

Immigration Partnership Bi-Monthly Progress Reports – January 2017

Settle Steering Group

| Priority Action Area | Possible Activities | Responsible | Progress / Successes |
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| 1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region | <ul style="list-style-type: none"> Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare | Refugee Services Action Group | <ul style="list-style-type: none"> ● SSG's Refugee Services Action Group continues to discuss a possible refugee hub and is developing a Refugee Community Checklist to help refugees keep track of what they need to do upon arrival and the information they will need. A few organizations are piloting a checklist with their staff/clients and the group will review after January. |
| 1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues | <ul style="list-style-type: none"> Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees Ensure that immigrants are aware of all mental health resources available | Health Supports Action Group | <ul style="list-style-type: none"> ● SSG continues to engage with mental health service providers through refugee resettlement work and by participating in the Public Health's Waterloo Region Mental Health Workgroup. |
| 2.1 Develop an education strategy for health service providers to improve service delivery to | <ul style="list-style-type: none"> Implement Cultural Competency training and/or support existing initiatives Strengthen engagement with | Health Supports Action Group | <ul style="list-style-type: none"> ● SSG and task groups have been moving forward on elements of 2.1. ● IP staff and partners are participating on the Waterloo Region Oral Health Coalition and share newcomer's dental challenges to inform its advocacy. ● Members of the HSAG have been participating in the Syrian Refugee Resettlement Health and Mental Health Workgroup. ● Public Health is developing a quick reference summary of available dental |

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| <p>immigrants and refugees</p> | <p>health service providers</p> <ul style="list-style-type: none"> • Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery • Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits • Conduct a scan and identify promising practices related to education and training for health service providers | | <p>health supports based on a request of RSAG.</p> <ul style="list-style-type: none"> • SSG members have had strategic discussions about how to proceed with making progress in this area and felt there is a need for more emphasis on 2.1 and perhaps it is necessary to merge with 1.2 because of the overlap that exists with the two action areas. |
| <p>2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees</p> | <ul style="list-style-type: none"> • Engage WWLHIN in the work of the Immigration Partnership • Develop a local strategy related to refugee and immigrant health | <p>Health Supports Action Group</p> | <ul style="list-style-type: none"> ● SSG and HSAG members have strengthened relations with the WWLHIN through the Syrian Refugee Resettlement Health Group. • WWLHIN contacted IP to share congratulations with the Landlords Welcome Refugees Award winners. WWLHIN has renewed energy to engage with IP which staff is exploring. |
| <p>2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system</p> | <ul style="list-style-type: none"> • Broaden and continue to strengthen engagement with hospitals and medical centres | <p>HSAG</p> | <ul style="list-style-type: none"> ● SSG and HSAG members are addressing this item with the WWLHIN and hospitals through the Syrian Refugee Resettlement Health Group. • Members and staff have connected with Cambridge Memorial Hospital regarding hospital interpretation provision and policy. |

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| <p>3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged</p> | <ul style="list-style-type: none"> • Support the development or enhancement of school board diversity plans/strategies, as necessary • Explore existing school board diversity plans/strategies | <p>SSG</p> | <ul style="list-style-type: none"> ● Aligns with 10.3. BSG continues to be the lead for this activity and SSG will support as needed. |
| <p>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</p> | <ul style="list-style-type: none"> • Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate • Consider the use of technology to accelerate learning | <p>SSG</p> | <ul style="list-style-type: none"> ✓ Based on outreach and discussions with language providers earlier in 2015, SSG had determined that there is no need to pursue this specific activity due to new curriculum being introduced that seems to address historic concerns. • CAP development discussions raised the possibility of exploring what further language learning needs exist, particularly around conversation-based English learning. |
| <p>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</p> | <ul style="list-style-type: none"> • Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies • Form a group to address housing issues faced by immigrants, as necessary • Conduct a literature review and gather local information on immigrant-specific housing issues • Strengthen relationships with the appropriate groups identified | <p>SSG</p> | <ul style="list-style-type: none"> ● The SSG hosted a National Housing Day award in Waterloo Region on November 17. The award recognized landlords that showed leadership during the Syrian resettlement process over the last year. Eight landlords were recognized as part of the “Landlords Welcome Refugees” award. There was good media coverage of the award and awardees. • SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG) • SSG members have strengthened relationships with Region of Waterloo Housing Services and housing providers through the Syrian Refugee Resettlement Housing Group. • Housing emerged from the CAP development discussions as a potential future action area. This could include following up on specific action items from the Immigrant and Refugee Housing Consultation Report, along with the groups identified in the report. |
| <p>4.2 Enhance the</p> | <ul style="list-style-type: none"> • Strengthen existing | <p>SSG</p> | <ul style="list-style-type: none"> ● SSG members and IP staff participated in Region of Waterloo Consultation |

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| <p>existing Emergency Shelter referral protocol to include settlement services</p> | <p>partnerships with the housing stability system</p> <ul style="list-style-type: none"> • Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol | | <p>sessions on emergency shelter protocol and community housing wait list reviews to ensure immigrant/refugee needs are taken into account in policy planning. Recommendations are expected in the first quarter of 2017.</p> |
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1. What are some of the main successes achieved in making progress on the activities above?

There was significant interest in the Landlords Welcome Refugees Award. The WWLHIN contacted IP after the awards wanting to share congratulatory letters with the awardees. This led to ongoing conversations about further involvement of the LHIN in IP. Waterloo Region welcomed another surge of mainly Syrian refugees at the end of 2016. Government assisted refugees are temporarily accommodated in Cambridge, which has encouraged stronger partnerships with organizations in Cambridge. We shared Waterloo Region Oral Health Coalition’s petition to expand dental programs in Ontario with many IP partners. Hundreds of signatures were gathered in Waterloo Region by the Coalition partners.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

Partners continue to be stretched with various priorities – including participating in various external, IP committees and the Refugee Resettlement Work Groups and while experiencing a second surge of refugee newcomers. IP continues to share information and nurture connections to support partners. Affordable housing for newcomers continues to be a critical need. IP continues to share offers of housing options for refugees from the www.wrwelcomesrefugees.ca housing registry with Reception House.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

None at this time.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

Settlement agencies, ROW Employment & Income Support and other community organizations are engaging in programming to support the “Month 13” transition of Syrian refugees. IP continues to monitor this for ways to be involved to promote or connect community efforts.

Work Steering Group

| Priority Action Area | Possible Activities | Responsible | Progress |
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| 2014 - 2016 | | | |
| 5.1 Develop and deliver employment preparation courses for immigrants | <ul style="list-style-type: none"> • Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers • Promote accessibility of courses to all immigrants and refugees • Invite immigrants to share stories of achieving meaningful employment | IEAG/Service Providers | <ul style="list-style-type: none"> ● The 22 Nov HR Panel and networking event was a success with over 80 attending. Most employers on the panel were new to IP and were aware of work done in the community. Good connections were made and great feedback. • IEAG met in December and confirmed their leadership role re: Syrian Refugee Employment. Full attendance and new members allowed for some good discussion and plans moving forward. Next meeting is early Feb. • Members of IEAG have been asked to share success stories of immigrants and refugees achieving meaningful work. This is outstanding. Process for how IP will use these stories still needs to be established. • IP is again partnering in the Global Skills Conference in April, assisting with acquiring panel members and delivering a networking event inclusive of Syrian refugees at the end of the conference. |
| 5.2 Enhance job retention supports for immigrants | <ul style="list-style-type: none"> • Expand capacity of Internship/ Mentorship programs • Broaden eligibility to immigrants and refugees for existing retention supports | IEAG/Internship and Mentorship Program(s) staff | <ul style="list-style-type: none"> ● IP continues to partner with the Conestoga Internship Program and YMCA Mentorship Program by meeting regularly to share and create ideas for connecting with employers, to participate in Chamber of Commerce Business After 5 events and other relevant events in the community. KWMC Job Search Workshop program is now part of this team. The group will work together to create opportunities and share ideas to benefit the represented programs. Updates take place at both WSG and IEAG tables. |
| 5.3 Increase knowledge of and referral to community support services among employment service providers | <ul style="list-style-type: none"> • Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants | IEAG | <ul style="list-style-type: none"> • No activity at this time. |
| 6.1 Develop and deliver diversity training for employers | <ul style="list-style-type: none"> • Explore promising practices locally and in other communities • Offer information related to hiring practices of immigrants | WSG/IEAG/Training Advisory group | <ul style="list-style-type: none"> ● Planning of the next employer training session, will occur in the late winter 2017, is taking place. |
| 6.2 Develop strategies and tools to encourage | <ul style="list-style-type: none"> • Explore existing strategies and tools • Develop a marketing strategy | WSG | <ul style="list-style-type: none"> ● Communication tools elaborating the business case for hiring international talent are used in our promotional activities. We continue to share our Employer Guide to educate employers about services which can help them access talent - at employer meetings and events. Service provider partners also utilize these |

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| <p>employers to hire immigrants</p> | <p>which may include:</p> <ol style="list-style-type: none"> 1. fact based, clearly articulated reasons to hire immigrants 2. Return on Investment (ROI) case study 3. recognition event with media presence to honour inclusive employers 4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants | | <p>materials in their work. We are updating this resource; service providers have been asked to review and confirm correct contact info. It will be revised to a simple and concise version for i.e.: banks to hand out to small business clients to assist them with accessing immigrant talent.</p> <ul style="list-style-type: none"> • We continue to participate in Business After 5 events in K-W and Cambridge to network with employers and promote hiring immigrants. • We will be using promotional material at the upcoming Communtech Job Fair in January where IP will participate with a booth for partners to engage with employer participants. |
| <p>6.3 Provide support to relevant economic/ workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region</p> | <ul style="list-style-type: none"> • Partner with Economic Development departments and the local Workforce Planning Board • Support labour market research • Support knowledge transfer gaps to employment service providers, academic institutions and job seekers | <p>WSG</p> | <ul style="list-style-type: none"> ● Ongoing partnership on the Employer One Survey with the Workforce Planning Board. WPBWWD continues to loop IP into potential activities and partnerships that meet the criteria of the CAP. Employer One is currently open through the end of January and IP is helping to promote it to employer contacts. • A meeting with Workforce Planning Board has opened discussions to the possibility of having an 'immigrant mentorship day' with employers across Waterloo and Wellington and rural communities. This was presented and approved at the WSG meeting at the end of September. Workforce Planning Board preparing a funding application to support it. |
| <p>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</p> | <ul style="list-style-type: none"> • Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers • Leverage existing tools such as Linked In and Skills International • Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations | <p>WSG/ITEP Committee</p> | <ul style="list-style-type: none"> ● ITEP – will be discussed at next WSG meeting. The direction of this initiative at this time is unknown. With upcoming CAP – there will be more discussion as to focus of WSG and the Immigrant Talent Engagement Program. |

1. What are some of the main successes achieved in making progress on the activities above?

- Strong relationships developing with key partners that can help with engaging a broader pool of employers. Continue to attend Cambridge Chamber of Commerce events and Greater KW Chamber of Commerce events to build awareness and connections.
- Partnership with Workforce Planning Board continues to grow. WPB submitted a funding proposal for an Immigrant Mentorship Day in 2017. IP also a partner in Employer One Survey.
- Relationship with Communitech continues to grow with representation at WSG and our partnership with them in Tech Jam in Jan.
- IEAG agreeing to take on the Syrian Refugee Employment group work. A strong and positive meeting took place in December.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- The challenge is always – how to reach employers and how to provide an efficient way for small businesses to access talent in Waterloo Region. ITEP has been a challenge, requiring a lot of time and money to move it forward. It requires a coordinator to manage it and without funding that is not possible. Also, the technology is innovative and progressive but it costs significant dollars to access. WSG is discussing if this is what IP needs to be focused on or are there other ways to provide resources to employers to help them hire immigrant talent without duplicating or adding another layer to their work?

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- To commit to reaching out to connections or provide connections to support Work Pillar events. I.e., reach out to employer connections to participate in networking events, promote DI events to circle of connections. Ensure that their organizations complete the Employer One survey.

Belong Steering Group

| Priority Action Area | Possible Activities | Responsible | Progress |
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| 8.1 Develop and implement a public education campaign to increase cultural sensitivity | <ul style="list-style-type: none"> • Say Hi-Inspired Campaign • Speakers Bureau • Neighbours knowing Neighbours • Immigrant Nomination Action Group • World Refugee Day Events | BSG, WR Museum, Interfaith Grand River, community members | <p>● I Am Waterloo Region Campaign: now into month 7. Two more profiles launched since last IP Council meeting (Chattar Ahuja and Dr Florence Juma). Over 175 posters distributed monthly throughout Waterloo Region and campaign buttons available throughout the community. We tried to organize a meeting with all the ambassadors but it was not possible. Instead of a group meeting, IP staff have been meeting individually with some ambassadors to find out more about their interests and the kind of opportunities they would like to get involved with to continue building up the campaign. Some ambassadors have confirmed their participation in the upcoming Citizenship Ceremony hosted by IP on February 15 at Kitchener City Hall.</p> <ul style="list-style-type: none"> • World Refugee Day Coordination: Through IP Council connections, student support for CCORIC in the coordination of June 2017 World Refugee Day events has been secured. This support will come from five WLU postgraduate students taking a course on Social Advocacy. A meeting in early January between Laurier staff, CCORIC and IP is taking place to agree on details of this collaboration. |
| 8.2 Increase understanding and respond to issues of immigrant isolation | <ul style="list-style-type: none"> • Conduct a scan and identify promising practices related to immigrant isolation in other communities • Engage in additional local action research around who is isolated and why, as necessary • Share finding broadly throughout the community • Propose programs/services | BSG Community, Syrian Resettlement planning | <p>● No action for the moment. There has been discussion about exploring a potential integration with the Syrian Refugee Community Integration Working Group, which has had some focus on this.</p> |

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| <p>9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems</p> | <ul style="list-style-type: none"> Information sessions, tours, meeting councillors Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) | <p>BSG Municipality Reps</p> | <ul style="list-style-type: none"> Interactive presentations to ESL students have been resumed. A presentation took place on Dec. 1 at the Waterloo site of Conestoga LINC. The presentations were well received and students were able to find out different opportunities to get involved with local government. Two more presentations are being planned for January-February for St. Louis ESL students in Kitchener and Waterloo. We are exploring other opportunities to deliver this presentation to other groups, e.g. newcomer youth and newcomer women's groups. IP with City of Kitchener and the Institute for Canadian Citizenship will host a community Citizenship Ceremony on February 15 at Kitchener City Hall. Various members of the BSG are supporting the organization of this event. |
| <p>9.2 Strengthen immigrant participation in the Municipal process</p> | <ul style="list-style-type: none"> Support All Candidates Meeting Promote Immigrant leadership | <p>BSG</p> | <ul style="list-style-type: none"> Aligns with 9.1 and 8.1. Actively sharing municipal opportunities for citizen engagement – i.e., encouraging #IamWaterlooRegion campaign ambassadors and other newcomers to participate in municipal processes. |
| <p>10.1 Support organizations to enhance, develop and/or implement inclusive practices</p> | <ul style="list-style-type: none"> Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) | <p>BSG</p> | <ul style="list-style-type: none"> Aligns with 10.3 No activity at this time. |
| <p>10.2 Share strategies and develop initiatives for parenting in a new society</p> | <ul style="list-style-type: none"> Collaborate with family service providers and families Develop Parenting in a New Society Training for delivery by service providers | <p>Staff</p> | <ul style="list-style-type: none"> No activity at this time. |
| <p>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</p> | <ul style="list-style-type: none"> Explore existing school board diversity plans/strategies Support the development or enhancement of school board diversity plans/strategies, as necessary | <p>BSG</p> | <ul style="list-style-type: none"> Aligns with 10.1 No activity at this time. |

1. What are some of the successes achieved in making progress on each activity above?

- Roll-out of the #IamWaterlooRegion campaign continues to gather interest. Various partners in the community interested in developing associated actions, ambassadors continue to be engaged with the campaign and opportunities keep coming up to connect the experience of our ambassadors to on-going community programs and initiatives.
- Interest from ESL providers (Conestoga LINC and St. Louis) in offering to their students the opportunity to attend our Municipal Government presentation. The City of Cambridge will be joining this initiative and start hosting these presentations in 2017. We are currently looking for and exploring opportunities to deliver this presentation to other groups, e.g. newcomer youth and newcomer women's groups.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- The process of developing the new CAP has put on hold some of the BSG priority actions (i.e. **10.2** “Share strategies and develop initiatives for parenting in a new society **and** **10.3** “**Strengthen** partnerships with School Boards to ensure that immigrant children are welcomed and encouraged”). We will wait to see if these actions continue to be a priority for the BSG in the new CAP to resume our work around them.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- Continue to promote and champion #IamWaterlooRegion. Consider events or actions that your organizations/institutions could develop to build on the campaign.
- Attend and participate in the community Citizenship Ceremony on February 15 at Kitchener City Hall, 10 am – 1 pm.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- None at this time.

Immigration Partnership Council Bi-Monthly CAP Progress Report

March 2017

Settle

Planning

- SSG partners have started to detail work plans for 2017-2019 CAP actions for key sectors/areas including health & mental health; housing; settlement; language learning; and interpretation.
- SSG's Refugee Services Action Group continues to share information between refugee-focused partners and discuss emerging refugee issues and opportunities, including: second wave of Syrian refugees in late 2016, Ontario Works and "Month 13" transition for refugees, and education sessions about refugees for doctors and health professionals.

Health and Mental Health

- At the January RSAG meeting we talked about the need for collaboration regarding hosting a conference for doctors to 1) encourage them to take on newcomers and 2) build the capacity of many more doctors to provide services to newcomers.
- SSG continues to engage with mental health service providers through the new CAP work planning and participating in Public Health's Waterloo Region Mental Health Workgroup.
- IP staff and partners are participating on the Waterloo Region Oral Health Coalition and share newcomer's dental challenges to inform its advocacy. The Waterloo Region Oral Health Coalition's petition to expand dental programs in Ontario was presented to local MPPs with over 1300 local signatures. A Dental Health Access Resolution will be brought to the Region of Waterloo Community Services Committee on April 4. The Coalition will be asking the Committee to support a Resolution Regarding the Expansion of Provincial Publicly Funded Dental Health Programs for Adults with Low Incomes.

Housing

- SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG). SSG members have continued to work with Region of Waterloo Housing Services and housing providers, discussing newcomer related housing issues as they arise.

1. What are some of the main successes achieved in making progress on the activities above?

CAP development has been a key focus – from broad actions to more detailed activities and indicators.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

Partners continue to be stretched with various priorities – including participating in various external, IP committees and the Refugee Resettlement Work Groups. IP continues to share information and nurture connections to support partners.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

N/A

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- Community partners Reception House Waterloo Region and Mennonite Coalition for Refugee Support have moved into joint office space. This will help inform conversations about a refugee hub and other co-location options in the future.
- SSG continues to strengthen connection to refugee private sponsor partners.
- Enactus Waterloo is a student-led initiative at University of Waterloo that has collaborated with Shamrose and UW professors to host a Syrian refugee project which focuses on entrepreneurship. The program is expected to start this winter. IP staff and partners have provided input and helped them connect with other groups.
- IP staff and SSG partners have been collaborating with a social enterprise (Faith-Tech) and local tech sector volunteers to help find tech solutions for refugee issues. A recent hackathon involving tech and settlement explored problems and potential tech solutions.
- Community partner Sanctuary Refugee Health Clinic facilitated a discussion on refugee needs for family doctors and other health care personnel at a WWLHIN sponsored “Health Care Services: Critical Conversations” event on February 1. Sanctuary and the Centre for Family Medicine are planning continuing education initiatives and working with the WWLHIN to support other primary care professionals seeing refugees.
- Community partners Canadian Mental Health Association and Sanctuary will be hosting a lunch and learn entitled “How to Best Support Refugee Families Presenting with Trauma Symptoms” (March 30, 12.00pm).

Work

Syrian refugee employment

- Partners of the Immigrant Employment Action Group is working on a plan to facilitate employment pathways for Syrian refugees. At a planning meeting in early February, community partner The Working Centre presented their new initiative called Arabic Employment Supports for Employers. At a follow-up meeting with a smaller group of partners plans were discussed for how other employment services and settlement partners can work with, support and connect clients to this program. It will include outreach to employers, supports to employers, job ready tactics for Arabic speaking job seekers.

Employer engagement

- In January, WSG participated as a partner in Communitech’s Tech Jam. IP and partners were able to connect with and provide info to over 60 local employers present. IP staff and community partners YMCA Mentorship and Conestoga College Internship Program and KWMC Pre-Employment Program participated, and some Employment Ontario partners were present with their own booths. Immigration Partnership received extensive promotion at the event and follow-up [articles](#) promoted by Communitech.
- In February, IP partnered with the Community Employment literacy Committee and the WPBWWD on a recognition event for employers nominated by local employment service partners for their efforts to connect with harder to reach talent, like newcomers in Waterloo Region.

Networking events and employer education

- Immigration Partnership is again partnering with the KW Multicultural Centre on the 2017

Global Skills Conference for internationally-trained immigrants in Waterloo Region. IP is participating in the conference steering committee and will host a networking event for around 30 employers and 200 immigrants at the end of the conference. The networking event aims to help facilitate employment connections and showcase the rich tool of immigrant talent in Waterloo Region to local employers. This year, Syrian refugees are being invited to the Global Skills Conference Networking Event.

- WSG will soon begin to plan its next Diversity Intelligence Seminar for local employers.
- IP partnered with the Workforce Planning Board of Waterloo Wellington Dufferin to promote the Employer One Survey. The survey is now complete and results are forthcoming. The partnership with WPBWWD continues to grow. WPBWWD has applied for funding to deliver an Immigrant Mentorship Day in the fall of 2017 in partnership with IP.
- WSG continues to discuss plans for the Immigrant Talent Engagement Programs as a Common Access Point for employers in connecting with international talent. The newly revised immigration portal will be part of this plan as it develops.

1. What are some of the main successes achieved in making progress on the activities above?

Continuous strengthening of our partnerships: with the WPBWWD; with partners focusing on Syrian employment; with the Community Employment Literacy Committee. The most recent partnership meeting re: Syrian Refugee employment was a positive move in gaining clarity and progress. The relationship with CELC is stronger and the first Employer Recognition Award event was a success.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

The challenge is always employer engagement recognizing that there is a disconnect between employers (SME's) and service provider partners/immigrant talent. Employment Ontario providers are not resourced to market their services to employers, which in turn lack knowledge that they are available to assist with their hiring. How can IP support change to increase awareness? We also face challenges in gaining employer involvement in the networking events we plan – it takes many attempts to make contact with employers. More wide spread support and outreach within IP to personal connections would be helpful.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

We are still looking for 12 more employers to participate in the networking event in April. It would be wonderful for Council members commit to reaching out to colleagues, peers and other contacts to help secure new employer to participate in that event.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

N/A

Belong

Public Education Working Group

- I Am Waterloo Region Campaign: now into month 9. Two more profiles were launched since last the IP Council meeting (Yan Li and Dr. Ernest Osei). Over 175 posters are distributed

monthly throughout Waterloo Region and campaign buttons are available throughout the community. Seven of the 12 ambassadors supported and joined in the Community Citizenship Ceremony hosted by Immigration Partnership on February 15 (see below). We are meeting with the ambassadors to discuss potential ways to bring forward the campaign.

- World Refugee Day Coordination: Immigration Partnership continues to follow and support coordination of World Refugee Day (WRD) events, led by the Community Coalition on Refugee and Immigrant Concerns with involvement of a WLU postgraduate class. BSG will support the promotion of community events but is not taking a leadership role in organizing WRD.
- The public education working group is organizing a social media campaign for March 21 (International Day for the Elimination of Racial Discrimination). Community partners chose the slogan “Stand with us: WR against discrimination” for this campaign and a poster is being currently designed. The idea is to encourage people (at our workplaces and public spaces) to take a photo the poster and tweet about it on 21 March using the hashtag #iAmWRagainstdiscrimination.

Local Government Working Group

- Interactive presentations to ESL students will resume in the Spring. Two presentations will take place at St. Louis Adult Learning Centre (Kitchener and Waterloo) and Conestoga LINC has enquired about having the presentation at Cambridge City Hall. At the end of the March w will meet City of Cambridge staff to discuss this opportunity. The group is also exploring opportunities to deliver this presentation to other groups, e.g. newcomer youth and newcomer women's groups.
- Immigration Partnership with City of Kitchener and the Institute for Canadian Citizenship hosted a community Citizenship Ceremony on February 15 at Kitchener City Hall. Many members of the BSG supported the organization of this ceremony and the attendance to the event was very strong, with approximately 150-200 people in attendance.

1. What are some of the main successes achieved in making progress on the activities above?

N/A

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?



N/A



3. Is there any additional support that Council can provide to help move any of the activities above forward?



We would ask all Council members to support the social media campaign on March 21 by tweeting your own image and encouraging your organizations and networks to do the same.





4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

N/A

| | | Collaborative actions | Who's engaged | Activities | Progress / outcomes |
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| Settle | <p>1. Educate service providers to effectively support immigrants and refugees</p>  | SSG partners and staff | <p>Developing work plans for 5 priority sectors (Language Learning, Interpretation, Health & Mental Health, Housing, and Settlement Sector)</p> <p>Weekly info briefs re settlement services, events/other information</p> <p>Developed 2-page summary of settlement supports for immigrants/refugees. Addresses need to clarify supports available locally.</p> <p>Contributed information about newcomer needs/supports to education events for Public Health staff, RE/MAX real estate agents & community service providers.</p> <p>Provided frontline staff at Grand River Hospital info about interpretation & community supports.</p> | <p>3 sector work plans will be discussed at the May SSG.</p> <p>Positive feedback about weekly updates. New registrants for updates weekly.</p> <p>2-pager shared at various community events. Positive feedback from partners.</p> | |
| | <p>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</p>  | SSG partners, staff | <p>Interpretation: Prepared common interpretation position draft and outreach plan to be discussed at next SSG meeting. Gathering data on top languages for interpretation. Met service providers to encourage provision of appropriate interpretation.</p> <p>Health: Discussed opportunities and alignment between IP and the WWLHIN.</p> <p>Housing: Contributed newcomer perspective at</p> | <p>Interpretation approach becoming more informed. Working toward common approach among partners.</p> | |

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| | | | <p>current housing sector tables (HHUG and Community Housing Advisory Group). Consider ongoing Newcomer Landlord Recognition Award in Fall 2017.</p> <p>Settlement: Integrate Syrian refugee response research into practice</p> | |
| Work | <p>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</p>  | IEAG partners, staff | <p>New promotional tool to help employers access immigrant talent being developed. Will have post card design. IEAG and WSG to review draft then will work with graphic designers.</p> | |
| | <p>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</p>  | WSG employer partners, job developer group, WFPB, staff | <p>Organizing educational workshop for 30 employers re: Soft Skill development in newcomer employees. Speaker and venue booked for June 22. Promotional material sent to employers.</p> <p>KWMCs 9th Annual Global Skills conference for internationally-trained professionals (ITP) was a huge success. New venue, new energy. IP hosted a successful networking event for employers and ITPs.</p> <p>Participated in the Greater KW Chamber of Commerce 4 April Business After 5 event in Kitchener. IEAG seeking to build capacity for Syrian newcomers to find employment. Focus on occupational training and meeting a targeted group of employers by end-June about hiring potential in their sector, the best ways to engage employers and a</p> | <p>15 employer participants secured to date.</p> <p>Around 200 ITPs and 30 employers at networking event, including new employers engaged via ongoing outreach. Good connections made.</p> <p>Networked with new employers and developed awareness of newcomer talent and employment supports. One partner (YMCA Mentorship) made a significant employer connection for their program.</p> <p>Liaising with community leader to champion this effort. In discussion with Region of Waterloo Communications about</p> |

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| | | | media campaign to support this. Currently in planning stage. | media engagement. Plans progressing with Conestoga College re: Arabic language Health and Safety occupational training. |
| Belong | <p>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</p>  | SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, KW Volunteer Action Centre | First working group meeting planned for May 16. | |
| | <p>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</p>  | SG partners and staff: Delton Glebe Counselling Centre, Bridges to Belonging, City of Kitchener, YMCA, KW Multicultural Centre, community members | <p>Continued roll-out of I am Waterloo Region. 2 posters and profiles released during period. Open Conversation on Belonging with ambassadors hosted by KWAG (May 18, 7-9 pm) to mark end of campaign. Developing impact evaluation strategy.</p> <p>#IamWRagainst discrimination Twitter campaign implemented to show public solidarity against discrimination. Goal was 100 public statements. Partners working to further develop campaign for 2018.</p> <p>Developing ideas for: -Hate Incidents Bystander Intervention Training -WR Immigrant Communities Oral History Project</p> | <p>#IamWaterlooRegion posters March and April: Posted in 75 locations around Waterloo Region monthly, 41 likes, 19 retweets</p> <p>#IamWaterlooRegion Open Conversation event promotion: 21 likes, 13 retweets, nearly 1,000 residents invited via e-list</p> <p>Phenomenal response. Exceeded goal by at least 100% and nearly 500 people visibly supported in public photos. 193 mentions, 726 engagements, 560,100 users reached. Campaign trended on Twitter and inspired another local campaign by the Children's Planning Table.</p> |
| | <p>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</p> | SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, KW Art Gallery, Volunteer Action Centre, community | Action group struck. Developing idea for and exploring municipal newcomer welcome events in Cambridge, Kitchener & Waterloo during Local Government Week (Oct). | Stronger municipal representation via new partners engaged (cities of Cambridge and Kitchener) |

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| Partnership-wide | 1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region  | IP Council, SG partners and staff: YMCA, KWMC, Reception House, MCRS, Workforce Planning Board, Conestoga College, ShamRose | Advised Federal immigration minister and officials about immigration level planning and local settlement needs at an April KW roundtable. Focus on alignment of immigration levels and with local settlement/other systems capacity and resources. | Local concerns and recommendations on record with federal government. Relationships with senior IRCC officials and local MPs strengthened. |
| | 2. Implement communication strategies to educate the general public about immigration matters  | IP Council, SG partners and staff: WRCDB/St Louis, Region of Waterloo, Reception House, KWMC, YMCA, MCC, Sanctuary, Agilec, Working Centre, Conestoga College, Carizon, City of Kitchener | Immigration Portal content migration complete. Site being reviewed by select partners and IP staff. Discussing dissemination and cross-linking strategy. Community celebration of refugee welcoming held in March at Kitchener City Hall. Hundreds of refugees, partners and community members in attendance. Secured excellent media participation. | Relevant community partners engaged in development and see value in the resource. Ongoing community engagement in supporting newcomers recognized and encouraged. Refugee newcomers celebrated their place in Waterloo Region and profiled their culture. Positive messages disseminated to public via media (TV, radio, print). |
| | 3. Cultivate opportunities for collaborative learning and development  | IP Council, SG partners and staff: MCC, Welcome Home, City of Kitchener, Reception House, KWMC, WLU, community members | Supported the International Migration Research Centre to engage IP partners in reflecting/informing research and policy recs on role of LIPs in Syrian refugee resettlement. Provided feedback to Centre for Community Based Research on Syrian refugee community response research. IP/WLU learning community's learning team met to plan next steps. Participated in the C2U Expo to profile development of this initiative and learn from other communities. | Eight IP partners engaged to reflect, learn from results and inform IMRC policy recommendations to the Federal government. Research with local practice and national policy implications informed by community experience and perspective. Community and university partner relationships developing. |

Context and cross-referrals

Contributors to success

- Success of the March 21 #IamWRagainstdiscrimination Twitter campaign was due to significant engagement by partners and community. The campaign resonated with many community members and organizations.
- Global Skills continues to be a success due to strong collaboration with partners. A very committed Steering Committee and KWMC leadership contribute significantly.
- Relationship building is always key to the success of WSG activity. Receiving the 2017 Friendship Award from the Workforce Planning Board was reflective of the continuous connection and outreach to this organization. Identifying opportunities has been critical for growing the partnership.

Challenges and how we're responding




- Federal funding for settlement programs in Waterloo Region has been cut back, impacting services and collaborative capacity. Partners are advising federal and local IRCC reps of needs for additional dollars to support local programming. Input provided by various partners has been strong and well-aligned.
- Getting employers involved continues to be a challenge. It takes an extensive amount of time and persistence to engage employers. In the end, the employer target was reached for the Global Skills networking event but it was a real challenge.



How Council or other Steering Groups can support


- Promote participation of your human resource reps/hiring managers in the WSG event on June 22 (see WSG action 2 and connect with [Nora](#) for info).
- Participate/promote the May 18 Open Conversation on Belonging at the KW Art Gallery (see BSG action 2 and connect with [Diana](#) for info).


Other community initiatives and how to they relate



- In April Regional Council adopted a resolution promoting dental health coverage for all low income individuals presented to Regional Council by the Oral Health Coalition, in which IP Council, SG partners and staff participate. Per the resolution, Regional Council will send recommendations to the provincial government. This reinforces the work of IP partners addressing gaps in the health care system.
- A free program will be offered on Diversity, Equality and Inclusion in Leadership in human services. It aligns well with WSG aims and activities to create conditions for successful immigrant/refugee employment. Share with your HR reps/hiring managers/others in the non-profit/public sectors. Connect with [Diana](#) for info.




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|  = on target |  = some delays, but cautiously optimistic |  = serious concerns it won't be completed |
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| | Collaborative actions | Who's engaged | Activities | Progress / outcomes |
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| Settle | <p>1. Educate service providers to effectively support immigrants and refugees</p>  | SSG partners and staff | <p>Finalizing work plan activities for 5 priority sectors (Language Learning, Interpretation, Health & Mental Health, Housing, and Settlement Sector)</p> <p>Weekly info briefs re settlement services, events/other information</p> <p>Started meeting with local partners to give overview of the immigrationwaterlooregion.ca website and promote use with clients.</p> <p>Shared information about newcomer needs with Public Health. Supported partners sharing info about newcomer health needs/supports with ESL students. Provided data about languages for translation to Grand River Hospital. Provided refugee data to LHIN for strategic planning.</p> | <p>3 sector work plans finalized.</p> <p>Website seen as a valuable source of info about services and relevant news/events. Community partners are sharing the link and promoting events on the calendar.</p> |
| | <p>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</p>  | SSG partners, staff, LHIN, Housing planning tables | <p>Interpretation: SSG approved common interpretation position and outreach plan. Developed a list of top languages for interpretation/translation in Waterloo Region. Planned workshops with KWMC and Access Alliance for volunteer interpreters' ethics (28 Sep) and working with trained interpreters (24 Oct). Exploring tech solutions for interpretation.</p> <p>Health: Consulted with LHIN re newcomer health needs; made connections to community partners. Discussed key areas for IP involvement in health sector.</p> <p>Language Learning: Linked partners to address childcare</p> | Interpretation approach becoming more informed. Working toward common approach among partners and reaching out to key community agencies, hospitals, municipalities, etc. |

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| | | | <p>barrier for ESL classes. Supported local partners in language learning research.</p> <p>Housing: Contributed newcomer perspective at current housing sector tables (HHUG). Opened nominations for 2nd annual Newcomer Landlord Award to be presented in Fall 2017. Shared IP insights at Federal Housing Roundtable with Adam Vaughan & MP Raj Saini, and Waterloo Region Housing consultation. Discussed emerging housing needs of refugee claimants and potential tech solutions including Airbnb Open Homes platform.</p> <p>Settlement: Discussed settlement sector funding reductions and challenges. Formalizing Settlement Executive Directors Group, hosted first meeting and finalized a Terms of Reference. Met with students developing an app for refugees.</p> <p>Discussed need for advocacy re sustained Legal Aid Ontario funding for immigration and refugee law services. Requested IP Council advocate.</p> | <p>Federal housing strategy includes newcomers as one focus population. Newcomer housing considerations shared in regional housing planning.</p> <p>Local agencies exploring link with Airbnb to access short term housing options for refugees.</p> <p>Ssg requested that IP advocate and work with IRCC towards a more sustainable funding framework. Significant new IRCC funding made available to local partners for this fiscal year. Settlement EDs will meet quarterly to share information and coordinate services.</p> <p>IP Council advocated with area MPs/MPPs and Regional Council. Regional Council also advocated in response. Due to IP and other advocacy, service cuts are on hold for now.</p> |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Work</p> | <p>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</p>  | <p>IEAG partners, staff</p> | <p>New promotional tool to help employers' access immigrant talent being developed. Will have post card design. IEAG and WSG reviewed. Graphic designers are finalizing design.</p> <p>Convened first meeting to plan a new employers marketing campaign.</p> | <p>New promotional tool to educate employers about hiring immigrants will be ready this month (17 Sept).</p> <p>Secured support from ROW communications for message development and placement purchasing.</p> |

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| | <p>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</p>  | <p>WSG employer partners, job developer group, WFPB, staff</p> | <p>Employer engagement and connections: Responded to outreach from a large local employer by connecting them with service provider partners to help this employer fill employment opportunities.</p> <p>Booked table to host at the Sept Cambridge Chamber of Commerce Business After 5 to meet employers and raise awareness. Employer service provider partners invited to join.</p> <p>Employer / immigrant networking:</p> <p>In Sept, support employers in accessing newcomer talent by delivered a networking training sessions with the Workforce Planning Board, Reception House and the KWMC to a group of nearly 40 Syrian newcomers in advance of the WPBWWD's Transportation and Logistics Job Expo in Cambridge. Participants then met employers at the job fair.</p> <p>Formed partnership with Workforce Planning Board on non-traditional networking event at the annual Manufacturing Day event on 6 Oct. Planning two buses to bring immigrant job seekers to tour manufacturing facilities, overcome myths about manufacturing and introduce employers to immigrant job-seekers. Will help employment service providers create opportunities for clients.</p> <p>Will partner with the Chambers of Commerce in Oct to create networking learning event for immigrant job-seekers, followed by opportunity for local employers to network with them at the 2017</p> | <p>Allowed employment service providers to share how they can help. Employer is now dealing directly with them and is very pleased with IP's support.</p> <p>Helps build awareness and connection with IP among employers. Provides an opportunity for partners to promote their services to employers.</p> <p>A success in many ways. Planned with quick turn around. Strong collaboration of various partners. More Syrian newcomers than expected (40 compared to 12-15 planned). Good connections in the Job Expo but low to no English language levels continue to be a barrier to employment for this group.</p> |
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| | | | <p>Business Expo.</p> <p>Employer education: Diversity Intelligence Seminar held in Jun for 30 employers to learn “How to Develop Soft Skills in New Canadian Employees.”</p> <p>Will partner with the Greater KW Chamber of Commerce on a Point of View educational event for employers in Dec. Jim Estill from Danby is booked as keynote to speak of his experience in employing immigrants and refugees. Working with Chamber on logistics.</p> | <p>-89% of participants said the seminar was “Very helpful” or “Extremely helpful”</p> <p>-84% said they are “Very likely” to attend another IP event</p> |
| Belong | <p>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</p>  | <p>SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, KW Volunteer Action Centre</p> | <p>Planning group met. Is connecting with organizations addressing immigrant and refugee isolation, i.e., KW Counselling-Bridging Resources Leadership Development Training Program.</p> <p>Participated in an Aug Town Hall on Senior’s Issues hosted by MP Raj Saini in Kitchener to share Provided newcomer perspectives.</p> | <p>Area MPs aware of newcomer senior concerns.</p> |
| | <p>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</p>  | <p>SG partners and staff: KW Art Gallery, Delton Glebe Counselling Centre, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members</p> | <p>I am Waterloo Region Campaign ended in June. To mark this occasion an Open Conversation on Belonging was hosted in partnership with KWAG on 18 May. The event was well attended by approximately 50 people. Nine of 12 ambassadors shared their experiences of belonging in WR. A final poster of the campaign was designed and is available for community organizations.</p> <p>Kitchen Table Conversations (KTC) for Action on Inclusion. In partnership with the Ontario Healthy Communities Coalition (OHCC) and ONESTEP, the BSG organized a facilitator training session in Kitchener on 19 Jun.</p> | <p>#IamWaterlooRegion campaign feedback developed and filled out by 54 respondents (Please see attached evaluation summary)</p> <p>Kitchener training session attended by 11 people (7 BSG members). Will feature in development of work addressing racism and discrimination.</p> |

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| | | | <p>Participants will meet in Sept to plan KTC in WR. Two more training sessions planned in Cambridge on 15&16 Sept.</p> <p>Developing ideas for: -21 March against discrimination campaign -Hate Incidents Bystander Intervention Training -WR Immigrant Communities Oral History Project</p> | <p>Kitchen Table Conversations are being utilized by City of Cambridge partners to inform development of their Diversity and Inclusion Strategy.</p> |
| | <p>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</p>  | <p>SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members</p> | <p>Action group decided to not pursue the organization of a Newcomer Welcome event in WR at this point in time.</p> <p>Planning to deliver more local government presentations to adult ESL students (if possible as part of local government week in Oct).</p> <p>Encouraged partners to participate in the Building DEI in Leadership Training offered locally by the Peel Regional Diversity Roundtable.</p> | <p>IP, City of Cambridge, City of Kitchener and WRPS participating in the Building DEI in Leadership Training.</p> |
| Partnership-wide | <p>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</p>  | <p>IP Council, SG partners and staff:</p> | <p>Advised and requested area MPs, MPPs and Regional Council to advocate for sustained Legal Aid Ontario funding for immigration and refugee law services.</p> <p>Shared newcomer perspectives in Waterloo Region Police Service strategic planning and highlighted need to address racism and discrimination.</p> | <p>Local concerns and recommendations on record with federal, provincial and regional government. In response, Regional Council also advocated with MPs and MPPs and shared information with municipal counterparts in Toronto, London, Windsor, Ottawa and Hamilton for their action.</p> |
| | <p>2. Implement communication strategies to educate the general public about immigration matters</p>  | <p>IP Council, SG partners and staff:</p> | <p>Immigration Waterloo Region website launched. Strong dissemination on social media. Follow-up meetings with partners about best use of this community resource.</p> <p>Secured local media coverage of immigration website and Legal Aid Ontario funding.</p> | <p>Strong launch. Strong usage of website in first months. High satisfaction among partners.</p> |

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| | <p>3. Cultivate opportunities for collaborative learning and development</p>  | <p>IP Council, SG partners and staff</p> | <p>Community forum on immigration and refugee research being planned for 27 Sept. With International Migration Research Centre and Centre for Community Based Research, will present results of 6 studies and provide opportunity to reflect on results.</p> <p>Supported Evaluation Advisory Committee to develop a performance measurement framework for IP for shared measurement and learning.</p> | |
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Context and cross-referrals

Contributors to success

- Recently re-launched immigrationwaterlooregion.ca website recognized as a central information source in Waterloo Region.

Challenges and how we're responding



- Capacity among partners to take on collective activities is limited. In some areas the SSG has cut back on some planned activities and focused our work to ensure we have the capacity to engage the most critical issues.


How Council or other Steering Groups can support


- Promote the 28 Sept and 24 Oct interpretation workshops within your organizations/networks (see SSG action 1 and connect with Dan).
- Promote the Dec Point of View event (see WSG action 2 and connect with [Nora](#)).



Other community initiatives and how to they relate




- IP (Diana) is taking part in the Diversity, Equity and Inclusion in Leadership training offered by the Peel Regional Diversity Roundtable in Waterloo Region. Several IP partners are also participating. It aligns with the BSG actions in the CAP.
- The City of Cambridge and the Region of Waterloo are developing Diversity and Inclusion strategies.


| | Collaborative actions | Who's engaged | Activities | Progress / outcomes |
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| Settle | <p>1. Educate service providers to effectively support immigrants and refugees</p>  | S S G p a r t n e r s a n d s t a f f | <p>Drafting various fact sheets/quick reference guides for service providers and public on topics such as interpretation, newcomer housing, services for immigrants/refugees, etc.</p> <p>Weekly info briefs re settlement services, events/other information.</p> <p>Provided information/connections to community partners about related services and potential partnerships, and to community groups/individuals looking for potential funding options or supports; MCC private sponsorship focus group. Advised United Church of Canada refugee sponsorship agreement holder about local post-secondary education supports. Advised WLU students exploring potential scholarships for refugees.</p> | <p>New IP fact sheet template developed. Two fact sheets drafted for feedback.</p> <p>Growing list of partners receive information (i.e. immigration and language census data, IRCC immigration levels, etc.)</p> |
| | <p>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</p>  | S S G p a r t n e r s, s t a f f, L H I N, H o u s i n g p l a n n i n g t a b l e s | <p>Interpretation: Hosted workshops with KWMC and Access Alliance for volunteer interpreters' ethics (28 Sep) and working with trained interpreters (24 Oct). Exploring tech options for interpretation and where that fits with trained interpreter options. Gathering interpretation policy examples from local partners. Reaching out to key community agencies, hospitals, municipalities, etc. regarding their interpretation needs.</p> <p>Health: Consulted with LHIN re refugee health processes and linking refugees to family doctors. Participated in the LHIN State of the Health System update. Attended meetings with partners</p> | <p>21 informal interpreters attended Sep 28 workshop; 24 service providers attended Oct 24 workshop. Are waiting for evaluation results.</p> <p>Helping inform health system planning for ongoing screening and progression to primary care for all refugees in Waterloo Region.</p> |

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| | | | <p>for joint planning and advocacy (i.e. Oral Health Coalition; Mental Wellness Network of WR); made connections between Refugee Mental Health Working Group and the Mental Wellness Network.</p> <p>Language Learning: Language learning partners continue to meet and explore collaborative steps to reduce barriers.</p> <p>Housing: Contributed newcomer perspective at current housing sector tables (HHUG). Sponsored the 2nd annual Newcomer Landlord Award, which will recognize three landlords on 16 Nov at National Housing Day celebration. Discussed housing needs of refugee claimants and alternatives to the shelter system locally with partners. Shared 106 landlord contacts from the Syrian refugee housing registry with MCRS (Mennonite Coalition for Refugee Support) as one avenue for addressing refugee claimant housing challenges.</p> <p>Settlement: Supported a quarterly Settlement Executive Directors Group meeting. Met with students developing an app for refugees/newcomers (EPOCH).</p> | <p>Contributing to formulation of common advocacy agenda on refugee health needs.</p> <p>Helping to build MCRS network/capacity to help refugee claimants quickly transition to housing and avoid shelter stays.</p> <p>Contributing to formulation of common advocacy agenda on refugee housing needs.</p> <p>Helping strengthen relations and collaboration among local settlement leaders.</p> |
| Work | <p>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</p>  | IEAG partners, staff | <p>New promotional tool to help employers' access immigrant talent being developed. Graphic designers are finalizing design. Expected to be completed this month.</p> <p>Convened second meeting to plan a new marketing campaign targeting employers. Target audience, key messages and mediums being identified. Supported by ROW communications team.</p> | Greater clarity and targeting of IP messages developing. |
| | <p>2. Engage, educate and support employers to recruit, hire and</p> | WSG employer partners, job developer | <p>Employer engagement and connections: Participated in several sector workforce planning meetings. 1. The tourism and</p> | Able to provide context of IP's work and make new employer connections. Seeing an |

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| | <p>retain immigrant and refugee talent</p>  | <p>group, WFPB, staff</p> | <p>hospitality consultation on hiring challenges in this sector. 2. Health sector consultation on labour shortages in long term care and other areas. Employers from both sessions have connected with IP about newcomer employment.</p> <p>Participated in the Sept Cambridge Chamber of Commerce Business After 5 to meet employers and raise awareness. Employment service partners joined to expand their networks.</p> <p>Employer / immigrant networking: Partnered with Workforce Planning Board on non-traditional networking event at the annual Manufacturing Day tour on 6 Oct. Sponsored two buses for immigrant jobseekers to tour manufacturing facilities, overcome myths about manufacturing and introduce employers to immigrant jobseekers. Helped employment service providers create opportunities for around 40 clients.</p> <p>Partnered with Chambers of Commerce on 17 Oct to create networking learning events for 25 immigrant jobseekers and 15 Syrian newcomers, followed by opportunity for local employers to network with them at the 2017 Business Expo. In total around 60 newcomers participated.</p> <p>Employer education: Partnering with Greater KW Chamber of Commerce on a Point of View educational event for employers on 7 Dec. Jim Estill from Danby is the keynote to speak of his experience in employing immigrants and refugees. Event currently being promoted in the business community.</p> | <p>increase in employers connecting via the Immigration WR website and other means. Around 10 employers connected to share job postings, etc.</p> <p>Helped build awareness and connections with employers. Employment partners were able to promote their services to employers and make new connections.</p> <p>Extremely positive feedback from participants. One employer took resumes from 20 participants and since hired 6.</p> |
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| Belong | <p>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</p>  | <p>SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, KW Volunteer Action Centre</p> | <p>Group invited KW Counselling (Georgina de Barros, Multicultural Outreach Worker) to talk about their work with the WR multicultural community and ways of collaborating. In follow-up, IP (Jessica Their) attended their Sept Bridging Resources meeting focused on newcomer seniors and shared the Ontario Ministry of Senior Affairs call to apply to the Seniors Community Grant Program.</p> | <p>As a result, IP offered a grant writing session to members of seniors' ethno-cultural groups on October 30 (10 participants from 8 different cultural groups, incl 2 in Cambridge). Aim to help these groups secure funding for their own initiatives to promote participation and reduce isolation.</p> <p>Developing relationships with formal and informal organizations addressing issues of immigrant/refugee isolation.</p> |
| | <p>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</p>  | <p>SG partners and staff: KW Art Gallery, Delton Glebe Counselling Centre, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members</p> | <p>Group decided to bring the Global Migration Film Festival to Waterloo Region. Met regularly to plan the #WRMigFest from December 5-18 to celebrate International Migrants Day (Dec 18) and increase public awareness of migrant experiences. Have selected several films from the Official Selection to be screened at various locations in that time.</p> <p>Developing plans for:</p> <ul style="list-style-type: none"> -21 March against discrimination campaign -Hate Incidents Bystander Intervention Training -WR Immigrant Communities Oral History Project | <p>5 venues confirmed so far. Screenings will take place in Kitchener, Waterloo and Cambridge.</p> |

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| | <p>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</p>  | <p>SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members</p> | <p>Local government presentations to ESL adult students have been promoted. New dates still to be confirmed.</p> | <p>The cities of Kitchener, Cambridge and possibly Waterloo are partnering to host #WRMigFest screenings at numerous community centres and other locations.</p> |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Partnership-wide</p> | <p>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</p>  | <p>IP Council, SG partners and staff</p> | <p>Disseminated an Update on Refugee Claimants in Waterloo Region to community partners and area MPs, MPPs in response to increasing claimant arrivals in the region.</p> | <p>Local partners and political representatives informed about community developments and service and resource needs. One partner shared:</p> <p><i>“As I was putting thoughts together I just had such a welling up of gratitude for your efforts on behalf of refugee claimants in general and MCRS specifically [...] I am encouraged and believe that we are going in the right direction, even if steps seem so small and incremental right now.”</i></p> |
| | <p>2. Implement communication strategies to educate the general public about immigration matters</p>  | <p>IP Council, SG partners and staff</p> | <p>Met local partners to provide an overview of Immigration Waterloo Region website and promote use with clients. Reviewed local partner websites (~60 agencies) for linkages to the website. About 1/3 link – will follow up with others.</p> <p>Disseminated the Fall 2017 IP Newsletter on Immigrant Employment via email, hard copy (60 public locations) and social media.</p> <p>Shared summary of census</p> | <p>Community partners are sharing the immigration website link and promoting events on the calendar.</p> <p>Positive feedback from readers. Employers connecting re hiring immigrants. Partners sharing w networks.</p> <p>Information on the data</p> |

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| | | | immigration data with partners. Discussed census immigration data in local media to provide information and context. | and context shared with general public via newspaper and radio. |
| | 3. Cultivate opportunities for collaborative learning and development  | IP Council, SG partners and staff | Hosted a community forum on immigration and refugee research on 27 Sept with International Migration Research Centre and Centre for Community Based Research. Sixty participants heard results of 6 studies and reflected on results. Worked with Evaluation Advisory Committee to develop and launch partner and community surveys in line with IP's results framework for shared measurement and learning. | In evaluation, over 90% of survey participants were very satisfied with the forum and 88% said it is very likely they will attend a similar event. Suggestions for future research and policy focus were shared. Participants liked: <i>"The space and hospitality, the thoughtfulness that went into the presentations. The information shared, the opportunity to network"</i> <i>"Hearing research finding results and getting to think about how to implement recommendation to services"</i> |

Context and cross-referrals

Contributors to success

- IP is seen as a key source of reputable information. Weekly email update about upcoming events and related resources is valued and widely shared.
- CAP is strengthening our collective ability to focus in the various Pillars of our work.

Challenges and how we're responding

- None at this time.

How Council or other Steering Groups can support



- Promote and attend the Waterloo Region Global Migration Film Festival (See BSG action 2 and connect with [Diana](#))
- Promote and attend the December 7 Point of View event on immigrant employment (see WSG action 2 and connect with [Nora](#)).

Other community initiatives and how to they relate



- Syria Film Festival taking place Nov 17-19 at Lazaridis Hall, Wilfrid Laurier University.
- Planning for World Refugee Day 2018 events is starting. Will feature events by many community partners during the month of June.
- Wellbeing Waterloo Region is coming close to identifying priorities. Will watch for how those relate.

Community Action Plan 2017-19




Progress Update Dec 2017 - Feb 2018




| | Collaborative Actions | Who's engaged | Activities | Progress/ Outcomes |
|---------------|---|--|--|--|
| Settle | <p>1. Educate service providers to effectively support immigrants and refugees</p>  | SSG partners and staff | <p>Drafting various fact sheets/quick reference guides for service providers and public on topics such as interpretation, newcomer housing, services for immigrants/refugees, etc.</p> <p>Weekly info briefs re settlement services, events and other information.</p> <p>Provided information/connections to community partners about related services and potential partnerships, and to community groups/individuals looking for potential partnerships, funding options or supports.</p> | <p>3 fact sheets published on interpretation: Top Languages for Interpretation and Translation; Interpretation Principles for Equitable and Accessible Services; Interpretation Options Quick Guide;</p> <p>1 quick guide published on local settlement supports: Quick Guide: Immigrant and Refugee Supports in Waterloo Region</p> <p>Weekly events/ info updates are a valuable tool for sharing information with 125 people representing over 50 local partners. In 2017 46 updates were shared, including at least 340 events and resources. The mailing list grows weekly.</p> |
| | <p>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</p>  | SSG partners, staff, LHIN, Housing planning tables | <p>Interpretation: Several consultations with the LHIN on how to strengthen provision of interpretation in Waterloo Region among hospitals and health professionals; consulted and gathered partner input on proposed interpretation model for local health settings.</p> <p>Consulted interpretation partners about provision of service in emerging languages.</p> <p>Collected several organizational interpretation policies that can be</p> | <p>The LHIN shared interpretation quick guides with local hospitals and health professionals. IP shared them with community partners and LIP network across Canada. Guides are well received by local partners and other LIPs. Oxford County LIP reprinted our 3 guides with their local data and contacts as a tool for</p> |

| Collaborative Actions | Who's engaged | Activities | Progress/ Outcomes |
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| | | <p>shared with others to help develop their own policies.</p> <p>Promoted new fast-track Conestoga College interpreter training course.</p> <p>Health: Promoted IRCC/OCASI webinar on newcomer health system navigators via the WWLHIN to local health care providers/hospitals. Consulted with Public Health & Emergency Services re a developing Community Paramedic Program and immigrant/refugee needs. Continue to make connections with new partners through quarterly CFFM-hosted Refugee Health Clinic meetings.</p> <p>Language Learning: Language learning partners continue to explore collaborative steps to reduce service barriers. Discussed individual submissions to government consultation on adult education (“Strengthening Ontario’s Adult Education System”).</p> <p>Housing: Decided to continue the Newcomer Landlord Awards in 2018; Discussed broader advocacy around affordable housing. Developing two quick guides/fact sheets on newcomer housing – one for housing tables/coalitions, partners and organizations serving immigrants/refugees and one for landlords. Gathered partner input about community-wide affordable housing goals connected to Wellbeing Waterloo Region.</p> <p>Settlement: Facilitated one meeting of the settlement ED’s group.</p> <p>Shared input with several students/partners on research related to immigrants/refugees</p> | <p>their community.</p> <p>Local program planning being informed by immigrant/refugee needs.</p> <p>Participated in Wellbeing Waterloo Region brainstorming about community-wide affordable housing goals.</p> <p>Settlement EDs planned a joint professional development opportunity following the March Immigration Forum to strengthen capacities and staff relations.</p> |

| Collaborative Actions | | Who's engaged | Activities | Progress/ Outcomes |
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| | | | (secondary migration, climate change impacts, refugee categories and settlement outcomes, etc.). | |
| Work | <p>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</p>  | WSG partners, staff | <p>New promotional tool distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p>#HireImmigrantsWR: Communications Action Group worked hard to launch new Employer Awareness Campaign. Phase #1 (feat. immigrant talent): posters for bus shelters and other, CTV commercials, and a social media campaign. Phase #2 (under development): will feature local employers with CTV, poster and social media campaign through March. A roving poster/message display is being developed which will move across the region to employers, government offices etc. to spread the message further. It will include the posters of the immigrants and employers.</p> | <p>Completed and effectively being utilized.</p> <p>Phase #1 development completed. Immigrant models recruited, photo shoots complete. CTV commercials running for 6 weeks. Bus shelter ads up for next 8 weeks in Kitchener, Cambridge and Waterloo.</p> |
| | <p>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</p>  | WSG employer partners, job developer group, WFPB, staff | <p>Employer engagement and connections: The new Immigration Portal has created interest, with new employers connecting to promote their job postings and learn about the work of IP and opportunities available to them. Solid connections with Toyota have started as a result of their research on the Portal.</p> <p>Worked with Communitech's new Community Manager to link more closely with their work. Obtained member access via Region of Waterloo to post events and messages on Communitech's member portal for local tech employers.</p> <p>Continue to attend as many Chamber events as possible for both KW and Cambridge and</p> | <p>This opened the door to potential partnership with Toyota. They plan to attend some IP activities and WSG meetings to learn more.</p> <p>Have been connected to various individuals at Communitech as a result of having their Community Manager involved in IP. More streamlined.</p> <p>Connected with over 200 people in</p> |

| | Collaborative Actions | Who's engaged | Activities | Progress/ Outcomes |
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| | | | <p>display where possible to network and build awareness among employers about how to access immigrant talent.</p> <p>Employer Education:</p> <p>Partnered with the Greater KW Chamber of Commerce on a well-attended Point of View event featuring Jim Estill from Danby in Dec 2017. Mr Estill spoke about his experiences of hiring refugees, why he does it and encouraged others to do the same.</p> <p>Employer / immigrant networking:</p> <p>Currently planning for the 21 Mar Global Skills Conference Connections Hub (networking event for employers and immigrant job-seekers). Our aim is for 30 employers from various sectors to participate. Have been engaging and recruiting employers; we are on target with some new employers participating.</p> <p>Partnering with Communitech on the 27 Feb Tech Jam at Bingeman's. Working with employment partners to plan the IP exhibit booth and create packages for participating employers. Have talked with Communitech about messaging at event to promote IP's work to the employers present (60).</p> | <p>attendance at the Salute to Women in Business for the Cambridge Chamber where IP hosted an exhibit table. Booked for upcoming Chambers Business After 5's.</p> <p>The event was received very positively by over 100 employers in attendance. Service providers in attendance were not as positive but overall WSG was impressed with Jim Estill's support of hiring refugees and his encouragement of other employers to find ways to do the same.</p> |
| Belong | <p>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</p> | <p>SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre,</p> | <p>This working group had its first meeting of the year on 14 Feb. The group discussed how it would like to be involved with the Wellbeing Waterloo Region, specifically in relation to its social inclusion/isolation priority.</p> | |

| Collaborative Actions | Who's engaged | Activities | Progress/ Outcomes |
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|  | Volunteer Action Centre, Social Dev. Centre of WR | | |
| 2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community  | SG partners and staff: KW Art Gallery, Delton Glebe Counselling Centre, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members | <p>Hosted the first ever Waterloo Region Global Migration Film Festival (5-18 Dec) in partnership with the International Organization for Migration. The festival ended on Dec 18 with a celebration of International Migrants Day at the Kitchener City Hall Rotunda. Partners have debriefed this year's event and noted some new directions for next year.</p> <p>Planning the 2018 campaign for the International Day for the Elimination of Racial Discrimination campaign (21 Mar). Decided the 2018 theme: #BelongTogetherWR.</p> | <p>10 films were screened at 9 venues in Cambridge, Kitchener and Waterloo. 10 post-screening discussions held by many local partners and experts. 200 people attended the film festival and participated in post-screening discussions. Very positive feedback from participants and partners.</p> <p>IP supported a grant application by Pamela Rojas's to the Ontario Arts Council to fund some elements of this campaign for the next two years.</p> |
| 3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees  | SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members | Municipal partners from Kitchener and the Region of Waterloo hosted a local government presentation for ESL students from St. Louis on 6 Dec at Kitchener Council Chambers. | <p>Area municipalities engaged more than 80 ESL students on local government services and ways of getting involved in their municipalities. Having participated, Cambridge decided to host similar events for immigrants. Many immigrants experienced being in Council Chambers for the first time.</p> <p>Cities of Kitchener, Cambridge and Waterloo supported the #WRMigFest by hosting screenings at community centres and other locations.</p> |

| | | Collaborative Actions | Who's engaged | Activities | Progress/ Outcomes |
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| Partnership-wide | <p>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</p>  | IP Council, SG partners and staff | <p>Sent a written submission to the Ontario Government 2018 Pre-Budget Consultation to highlight the need for increased budgetary support of newcomer initiatives in Waterloo Region. Shared similar information with the Regional Chair's office for government to government discussions about the 2018 Ontario budget.</p> <p>Met MP Harold Albrecht in follow-up to IP's Update on Refugee Claimants in Waterloo Region and discussed policy areas that would improve conditions for refugee claimants and the organizations that support them.</p> | Political representatives informed about community needs. | |
| | <p>2. Implement communication strategies to educate the general public about immigration matters</p>  | IP Council, SG partners and staff | <p>Met four local agencies to provide an overview of Immigration Waterloo Region website and promote use of the site with clients; similar more discussions planned. Revised the Hire Immigrants landing page to align with WSG's employer campaign and enable for employers to sign-up for support hiring immigrants.</p> <p>Developed the Winter 2018 IP Newsletter on social inclusion and belonging.</p> <p>Shared input with Regional planners on development of immigration related census bulletins. Planning preparation of updated Immigration Factsheets with Public Health.</p> <p>Solicited input from Steering Groups for upcoming municipal and provincial election candidate survey topics.</p> | Community partners are sharing the immigration website link, looking for ways they can help improve content, and promoting relevant events on the community calendar. | |
| | <p>3. Cultivate opportunities for collaborative learning and development</p>  | IP Council, SG partners and staff | <p>Planned the 2018 Immigration Forum. Coming up on 1 Mar, the forum will feature Debbie Douglas of OCASI and local experts discussing immigration policy trends and opportunities in relation to the approach to immigrant</p> | Local settlement partners inviting staff to participate as part of a joint PD day to strengthen their connection to the work of IP. | |

| Collaborative Actions | Who's engaged | Activities | Progress/ Outcomes |
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| | | <p>attraction and retention in Waterloo Region. Around 200 attendees expected.</p> <p>Worked with Evaluation Advisory Committee to analyse partner and community survey results in line with IP's results framework for shared learning and develop IP's overall evaluation framework.</p> | <p>Draft evaluation framework ready for Council consideration. Partner and survey results to be shared with Council and partners.</p> |

Context and cross-referrals

Contributors to success

- LHIN partnership on language interpretation has been a strong and valuable asset to leveraging IP work in health settings.
- IP is seen as a key source of reputable information. Weekly email update about upcoming events and related resources is valued and widely shared.
- CAP is strengthening our collective ability to focus in the various Pillars of our work.

Challenges and how we're responding

- SSG and BSG have or will be transitioning leadership to new Chairs and Vice Chairs; some time to adjust to new leadership styles will be needed.
- WSG continues to adjust to working via its new structure (three working groups and the end of the Immigrant Employment Action Group). Two working groups moving along well; the third taking some time to gain focus. Encouraging partners to set the direction.

How Council or other Steering Groups can support

- Promote and support the #BelongTogetherWR International Day for the Elimination of Racial Discrimination on 21 Mar (see BSG action 2 and connect with [Diana](#)).
- Promote (yourself and your organization) the #HireImmigrantsWR campaign on social media and host the display board in your public spaces (see WSG action 2 and connect with [Nora](#)).
- Use and share the interpretation quick guides (see SSG action 1 and connect with [Dan](#)).

Other community initiatives and how to they relate

- Wellbeing Waterloo Region has identified three priorities: Affordable housing, health child and youth development and social inclusion. Two directly relate to CAP priorities. IP is participating in community planning and bringing forward immigrant/refugee perspective.
- The Association des francophones de Kitchener-Waterloo (AFKW – KW French Association) is working on a welcome resource for French-speaking newcomers which will be built around information already available via [Immigration Waterloo Region](#).
- Planning for World Refugee Day 2018 events in June is underway.
- Research project on Building Migrant's Resiliency in Cities taking place in Waterloo Region. Lead by Dr Jenna Hennebry, WLU/International Migration Research Centre. Aligns broadly with IP work and may provide insight and context for our future work, and IP may inform it.