

## Community Action Plan 2017-19

### Progress Update Dec 2017 - Feb 2018

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<b>Settle</b>	<p><b>1. Educate service providers to effectively support immigrants and refugees</b></p> 	SSG partners and staff	<p>Drafting various <b>fact sheets/quick reference guides</b> for service providers and public on topics such as interpretation, newcomer housing, services for immigrants/refugees, etc.</p> <p><b>Weekly info briefs</b> 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: <a href="#">Top Languages for Interpretation and Translation</a>; <a href="#">Interpretation Principles for Equitable and Accessible Services</a>; <a href="#">Interpretation Options Quick Guide</a>;</p> <p>1 quick guide published on local settlement supports: <a href="#">Quick Guide: Immigrant and Refugee Supports in Waterloo Region</a></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><b>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</b></p> 	SSG partners, staff, LHIN, Housing planning tables	<p><b>Interpretation:</b> 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>

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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><b>Health:</b> Promoted IRCC/OCASI webinar on newcomer health system navigators via the WWLHIN to local health care providers/hospitals. Consulted with Public Health &amp; 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><b>Language Learning:</b> 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><b>Housing:</b> 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><b>Settlement:</b> 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
			(secondary migration, climate change impacts, refugee categories and settlement outcomes, etc.).	
<b>Work</b>	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	WSG partners, staff	<p><b>New promotional tool</b> distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> 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><b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b></p> 	WSG employer partners, job developer group, WFPB, staff	<p><b>Employer engagement and connections:</b> 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>

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			<p>display where possible to network and build awareness among employers about how to access immigrant talent.</p> <p><b>Employer Education:</b></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><b>Employer / immigrant networking:</b></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
	Volunteer Action Centre, Social Dev. Centre of WR		
<b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b> 	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>
<b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</b> 	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>

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<b>Partnership-wide</b>	<p><b>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</b></p> 	IP Council, SG partners and staff	<p>Sent a written submission to the <b>Ontario Government 2018 Pre-Budget Consultation</b> 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 <b>Update on Refugee Claimants in Waterloo Region</b> 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><b>2. Implement communication strategies to educate the general public about immigration matters</b></p> 	IP Council, SG partners and staff	<p>Met four local agencies to provide an overview of <b>Immigration Waterloo Region website</b> 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 <b>Winter 2018 IP Newsletter</b> on social inclusion and belonging.</p> <p>Shared input with Regional planners on development of immigration related <b>census</b> bulletins. Planning preparation of updated Immigration Factsheets with Public Health.</p> <p>Solicited input from Steering Groups for upcoming <b>municipal and provincial election</b> 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><b>3. Cultivate opportunities for collaborative learning and development</b></p> 	IP Council, SG partners and staff	<p><b>Planned the 2018 Immigration Forum.</b> 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.	

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			<p>attraction and retention in Waterloo Region. Around 200 attendees expected.</p> <p>Worked with Evaluation Advisory Committee to analyse <b>partner and community survey</b> 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.

## Community Action Plan 2017-19

### Progress Update Feb 2018 - Apr 2018

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<b>Settle</b>	<p><b>1. Educate service providers to effectively support immigrants and refugees</b></p> 	SOG partners and staff	<p>Drafting two <b>fact sheets/quick reference guides</b> on newcomer housing – one for housing tables/coalitions, partners and organizations serving immigrants/refugees and one for landlords. Continuing to distribute fact sheets on interpretation, services for immigrants/refugees, etc.</p> <p><b>Weekly info briefs</b> to service providers and others re settlement programs, events and other information.</p> <p>Provided information/connections to community partners regularly about related services and potential partnerships, and to community groups/individuals looking for potential partnerships, funding options or supports.</p>	Weekly events/ info updates are a valuable tool for sharing information with over 150 people representing over 60 local organizations. The mailing list grows weekly.
	<p><b>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</b></p> 	SOG partners, staff, LHIN, Housing planning tables	<p><b>Interpretation:</b> Supported the LHIN to consult on an interpretation model for the local health system.</p> <p><b>Health:</b> Continue to make connections with new partners through quarterly CFFM-hosted Refugee Health Clinic meetings. Connected Sanctuary Refugee Health Clinic to share newcomer health perspectives on a LHIN Dementia Planning Reference Committee.</p> <p><b>Language Learning:</b> Language learning partners continue to explore collaborative steps to reduce service barriers. Connected Project Read literacy</p>	<p>The LHIN board approved an interpretation model in April. It will include: 1) interpretation funding that doctors, family health teams, and others can access; and 2) bulk purchase of in-person and over-the-phone interpretation for hospitals, doctors, LHIN funded programs, etc. to expand the usage of interpretation in health and other settings.</p> <p>Local program planning being informed by immigrant/refugee</p>

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		<p>programming with newcomer language learning partners. Partners exploring use of Immigration Waterloo Region portal as ESL learning content (based on a model shared by the Durham LIP).</p> <p><b>Housing:</b> Developing materials for landlords about affordable housing for newcomers. Hosted a booth at the April Waterloo Region Apartment Management Association (WRAMA) Trade Fair to develop relations and promote renting to newcomers with landlords/management companies. Discussed broader advocacy around affordable housing. Contributed to Wellbeing Waterloo Region affordable housing consultations. Consulted with Region of Waterloo Housing team on shelter system tracking of newcomers.</p> <p><b>Settlement:</b> Facilitated a meeting of the settlement ED's group. Planning a needs assessment of local legal supports with Waterloo Region Community Legal Services and other partners. Supported planning of a Private Sponsorship of Refugees training workshop for partners. Provided letter of support to KPL proposal for digital literacy program funding. Collaborated with Region of Waterloo Community Services to update a comparative chart of OW-ODSP-RAP income support rates.</p> <p>Collaborated with several students/partners on research related to immigrants/refugees (secondary migration, climate change impacts, refugee categories and settlement outcomes, etc.).</p>	<p>needs.</p> <p>Newcomer perspectives shared within Wellbeing Waterloo Region discussions about community-wide affordable housing goals.</p> <p>Settlement EDs hosted a joint professional development session for front-line and management staff following the Immigration Forum to strengthen capacities and staff relations.</p> <p>Provided background info to MCC to support participation in a meeting of the Global Compact on Refugees in Argentina promoting Canada's private refugee sponsorship model.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<b>Work</b>	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	WSG partners, staff	<p><b>New promotional tool</b> distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> Communications Action Group worked hard to finalize and launch Phase #1 (immigrant talent): bus shelters, CTV commercials, and a social media campaign. Phase #2 (employers) was developed: employers were recruited, photo shoot and development of ads was done. It includes CTV ads, bus shelters, poster and social media campaign, and will start in April. A roving pull up banner display is being developed which will move across the region to employers, government offices etc. to spread the message further. It will promote both the immigrant and employer messages.</p>	<p>Completed and effectively being utilized.</p> <p>Phase #1 is ongoing with positive feedback from community. Call to action is that employers go to IP portal and complete a survey of hiring needs to get support. Goal was for 10 employers to connect, which has been exceeded. Their needs are being assessed and connection to local programs are being made.</p>
	<p><b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b></p> 	WSG employer partners, job developer group, WFPB, staff	<p><b>Employer engagement and connections:</b> The new Immigration Portal and #HireImmigrants campaign are creating new interest. A number of employers have reached out with job postings separate from the campaign, i.e., a division of Toyota (Elmira and Woodstock) has reached out to have meetings.</p> <p>Working closely with Communitech has resulted in a meeting being created with Communitech and Conestoga in brainstorming ways we can work together to bridge gap with employers and immigrant talent. Meeting will happen in June.</p> <p>Conversations are growing at WSG about a one stop location for immigrants and employers re: employment. The #HireImmigrants campaign has shone a light on the need to have</p>	<p>New employers promoting their job postings and learning about IP and opportunities available to them. Some employers have been connected to Reception House, KWMC, The Working Centre and YMCA. Will meet Toyota's (Elmira) VP of HR to see how IP can be a resource/conduit in an upcoming massive hiring process.</p> <p>Have reached out to Immplay, an employer/immigrant employment program in London to learn more</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		<p>a specialized service or program e.g. via a current service provider to connect and serve employers with a specific focus on immigrants/refugees. Employment Ontario is a program for everyone and job postings coming via IP require a focus on immigrant/refugee talent. This isn't a new conversation but the Advocacy Task Group have made it one of their key priorities and it was a strong focus at the March WSG meeting.</p> <p>Continue to attend as many Chamber events as possible for both KW and Cambridge and display where possible to network and build awareness among employers about how to access immigrant talent.</p> <p>Partnering with the WPBWWD on the upcoming Manufacturing Summit and will be creating an event in follow-up to the EmployerOne Survey to connect with over 100 employers who had questions about Immigration Partnership and services available to them.</p> <p><b>Employer Education:</b></p> <p>Plans underway with Greater KW Chamber of Commerce to host a employer speaker event in June.</p> <p><b>Employer / immigrant networking:</b></p> <p>Hosted the successful Global Skills Conference Connections Hub (networking event for employers and immigrant job-seekers). Goal was for 30 employers from various sectors to participate.</p> <p>Partnered with Communitech to host a booth at the Feb 27 Tech Jam at Bingemans. Worked with employment partners to plan and host the IP exhibit booth and</p>	<p>about their model. The WPBWWD has developed a new job site that IP can use at this time to promote opportunities. IP searching ways to develop a list of contacts (that can reach immigrant talent) to promote job postings.</p> <p>Several Business After 5's, Chamber Business Award events took place where IP was able to meet new employers.</p> <p>Meetings currently underway with Workforce Planning Board to develop an event.</p> <p>Researching speaker or panel concept and continue to work with Chamber.</p> <p>Over 30 employers and over 130 internationally trained individuals connected and explored opportunities.</p> <p>Connected with over 70 employers at this event and shared information about IP and partner programs. Over 800 job</p>

Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
			create packages for participating employers.	seekers attended this event. Many were immigrants or international students.
Belong	<b>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</b> 	SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action Centre, Social Dev. Centre of WR	<p>The working group is meeting regularly and it is currently developing a plan to reach out to different ethno-cultural and informal groups in the region addressing immigrant and refugee social isolation.</p> <p>Participated in the Social Planning Council of Cambridge North Dumfries March event "Taking the I out of Isolation" focused on social isolation among older adults.</p>	<p>Plan is starting to come together.</p> <p>Ongoing involvement in Wellbeing Waterloo Region social inclusion working groups which focus on ending isolation to bring newcomer perspectives.</p>
	<b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b> 	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>On March 21 (Int. Day for the Elimination of Racial Discrimination), the <b>#belongtogetherWR</b> campaign was implemented. The purpose of this initiative was to encourage partners and community members to commit to a personal action to stand for the elimination of racial discrimination in WR.</p> <p>Members of the working group, promoted the campaign at: Global Skills conference, Cross Cultures event in Kitchener City Hall and a community discussion on racial discrimination at KPL.</p>	<p>Almost 200 tweets were shared by over 300 WR residents who publicly committed to stand for the elimination of racial discrimination, including federal, provincial and municipal political reps, local organizations and many individuals. In one day, <b>#belongtogetherWR</b> was mentioned over 600 times on Twitter, plus posted on Facebook and Instagram, making nearly 25,000 impressions.</p>
	<b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</b> 	SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members	<p>In partnership with the City of Kitchener and the Institute for Canadian Citizenship, this working group is organizing a Community Citizenship Ceremony on May 11 in the Rotunda at Kitchener City Hall. One goal is to involve local leaders in pre-ceremony discussions with candidates on being Canadian as part of IP's community education mandate.</p>	

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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>Participated in a March <b>roundtable on the Canadian Citizenship Guide</b> hosted by the Hon. Bardish Chagger on behalf of the Immigration Minister, advocating that the guide be considered and developed as a tool to foster belonging among immigrants and new Canadian citizens.</p> <p>Shared Waterloo Region experiences with research consultants hired to evaluate <b>refugee integration pathways</b> on behalf of the Ontario Government.</p> <p>Participated in the <b>Wellbeing Waterloo Region</b> Reference Group, coordinated community survey planning group and Waterloo Region Smart Cities bid consultations to highlight newcomer perspectives.</p>	<p>Federal, provincial and municipal government/political representatives and systems leaders informed about community settlement/integration needs and perspectives.</p> <p>Federal officials have connected to follow-up on the citizenship guide idea posed at the roundtable.</p>
	<p>2. Implement communication strategies to educate the general public about immigration matters</p> 	IP Council, SG partners and staff	<p>Continue to promote the <b>Immigration Waterloo Region website</b> and promote use of the site with partners' clients. Developed website promotional brochure to be shared widely.</p> <p>Launched the <b>Winter 2018 IP Newsletter</b> on social inclusion and belonging. Developed plan and content for the Spring 2018 Newsletter on newcomer voices.</p> <p>Planning preparation of updated Immigration Fact Sheets with Public Health.</p> <p>Solicited input from Steering Groups for upcoming <b>municipal and provincial election</b> candidate survey topics.</p>	<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> <p>This newsletter has been shared widely by key / profiled partners in the community.</p>
	<p>3. Cultivate opportunities for collaborative learning and development</p>	IP Council, SG partners and staff	<p><b>Hosted the 2018 Immigration Forum</b> featuring Debbie Douglas of OCASI and local leaders discussing immigration policy trends and opportunities in relation</p>	<p>Local settlement partners invited staff as part of a joint PD day to strengthen their connection to the work of IP. Very positive</p>

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			<p>to the approach to immigrant attraction and retention in Waterloo Region. Over 160 people in attendance.</p> <p>Worked with Evaluation Advisory Committee to share <b>partner and community survey</b> results with Steering Groups for shared learning.</p>	<p>feedback on this and the forum overall.</p> <p>Evaluation framework ready. Partner and community survey results discussed among Steering Groups. Some follow-up expected. Municipal partners suggested presenting results to city councils.</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. The LHIN interpretation model will be an excellent tool to encourage health sector partners to use consistent and high-quality interpretation and has the potential to have broader community impacts beyond just the health sector.
- 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 has a new Chair and Vice Chair. We are meeting regularly to orient members to these new roles. BSG will be transitioning leadership to new Chairs and Vice Chairs soon.
- Gaps in immigrant employment channels highlighted via #HireImmigrants campaign – working on solutions with partners.

### How Council or other Steering Groups can support

- Please attend the Community Citizenship Ceremony on May 11, 11 am at Kitchener City Hall (see BSG action 3 and connect with [Diana](#)).
- Promote (yourself and your organization) the #HireImmigrantsWR campaign on social media and host the displays 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

- Research partners [Centre for Community Based Research](#) and [International Migration Research Centre](#) profiled IP/Waterloo Region experience for national policy makers during March research and [policy presentations](#) to IRCC on Syrian refugee resettlement innovations and the role of IP, respectively (findings linked here).
- 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.
- Planning for World Refugee Day 2018 events in June is underway.



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			<p><b>Settlement:</b> Shared information with settlement partners and community organizations. Together with BSG staff, met with Social Development Centre to develop a listing of ethno-cultural groups in WR to build bridges between formal settlement services and informal supports for newcomers.</p> <p>Continue to seek out secondary migration data with students and the International Migration Research Centre (IMRC). Participating in a 3-year Ontario Council of Agencies Serving Immigrants (OCASI) research project exploring collaboration between refugee sponsorship groups and settlement service providers.</p>	<p>ROW Home Childcare program planning will be informed by local data on Arabic-speaking individuals. Settlement and ESL partners have more information about ROW Child Care Subsidy program.</p>
<b>Work</b>	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	<p>WSG partners, staff</p>	<p><b>New promotional tool</b> distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> Communications Action Group worked hard to finalize and launch Phase #1 (immigrant talent): bus shelters, CTV commercials, and a social media campaign. Phase #2 (employers) launched via CTV ads, bus shelters, poster and social media campaign. A roving pull up banner display will move across the region to employers, government offices etc. to spread the message further. This will happen throughout the summer months. It promotes both the talent and employer messages.</p>	<p>Completed and effectively being utilized. A new tool also created to promote Hire Immigrants Waterloo Region used at the recent Let's Talk Talent Shortage event with the Chamber. Will also be used at other IP events.</p> <p>Phase #2 has kicked off with positive feedback from community. Call to action is that employers go to IP portal and complete a survey of hiring needs to get support. We have exceeded the goal. Employer needs are being assessed and they are being connected to local programs.</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<p><b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b></p> 	<p>WSG employer partners, job developer group, WFPB, staff</p>	<p><b>Employer engagement and connections:</b> The new Immigration Portal and #HireImmigrants campaign are creating new interest. A number of employers have reached out with job postings separate from the campaign, i.e., particularly seeing manufacturers reach out.</p> <p>Working closely with Communitech resulted in a meeting with Communitech and Conestoga in brainstorming ways we can work together to bridge gap between employers and immigrant talent.</p> <p>Conversations are growing at WSG about a one stop location (hub) for immigrants and employers re: employment. The #HireImmigrants campaign has shone a light on the need to have a specialized service or program with a specific focus on immigrants/refugees. Employment Ontario is a program for everyone and job postings coming via IP require a focus on immigrant/refugee talent. The Advocacy Task Group made it one of their key priorities and it was a strong focus at recent WSG meetings. Meetings have taken place with a group of employers and Lutherwood's Bridges to Work pilot program for immigrants/refugees. Lutherwood is interested in working with WSG/IP to enhance this program and get funds to create a hub that can match employers and all immigrants and provide wrap around support.</p> <p>Continue to attend as many Chamber events as possible for both KW and Cambridge and display where possible to network and build awareness among employers about how to access</p>	<p>New employers promoting their job postings and learning about IP and opportunities available to them. Some employers have been connected to Reception House, KWMC, and YMCA.</p> <p>Have reached out to Immploy, an employer/immigrant employment program in London to learn more about their model. IP continues to search ways to create a system to easily connect employers to immigrant talent.</p> <p>Advocacy Task Group met and put together a one-page document for Chair of WSG (or others) to use in looking for possible funds for creation of a hub. A meeting with CEO of Lutherwood is to be initiated.</p> <p>Met new employers at several Business After 5's, WFPB events, the manufacturing Summer and the Manufacturing Job Fair (connected with over 30</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>immigrant talent. Hosted a display table at the Manufacturing Summit (400 employers in attendance) and attended the Manufacturing Job Fair.</p> <p><b>Employer Education:</b></p> <p>Worked with Greater KW Chamber of Commerce and Workforce Planning Board to host an event called Let's Talk Talent Shortage on June 28. The event was created to bring awareness to employers and other stakeholders about the shortage of talent that is now and growing in most sectors.</p> <p><b>Employer / immigrant networking:</b></p> <p>Nothing in this period.</p>	<p>employers here.</p> <p>Received an award from Workforce Planning Board for involvement in Manufacturing Day. IP will be involved in this event in the fall and is part of the planning table.</p> <p>Over 130 employers and stakeholders attended this event in June, which brought awareness to hiring immigrants.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Belong</b></p>	<p><b>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</b></p> 	<p>SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action Centre, Social Dev. Centre of WR</p>	<p>The working group meets regularly and is currently reaching out to formal and informal ethno-cultural groups in the region. The group is planning an event in the Fall to discuss issues related to social isolation with various formal and informal ethno-cultural groups.</p> <p>Various members of the working group participated in the social isolation workshop organized by the Wellbeing WR Initiative.</p>	<p>Members are currently collaborating with the Social Development Centre to organize neighbourhood sparks in Kitchener neighbourhoods with significant refugee populations as outreach in preparation for the Fall event.</p> <p>The group continues to consider its work in relation to WWR.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
	<p><b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b></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>In partnership with the Kitchener-Waterloo Art Gallery BSG members hosted an Open Conversation on hospitality and belonging on June 19. The event was actively promoted on social media.</p>	<p>20 people attended the Open Conversation which touched on many themes important to our work.</p>
	<p><b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</b></p> 	<p>SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members</p>	<p>Municipal partners hosted a community citizenship ceremony on May 11.</p> <p>In partnership with the City of Kitchener and the Region, the group is planning to offer another local government presentation to adult ESL students on July 19.</p> <p>In addition to citizenship ceremonies and local government presentations the working group meets regularly to brainstorm ideas for further action and wider engagement of the cities. Currently reviewing the My City Inclusion tool.</p>	<p>Between 100- 120 people attended the Citizenship Ceremony at the Rotunda in Kitchener City Hall, where 36 people became Canadian citizens. Community leaders and IP partners attended the ceremony and/or hosted ICC roundtable discussions with the citizenship candidates on what it means to be Canadian:</p> <p><b>@tara_bedard: What does being Canadian mean to today's new citizens? Some common themes: Safety, opportunity, welcoming, diversity, freedom, pride and more. @ImmigrationWR</b></p>
<p><b>Partnership-wide</b></p> 	<p><b>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</b></p>	<p>IP Council, SG partners and staff</p>	<p>With LIP colleagues from Durham Region, Toronto South and Sarnia-Lambton, coordinated Ontario LIP input in advance of the June 2018 National Settlement Council <i>Plus</i> meeting with IRCC and sector representatives, and represented Ontario LIPs at the meeting to provide input on CfP 2019 priorities.</p> <p>Participated in the <b>Wellbeing Waterloo Region</b> Reference</p>	<p>Federal government informed about community settlement/integration needs and perspectives. IRCC may ask LIPs to convene community consultations on the CfP in the Fall.</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		Group, coordinated community survey planning group and Children and Youth Planning Table consultations to highlight newcomer perspectives. Shared IP governance information with WWR planners.	
<p><b>2. Implement communication strategies to educate the general public about immigration matters</b></p> 	IP Council, SG partners and staff	<p>Continue to promote the <b>Immigration Waterloo Region website</b> and promote use of the site with partners' clients. Developed website promotional brochure and are gathering feedback on how to use it most effectively.</p> <p>Launched the <b>Summer 2018 IP Newsletter</b> on listening to newcomers' voices.</p> <p>Planning development of updated Immigration Fact Sheets in partnership with Public Health based on 2016 Census data.</p> <p>Surveyed all <b>provincial election</b> candidates on topics identified by Steering Groups and disseminated all responses on social media and IP the email list.</p>	<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> <p>Each issue is emailed to around 900 individuals and organizations, 450 copies are mailed or shared in person and content is promoted on social media.</p> <p>Voters in Waterloo Region more informed on candidate perspectives/attention to immigration concerns.</p>
<p><b>3. Cultivate opportunities for collaborative learning and development</b></p> 	IP Council, SG partners and staff	Finalized full reports of <b>Community and Partner Survey Reports</b> , shared them electronically, and reviewed initial findings with all Steering Groups and Settlement EDs group.	Partners collectively reflected on community survey results in relation to their work. Detailed findings reports will be shared with partners and form the basis of ongoing conversations regarding next steps. Municipal partners suggested presenting results to city councils.

## 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.
- Strong relationships among partners and between partners and IP staff.

### Challenges and how we're responding

- Overlap of work and language learning has been identified in the IP community/partner surveys and by partners as a key need. This is being explored – perhaps as joint discussions with both SSG and WSG groups.
- SSG has a new Chair and Vice Chair. We are meeting regularly to orient members to these new roles. BSG will be transitioning leadership to new Chairs and Vice Chairs soon.
- Gaps in immigrant employment channels highlighted via #HireImmigrants campaign – working on solutions with partners.

### How Council or other Steering Groups can support

- SSG discussed the need for legal aid and made the following motion for IP Council consideration: That that the Immigration Partnership continue to advocate with provincial and federal governments and others as appropriate regarding the needs of refugees and immigrants, making sure to include appropriate and sustainable funding for Legal Aid.
- Promote (yourself and your organization) the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) and host the displays in your public spaces (see WSG action 2 and connect with [Nora](#)).

### Other community initiatives and how to they relate

- Muslim Social Services presented Immigration Partnership with a Community Partner Award at its AGM in May.
- Immigration Partnership supported planning of a Wellbeing Waterloo Region forum called “Insights into Inclusion”, bringing together members of newcomer, LGBTQ+, Muslim, visible minority, disability, Indigenous, older adults, and other groups impacted by social isolation and exclusion to share their experiences and perspectives on a Waterloo Region social movement to promote social inclusion.
- 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.

## Community Action Plan 2017-19

### Progress Update July 2018 - September 2018

		Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<b>Settle</b>	1.	<b>Educate service providers to effectively support immigrants and refugees</b> 	SSG partners and staff	<p><b>Weekly info briefs</b> to service providers and others re settlement programs, events and other information.</p> <p>Provided information/connections to community partners regularly about related services and potential partnerships, and to community groups/individuals looking for data, potential partnerships, funding options or supports.</p>	Weekly events/ info updates are a valuable tool for sharing information with over 200 people representing over 65 local organizations. This Weekly is now sent through Constant Contacts software with analytics and self-subscription, past issues are archived on the Immigration Portal news feed, and can be more easily shared over social media. The mailing list grows weekly and the updates are frequently forwarded within organizations, to private refugee sponsor groups, etc.
	2.	<b>Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</b> 	SSG partners, staff, LHIN, Housing planning tables	<p><b>Interpretation:</b> Met with Region of Waterloo staff regarding promotion of consistent use of interpretation across Region of Waterloo program areas.</p> <p><b>Health:</b> Exploring a website (<a href="http://www.iamsick.ca">www.iamsick.ca</a>) as a means to identify health clinics accepting IFHP and providing service in other languages. Exploring the development of a common list of dentists and optometrists accepting IFHP/particular languages. Provided language data to LHIN for their Integrated Health Service Plan.</p> <p><b>Language Learning:</b> Language learning partners continue to explore how to support ideas such as workplace language learning. IP is supporting Reception House on their Workplace Language Acquisition active research</p>	<p><a href="http://www.iamsick.ca">www.iamsick.ca</a> now allows users to find health clinics that accept IFHP.</p> <p>LHIN considering language data within their service planning.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>project.</p> <p><b>Housing:</b> Launched nominations for the 2018 Newcomer Landlord Award which will be presented at the Regional National Housing Day celebration on November 15. Supported local refugee-focused organizations to develop a shared list of landlords particularly open to renting to newcomers/refugees.</p> <p><b>Settlement:</b> Met with local partners and the Refugee Hub from Ottawa about Blended Visa Office Referred stream of refugee sponsorship. Met with local individuals about broadening a private refugee scholarship to involve additional partners/reach. Met with the French public school board about involvement in IP.</p>	<p>Nomination process open. Being shared among networks and on social media. Accepting nominations until Oct 5.</p> <p>BVOR updates shared with settlement partners and community organizations.</p> <p>Sept Settlement ED meeting postponed. Options for joint professional development/staff cohesion actions provided to EDs for consideration.</p>
<b>Work</b>	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	<p>WSG partners, staff</p>	<p><b>New promotional tool</b> distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> Phase #2 of the campaign rolled out and was active with bus shelters and CTV commercials through this time period. With additional funds we continue to source transit ads, theatre spaces and newspaper ads. Held meetings with employer and other partners to host a roving #HireImmigrants banner display across the region to spread the message further. Summer vacations slowed this process down but is picking up in September and October.</p>	<p>Completed and effectively being utilized at events and when meetings with employers take place.</p> <p>Phase #2 ran through part of the summer. It resulted in more outreach from employers who saw the CTV ads and bus shelters. We expect more employer connections this fall as we continue to promote the campaign in new venues. The campaign has resulted in WSGs Advocacy Task group planning for a one-stop location for employers to find immigrant talent and for immigrants to get specialized service re: employment.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
	<p><b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b></p> 	<p>WSG employer partners, job developer group, WFPB, staff</p>	<p><b>Employer engagement and connections:</b> The revamped Immigration Portal and #HireImmigrants campaign are creating new interest.</p> <p>The #HireImmigrants campaign has shone a light on the need to have a specialized service or program with a specific focus on immigrants/refugees. Conversations continue re: a one stop location (hub) for immigrants and employers re: employment. It will engage more employers as it will be less complicated and focused. WSGs Advocacy Committee met a few times in the summer to discuss this plan.</p> <p><b>Employer Education:</b> A number of individual employer meetings took place over the summer.</p> <p><b>Employer / immigrant networking:</b> Fall Business After 5 networking events booked. Hosting a bus tour of manufacturing partners for immigrant job-seekers during Manufacturing Day on Oct 5.</p>	<p>A number of employers have reached out with job postings separate from the campaign, in particular manufacturers. New employers are promoting their job postings and learning about IP/opportunities available to them. Numerous employers referred to Reception House, Mentorship Program and specific Employment Ontario agencies with a supply of immigrant talent.</p> <p>Setting a Fall meeting with Immploy, an employer/immigrant employment program in London to learn more about their model. More to come on this as research is completed and a business plan is developed.</p> <p>Individual employers were supported with information and connections.</p> <p>Exploring participation in other events to reach employers through networking. In conversation with Human Resources Professionals Association about a possible partnership event after they connected this summer.</p>
<p><b>Belong</b></p> 	<p><b>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</b></p>	<p>SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action</p>	<p>Planning a Multicultural Connections event on Saturday, Nov 3, 11am-3pm to provide an opportunity for ethno-cultural groups to network, exchange experiences and explore ways to strengthen social connectedness in Waterloo Region's multicultural communities.</p> <p>Planned and launched an online survey of formal and informal ethno-cultural groups in Waterloo Region to update contact</p>	<p>IP's community survey results in regards to the high percentage of immigrants and refugees who reported feeling social isolated are being addressed by consulting with members from various immigrant/refugee communities in WR. Survey sent to over 80 ethno-cultural groups in Waterloo Region. Staff promoting survey completion in person and on social media.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		Centre, Social Dev. Centre of WR	information and gather perspectives on isolation.  On July 26, IP staff members attended a meet and greet with the Parliamentary Secretary to the Minister of Canadian Heritage and Multiculturalism and connected with various leaders from WR ethno-cultural groups.	Connections made with new ethno-cultural group leaders. Information shared about survey and Multicultural Connections event. Staff will attend the Cambridge Meet Your Neighbours diversity initiative to make connections and promote the Nov event.
	<b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b> 	SG partners and staff: KW Art Gallery, Delton Glebe, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members	The working group started planning for the second annual Waterloo Region Global Migration Film Festival (GMFF, Nov 28 - Dec 18).  The group is also working on places for the 2019 Mar 21 campaign against racial discrimination and ideas to celebrate IPs 10 <sup>th</sup> Anniversary.	IOM confirmed IPs involvement in the GMFF as a host partner. So far, 3 venues and 4 screenings are confirmed: IMRC, KWAG and the Rotunda at Kitchener City Hall on Dec 18. IP will once again host the screening Kitchener City Hall Rotunda on Dec 18 as a celebration of International Migrants Day.
	<b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</b> 	SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members	On July 19, Region of Waterloo and City of Kitchener partners provided a local government presentation to ESL students from Conestoga College at Council Chambers in Kitchener City Hall.  Regular working group meetings are planned for the fall to plan next activities.	80 ESL students attended the local government presentation, learned about municipal services and had the opportunity to engage with municipal officials (Mayor Vrbancovic attended) and staff.
<b>Partnership-wide</b>	<b>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo</b>	IP Council, SG partners and staff	Engaged the IP leadership team to develop a draft advocacy plan for IP over the summer.  On behalf of Immigration, Refugees and Citizenship Canada <b>planned a regional consultation</b> for Oct 17 for settlement and non-settlement partners to provide input on priorities for the 2019 call	Draft plan on Council agenda for review.  Venue confirmed. Invitation list compiled. Invitations being sent.

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<p><b>Region</b></p> 		<p>for settlement funding.</p> <p>Participated in the <b>Wellbeing Waterloo Region</b> Reference Group to highlight newcomer perspectives.</p> <p>Preparing letters to area MPPs outlining community priorities around immigration.</p>	<p>Nominated IP staff for ongoing involvement in WWR connectors hub and social inclusion catalyst group.</p>
<p><b>2. Implement communication strategies to educate the general public about immigration matters</b></p> 	<p>IP Council, SG partners and staff</p>	<p>Engaged the IP leadership team to develop a draft communication plan for IP over the summer.</p> <p>Continue to promote the <b>Immigration Waterloo Region website</b> and promote use of the site with partners' clients. Developed IP social media presence (Twitter and Facebook grew by 7% and 60%, respectively)</p> <p>Disseminated the <b>Summer 2018 IP Newsletter</b> on listening to newcomers' voices via social media. Developed the <b>Winter 2018</b> issue on Language Learning.</p> <p>Planning development of updated Immigration Fact Sheets in partnership with Public Health based on 2016 Census data.</p> <p>Launched an immigration-focused <b><u>survey of municipal election candidates</u></b>.</p>	<p>Draft plan on Council agenda for review.</p> <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> <p>Emailed to around 900 individuals and organizations, 450 copies are mailed or shared in person and content is promoted on social media by IP and partners. Excellent feedback from partners and others.</p> <p>Municipal election candidates provided opportunity to share positions on immigration-related topics. Survey completion pending. Results will be widely when ready.</p>
<p><b>3. Cultivate opportunities for collaborative learning and development</b></p> 	<p>IP Council, SG partners and staff</p>	<p>Finalized full reports of <b>Community and Partner Survey Reports</b>, shared them electronically, and reviewed initial findings with all Steering Groups and Settlement EDs group.</p>	<p>Partners collectively reflected on community survey results in relation to their work. Municipal partners suggested presenting results to city councils.</p>

## Context and cross-referrals

### Contributors to success

- IP contributes systems thinking and supports partners in asking questions and exploring innovative ideas/partnerships.
- Strong relationships among partners, between partners and IP staff, and with community leaders.
- CAP is strengthening collective ability to focus and cohesion within the Pillars of our work.

### Challenges and how we're responding

- Less positive messaging around immigration has saturated the media in the context of federal-provincial relations and asylum-seekers over the summer months. We are watching for local implications and considering IP overarching and Pillar specific communications work in this light. We have talked with Waterloo Region Police Services about opportunities for hosting community discussions in the context of anti-immigration posters reported in Waterloo should the need arise.
- Overlap of work and language learning identified in the IP community/partner surveys and by partners. Exploring options, i.e., joint discussions involving SSG and WSG.
- Gaps in immigrant employment channels highlighted via #HireImmigrants campaign – working on solutions with partners.

### How Council or other Steering Groups can support

- Council and SG partners should inquire about the interpretation policies and share IP's interpretation tools within their own organizations (see SSG action 2 and connect with [Dan](#)).
- Council and SG partners should consider hosting a GMFF screening for their communities and stakeholders (see BSG action 2 and connect with [Diana](#)).
- Council and all SG partners should promote (yourself and your organization) the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) and host the displays in your public spaces (see WSG action 2 and connect with [Nora](#)).
- Council and SG partners should ask municipal election candidates IPs municipal election or other immigration-related questions when connecting with candidates (see PW action 2).

### Other community initiatives and how to they relate

- 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. Project meeting will take place on Oct 25-26 in Waterloo, portions of which will be open to the public.
- Family and Children's Services of Waterloo Region will host a Resiliency Summit in Waterloo Region on November 15-16.

## Community Action Plan 2017-19

### Progress Update September 2018 - November 2018

		Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<b>Settle</b>	1.	<b>Educate service providers to effectively support immigrants and refugees</b> 	SOG partners and staff	<p><b>Weekly info briefs</b> to service providers and others re settlement programs, events and other information.</p> <p>Provided information/connections to community partners regularly about related services and potential partnerships, and to community groups/individuals looking for data, potential partnerships, funding options or supports.</p> <p>Provided updated content for the immigrationwaterlooregion.ca site (i.e. updated OW-ODSP-RAP income support rates)</p>	<p>Weekly events/ info updates are a valuable tool for sharing information with over 225 people representing over 65 local organizations.</p> <p>Enhanced community connections and collaboration facilitated.</p> <p>immigrationwaterlooregion.ca remains an up-to-date and relevant community resource.</p>
	2.	<b>Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</b> 	SOG partners, staff, LHIN, Housing planning tables	<p>SOG discussed the 2017 IP Partner and Community Survey findings and identified two areas of focus for the coming period: 1) coordination in general; and 2) language learning.</p> <p><b>Interpretation:</b> Worked with LHIN, KWMC and other partners to launch the new interpretation initiative for health settings.</p> <p><b>Health:</b> Advised LHIN on community information search needs to integrate into the healthline.ca database of local services.</p> <p><b>Language Learning:</b> The Language Learning Task Group is meeting regularly and partners are exploring 2 different workplace language learning pilots.</p> <p><b>Housing:</b> The <a href="#">2018 Newcomer</a></p>	<p>The LHIN and KWMC launched the new interpretation fund for LHIN-funded health settings. This is the result of many years of collective effort and partnership development. As a next step, partners are planning meetings with local hospitals to discuss consistent interpretation provision.</p> <p>Partners are developing an overview of local language learning options to share broadly in the community.</p> <p>New landlords recognized. Anticipate media coverage</p>

Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
			<p><u>Landlord Award</u> was presented to 2 recipients at the National Housing Day celebration on Nov 15. Local media was engaged to reach to a wide audience.</p> <p><b>Settlement:</b> Shared local needs with students placed at several organizations and from U of Waterloo's GreenHouse social impact incubator. Supported Open Homes Network (volunteer hosts providing temporary housing for refugee claimants) as they explore expansion options.</p>	from multiple local media sources.
<b>Work</b>	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	WSG partners, staff	<p><b>New promotional tool</b> distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> Campaign activity expanded to include transit and newspaper ads. Messaging was also promoted at various events and through the website, and we are exploring promotional opportunities with smaller theatres (Apollo and Princess) and the community radio station 98.5. Planning for rotating banner displays around the Region is underway.</p>	<p>Employers provided with an excellent resource to support them in hiring immigrants and refugees.</p> <p>Transit and newspaper ads launched in November. Employers continue to reach out for supports. This is a significant change from previously having to track them down with low response rates – the needs are dire and outreach is growing. Resulting from this work, the Immigrant Employment Hub is under planning (see below).</p>
	<p><b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b></p> 	WSG employer partners, job developer group, WFPB, staff	<p><b>Employer engagement and connections:</b> Connected with around 140 new employers at two Chamber Business After 5 events. The revamped Immigration Portal and #HireImmigrantsWR continue to create new interest. A lot of employers are making their way to the Immigration Partnership via the website or word of mouth. The need of employers to find talent is encouraging the outreach. One-to-one meetings with employers take place weekly.</p>	We are building employer outreach lists. Successful Business After 5 and Business Expo events. We continue to explore other events to reach employers through networking. Numerous employers have reached out with job postings – esp manufacturers and the construction sector but all sectors are in need. Most have been met in person or by phone and had needs assessed. We are more actively sharing information with them to assist in their search (workshops, webinars and other specific information).

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>#HireImmigrantsWR shone a light on the need to have a specialized employment program with a specific focus on immigrants and refugees. Conversations continue re: a one stop location (hub) for immigrants and employers re: employment. It will simplify the service landscape for employers. WSGs Advocacy Committee met through the fall to develop the plan for an Immigrant Employment Hub.</p> <p><b>Employer / immigrant networking:</b> A bus tour for immigrants and refugees to local manufacturing employers was hosted as part of Manufacturing Day events on Oct 5.</p>	<p>They were referred to Bridges To Work, Reception House, the Connector and Mentorship programs and some Employment Ontario agencies. Referrals have been selective / intentional to ensure employers find the right talent.</p> <p>Partners met London-based programs WIL and Immploy, and following outreach Communitech has gotten involved. Partners met Lutherwood (CEO and other staff) as possible hub host. Phase one of the plan will be presented at the Dec WSG meeting. Partners will engage an employer focus group to review the plan. The goal is that the Hub will have its own brand, follow a business model with a focus on employers to ultimately help immigrants and refugees succeed.</p> <p>Discussions are underway with Cambridge Chamber of Commerce about partnering on a networking event for their members in 2019, planning for the 2019 Global Skills Conference networking event is starting and we continue discussions with HRPAA about a possible partnership event. We are in conversation with Shopify head office to help them run a cover letter workshop for immigrants to make them more prepared to begin their networking and connections with employers.</p>
Belong	1. Promote awareness and networking of formal and informal organizations and groups	SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary,	In response to IP Community Survey results showing the high percentage of immigrants and refugees who feel socially isolated, on Nov 3 partners hosted the first Waterloo Region Multicultural Connections event, in	This event provided an opportunity for ethno-cultural groups to network, exchange experiences and explore ways to strengthen social connectedness across ethno-cultural communities. BSG

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
	<b>addressing immigrant and refugee isolation</b> 	City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action Centre, Social Dev. Centre of WR	partnership with Volunteer Action Centre and Social Development Centre: 35 people from 15 different ethno-cultural groups participated.	made connections with new ethno-cultural leaders. #wrmulticulturalconnections participants came up and voted on different actions to reduce isolation and increase social connectedness. Evaluations were very positive and participants expressed the need for a space to form connections across ethno-cultural groups. BSG is meeting soon to debrief and plan next steps.
	<b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b> 	SG partners and staff: KW Art Gallery, Delton Glebe, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members	<p>In partnership with the IOM, the working group is organizing the second annual <u>Waterloo Region Global Migration Film Festival (GMFF, Nov 28 - Dec 18)</u>.</p> <p>The group is also working on places for the 2019 Mar 21 campaign against racial discrimination and ideas to celebrate IPs 10<sup>th</sup> Anniversary.</p>	The 2018 GMFF will include 7 screenings across 5 locations in Kitchener, Waterloo and Cambridge. This year, new community partners will host their own GMFF screenings (IMRC, KWAG, SDC and Canadian International Council – Waterloo Chapter, Laurier International), along and with partners. BSG will host the IP screening on Dec 18 at Kitchener City Hall Rotunda in celebration of International Migrants Day.
	<b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</b> 	SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members	The working group met regularly to update the local government presentation and start development of an ESL teacher's pack. The next local government presentation will be delivered to Conestoga LINC students at Cambridge City Hall on Nov 19.	<p>New local government materials are being developed, as are ways for community partners to engage with the information.</p> <p>The Cambridge presentation is the first in that city in the four years partners have been doing this together. We look forward to ongoing collaboration.</p>
<b>Partnership-</b>	<b>1. Advise all levels of government and systems leaders about desired changes and resource</b>	IP Council, SG partners and staff	<p>Made revisions to the draft advocacy plan for IP based on Council feedback. Engaged Council to define and clarify scope of mandate re immigrant and refugee populations.</p> <p>On behalf of Immigration,</p>	<p>Proposed revisions to Governance Document re scope included in Council agenda.</p> <p>Forty partners provided input</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<p><b>needs in Waterloo Region</b></p> 		<p>Refugees and Citizenship Canada <b>hosted a regional consultation</b> for Oct 17 to provide input on priorities for the 2019 call for settlement funding proposals.</p> <p><b>Elected official engagement:</b> Met MPPs Amy Fee and Mike Harris Jr to introduce the Immigration Partnership and share community priorities around immigration and refugee resettlement. Provided an overview of IP and community priorities for the new Regional Council orientation package. Facilitated partner and staff involvement in a Nov immigration roundtable hosted by MP Harold Albrecht.</p> <p>Participated in the <b>Wellbeing Waterloo Region</b> Reference Group to highlight newcomer perspectives.</p>	<p>to IRCC on community settlement priorities. Consultation report shared with IRCC and participants, which will inform local applications for settlement program funding and selection. An Ontario government regional advisor also participated.</p> <p>New area MPPs knowledgeable about IP, its work the work, community priorities and concerns about provincial funding for services. Incoming Regional Council and the PC Party of Canada informed about immigration priorities.</p> <p>IP involvement in WWRs new structure being considered within an EOI process. Engagement expected to be approved at the end of Nov.</p>
<p><b>2. Implement communication strategies to educate the general public about immigration matters</b></p> 	<p>IP Council, SG partners and staff</p>	<p>Made revisions to the draft communications plan for IP based on Council feedback.</p> <p>Promoted the <b>Immigration Waterloo Region website</b> and use of the site with partners' among clients. Developed IP social media presence.</p> <p>Disseminated the <b>Fall 2018 IP Newsletter</b> on language learning. Developed the Winter 2019 issue on Racism and Discrimination.</p> <p>Collated and disseminated responses to IPs immigration-focused <b><u>survey of municipal election candidates</u></b>.</p>	<p>Community partners are sharing the immigration website, looking for ways they can help improve content, and promoting relevant events on the community calendar. IP Twitter and Facebook continue to grow.</p> <p>Newsletter emailed to 900 recipients, 450 copies mailed or shared in person, extensive social media promotion by IP and partners. Excellent feedback received.</p> <p>A significant number of municipal election candidates shared positions on immigration-related topics. Results emailed to over 900</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			recipients and shared extensively online via social media to help inform voting.
<p><b>3. Cultivate opportunities for collaborative learning and development</b></p> 	IP Council, SG partners and staff	<p>With the Evaluation Advisory Committee, developed the <b>2018 Partner Survey</b> process and questions. Refined survey based on 2017 learnings and slightly broadened scope of survey to gather more data to inform action planning.</p> <p>Decided to partner with the University of Waterloo's Waterloo Region Matters Survey to <b>gather data on public opinions on immigration</b> in Waterloo Region.</p> <p>Planning development of updated <b>Immigration Fact Sheets</b> in partnership with Public Health based on 2016 Census data.</p> <p>Pursuing data from Statistics Canada/IRCC regarding secondary migration to Waterloo Region.</p>	<p>Launched the 2018 Partner Survey. Expect responses by end of Nov. Will work on analysis starting in Dec.</p> <p>Survey questions drafted. Agreement in place.</p> <p>Submitted data request in partnership with Region of Waterloo Public Health.</p>

## Context and cross-referrals

### Contributors to success

- Strong relationships among partners, between partners and staff and with community leaders.
- CAP is strengthening collective ability to focus and cohesion within the Pillars of our work.
- The launch of the LHIN funded and KWMC coordinated interpretation initiative is a great step forward that community partners have worked towards for many years. This builds on a great partnership with the LHIN and KWMC as well as the strong interpretation foundation build by KWMC and the broader partnership.

### Challenges and how we're responding

- Less positive messaging around immigration has saturated the media and immigration is expected to be a major issue in the 2019 federal election. We are seeking survey data to understand local public opinions on immigration to inform overarching and Pillar specific communications work in this light.
- Overlap of work and language learning identified in the IP community/partner surveys and by partners. Exploring options, i.e., joint discussions involving SSG and WSG.
- Gaps in immigrant employment channels highlighted via #HireImmigrants campaign – working on solutions with partners by way of an Immigrant Employment Hub.

- The very tight housing market, not just for immigrants and refugees, makes clear that we need to work collectively with others across Waterloo Region to address broader housing supply and policy issues and work is developing accordingly.

### **How Council or other Steering Groups can support**

- All Council and SG partners should complete the IP Partner Survey before the end of Nov.
- All Council and SG partners should attend and promote the Global Migration Film Festival, esp the IP screening on Dec 18 (see BSG action 2 and connect with [Diana](#)).
- Council and SG partners should inquire about the interpretation policies and share IPs interpretation tools within their own organizations (see SSG action 2 and connect with [Dan](#)).
- Council and all SG partners should promote the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) and host the displays in your public spaces (see WSG action 2 and connect with [Nora](#)).

### **Other community initiatives and how to they relate**

- 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. Project meeting will take place in April in Waterloo, portions of which will be open to the public.
- The IP Council Chair participates on the Smart Waterloo Region advisory committee to share immigration perspectives in the preparation of Waterloo Region's Smart Cities bid focusing on healthy children and youth.

## Community Action Plan 2017-19

### Progress Update December 2018 - February 2019

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
Settle	<p><b>1. Educate service providers to effectively support immigrants and refugees</b></p> 	SSG partners and staff	<p><b>Weekly info briefs</b> to service providers and others re settlement programs, events and other information.</p> <p>Provided information/connections to community partners regularly about related services and potential partnerships, and to community groups/individuals looking for data, potential partnerships, funding options or supports.</p>	<p>Weekly events/ info updates are a valuable tool for sharing information with over 261 people representing over 65 local organizations. In 2018 we sent out 48 weekly emails with information about 775 events and resources.</p> <p>Shared information about IP with the International Student Spouse Committee and discussed enhanced community connections and collaboration between post-secondary institutions and settlement sector.</p> <p>immigrationwaterlooregion.ca remains an up-to-date and relevant community resource.</p>
	<p><b>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</b></p> 	SSG partners, staff, LHIN, Housing planning tables	<p>SSG discussed mental health resources and gaps for immigrants and refugees in WR.</p> <p><b>Interpretation:</b> KWMC, LHIN and other partners continue to promote and recruit health partners/practitioners to register with the new interpretation initiative.</p> <p><b>Health:</b> IP participated in the Refugee Mental Health Working Group and Refugee Health Clinic Group, community-driven groups which continue to meet quarterly.</p> <p><b>Language Learning:</b> The Language Learning Task Group meets regularly, drawing in formal (LINC, ESL) and informal (like conversation circles and tutoring) language learning partners. The group identified youth language learning, workplace</p>	<p>Partners are developing an overview of language learning options in WR to help inform and educate others working with newcomers.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>language learning, and fast track programs as priorities for discussion this year.</p> <p><b>Housing:</b> The Housing Task Group developed a joint submission to the Provincial consultation on Increasing the Housing Supply. The 2019 Newcomer Landlord award is now accepting nominations.</p> <p><b>Settlement:</b> Shared national call for nominations of promising practices in settlement with local partners. Several partners (MCC, KWMC, YMCA, and Reception House) met in Dec to explore helping private refugee sponsors to connect consistently with settlement organizations.</p>	<p>The 2018 Newcomer Landlord Award was well covered in local media (<a href="#">CTV</a> and <a href="#">CBC</a> radio stories and mention in a broader housing article in TheRecord and Exchange magazine). The Provincial Government is aware of newcomer housing concerns in Waterloo Region.</p> <p>At least one partner submitted a promising practice and IP staff nominated partners. Private sponsor/settlement discussions resulted in planning a workshop for March for all local Sponsorship Agreement Holders supporting private sponsors in Waterloo Region to strengthen linkages between private sponsor groups and settlement organizations.</p>
Work	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	WSG partners, staff	<p><b>New promotional tool</b> distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> Campaign activity expanded to include transit and radio spots on the 98.5FM. Messaging promoted at various events and through the website and we are meeting with smaller theatres (Apollo and Princess) on further advertisement options. Rotating banner displays planning has been delayed but still anticipated.</p>	<p>Employers provided with an excellent resource to support them in hiring immigrants and refugees.</p> <p>Transit ads ran from late Nov and continued into January. Employers continue to reach out for supports. Visits with employers continue to take place (to share the current system for supports and how to get involved in networking events etc.) Resulting from this work, the Immigrant Employment Hub is under planning (see below).</p>
	<p><b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b></p>	WSG employer partners, job developer group, WFPB, staff	<p><b>Employer engagement and connections:</b> Continue to meet with employers via the campaign and also at Chamber of Commerce Business After 5 events. Connected with employers at the Women In Business event through the Chamber of</p>	<p>We are building employer outreach lists. We are working on an employer education event with HRP in March and will begin discussions with the Greater KW Chamber for a Point of View event in June. Numerous employers have reached out with</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>Commerce. The revamped Immigration Portal and #HireImmigrantsWR continue to create new interest. A lot of employers are making their way to the Immigration Partnership via the website or word of mouth based on their need to find talent. Employers continue to connect multiple times a week. A recent presentation at BDC also created interest as their clients continue to be challenged to find people to work.</p> <p>#HireImmigrantsWR shone a light on the need to have a specialized employment program with a specific focus on immigrants and refugees. Conversations continue re: a one stop location (hub) for immigrants and employers re: employment, aiming to simplify the service landscape for employers.</p> <p><b>Employer / immigrant networking:</b> We are delivering a Networking Training session as part of Communitech's Tech Jam event in February and a networking session as part of the Global Skills Conference in March where 30 Employers set up displays to connect with approx.150 internationally trained Individuals.</p>	<p>job postings, and most have been met in person and had needs assessed. We are actively sharing information to assist in their search (workshops, webinars and other specific information), and referring to Reception House, the Connector and Mentorship programs and some Employment Ontario agencies on a selective basis to ensure employers find the right talent.</p> <p>The action group continue work on the Waterloo Region Immigrant Talent Hub business plan. Voted for it to be employer focused. Decided to survey employers to confirm the plan is heading in the right direction. The goal is end of June for information gathering and fine-tuning the business plan so that funding plans can be put into place. The aim is for a mix of government, business and membership fee funding.</p>
Belong	<p><b>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</b></p> 	<p>SG partners and staff: Delton Glebe Counselling Centre, Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action</p>	<p>The working group has been meeting regularly to plan follow-up on the actions suggested by participants of the Waterloo Region Multicultural Connections Nov event. The group have connected and attended events by other organizations with ethno-cultural groups to ensure plans align with other work in the community - for example, a presentation of CCORIC/KDCHC research with informal multicultural community leaders and a Civic Hub exploratory meeting organized by the Social Development Centre. The group is</p>	

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
	Centre, Social Dev. Centre of WR	also represented by Diana on Wellbeing Waterloo Region's the Social Inclusion Catalyst Group.	
<b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b> 	SG partners and staff: KW Art Gallery, Delton Glebe, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members	The group is preparing for the 2019 #belongtogetherWR social media campaign to commemorate the International Day for the Elimination of Racial Discrimination on March 21. Information will be shared across the Partnership soon. The group has also been involved, via Diana, on the planning group for a community conversation on racism and racial discrimination in Waterloo Region planned for the eventing of March 21 at Kitchener Public Library.	<p>The 2018 Global Migration Film Festival was a huge success, thanks to partners! It included 10 screenings across eight locations in Cambridge, Kitchener and Waterloo. Seven new partners joined this year (Canadian International Council, Laurier International, International Migration Research Centre, KW Art Gallery, Sexual Assault Support Centre WR, YWCA Cambridge and YMCA Immigrant Services), hosting their own screenings and follow-up discussion. Close to 400 people took part this year (compared to 200 in 2017) and we secured great media coverage:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.kitchenertoday.com/local-news/area-to-host-global-migration-film-festival-1139192">https://www.kitchenertoday.com/local-news/area-to-host-global-migration-film-festival-1139192</a></li> <li>• <a href="http://www.exchangemagazine.com/2018/week48/Thursday/18112701.htm#Anchor-51540">http://www.exchangemagazine.com/2018/week48/Thursday/18112701.htm#Anchor-51540</a></li> <li>• <a href="https://www.cbc.ca/news/canada/kitchener-waterloo/kate-5-fun-things-to-do-this-weekend-nov-30-dec-1-2-1.4927381">https://www.cbc.ca/news/canada/kitchener-waterloo/kate-5-fun-things-to-do-this-weekend-nov-30-dec-1-2-1.4927381</a></li> <li>• <a href="https://spokeonline.com/2018/11/global-migration-film-festival-seeks-to-build-bridges-of-understanding/">https://spokeonline.com/2018/11/global-migration-film-festival-seeks-to-build-bridges-of-understanding/</a></li> <li>• Radio Interview on CKWR FM 98.5 with Aatif Baskanderi, creator of the film Salaam B'y on Dec, 17, 2018.</li> </ul>
<b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and</b>	SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of	The working group is meeting regularly and at the last BSG meeting, the City of Cambridge invited the group to discuss organizing a Newcomer Day in Cambridge in 2019. The group was receptive to this idea	

Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
	<p>refugees</p> 	Waterloo, YMCA, Volunteer Action Centre, community members	<p>and will start working to support the City of Cambridge in organizing this event.</p> <p>The group is also organizing a community citizenship ceremony in Cambridge in partnership with the City of Cambridge and the Institute for Canadian Citizenship.</p>	
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><b>Hosted a collaborative session</b> in Jan 2019 for settlement and other partners to proactively plan proposals and partnerships in preparation for the 2019 federal call newcomer settlement program funding.</p> <p><b>Elected official engagement:</b> Met MPP Belinda Karahalios to introduce the Immigration Partnership and share community priorities around immigration and refugee resettlement. Submitted written comments on immigration related budget priorities within the Federal Pre-Budget 2019 Consultation (Jan) and the Ontario Pre-budget Consultation (Feb).</p> <p>Attended the last meeting of the <b>Wellbeing Waterloo Region</b> Reference Group.</p>	<p>For the first time ever, around 15 partners who intend to apply for IRCC funding (all currently funded and some new) participated, sharing plans for proposals, exploring partnership opportunities and considering whether the proposals address service gaps. This was a major step forward in partnership!</p> <p>New area MPPs knowledgeable about IP, its work the work, community priorities and concerns about provincial funding for services. Federal and provincial governments informed of immigration related budgetary priorities in Waterloo Region.</p> <p>Various staff and partners will represent IP in WWR groups moving forward (Systems Change Champions table - Tara (co-convenor), Connectors Hub - Ernest, Social inclusion Catalyst Group - Diana). Other IP partners are also involved.</p> <p>Revised provision regarding scope of work in IP's Governance Document per Council direction at the Nov meeting.</p>
	<p>2. Implement communication strategies to educate the general public about immigration matters</p>	IP Council, SG partners and staff	<p>Promoted the <b>Immigration Waterloo Region website</b> and use of the site with partners' among clients. Developed IP social media presence.</p>	<p>Community partners are sharing the immigration website, looking for ways to improve content, and promoting events on the community calendar. IP Twitter and Facebook following grows.</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		<p>Disseminated the <b>Fall 2018 IP Newsletter</b> on language learning. Developed the Winter 2019 issue on Racism and Discrimination.</p> <p>With leadership from an Ad Hoc Council group, developed communications plans for celebrating IPs 10+ year anniversary.</p>	<p>Newsletter emailed to 900 recipients, 450 copies mailed or shared in person, extensive social media promotion by IP and partners. Excellent feedback received.</p> <p>Based on partner feedback, themes reflecting 10 years of IP were identified. Author Susan Fish was commissioned to develop full stories. Communications and social media plan under development.</p>
<p><b>3. Cultivate opportunities for collaborative learning and development</b></p> 	<p>IP Council, SG partners and staff</p>	<p>With the Evaluation Advisory Committee, analyzed responses to the <b>2018 Partner Survey</b>.</p> <p><b>Data and information:</b> Received updates on the University of Waterloo's Waterloo Region Matters Survey, in Waterloo Region. Working with Public Health on Immigration Fact Sheets based on 2016 Census data. Gathered data on top languages of service requests from service providers.</p> <p><b>Partnership development:</b> With leadership from an Ad Hoc Council group, planned and hosted the Feb 13 Partner Appreciation Event to kick off one year of celebrating IPs 10+ anniversary.</p>	<p>61 partners responded to the 2018 Partner Survey. Draft report of 2018 Partner Survey results prepared by staff and reviewed by EAC. To be discussed at Council and Steering Groups to identify directions for follow-up.</p> <p>Waterloo Region Matters Survey data expected in April. Data on secondary migration from Statistics Canada received and being analyzed in partnership with Region of Waterloo Public Health. Local data on top languages currently being analyzed.</p> <p>Around 70 past and current partners, staff and other community leaders honoured at the Appreciation Event.</p>

## Context and cross-referrals

### Contributors to success

- The IP staff team has grown! Alejandra Amezcuita Gutierrez joined us in January as Communications Coordinator to strengthen this area of our work.
- CAP is strengthening collective ability to focus and cohesion within the Pillars of our work.
- All signs point being in a very good place of trust and relationships which strengthens the outcomes of IPs collaborative work.

### Challenges and how we're responding

- Gaps in immigrant employment channels highlighted via #HireImmigrants campaign – working on solutions with partners by way of an Immigrant Employment Hub.
- The very tight housing market, not just for immigrants and refugees, makes clear that we need to work collectively with others across Waterloo Region to address broader housing supply and policy issues and work is developing accordingly.
- Lack of data about international students and transition to permanent residency. We are exploring data from Statistics Canada to fill this knowledge gap.

### How Council or other Steering Groups can support

- All Council and SG partners should share reflects of their journey with IP on social media tagging @ImmigrationWR and #IP10StrongTogether
- All Council/SG partners should participate in the March 21 #belongtogetherWR social media campaign to commemorate the Int. Day for the Elimination of Racial Discrimination (see BSG action 2 and connect with [Diana](#)).
- Council/SG partners should inquire about internal interpretation policies and share IPs interpretation tools within their organizations (see SSG action 2 and connect with [Dan](#)).
- Council/SG partners should promote the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) and host the displays in your public spaces (see WSG action 2 and connect with [Nora](#)).
- The [Call for Nominations](#) for the 2019 Newcomer Landlord Award is now open. Council and SG partners are encouraged to share widely and nominate landlords that go above and beyond to provide housing to immigrants and refugees.

### Other community initiatives and how to they relate

- Research project on Building Migrant's Resiliency in Cities taking place in Waterloo Region led by Dr Jenna Hennebry, International Migration Research Centre. A project event is planned for April 11 at the Balsillie School in Waterloo. Community partners are encouraged to attend.
- The IP Council Chair participates on the Smart Waterloo Region advisory committee to share immigration perspectives in the preparation of Waterloo Region's Smart Cities bid focusing on healthy children and youth.