

Community Action Plan 2017-19

Progress Update June-September 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>The Weekly format in response to subscriber feedback in order to be more readable and effective. Weekly events/info updates are a valuable tool for sharing information with over 300 people representing more than 70 local organizations.</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, broader community partners	<p>Hosted KidsAbility to explore how child developmental services serve newcomers and how to build stronger community connections to better help all newcomer families.</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: The Refugee Mental Health Working Group, another group of mental health workers, decided to stop meeting because they are otherwise able to share information and connect direct service workers. Therefore SSG decided to focus one meeting/year on mental health and invite other mental health partners to join.</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.</p> <p>Housing: The 2019 Newcomer Landlord Award is accepting</p>	<p>KidsAbility will continue to be connected to SSG and build our collective understanding.</p> <p>A list of registered health providers was shared with partners that serve newcomers so they know where to ask for available interpretation.</p> <p>The IP Weekly update email continues to be a key source of information around mental health events, workshops and resources.</p> <p>Several nominations already</p>

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			<p>nominations until October 4.</p> <p>Settlement: Hosted a conversation with partners to reflect on what we've learned about ways of working in/since the Syrian refugee welcome process in 2015-2016 and what we need to possibly bring back/continue to work on to be as effective as possible. Also, engaged Regional staff with IP partners to address recurring difficulties with service access for refugee claimants.</p>	<p>submitted. Award/s will be presented at the local National Housing Day celebration on November 21.</p> <p>These conversations will continue as IP begins to refresh Community Action Plan.</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 more community radio ads. Ads at the Apollo theatre continue to run. Messaging is also promoted at events, through the website.</p> <p>WSGs action group continued working on the Waterloo Region Immigrant Talent Hub business plan. A survey is open to gather further insight on direction from employers.</p>	<p>Employers are provided with an excellent resource to support hiring immigrants and refugees.</p> <p>Have seen good results from radio ads, especially Faith FM, with outreach from listeners via the portal and phone calls. Employers continue to reach out. Employer visits slowed in summer but seeing increased interest in Sept as employers continue to struggle with finding talent. As a result of this work, plans for the Immigrant Employment Hub continue. The committee will reconvene in the Fall to review survey results and to plan next steps.</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 and other business/employer related events. This Fall presents many opportunities to network with employers. Employers continue to reach out for ideas of how to access talent and to provide job postings which are shared with partners working directly with newcomers. Continue to promote the hiring immigrants and refugees.</p> <p>IP participated in a planning committee for an Employer Awards</p>	<p>Numerous employers reached out wanting information and resources and sharing job postings; meetings will take place this Fall to assess their hiring needs. We are actively sharing information to assist in their employee search, 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>Around 70 people expected to</p>

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			<p>breakfast in Sept where the focus is immigration. IP will speak at the event to bring further awareness to IPs role in community and the value of hiring immigrants. Employers will receive awards for their commitment to hiring immigrants/refugees.</p> <p>Employer education: IP partnered with the Greater KW Chamber of Commerce to present a Point of View educational event in late June for around 80 employers.</p> <p>An employer education event with HRPAA will be held in October.</p> <p>The next partnered Point of View event with the Chamber is being planned for January 2020 with a focus on immigration lawyers sharing tips re: hiring and recruiting from abroad.</p> <p>Employer / immigrant networking: IP will partner with the Workforce Planning Board to host Manufacturing Day bus tours for immigrants and refugees in Oct. Participants will get to tour manufacturers and network with business leaders. We will also partner on a part-time job fair in November.</p> <p>Tech Jam – IP will be participating in this event this fall. An opportunity to network with over 70 employers.</p>	<p>attend and 12 awards will be given out to local employers.</p> <p>An outstanding expert panel provided inspiration and education to other employers on hiring and integrating immigrants and refugees.</p> <p>In progress.</p> <p>Goal is over 100 employers to attend to learn how to access immigrant talent and hear employer testimonials.</p> <p>Immigrants and refugees will learn about job opportunities and workplace cultures.</p> <p>IP invite service partners to engage with employers and provide information/support to immigrants/refugees in attendance.</p>
Belong	<p>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</p> 	<p>City of Kitchener, KW Multicultural Centre, Carizon, Volunteer Action Centre, Social Dev. Centre, Shore, KW Art Gallery and staff</p>	<p>The Social Inclusion Working Group met regularly during the summer to organize and host the second WR Multicultural Connections Forum on Saturday, August 17 at the Kitchener Market. It included a panel with members of the Ontario Central Chinese Cultural Centre, Shamrose for Syrian Culture and Nigerians in the Region of Waterloo. There were also thematic round table discussions on access to space, knowledge and resources and advocacy tools.</p>	<p>The event was attended by 35 members of various ethno-cultural groups. 94% of participants thought this event was excellent/very good. 99% were very satisfied/satisfied with the networking, panel with ethno-cultural groups and thematic round table discussions. Participants are aware of all the community initiatives and efforts related to the empowerment of ethno-cultural groups. They also</p>

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	<p>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</p> 	<p>Bridges to Belonging, City of Kitchener, YMCA, KW Multicultural Centre, community members, staff</p>	<p>BSG reviewed and reflected on Waterloo Region Matters Survey results on perceptions of immigration at the end of May. In response, the Public Education Working Group offered an Immigration Myths and Facts presentation to members of the BSG. IP and Reception House partnered to offer this presentation on Aug 8 at KPL; 20 BSG members attended this presentation.</p> <p>The International Organization for Migration informed us the Global Migration Film Festival will run again in 2019. The working group is meeting to plan for this year's film festival in Waterloo Region.</p>	<p>report stronger relationships with ethno-cultural groups. Another meeting will be planned in Fall.</p> <p>Twenty BSG members attended the presentation. 77% strongly agreed/agreed they have increased knowledge of immigration facts. 78% strongly agree/agree they feel more confident responding to immigration myths. 100% would recommend the presentation to others. 100% thought the quality of the information presented was excellent/good. 78% would bring the presentation to their workplaces and/or become a co-presenter.</p>
	<p>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</p> 	<p>ROW, Cities of Cambridge, Kitchener, Waterloo, community members, staff</p>	<p>Staff and BSG members actively supported the City of Cambridge in the planning and organization of Cambridge Newcomers Day and the community citizenship ceremony on 17 Sept.</p>	<p>This was the first ever municipally-hosted Newcomers Day in Waterloo Region, following similar events hosted in cities like Toronto, Ottawa and Hamilton for several years.</p>
Partnership-wide	<p>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</p> 	<p>IP Council, SG partners and staff</p>	<p>Elected official/municipal engagement: IP Council Chair/Vice Chair/ED delegated to Regional, Waterloo, Kitchener, Wellesley, and Wilmot Councils. Following City of Waterloo Strategic Plan comments, met various staff to discuss various recommendations in more detail and deeper collaboration. IPs ED participated in the first meeting of the Kitchener Mayor's Task Force on Diversity, Equity and Inclusion.</p> <p>Partners and staff participated in Wellbeing Waterloo Region group</p>	<p>Municipal Councils invited to the Fall Immigration Forum, more aware of the work of the Partnership and the importance of deeper municipal engagement on immigration matters. Asked to consider immigration in municipal and economic development planning. Engagement with municipal staff deepening.</p> <p>Wellbeing WR informed by immigrant perspectives.</p>

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		<p>meetings.</p> <p>Developed and invited candidates for federal election to respond to survey questions on immigration.</p>	<p>Survey questions sent to all candidates. Plan to collate and disseminated responses publicly.</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.</p> <p>Developed IP social media presence. Spoke to immigration concerns in local media: "<u>How can our community be more welcoming to immigrants?</u>" <u>The Mike Farwell Show Podcast</u> , 570 <u>News Radio</u>.</p> <p>Disseminated the Summer 2019 IP Newsletter on Immigrant Entrepreneurism. Developed the Fall 2019 issue on Ethno-Cultural Groups</p> <p>Continued to implement IPs 10+ year anniversary communications plan.</p>	<p>Community partners shared the website and used the community calendar. Large spike in website visits due to Immigration Matters Survey. IP Twitter and Facebook following grows. Balanced immigration info shared with Waterloo Region public.</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>IP 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>Published the <u>Waterloo Region Immigration Profile 2019</u> in partnership with Public Health. Data presented to Regional Council and used in presentations to Municipal Councils (see #1 above).</p> <p>Implemented IPs 2019 Immigrant Survey and worked on analysis of data. Overall analysis is mostly done, with disaggregation of data by subgroups is underway.</p> <p>Analysed the Waterloo Region Wellbeing survey results to look specifically at immigrant outcomes compared to overall outcomes. Data compared to Immigrant Survey results.</p> <p>Planned the 2019 Immigration Forum for Nov. logistical plans in progress.</p> <p>Planned Community Action Plan refresh process.</p>	<p>Councils more educated about immigration trends. Further dissemination planned.</p> <p>Goal of 1,000 responses surpassed - 1,090 immigrants responded! Partner engagement was incredible. Those that made significant efforts were recognised. Findings to be shared in Fall to inform community, IP activities and refresh of Community Action Plan.</p> <p>Partnering with Chamber of Commerce to attract more business to participate.</p> <p>Discussed with Evaluation Advisory Committee and seeking Council input. Fall/Winter timeline being planned.</p>

Context and cross-referrals

Contributors to success

- IP is data-rich! After 10+ years of working together we are at a point of having solid local data from census and other national sources, significant immigrant survey response, local data on perceptions of immigration, and more. Coupled with research and reports on immigration trends by Statistics Canada and the Conference Board of Canada, we have a very solid evidence base for planning our future work and doing public education and engagement in Waterloo Region. This is in great part the result of strong research partnership with groups like Region of Waterloo Public Health and Planning departments, International Migration Research Centre, Wellbeing Waterloo Region and Workforce Planning Board and the incredible engagement of IPs community partners.

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

- 2019 Newcomer Landlord Award [Call for Nominations](#) is open until 4 Oct. Council/SG partners are encouraged to share and nominate landlords (See SSG 2; connect w [Dan](#)).
- Council/SG partners should consider being a Global Migration Film Festival host (see BSG 2; connect w [Diana](#)).
- Council/SG partners should attend the 2019 Immigration Forum on 13 Nov (date tentative, see PW action 3 and connect with Tara).
- Council/SG partners should prepare for CAP refresh planning this Fall/Winter (date tentative, see PW action 3 and connect with Tara).
- Council/SG partners should promote the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) (see WSG action 2 and connect with [Nora](#)).
- Share your journey with IP on social media tagging @ImmigrationWR and #IP10StrongTogether

Other community initiatives and how to they relate

- IP staff will attend the 2019 P2P national conference on "[Immigration at the Crossroads: Renewing Support for Immigration to Canada at the Intersections of Research, Policy, and Practice](#)" in Toronto. Staff will present community work on the immigration survey at a pre-conference for Local Immigration Partnerships from across Canada.
- Welcome Home, a transitional housing program for refugee claimants and long-time SSG member, is transitioning from Ray of Hope to Mennonite Coalition for Refugee Support (MCRS). MCRS is also taking on the Open Homes program, which Waterloo Mennonite Brethren Church volunteers ran for years to provide claimants temporary accommodation in local families' homes. MCRS is engaging with the Region on best practices and coordinating programs to ensure that claimants transition well from temporary to long-term housing.
- From 24-29 Sept, local theatre company MT Space is hosting its [Impact Theatre Festival](#). World-class local, national, and international performers gather in downtown Kitchener for theatre that speaks to the experiences of immigrants and live in other parts of the world that influence newcomers to Canada. Check out some of the performances if you can!