










Community Action Plan 2017-19


Progress Update February - April 2019

		Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
Settle	<p>1. Educate service providers to effectively support immigrants and refugees</p> 	SSG partners and staff	<p>Weekly info briefs 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 275 people representing over 90 local organizations. Feedback survey of recipients (n = 36) showed 81% found it extremely or very useful; 67% share it with people within or beyond their organization; 50% use it to find programs to share with clients; and 72% use it to stay on top of trends and things they feel they should know.</p> <p style="color: red;">“Easily one of the most useful newsletters I subscribe to.”</p> <p style="color: red;">“It is very difficult to keep track of all the various initiatives, so having most of the info in one place is invaluable.”</p> <p>immigrationwaterlooregion.ca remains an up-to-date and relevant community resource.</p>	
	<p>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</p> 	SSG partners, staff, LHIN, Housing planning tables	<p>Legal: The SSG discussed legal supports for newcomers and immigration legal service needs with the Waterloo Region Community Legal Service.</p> <p>Interpretation: KWMC, LHIN and other partners continue to promote and recruit health partners/practitioners to register with the new interpretation initiative.</p> <p>Health: IP participates in the Refugee Mental Health Working Group and Refugee Health Clinic Group, community-driven groups which continue to meet quarterly.</p>	<p>Partners provided input via a legal needs assessment survey. WRCLS discussed potential expansion of immigration law services with SSG partners.</p> <p>So far 144 primary care professionals/groups, 14 community support groups and 7 mental health groups have registered for the LHIN-KWMC medical interpretation initiative.</p>	

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>Language Learning: The Language Learning Task Group meets regularly, drawing in formal (LINC, ESL) and informal (like conversation circles and tutoring) language learning partners.</p> <p>Housing: The Housing Task Group is staying connected to the Wellbeing Waterloo Region efforts around affordable housing and chronic homelessness.</p> <p>Settlement: Settlement EDs Group continues to meet to explore collaboration, hub discussions and sharing information. Several Sponsorship Agreement Holders supporting private refugee sponsors met settlement workers to clarify roles of sponsor groups, settlement workers and available supports.</p>	<p>Partners finalizing an overview of language learning options in WR to help inform and educate others working with newcomers.</p> <p>Discussed international students and connections beyond the university with House of Friendship and University of Waterloo (International Student Experience).</p>
Work	<p>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</p> 	WSG partners, staff	<p>New promotional tool distributed to various employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p>#HireImmigrantsWR: Campaign activity continues featuring ads at the Apollo theatre for a one year period. Investigating other possible communications channels to continue pushing the #HireImmigrants message to the broader community.</p>	<p>Employers provided with an excellent resource to support them in hiring immigrants and refugees.</p> <p>Employers continued to connect during the period, though not as many as previously. Also receiving employer referrals, i.e. from the City of Kitchener Economic Development Department as they meet with manufacturers struggling to find talent. Employer visits continue to understand needs and share current system of services.</p>
	<p>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</p> 	WSG employer partners, job developer group, WFPB, staff	<p>Employer engagement and connections: Continue to meet with employers via the campaign and also at Chamber of Commerce Business After 5 events. Made connections with employers at Tech Jam and through the Global Skills networking event as well.</p>	<p>Continue to build employer outreach lists. The event planned with HRPB postponed until Fall 2019. Planning underway for a joint Point of View event with the Greater KW Chamber in June. Partnering with New Horizon Media to host an Immigrant Business Expo in September - focus on Immigrant Entrepreneurship.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
			<p>Conversations continue re: a one stop location (hub) for immigrants and employers re: employment, aiming to simplify the service landscape for employers.</p> <p>Employer / immigrant networking: We delivered a Networking Training session as part of Communitech's Tech Jam event in February and had a very successful networking event as part of the Global Skills Conference in March.</p>	<p>Continue to work closely with Employment Ontario and non-Employment Ontario agencies in sharing job postings and partnering in outreach events.</p> <p>Action group continues work on the Immigrant Talent Hub business plan. An employer survey will take place soon. All the necessary research will be completed before final steps. WSG and leadership are participating in the process and full support is around the table.</p> <p>Thirty employers connected with around 200 internationally trained individuals and other immigrants and refugees.</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: Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action Centre, Social Dev. Centre of WR</p>	<p>The working group has been meeting to follow-up on actions suggested by participants of the Nov Waterloo Region Multicultural Connections event. The most voted action related to the empowerment of ethno-cultural groups. A working group meeting with participants took place on 8 Apr at KPL and this working group will have another meeting on early May to plan for the second WR Multicultural Connections Forum expected to take place in June.</p>	<p>First working group meeting to follow up on WR Multicultural Connections actions took place on April 8. 25 participants from 10 ethno-cultural communities attended this meeting and committed to continue moving forward the actions to increase social connectedness among ethno-cultural groups.</p>
	<p>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</p>	<p>SG partners and staff: KW Art Gallery, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW</p>	<p>The 2019 #belongtogetherWR social media campaign to commemorate the International Day for the Elimination of Racial Discrimination on March 21 was a huge success. Many people sent in commitment statements and videos to show how they would help eliminate racial discrimination.</p> <p>The working group also supported</p>	<p>#belongtogetherWR 2019 results:</p> <p>Facebook: 11,683 reach; 652 engagements (likes/shares/comments)</p> <p>Twitter: 50,123 reach; 397 likes, 597 mentions, 187 retweets/tweets</p> <p>Instagram: 1,197 reach.</p>

	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		Multicultural Centre, community members	organization of and participated in the well-attended "Speak Up: A Forum on Anti-Racism" event at KPL. The working group is waiting for the results of the public opinion survey on attitudes towards immigration in WR and based on what the data shows plans to design a similar campaign to I Am Waterloo Region.	
	3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees 	SG partners and staff: ROW, City of Cambridge, City of Kitchener, City of Waterloo, YMCA, Volunteer Action Centre, community members	The working group is meeting regularly. The City of Cambridge is organizing its first Newcomer Day in September. A community citizenship ceremony in partnership with the Institute for Canadian Citizenship is being organized as part of the day. Many members of BSG are actively participating in the organization of this initiative.	Information about approaches and examples of municipal involvement in immigration discussed at the National Metropolis Conference in Halifax was shared with the working group for consideration.
Partnership-wide	1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region 	IP Council, SG partners and staff	Staff and several partners participated Wellbeing Waterloo Region training on systemic barriers to inclusion.	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.
	2. Implement communication strategies to educate the general public about immigration matters 	IP Council, SG partners and staff	Promoted the Immigration Waterloo Region website and use of the site with partners' among clients. Developed IP social media presence. Disseminated the Winter 2019 IP Newsletter on racism and discrimination. Developed the Spring 2019 issue on Immigrant Entrepreneurship.	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. Newsletter emailed to 900 recipients, 450 copies mailed or shared in person, extensive social media promotion by IP and partners. Excellent feedback received.

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		<p>Launched an IP 10+ Anniversary Page on the immigration portal and social media communications schedule.</p>	<p>Wonderful stories and pictures representing the first 10 years of the Immigration Partnership publicly available. Widely being shared online weekly – watch for and share social media posts each Monday.</p> <p>Inspiring other LIPs across Canada:</p> <p>“I am the new Brooks Local Immigration Partnership coordinator here in Brooks. I would like to congratulate you and the staff on the amazing work you doing in Waterloo and your social media presence. It is because of social media that I am reaching out. I found the #IamWaterlooRegion campaign [...] to be really impactful to the extent that I want to bring this campaign to Brooks, AB. I hope it is okay that I am borrowing some of the cool ideas and work you are doing in Waterloo.”</p>
<p>3. Cultivate opportunities for collaborative learning and development</p> 	<p>IP Council, SG partners and staff</p>	<p>With the Evaluation Advisory Committee, analyzed and disseminated responses to the 2018 Partner Survey.</p> <p>Gathered data from local organizations on top language of service requests and significant countries of origin among newcomer clients.</p> <p>Developed evaluation work plan through the end of 2020, including proposed 2019 Community Survey and CAP refresh process.</p> <p>Received updates on the University of Waterloo's Waterloo Region Matters Survey (includes questions on public attitudes toward immigration – data expected in April).</p> <p>Working with Public Health on new Immigration Fact Sheets based on 2016 Census data.</p>	<p>Shared the 2018 Partner Survey results with Council, Steering Groups and partners. Partners discussed findings at all SGs and considered how they impact planned activities.</p> <p>Broadly shared the 2019 Service Use Profile highlighting the languages and countries of origin of immigrants and refugees accessing services in Waterloo Region to enable local partners to plan services accordingly.</p> <p>Stats Canada data on secondary migration and other things received and being analyzed in partnership with Region of Waterloo Public Health.</p> <p>Shared Partner Survey and other research with other LIPs across Ontario/Canada. Provided advice on their research/evaluation questions.</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		<p>Hosted a second planning meeting in March for settlement and other partners to do a deeper dive into planned partnerships in advance of the Apr 2019 federal call newcomer settlement program funding.</p> <p>Facilitated discussions between settlement service partners on development of an integrated service hub.</p>	<p>Local partners pursuing several concrete partnerships to address service gaps and more strongly align like services and programs.</p> <p>Settlement partners are committed to integrating services in one location. Developing plans for implementation.</p>

Context and cross-referrals

Contributors to success

- IP really benefited from the support of our MSW placement student, Sora Yun. We will look to continue that collaboration with Wilfrid Laurier University to add to our team capacity to support partners and CAP implementation.

Challenges and how we're responding

- Lack of data about international students/other temporary migrants 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 (see PW action 2)
- 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](#)).

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 – focus on international students and other temporary migrants to address that knowledge gaps.
- IP staff and partners are involved in the Allies in Refugee Integration research project. The Ontario-wide project is exploring how to enhance collaboration between privately sponsored refugees and their sponsors with local settlement organizations.
- Various IP staff and partners participate in Wellbeing Waterloo Region Groups to bring attention to immigrant and refugee populations in that work.