



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada



WELCOME

"Moving Forward Together"

A Conference on Higher-Level Language Training

March 25 – 28, 2008

Niagara Falls, Ontario

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March 25, 2008

“Moving Forward Together- A Conference on Higher-Level Language Training”

Dear Conference Delegates,

We at CIC are pleased to welcome you to the Ontario Region Higher- Level Language Conference. For the next three days, we look forward to welcoming more than 400 delegates who are involved in the various aspects of the delivery of language training in Ontario.

The theme of this conference is: **Moving Forward Together**, which is particularly fitting at this time, as Canada and Ontario work together towards supporting the successful social and economic integration of immigrants under the Canada-Ontario immigration Agreement.

The workshops will provide each of you with an opportunity to learn from a diverse group of professionals in the language training, assessment and employment-related fields. The knowledge you gain and share will benefit settlement programs and increase our capacity to provide more effective services and interventions to newcomers to Canada.

I am sorry that other commitments do not permit me to be here with you, and hope that you will take advantage of this opportunity, to share your successful strategies and to network with other professionals from across Ontario Region, as you continue to work together to ensure excellence in the delivery of higher level language training.

Have a great conference.

Wilma Jenkins

Regional Director
Settlement/Intergovernmental Affairs
Ontario Region
Citizenship and Immigration Canada

TUESDAY MARCH 25 – CONFERENCE SCHEDULE

TIME	ACTIVITY	LOCATION	PERSONNEL/PRESENTER
Noon-9:00 pm	Check into Hotel and Conference Registration	Conference Registration Foyer of Great Room - 3 rd Floor	Jangles Productions Staff Register Delegates
Noon - 4:00 pm	Agencies set up materials for display	Great Room B - 3 rd Floor	Delegates Prepare Materials/Displays
4:00 - 6:00 pm	Reception	Great Room B - 3 rd Floor And Foyer of 3 rd Floor	Delegates Network and View Materials/Displays
6:00 - 8:00 pm	Dinner	Niagara Room Brock Hotel	
7:20 - 7:25 pm	Introduction	Niagara Room Brock Hotel	Peter Larson (Facilitator) Introduces Darlyn Mentor
7:25 - 7:30 pm	Welcoming Remarks	Niagara Room Brock Hotel	Darlyn Mentor - Citizenship and Immigration Canada
7:30 - 7:35 pm	Introduction	Niagara Room Brock Hotel	Peter Larson (Facilitator) Introduces Barbara Burnaby
7:35 - 8:00 pm	Dinner Speaker	Niagara Room Brock Hotel	Barbara Burnaby

Dinner Speaker Profile – Barbara Burnaby

Barbara Burnaby has a B.A. in Fine Art (1965), an M.A. in Linguistics (1972), and a Ph.D. in Education Theory (1979), all from the University of Toronto. She has taught English as a foreign language in Japan and English as a second language to adult immigrants in Toronto. Through contracts, she taught pre-service teacher training courses in English as a second language, language in Native education, and adult literacy for immigrants in five Canadian universities. In the 1970s and early 1980s, she was involved in the development of the Native Language Instructors Training Program for Ontario as well as provincial policy on the teaching of Native languages in provincial schools. She has been doing committee work with TESL Ontario since the 1970s and was President of TESL Canada in the 1980s. As well, she was President of World Literacy of Canada in the later 1980s and early 1990s.

As a Research Officer at the Ontario Institute for Studies in Education (OISE) (1979 to 1986) she developed curriculum in language arts for Native children, teacher training in English as a second language, and benchmarks for adult immigrants learning English. In 1986, she joined the Department of Adult Education at OISE as a faculty member (Chair from 1991 to 1995). Her research then included teaching English in the workplace, and oral fluency and literacy in Native languages in the Northwest Territories. In 1996, she moved to the Modern Language Centre in the Department of Curriculum, Teaching and Learning at OISE. She worked on assessment issues in Native languages, and for foreign candidates in pharmacy in Canada. She coordinated an international conference on stabilizing indigenous languages, Toronto, May 2000.

She was Dean of the Faculty of Education at Memorial University of Newfoundland (2000-2002), then worked as a faculty member until the spring of 2005. She is currently an Honorary Research Professor, working with Marguerite MacKenzie on a CURA grant on language development among the Innu in Labrador. Since 2005, she has been coordinator of the Canadian Coalition for Immigrant Children and Youth, and has been playing a leadership role in the development of the Coalition on Richer Diversity in Newfoundland and Labrador.

WEDNESDAY MARCH 26 – CONFERENCE SCHEDULE

TIME	ACTIVITY	LOCATION	PRESENTER(S)	TOPIC
7:00 – 8:30	BREAKFAST - Niagara Room (Brock Hotel)			
8:30 – 9:30	Plenary Session	Great Room B&C - 3 rd Floor	CIC and MCI Representatives	Overview and Update of ELT and SLT
9:45 – 11:00	Breakout 1	Strategy Room 1 - 5 th Floor	Marlene Meechen	Building Community Relationships
9:45 – 11:00	Breakout 2	Great Room B - 3 rd Floor	Carolyn Cohen and Gail Stewart	ELTPA and CLBA - I
9:45 – 11:00	Breakout 3	Strategy Room 3 - 5 th Floor	Andrea Seepersaud	Bill 124
9:45 – 11:00	Breakout 4	Great Room A - 3 rd Floor	Victoria Poe	Facilitating Higher-Level Language Training: Challenges and Rewards
9:45 – 11:00	Breakout 5	Strategy Room 2 - 5 th Floor	John Sivell	Online/Distance Learning
9:45 – 11:00	Breakout 6	Strategy Room 5&6 - 5 th Floor	Sohail Khan	Skills international
9:45 – 11:00	Breakout 7	Great Room C - 3 rd Floor	George V. Kairys	Business Soft Skills for Newcomers
9:45 – 11:00	Breakout 8 FRENCH	Upper Fallsview B - 5 th Floor	Nicole Olivier and Huguette Jean-Francois	A Stride Towards Employment in a French Minority Environment
9:45 – 11:00	Breakout 9	Fallsview ABC - 3 rd Floor	Facilitator - Peter Larson	Forum to Discuss Emerging Issues
11:00 – 11:15	BREAK (outside Great rooms on 3 rd Floor)			
11:15 – 12:30	Breakout 10	Strategy Room 1 - 5 th Floor		(Repeat #1)
11:15 – 12:30	Breakout 11	Great Room B - 3 rd Floor		(Repeat #2)
11:15 – 12:30	Breakout 12	Strategy Room 3 - 5 th Floor		(Repeat #3)
11:15 – 12:30	Breakout 13	Great Room A - 3 rd Floor		(Repeat #4)
11:15 – 12:30	Breakout 14	Strategy Room 2 - 5 th Floor		(Repeat #5)
11:15 – 12:30	Breakout 15	Strategy Room 5&6 - 5 th Floor		(Repeat #6)
11:15 – 12:30	Breakout 16	Great Room C - 3 rd Floor		(Repeat #7)
11:15 – 12:30	Breakout 17	Fallsview A,B,C - 3 rd Floor	Facilitator - Peter Larson	Forum to Discuss Emerging Issues
12:30 – 2:00	LUNCH – Niagara Room (Brock Hotel)			
2:00 – 3:15	Breakout 18	Great Room A - 3 rd Floor	Loredana Bruni and Peggy Irwin	Developing Curriculum Geared to Student and Employer Needs
2:00 – 3:15	Breakout 19	Great Room B - 3 rd Floor	Aurelia Tokaci	Workplace Barriers: Identifying and Meeting Challenges
2:00 – 3:15	Breakout 20	Strategy Room 2 - 5 th Floor	Joan Bartel	ELT: Balancing the Curriculum for Motivated Participants
2:00 – 3:15	Breakout 21	Strategy Room 1 - 5 th Floor	Subhadra Ramachandran	Innovative Teaching Practices: Distance Learning
2:00 – 3:15	Breakout 22	Great Room C - 3 rd Floor	Melissa Pedersen and Sharon Hall	Communicating Canadian Workplace Culture
2:00 – 3:15	Breakout 23	Strategy Room 5&6 - 5 th Floor	Julia Williams	Optometric Assessment Tool
2:00 – 3:15	Breakout 24	Strategy Room 3 - 5 th Floor	Sheila M. Nicholas	Course Profiles: SLT Programs
2:00 – 3:15	Breakout 24A	Strategy Room 7 - 5 th Floor		Workplace Learning Assessment – WLA
2:00 – 3:15	Breakout 25	Upper Fallsview B - 5 th Floor	Nicole Olivier and Huguette Jean-Francois	French Curriculum Development for ELT
2:00 – 3:15	Breakout 26	Fallsview A,B,C - 3 rd Floor	Facilitator - Peter Larson	Forum to Discuss Emerging Issues
3:15 – 3:40	BREAK (outside Great rooms on 3 rd Floor)			
3:40 – 4:55	Breakout 27	Great Room A - 3 rd Floor		(Repeat 18)
3:40 – 4:55	Breakout 28	Great Room B - 3 rd Floor		(Repeat #19)
3:40 – 4:55	Breakout 29	Strategy Room 2 - 5 th Floor		(Repeat #20)
3:40 – 4:55	Breakout 30	Strategy Room 1 - 5 th Floor		(Repeat #21)
3:40 – 4:55	Breakout 31	Great Room C - 3 rd Floor		(Repeat #22)
3:40 – 4:55	Breakout 32	Strategy Room 5&6 - 5 th Floor		(Repeat #23)
3:40 – 4:55	Breakout 33	Strategy Room 3 - 5 th Floor		(Repeat #24)
3:40 – 4:55	Breakout 34	Fallsview A,B,C - 3 rd Floor	Facilitator - Peter Larson	Forum to Discuss Emerging Issues
6:00-8:00	DINNER – Niagara Room (Brock Hotel) (Entertainment 8-9pm)			

Plenary – Overview of:

- **The Federally Funded Higher Level Language Training Programs**
- **The Provincially Funded Higher Level Language Training Programs**

When – Wednesday, March 26 (9:45 am – 11:00 am)

Location – Great Room B & C (3rd Floor)

Presenter – Darlyn Mentor and Riet Verheggen

Overview of Federally Funded Higher Level Language Training Programs

Citizenship and Immigration Canada (CIC) provides funding through a number of programs to support the language and employment needs of immigrants in Ontario. An overview and update of CIC, Ontario Region initiatives related to higher level language skill acquisition will be provided, including information on the Enhanced Language Training (ELT) initiative, the expansion and provision of higher levels of language training in the Language Instruction for Newcomers to Canada (LINC) program, and Occupation Specific Language Training.

Presenter Profile – Darlyn Mentor

Director, Settlement Programs - Citizenship and Immigration Canada-Ontario Region

Darlyn Mentor started her career over 15 years ago, working in the settlement sector, as a multicultural liaison officer in the well-known SWIS Program. Her career path has involved her working in a number of organizations over the years, including community based not for profit agencies, foundations and government. Her experience, before joining Citizenship and Immigration Canada (CIC), includes working in the development and management of programs at the local, national and international levels. She has spent several years working at the establishment of the Canadian Race Relations Foundation and next, as a Program Manager at the Ontario Trillium Foundation. She has extensive experience as a funder, community developer and in program management. Darlyn began working at CIC at a Regional Program Advisor capacity, leading the Francophone Minority Community Initiative at a regional level and is currently the CIC Ontario Region Director, Settlement Programs.

Overview of Settlement and Language Programs Funded by the Ontario Ministry of Citizenship and Immigration

Presenter Profile – Riet Verheggen, R.P.F.

Director, Immigration Branch, Ministry of Citizenship and Immigration

Riet Verheggen started her career in forestry in 1982 after graduation from Lakehead University with an Honours Bachelor of Science Degree in Forestry. Since 1993, she has worked in various senior management positions within the Ontario government in the Ministry of Northern Development and Mines, the Ministry of Natural Resources and the Ministry of Citizenship and Immigration.

Riet served as President of the Ontario Professional Foresters Association for two consecutive terms. She also served on the Advisory Board to the Faculty of Forestry at Lakehead University. In September 2004, Riet became Director of the Immigration Branch, within the Ontario Ministry of Citizenship and Immigration. Her responsibilities include negotiating & implementing the Canada/Ontario Immigration Agreement, the Provincial Nominee Program, the Fair Access to Regulated Professions Act, Global Experience Ontario, Adult non-Credit English and French as a Second Language, settlement and bridge to work programs.

Breakout #1 – Employers: It’s All About Schmooze

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #10 - 11:15 am to 12:30 pm)

Location – Strategy Room 1 (5th Floor)

Presenter– Marlene Meechen

Employers are our clients too. Establishing relationships takes time, nurturing and the personal touch. As the need for skilled professionals increases and shifts, so must Employment Service Providers shift their thinking to that of providing valuable service to business and industry. Recruiters need and want to connect with us. Learn how to continue and develop your relationships so employers are contacting *you*.

Presenter Profile – Marlene Meechen

Marlene Meechen has coordinated the New Canadian Program in Waterloo since its beginnings in 1992. She has worked with developmentally challenged, early school leavers and newcomers to Canada for over 30 years in employment services/facilitation and recruiting. Establishing successful relationships with business and industry has been a strong area of focus and she has played the primary role in engaging employers in the Region of Waterloo. Her on-the-ground involvement in facilitating and training newcomers has evolved into long-term personal connections with hundreds of individuals who, after as many as 10 – 15 years of establishing themselves in Canadian workplaces, remain in touch.

It was her vision that created the web-site www.skillsinternational.ca and she is looking forward to continuing in its development as the venue for business to meet their recruitment needs.

Breakout #2 – Standardized Tools for Higher-Level Training

- **The Enhanced Language Training Placement Assessment Tool (ELTPA)**
- **The Canadian Language Benchmarks Assessment International (CLBA-I)**

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #11 - 11:15 am to 12:30 pm)

Location – Great Room B (3rd Floor)

Presenters – Carolyn Cohen and Gail Stewart

ELTPA- This presentation will highlight features of an efficient and reliable assessment instrument, the Enhanced Language Training Placement Assessment (Benchmark 9-10). The **ELTPA** addresses four language skill areas: speaking, listening, reading and writing providing seamless incorporation in the current assessment model. The **ELTPA** reliably and consistently assesses higher-level language skills and has a clear workforce orientation in test content.

CLBA-I - The Canadian Language Benchmarks Assessment International (CLBA-I) is a derivative of the original Canadian Language Benchmarks Assessment (CLBA) and used for more than a decade as a placement instrument for Language Instruction for Newcomers to Canada (LINC) and English as a Second Language (ESL) programs. It is referenced to the Canadian Language Benchmarks (CLB) 2000 and targets outcomes at benchmarks 3- to 9+, with a separate instrument for each of Reading, Writing, Listening and Speaking. Following submission of a project and technical report to Citizenship and Immigration Canada's national Test Review Panel, the CLBA-I was granted endorsement as a recognized assessment tool for high stakes determination of English language proficiency for Independent Class immigration. This presentation will introduce the CLBA-I, providing a review of the test development process and an overview of the assessment components. It will also provide a forum for discussion of use of Canadian English language proficiency tests for evolving, high level, academic and employment preparation purposes.

Presenter Profile – Carolyn Cohen

Carolyn Cohen is Director of Language Services with the Centre for Education and Training. She has worked in the field of ESL for more than twenty years in Administration, Assessment and Teaching. Carolyn managed development of the CLBA / LA, CLBA –I, ELTPA and national LINC Assessor training. Her current portfolio of responsibility includes Assessment Services and Development, Translation and Interpreter Services, LINC Home Study and the LINC Automated Reservation System.

Presenter Profile – Gail Stewart

Gail Stewart has been active in the Canadian ESL field for 23 years. She has taught in the University of Toronto's Intensive ESL Program, Faculty of Education, School of Graduate Studies, and Woodsworth College TESL Certificate Program. Gail began working with the Canadian Language Benchmarks in 1995 when the draft document was undergoing its first round of field testing. Since then, her CLB-based projects have included the design and development of several assessment instruments for placement, diagnostic, and eligibility purposes. In her current role as an assessment consultant and advisor, she focuses on test development, standard setting, instrument adaptation, and validation research.

Breakout #3 – Bill 124

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #12 - 11:15 am to 12:30 pm)

Location – Strategy Room 3 (5th Floor)

Presenter – Andrea Seepersaud

This presentation will examine how Bill 124, the Fair Access to Regulated Professions Act, has provoked new strategies for outreaching and recruiting employers and mentors for ELT programs.

Volunteer employers and mentors help uncover Canadian workplace culture for Internationally Trained Professionals assisting them to integrate into the Canadian workplace.

The presentation will include:

- Innovative solutions for getting and keeping volunteer employers and mentors
- Placement vs. Mentoring; keeping a level playing field
- Managing client expectations from assessment right through to bridge to work
- How the Fair Access to Regulated Professions Act has impacted on ELT

Presenter Profile – Andrea Seepersaud

Andrea Seepersaud has been the Executive Director of Inter-Cultural Neighbourhood Social Services for the last 15 years and has developed ICNSS from a fledgling organization with one full time staff to one of the largest immigrant serving agencies in Peel Region with approximately 70 staff members.

Andrea has been a member of several boards, committees, task forces and coalitions. She has presented to Standing Committees of the Federal Government, provided consultations at the Provincial level and deputations to Municipal Councils. Andrea has advocated for the implementation of employment preparation services for immigrants and refugees in Ontario. She is an active member of Canadian Association of Prior Learning Assessors and the Canadian Council for Refugees and has contributed to UNHCR publications.

One of Andrea's single, most noted achievements was her lobby role for the passing of Bill 124 (The Fair Access to Regulated Professions Act), by the Ontario Provincial Parliament into law

***Breakout #4 – Facilitating Higher-Level Language Training:
Challenges and Rewards***

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #13 - 11:15 am to 12:30 pm)

Location – Great Room A (3rd Floor)

Presenter– Victoria Poe

This session will explore the multifaceted roles of a facilitator of higher-level language learners. Case studies, successful practices, and sample curriculum exercises will be provided and discussed. Through extensive experience developing and facilitating Enhanced Language Training programs in the health, engineering, and education sectors, the presenter will share how she becomes an active learner, researcher, and guide. The audience will be asked to contribute their insights and ideas in small groups so everyone continues to reap the rewards of innovative teaching tools.

Presenter Profile – Victoria Poe

Victoria Poe enjoys helping people to grow in their careers and their personal lives – and welcomes innovative approaches to learning. She is an educator, having honed her skills with extensive experience in Project Management, Teaching English as a Second Language, and Employment Training, including international experience. She has designed, implemented, and facilitated various programs including Enhanced Language Training for Professional New Canadians. She founded, 2 Lead Change, a business that offers comprehensive services in training, program development, and facilitation to improve business or career results. Specializing in Career Coaching, English Language Learning, and Equine Experiential Learning, 2 Lead Change enhances leadership and communication skills.

A strategist as well as a teacher, Victoria has worked with the former Agribusiness and Trade Unit of Deloitte Touche Tohmatsu Emerging Markets providing support in project/proposal administration, marketing, and recruiting for international development projects. She holds a Bachelor of Education specializing in Teaching English as a Second Language (TESL), and is a certified Teacher of Ontario.

**Breakout #5 – Innovative Higher-Level Language Teaching Practices:
Online/Distance Learning**

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #14 - 11:15 am to 12:30 pm)

Location – Strategy 2 (5th Floor)

Presenter– John Sivell

Everyone knows that a platform like WebCT, which is used at Brock University, can be useful as a means of delivering 'static' material (course outlines, readings etc), and of course it is also well-known that such a platform can deliver online lectures (e.g. podcasts; separate MP3 audio plus PDFs of slides/notes; or all-in-one videos - e.g. WMF files - of lectures). However they are basically **one-way** and the **interactive** aspect of online delivery is much more important. This presentation will focus on opportunities for structuring high-involvement online seminar discussions and the design of two kinds of online activities: Online Seminars, and Reflective Posts. These will demonstrate **structural guidelines** and **prompts** (integrated with **grading criteria**) that have proven to make such online interactions extremely fruitful.

This presentation will benefit participants in two areas:

1. **Improvement of student's educational experience:** Participation in asynchronous online discussion gives reluctant or timid writers the time to read carefully, think out their contributions, compose their posts off-line (and check them carefully), and finally post in a substantial and satisfying way... moreover, if structured properly (and reinforced by a grading scheme that rewards active/constructive participation), the discussion can be a very lively two way debate with real communicative as well as subject-matter interest.
2. **Program development:** The materials presented will address the concerns of supervisors, key teachers or other change agents regarding the difficulties in showing classroom instructors how to effectively manage online discussions.

Presenter Profile – John Sivell

John Sivell is a professor in the Department of Applied Linguistics and director of the Centre for Intercultural Studies at Brock University. As a faculty member interested in adult education, he is a member of the Learning Management Systems Committee, and chair the Senate Committee on Teaching and Learning Policy. In the Department of Applied Linguistics, he commonly teaches courses on ESL/EFL reading or reading-and-writing for the TESL Certificate and M.A. (TESL) programs. Mr. Sivell's research focuses on qualitative study of the experience of year-one university students on academic probation (i.e. issues around engagement and involvement of online interaction). As a volunteer outside the university, he keeps in touch with 'real-life' adult ESL through team-teaching with his wife (Chirawibha Sivell) and others at the two Welland Heritage Council sites (Welland and Niagara Falls). He is also webmaster of a teaching materials site (The EFL and ESL Internet Filing Cabinet -www.brocku.ca/filingcabinet/) which distinguishes itself in part by the fact that everything on the site is graded according to the CLB.

Breakout #6 – Skills International: Referral of Supporting Programs

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #15 - 11:15 am to 12:30 pm)

Location – Strategy 5 & 6 (5th Floor)

Presenter – Sohail Khan

Skills International is a collaborative community-base project funded by The Ontario Trillium Foundation and the Ontario Ministry of Citizenship and Immigration. The mission of Skills International is to assist internationally trained individuals to secure employment in their field of expertise at a level commensurate with their education, skills, experience and career objectives. All candidates on Skills International are referred to the program once they have completed a job preparation program at a partnering community based agency. Once referred to Skills International, the candidate creates a profile on our system and is connected with employers that are seeking specific skills. Employers gain access to a pool of prescreened and “job ready” candidates that are ready for employment. Skills International is currently developing a specialized tab that will be placed in the candidate’s profile section labeled “Enhanced Language Training” under the current “References” tab. The tab will be viewable by the candidate, the counsellor, and prospective employers. The goal is to provide information to prospective employers on the Enhanced Language Training that the candidate has received. Using some of the latest technology Skills International can also provide the ability to create a video/audio file that will demonstrate the candidate’s language ability to prospective employers.

The workshop will cover the following topics:

1. Background on the Skills International project.
2. What is the value proposition for your clients to be listed on Skills International?
3. How your organization can partner with Skills International.
4. How to refer your client to Skills International?
5. What are your responsibilities once you have referred a client to Skills International?
6. Future enhancements
7. Q & A session

Presenter Profile – Sohail Khan

Sohail Khan has over 15 years of experience in IT management in organizations ranging from entrepreneurial start-ups to established SME. Combined with real world experience, Mr. Khan has completed his MBA from the University of Ottawa, and is focused on developing IT solutions that address the business requirements of an organization. Mr. Khan joined Skills International as the project manager in 2004 and has led the design, development and implementation of the application across Ontario. Skills International is currently working on several initiatives to expand the project across Canada and to new immigrants before they arrive in Canada. Skills International is focused on highlighting the skills and experience of international trained individuals and connecting them to employers across Ontario so that they are able to secure employment in their field of expertise.

Breakout #7 – Business Soft Skills for Newcomers:

The Missing Ingredient in Getting and Keeping a Job in Canada

When – Wednesday, March 26 (9:45 am – 11:00 am)

(Repeated in Breakout #16 - 11:15 am to 12:30 pm)

Location – Great Room C (3rd Floor)

Presenter – George V. Kairys

Foreign trained professionals face an additional hurdle in securing career focused job placement. They perceive themselves at a disadvantage in understanding the organizational structure and culture of Canadian business. They don't have the vocabulary of business in terms of communicating with team members, customers, suppliers and management and are not able to express their experience and qualifications in a manner consistent with Canadian employer expectations. As a result, many highly qualified candidates don't obtain the important first steps in building a career consistent with their qualifications and experience. Instead, they languish in survival jobs or return to their home countries. Soft skills or people skills are imbued and can't be learned from a textbook.

This presentation shares the content and teaching method used successfully by the Peel Region Employment Preparation (PREP) in teaching soft skills that have resulted in successful job placement for over 50% of PREP program candidates. PREP's Soft Skills for Newcomers is the only program offered in Canada designed by business people for business people.

Presenter Profile – George V. Kairys

George holds a Master of Arts degree in Public Policy and a Master of Business Administration degree both from York University in Toronto Canada. He is president of the Employer's Benefit Group and Jobs Centre Canada. In 2006 George V. Kairys formed the Peel Region Employment Preparation (PREP) training program for newcomers to Canada in partnership with the Mississauga Chinese Business Association and funded by the Ontario Ministry of Citizenship and Immigration.

A long standing Chamber of Commerce member, George was the 2006 Chairman of the Mississauga Board of Trade, Canada's fourth largest chamber organization, and a Director of the Greater Toronto Airport Association.

A noted public speaker, George has presented for organizations such as the Human Resource Professional Association of Ontario (HRPAO), Federated Press, the International Quality and Productivity Institute and the Excellence in Manufacturing Consortium.

FRENCH SESSION

Breakout #8 – A Stride Towards Employment in a French Minority Environment

When – Wednesday, March 26 (9:45 am – 11:00 am)

Location – Upper Fallsview B (5th floor)

Presenters – Nicole Olivier and Huguette Jean-Francois

Since November 2005 La Cite Collegiale, located in Ottawa, has delivered an Enhanced language training (ELT) program, commonly referred to in French as CLNA. The presenters developed this program through funding provided by Citizenship and Immigration Canada (CIC) and set the appropriate standards in conformity with the Center for Canadian language Benchmarks.

This French presentation will examine this ELT program currently being delivered, outlining the project, detailing the challenges encountered and discussing the delivery, recruitment, assessment tools, partnerships and the latest results of the program

The objective of the syllabus of CLNA is to improve the language skills of professionally trained newcomers so they can secure employment in their chosen field within Canada.

Presenter Profile – Nicole Olivier B.S.S.

Nicole Olivier is the Program coordinator at La Cité Collégiale in Ottawa. She has more than fifteen years experience as a counsellor and 8 years experience as a French teacher. She has been with La Cité collégiale since 2005 primarily working on the delivery of programs to newcomers. She developed the first CLNA offered in French in Canada.

Presenter Profile – Huguette Jean-François, M ès Sciences, MGP, ITIL

Huguette Jean-Francois is the CLNA/ELT coordinator at La Cité Collégiale in Ottawa. She has twenty years experience as a teacher and trainer. She has been with la Cité collégiale since 2002 and is part of CLNA since 2006. She is in charge of selecting and recruiting participants as well as conducting the delivery of the program.

Breakouts #9, 17, 26, 34, 43, 51 – Six Sessions to Discuss Emerging Issues

Location – Fallsview A, B, C (3rd floor)

Facilitator – Peter Larson

Breakout # 9 (Wednesday, March 26 (9:45 am – 11:00 am)

Breakout # 17 (Wednesday, March 26 - 11:15 am – 12:30 pm)

Breakout # 26 (Wednesday, March 26 - 2:00 pm – 3:15 pm)

Breakout # 34 (Wednesday, March 26 - 3:40 pm – 4:55 pm)

Breakout #43 (Thursday, March 27 - 2:00 pm – 3:15 pm)

Breakout #51 (Thursday, March 27 - 3:40 pm – 4:55 pm) FRENCH SESSION

Objective: These open forums provide a valuable opportunity for delegates to bring forward issues, concerns, suggestions and recommendations regarding the development and delivery of higher-level language acquisition programs either relating directly to their specific area or other related areas. The facilitator of this session will prompt the audience for their thoughts on issues of the day, document the ideas that come forward and list them in priority so they can be brought to the attention of Citizenship and Immigration Canada for consideration to be addressed in the future. These six individual sessions will help ensure the greatest number of voices is heard by providing all delegates numerous opportunities to attend one session during the conference. The direction and outcomes of these forums will come solely from the audience and their input.

Facilitator Profile - Peter E. Larson

Peter Larson is an independent consultant who specialises in organizational effectiveness. From 1993 to 2004, he was Executive Vice-President of the Public Policy Forum (PPF) an Ottawa-based think tank. Prior to joining the PPF, his wide experience in the public, private and not-for-profit sectors included periods at the Conference Board of Canada, Le Droit, and with several Federal government departments and agencies. He has also undertaken projects for the Commonwealth Secretariat, the UNDP and several other international organizations

His current activities are focussed on the following areas:

- Strategic planning and the evaluation of programs, processes and projects;
- Development of executive capacity;
- Design, organization and facilitation of executive level seminars, retreats, study tours, conferences and training sessions, both nationally and internationally.

Peter graduated in Economics from the University of Western Ontario in 1968. He also holds a Bachelor of Education from the University of Regina, and obtained a Ph.D. in Political Economy from Université de Grenoble, France. In addition to English, he speaks fluent French and Spanish.

***Breakout #18 – Developing Curriculum Geared to Student and Employer Needs
When – Wednesday, March 26 (2:00 pm – 3:15 pm)***

(Repeated in Breakout #27 - 3:40 pm to 4:55 pm)

Location – Great Room A (3rd Floor)

Presenters – Loredana Bruni and Peggy Irwin

This interactive workshop will address the challenges in creating curricula that is responsive to participants' needs as well as the communication requirements of employers. The workshop will address issues such as:

- How is an ELT curriculum different from other ESL curriculum?
- Where do you start? What questions should be asked at the beginning of the process?
- What are effective strategies for determining the communication needs of the Internationally Educated Professional?
- How do you design a curriculum that is both flexible (to meet the needs of participants) and prescriptive (to meet the stable communication needs of the employers)?
- How can you include sufficient support for the ESL instructor in the area of sector-specific content knowledge?
- How can assessment and evaluation issues be dealt with, especially when participants are coming in at different levels?
- How do you set realistic expectations?

Presenter Profile – Loredana Bruni

Loredana Bruni has over 10 years of experience in the field of English as a Second/Foreign Language. She has taught all levels of English both in Canada and abroad, in the public and private sectors. In addition to language teaching, Loredana has 6 years' experience in designing and teaching TESL (Teaching English as a Second Language) courses. Loredana has been more extensively involved in curriculum development for the past five years. She created an industry-specific business language curriculum for an oil company in Kazakhstan for Centennial College, was a key player in a team of six curriculum writers for an ELT curriculum for internationally educated nurses in 2004-2005 which has been widely delivered since then, and co-designed an ELT curriculum for a bridging program for internationally educated massage therapists. Most recently Loredana has been working with the CARE Centre for Internationally Educated Nurses in designing language support curricula for their members.

Presenter Profile – Peggy Irwin

Peggy Irwin has over 23 years of experience in the field of English as a Second Language. In addition to ESL teaching experience in LINC, academic English, English for Specific Purposes, and 15 years experience in teacher training (TESL) as both an instructor and curriculum developer, Peggy has been extensively involved in curriculum development. She has developed ESL/ESP curricula in the private sector for a variety of corporations, in the public sector and most recently Enhanced Language Training curricula. Peggy was the project manager for an ELT curriculum development project for internationally educated nurses. Subsequently she was one of two curriculum writers for another ELT project: Centennial College's Project Management for Business, as well as the project manager for Centennial College's ELT for Massage Therapists Curriculum development.

Breakout #19 – Workplace Barriers:

Identifying and Meeting Challenges Through Training Enhancements

When – Wednesday, March 26 (2:00 pm – 3:15 pm)

(Repeated in Breakout #28 - 3:40 pm to 4:55 pm)

Location – Great Room B (3^d Floor)

Presenter– Aurelia Tokaci

The presentation will include examples of enhanced training components to assist both newcomers and employers overcome workplace barriers. The session will focus on the identification, development and implementation of training components for Bridge to Work Programs, as well as implementation of tools to assist employers with the recruitment, hiring and integration of global talent. It will also include examples of enhanced training components to assist both newcomers and employers overcome workplace barriers.

The session will present practical tools that facilitate the integration of diversity in the workplace, including:

- recruitment and hiring reviews
- alternatives to licensing
- workplace assessments
- diversity programs

The session will also focus on the identification, development and implementation of training components for Bridge to Work Programs, including:

- occupation overviews
- entry to practice
- workplace culture
- business communication
- sector-specific terminology

Presenter Profile – Aurelia Tokaci

An accomplished public speaker and diversity trainer, Aurelia brings an extensive experience in project development and policy analysis focused on immigration and integration of global talent; along with expertise related to the development of sustainable partnerships including private, public and voluntary sectors. Education background includes a B.Sc. Degree, Law Studies and Not for Profit Management. Aurelia Tokaci is the Manager of Employment Services at Settlement and Integration Services Organization (SISO) in Hamilton.

***Breakout #20 – ELT: Balancing the Curriculum for Motivated Participants
When – Wednesday, March 26 (2:00 pm – 3:15 pm)***

(Repeated in Breakout #29 - 3:40 pm to 4:55 pm)

Location – Strategy Room 2 (5th Floor)

Presenter– Joan Bartel

In this workshop practitioners (instructors and facilitators) in ELT can share their experiences in working with internationally trained professionals.

Our ELT participants lack sufficient language skills and, often, cultural knowledge, for successful integration into the labour market. Many of them have tried and failed to find a job commensurate with their training, while others have just arrived in Toronto and lack exposure to Canadian work culture. Most of them are motivated to attend the program. The questions to be addressed in this workshop are:

- What motivation do participants bring and how does it help, or hinder, their learning of
 - language skills
 - sector-specific information
 - job search strategies
 - Canadian work culture issues.

- How can we facilitators/instructors respond? How do we balance the curriculum among the four areas effectively?

The presenter, who is especially interested in working with internationally trained professionals, has always made an effort to “teach them what they want to know.” For discussion purposes, an outline of the evolving modular curriculum she uses will be presented. In it the four areas – language skills, occupation-specific content, job search strategies and cultural issues – are intertwined.

Presenter Profile – Joan Bartel

Joan Bartel has been involved in EFL/ESL for adults for her whole career. She has an M.A. in Language Teaching (thesis subject: motivations of adults in foreign language courses) and TESL Ontario certification and is a frequent presenter at TESL Toronto. Her special interest has been working with internationally trained professionals since her years at Harvard University, where she developed a textbook, later published, for her students. Recently she earned several certificates in Career Counselling. She is currently Facilitator and Curriculum Developer for ELT for Agricultural Specialists and Bio-Scientists at Skills for Change, Toronto.

**Breakout #21 – Innovative Higher-Level Language Teaching Practices:
Distance Learning**

When – Wednesday, March 26 (2:00 pm – 3:15 pm)

(Repeated in Breakout #30 - 3:40 pm to 4:55 pm)

Location – Strategy 1 (5th Floor)

Presenter – Subhadra Ramachandran

The presenter will discuss the phenomenon of Distance Education, answering questions about what it is, how it works, and how the delivery of education actually happens through technology-mediation and not least, why it is becoming so important in the classroom of the 21st century.

All of the above characteristics are further explained to the audience through a live demonstration of the **LINC Home Study program** – a unique model of delivering the LINC curriculum to students in the comfort of their own homes.

With a balanced mix of theory and practice, the purpose of the presentation is to raise the audience's awareness about the existence and growing use of mixed mode delivery options of education in general, and of ESL education in particular.

Presenter Profile – Subhadra Ramachandran

Subhadra Ramachandran manages the LINC Home Study program at the Centre for Education and Training. She received her doctoral degree in Linguistics from the University of Ottawa. Prior to taking up the current role, she had taught several levels of ESL and EAP at York University. She also currently holds the position of Academic Coordinator of the York English Language Test (in an honorary role) and has designed a course called *Pragmatics in Second Language Teaching* for York University's B.Ed. program.

***Breakout #22 - Communicating Canadian Workplace Culture
Within the Enhanced Language Training Classroom Setting***

When – Wednesday, March 26 (2:00 pm – 3:15 pm)

(Repeated in Breakout #31 - 3:40 pm to 4:55 pm)

Location – Great Room C (3rd Floor)

Presenters– Melissa Pedersen and Sharon Hall

One of the most important components of ELT program delivery is acquainting clients with Canadian Corporate Culture or the culture of their target workplace setting. In this interactive workshop, the presenters will share themed exercises and successful best practices for communicating this, as well as resources and ideas for inspiration. The exercises will address all four skills levels at the appropriate Canadian Language Benchmarks. This workshop is appropriate for all ELT Instructors and Curriculum Developers.

Presenter Profile – Melissa Pedersen

Melissa Pedersen is the Enhanced Language Training Coordinator at The Centre for Skills Development & Training in Burlington. She has had over twenty years experience in adult education, including LINC/ESL, curriculum development and corporate training, and is a certified CLBPT Assessor. She has delivered workshops and presentations at TESL Ontario Conferences, Peel Halton and other affiliate TESL Conferences, and was a presenter at last year's CIC Conference in Ottawa.

Presenter Profile –Sharon Hall

Sharon Hall is an Instructor and Curriculum Developer for the ELT program at The Centre for Skills Development & Training. She has over twenty years experience working with adults in LINC/ESL and corporate training. She has presented workshops at TESL Ontario and local affiliate Conferences.

Breakout #23 – Optometric English Language Proficiency Assessment

When – Wednesday, March 26 (2:00 pm – 3:15 pm)

(Repeated in Breakout #32 - 3:40 pm to 4:55 pm)

Location – Strategy 5 & 6 (5th Floor)

Presenter – Julia Williams

In 2006, the School of Optometry at the University of Waterloo received a grant from CIC to design a one-year bridging program for foreign trained optometrists with an Enhanced Language Training (ELT) component. Prior to entry, participants were required to demonstrate a minimum level of English language proficiency by producing a Canadian Language Benchmark (CLB) score. However, the CLB does not measure English proficiency in academic or optometric contexts. Standard proficiency tests (TOEFL, IELTS, MELAB) were also deemed inappropriate for use as they did not reflect the target language of the optometric workplace. This created a context for the development of the Optometric English Language Proficiency Assessment. This workshop outlines the three phases of the development of the assessment. Phase one was an analysis of the language demands of the optometry profession. Phase two involved the development, pilot testing, and both quantitative and qualitative data analysis. Phase three was implementation and further analysis. Efforts were made to ensure the test was reliable, valid, practical, authentic and created positive washback for students, instructors and administrators. The assessment was used to determine the effectiveness of the ELT component of the bridging program. The non-traditional delivery of the ELT component will also be discussed.

Presenter Profile – Julia Williams

Julia Williams is the Assistant Director of Credit ESL at the English Language Institute, Renison College, University of Waterloo. She has taught EAP at Waterloo and Carleton Universities, Algonquin and Humber Colleges, and in secondary schools over the last 15 years. She is the author of *Learning English for Academic Purposes*, published by Longman, 2005. Her research interests include corrective feedback and enhanced language training.

Breakout #24 – Course Profiles: Specialized Language Training Programs

When – Wednesday, March 26 (2:00 pm – 3:15 pm)

(Repeated in Breakout #33 - 3:40 pm to 4:55 pm)

Location – Strategy 3 (5th Floor)

Presenter – Sheila M. Nicholas

This presentation will provide an overview of the delivery and development of two Business Communication and Canadian Workplace Culture courses aimed at assisting newcomers employed in professional and managerial positions in the research, technology and financial sectors of Guelph, Ontario. These courses are a pilot project under the Special Language Training funding of the Ontario Ministry of Citizenship and Immigration.

Each course consists of 8 classes, which focus on a different aspect of Canadian Workplace culture such as “Work Habits and Office Politics”, “You and the Boss”, “Workplace Integration” and “Business Etiquette”. The presentation will include a brief look at some of the lesson plans.

Presenter Profile – Sheila M. Nicholas

Sheila M. Nicholas is currently the LINC and ESL Coordinator for the Wellington Centre for Continuing Education, Upper Grand District School Board. Prior to her current position, she specialized in teaching ESL Literacy and English for Academic Purposes. She is currently the chair of the LINC/ESL/FSL Committee of the Association for Continuing Education School Board Administrators (CESBA) whom she represents on the Ontario LINC Advisory Committee and the Ministry of Citizenship and Immigration Advisory Committee. She is also the Chair of the TESL Training Institute Recognition Committee of TESL Ontario.

***Breakout #24A – Workplace Language Assessment (WLA) Pre-Screening Tool
When – Wednesday, March 26 (2:00 pm – 3:15 pm)***

(Repeated in Breakout #33A - 3:40 pm to 4:55 pm)

Location – Strategy 7 (5th Floor)

Presenter – Anne Senior

The WLA Pre-Screening Tool is a streamlined resource to help employment counselors estimate the general language abilities of clients whose first language is not English. It is intended to be used, along with other resources, to help counselors make decisions about appropriate next steps when English language abilities are a consideration. The WLA Pre-Screening Tool assesses higher-level language skills, reporting the results using the Canadian Language Benchmarks. Successful completion of the WLA Pre-Screening Tool may indicate a client's readiness to take a range of pathways where higher levels of language are required. Anne Senior from the Centre for Canadian Language Benchmarks will demonstrate the tool, describe its history, discuss its uses and outline the pathways clients may follow to achieve their employment goals.

Presenter Profile – Anne Senior

Anne Senior is a consultant working with the Centre for Canadian Language Benchmarks on the WLA Pre-Screening Tool and other projects. Anne has over 20 years of experience working in the English as a Second Language field with the LINC program as well as with public and private sector clients. Anne consults on first and second language communication and cultural issues to a wide range of clients and is a highly experienced conference presenter on the Canadian Language Benchmarks.

FRENCH SESSION

Breakout #25 – French Curriculum Development for ELT:

In Accord with the Centre for Canadian Language Benchmarks

When – Wednesday, March 26 (2:00 pm – 3:15 pm)

Location – Upper Fallsview B (5th floor)

Presenters – Nicole Olivier and Huguette Jean-Francois

The presenters invite participants to explore the development of this ELT program.

Discussion will focus on the examination of questions such as:

How to standardize your courses according to the Canadian levels of language competence?

How to select your courses, adjust them to the learner's needs and therefore contribute to the improvement of his/her language skills?

How to assess language competence in a work environment?

How to determine the level of language competence necessary for a specific set of jobs?

In reply to participant requests the presenters will explain their approach in the realization of their ELT program (Enhanced Language Training).

Presenter Profile – Nicole Olivier B.S.S.

Nicole Olivier is the Program coordinator at La Cité Collégiale in Ottawa. She has more than fifteen years experience as a counsellor and 8 years experience as a French teacher. She has been with La Cité collégiale since 2005 primarily working on the delivery of programs to newcomers. She developed the first CLNA offered in French in Canada.

Presenter Profile – Huguette Jean-Francois, M ès Sciences, MGP, ITIL

Huguette Jean-Francois is the CLNA/ELT coordinator at La Cité Collégiale in Ottawa. She has twenty years experience as a teacher and trainer. She has been with la Cité collégiale since 2002 and is part of CLNA since 2006. She is in charge of selecting and recruiting participants as well as conducting the delivery of the program.

THURSDAY MARCH 27 – CONFERENCE SCHEDULE

TIME	ACTIVITY	LOCATION	PRESENTER(S)	TOPIC
7:00 – 8:30	BREAKFAST - Niagara Room (Brock Hotel)			
8:30 – 8:45	Plenary Session	Great Room B&C - 3 rd Floor	The Honourable Diane Finley	Federal Minister of Citizenship and Immigration Canada
8:45 – 10:00	Plenary Session	Great Room B&C - 3 rd Floor	Jean Séguin	National Perspective on the Enhanced Language Training (ELT) Initiative
10:00 – 10:45	BREAK (outside Great rooms on 3 rd Floor)			
10:50 – 11:00	Plenary Session	Great Room B&C - 3 rd Floor	The Honourable Michael Chan	Ontario Minister of Citizenship and Immigration
11:00 – 12:40	Plenary Session	Great Room B&C - 3 rd Floor	Employer Panel	Employers provide insight into newcomer hiring practices
12:40 – 2:00	LUNCH – Niagara Room (Brock Hotel)			
2:00 – 3:15	Breakout 35	Great Room C - 3 rd Floor	Enid Jorsling and Yvonne Hiney	ELT Program Profile: Office Management
2:00 – 3:15	Breakout 36	Strategy Room 3 - 5 th Floor	Joyce Wayne and Sandy McKean	Bridge to Work and ELT
2:00 – 3:15	Breakout 37	Strategy Room 5&6 5 th Floor	Sharon Rajabi, Hanna Cabaj and Antonella Valeo	TCDSB: Profile of Two Specialized Language Training Courses
2:00 – 3:15	Breakout 38	Great Room B - 3 rd Floor	Judith Bond	Fast track to Technology Occupations Program
2:00 – 3:15	Breakout 39	Strategy Room 2 - 5 th Floor	Donna Hanson, Deborah Le Baron and Grainne O'Donnell	Specialized Language Training: Pre-bridging Program for Internationally-Trained Nurses
2:00 – 3:15	Breakout 40	Great Room A - 3 rd Floor	Gail Stewart and Andrea Strachan	Issues in Standardized and Custom-Designed Assessment
2:00 – 3:15	Breakout 41	Upper Fallsview B - 5 th Floor	Monique Van der Leden and Karen Murray	ESL for the Transportation Sector: Specialized Language Training
2:00 – 3:15	Breakout 42	Strategy Room 7 – 5 th Floor	Grace Scire	Description of HARTs
2:15 – 3:15	Breakout 43	Fallsview A,B,C - 3 rd Floor	Facilitator - Peter Larson	Forum to Discuss Emerging Issues
3:15 – 3:40	BREAK (outside Great rooms on 3 rd Floor)			
3:40 – 4:55	Breakout 44	Great Room C - 3 rd Floor		(Repeat #35)
3:40 – 4:55	Breakout 45	Strategy Room 3 - 5 th Floor		(Repeat #36)
3:40 – 4:55	Breakout 46	Strategy Room 5&6 5 th Floor		(Repeat #37)
3:40 – 4:55	Breakout 47	Great Room B - 3 rd Floor		(Repeat #38)
3:40 – 4:55	Breakout 48	Strategy Room 2 - 5 th Floor		(Repeat #39)
3:40 – 4:55	Breakout 49	Great Room A - 3 rd Floor		(Repeat #40)
3:40 – 4:55	Breakout 50	Upper Fallsview B - 5 th Floor		(Repeat #41)
3:40 – 4:55	Breakout 51 FRENCH	Fallsview A,B,C - 3 rd Floor	Facilitator - Peter Larson	Forum to Discuss Emerging Issues
6:00-8:00	DINNER – Niagara Room (Brock Hotel)			

Plenary – Minister for Citizenship and Immigration
When – Thursday, March 27 (8:30 am)
Location – Great Room B & C (3rd Floor)

The Honourable Diane Finley
Minister of Citizenship and Immigration



Diane Finley was appointed Minister for Citizenship and Immigration on January 4, 2007.

Ms. Finley was first elected to Parliament in 2004 and was then re-elected in 2006. Since her election, she has served as Official Opposition Critic for Agriculture and Agri-Food. On February 6, 2006, Ms. Finley was appointed Minister for Human Resources and Social Development by the Right Honourable Stephen Harper.

Ms. Finley's professional career began as an administrator of The University of Western Ontario's highly regarded French Immersion School. Prior to her election, she held several senior positions in both the public and private sectors encompassing health care, transportation, agricultural equipment manufacturing, printing and publishing, and aviation. While working with the Laidlaw group of companies, Ms. Finley built Canada's largest publicly funded ambulance service company.

Beyond her work, Ms. Finley has been Board Chair of the Brant Community Care Access Centre, and has been active with a number of other organizations, including the Canadian Council for Public-Private Partnerships, The National Standards Committee of the Paramedic Association of Canada, the Aurora Club, the Canadian Strategic Leadership Forum, the Ambulance Service Alliance of Ontario, and the Ontario Government Health Policy Advisory Council.

Most recently, Ms. Finley has been working with the Thyroid Foundation of Canada to spread awareness of thyroid conditions and urge more Canadians to have their thyroid tested. Ms. Finley was diagnosed with Graves' Disease, a hyperthyroidism condition, in February 2006—a condition which has led to her wearing tinted lenses at all times.

Diane Finley has received many awards for her activism, including the University of Western Ontario's Coupe du président. She was also named "one of Canada's future leaders" by the prestigious Governor General's Study Conference 2000.

Ms. Finley has a bachelor's degree in administrative studies and a master's in business administration from the University of Western Ontario. Ms. Finley was raised in Port Dover and Charlotteville, Ontario, and today resides in Simcoe, Ontario, with her husband Doug.

Plenary –National Perspective on the Enhanced Language Training (ELT) Initiative
When – Thursday, March 27 (8:45 am – 10:00 am)
Location – Great Room B & C (3rd Floor)
Presenter – Jean Séguin

The Enhanced Language Training (ELT) Initiative

This plenary presentation will offer a national overview of the Enhanced Language Training (ELT) Initiative. Some examples of innovative ELT initiatives will be highlighted as well as findings from the recent ELT evaluation.

Presenter Profile – Jean Séguin

Director, Settlement - Client Centered Programs
Integration Branch
Citizenship and Immigration Canada

Jean is the Director of the Settlement -Client-Centered programs in Integration Branch at Citizenship and Immigration Canada. He is a career public servant with 25 years of service in areas ranging from environmental sciences, social marketing to the promotion of Canadian citizenship. His current responsibilities include providing specialized adaptation and settlement programs to Canada's newcomers as well as developing special programming to improve the labour market integration of newcomers to Canada.

Plenary – Ontario Minister of Citizenship and Immigration
When – Thursday, March 27 (10:50 am – 11:00 am)
Location – Great Room B & C (3rd Floor)

The Honourable Michael Chan
Ontario Minister of Citizenship and Immigration

Michael Chan was elected to the Ontario legislature in a by-election in 2007 and re-elected in a general election later that year. He previously served as Minister of Revenue. Before joining government, Chan owned his own insurance brokerage in Markham — the York Alliance Insurance Brokers/Financial Depot — with 30 employees and hundreds of agents.



He is a member of the Markham Board of Trade and the Canadian Chinese Insurance Professionals Association. He is honorary president of the Toronto Chinese Senior Health and Recreation Association and sat on the advisory council for the Ontario Medal for Police Bravery and the Toronto Ngun Lam Athletic Association. He has also been an active participant in annual food drives in support of the Markham Food Bank.

Chan is originally from Hong Kong. He and his wife, Elaine, have two sons, Alex and Brian.

Plenary – Employer Panel: Seeing Through Their “Hiring Lens”

When – Thursday, March 27 (11:00 am – 12:40 pm)

Location – Great Room B & C (3rd Floor)

Facilitator – Peter Larson

***Panel – Nimay Bola, Catherine MacEwen, Daniela Mayol, Arsenio Bonifacio
and Susan Rogers***

This facilitated panel discussion will provide delegates a greater understanding of employer's needs with regards the language skills of potential newcomer employee candidates (seeing it through your "hiring lens"). Participants will become more aware of what employers are looking for, to understand why that newcomer did or did not gain employment within an organization. This increased understanding will allow delegates to incorporate that knowledge into their teaching and curriculum. Participants will hear employer policies, strategies and programs that have been undertaken with regards the recruitment, employment and advancement of newcomers within their organizations. Delegates will come away with a greater understanding of employer needs resulting in programs being more aligned with those needs. The ultimate goal is to assist a greater number of skilled newcomers in obtaining employment in their chosen field.

Panel Members

Nimay Bola is a Resourcing Consultant/Program Manager for CIBC. She has been working with CIBC for over 9 years. She has spent several years recruiting for all areas of the bank. She spent 3 years specifically recruiting People with Disabilities and Aboriginal's candidates into the bank. She now also manages the Internship program for recent graduates and newcomers. In addition, she is the Newcomer Outreach Consultant for the bank, for which she is responsible for sourcing and organizing newcomer, youth and retiree recruitment events. She is proud to be working for CIBC. CIBC is one of Canada's 'Top Employers for Workplace Diversity' according to *Canadian Immigrant Magazine*, which recognized CIBC's lengthy record on diversity and employment equity and how it has created an inclusive work environment where all employees can excel and reach their full potential.

Catherine MacEwen is currently the Senior Manager, HR, Safety and Marketing Communications for Toronto and Region Conservation, Ontario's largest environmental organization. Catherine has led the HR team in several initiatives to assist internationally trained professionals to find work in their field and in the environmental sector. These initiatives have included conducting workshops and managing mentorship and certification programmes and conducting volunteer activities to give new Canadians that important Canadian experience. Catherine holds a certification in HR, (CHRP) and has an MBA.

Daniela Mayol is the Senior Manager, Hbc Talent Planning and Acquisition at The Hudson's Bay Company. Since joining Hbc in 2005, Daniela has been a major force behind the drive for building partnerships with government agencies to support Hbc's recruitment strategy.

She was previously the Divisional Staffing Manager for the Canadian Division of Home Depot.

She has 22 years of Human Resources experience with emphasis on Workforce Planning and Recruitment and Selection strategies. Daniela immigrated to Canada from Italy in 1975, therefore is intimately aware of the challenges our new immigrants face with respect to language acquisition and integration into our culture. Speak four languages (Italian, French, Spanish and English) and has a passion for helping new Canadians integrate in the Canadian workforce.

Arsenio Bonifacio was asked to lead the marketing efforts for Edward Jones Canada in 2003. From October 2005 through February 2007, Arsenio assumed the additional responsibility of leading marketing efforts in the United Kingdom. With his focus back on Canada, Arsenio manages all advertising, public relations and new business development opportunities. One of his key responsibilities is partnering with the Edward Jones Recruiting teams to attract qualified candidates to the firm. Edward Jones is a financial-services industry leader recognized for providing excellent investor satisfaction. Arsenio joined Edward Jones in 1997 as a Product Specialist. As a Product Specialist, Arsenio led development of a variety of client products ranging from credit cards to RRSP loans. Prior to joining the firm he held sales positions with a major Canadian bank and an information services company. Arsenio has a Bachelor of Science in Psychology from McMaster University and a Master of Business Administration from Wilfrid Laurier University. He also holds a number of financial services industry designations including Certified Financial Planner (CFP) and Fellow of the Canadian Securities Institute (FCSI).

Susan Rogers is the Manager, Workplace Inclusiveness for Xerox Canada. She has the responsibility for leading inclusiveness initiatives in the company. Her 20-year professional career with Xerox includes several years in sales, marketing, management, and, most recently, human resources - each with increasing responsibility and employee span. In 2003, Susan joined the human resources department with the responsibility for developing management competencies primarily focused on enabling managers to build the critical people skills required to successfully lead teams. In 2005, Susan was assigned the responsibility for developing, implementing and leading inclusiveness initiatives nationally for Xerox Canada. Susan is an active member of the Conference Board of Canada, Council on Inclusive Work Environments, the Xerox Aboriginal Scholarship Committee and holds a master's degree in business administration.

Breakout #35 – ELT Program Profile: Office Management

When – Thursday, March 27 (2:00 pm – 3:15 pm)

(Repeated in Breakout #44 - 3:40 pm to 4:55 pm)

Location – Great Room C (3rd Floor)

Presenters– Enid Jorsling and Yvonne Hiney

The ELT program, Office Management, is designed to help participants with international office experience upgrade language skills and enhance business communication. The program is generic in terms of office work as it prepares participants for a variety of entry-level office positions. These include Admin Support positions, Secretaries, Clerical Positions, Reception, Office Assistants, Office Managers, Data Entry, and others. Participants are instructed in Business English and Business Office Procedures. They receive an orientation into business office operations according to North American standards and a work placement opportunity related to their area of expertise and interest. The presentation will profile the challenges and successes of this ELT Initiative.

Presenter Profile – Enid Jorsling

Enid Josling is the ELT Coordinator for Halton Multicultural Council. She has developed curriculum for ELT Office Management and delivered the program for the first year. As well she has delivered CGA Business Communications CGA curriculum for Bridge-to-work program to international Accountants preparing for CGA examination and been a LINC Instructor with HMC and the Centre for Education and Training and Peel District School Board. Previous experience includes Language Assessment, Skills Testing and Adult Education and Training.

Presenter Profile – Yvonne Hiney

Yvonne Hiney is the Work Placement Facilitator for internationally-trained professionals at Halton Multicultural Council. She developed curriculum for a generic ELT Program at the Halton Catholic District School Board Adult Learning Centre and delivered the program for two years. Previous experience includes English Language Instructor, Adult Education Instructor and business background.

**Breakout #36 – Bridge to Work and ELT:
Journalism Program at Sheridan College**
When – Thursday, March 27 (2:00 pm – 3:15 pm)
(Repeated in Breakout #45 - 3:40 pm to 4:55 pm)
Location – Strategy Room 3 (5th Floor)
Presenters – Joyce Wayne and Sandy McKean

Even in language-centred professions, such as journalism, it's possible to offer sector specific ELT classes followed by uniquely designed college programming aimed at ITIs. This presentation will trace the beginnings, the development and the on-going success of the Canadian Journalism for Internationally Trained Writers program launched in January 2007 at Sheridan College. The program grew from an initiative of PEN Canada that attempts to support writers-in-exile once they arrive in Canada. Jointly funded by MCI and CIC, it has become a model for new ITI programming at the college.

In this presentation presenters will address such issues as the importance of industry partners, the on-going challenge of convincing employers to establish policies and procedures for securing new ITI employees, job support after securing work, opportunities for employment in language-based, "intellectual" professions, and how the ITI clientele differs radically from usual college populations.

Presenter Profile – Joyce Wayne

Joyce Wayne is the Director of the Sheridan Centre for Internationally Trained Individuals. In 2007, she launched the Canadian Journalism for Internationally Trained Writers program, a graduate program for newcomer writers and journalists in Canada. The first of its kind in North American, this program became the model for other initiatives for internationally trained professionals developed by Wayne at Sheridan College. Wayne is also an award-winning journalist. She worked as the Editor at Quill & Quire magazine and as the Editorial Director of non-fiction at McClelland & Stewart Publishers. A member of PEN Canada and a published writer of fiction, Wayne is a human rights activist most interested in the barriers facing new immigrants to Canada. She holds a Master's Degree in English Literature.

Presenter Profile – Sandy McKean

Sandy McKean is the Associate Dean of Media and Journalism Studies at Sheridan College's School of Animation, Arts and Design. Prior to joining Sheridan, he spent 37 years in the media industry having worked in newspaper, wire service, radio and television as a journalist, producer, executive producer and senior news manager including the position of Head of Network News for the Canadian Broadcasting Corporation.

**Breakout #37 – Toronto Catholic District School Board:
Profile of Two Specialized Language Training Courses**

When – Thursday, March 27 (2:00 pm – 3:15 pm)

(Repeated in Breakout #46 - 3:40 pm to 4:55 pm)

Location – Strategy Room 5 & 6 (5th Floor)

Presenters – Sharon Rajabi, Hanna Cabaj and Antonella Valeo

The TCDSB is delivering Specialized Language Training courses in 2 streams: A & B:

Project A: Language Training For Childcare Sector

A Learning Path of Specialized Language Training in three areas of childcare:

Course 1: Home Daycare Providers for CLB 3, 4

Course 2: Early Childhood Education Assistants for CLB 4, 5

Course 3: Early Childhood Educators for CLB 6, 7

Project B: Language Training for Employers in the area of home health care

A Learning Path of Language Training in three areas of employment within the area of home health care providers:

Course 1: Cleaners at CLB 3

Course 2: Home support workers at CLB 4, 5

Course 3: Personal support workers at CLB 6, 7

Presenters will share their findings for the above courses in the areas of assessment, data collection, and program evaluation. They will describe the underlying philosophy and practical implications of the TCDSB SLT program for childcare and home healthcare currently in progress.

Presenter Profiles – Sharon Rajabi, Hanna Cabaj and Antonella Valeo

Sharon Rajabi has been involved in the field of ESL/EFL/CALL for over twenty years as instructor, curriculum developer, trainer and consultant. She currently works for the TCDSB as a consultant.

Hanna Cabaj is the Coordinator of the Adult Education Program (ESL, Citizenship, LINC, LBS) with the TCDSB. She has been working in the field of adult language programs in Canada and overseas for over 20 years as a teacher, instructor and administrator.

Antonella Valeo is a Program Consultant with the Adult Education Program and a Ph.D. candidate at OISE/UT. She has been involved in employment-focused language programs as an instructor, curriculum developer, teacher trainer and researcher.

**Breakout #38 – Fast track to technology Occupations Program:
The impact Personal Culture can have on Workplace Success**

When – Thursday, March 27 (2:00 pm – 3:15 pm)

(Repeated in Breakout #47 - 3:40 pm to 4:55 pm)

Location – Great Room B (3rd Floor)

Presenter– Judith Bond

Newcomers to Canadian workplaces need to understand the impact that language, behaviour and attitude (culture) will have on their ability to communicate effectively with colleagues, managers and clients. The Fast Track to Technology Occupations program, a partnership of Centennial and Sheridan Colleges, recognizes that language and behaviour are explicitly linked to cultural values and beliefs and attitudes, and that students need to understand the nuances of Canadian English as it is currently used in Canadian workplaces. In the “Impact of Culture” part of the course, students explore their own values, communication styles and workplace behaviours. They develop their abilities by demonstrating appropriate workplace behaviours in a variety of situations common to most occupations in Canada such as meetings, performance reviews, daily workplace interactions, and workplace relationships. Students become familiar with human rights legislation in Canada and the impact it has on workplace behaviour. Students gain the knowledge and learn the expectations (often unwritten), to make informed choices about their own behaviour. This workshop will explore resources and teaching techniques useful to instructors who recognize that learners need to make informed choices about language and behaviour.

Presenter Profile – Judith Bond

Judith has designed and delivered training for a number of Bridging programs including Career Bridge, OPTIONS, Fast Track to Technology Occupations (FTTO), and the Ontario Tourism Education Corporation’s (OTEC) Ready to Work Program. She is currently writing curriculum for ELT programs at Sheridan College. Judith has written and co-authored several workplace education resources:

- ◆ CanadaWorks (<http://www.settlement.org> to download) This book was commissioned by Citizenship and Immigration Canada and is used in language training programs for newcomers. It introduces Canadian work practices and expectations: processes such as *just in time*, WHMIS, unions, accountability, performance issues etc.
- ◆ Steps to Employment: Personal Service Occupations
- ◆ Steps to Employment: Sales Occupations (<http://www.settlement.org> to download)
- ◆ *PracticalWhmis*, an on-line course (<http://www.practicalwhmis.com>)

She is a certified trainer for *Service Excellence*, *Canadian Food Safety Program* and *Workplace Hazardous Material Information System*.

**Breakout #39 – Specialized Language Training:
Pre-bridging Language Program for Internationally-Trained Nurses**

When – Thursday, March 27 (2:00 pm – 3:15 pm)

(Repeated in Breakout #48 - 3:40 pm to 4:55 pm)

Location – Strategy Room 2 (5th Floor)

Presenters – Donna Hanson, Deborah Le Baron and Grainne O'Donnell

The Toronto District School Board Adult ESL Department, in partnership the Ontario Ministry Citizenship and Immigration (MCI), is piloting a pre-bridging language program for internationally educated RN's, RPN's, OT's and PT's. The program is being held at Jones Avenue Adult Centre in the south/east quadrant of the city. To qualify for this program, participants must be assessed at a CLB level 4, 5 and have their professional documents evaluated by the Ontario College of Nurses. The program accepts Canadian Citizens, Landed Immigrants and Refugee Claimants. There are 2 part-time parallel classes running, each with a total of 9 hours per week to accommodate shift work. The course will run for 10 weeks. The goal is to upgrade participants' language requirements to a CLB 6/7 in order to enter a bridging program or a post RN program for Internationally Educated Nurses.

This workshop will cover lessons learned in the following areas:

- Hiring qualified instructors for ESP courses – what to look for and challenges
- Screening of candidates
- Curriculum design, demands and program length

Presenter Profiles – Donna Hanson, Deborah Le Baron and Grainne O'Donnell

Donna Hanson is a Program Officer with the Toronto District School Board and has been active teaching and supervising ESL programs for 18 years. She has presented numerous workshops at TESL Toronto and TESL Ontario on topics as diverse as lesson planning, workplace language, writing and listening.

Deborah LeBaron, M.A., TESL Ontario, has 20 years experience as a Registered Nurse in hospital, community and social work settings.

Grainne O'Donnell is a Program Manager with the Toronto District School Board, managing ESL and SLT projects.

***Breakout #40 – Issues in Standardized and Custom-Designed Assessment
When – Thursday, March 27 (2:00 pm – 3:15 pm)***

(Repeated in Breakout #49 - 3:40 pm to 4:55 pm)

Location – Great Room A (3rd Floor)

Presenters – Gail Stewart and Andrea Strachan

Drawing on their experience in the development of large-scale and small-scale assessment instruments, the speakers will explore issues that arise in determining the suitability of existing ESL assessments and in designing and developing instruments for specific purposes. They will discuss the Canadian Language Benchmarks as a framework for designing large-scale and profession-specific assessment tools, addressing methodological challenges, strengths and limitations. Their discourse will be illustrated with specific reference to the TOEFL, IELTS, CLBA, and two specific custom-designed CLB-based instruments, the Michener English Language Assessment (MELA) developed for use in a bridging program for international medical technology professions and the International Pharmacy Graduate Language Assessment (IPGLA) designed for use in a bridging program for pharmacists.

Presenter Profile – Gail Stewart

Gail Stewart has been active in the Canadian ESL field for 23 years. She has taught in the University of Toronto's Intensive ESL Program, Faculty of Education, School of Graduate Studies, and Woodsworth College TESL Certificate Program. Gail began working with the Canadian Language Benchmarks in 1995 when the draft document was undergoing its first round of field testing. Since then, her CLB-based projects have included the design and development of several assessment instruments for placement, diagnostic, and eligibility purposes. In her current role as an assessment consultant and advisor, she focuses on test development, standard setting, instrument adaptation, and validation research.

Presenter Profile –Andrea Strachan

Andrea Strachan has worked in the ESL field for 18 years in a range of areas including teaching, curriculum design, assessment & testing, language training policy, and bridging initiatives for internationally trained professionals. She has been a member of the Registry of CLB Experts and a CLBPT Assessor & Regional Trainer since 2002, and has contributed to a number of CLB-referenced research projects. More recently she has been involved in the development of occupation-specific teaching materials and language assessment tools. Andrea has also been an expert panel judge for TOEFL and IELTS standard setting sessions, and has advised regulatory bodies on language policy.

**Breakout #41 – ESL for the Transportation Sector:
Specialized Language Training Pilot Projects 2007/08**

When – Thursday, March 27 (2:00 pm – 3:15 pm)

(Repeated in Breakout #50 - 3:40 pm to 4:55 pm)

Location – Upper Fallsview B (5th Floor)

Presenters – Monique Van der Leden and Karen Murray

Professional Transport Language Training

Participants will be introduced to the initiation into the course, the demand for truckers and our ESL student, as well as the unique curriculum and language used in the Transportation Industry. Delegates will learn about the ups and downs of the project and a reflection on two alternative programs will be discussed. A question and answer period will follow.

Presenter Profile – Monique Van der Leden

Monique Van der Leden, a member of the Ontario College of Teachers, has been the ESL Program Manager for St. Louis Adult Learning Center in Kitchener/Waterloo since 2006. The program currently serves over 1200 students at 5 sites.

Prior Monique owned and operated an ESL school in Japan for 12 years and coordinated an international home stay program. Monique has a strong background in Experiential Education.

Presenter Profile – Karen Scott-Murray

Karen Scott-Murray is currently writing the curriculum and teaching a specialized language training program for the Transport Industry at the St. Louis Adult Learning Center in Kitchener/Waterloo.

She previously taught English as a Second Language in Tenerife, Spain and in Singapore. She has 10 years experience in the Canadian Transport Sector.

Breakout 42 – A Description of HARTs

(History of Assessment, Referral and Training System)

When – Thursday, March 27 (2:00 pm – 3:15 pm)

(Repeated in Breakout #50A - 3:40 pm to 4:55 pm)

Location – Strategy Room 7 (5th Floor)

Presenter – Grace Scire

Using HARTs for Planning

It all starts with data entry – For any analysis of data to be useful, the information must be complete and accurate and must be recorded in a consistent manner. For these reasons, the report generation feature of the HART system has undergone a comprehensive re-engineering, resulting in a robust, flexible and effective data reporting tool. Along with monthly statistical reports, the HARTs can be utilized to create ad hoc queries that request and compile data to support strategic planning. This workshop will offer participants the opportunity to explore and develop skills in creating queries using the History of Assessment, Referral and Training System (HARTs).

Presenter Profile – Grace Scire

Grace Scire is the Manager for the Automated Reservation System implementation for the Ontario region. She has worked at The Centre for Education & Training since 1999 in various positions. In 2006 she was promoted to Manager of the ARS team. Grace Scire has played a leading role in the re-engineering, implementation and deployment of the system throughout Ontario and has worked closely with all stakeholders.

FRIDAY MARCH 28 – CONFERENCE SCHEDULE

TIME	ACTIVITY	LOCATION	PRESENTER(S)	TOPIC
7:00 – 8:30	BREAKFAST - Niagara Room (Brock Hotel)			
9:00 – 10:30	Plenary Session	Great Room B&C - 3 rd Floor	Kathryn Brillinger	Intercultural Communication and Cross-Cultural Paralinguistics
11:00 – 12:00	Plenary Session	Great Room B&C - 3 rd Floor	Jane Bradley	Compassion Fatigue
12:00 – 1:00	LUNCH – Niagara Room (Brock Hotel)			
	CONFERENCE CONCLUDES			

***Plenary – Intercultural Communication and Cross-Cultural Paralinguistics
When – Friday, March 28 (9:00 am – 10:30 am)
Location – Great Room B & C (3rd Floor)
Presenter– Kathryn Brillinger***

This presentation will examine 5 principles of intercultural communication that can help those involved in higher-level language training programs develop understanding, skills, and techniques to thrive in a context where many cultures and many communication styles interact. This set of skills involves pre-empting difficulties, managing confusion in intercultural communication and implementing repair strategies. The workshop is based on the assumption that the continual development of intercultural knowledge and skills is crucial to a productive and successful Canada.

This presentation will also provide a fascinating look at what can go right and wrong in the cross-cultural use of non-verbal behaviours. When conversing with someone from another culture we can misinterpret or be misinterpreted on the basis of Oculistics (use of the eyes), Facial Expression, Proxemics (placement of the body in the available space), Haptics (touching behaviour), Gestures: (Five types - Deictic, Iconic, Batonic, Symbolic and Conventional), Intonation and Volume and Emotional Regulation (both negative and positive). Delegates will become more aware of these areas and familiar with some of the main cultural variations.

Presenter Profile – Kathryn Brillinger

Kathryn Brillinger has presented extensively on issues related to pronunciation, intercultural communication, and successful ESL teaching. For over 20 years, she has taught ESL including LINC Levels 1-5, TIPS (Training for Immigrant Professionals) and LMLT (Labor Market Language Training), academic and work preparation ESL as well as special classes for university professors in pronunciation and teaching intercultural. She was Assistant Chief Rater for the TSE for 11 years and is very familiar with high-level assessment issues. She has run a consulting business teaching executives at large Japanese corporations and other high tech companies. She currently teaches post-graduate TESL, academic ESL, and degree/diploma communications classes. She has a Masters in Education (TESL) from Brock University and is currently completing University of British Columbia's Post-Graduate Certificate in Intercultural Communication. Kathryn is a professor at Conestoga College in Kitchener, Ontario.

Plenary – Compassion Fatigue

When – Friday, March 28 (11:00 am – 12:00 pm)

Location – Great Room B & C (3rd Floor)

Presenter– Jane Bradley

Compassion Fatigue is a condition common to professional care-givers that is described as a union of secondary traumatic stress and burnout. Secondary trauma occurs when one is exposed to extreme events that were directly experienced by another person. Burnout is a state of physical, emotional and mental exhaustion caused by an overwhelming depletion of ability to cope with one's everyday environment. This workshop will examine compassion fatigue, show how to recognize the symptoms and suggest coping mechanisms to help alleviate what can be a very debilitating condition.

Presenter Profile - Jane Bradley

Jane Bradley, B.A. Psychology, has been a Professional Caregiver since 1975, and as a result, has developed a unique and resilient approach to Compassion Fatigue. With insight, humour, and firsthand knowledge, she reveals the process and experience of Compassion Fatigue. She draws on her extensive and varied background to create informative, interactive workshops, offering practical tools and strategies for recognizing and alleviating the impact of Compassion Fatigue.

Jane Bradley has spent much of her career involved in healing trauma and crisis. She has worked with high risk adolescents, abused women and their children, refugees, developmentally disabled adults, the homeless, and people with serious mental illness and addictions. She has worked in a variety of settings including residences, classrooms, and shelters. In a volunteer capacity she has worked at a Sexual Assault Centre and a 24-hour crisis telephone line. In 1989, Jane Bradley opened her unique private practice, offering client centred counselling to adults and children in the Niagara Region. She specializes in professional Caregiver Support Services, trauma recovery, addictions, relationships and anger management.

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