



Toronto Labour Market Bulletin

Toronto/York Human Resource Centres of Canada

~ An Analysis of the Toronto, York & Greater Toronto Area Labour Market ~ July – September, 2004 ~

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Note: *In preparing this bulletin, HRSDC has taken care to provide clients with labour market information from reliable sources that is timely and accurate at the time of publication. Since labour market conditions are dynamic, some of the information presented here may have changed since the bulletin was published. Readers are encouraged to refer to other sources for additional information on the local economy and labour market. Information contained in this bulletin does not necessarily reflect official policies of HRSDC.*

OVERVIEW

An overview of **The Greater Toronto Region** (Statistics Canada **Economic Region 530** - It consists of the City of Toronto plus the surrounding regions of Durham, York, Peel and Halton (excluding Burlington). This area includes the municipalities of Ajax, Pickering, Whitby, Oshawa, Clarington, Uxbridge, Scugog, Brock, Georgina, East Gwillimbury, Whitchurch-Stouffville, Newmarket, Aurora, King, Vaughan, Richmond Hill, Markham, Mississauga, Brampton, Caledon, Halton Hills, Milton and Oakville.

The Greater Toronto Region labour market slowed in the third quarter of 2004. Employment fell by over 3,000 jobs compared to the second quarter. All of the loss was in part-time positions.

Employment increased by about 74,000 jobs from the third quarter of 2003 to the third quarter of 2004. The unemployment rate fell from 8.6% to 8.2% over this period.

Interest rates, although low by historical standards, rose in the third quarter with a quarter of a percentage point rise in the Bank of Canada's overnight rate on September 8th. This was followed by another quarter of a percentage point rise on October 19th. These



increases were reflected in rising mortgage and loan rates charged by financial institutions and over time should start to cool the residential construction and real estate industries.

Manufacturing employment continued to rise in the third quarter, despite continuing gains in the value of the Canadian dollar compared to the US dollar. However, manufacturing employment still remains below the level of the third quarter of 2002.

Employment in most service industries rose over the past year.

Labour Market News

Highlights of industry activities that have an impact on the local labour market are derived from several sources including local newspapers, newsletters and various other publications.

Highlights

- Interest rates began to rise
- IBM plans to hire 1,200 workers by the end of the year
- Toronto Police Service and York Region Police hiring
- Universities hiring professors
- Olympic Spirit Entertainment Complex opened
- Truck drivers needed over the next six years
- Canadian manufacturing shipments increased for the eighth straight month in July

Pita Pazzaz, a fast-food franchise, will open six new stores this year in Oakville, Toronto, Cambridge, London, Whitby and Ancaster.

(*Ontario Restaurant News: August 2004*)

An **Extreme Pita** franchise restaurant opened in Mississauga in July. (*Ontario Restaurant News: September 2004*)

<http://www.extremepita.com/web/>

Accommodation and Food Services

The third quarter of 2004 has seen an increase in the hotel and restaurant business in the GTA compared to the same period last year. According to the **Moneris Solutions Corporation** the hotel business grew by 38%, the restaurant business by 17% and bars by 92%.

(*Toronto Star: Aug. 31/04*)

<http://www.moneris.com>

Accommodation

Occupancy rates in the hotel sector continue to improve according to the **Toronto Convention and Visitors Association**. In Greater Toronto, occupancy rates reached 65% during the first eight months of 2004. This was a 10% increase over the same period in 2003. However, hotel operators may still be struggling with costs. Revenue per room although up 21.7% from August 2003 is still 5.8% below August 2002, and average daily room rates are still 4.2% below those of August 2002.

<http://www.torontotourism.com/Media/Research/VisitorStatistics.htm>

Travellers are increasingly using Web sites or kiosks at airports and hotels to make their own travel arrangements.

(*National Post: July 31/04*)

Food Services

Arts, Entertainment and Recreation

Entertainment

The **Olympic Spirit** entertainment complex next to Yonge and Dundas Square opened in August. It celebrates the Olympic Games through simulators, theatres and interactive kiosks. The facility has a restaurant, a retail shop and employs more than 50 athletes who interact with visitors and give motivational presentations to schools and corporate groups. The complex is the first of its kind in the world. (*Toronto Star: Aug. 19/04*)

Sports

A new website launched in June by **Cosmos Sports** lists behind-the-scenes jobs in sports or sports related fields. Features include jobs under various sports categories, career advice and resume posting. (*Toronto Star: July 24/04*)

<http://www.canadiansportsjobs.com>

Due to the **National Hockey League (NHL)** strike/lockout?, about 80 people from the NHL league offices lost their jobs. Approximately 100 more from the NHL's league offices in Toronto and New York were laid off in September. **Maple Leaf Sports & Entertainment** states 850 part-time employees who staff Leaf games were affected. Other businesses such as sports bars, restaurants, stores selling sport souvenirs and hot dog vendors in the area around the **Air**



Canada Centre will be affected by the lockout. (*Financial Post: Sept.4/04; National Post; Toronto Star: Sept. 16/04*) - See Information and Cultural Industries below

Theatres

Toronto theatres report a decline in ticket sales. Several major productions closed earlier than anticipated. (*Toronto Star: June 17/04; Globe & Mail: June 22/04*)

Business, Building and Other Support Services

Call Centres

The *World Investment Report 2004: The Shift Towards Services* by the United Nations Conference on Trade and Development states that Canada ranked a close second to India in attracting new call centres in 2002 and 2003. The report notes that proximity to markets and the availability of skilled labour are important to multi-national companies.

<http://www.unctad.org/Templates/WebFlyer.asp?intItemID=3235&lang=1>

Home Computer Support

PCUsed and the **Geek Squad** are part of the growing number of computer repair companies that make house calls. Statistics Canada reports that 10% of employees and 50% of self-employed workers in Canada did some or all of their work at home in 2000. (*National Post: Sept. 4/04*)

<http://www.geeksquad.ca>
<http://www.nerdsonsite.com>
<http://www.PCUsed.com>

Construction

Construction activity in the Toronto Census Metropolitan Area (CMA) maintained its momentum during the July-September period. Although interest rates began to rise, most analysts do not think that the industry will slow down until next year. Condominium sales are driving the new home market. (*Greater Toronto Home Builders Association: Sept. 23/04*)
<http://www.gthba.com>

Housing starts in the Toronto Census Metropolitan Area (CMA) decreased to 41,900 starts from an August year high of 55,000 starts. Home starts remain high despite easing in September due to a stable single detached market compared to the more volatile multiple family home segment. Actual starts

year to date are down 5% from the same period in 2003. (*Canada Mortgage and Housing Corporation, News Release: Oct. 8/04*)

Despite increased sales of new homes and condominiums of 11% in September as compared to August of this year, September 2004 sales are 8% lower than in September 2003. The high-rise condominium market is particularly strong over low-rise homes. High-rise condos have a lower average asking price over low-rise homes, which make them more affordable. This may have contributed to stronger sales. (*Monthly Housing Statistics, Greater Toronto Home Builders Association: Oct. 18/04*)

Condominium Projects

N. Barry Lyon Consultants Limited report a number of condominium projects currently under construction:

- 47 in North York with 10,090 units
- 26 in Etobicoke with 4,503 units
- 11 in Scarborough with 2,999 units
- 3 in York with 346 units

(*Globe & Mail: Aug. 27/04*)

Fernbrook Homes began construction on two of five high-rise condominium towers of the **Absolute** condo project at Burnhamthorpe Road and Hurontario Street in Mississauga. The project is scheduled for completion in 2006. (*Toronto Star: Aug. 21/04*)

Renovations

The **Comweb Group** will redevelop the former **R.I. Hearn Generating** plant on Unwin Avenue to house a new film studio complex. (*The Business Review: July16/04*)

A major renovation of the **Ontario Science Centre** is expected to be completed in spring 2006. Seven new areas will be created. The construction manager for the project is **Buttcon Limited**. (*Toronto Construction News: September 2004*)

Training

The **Interior Finishing Systems Training Centre** in northwest Toronto near Finch Avenue and Weston Road has expanded its drywall course from 90 to 250 trainees. (*Toronto Star: Sept. 4/04*)
<http://www.ifstc.com>

In June, the **United Brotherhood of Carpenters - Local 27** opened a new facility in Woodbridge. The training centre provides hands-on experience for apprentices. (*Toronto Star: Sept. 18/04*)



Educational Services

The provincial government will invest in colleges to support literacy and numeracy programs for adults. Funding will also include literacy research and development. (*Ministry of Training, Colleges and Universities, News Release: Sept. 23/04*) <http://www.edu.gov.on.ca/>

The **Ontario College of Teachers** states that 30% of primary school teachers are men. This figure decreases to 10% in the younger grades. (*Toronto Star: Sept. 8/04*)

Universities and Colleges

Universities are increasing hiring efforts. A third of the province's 12,000 professors are expected to retire by 2010 and the level of university enrollment is at a record high. There is a high turnover of teaching and research staff. In Ontario, 860 new professors have been hired in the last 4 years. (*Toronto Star: June 24, Sept. 5/04*)

Many universities will offer combined Masters of Business Administration (MBA) degree programs. MBAs can be combined with degree programs for students studying to become lawyers, chartered financial analyst, certified management consultants and certified management accountants. (*Toronto Star: Sept. 11/04*)

Finance, Insurance, Real Estate and Leasing

Employment in Ontario's finance, insurance, real estate and leasing industry is concentrated in the Greater Toronto Region. Almost 60% of provincial employment in this industry is located in this area. (*Statistics Canada, Labour Force Survey, annual averages, 2003*)

Banking

TD Canada Trust has selected **Hewlett-Packard (Canada) Co.** to manage and upgrade the bank's automated bank machine network and point of sale transaction system. The 7-year outsourcing contract involves the transfer of 50 TD employees to HP Canada. (*Globe & Mail; National Post; Toronto Star: July 14/04*)

Insurance

Subject to regulatory approval, **Manulife Financial Corp.** plans to combine three subsidiaries, Manufacturers Life Insurance Co., Maritime Life Assurance Co. and MFC Insurance Co. Ltd. (formerly Commercial Union Life Assurance Co.), into a single Canadian insurance business. Due to strong internal growth, job losses are not anticipated. (*Toronto Star: Sept. 11/04*)
<http://www.manulife.com>

Securities Industry

Employment in the Canadian securities industry was up 2% from a year earlier. The **Investment Dealers Association of Canada (IDA)** states smaller independent firms are growing and hiring. Year-over-year, the retail advisory and wealth management business remained a key pillar of growth for the industry. A new quarterly report, *IDA Wealth Watch*, focuses on wealth management issues, news and developments. (*Globe & Mail: Sept. 8/04; National Post: July 27, Aug. 25, Sept. 21/04; Globe & Mail; National Post: Sept. 24/04*)
<http://www.ida.ca/>

Residential Real Estate

More than 6,500 Toronto area existing homes were sold in September. The number of active listings reached the highest level of 2004. The average price in September was \$320,911, or 8% higher than a year earlier. Low mortgage rates and strong income growth fuelled resale activity. (*Toronto Star: Oct. 7/04*)
<http://www.torontorealestateboard.com>

In a market expected to stay at or near record levels, real estate remains a competitive business. The **Toronto Real Estate Board** expects 2004 sales to exceed 80,000 dwellings. Close to 21,000 real estate agents are registered with the board. (*Globe & Mail: Sept. 24; Real Estate News: Sept. 10-16, Oct. 1-7/04*)

Health Care and Social Services

Nurses

The provincial government announced funding for 55 new midwives. Some doctors are choosing not to deliver babies, which raises the demand for midwife services. There are



currently 270 midwives practicing in Ontario. (*Toronto Star: Aug. 8/04*)

Credit Valley Hospital in Mississauga hired 50 full-time nurses. It will also hire additional intensive care nurses, registered practical nurses, rehabilitation specialists and personal support workers. (*Ontario Ministry of Health, News Release: Aug. 4/04; Toronto Sun: Aug. 11/04*)

In order to ease the current nursing situation, the provincial government will fund full-time positions for new nursing graduates, purchase training equipment for nursing students and create less physically demanding positions to better utilize the skills and knowledge of experienced nurses. (*News Release, Ontario Ministry of Health and Long-Term Care: Sept. 1/04*)

Doctors

The **Ontario Medical Association** estimates the province needs 2,000 additional doctors. About 23% of Ontario doctors will retire in the next five years and another 16% are considering practicing outside of Ontario for financial reasons. The association also finds that new doctors are choosing to practice outside Ontario. (*National Post: Aug. 18/04; Toronto Star: Sept. 19/04*)

The number of graduating students choosing family medicine as a specialty has declined to 5% from 30-40% over the past four years. About 100 areas in 32 counties in Ontario do not have enough general or family physicians. (*Toronto Star: June 18, Sept. 7/04; National Post: Sept. 27/04*)

Canadian citizens who complete medical school outside Canada are having difficulty finding residency positions or jobs in Ontario. Considered foreign medical graduates, they are placed in an assessment pool of foreign-trained doctors. As a result, they are accepting positions in the United States where they have little difficulty with foreign credentials. (*Toronto Star: July 12/04*)

Other professions

Wal-Mart Canada Corp. is recruiting pharmacists for its stores in the Toronto area. The company has hired a recruitment firm to seek graduates from other countries because of a shortage of Canadian pharmacists. (*Toronto Sun, Career Connection: Aug. 11/04*)

Home Care

Community Care East York will lay off 70 employees due to lost contracts. Homemakers, personal support workers and nurses are affected. (*Toronto Star: Aug. 19, Sept. 3/04*)

Day Care

The provincial government announced funding for subsidized child-care spaces for low income families. About 20% of the funding will be spent in Toronto child-care centres. Not-for-profit centres will also receive funding to renovate and expand the number of spaces for children. (*The Business Review: July 23/04; Toronto Star: July 15, 16/04*)

Information and Cultural Industries

Markham-based **Cygnal Technologies Corp.**, a national provider of network systems services, eliminated 50 positions in sales and administration due to financial losses. (*Toronto Star: Aug. 17, 18/04*)

In September, Toronto-based **Iceberg Media.com Inc.**, a division of Standard Radio Inc., launched FatPipeRadio.com, an Internet radio station geared to 18-24 year olds. (*Globe & Mail: Sept. 7/04*)
<http://www.fatpiperadio.com>

Layoffs

In the wake of the NHL hockey lockout, 50 **Canadian Broadcast Corporation (CBC)** crewmembers, production and administrative staff were laid off, as well as several on-air broadcasters. (*Globe & Mail: Sept. 15/04; Toronto Star: Sept. 16/04*) - See also Arts Entertainment and Recreation above

PriceWaterhouseCoopers' annual global media report indicates that 5.9% growth in Canada's entertainment and media sector led the world for a third consecutive year in 2003. (*National Post: July 23/04*)

Torstar Corporation offered voluntary severance packages to management & employees. They expect 30-50 employees will accept. (*Globe & Mail: July 29/04*)

Manufacturing

In July, Canadian manufacturing shipments increased for the eighth straight month. According to **Statistics Canada's Monthly Survey of Manufacturing**, this is the longest consecutive period of growth since the late 1990s. Ontario shipments fell slightly after five months of growth due to



declines in transportation equipment, fabricated metals, beverages and tobacco products. (*Statistics Canada, The Daily: Sept. 15/04*)

Imperial Oil will move its corporate headquarters from Toronto to Calgary by August 2005. The company states that up to 500 employees will be offered a transfer. Approximately 1,000 people will remain in Toronto. They work in sales, distribution and support for Imperial's refining and marketing departments. (*Canadian Press; Globe & Mail: Sept. 29/04*)

The **Canadian Tooling and Machining Association** estimates that 50,000 skilled trades people will be needed in the next 5 years. The **Automotive Parts Manufacturers Association (APMA)** forecasts a 42% vacancy rate in the skilled trades by 2007. Tool and die maker, industrial electrician, mould maker, pattern maker, general machinist and industrial mechanic/millwright are identified as some of the trades that will need workers. (*Toronto Sun: July 28/04; Globe & Mail: Sept. 23/04*)

[http://www.apma.ca/client/APMA/apma.nsf/object/HR-demographic+stats/\\$file/demographic+stats.PDF](http://www.apma.ca/client/APMA/apma.nsf/object/HR-demographic+stats/$file/demographic+stats.PDF)
<http://www.ctma.com>

Motor vehicles

Daimler-Chrysler A.G. plans to add a third shift of up to 900 workers at its Brampton plant in early 2005. This is due to increased demand for a new line of rear-wheel drive cars. Many workers laid off in 2001 expect to be recalled. (*Globe & Mail: June 22/04; National Post: Aug. 27/04; Sept. 11/04; Toronto Star: Oct. 25/04*)

Openings and Expansions

Jackson Smurfit Group PLC opened a plant in Mississauga to make bag-in-boxes for wine makers. (*Toronto Star: July 16/04*)

Owens Corning Inc. will finish the second of two expansions at its Toronto fibreglass insulation factory in early 2005. Increasing demand from homebuilders and renovators led to the expansion. (*Toronto Star: Aug. 25/04*)

Triple M Metal is building an aluminium re-melting plant in Brampton this fall. Production will start before the end of 2005, employing about 50 workers. The plant will operate under the name **Matalco Inc.** (*Toronto Star: Sept. 15/04*)

Layoffs

Leitch Technology Corporation will lay off 34 workers at its Toronto plant. The company designs and distributes video systems for the television industry. (*Canada Newswire: Aug. 24/04*)

Nortel Networks will reduce its global workforce by about 3,500 people or about 10%. The reduction will eliminate 25 to 50 positions at Nortel's Brampton location. The company plans to reduce spending on research and development and increase spending on marketing. (*Toronto Star: June 30, Oct. 1/04; Toronto Star, Globe & Mail: July 28/04; Toronto Star; Globe & Mail: Aug. 20/04*)

SMTC Corp., an electronics manufacturer, plans to layoff approximately 150 employees at its Markham plant. It is moving most of its assembly operations to Mexico. Markham workers who make circuit board assemblies will not be affected.

<http://www.forbes.com/business/healthcare/feeds/ap/2004/09/30/ap1568452.html>

Other Services

The Other Services industry includes repair and maintenance, personal and laundry as well as religious, grant-making, civic, professional and related services.

Auto service technicians must have special training to work on hybrid cars. Training is offered to **Ford, Toyota and Honda** technicians as well as some fleet partners. (*Globe & Mail: July 1/04*)

<http://www.ford.ca/>
<http://www.honda.ca/>
<http://www.toyota.ca/>

Services geared towards pets, such as dog walking, pet sitting and waste removal, are growing in popularity. Dog walking businesses, such as **Oh my Dog, Dog on the Run, Playful Paws and Tail Blazers**, exercise pets. Toronto-based **Pooper Scooper** removes waste from pet-owners yards. (*National Post: July 19, Sept. 8/04*)

<http://www.dogontherun.com/walkers-bios.html>
<http://www.playfulpaws.ca/>
<http://www.urbnet.com/ohmydog/services.html>

The spa industry is one of the fastest growing leisure industries in North America. Many hotels and resorts are adding spa services to their facilities or enlarging existing ones. (*Globe & Mail: Sept. 14/04*)

<http://www.spasontario.com/>



Professional, Scientific and Technical Services

Information and Communications Technology (ICT)

CanadaIT.com lists detailed profiles of employers in the Information Communication Technology (ICT) sector. The employers are organized by geography and by products or services produced. New employers are highlighted at the beginning of each section.

<http://www.canadait.com>

Trends in the Offshoring of IT Jobs, by **Prism Economics and Analysis**, found job losses in software and computer services which may be due to the impact of offshore outsourcing. The report also discusses IT jobs which are least likely to be offshored. This is one of several reports prepared for the Software Human Resources Council on Canadian IT job trends.

http://www.shrc.ca/lmi/reports/report_offshore.html

<http://www.shrc.ca/lmi/reports/>

The **Software Human Resource Council** released a report on leading technology skills by **IDC Canada**. The report found demand for IT skills is down overall in Ontario compared to the first quarter of 2002. Only networking and internetworking skills have increased in demand. The top individual skills for Ontario are TCP/IP, Windows XP, Microsoft SQL server, Windows 2000/ME, Ethernet, WAN and security skills.

http://www.shrc.ca/lmi/reports/report_leading_ITskills.html

Seneca College offers a new *Electro-Mechanical Design* program. The one-year certificate program prepares students for entry-level positions in electronic product design and development, quality analysis, engineering support and testing, manufacturing and troubleshooting. The program is designed for graduates in electronics technology, foreign-trained technology professionals and experienced workers in engineering or technology.

<http://www.senecac.on.ca/fulltime/EMD.html>

Legal Services

According to a poll by **COMPAS Inc.**, Canadian businesses are spending more money on legal services. Two areas contributing to increased costs are human resources issues and corporate governance and financial statement issues.

(*National Post*: Oct. 4/04)

IBM Canada Ltd. in Markham hired 600 new workers this year and plans to hire 1,200 more before the end of the year. Most of these workers are employed in software research and development or in consulting. About 65% of the new workers will work in the Toronto area. IBM anticipates a third of the jobs will be filled by Canadian university graduates in

computer sciences or engineering. (*Globe & Mail*: Aug. 24/04; *The Liberal- York Region*: Aug. 29/04)

Security Services

George Brown College's Continuing Education department with **MKD Security Awareness and Training** now offers security guard training. The course was created in response to anticipated changes to the *Private Investigator and Security Guards Act* and to growth in the hiring of private security guards. The training is offered to both new and experienced security guards. (*Metro Toronto News*: Aug. 10; *Globe & Mail*: Sept. 11/04)

<http://www.gbrownc.on.ca/training/index.html>

Public Administration

Four out of 10 jobs created since the beginning of the year have been in the public sector (which includes education services, health care and social assistance, and public administration) according to **Statistics Canada**. Public sector hiring has increased since 2000 by an annual average of 3% or more each year. (*National Post*: July 10/04)

<http://www.statscan.ca/>

The **Ontario Ministry of Labour** will hire 200 new enforcement staff including 100 health and safety inspectors in areas such as construction, industrial, electrical, mechanical and mining. One hundred will be hired by November and the remainder by the end of next year. The ministry currently has 230 inspectors across Ontario. (*Business Review; Globe & Mail*: July 16/04) <http://www.gov.on.ca/LAB/english/>

The **Canadian Forces** plans to recruit 5,000 new troops over the next few years mainly in the army, bringing the total number of regular forces to 65,000. (*Globe & Mail*: Aug. 24/04)

<http://www.forces.gc.ca>

Police

The **Toronto Police Service** expects to hire 256 officers by the end of 2004, of which 30% will reflect the city's diverse population. According to the 2001 Census, 43% of Toronto's population are visible minorities. (*Toronto Sun*: July 18/04; *Toronto Star*: Aug. 11/04)

<http://www.torontopolice.on.ca/>

York Regional Police will hire 110 new officers under its program *Recruiting with a Vision*. They currently have 32 cadets in training in addition to 63 officers hired in August. Approximately one-third of new recruits will be visible



minorities, reflecting the ethnic diversity of the region. (*The Liberal- York Region: Aug.19/04*)
<http://www.police.york.on.ca/>

Area store in Scarborough. The store expects to employ 120 people. (*The Business Review: Aug. 20/04*)

Trade, Wholesale and Retail

Wholesale sales in Canada rose slightly in July 2004. This was the fifth consecutive month of increased sales. Total wholesale sales have increased by an average of 1.2% per month since September 2003. (*Globe & Mail; National Post: Sept. 21/04*)
<http://www.statcan.ca/Daily/English/040920/d040920a.htm>

Canadian retail sales increased slightly in July. This was the third consecutive monthly increase. Sales rebounded strongly in furniture, home furnishings and electronic stores (+1.7%), general merchandise stores (+1.6%) building and outdoor home supplies stores (+1.6%) and clothing and accessories stores (+1.5%). Pharmacy and personal care store sales fell 1.5% in July after rising 1.9% in June. Automotive sector sales were down because of a drop in sales of gasoline, used and recreational vehicles and auto parts.
<http://www.statcan.ca/Daily/English/040921/d040921a.htm>

New motor vehicle sales in Canada fell 8% in September. This was the seventh monthly decline of the year. Sales are down 5% for all of 2004 on a year-over-year basis. High gasoline prices, insurance costs and reduced effects of dealer incentives were factors in the decline. (*Globe & Mail; Toronto Star: Oct. 2/04*)

Manpower Canada Inc.'s survey of hiring intentions found that 34% of Canadian wholesalers and retailers intend to hire in the fourth quarter of 2004. (*Globe & Mail: Sept. 14/04*)

Openings and Expansions

PartSource, a division of Canadian Tire, opened six stores between Oakville and Oshawa. Two more stores, one in Etobicoke and one in Mississauga will open in November. This will add 120 jobs in the Toronto area. The chain serves professional automotive installers and do-it-yourselfers. Staff are chosen for their knowledge of auto parts and their love of cars and trucks. (*The Oakville Beaver: July 14/04, Canadian Tire, News Release: October 2/04*)
<http://www.partsource.ca/tools/career.asp>

Two **Concept 20/20 Canadian Tire** stores opened in October, one in Agincourt and one in North York, creating 300 retail positions. (*Canadian Tire, News Release: Oct. 28/04*)

HomeShow, an upscale home furnishing chain owned by **The Brick Group**, recently opened their second Greater Toronto

Loblaw Companies Ltd. opened a **Real Canadian Superstore** in Mississauga at Argenta Road and Winston Churchill Boulevard. The 120,000 square foot store has 300 employees. Products and services include groceries, electronics, housewares, toys, hardware, office supplies, a photo lab, a florist, a pharmacy and a tobacconist. It is the fifth superstore to open in the GTA since last fall. (*The Mississauga News: Oct. 1/04*)

Motherhood Maternity plans to open as many as 80 stores in Canada. It now has 25 Canadian outlets. Motherhood Maternity is competing with **Thyme Maternity** for the Canadian maternity wear market. (*National Post; Globe & Mail: Sept. 22/04*)

Alimentation Couche-Tard plans to open up to 12 **Mac's Convenience Stores** per year in the GTA over the next 5 years, focusing on downtown Toronto. It partnered with **Timothy's Coffees of the World Inc.** and **Subway** to open a 4,000 square foot store at the corner of Royal York and Bloor Street. Competition comes from large retailers such as **Canadian Tire**, **The Bay** and **Shoppers Drug Mart** which are adding convenience stores in their downtown locations. (*National Post: Aug. 11/04*)

Hudson's Bay Co. will put a convenience store at the entrance of its main store at Yonge Street and Queen Street West. As many as 10 other stores will pilot the convenience store format. **The Bay** also advertised for holiday help. (*Globe & Mail: Aug. 9/04; Toronto Star: Oct. 2/04*)
<http://www.hbc.ca>

Layoffs

Classy Formal Wear Inc. laid off about 325 employees across Canada due to bankruptcy. In the Toronto area, the firm had several corporate stores and shops in **the Bay** stores. (*Globe & Mail: Sept. 9/04*)

Transportation and Warehousing

Fuel

The Transportation and Warehousing industry has been affected by the rising cost of fuel. Fuel-dependent sectors such as airlines, railways, taxis and trucking have seen a substantial increase in the cost of operation. However, the trucking sector has been able to offset fuel hikes by raising fees to customers. (*Globe & Mail: Sept. 29/04*)



Air

As of June, **Pearson International Airport** had a 20% increase in international passengers over the first half of the year. The growing number of business travellers stopping in Canada is expected to create jobs and increase foreign investment in the Canadian economy. (*National Post: Sept. 14/04*)

Westjet Airlines Ltd. plans to increase staff as it continues to add new destinations in the United States. Westjet will also increase the number of aircraft in its fleet to 66 by the end of 2005. The company currently serves 24 Canadian cities with a fleet of 52 aircraft. (*Globe & Mail; Westjet, News Release.: Sept. 20/04*)

Air Canada will buy 45 Brazilian Embraer aircraft. As part of its restructuring plan, it will also add 30 Bombardier regional aircraft to service North American routes. It has also added two new Airbus planes to its fleet. The new long haul aircraft will help the airline capitalize on foreign markets by offering non-stop flights to destinations such as Asia and Australia. (*National Post: July 14/04; Air Canada, News Release.: Sept. 27, 29/04*)

Trucking

A study by the **Canadian Trucking Human Resources Council** estimates 37,000 new drivers will be needed over each of the next six years. In Ontario, about 15,000 new drivers are needed for each of those years. The demand for qualified drivers is due to increased economic growth and high driver turnover. The study also notes that 40% of the trucking industry workforce is over 45 years of age, compared with 34% for all other industries. Drivers must have a clean driving record because of insurance costs and no criminal record due to border restrictions. A first year trucker can earn between \$40,000 to 60,000 a year. (*Toronto Star: Aug. 8/04*)
http://cthrc.com/new/pdf/Summary_E.pdf

Warehousing

Self-storage has become a growing trend in the Toronto area over the past five years. The number of self-storage facilities has doubled and is expected to keep growing. (*Toronto Star: Aug. 26/04*)

Work Trends

Aboriginals

The federal government announced a five-year plan to improve Aboriginal health which includes:

- better access and integration of services
- recruitment and retention of health professionals
- health programs including diabetes, suicide prevention and prenatal and child care

(*Toronto Star: Sept.14/04*)

Entrepreneurs

A new **Industry Canada** Web site, *Managing for Business Success*, is designed to help owners and managers of small and medium-sized businesses. It provides links and references for Start-Up, Finance, Marketing and Sales and business tools such as Benchmarking and Business Networks. (*Small Business Quarterly: Vol.6, No.2, Aug. 2004*)
<http://www.strategis.gc.ca/sme-management>

Enterprise Toronto offers a new training program on how to operate a small business. The *Up & Running Biz Launch* program helps students learn how to start their own business and write a business plan. (*Toronto Star: Aug.7/04*)
<http://www.bizlaunch.ca/>
<http://www.enterprisetoronto.com>

A study by **CIBC Small Business Start Me Up: A Look at New Entrepreneurs in Canada** states 1 in 3 new businesses are started by a person over 45 years of age. The report indicates one in four new entrepreneurs has a university degree. (*Globe & Mail: June 18/04; Toronto Sun: June 23/04*)
<http://www.cibc.com/ca/pdf/sb-startup-report.pdf>

The **Mississauga Technology Business Accelerator (MTBA)**, a joint effort of the **City of Mississauga** and the **University of Toronto**, opened recently. Its purpose is to attract and retain high-tech organizations. Entrepreneurs must apply and commit to the program for a minimum of six months in return for access to a variety of resources. (*The Business Review: July 30/04*)

Newcomers



A Statistics Canada report, *Immigrants in Canada's Urban Centres*, reports:

- more than half of people over 15 year of age in the Toronto region are immigrants
- immigrants have higher levels of education than people born in Canada
- recent immigrants had higher unemployment rates than people born in Canada
- about one-third of new immigrants took an English or French course within six months of arriving in Canada

<http://www.statcan.ca/english/research/89-613-MIE/2004003/89-613-MIE2004003.pdf>

International Medical Graduates

The **College of Physicians and Surgeons of Ontario** reports that 2004 is the first year in which more international medical graduates (IMGs) will receive licenses to practice medicine than Ontario medical school graduates. The College estimates that 2,650 licenses will be granted this year. Of these, 41% will be given to IMGs, 39% to Ontario graduates, 19% to graduates from other provinces and 1% to graduates from the United States. (*College of Physicians and Surgeons of Ontario, News Release: Sept. 23/04*)

IMG-Ontario is a new resource centre for internationally-trained medical graduates and Canadian citizens who have completed medical training outside of Ontario. The centre opened in June 2004 to assist foreign-trained doctors with the registration, assessment and licensing process.

<http://www.oimgc.utoronto.ca/>

Website Resources

Work Destinations is a Web site with information about regulated occupations and professions in Canada.

<http://www.workdestinations.ca/>

The provincial government Web site, **Gateway to Diversity**, offers fact sheets on 10 professions and 5 trades. It also has three fact sheets for internationally-trained engineering technicians/technologists, pharmacists and nurses.

http://www.equalopportunity.on.ca/eng_g/index.asp

The *Ontario Network for International Professionals Online* is helps internationally-trained professionals to find employment and provides online workshops. The Web site has information on licensing, opportunities for networking and help in learning English language terminology.

<http://www.onip.ca/>

Workplace Trends

Ipsos-Reid's latest survey of Internet trends in Canada states that Canadians are increasingly using the Internet as a tool to help find work and to keep informed about the job market. Approximately 8.5 million Canadians have used the Internet in their job search. (*Globe & Mail: July 2/04*)

Statistics Canada released a report, "*The Sandwich Generation*", about workers who are caring for children and ageing parents. Many workplaces have adapted by offering flexible work hours, job sharing, reduced hours and other non-conventional arrangements. Caregiver burnout, stress, financial sacrifices, as well as social and emotional effects were reported. (*Toronto Star: Sept. 17/04*)

<http://www.statcan.ca/Daily/English/040928/d040928b.htm>

Canadian employers may be prepared to increase wages and bonus incentives over the next year, according to surveys of Canadian employers conducted by Toronto-based firms **Hewitt Associates** and **Mercer Human Resources Consulting**. Salary increases of 3.2% are expected. The financial sector is expected to have the highest increases, while retail and goods manufacturing will see lower increases. (*Toronto Star: Sept. 4/04; Globe & Mail: Sept. 9/04*)

Statistics Canada reports that although male university graduates earn more than females, the gap is narrowing. The increasing number of well-educated females may be the reason. (*National Post: Sept. 30/04*)

<http://www.statcan.ca>

According to **Yahoo Canada Hot Jobs**, half of Canadian workers surveyed are unhappy with their job and 36% intend to leave for better paying work. Searching for increased salaries, better career opportunities and benefits, improved commutes, flexible hours, stronger workplace morale, and a lack of feeling valued in their current job are reasons why workers may want to leave their jobs. (*Toronto Star: July 10/04*)

The provincial government announced a new Web site, **Workplace Gateway**, designed for employers and workers. It is a one-stop location for information about occupational health and safety, employment standards and consumer protection (*Ontario Ministry of Labour News Release, Sept. 15/04*)

<http://www.cbs.gov.on.ca/obc/english/workplacegateway>
<http://www.gov.on.ca/lab/english> Click on Workplace Gateway

Commercial office space per employee has declined considerably in the past decade. To cut costs and take advantage of technology, companies have adopted open plan



offices and common areas. Poorly planned offices decrease workers' privacy and ability to concentrate. The **National Research Council** has developed software tools to aid in the design of open-plan office environments. (*Globe & Mail: July 27; National Post: July 23; Toronto Star: July 3; Terrence Belford, Globe & Mail: July 20/04*)
<http://irc.nrc-cnrc.gc.ca/ie/cope/index.html>

Instead, labour force aging may interact with other factors like the length of time required to train, the geographic mobility of workers, and working conditions, to offer some challenges in specific occupations such as nursing. These challenges can be managed with careful planning by employers and policy makers. (*Canadian HR Reporter: Sept. 13/04*)
<http://www.cprn.org>

Youth and Older Workers

Youth

Ontario's **Ministry of Economic Development and Trade** *Summer Company* program helps students aged 15-29 become successful entrepreneurs. Students can now submit applications and business plans for 2005. (*The Business Review: Aug. 6/04; Toronto Business Times: July 2004*)
http://www.ontariocanada.com/ontcan/en/youth/youth/ye_summer-company.jsp

The Canadian Association of Retired Persons announced some of the best employers of Canadians aged fifty and over include the **Royal Bank, Home Depot, Avis Rent A Car and Merck Frosst**. Companies were ranked based on recruitment and retention, skill development, compensation and benefits, retirement planning and education, development opportunities and flexible work schedules. (*Globe & Mail: Sept. 8; Toronto Star: Sept. 18/04*)

Canadian Small Business: Back in High Gear, a report by the **Canadian Imperial Bank of Commerce**, states that many small businesses are operated by Canadians aged 55 and over. Since 2002, self-employment has risen by 200,000 or 9%. The number of businesses owned by those aged 55 and older has grown 30% since 2001. (*National Post: Sept. 19/04*)
http://research.cibcwm.com/economic_public/download/csb-092004.pdf

Independent Learning Centre, a division of **TVOntario**, offers high school distance and on-line courses. Students can obtain secondary school credits for college or university admission, or upgrade and enhance basic skills. (*Toronto Sun: Aug. 15/04*) <http://www.ilc.org>

The provincial government's *Ontario Youth Apprenticeship Program* allows youth who have completed or nearly completed their high school diplomas to begin training in a skilled trade. Apprenticeships can be in automotive, manufacturing, construction, or service sectors. Students achieve school credits and co-operative education credits through work placements. (*Toronto Sun, Career Connections: July 21, 28/04*)
<http://www.edu.gov.on.ca/eng/training/apprenticeship/skills/oyap.html>

Older workers

Labour Force Ageing and Skills Shortages in Canada and Ontario, a report by University of Western Ontario researchers Julie Ann McMullin and Martin Cooke, finds that the ageing of the workforce will not generate widespread skill shortages.

This Bulletin and other Labour Market Information products may also be found on the Internet at:

<http://www.labourmarketinformation.ca>

Click left side of the page on "About the Local Labour Market" and Select Area



