

Community Action Plan 2017-19

Progress Update April-June 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 290 people representing over 70 local organizations.</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>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>Ssg discussed refugee claimants in light of provincial cuts to legal aid and social assistance supports.</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 partners participate in the Refugee Health Clinic Group, a community-driven group which meets quarterly.</p> <p>Advised Sunlife regarding needs for search tools to link newcomers with health providers via a Chamber of Commerce connection.</p> <p>Explored Lumino (by Sunlife), iamsick.ca and wwhealthline.ca search tool options.</p> <p>The Refugee Mental Health Working Group, another community-driven group of direct service mental health</p>	<p>IP shared information about advocacy opportunities to partners and others in the community. IP and partners contributed to several advocacy efforts regarding legal aid supports – particularly for refugee claimants (as part of HHUG contributed to HHUG endorsement of ACTO letter, MCRS met with MPP Laura Mae Lindo, Chamber of Commerce, etc.)</p> <p>The IP Weekly update email continues to be a key source of information around mental health events, workshops and resources.</p>

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			<p>workers, decided to end regular meetings because they are fulfilling the need to share information and connect direct service workers in other ways.</p> <p>Language Learning: The Language Learning Task Group meets regularly, drawing in formal (LINC, ESL) and informal (conversation circles and tutoring) language learning partners. The group also provided an annual update to SSG partners on service changes and new language learning options in WR.</p> <p>IP contributed to a York University-driven, national longitudinal research project regarding language learning barriers for Syrian refugees.</p> <p>Housing: Stayed connected to Wellbeing WR work on affordable housing.</p> <p>Settlement: Co-hosted a workshop with CCBR on building the evaluation capacity of refugee-serving organizations.</p>	<p>The group shared an overview of English Language Learning Options in Waterloo Region, outlining formal and informal learning options to help inform and educate others working with newcomers.</p> <p>Wellbeing WR formed a strategic alliance with Leadership Waterloo Region and Waterloo Institute of Social Innovation and Resilience (WISER) to begin the background work on building readiness to move to a transformative affordable housing focus. LWR/ WISER will organize a Social Innovation lab to engage diverse multi-stakeholder groups in completing background research to address action.</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 expanded to include radio spots on community stations Faith FM and the 98.5. Advertising at the Apollo theatre continues and until the fall. Messaging is also promoted at events, through the website and we are meeting with smaller theatres. Planning for rotating banner displays has been delayed but is still anticipated.</p> <p>WSGs action group continued working on the Waterloo Region</p>	<p>Employers provided with an excellent resource to support hiring immigrants and refugees.</p> <p>We have seen great results from radio ads, especially Faith FM, with outreach from listeners via the portal and phone calls. Employers continue to reach out for support. 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 being planning (see below).</p> <p>The group voted for the hub to be employer focused. Decided to survey employers to confirm the</p>

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		Immigrant Talent Hub business plan.	plan is heading in the right direction. It is being distributed to employers through June and followed by fine-tuning the business plan so a funding plan can be put in place, aiming for a mix of government, business and membership fee funding.
<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: We continue to meet with employers via the campaign and also at Chamber of Commerce Business After 5 events. IP hosted an exhibit table at the Manufacturing Summit to connect with employers, promote hiring immigrants and focus on gathering feedback re the Immigrant Talent Hub and employer survey.</p> <p>We participated in a Job Fair hosted by the Region of Waterloo and invited community partners to join from Connector Program, Internship Program and Immigrant Pre-Employment Program</p> <p>We are building employer outreach lists.</p> <p>An employer education event with HRPB is being planned for October. A Point of View event in partnership with the KW Chamber of Commerce is being held in June on "Global Talent – Local Impact". An employer recognition event is being planned for September with the Community Employment Linkages Committee, and an Immigrant Business Expo will be held in September in partnership with New Horizons Media.</p> <p>Employer / immigrant networking: Nothing in the period.</p>	<p>Numerous employers reached out during the period with job postings. We met most met in person and assessed needs. 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>At the job fair, community partners were able to promote their programs to the 600 people who attended (many were immigrants) and build connections with the 22 employers. Extremely successful!</p>

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Belong	1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation 	Waterloo Lutheran Seminary, City of Kitchener, YMCA, KW Multicultural Centre, Volunteer Action Centre, Social Dev. Centre, staff	<p>The social inclusion working group met regularly to plan follow-up on the actions suggested by participants of the Nov 2018 Waterloo Region Multicultural Connections event where participants focused on empowerment of ethno-cultural groups.</p> <p>The group is represented by Diana on Wellbeing Waterloo Region's the Social Inclusion Catalyst Group.</p>	The working group met participants at the beginning of April to unpack what the empowerment of ethno-cultural groups means and is focusing on three main aspects: space, knowledge and advocacy. IP has been exploring some potential solutions to issues of space and knowledge and is organizing a second WR Multicultural Connections Forum in July with leaders and members of ethno-cultural groups.
	2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community 	KW Art Gallery, Bridges to Belonging, City of Kitchener, City of Cambridge, YMCA, KW Multicultural Centre, community members, staff	<p>Results from the Waterloo Region Matters Survey on perceptions of immigration were presented to the BSG.</p> <p>The IOM has informed us they will not be organizing the Global Migration Film Festival in 2019 due to lack of funding. The working group began discussing alternative plans to mark and celebrate International Migrants Day on Dec. 18.</p> <p>On behalf of IP, Diana participated in a panel on inclusion and belonging organized by Leadership Waterloo Region for their leadership development program participants.</p>	<p>A report on public perceptions of immigration in Waterloo Region is being finalized. Using this information, the working group is brainstorming a new public education campaign highlighting the benefits of immigration and addressing concerns the general public has around it. The working group is planning a public education session for members of the BSG and IP on myths and facts around immigration.</p> <p>Leadership Waterloo Region program participants more knowledgeable about diversity and inclusion issues.</p>
	3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees 	ROW, Cities of Cambridge, Kitchener, Waterloo, YMCA, Volunteer Action Centre, community members, staff	Staff and members of the BSG participated in the planning and organization of the first ever WR Newcomers Day in Cambridge and the community citizenship ceremony on September 17.	
Partnership-wide	1. Advise all levels of government and systems leaders about desired changes and resource	IP Council, SG partners and staff	Elected official/municipal engagement: With the IP Council Chair, delegated to the Cambridge City Council in June. Planned delegations to the Regional Council,	Cambridge City Council more aware of the work of the Partnership the importance of deeper municipal engagement on immigration matters. Municipal

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<p>needs in Waterloo Region</p> 		<p>and Waterloo and Kitchener City Councils. Submitted written comments in response to the City of Kitchener and City of Waterloo Strategic Plan consultations. Accepted an invitation to join the Mayor of Kitchener's Task Force on Diversity, Equity and Inclusion to share the collective learnings of IP. Participated in various Wellbeing Waterloo Region group meetings.</p>	<p>strategic planning processes informed about local immigration priorities and how they relate.</p> <p>Staff and partners represent IP on WWR (Systems Change Champions table - Tara, Connectors Hub - Ernest, Social inclusion Catalyst Group - Diana). Wellbeing WR informed by immigrant perspectives.</p>
<p>2. Implement communication strategies to educate the general public about immigration matters</p> 	<p>IP Council, SG partners and staff</p>	<p>Promoted the Immigration Waterloo Region website and use of the site with partners' among clients. Developed IP social media presence.</p> <p>Disseminated the Winter 2018 IP Newsletter on Racism and Discrimination. Developed the Winter 2019 issue on Immigrant Entrepreneurship.</p> <p>With leadership from an Ad Hoc Council group, developed communications plans for celebrating IPs 10+ year anniversary.</p>	<p>Community partners are sharing the immigration website, and promoting events on the community calendar. IP Twitter and Facebook following grows.</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>IPs partners and journey over 10 years being recognized and celebrated.</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, developed IPs 2019 Immigrant Survey tool.</p> <p>Data and information: Analyzed results from the Waterloo Region Matters Survey on perceptions of immigration. Together with Public Health, finalized the Waterloo Region Immigration Profile based on 2016 Census data. Had discussion with Wellbeing Waterloo Region to receive detailed survey data to do a deeper analysis of immigrant responses.</p>	<p>The 2019 Immigrant Survey (Immigration Matters Waterloo Region Survey) is open from Jun 17 to Jul 9. It has been widely shared with partners for promotion round Waterloo Region. Minimum 1,000 responses sought.</p> <p>Waterloo Region Matters Survey results will be shared widely in the community. Dissemination of Immigrant Profile planned.</p> <p>Many partners are informed about trends and emerging top languages and countries of origin for newcomers receiving services (Service Use Profile).</p>

Context and cross-referrals

Contributors to success

- Strong working relationship with Region of Waterloo Public Health and Planning departments, International Migration Research Centre, Wellbeing Waterloo Region and Workforce Planning Board is very important for sharing data and taking a comprehensive approach to research and data.

Challenges and how we're responding

- The very tight housing market for everyone makes clear we need to work collectively with others to address broader housing supply and policy issues; work is developing accordingly.

How Council or other Steering Groups can support

- Council/SG partners are encouraged to get min 10 responses to IPs 2019 Immigrant Survey – family, friends, neighbours, co-workers, volunteers, clients, and more (PW action 3 and connect with [Dan](#)).
- All Council/SG partners are invited to participate in Waterloo Region's first ever Newcomer Day Celebration on 17 Sept at Cambridge City Hall (see BSG action 3 and connect with [Diana](#)).
- Council/SG partners should promote the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) (see WSG action 2 and connect with [Nora](#)).
- The [Call for Nominations](#) for the 2019 Newcomer Landlord Award is now open. Council/SG partners are encouraged to share and nominate landlords that provide housing to immigrants and refugees.
- Share your journey with IP on social media tagging @ImmigrationWR and #IP10StrongTogether

Other community initiatives and how to they relate

- KW Counselling launched a learning placement for graduates of their Immigrant Leadership Development Program. Immigration Partnership and several partners are hosting learners to contribute to their development. IP is pleased to welcome Leila to our work through October.
- IP staff will attend the P2P-IRCC Preconference at International Metropolis 2019 for LIPs across Canada on "How Do We Know What's Working? Measuring Settlement Outcomes for Individuals and Communities" in Ottawa in June.