

**July 31, 2008**

**For Immediate Release:**

### **OTEC Announces New Temporary Foreign Worker Resource Centre**

As Ontario's tourism sector council representative and the training and human resource organization for the Province, OTEC is introducing new tools and resources to assist employers with the recruitment and retention of employees.

The tourism and hospitality sector, like many sectors, has begun to experience labour shortages states Vicki Lymburner, OTEC's President and CEO. Retiring 'baby boomers' and the shrinking pool of youth entering the labour force will increasingly affect the ability of Ontario businesses to remain competitive". OTEC supports the development of new sources of labour in the industry, through many existing educational and employment service channels, but as the needs evolve, OTEC will provide further resources and tools.

In a few parts of the Province, employers are now tapping into Temporary Foreign Workers to alleviate the impact that labour shortages are having on their business operations. Ms. Lymburner says that OTEC has responded to the tourism and hospitality industry's need to access clear information, and to make informed decisions about the utilization of Temporary Foreign Workers, by launching a new resource centre on OTEC's website [www.otec.org](http://www.otec.org).

Tracy Gualtieri, Director of Training and Human Resources for OTEC, states "although foreign workers are only **one** of several solutions to the tourism industry's recruitment efforts, they are definitely a part of it, and, increasingly, a bigger part. With fewer Canadian workers, and an almost endless supply of willing foreign workers from all over the world, Canadian employers will increasingly look outside Canada for temporary and permanent employees".

OTEC's new Temporary Foreign Worker Resource Centre, has been developed with support from the Canadian Tourism Human Resource Council (CTHRC). The program is designed to provide employers with information and tools to help them access experienced, high-caliber employees that can help mitigate immediate and future labour shortage concerns. For more information go to [www.otec.org](http://www.otec.org) or contact Tracy Gualtieri; OTEC Director, Training & Human Resource Development [tgualtieri@otec.org](mailto:tgualtieri@otec.org); 416-622-1976 ext. 215.

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## About OTEC

OTEC is an independent, not-for-profit training and human resource development organization which has evolved from the 2005 consolidation of the Ontario Tourism Education Corporation (OTEC) established in 1991, and Customer Service Excellence Corporation (CSEC) established in 2001. Originally formed through a partnership with industry, government, labour and education to offer training programs, standards, certification and employment development programs for the tourism and hospitality sectors, the organization continues with these mandates, but has expanded to provide an extensive range of “Customer Service & Management” training programs for a variety of sectors and clients.

OTEC is also Ontario’s representative on the Canadian Tourism Human Resource Council (CTHRC), the national sector council for tourism, funded by Human Resources and Social Development Canada (HRSDC), and is the tourism sector council organization for the Province of Ontario representing the labour, skills development, training, and human resource issues of the sector.

**For more information on OTEC’s products and services please go to  
[www.otec.org](http://www.otec.org)  
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