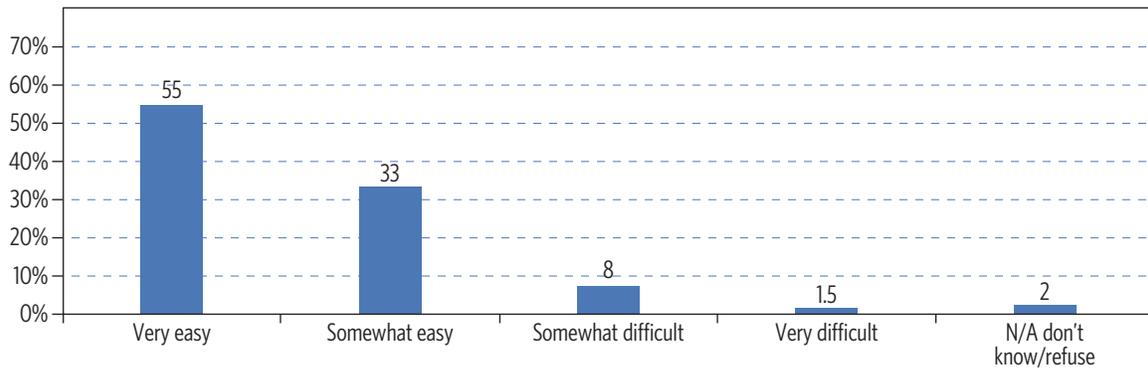


Figure 7: How easy/difficult was it for you to get: Proof of Education?

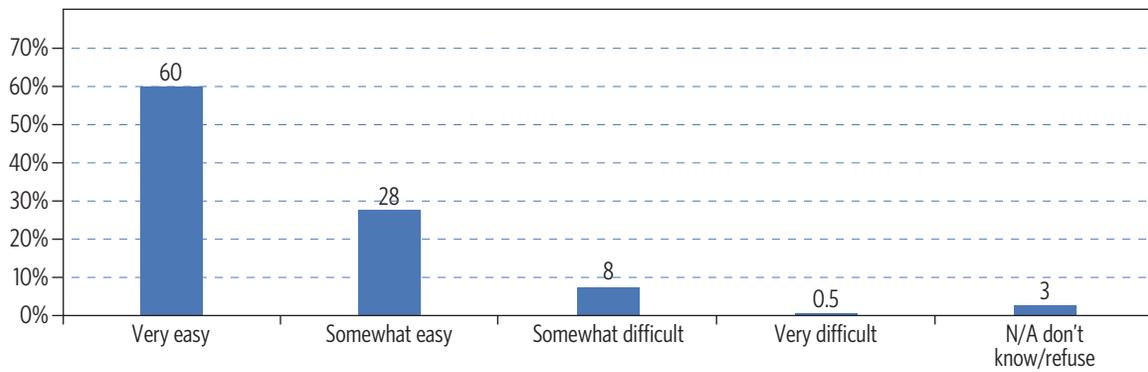


Figure 8: How easy/difficult was it for you to get: Proof of English Language Skills

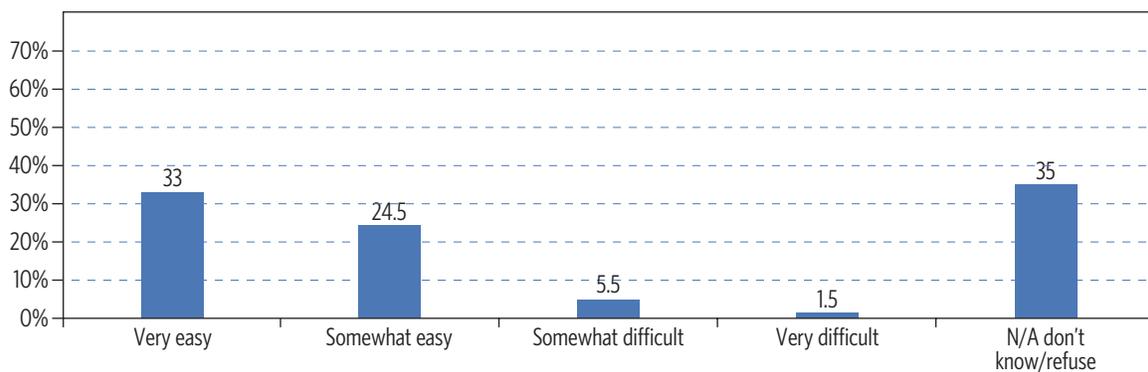


Figure 9: How easy/difficult was it for you to get: Proof of Funds?

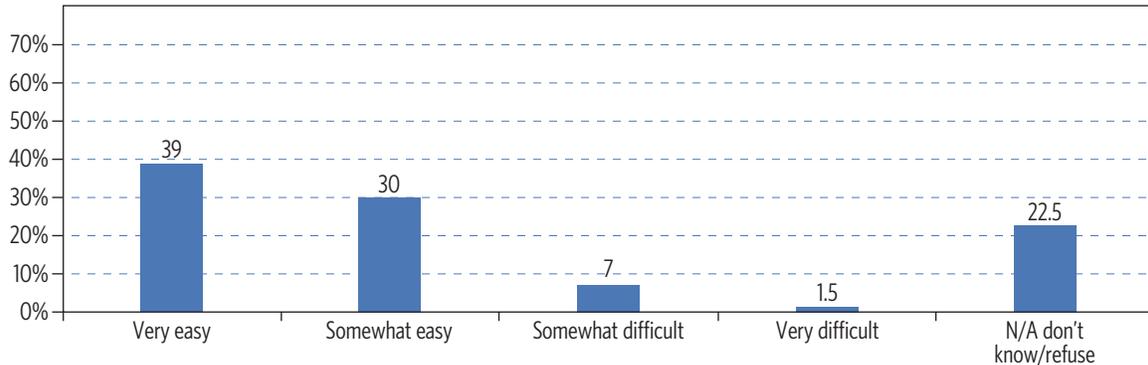
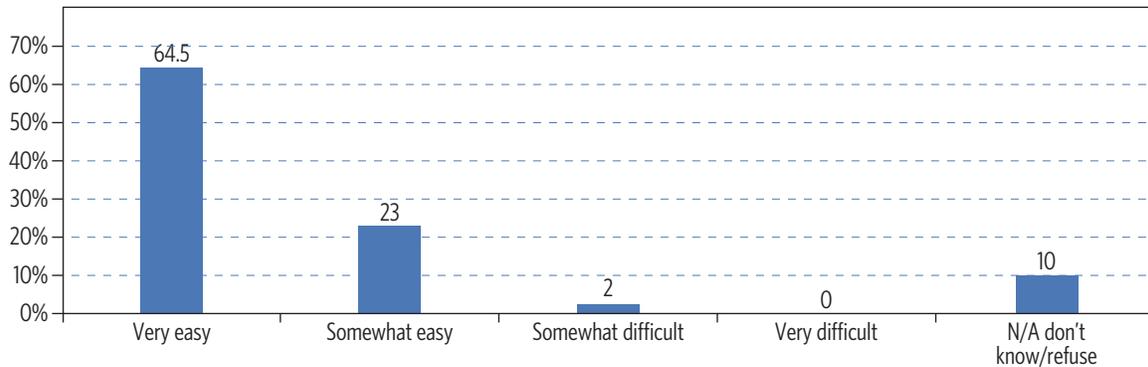


Figure 10: How easy/difficult was it for you to get: Letter of Support



Generally, the difficulties applicants experienced when trying to obtain documents had to do with the length of time and running around it took to obtain passports, supporting letters, and translated and/or certified copies of documents.

*“To find these it just took time but it was not difficult.”
~ A nominee*

Some also had trouble finding the necessary funds to pay for translation and/or certification, difficulties because of the length of time that had passed since education or employment experiences, and physical distance when the applicant was no longer in the same country as former schools or employment. Some nominees had difficulties obtaining documents because of particular ways of doing things in their home countries. For example, some countries do not certify copies of passports, a requirement of the YNP.

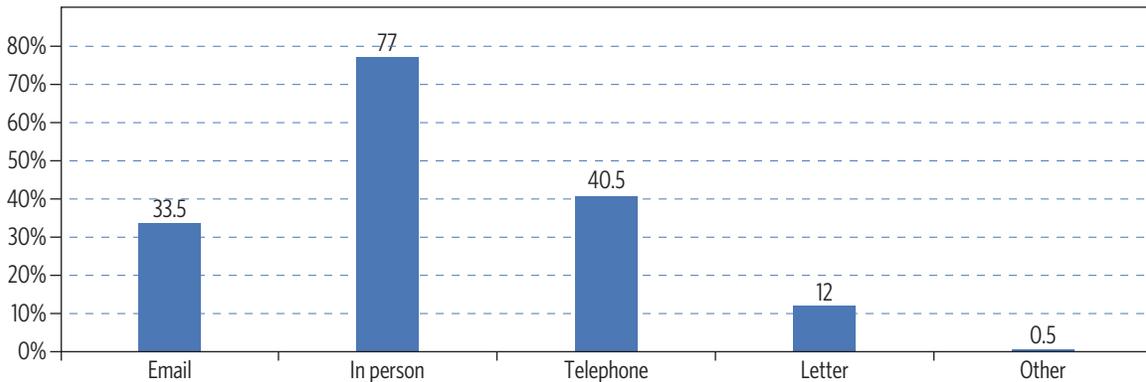
Seeking Assistance from YNP Staff

Interaction with YNP staff during the application process is an important source of information for the potential nominees.

*"It was nice to have a real person to go to when you needed help."
~ A nominee*

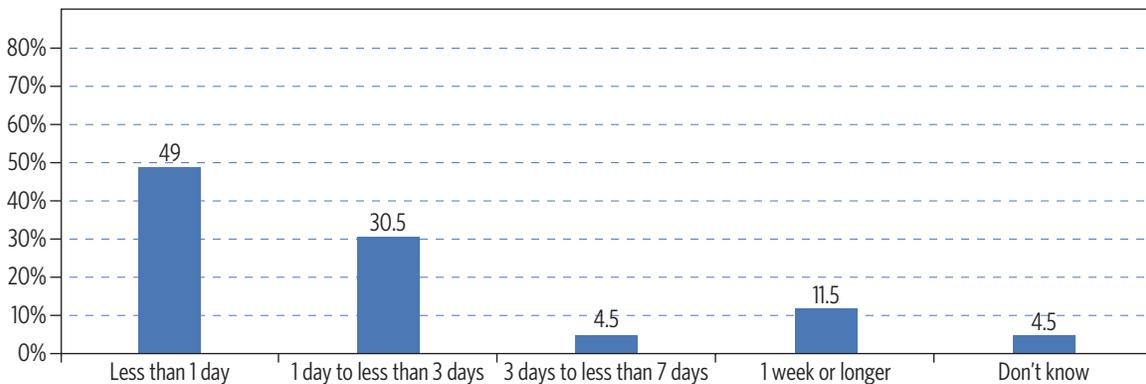
One hundred ninety-three, or 73% of respondents, had interaction with the YNP staff during their application process and 187, or 97%, of those said that they received from staff the assistance or information for which they were looking. The largest proportion of respondents interacted with staff in person, while telephone and email were also common methods used:

Figure 11: What method of interaction did you have with YNP staff? (Nominees)



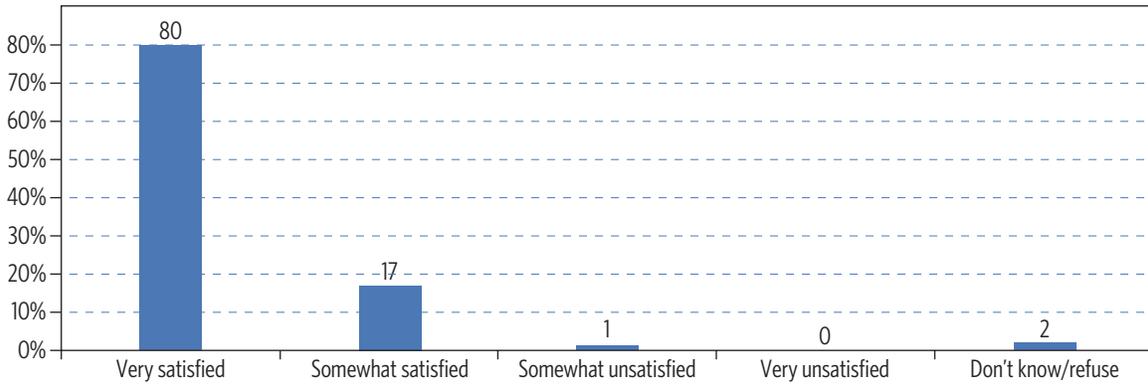
Most nominees (79.5%) received the information they needed in less than three days but over 10% waited one week or longer to receive their information:

Figure 12: How long did it take to get the assistance you needed from YNP staff? (Nominees)



Overall, most nominees (80%) were satisfied in their dealings with YNP:

Figure 13: How satisfied were you with your dealings with YNP staff? (Nominees)



“Staff are nice and kind — more feedback once application has been submitted.”

~ A nominee

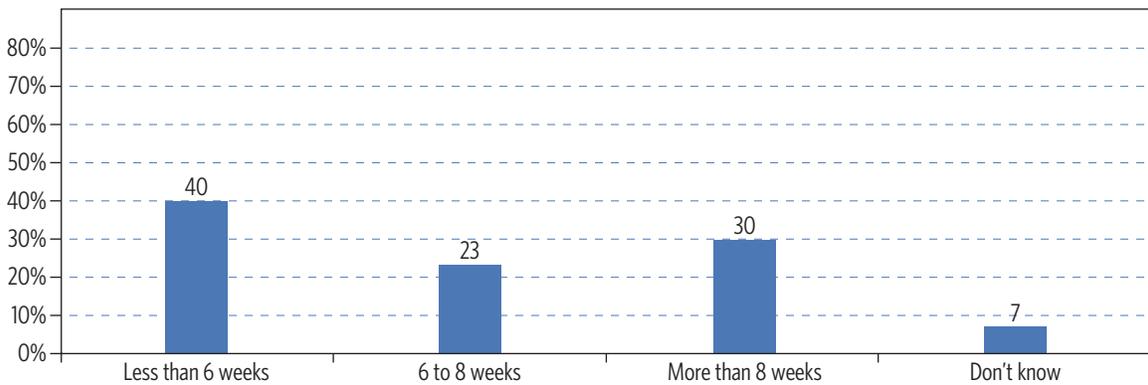
“Advanced Education is doing their best. They go above and beyond to help.”

~ A nominee

Process Timeline

The next questions relate to how long it took for nominees to receive a decision on their application and their perception of whether this timeline was acceptable. Slightly less than half of respondents reported receiving a decision on their YNP application in less than six weeks:

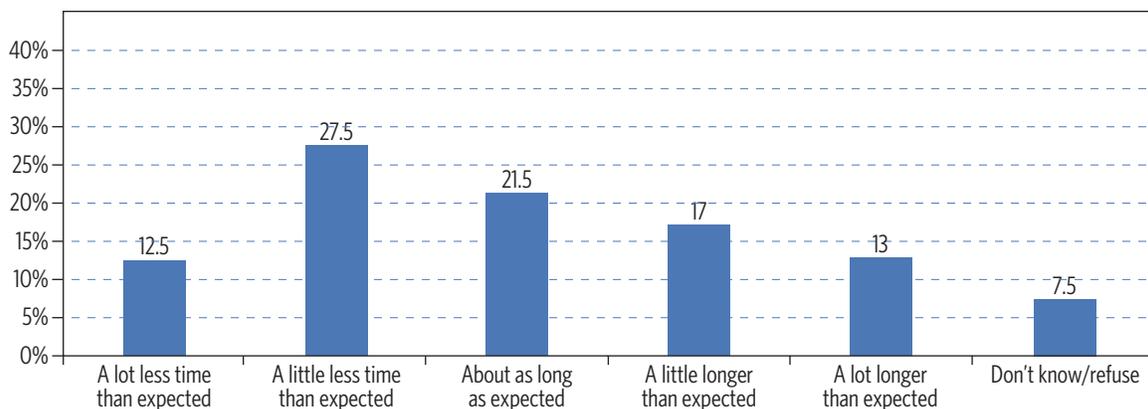
Figure 14: How long after submitting your completed application did it take for you to receive a decision? (Nominees)



It is important to note that YNP guidelines indicate that response time from receipt of all documents is six weeks. The majority of applications received by YNP staff at initial submission are missing one or more requirements and potential nominees and employers are contacted about the omissions. Because of this, it is difficult to assess whether nominees responded to this question from their initial possibly incomplete submission, or from the date final documents were submitted. Nevertheless, over half of the nominees surveyed reported that they did not receive a decision within the six week timeline.

The next question asked whether nominees' received their decision within an acceptable timeline:

Figure 15: Thinking about how long it took to receive a decision would you say it took...? (Nominees)



A combined total of 164 respondents, or 62%, reported they received a decision within the time they expected or less. This seems to indicate that a six week timeline is reasonable, and that it is important to make sure that this timeline is clear, in places like the immigration website and the application documents, so that potential nominees have the correct expectations about when they will receive a decision, and can plan accordingly.

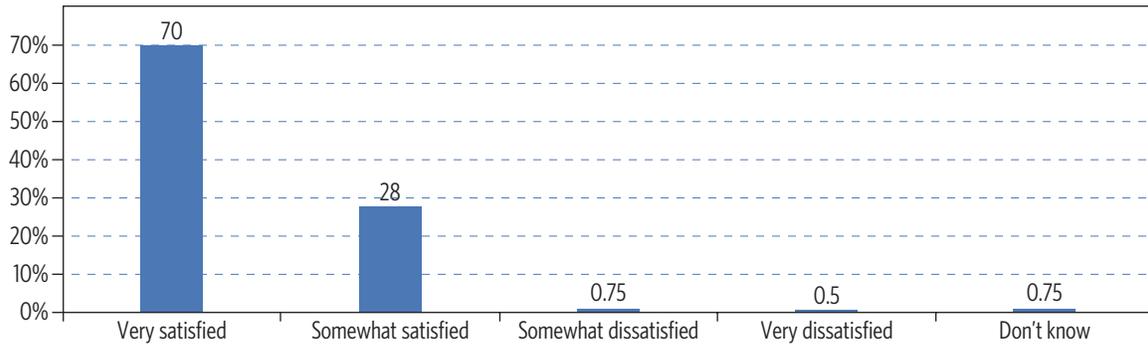
“It was stressful wondering whether the employer would wait until the process was complete.” ~ A nominee

Overall Satisfaction

Nominees were asked how satisfied they were with the application process as a whole, setting aside the fact that the final result was that they were accepted and were now in Canada. The vast majority of respondents, 260 or 98% were somewhat or very satisfied with the application process as a whole.

“I am satisfied with the program. It is quick to apply and quick to get an answer.” ~ A nominee

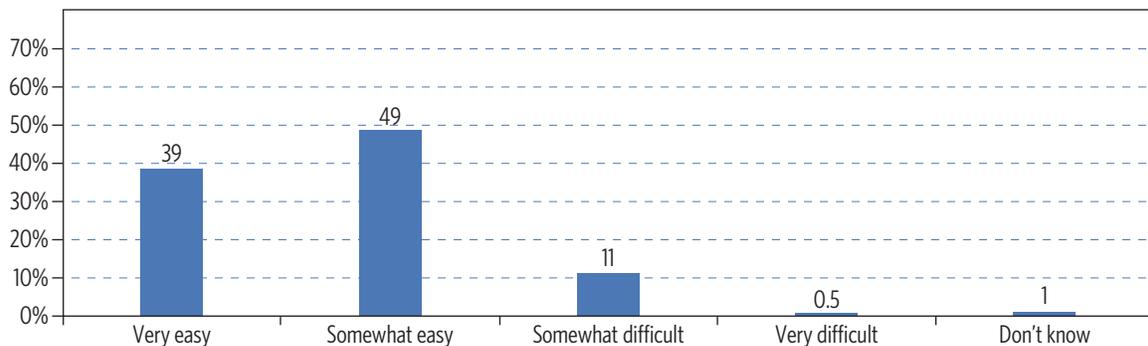
Figure 16: How satisfied or dissatisfied were you with the application process? (Nominees)



Three respondents were somewhat or very dissatisfied. Reasons for dissatisfaction included confusion in their communications with YNP staff as to what documents were needed and lack of notification about missing documents.

A total of 232 nominees, or 88%, said that overall their experience immigrating to Canada under the YNP was somewhat or very easy. It was expressed that getting acceptance from the YNP “was the easiest part” (A nominee.)

Figure 17: Would you describe your overall experience immigrating to Canada under the YNP as:



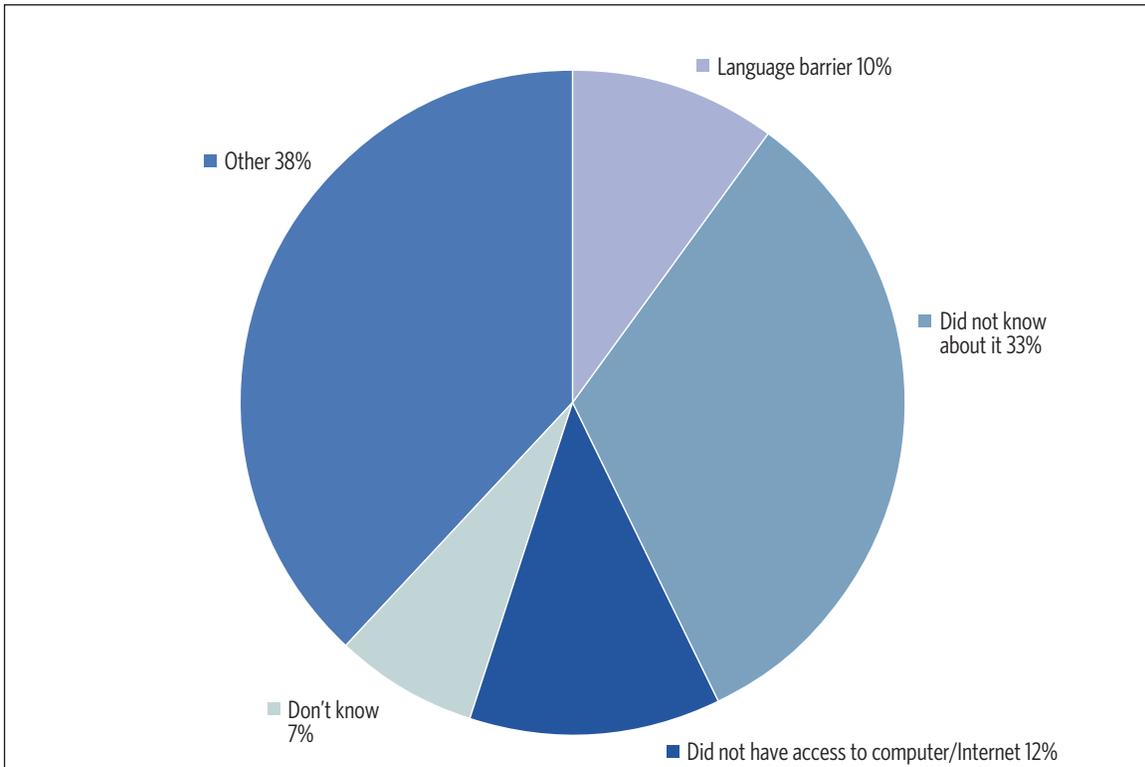
A total of 30 nominees (11%) said their experience was somewhat or very difficult, mostly because of the effort, time, and money required to gather all the necessary documents, as well as the time it takes for the entire immigration process to unfold. “Lots of information to find and lots of time, but eventually you come to Canada.”(A nominee.)

Objective 2: To evaluate nominee satisfaction with information provided on the Yukon Immigration website

The Yukon Immigration Website www.immigration.gov.yk.ca is an important source of information for both employers and potential nominees about the Yukon Nominee Program. It contains program descriptions, application forms, contact information, and other immigration links.

One hundred fifty-nine of 265 nominees surveyed (60%) had used the website. Of the 104 respondents (39%) who had not used the website, 35 did not know about it, 26 said they did not need it, 18 did not have access to a computer and/or internet or were not computer literate, and 11 had language barriers.

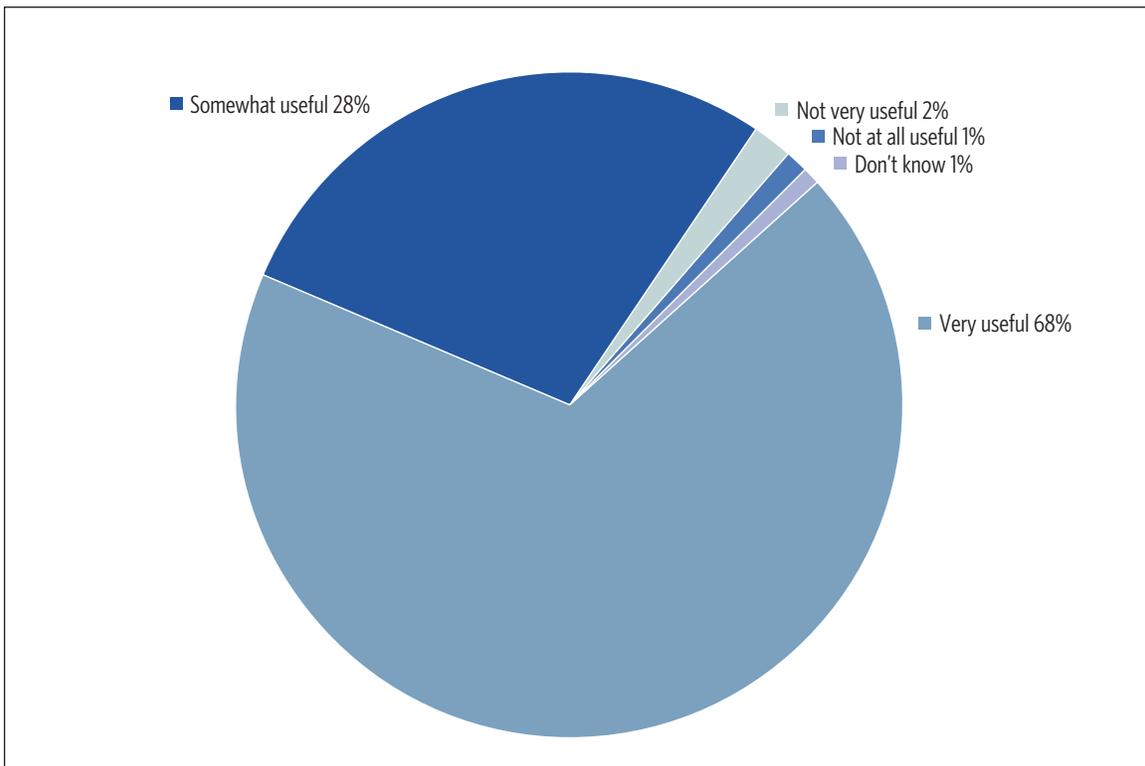
Figure 18: Why did you not use the Yukon Immigration Website? (Nominees)



Of the 159 nominees who used the website, 147 or 92% said they were able to find what they were looking for. Of those who didn't, the most frequently looked for information concerned the eligibility of family members to accompany them to Canada.

Some respondents found the website somewhat or very difficult to use (22 or 14%), but most found it somewhat or very easy to use (136 or 85%). Some of the comments about the difficulty in using the website had to do with confusion in defining if the potential nominee were a critical or skilled worker, how the immigration process worked, difficulties in navigating the site, and too many links on the site. In the end though, 153 respondents, or 96% found the website somewhat or very useful to use, while four, or 2% found it not very or not at all useful.

Figure 19: How useful did you find the Yukon Immigration website to use?



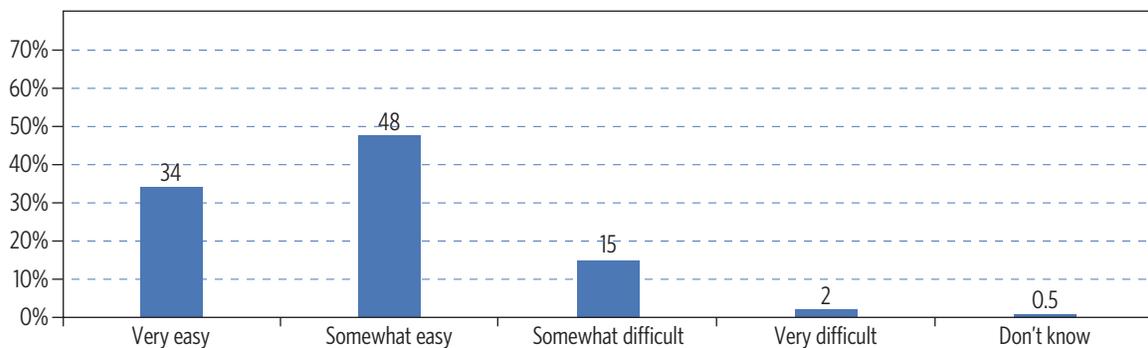
For a more detailed look at the usability of the Immigration website, including recommendations for improvement, see the March 2010 "Usability Testing Report" by Drift Geomatics.

Objective 3: To understand nominee settlement experiences

Settlement Issues

Nominees were asked about their experiences since their arrival in Yukon. The majority of the 265 respondents said that their overall experience settling into their new community was somewhat or very easy:

Figure 20: Thinking about your overall experience with settling in to your new community, how easy or difficult would you say your experience has been?



Forty-four nominees said it was somewhat or very difficult. Nominees had difficulty for a variety of reasons:

- Being away from family and friends;
- Feeling homesick;
- Cultural and/or language differences;
- Transportation issues, not having a vehicle;
- No credit history in Canada so could not buy a house or get credit cards;
- Meeting so many new people;
- Finding affordable housing and/or living with other people;
- Climate; many nominees just found it “too cold”.

One hundred ninety-eight of the 265 respondents (75%) said that their spouse and children were not with them. *“Being away from my wife and children is difficult.” (A nominee)*

Some just had, *“difficulty adjusting to everything”*. But, *“overall, I enjoy living here.”*

Settlement Assistance

When they needed assistance with settling in their new community, 129 respondents (49%) said that their employer had helped them.

*“My employer has been very helpful for settling in.
He is very thoughtful.” ~ A nominee*

One hundred fifty-three respondents (57%) relied on family members already in Yukon for assistance, reinforcing the importance of ensuring those ties are present as part of the application process. Other people or organizations the nominees reported turning to for assistance include:

- YNP/Department of Education staff (8 respondents)
- L’Association Franco-Yukonnaise (4 respondents)
- Other community members such as yoga students, neighbours, Japanese Society, roommates, and the women’s shelter (6 respondents).

Four nominees said that no one helped them with settling in and one said that they were “learning by doing”. Many nominees reported having more than a single difficulty, and also reported using more than a single source for assistance.

Figure 21: When you needed assistance or information to help you settle in, who has helped you?



Housing Availability

Considering the housing shortage in much of Yukon, the survey asked nominees about their accommodations. Two hundred forty-five respondents, or 92%, said that they have been able to find suitable living accommodations. Nominees typically find accommodation with friends or relatives already established in Yukon, and in some cases employers provide housing. Of the 19 who responded that they did not have suitable accommodation, reasons given included:

- nothing was available (8)
- too expensive (6)
- not looking right now and/or were waiting for their families to arrive (6).

One nominee commented that, “more help with housing would be nice.”

Language Skills

The YNP is concerned with ensuring that language is not a barrier to nominees settling into Yukon and so respondents were asked if they needed English language classes upon their arrival. Eighty nominees, or 30%, said they needed classes and 57, or 22%, said they were taking or had taken classes. Those who said they needed classes but were not taking them gave reasons such as:

- no classes offered in their community;
- ineligible because they did not yet have permanent residency;
- had missed the last intake and would be taking the next classes offered;
- no time for classes.

There are several settlement organizations and programs in Yukon, and in Whitehorse especially, that are available to nominees upon their arrival, but a large number of nominees are not aware of them and what they are offering.

Figure 22: Do you know about the following settlement services: CIYC (Nominees)

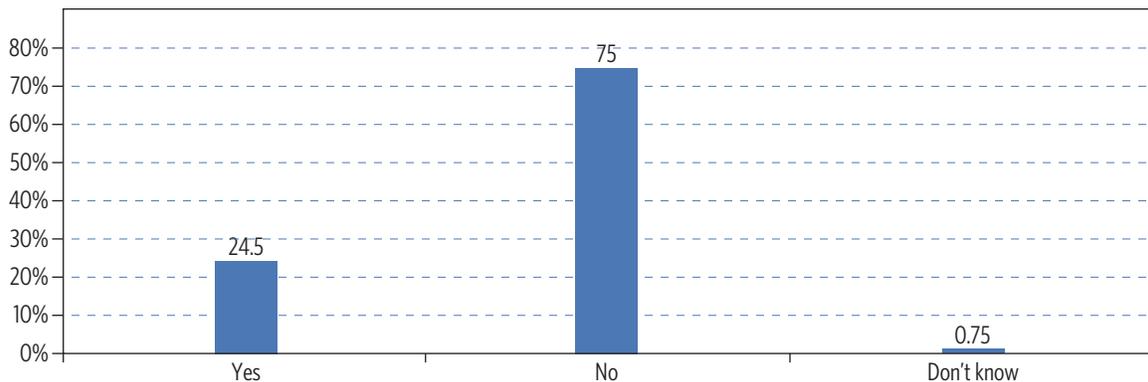


Figure 23: Do you know about the following settlement services: ISAP (Nominees)

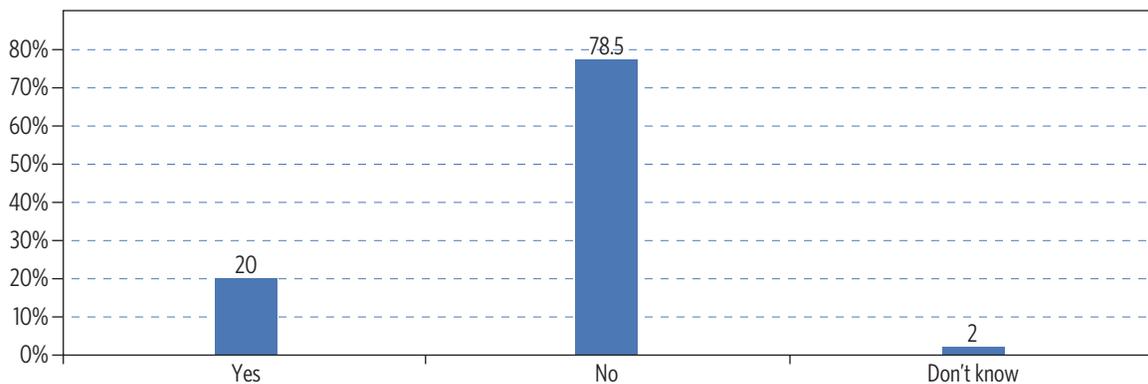


Figure 24: Do you know about the following settlement services: LINC (Nominees)

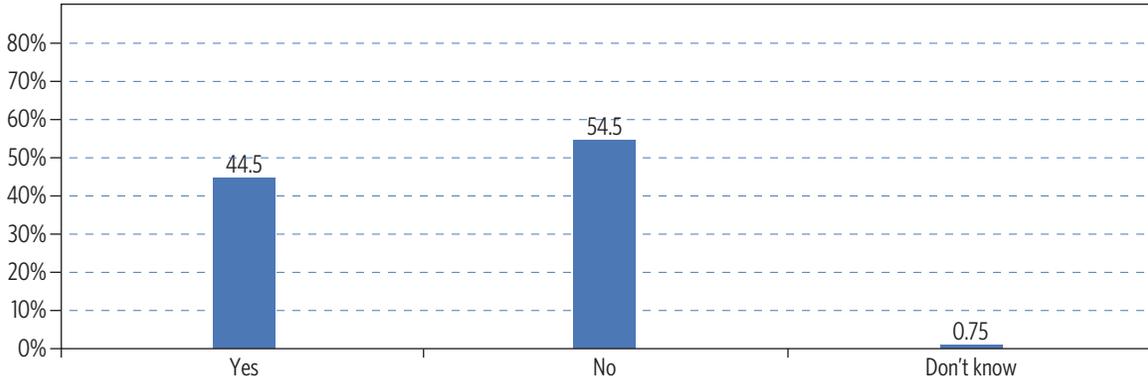
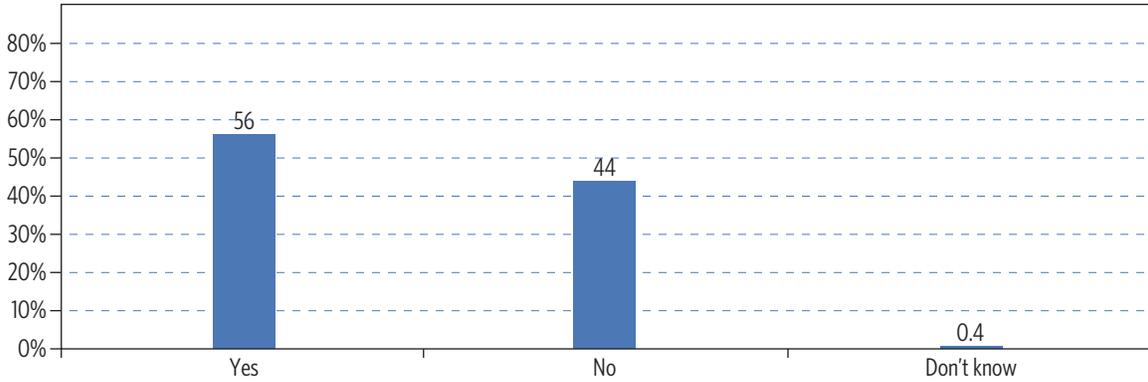
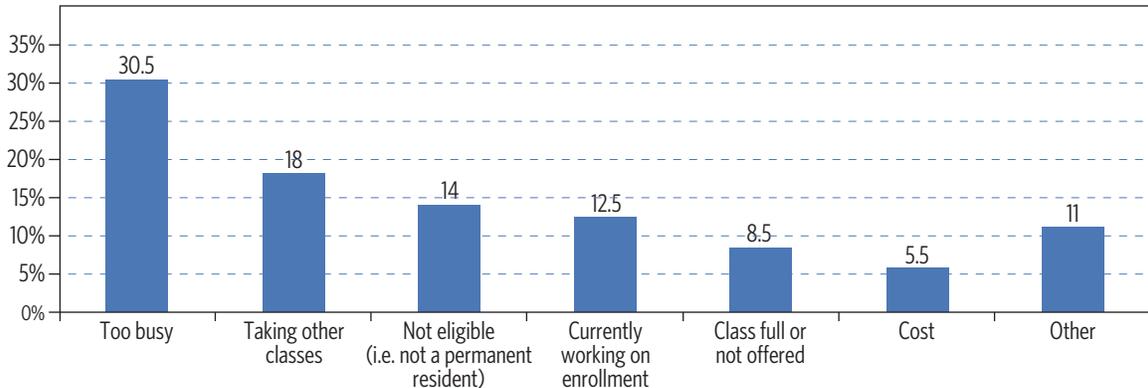


Figure 25: Do you know about the following settlement services: ELT (Nominees)



Lastly, the survey asked if nominees were able to access these services when they needed them. Of 155 respondents who needed services, 78, or 50%, said they were able to access services while 72 respondents, or 46%, said that they were not able to access these services when they needed them.

Figure 26: Reasons nominees were not able to access the above settlement services when they needed them.



Other classes that nominees reported taking include English lessons at work, Yukon Learn classes, and Yukon Tourism Education Council (YTEC) classes.

The on-going availability and options for language and workplace training for foreign workers is not known, particularly in the communities, and particularly for those without permanent residence status. A further investigation into the organizations, their programs, and their reach would be helpful and enable YNP staff to better direct employers and nominees upon the nominee’s arrival.

Final Comments from Nominees

The final question in the Nominee Survey asked if the nominees had any final comments about the Program. A full list of comments is available in Appendix D.

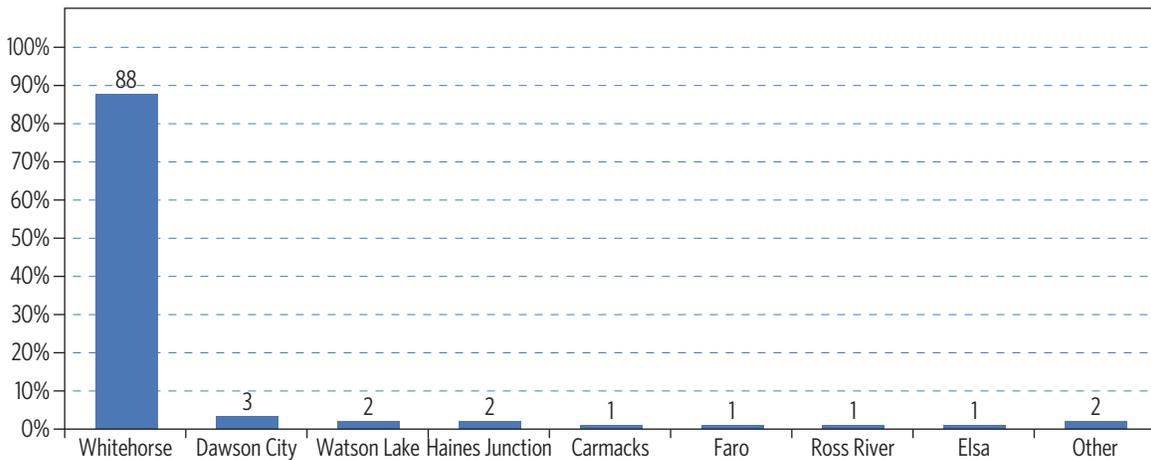
Employer Survey Results

Who were the respondents?

Of the 124 employers who have used the Yukon Nominee Program since its inception in 2006, 106 or 85% were successfully surveyed. Forty-four of the employers had Critical Impact Worker nominees (41.5%), 38 had Skilled Worker nominees (36%), 16 had both (15%), and eight (7.5%) did not know which stream they used. The majority of their nominees were from Philippines (32) and China (19), but Germany (12), France (10), India (6) and Korea (6), among others were also represented.

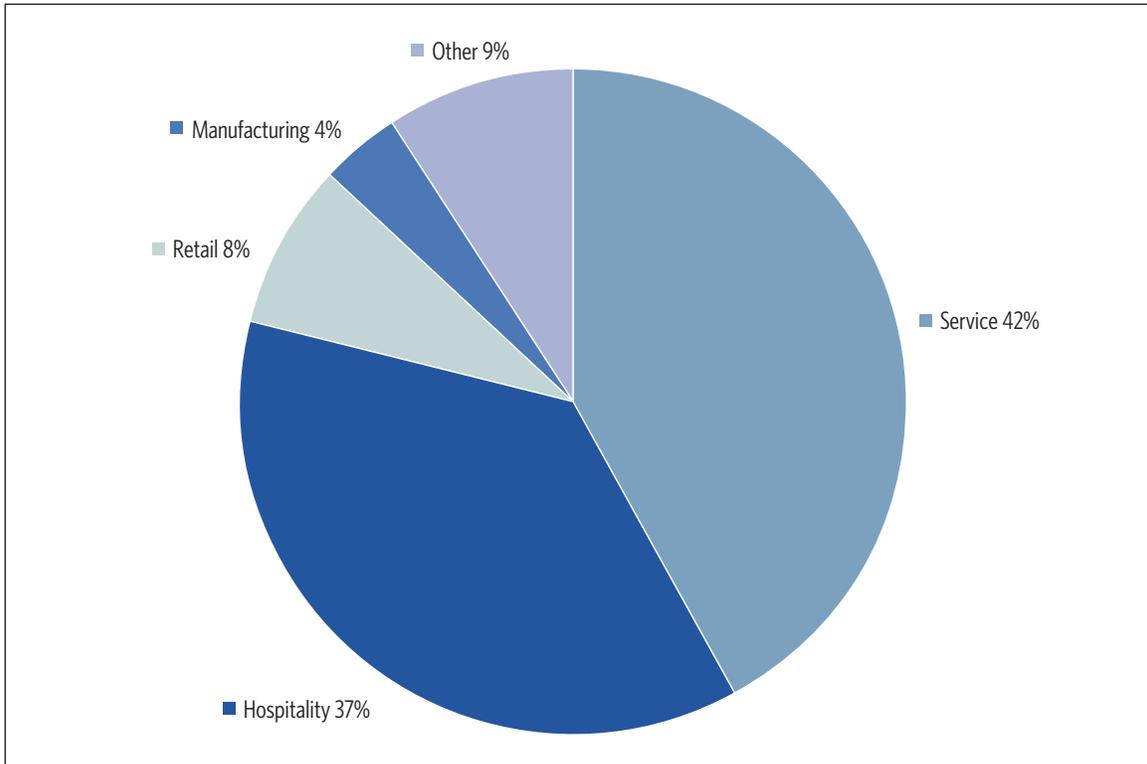
The majority of employers who answered the survey base their business in Whitehorse (95 or 91%).

Figure 27: In which community is your business located?



The majority of employers, 45 or 43%, classified their business in the service category, 39 or 37% in the hospitality category, eight in retail, four in manufacturing, two each in agriculture, health, and other primary industries, and one non-profit and one sport organization.

Figure 28: How would you describe your business?

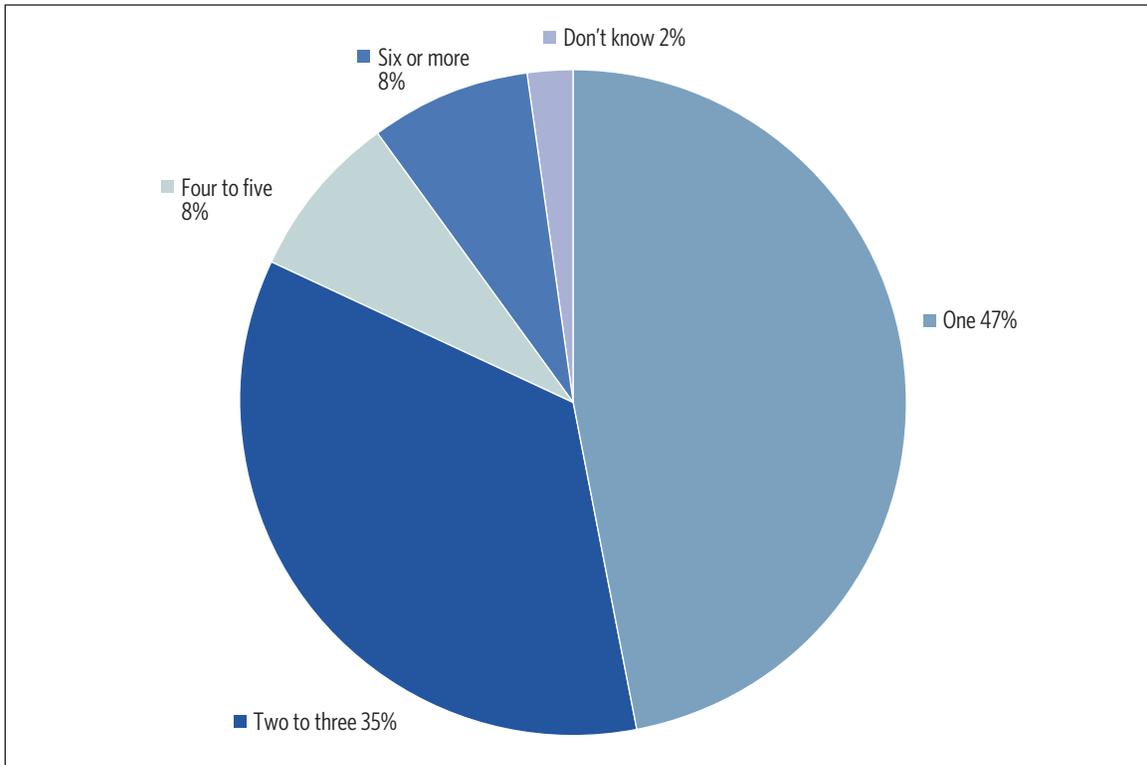


Employers found out about the YNP in a variety of ways. Most important was word of mouth from other business owners or friends, which is how 49 employers or 46%, heard about the program. The potential nominee/applicant told the employer about the program in 12 cases (11%), while in 27 cases (25.5%), the Yukon Immigration website, Department of Education staff, or other advertisements, including at the Chamber of Commerce, conferences, in the media, or the Yukon Filipino Association brought the program to the employers' attention.

Referral or word of mouth was also the most important way of finding the foreign worker to fill vacant positions (53 employers or 50%). International recruitment efforts helped 25 employers (23.5%), while eight (7.5%) were members of the employers' extended family. For 28 employers (26.5%), the nominee was already in Yukon, or otherwise approached the employer through the application process.

Most employers in the survey (50) had hired just one nominee under the program, 37 had hired between two and three nominees, while 17 had hired four or more.

Figure 29: How many foreign workers have you hired under the YNP?



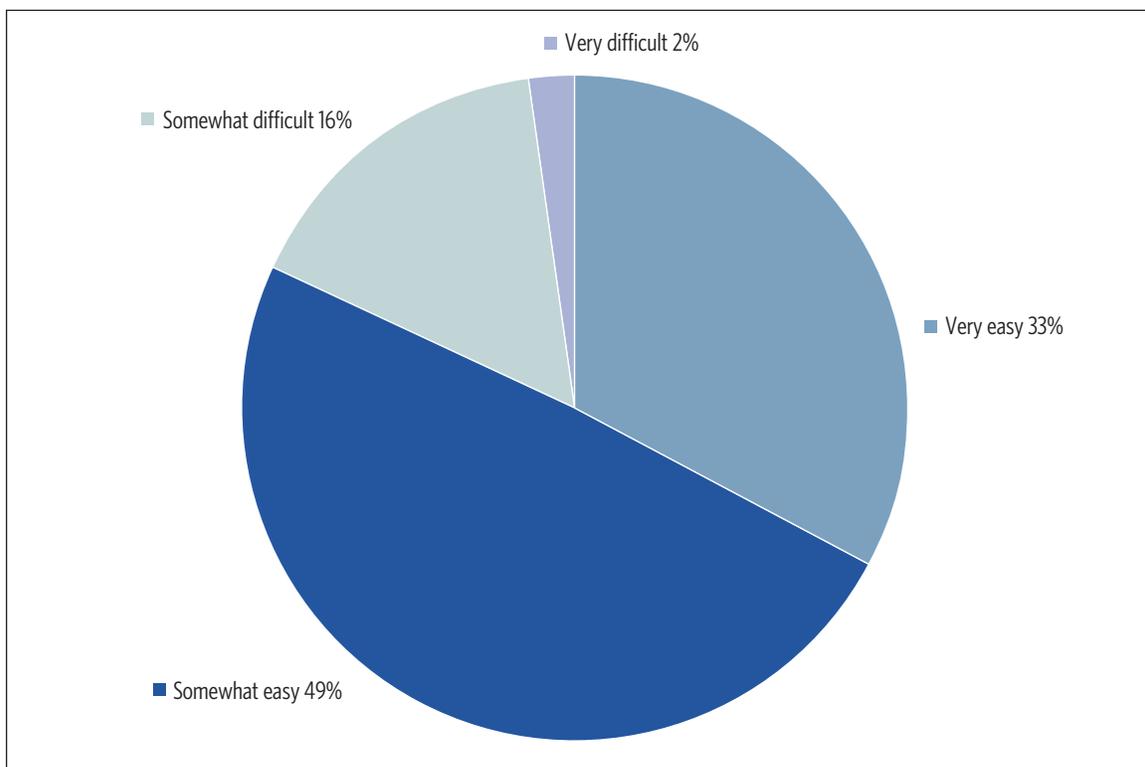
Objective 4: To evaluate employer satisfaction with the application process

Completing the Application Form

Employers were asked in the survey if they had completed the application form themselves. Of the 106 employers surveyed, 85 or 80% had completed the application themselves. These respondents were then asked the remainder of the questions in this section, while those who did not fill out the application form themselves, went on to the next section in the survey.

Of the 85 respondents who completed the application form themselves, 70 or 82% said it was somewhat or very easy to complete, and 15 or 18% said it was somewhat or very difficult to complete.

Figure 30: Thinking about all aspects of the application form, how easy or difficult did you find it to complete?



Reasons given for difficulties completing the application form include difficulties gathering all the required supporting documents, language/translation difficulties, and a lack of clarity around what the application requirements consisted. Employer comments include:

“It wasn’t clear on the application exactly what they needed.” ~ A nominee

“English is my second language, so it was a little bit hard.” ~ A nominee

“Bureaucrats use different words to normal people.” ~ A nominee

“It wanted things not on the list.” ~ A nominee

In order to understand how the YNP worked, 33 employers (39%) consulted the Yukon Immigration website and 61 (72%) consulted YNP staff. Eleven employers (13%) consulted other people who knew the program, such as other employers and employees/nominees, or organizations such as the Yukon Philippino Association, the Yukon Tourism Education Council Guidebook, and Diamond Global Recruitments. More than one source of information was often consulted.

After finding out information from this variety of sources, 35 of the 85 (41%) respondents felt they understood how the process worked somewhat well and 45 (53%) understood it very well. Only five felt they did not understand well how the process worked.

Providing Supporting Evidence

Respondents were asked if it was clear what supporting documents were required as part of the application; 90 or 85% said it was clear what was required. The survey then looked at how easy or difficult it was for employers to get each application requirement, as shown in the charts below.

Figure 31: How easy or difficult was it for you to get the following pieces of supporting documentation: Local Advertising?

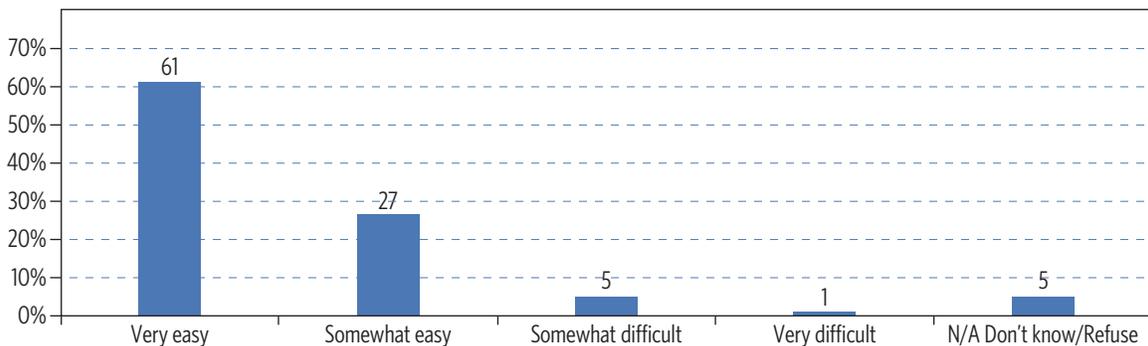


Figure 32: How easy or difficult was it for you to get the following pieces of supporting documentation: National Advertising?

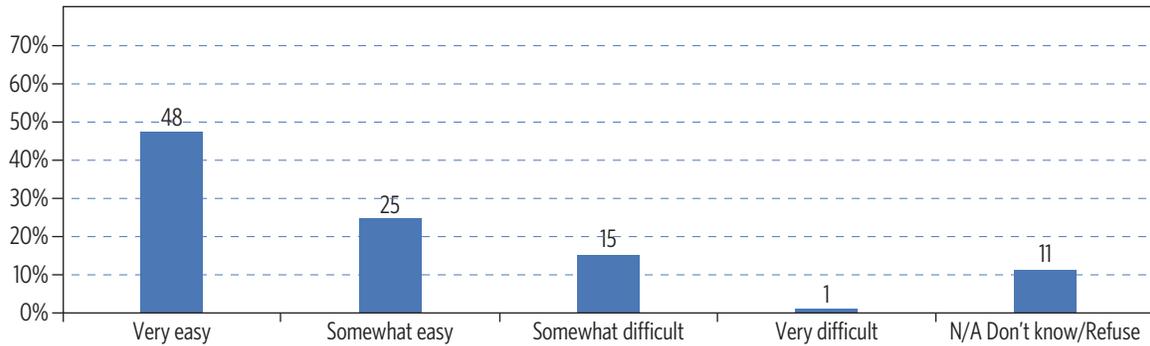


Figure 33: How easy or difficult was it for you to get the following pieces of supporting documentation: Contract/Letter of Offer?

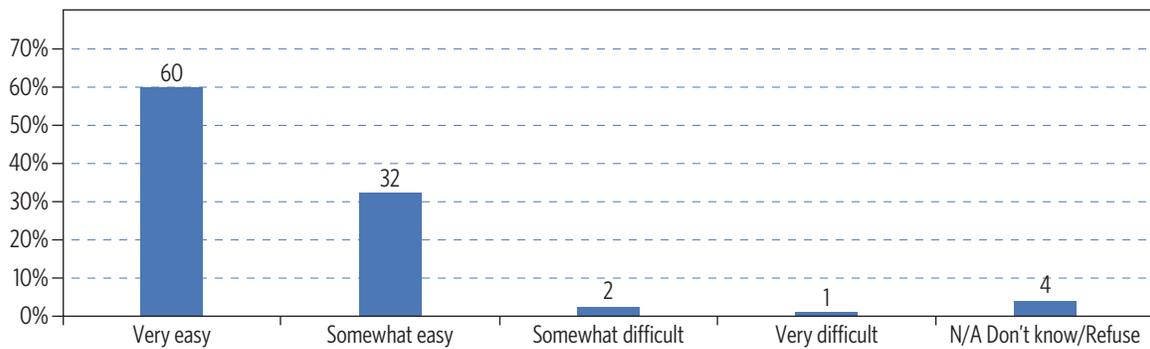


Figure 34: How easy or difficult was it for you to get the following pieces of supporting documentation: Confirmation of Acceptance by Nominee?

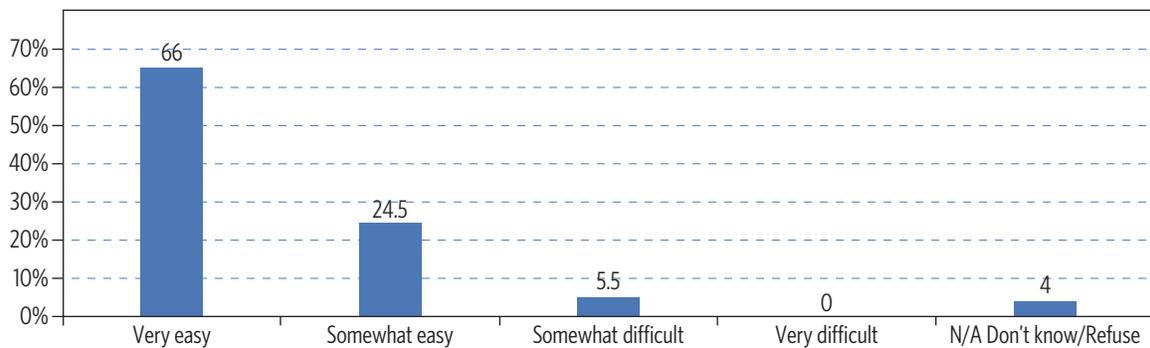
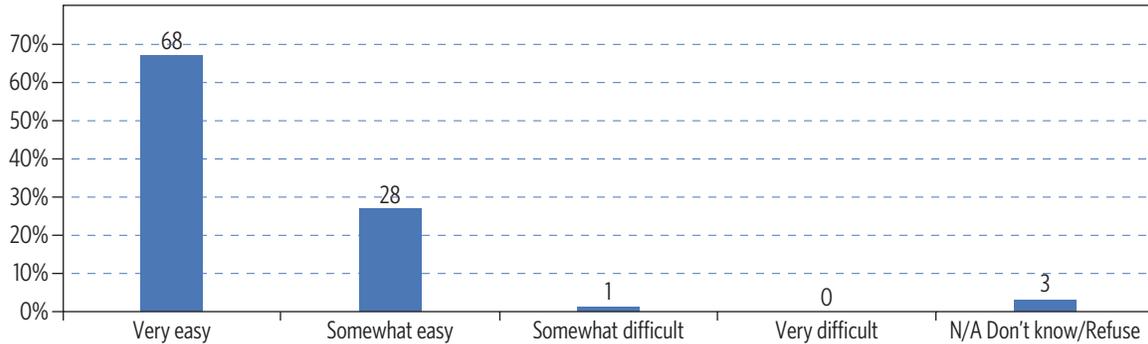


Figure 35: How easy or difficult was it for you to get the following pieces of supporting documentation: Position Description?



Some employers commented on the applicability of the advertisements, and that, “it was hard to determine... how successful they were.” Another stated that the national advertisements in particular were, “ridiculous, and a waste of time and money.” Twelve employers commented that advertising was too expensive and four commented that it was a time consuming process.

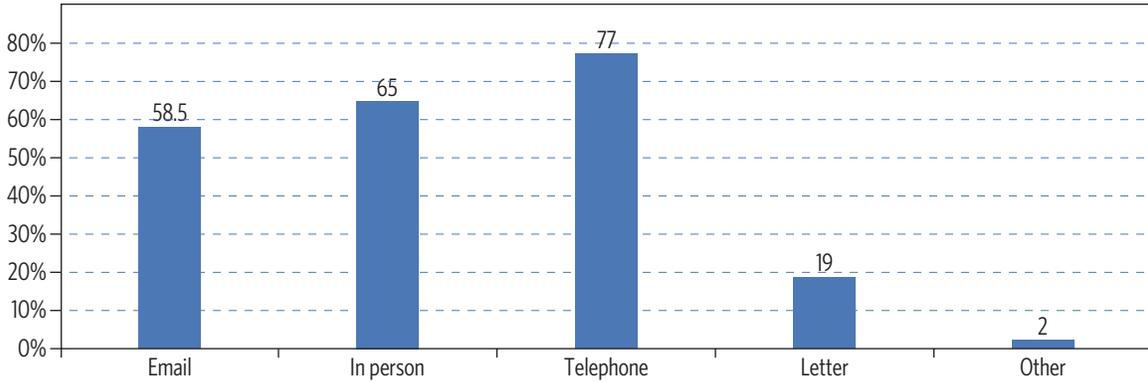
The YNP requires employers to post positions at local employer agencies (i.e. www.yuwin.ca, or Employment Central) and in a national forum (i.e. Service Canada Job Bank). While there are other employment forums that would qualify, the ones mentioned here are free of charge. Advertising, both locally and nationally, is important as it is the method by which it is ascertained that there are no Canadian citizens who qualify for the position, before it is filled by a foreign worker.

Seeking Assistance from YNP Staff

Staff contact is an important source of information for employers and availability is important. The survey asked questions to understand the extent of the interaction employers had with YNP staff at the Department of Education, as well as their satisfaction with that interaction.

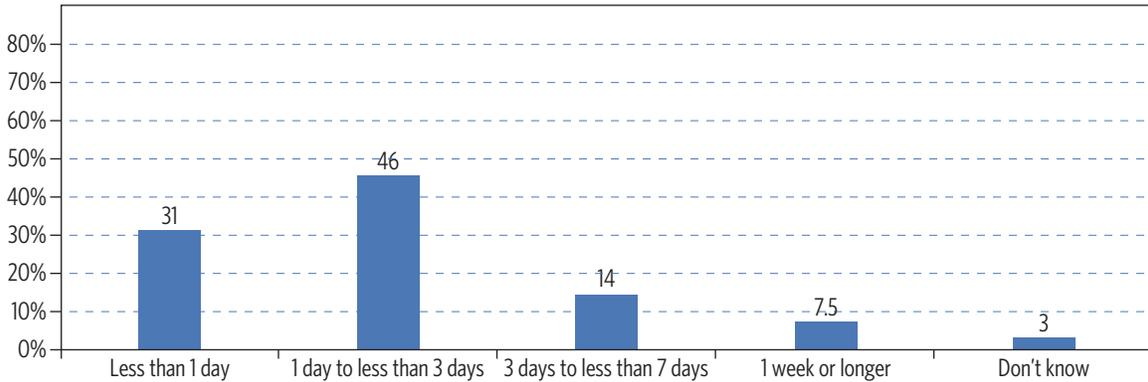
Employers were asked if they had interaction with the YNP staff during the application process. Of 106 employers surveyed, 94 answered yes (87%), while 11 (10%) said they did not have interaction with YNP staff. All 94 respondents (100%) said they received the information they needed from staff. Some employers used more than one method of interaction:

Figure 36: What method of interaction did you have with YNP staff? (Employers)



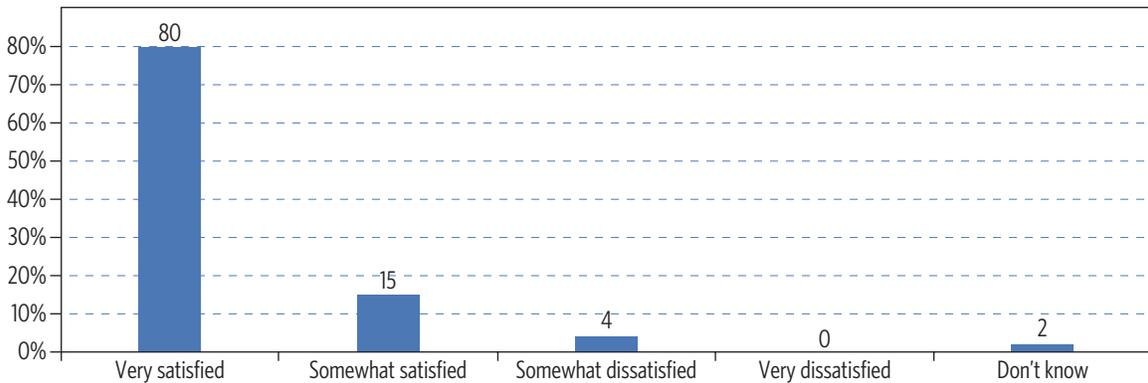
Employers were asked how long it took for them to receive the information they needed from YNP staff. Most employers (77%) received the information they needed in less than three days:

Figure 37: How long did it take to get the assistance you needed from YNP staff? (Employers)



Overall, the majority of employers, or 80% were very satisfied in their dealings with YNP staff:

Figure 38: How satisfied were you with your dealings with YNP staff? (Employers)

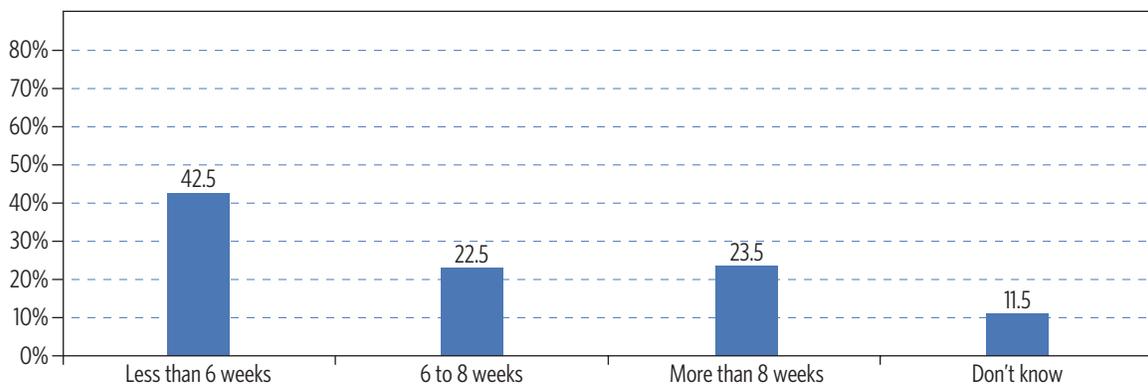


The concerns of those employers who were unsatisfied had to do with staff availability (3), wanting to talk to a particular staff person (1), and confusion over application requirements (2).

Process Timelines

Employers were asked about the timeliness of their applications and how long after submitting their applications they received a decision:

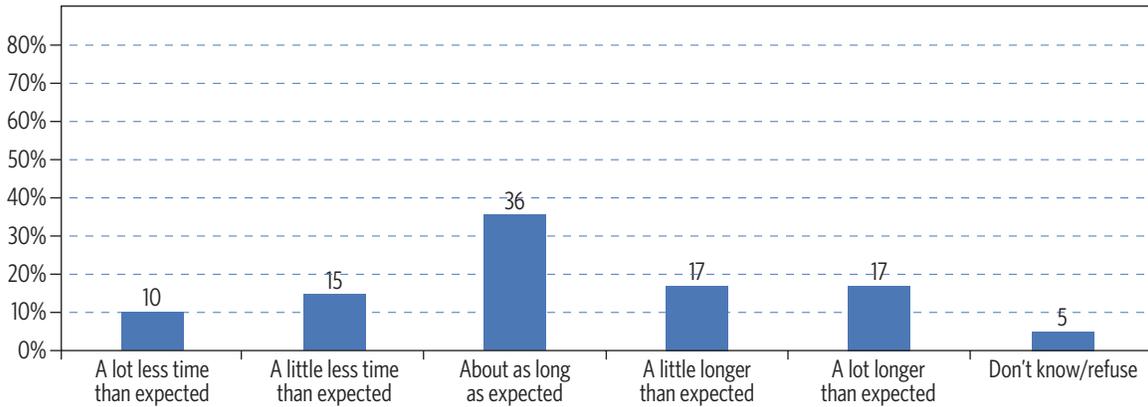
Figure 39: How long after submitting your application did it take for you to receive a decision? (Employers)



As mentioned earlier in the nominee survey section, it is important to note that YNP guidelines indicate that response time from receipt of all documents is six weeks. The majority of applications received by YNP staff at initial submission are missing one or more requirements and potential nominees and employers are contacted about the omissions. Because of this, it is difficult to assess whether employers responded to this question from their initial incomplete submission, or from the date final documents were submitted. Nevertheless, almost half of the employers surveyed reported that they did not receive a decision within the six week timeline.

Employers were asked if they thought they received a decision on their application in an acceptable timeframe. A total of 65 employers, or 61% thought the process took about as long as expected or less. A total of 36 respondents, or 34% thought it took a little or a lot more time than expected to receive a decision.

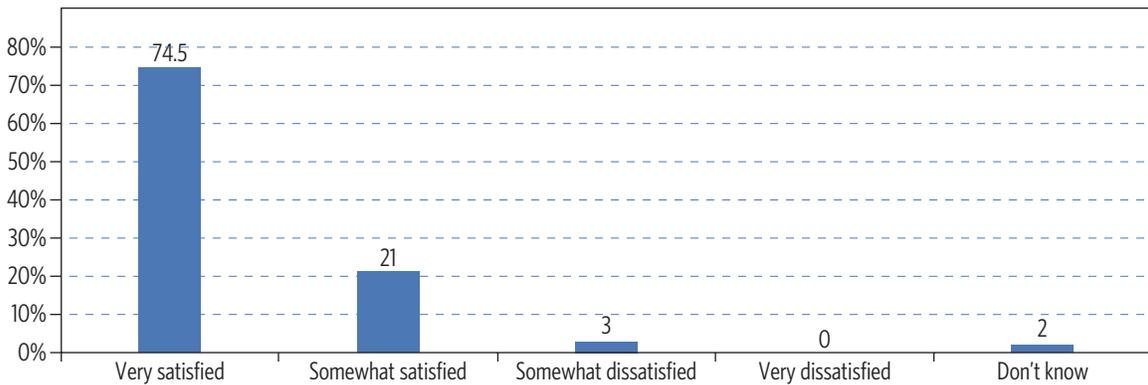
Figure 40: Thinking about how long it took to receive a decision, would you say it took...? (Employers)



Overall Satisfaction

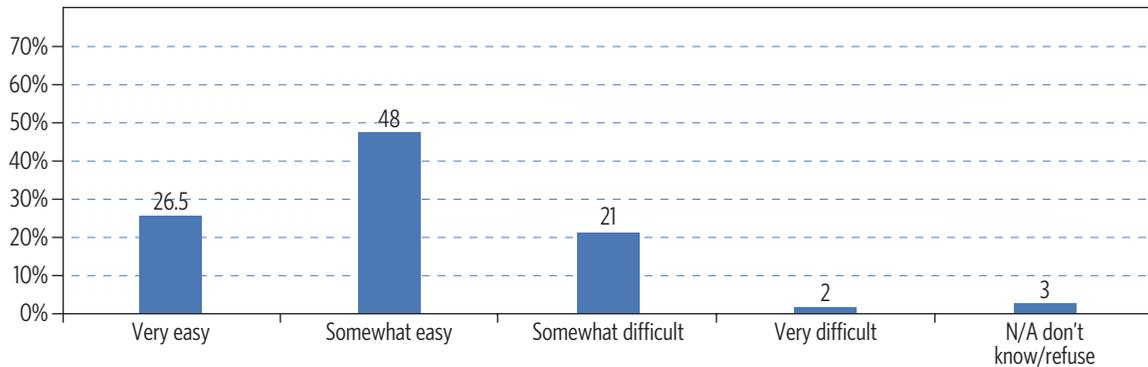
Employers were also asked how satisfied or dissatisfied they were with the YNP, without reference to the actual outcome of the decision. A total of 101 or 95% of employers said they were somewhat or very satisfied. Only three employers (3%) said they were dissatisfied.

Figure 41: How satisfied or dissatisfied were you with the application process? (Employers)



A total of 79 employers, or 74.5%, said it was somewhat or very easy to bring a foreign worker to the Yukon under the YNP. A total of 24 employers, or 22.5% said it was somewhat or very difficult.

Figure 42: Would you describe your experience as it pertains to the YNP of bringing a foreign worker to Canada as:

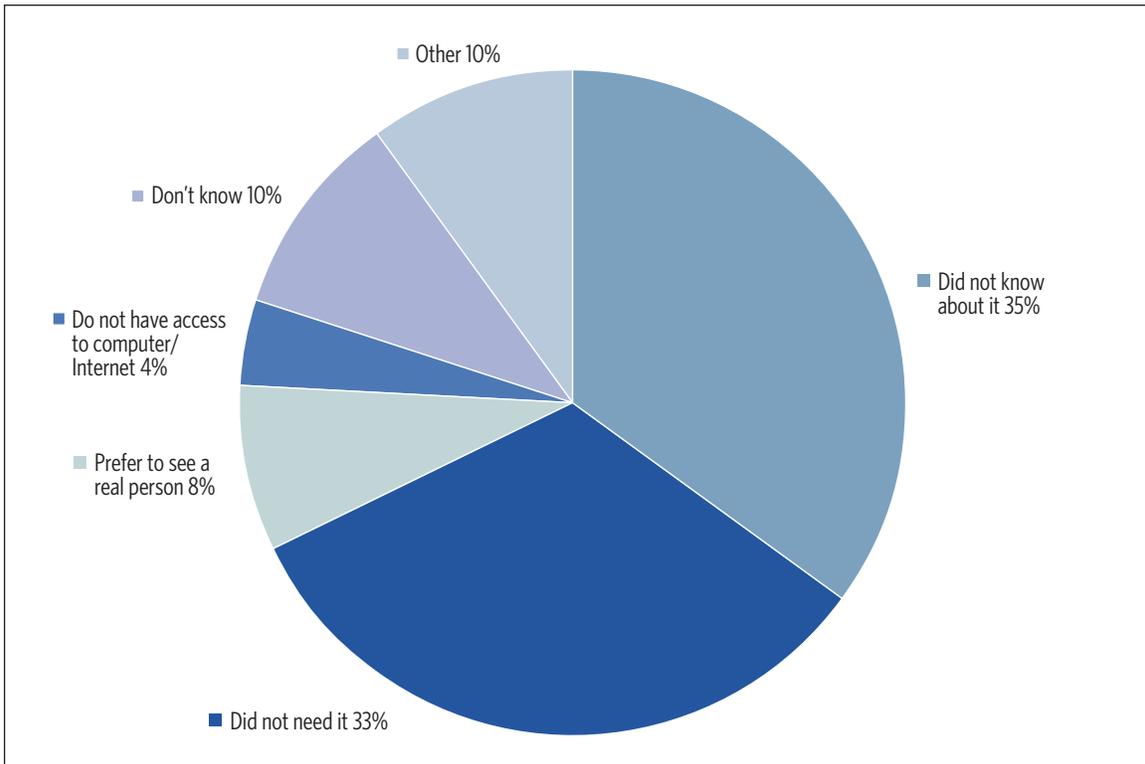


Some of the employers who reported the process as being difficult reported that it was a long and time consuming process, while others had difficulty only once the process reached the federal level. There were comments that the government in the nominee's country does not know about the program. A lack of communication between the employer and the nominee was also cited as a difficulty by one respondent.

Objective 5: To evaluate employer satisfaction with information provided on the Yukon Immigration website

Employers were asked about their use of the Yukon Immigration website: www.immigration.gov.yk.ca. Almost an equal number of them had used the website (53 or 50%) as those who had not used the website (51 or 48%). This is a large proportion of employers that do not use a very important source of information about the program. Of those who did not use the website, 18 (35%) said they did not know about the website, 17 (33%) said they did not need it, four (8%) preferred to go see a “real person” to answer their questions, and two (4%) did not have access to a computer or internet.

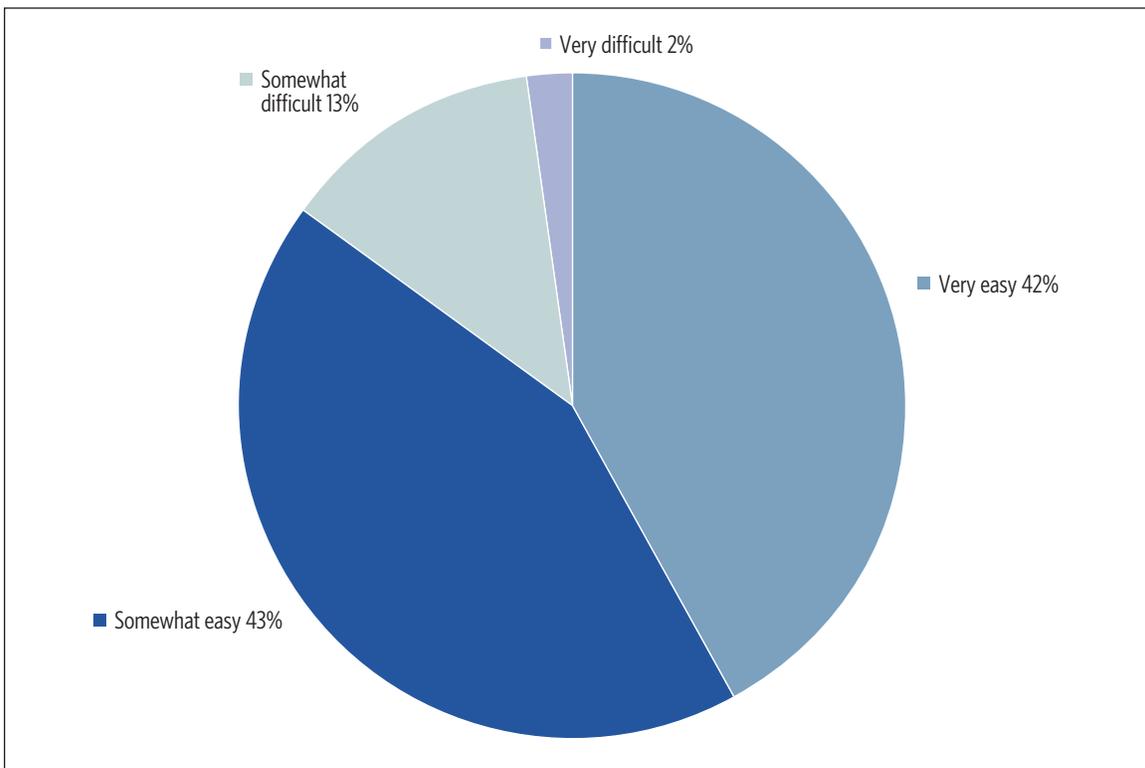
Figure 43: Why did you not use the Yukon Immigration Website? (Employers)



Of the 53 employers who had used the Immigration website, 47 (89%) reported that they were able to find the information they were looking for on the website. Others reported that they needed to clarify information further with staff, including advertising requirements, and nominee employment requirements.

Employers were asked if the Immigration website was easy or difficult to use. Only eight respondents found it somewhat or very difficult to use (15%).

Figure 44: How easy or difficult is the Yukon Immigration Website to use?



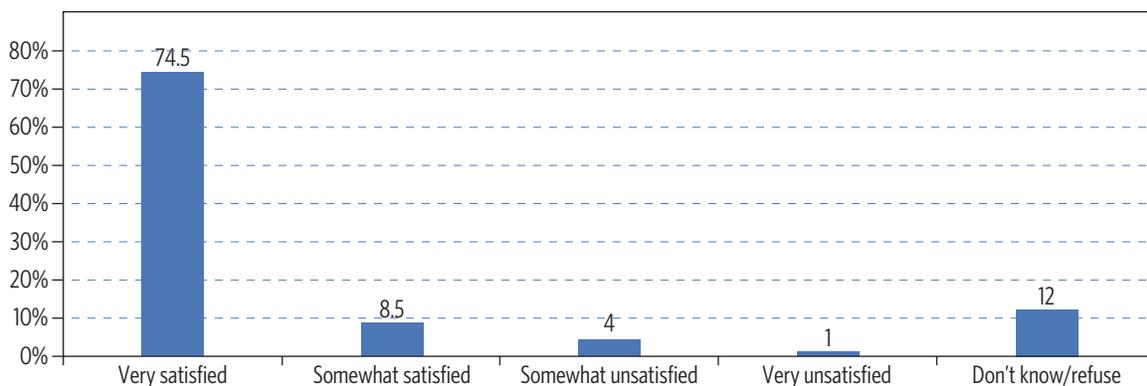
Employers said they had difficulties because they did not understand the terminology used on the website, there was confusion around the navigation and headings, or they could not find the right application form. However, of the 53 who used the website, 34 found it very useful (64%) and 18 found it somewhat useful (34%).

For a more detailed look at the usability of the Immigration website, including recommendations for improvement, see the March 2010 "Usability Testing Report" by Drift Geomatics.

Objective 6: To understand employer satisfaction with nominees/employees

Employers were asked a number of questions related to their satisfaction with the nominees they had hired. The majority of employers, 79 or 75%, were very satisfied with the performance of the nominees they had recruited.

Figure 45: How would you describe your overall level of satisfaction with the performance of the nominees you have recruited?



The five employers who were dissatisfied gave several reasons, including language barriers and cultural differences. One employer stated, “The person had trouble fitting into our way of working.” Another said that the nominee never arrived, or left after a short period. One employer said the nominee did not have the ability they claimed to have.

Employers were asked if they were in contact with their nominees prior to the nominee’s arrival. Contact prior to employee arrival is important for a number of reasons; to ensure that potential nominees understand the jobs they are being hired to do; to ensure employers have a good idea of their potential employee’s skills and abilities, including language skills; and to ensure that employers are committed to supporting the nominee through the settlement and immigration process. Seventy-five employers, or almost 71%, were in contact with their nominees prior to arrival, while 30 or 28% had not spoken to the nominee prior to their arrival.

Skill Development

When asked if the nominee arrived with the skills necessary to do the job for which he or she had been hired, 86 employers, or 81% responded positively. Four employers (4%) said their nominees had not yet arrived, while eleven (10%) said their nominees did not arrive with the skills needed.

Employers provided a variety of workplace training upon the nominees’ arrival. Most training was on-the-job training, including:

- job shadowing to learn the specifics of the position;
- introductions to customer service standards in Canada; and
- training to “adjust to the actual infrastructure of the company”.

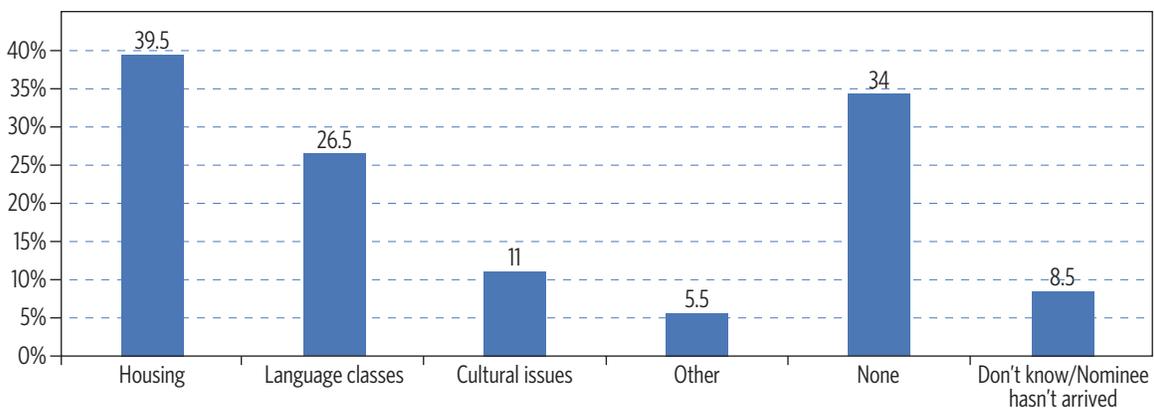
Other, more formal training provided to nominees included:

- Food Safe;
- CPR;
- Health and Safety training;
- ESL classes;
- Yukon Tourism Education Council classes;
- Yukon Learn classes; and
- Childcare courses.

Settlement Issues and Assistance

Employers were also asked the kind of settlement issues with which they have helped their nominees in order for them to settle in the Yukon. Housing was the biggest area employers assisted nominees with: 42 or 40% of employers provided some sort of assistance with housing. The second most common area was language classes, with 28 employers or 26%, assisting their nominees in this area. Twelve employers (11%) assisted their nominees with cultural issues. Thirty-six employers (34%) stated that they did not assist their nominees with any settlement-related issues.

Figure 46: What kind of settlement issues have you helped your nominee(s) with in order to help him/her settle in Yukon?



Employers were also asked if they knew about more formal settlement services that were available to foreign workers, which is shown in the charts below.

Figure 47: Do you know about the existence of the following settlement services: CIYC (Employers)

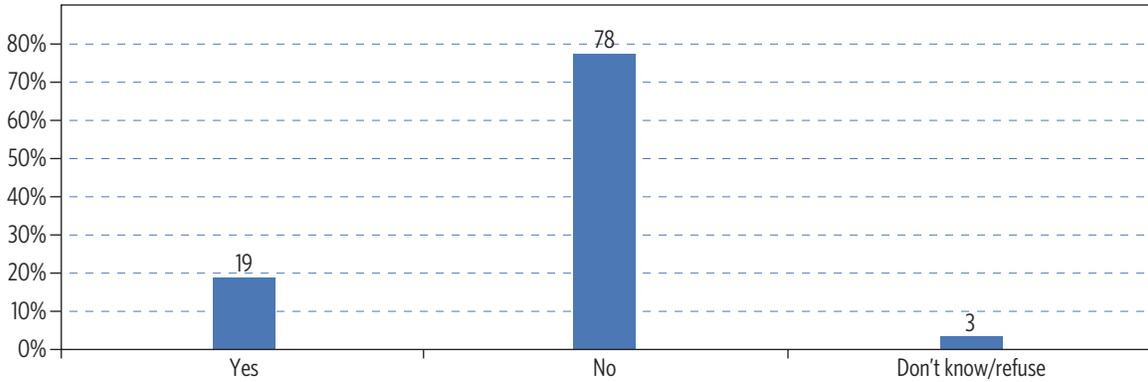


Figure 48: Do you know about the existence of the following settlement services: ISAP (Employers)

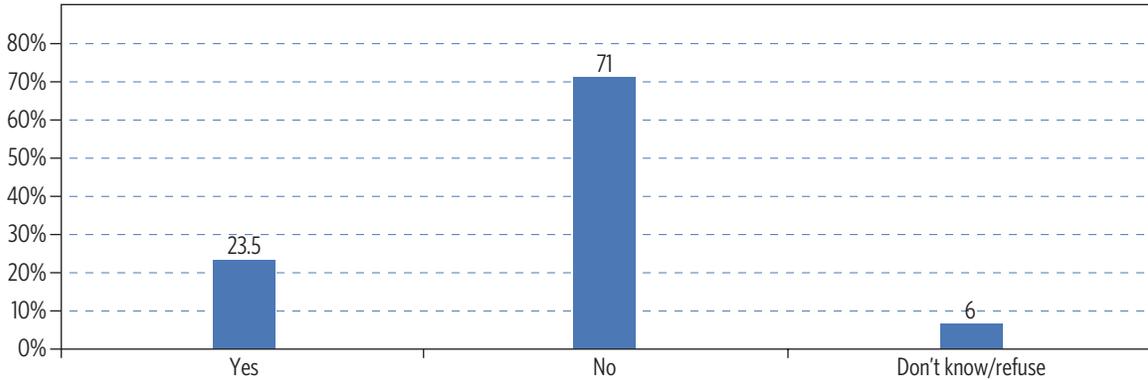


Figure 49: Do you know about the existence of the following settlement services: LINC (Employers)

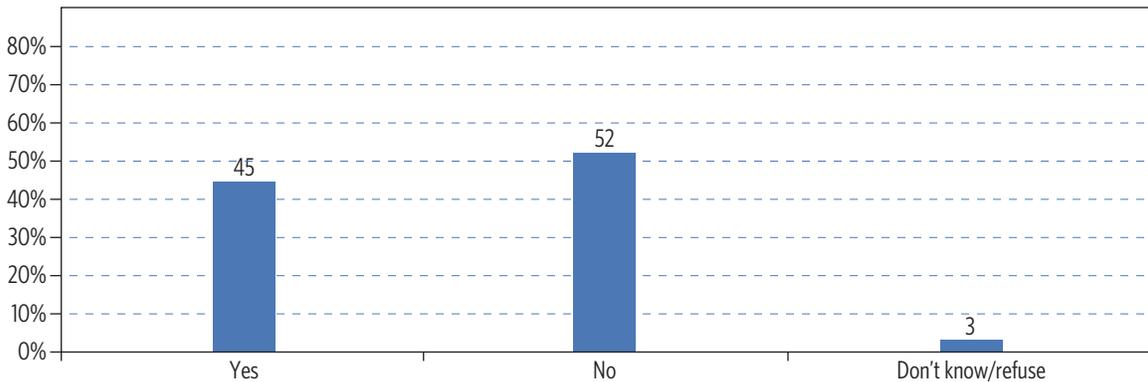
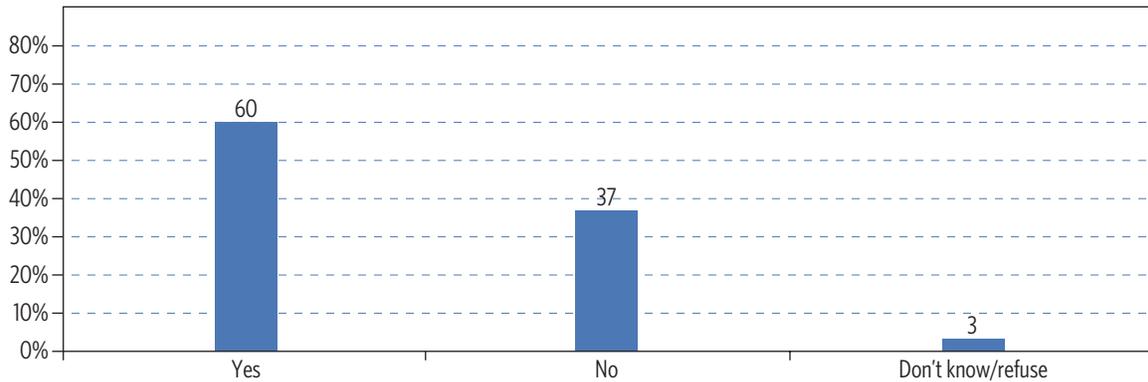
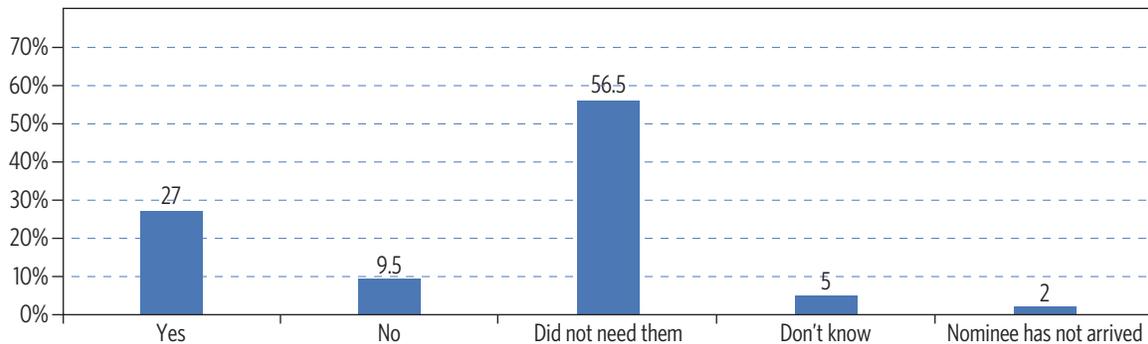


Figure 50: Do you know about the existence of the following settlement services: ELT (Employers)



Employers were asked if they were able to access these services when they needed them. Twenty nine or 27% said that they were able to access the services when they needed them and 10 employers or 9.5% were not able to access the services.

Figure 51: Were you able to access these services when you needed them? (Employers)



Reasons given for being unable to access the services when they were needed include:

- programs were not offered in their community;
- the expense was too high; and/or
- the course was full.

Final Comments from Employers

The final question of the survey asked employers if they had any other comments they would like to make regarding the Program. A full list of comments is available in Appendix D.

Appendix A — Bureau of Statistics Operations Report

The Yukon Nominee Program Survey was conducted by the Yukon Bureau of Statistics on behalf of the Advanced Education Branch of the Yukon Government.

The objective of this research is to learn about nominee and employer experiences under the Yukon Nominee Program. The research will help to improve the Nominee Program and ensure the program is providing the best possible service.

Two survey questionnaires were developed for this research.

- **Employer Survey** — asked about experiences of applying to hire a foreign worker under the Yukon Nominee Program and about employee integration after their arrival in the Yukon
- **Nominee Survey** — asked about experiences with the application process and about integration after their arrival to the Yukon.

Five interviewers were trained by the Project Supervisor and Operations Manager on Tuesday, March 2, 2010 to administer the survey. The interviewers started the data collection later that day and continued the data collection until Wednesday, March 24, 2010.

Interviewing took place between the following hours:

- Monday - Thursday: 12:00 p.m. to 8:00 p.m.
- Friday: 9:00 a.m. to 4:00 p.m.

The target for the Yukon Nominee Program Survey was Yukon employers who hired a foreign worker under this program and nominees who applied and were accepted under the Yukon Nominee Program. There were 512 possible respondents in this target group (124 employers and 388 nominees). There was no contact information for a lot of the nominees. They were traced using administrative files for either an address or telephone number. If we did not find any contact information then we contacted their employers for assistance in locating the nominee. A lot of face to face interviews were conducted because many nominees didn't have a telephone. We visited their home or their place of employment, if approved by the nominee, to conduct the interview.

Yukon Nominee Program Survey Summary Results

	Total	Employers	Nominees
Number of Selected Respondents	512	124	388
Invalid Contact Information			
02 Incorrect phone number	7	0	7
Total	7	0	7
No contact:			
11 No contact/No answer	2	0	2
13 Answering machine or service — no message left	9	3	6
14 Answering machine or service — message left	3	1	2
Total	14	4	10
Contact Made — Non-interview			
20 Information unavailable for duration of survey	25	5	20
22 Language barrier	5	1	4
30 Duplicate	13	2	11
56 Out of Scope	10	1	9
90 Unusual/special circumstances	61	2	59
Total	114	11	103
70 Completed Surveys	371	106	265
80 Refusals	6	3	3
Refusal Rate	1.6%	2.8%	1.1%
Reasons for Refusal: Code 80	Total	Employer	Nominee
Not Interested	4	2	2
Too busy/No time	1	0	1
No longer uses the Nominee Program	1	1	0
Total	6	3	3
Reasons for Out of Scope: Code 56	Total	Employer	Nominee
No longer living in the Yukon	8	0	8
No longer employer with business, no contact information	1	0	1
Nominee and person who completed the application no longer work for the business. Nominee has left the Yukon	1	1	0
Total	10	1	9

Reasons for Unusual/Special Circumstances: Code 90	Total	Employer	Nominee
Medical/Illness	2	0	2
Application is still in process	6	0	6
Application was rejected	1	0	1
Decided not to come	3	0	3
Employer doesn't know the person	6	0	6
Old files, pulled as per Michelle's instructions	2	1	1
Just arrived, hasn't started work, no contact information	1	0	1
Family matters	1	1	0
Haven't arrived yet	39	0	39
Total	61	2	59

Results by code:

Yukon Nominee Program Survey

Total Results	Employers	Nominees	Code	Description
7	0	7	02	Incorrect phone number
2	0	2	11	No contact/No answer
9	3	6	13	Answering machine or service No message left
3	1	2	14	Answering machine or service Message left
25	5	20	20	Information unavailable for duration of survey
5	1	4	22	Language barrier
13	2	11	30	Duplicate
10	1	9	56	Out of scope
371	106	265	70	Complete
6	3	3	80	Refusal
61	2	59	90	Unusual/Special circumstances
512	124	338		Total Sample



Appendix B — Survey Questions

i) Nominee Survey

Form Number: _____

**Yukon Nominee Program:
Nominee Survey**

Interviewer: _____

SECTION A: About You

The first questions are about you.

A1. Was your nomination under the Skilled Worker or Critical Impact Worker category of the Yukon Nominee Program?

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Skilled Worker | <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> Critical Impact Worker | <input type="checkbox"/> Refuse |

A2. What country did you come from? _____

- | | |
|-------------------------------------|---------------------------------|
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Refuse |
|-------------------------------------|---------------------------------|

A3. What Yukon community do you live in?

- | | |
|--|---|
| <input type="checkbox"/> Carcross | <input type="checkbox"/> Old Crow |
| <input type="checkbox"/> Carmacks | <input type="checkbox"/> Ross River |
| <input type="checkbox"/> Dawson City | <input type="checkbox"/> Teslin |
| <input type="checkbox"/> Destruction Bay | <input type="checkbox"/> Watson lake |
| <input type="checkbox"/> Faro | <input type="checkbox"/> Whitehorse |
| <input type="checkbox"/> Haines Junction | <input type="checkbox"/> Other (<i>Specify</i>) _____ |
| <input type="checkbox"/> Keno | <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> Mayo | <input type="checkbox"/> Refuse |

A4. What is your job title? _____

- | | |
|-------------------------------------|---------------------------------|
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Refuse |
|-------------------------------------|---------------------------------|

A5. How did you find out about the Yukon Nominee Program?

- | |
|---|
| <input type="checkbox"/> Yukon Immigration website |
| <input type="checkbox"/> Employer |
| <input type="checkbox"/> Family |
| <input type="checkbox"/> Friend |
| <input type="checkbox"/> Other (<i>Specify</i>) _____ |
| <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> Refuse |

SECTION B: Application Form

For the next questions, please think about the Nominee Application Form that you completed as part of the application process.

B1. Did you complete the application form yourself?

- Yes
- No ⇒ Go to Section C

B2. Thinking about all aspects of the application form, how easy or difficult did you find it to complete?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult
- Don't Know
- Refuse

B3. What, if anything, did you find difficult when completing the application form?

- Nothing

- Don't know
- Refuse

B4. What sources of information did you use to understand how the Yukon Nominee Program worked? Check all that apply.

- None
- Yukon Immigration website
- Yukon Nominee Program staff
- Employer
- Family
- Other (*Specify*) _____
- Don't Know
- Refuse

B5. After finding out information from these sources, how well did you understand how the process worked?

- Very well
- Somewhat well
- Not very well
- Not at all well
- Don't Know
- Refuse

SECTION C: Supporting Evidence

The next questions relate to the supporting evidence and documentation you are required to provide as part of the application process, for example evidence of work experience, education experience, passport, etc.

C1. Was it clear to you exactly what supporting evidence you had to provide as part of your application?

- Yes
- No
- Don't Know
- Refuse

C2. How easy or difficult was it for you to get the following pieces of supporting documentation:

	Very easy	Somewhat easy	Somewhat difficult	Very difficult	Did not provide	Don't Know	Refuse
Current passport							
Dependent's passports							
Proof of employment experience							
Proof of education							
Proof of English language skills							
Proof of funds							
Letter of support							

C3. If you found any of the above documents difficult to get, please explain why.

- None were difficult to get

- Don't know
- Refuse

SECTION D: Using the Yukon Immigration Website

This section asks you questions about your experience using the Yukon Immigration website either during or after the application process.

D1. Have you used the Yukon Immigration website?

- Yes
- No ⇒

D1.1 Why not?

- Cannot read English
- Did not know about it
- Do not have access to computer or internet
- Other (*Specify*) _____
- Don't know
- Refuse

Go to Section E

- Don't know ⇒ *Go to Section E*
- Refuse ⇒ *Go to Section E*

D2. Were you able to find the information you were looking for on the Yukon Immigration website?

- Yes
- No ⇒

D2.1 What information did you need that was not there?

- Don't know
- Refuse

- Don't know
- Refuse

D3. How easy or difficult is the Yukon Immigration website to use?

- Very easy
- Somewhat easy
- Somewhat difficult ⇒
- Very difficult ⇒

D3.1 What did you find difficult?

- Don't know
- Refuse

- Don't know
- Refuse

D4. How useful did you find the Yukon Immigration Portal website?

- Very useful
- Somewhat useful
- Not very useful ⇒
- Not at all useful ⇒
- Don't know
- Refuse

D4.1 What did you find not useful?

- Don't know
- Refuse

SECTION E: Seeking Assistance from YNP Staff

This section asks about your experience of seeking assistance from Yukon Nominee Program staff during the application process.

E1. Did you have interaction with Yukon Nominee Program staff during your application process?

- Yes
- No ⇒ Go to Section F
- Don't Know ⇒ Go to Section F
- Refuse ⇒ Go to Section F

E2. What method of interaction did you have with Yukon Nominee Program staff?

Check all that apply.

- Email
- Telephone
- Letter
- In person
- Other (Specify) _____
- Don't Know
- Refuse

E3. Did you receive the assistance or information you needed from Yukon Nominee Program staff?

- Yes
- No
- Don't Know
- Refuse

E4. How long did it take to get the assistance or information you needed from Yukon Nominee Program staff?

- Less than one day
- One day to less than 3 days
- 3 days to less than 1 week
- 1 week or longer
- Don't know
- Refuse

E5. How satisfied were you with your dealings with Yukon Nominee Program staff?

- Very satisfied
 - Somewhat satisfied
 - Somewhat unsatisfied ⇒ E5.1 What was the reason?
 - Very unsatisfied ⇒ _____
 - Don't know
 - Refuse
- Don't know Refuse

SECTION F: Process Timeline

F1. How long after submitting your completed application did it take for you to receive a decision?

- Less than 6 weeks
- 6 weeks to 8 weeks
- More than 8 weeks
- Don't know
- Refuse

F2. Thinking about how long it took to receive your decision, would you say it took...

- A lot longer than you expected
- A little longer than you expected
- About as long as you expected
- A little less time than you expected
- A lot less time than you expected
- Don't know
- Refuse

SECTION G: Overall satisfaction

G1. Excluding the outcome of your application, how satisfied or dissatisfied were you with the application process?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know
- Refuse

G2. Would you describe your overall experience immigrating to Canada under the Yukon Nominee Program as:

- Very easy
- Somewhat easy
- Somewhat difficult ⇨
- Very difficult ⇨
- Don't Know
- Refuse

G2.1 Please describe any difficulties you had in immigrating to Canada under the Yukon Nominee Program.

- Don't know
- Refuse

SECTION H: Settlement Issues

The next questions relate to your experiences since your arrival in Yukon.

H1. Thinking about your overall experience with settling in your new community, how easy or difficult would you say your experience has been?

- Very easy
- Somewhat easy
- Somewhat difficult ⇒ **H1.1 Please explain what has been difficult.**
- Very difficult ⇒ _____

- Don't know
- Refuse
- Don't know
- Refuse

H2. When you needed assistance or information to help you settle in, who has helped you?

- No one
- Your employer
- Family member
- Friend
- Other (Specify) _____
- Don't know
- Refuse

H3. Are your spouse and/or children with you in Yukon?

- Yes
- No
- Don't Know
- Refuse

H4. Have you been able to find suitable living accommodations?

- Yes
 - No ⇒
 - Don't Know
 - Refuse
- H4.1 Why not?**
- Too expensive
 - Nothing available
 - Not looking right now
 - Other (Specify) _____
 - Don't know
 - Refuse

H5. Did you require English language classes when you arrived?

- Yes
- No ⇒ Go to Q.H7
- Don't Know
- Refuse

H6. Have you taken English language classes in Yukon?

- Yes
- No ⇒
- Don't Know
- Refuse

H6.1 Why not?

- No time for classes
- Can not afford fees
- No classes available in my community
- Other (*Specify*) _____
- Don't know Refuse

H7. Taking into account all of your experiences applying under the Yukon Nominee Program, do you have any other comments you would like to make?

- No
-
-
-
-

This is the end of the survey. Thank you for your time and assistance.

ii) Employer Survey

Form Number: _____

**Yukon Nominee Program:
Employer Survey**
Interviewer: _____

SECTION A: About You

The first questions are about you.

A1. Was/were your application(s) under the Skilled Worker or Critical Impact Worker category of the Yukon Nominee Program?

- Skilled Worker
- Critical Impact Worker
- Both
- Don't Know
- Refuse

A2. What country(ies) did your employee(s) come from?

-
- Don't know
 - Refuse

A3. In which community is your business?

- | | |
|--|---|
| <input type="checkbox"/> Carcross | <input type="checkbox"/> Old Crow |
| <input type="checkbox"/> Carmacks | <input type="checkbox"/> Ross River |
| <input type="checkbox"/> Dawson City | <input type="checkbox"/> Teslin |
| <input type="checkbox"/> Destruction Bay | <input type="checkbox"/> Watson lake |
| <input type="checkbox"/> Faro | <input type="checkbox"/> Whitehorse |
| <input type="checkbox"/> Haines Junction | <input type="checkbox"/> Other (<i>Specify</i>) _____ |
| <input type="checkbox"/> Keno | <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> Mayo | <input type="checkbox"/> Refuse |

A4. How would you describe your business?

- Hospitality, i.e. hotel, restaurant
- Retail
- Service, i.e. cleaning
- Other (*Specify*) _____
- Don't know
- Refuse

A5. How did you find out about the Yukon Nominee Program?

- Yukon Immigration website
- Other employer/business owners
- Employment Agency
- Recruitment Agency
- Other (*Specify*) _____
- Don't Know
- Refuse

A6. How did you find your potential nominee(s)?

- International recruitment efforts, i.e. advertising, going overseas, etc
- Referral or word of mouth from a foreign worker in the Yukon i.e. relatives or friends of nominee
- He/she or they are members of my extended family
- Other (*Specify*) _____
- Don't Know
- Refuse

A7. Were you in contact with your nominee(s) prior to their arrival?

- | | |
|------------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> No | <input type="checkbox"/> Refuse |

A8. How many foreign workers have you hired under the Yukon Nominee Program?

- | | |
|---------------------------------|-------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 or more |
| <input type="checkbox"/> 2 to 3 | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> 4 to 5 | <input type="checkbox"/> Refuse |

SECTION B: Application Form

For the next questions, please think about the Employer Application Form that you completed as part of the application process.

B1. Did you complete the application form yourself?

- Yes
- No ⇒ Go to Section C

B2. Thinking about all aspects of the application form, how easy or difficult did you find it to complete?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult
- Don't Know
- Refuse

B3. What, if anything, did you find difficult when completing the application form?

- Nothing

- Don't know
- Refuse

B4. What sources of information did you use to understand how the Yukon Nominee Program worked? Check all that apply.

- None
- Yukon Immigration website
- Yukon Nominee Program staff
- Other (*Specify*) _____
- Don't Know
- Refuse

B5. After finding out information from these sources, how well did you understand how the process worked?

- Very well
- Somewhat well
- Not very well
- Not at all well
- Don't Know
- Refuse

SECTION C: Supporting Evidence

The next questions relate to the supporting evidence and documentation you are required to provide as part of the application process, for example evidence of advertising, employee contracts, etc.

C1. Was it clear to you exactly what supporting evidence you had to provide as part of your application?

- Yes
- No
- Don't Know
- Refuse

C2. How easy or difficult was it for you to get the following pieces of supporting documentation:

	Very easy	Somewhat easy	Somewhat difficult	Very difficult	Did not provide	Don't Know	Refuse
Local advertising							
National advertising							
Contract/letter of offer							
Confirmation of acceptance by nominee							
Position description							

C3. If you found any of the above documents difficult to get, please explain why.

- None were difficult to get

- Don't know
- Refuse

SECTION D: Using the Yukon Immigration Website

This section asks you questions about your experience using the Yukon Immigration website either during or after the application process.

D1. Have you used the Yukon Immigration website?

- Yes
- No ⇒

D1.1 Why not?

- Did not know about it
- Do not have access to computer or internet
- Did not need it
- Other (*Specify*) _____
- Don't know
- Refuse

Go to Section E

- Don't know ⇒ *Go to Section E*
- Refuse ⇒ *Go to Section E*

D2. Were you able to find the information you were looking for on the Yukon Immigration website?

- Yes
- No ⇒

D2.1 What information did you need that was not there?

- Don't know
- Refuse

- Don't know
- Refuse

D3. How easy or difficult is the Yukon Immigration website to use?

- Very easy
- Somewhat easy
- Somewhat difficult ⇒
- Very difficult ⇒

D3.1 What do you find is difficult?

- Don't know
- Refuse

- Don't know
- Refuse

D4. How useful do you find the Yukon Immigration website?

- Very useful
- Somewhat useful
- Not very useful ⇒
- Not at all useful ⇒
- Don't know
- Refuse

D4.1 What do you find is not useful?

- Don't know
- Refuse

SECTION E: Seeking Assistance from YNP Staff

This section asks about your experience in seeking assistance from Yukon Nominee Program staff during the application process.

E1. Did you have interaction with Yukon Nominee Program staff during your application process?

- Yes
- No ⇒ Go to Section F
- Don't Know ⇒ Go to Section F
- Refuse ⇒ Go to Section F

E2. What method of interaction did you have with Yukon Nominee Program staff?

Check all that apply.

- Email
- Telephone
- Letter
- In person
- Other (Specify) _____
- Don't Know
- Refuse

E3. Did you receive the assistance or information you needed from Yukon Nominee Program staff?

- Yes
- No
- Don't Know
- Refuse

E4. How long did it take to get the assistance or information you needed from Yukon Nominee Program staff?

- Less than one day
- One day to less than 3 days
- 3 days to less than 1 week
- 1 week or longer
- Don't know
- Refuse

E5. How satisfied were you with your dealings with Yukon Nominee Program staff?

- Very satisfied
 - Somewhat satisfied
 - Somewhat unsatisfied ⇒ E5.1 What was the reason?
 - Very unsatisfied ⇒ _____
 - Don't know
 - Refuse
- Don't know Refuse

SECTION F: Process Timeline

F1. How long after submitting your completed application did it take for you to receive a decision?

- Less than 6 weeks
- 6 weeks to 8 weeks
- More than 8 weeks
- Don't know
- Refuse

F2. Thinking about how long it took to receive your decision, would you say it took...

- A lot longer than you expected
- A little longer than you expected
- About as long as you expected
- A little less time than you expected
- A lot less time than you expected
- Don't know
- Refuse

SECTION G: Overall satisfaction

G1. Excluding the outcome of your application(s), how satisfied or dissatisfied were you with the Yukon Nominee Program?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know
- Refuse

G2. Would you describe your experience as it pertains to the Yukon Nominee Program of bringing a foreign worker to the Yukon as:

- Very easy
- Somewhat easy
- Somewhat difficult ⇨ **G2.1 Please describe any difficulties you had in bringing a foreign worker to the Yukon under the YNP.**
- Very difficult ⇨
- Don't Know
- Refuse

 Don't know Refuse

G3. How would you describe your level of effort to apply to the Yukon Nominee Program?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know
- Refuse

SECTION H: Employee Suitability and Adaptability

This section asks question about your satisfaction with the foreign workers you have hired and their adaptability to life in the Yukon.

H1. How would you describe your overall level of satisfaction with the performance of employee(s) you have recruited?

- Very satisfied
- Somewhat satisfied
- Somewhat unsatisfied ⇒ **H1.1 Please explain why you are unsatisfied.**
- Very unsatisfied ⇒ _____

- Don't know
- Refuse
- Don't know
- Refuse

H2. Did your employee(s) arrive with the skills necessary to do the job he/she was hired for, even if further workplace training was necessary?

- Yes
- No
- Don't Know
- Refuse

H3. What kind of workplace training did you provide to your employee(s)?

- _____

- Don't know
- Refuse

H4. What kind of settlement issues have you helped your employee(s) with in order to help him/her or them settle in the Yukon?

- Housing
- Language classes
- Cultural issues
- None
- Other (*Specify*) _____
- Don't know
- Refuse

H5. Do you know about the existence of the following settlement services?

- | Yes | No | D/K | R | |
|--------------------------|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | a. Carrefour d'Immigration Crossroad Yukon |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | b. Immigrant Settlement Adaptation Program |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | c. Language Instruction for Newcomers (LINC) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | d. Enhanced Language Training (ELT) at Yukon College |

H6. Taking into account all of your experiences applying under the Yukon Nominee Program, do you have any other comments you would like to make?

- No
-
-
-
-
-

This is the end of the survey. Thank you for your time and assistance.

Appendix C — Communication Letter to Nominees and Employers



Box 2703
Whitehorse, Yukon Y1A 2C6

February 22, 2010

Re: **An Evaluation of the Yukon Nominee Program**

Dear Nominees and Employers of the Yukon Nominee Program

Advanced Education is conducting an evaluation of the Yukon Nominee Program (YNP). The objective of this research is to **learn about nominee and employer experiences under the YNP**.

This research is important so that we may understand what works or does not work about the program and its services. The results will allow us to make recommendations and improvements.

Yukon Bureau of Statistics will be conducting telephone surveys. The survey consists of a number of questions relating to the application process, using the Yukon Immigration website, interacting with YNP staff, and foreign worker settlement issues. The telephone call should take around 20 to 30 minutes to answer approximately 35 questions. The research will occur between March 3 and 24, 2010.

While your participation is voluntary, Advanced Education would like to request as many as possible of our past and present nominees and employers to take part in this important research. Your assistance with this survey is essential for results to be accurate. Under the Yukon Statistics Act (Chapter 27, Section 9) your answers to these questions will be kept strictly confidential and used for statistical purposes only.

If your contact information we have on file is out of date, or if you would like to set up an interview time, please call the Bureau of Statistics between 8:00 a.m. and 4:00 p.m. at 667-8029 or toll free at 1-866-527-8266.

If you have any questions about this research, please don't hesitate to call me at the number below.

Thank you in advance for your participation.

Sincerely,

Michelle Crossfield
Labour Market Development Officer
Tel: (867) 456-6813
Email: michelle.crossfield@gov.yk.ca



Appendix D — Final Comments

i) Nominees' Comments

Application Process Comments

There should be more feedback about the process once (the application has) been submitted.

Philippines immigration system is a long waiting process especially if the application isn't complete. He's still waiting for his wife's birth certificate in order for her to come to the Yukon too.

For the proof of funds, I think that the amount is too high for a young person. You have to have a bank statement showing \$10,000.

The program is good but it's too much money to show.

Q E5-Don't know because my sister is the one that dealt with the Nominee Program staff.

Permanent residency at the federal level was the most confusing document I ever went through. It was very hard to get a hold of one of the staff at the Yukon Nominee Program. She wouldn't answer emails and her phone messages were full. She did help us a lot though. I could not work for a month and a half due to all this, making it hard on my husband.

Some businesses advertise just so they have documentation for Yukon Nomination Program so when people apply for them they aren't actually accepting applications.

It was nice to have a real person to go to (YNP staff) when you needed help.-really good program
QF1 Don't remember as it was awhile back.

I am satisfied with the program. It is quick to apply and quick to get an answer.

Yukon Nominee Program- thank-you so much. It has changed our lives. There will be a bright future for our children. Thank-you so much to everyone who is a part of the program.

It did not affect me at the time, but I have noticed that on the YUWIN job posting board, there are times when a job posting is advertised, but when I have inquired about the job, they are not really looking. The posting is just to fulfill the Yukon Nominee Program criteria. This has happened a couple of times.

I think in my situation it's good. They are very helpful in filling out the applications and they should continue.

It was stressful wondering whether the employer would wait until the process was complete.

Canada's processing of documents is quick and efficient. In Philippines however, simple matters are made complicated. The processing takes too long.

Yukon Nominee Program is very easy and helpful. In the Philippines the policy in the embassy is very strict. It's hard now because they require interviews and if you fail the interview you can't leave the Philippines. He hasn't seen his son for over a year now. He wishes his family can come here sometime soon.

For applicants who came after me I think it was a lot easier to immigrate. Right now it is very easy to apply. I have heard from other applicants who immigrated through the Yukon Nominee Program after me and they said it was a piece of cake. (He was one of the first nominees ever in the program, so at the time the process was not as clear as it is now.)

In the future, I hope that the application process time will be shorter. Q.D1 She did not use the Yukon Immigration website extensively. She just glanced/ browsed through it.

It would be nice if the application process was faster. Overall, I am satisfied.

The history is very hard to get from your employer when you were 20 years old.

Settlement Issues Comments

Yukon Nominee Program is a good program for Filipinos. It's good because we can get our family to come here.

He said when he applied with Yukon Nominee Program he was told they're going to get his family over here too, so he's very happy for this.

Really nice program, very satisfied. They should make this program computerized so you can check your status of application online.

I am not entitled to free English classes until a permanent resident.

Because the automotive industry in Philippines is very different to that in Canada, I will have to undergo training in Canada if my permanent residency is approved and if I have time to do it.

Every time we (nominee and her employer/Aunt) have gone to try to register for English language classes offered through Carrefour d'Immigration at L'Association Franco-Yukonnaise, we are always told that the classes are for permanent residents only, that they have very little funding, even when we offer to pay.

She is attending Yukon Tourism Education Council.

Housing worries: I am trying to bring children over and am worried about finding suitable accommodation if their visas are approved. I am working on getting my children's passports together to bring them to Canada.-Yukon Nominee Program is great- they are really helping foreign workers settle and have a good life beyond expected situations.

The program is good for everybody, especially contract workers. It helps to bring family here.- Canada Immigration has inconsistent processing times.

It should allow family members to stay together.

The Immigrant Settlement Adaptation Program is expensive and the time of the class is too short. For the amount you pay you should be getting more class time than twice per week. Q.D1 (He did not use the Yukon Immigration website extensively. He just glanced/ browsed through it.)

My family is not here yet; housing is a problem we will have to face when they arrive. I would just like to add that staff from the Yukon Nominee Program are very accommodating and always ready to extend a helping hand.

He came here on a working visa and can't go to language classes. -He can't go to school until he's a landed immigrant. He's happy with the program.

It's a good program. He said he got kicked out of Yukon College because his English was poor. (He is taking language classes through the French Association.)

Q.H5- I arrived on a working visa and I could not attend language school because of that. It would be nice to be able to go to school if we come here on a "working visa" so we can go to school and work. (He had a translator there, which was great.)

Because I became pregnant once in Canada, I was required to go back to work full-time after my maternity leave in order to remain a nominee within the Yukon Nominee Program. There is no flexibility for me to return to work part-time or later on, even though my employer supports time off since having a child.

I would like to take Enhanced Language Training.

Suggestions

There should be better advertisement for the program. Also better communication between 2 countries. Overall very satisfied.

They should get employer and nominee to read and sign the Memorandum of Understanding with the application. He had problem, because his employer didn't like one clause which was that employer pays airfare for nominee. Impossible to speak with anyone after your application has gone to the Federal level. There is no "real" person to ask questions or about the status of an application.

Let the people with a work permit take English classes.

Yukon Nominee Program should be more recognized with other foreign degrees and diplomas.

They didn't inform us that we could apply right away [for permanent residency]. We waited one year.

Wasn't notified that they could apply for permanent residency as soon as she received her letter. Yukon Nominee Program needs to have translators or methods of translation for languages other than French.

Can the Yukon Nominee Program help with finding housing for some nominees?-They should offer other courses (language) in the other communities, not only in Whitehorse.

Once you are done with the Nominee Program, they should get more information on getting permanent residency.

More help with housing would be nice.

Dawson City could use someone trained in immigration issues. The person working at the little government-run centre on Front Street would be great with some training on immigration. Applicants could use some clarification on the timeline of the application process. It would be nice to have a visa classification for Yukon Nominee Program applicants who are at the time in Canada on a working visa that is nearing expiration. It would be good to have some sort of legal status at that stage. I was so confused as to where I stood in the mean time after submitting my Yukon Nominee Program application while my working visa was about to run out. I had such uncertainty and so many legal questions to ask regarding my status in Canada.

It would be nice if they can process application faster.

Make the process faster! Philippine government doesn't want people leaving. They are trying to make money off the nominees.

Very great program. It helps lots of people move to Canada for good. Staff are very helpful but should have more support.

General Comments

Good program

It is a really big help. It helped myself and my family get here and work here. I am very thankful for Yukon Nominee Program.

Everything is good.

Yukon Nominee Program is good.

Yukon Nominee Program is a great program, compared to other countries' programs.

It's a very good program, very straight forward.

Really, really easy.

The staff are nice and kind-more feedback once application has been submitted.

Citizenship/Immigration Canada has cut down their operating time making it less accessible especially for working and busy people. Advanced education is doing their best. They go above and beyond to help.

It's a big opportunity for us. I'm very happy.

I'm satisfied and happy. I'm expecting and hoping that if I have a problem that I can count on Yukon Nominee Program.

It's a great program. This is an easy program to go through. Other countries are difficult to deal with.

I don't like the fact that your position can't be changed within the company under this program.

I appreciate the program-it makes it much easier to immigrate to Canada.

For her personally, it was pretty easy, but she has heard from other immigrants that it is not so easy. For example, she knows an American woman looking into YNP with her employer; this woman did not understand that it was not necessary to have a labour market opinion and that this was meant to speed up the immigration process. She works at XXX as a XXX, and says her employer finds the Yukon Nominee Program to be very beneficial as it is difficult to find Canadian workers to fill these positions.

Everything is super duper great!

I was very happy about it and found that it is very easy to do.

I think it would be easier if all this process would be taken care of by the Yukon government. It's much better compared to other provinces. Q.H1-hasn't gone to the community as of yet.

So far everything is very good.

Good program. I hope it continues to get more skilled people into the Yukon.

Federal website is confusing because getting to the right page takes a lot of time but once you're there it is pretty easy then.

Very helpful to come here.

It was a good experience for me. Applying under the Yukon Nominee Program made my permanent residency application easier.

I think it's fine.

Easy to understand. I was very satisfied.

Glad to be here.

It is a very good program. Gives foreign workers a chance to come to Canada.

It's very helpful for us. We're very fortunate to come here.

Yukon Nominee Program is good- I am satisfied with it.

Very grateful for program.

Very good program.

Very satisfied with the program.

The process of coming here through the Yukon Nominee Program was very helpful and easy for me. Q.A2- Lived in Dubai for six years before immigrating to Canada.

Very satisfied.

So far, so good.

It is wonderful. I hope it keeps operating. It has helped a lot of people.

I like Canada. Process time within Canada is really good and fast but it is very slow in India.

They've done a great job.

It is an excellent program.

It's a good program.

I just wanted to say thanks to the Yukon Nominee Program.

Really good program. I've learned a lot applying under the Yukon Nominee Program.

It works fine for me.

Hopefully they will keep this program.

Perfect tool to allow immigrants to work in Canada.

Good program.

Needs to be simplified in a sense that people are directed to right place, once they are approved for Nominee program.

Very good program.

Keep it up, very helpful. A lot easier to apply for permanent residency and bring family over.

It's okay. (She had a bit of difficulty understanding)

Hopefully the process goes quickly and it goes through okay. (He is waiting for his permanent residency to go through).

He said he just arrived in Whitehorse, just a day or two ago, so he does not have any opinions yet.

It was a straight-forward, easy, fairly fast process.

Yukon Nominee Program really helps us. This is really helping our families in Philippines as well because it is very hard to get work there.

Thank you to the employees at Yukon Nominee Program. It is nice to feel welcomed. It is an interesting and useful program. The Yukon Nominee Program staff sticks to their word on matters; they do what they say they will do. I did not have to give any proof that I would stay once I was accepted in the Yukon Nominee Program- employers just trusted me.

It was very straight-forward, the people were very nice and it was less complicated than the Alberta system.

Yukon Nominee Program has done a wonderful job. It creates a nice, international atmosphere in the workplace. -I think that the program should continue to run. I really appreciate the program. It has brought lots of people together and I look forward to meeting others in the future. Many want to bring their families over and I think that if it continues to run, there will be lots more new people in the Yukon. It is a wonderful program.

I am very happy.

This program makes it very easy to immigrate to Canada and it makes it very easy for Philippines Immigration to approve application.

It's very good.

Thank you for this program. It is a good program.

I think the Yukon Nominee Program is good

I am very thankful for the Yukon Nominee Program

It's a good program. It gives people around the world to try something new.

Great program.

The program is very helpful and I am very satisfied.

I'm happy.

Heard about the program from his lawyer and friend. He said he could have saved money if he had heard about the program himself. It took his friend six months to get everything processed and it took 18 months for him to get things settled here in the Yukon. He thinks the Yukon Nominee Program is very good.

Good program.

I am satisfied.

This is the first woman to get her immigrant status under the Yukon Nominee Program. She is now living in British Columbia since October 2009.

ii) Employers' Comments

Application Process Comments

It's amazing how they help. I hope the government continues to use this program. The workers at Yukon Nominee Program are very helpful and wonderful.

Very good. I found staff at front desk of YNP to be very good. They should be commended. They were very helpful. He is still waiting for a decision. His worker is not yet in Canada.

It was very good dealing with the staff at the Yukon nominee program.

The Yukon portion of the program went well, but there is no correspondence or ability to interact with the embassy in the foreign country to hear about the status of their applications. There is no way to track what is happening in the Philippines with the nominees. I was told by the nominees that their initial application applying through the Canadian Federal system "Labour market opinion" had been declined. I never received any response from the "Labour market opinion" program. Since applying through this federal program, it has been over a year waiting for them to arrive. It has been several months since applying through the nominee program, and it was through the nominee's family that I have heard that their applications have been confirmed.

I am finding the process is becoming more difficult because you normally have to get your current work permit issued in Vancouver. Because of the recession, it is getting harder to get a work permit even though they are guaranteed a job in the Yukon. I do not think that the government in B.C. understands what the Yukon needs.

There's a lot of process and paperwork on the Federal and Territorial side of things. It gets confusing when you have to provide different information to both sides (federal and territorial). Other than that the service has been great.

The process is too long especially for the day/child care business.

National advertisement stays active for a few weeks only. Waiting for a response for the nominees takes too long. If she knew it was going to take this long, she wouldn't have applied, but she needed workers because she couldn't find any local workers.

Words can't say how much the staff supported me. The program is very helpful and it has allowed me to bring my children here.

Application too long.

A little frustrated with the second process of the advertisement and procedures, other than that all is ok.

Our experience was good. But I know nominees that have gone through the program. The screening has to be set so that the aspects of the company's hiring have to be investigated carefully. I know nominees that came to work but the business closed leaving nominees without employment. This is not fair to the nominee. I know of several cases already. This has nothing to do with the Nominee Program itself but with companies that hire the nominees. These companies should be investigated more carefully.

Service Canada made the process more difficult. I now have some concerns of Service Canada's involvement in the process. The proof of need appears more difficult now.

The language cost has increased. They charge these people more than they charge others that apply from the Yukon.

Respondent refused to continue as he is upset with the Yukon Nominee program and his employee has not arrived yet. Application has been under process for over a year.

Department of Education staff are doing a good job. Very accessible and efficient. Good project-looking forward to it continuing, there is still a need.

Settlement Issue Comments

I like the exchange. It worked very well. I knew the employee quite well before I nominated her. It was beneficial to know employee prior to her starting just in terms of security clearances etc that are needed when working with children.

Differing processing times. Employees leave early; they do not commit to the full two years.

Suggestions

Unclear of how long it will take. Would be nice to have some sort of commitment to employer so the employee stays with the employer for certain period.Q.F1) There is lack of communication between Yukon Nominee Program and the other country.

Would be nice to have a booklet on the program you can look through, letting you know timeline process and a "must-have" sample of a perfect application. This could include supporting document sample so employer can understand what kind of a contract the program is looking for.

Labour market opinion is very slow. Staff are awesome. The process needs to be faster and more consistent between countries. More support staff is needed to help with forms.

Should help employers with where to start. Looking for potential nominee. Maybe they can have some on file who wants to come here and work or a list of countries which are better to hire from.

Open market to come into Canada- should be restricted to Yukon some time.

I think it would be nice to have English language services in Carmacks. There are no accommodations in the communities. I have to provide accommodations to employees because there's nothing available. It's playing a huge factor in my business. The time factor is critical, it has taken longer than expected. It would be nice if Yukon nominee program could inform well in advance what is all required such as original signatures.

Differing processing times is frustrating. People leave jobs before the 2 years are up when permanent residency comes through- if the business is committed to two years then so should the employee.

I think it should be expanded for mining and trades industries. There are a lot of qualified people in the States with knowledge and education.

We have Immigration in the Yukon who processes applications and makes recommendations. When applicants apply in their own country, they go to the Canadian Embassy. What I find confusing is that Immigration in Canada would have accepted them to come to Canada. But the Canadian Embassy in the originating country declines them after 15 minute interviews. The Canadian Government and the Canadian Embassy should be on the same track when making decisions on applications. Both should accept or both should decline the application. It would be understandable if they did not get accepted because of something on their application but not because one side accepts while the other side declines. It's too long of a process for this kind of outcome.

It is a really good program. There should be more scrutiny of the employers as some employers are bringing in more staff than they can afford to employ. This leads to lower wages as there are more people than jobs.

Other countries immigration should be able to tell Yukon Nominee Program some information when needed.

General Comments

They do a really good job. Really good program. It is nice they help employers. Q B2) One of the questions is repeated on the application. Q H5) Because they have temporary work permit, most places don't allow them to register, ONLY Yukon Learn.

Keep the program going as long as possible.

Satisfied and helpful. I think this is a good way of spending our tax dollars.

Very good program.

She says she hopes she can get another person from the nominee program soon. She works 12 to 13 hour days and could really use help.

Continue the program.

Good program. Nominee office is overworked because they have so many cases.

I feel we really benefited from this program as a society and employer.

It has served me very well and I'm happy with it.

The program is really good compared to the federal government program. They waited 18 months and then got declined after applying through the federal program.

The Yukon Nominee Program is a good thing. It is needed here.

The program is good and it should continue. I hope my family can come to Whitehorse.

Continue the program. It's great.

I would be more than happy to promote for the Yukon Nominee Program.

The second nominee has not arrived yet.

It is a good program. I have no issues with this program. It has been great.

The biggest issue is dealing with Immigration, and employees wanting to immigrate here.

Very valuable program.

Everything is ok.

Very smooth, very easy, very positive experience.

The program is working very well and I would definitely use it again.

Very, very good program helps us find good people. It's very hard to find reliable people here.

I would like to give praise and thanks for this program. It helps businesses in the Yukon which generates more jobs.

In the medical trades people here own their own tools. Elsewhere the business provides them, it becomes a problem when a worker arrives with no tools. We should be hiring from USA before going elsewhere.

I am grateful that it is available to us.

I would definitely do it again if I needed to. But we are not a big company. We are a small business. So I think our use of the Nominee program was a "one time thing".

It is difficult to get the information required from the Canada Immigration website.

I am so glad the program exists. It was extremely useful.

They work good for me, but the nominees are not here yet.

Right now I am just waiting for my employee to arrive here in Whitehorse.

We would be unable to run our business without this program. It is very difficult to find people willing to work evenings and weekends. All local businesses I have talked to are very happy with the service the nominees provide. I have not heard any other business owner say a bad thing about the program. We are hoping the program will be there for the next few years until we find the (staff) stability we are aiming for.

It is a pretty good program and it is pretty straight forward.

She completed her applications through the federal government a few years back and it took a long time for the process. She said they aren't very friendly. The Yukon nominee program is much better and easier to deal with and she's very satisfied with it.

The employee shouldn't have to worry about their language barrier at a certain job position. The government is doing a good job on the program.

Very helpful.

It's a perfect program. Immigration doesn't help because they don't approve everyone. Federal Immigration website is not helpful or useful at all. Nominee Program approved but Immigration rejected the applicant.

First person already knew people and supported new people. I was happy with the people brought in — could speed up the process.

I think that everything went well.

This program is excellent and very helpful to bring young people to the Yukon.

The letter of support wasn't on the business list so he didn't know to write one. It's a time consuming process. Very good program. It's great to see how happy the nominees are to have regular work.

It's a very important program and I would like to see it continue but with nominees committed to staying a year.

I hope this program continues because I find it very useful.

Hope it continues. It's a good program for employers to get skilled workers who are willing to work here.

Very easy — The Yukon is great for having a program like this. Helps a lot of employers

I'm really happy that her application was accepted. She's a big help to the business. If it wasn't for her I wouldn't be on maternity leave. (Employer said she couldn't find anyone locally to work in this position.)

Dealing with the Philippines when trying to bring nominees in is a long process. She wishes it could be as easy as YNP.

Her English was not good at all. She seemed afraid of saying something wrong. She kept saying she did not want to get into trouble with the Department of Immigration.

I like the program.

He's a really good person.

