Inclusion, belonging, diversity – these concepts have come to permeate our world. They feature in organizational value statements. Large and medium-sized businesses and organizations have diversity and/or inclusion strategies. Foundations have crafted funding strategies around these concepts.

The outcome of these value statements and efforts can still be hard to point to. In our 2017 community survey, over 200 immigrants and refugees shared experiences of settling and belonging in Waterloo Region. A lot of positive responses were shared. So too were experiences pointing to an ongoing need to concretely and intentionally encourage inclusion and belonging among immigrants and refugees, particularly recent arrivals. More than half reported no involvement in a group or association; nearly 15 per cent said they did not have any close friends; almost 30 per cent reported a weak sense of belonging; and almost 30 per cent said they had experienced discrimination in the last year.

As a community, we can change this.

This latest issue of our Newsletter focuses on inclusion and belonging. It features targeted programs to better support groups like LGBTQ or differently abled newcomers in accessing services and strengthening their own sense of belonging in Waterloo Region. It shares ways in which this community fosters inclusion and belonging for immigrants and refugees. It also profiles people involved with the Immigration Partnership and work being done by our partners.

We hope you enjoy this Newsletter and that you are inspired to reflect on how you and your work encourages the inclusion and belonging of immigrants, refugees and other people in Waterloo Region.

Tara Bedard
Executive Director, Immigration Partnership
Inclusion and Belonging

*Diana Palmerin Velasco, Immigration Partnership*

The creation of welcoming and inclusive organizations, programs, neighbourhoods, events and spaces is essential to foster belonging. For the Immigration Partnership Belong Steering Group (BSG), belonging is “an essential human need to be accepted and valued by others in order to reach one’s full potential in connecting, participating, integrating and thriving in the community.”

According to the 2016 Census, immigrants make up almost one-quarter of Waterloo Region’s population. Immigrants and refugees – particularly recent arrivals – tend to face significant challenges to fully participating, integrating and thriving in our communities. These challenges result from a multitude of factors including language barriers, lack of social networks, lack of employment opportunities, isolation, racism and discrimination that play a role in the marginalization and exclusion of some people.

So, how can we make sure our spaces, programs, organizations and communities truly reflect and engage all of their members, including immigrants and refugees?

As the fabric of our communities is in constant change, the strengthening of a culture of inclusion is an ongoing and long term process. It requires commitment, hard work, reflection and flexibility to make appropriate changes. Fortunately, there are many resources available to support and strengthen this work. The BSG is committed to working on issues of diversity and inclusion.

To learn more about our work on belonging, or ways you can contribute to an inclusive community where immigrants and refugees belong, contact Diana Palmerin Velasco: dpalmerinvelasco@regionofwaterloo.ca.

Building Diversity, Equity and Inclusion in Leadership

Inclusion needs to be modeled and reinforced from the top of any organization.

Creating a DEI baseline, developing a DEI action plan, sustaining DEI momentum and evaluating DEI impact. From June 2017 to January 2018, local organizational leaders took part in this program. We asked a couple to share thoughts on this training.

*Kelly Steiss, City of Kitchener*

When you work with community, it is important to be intentional about how you address the diversity of the people you serve and create opportunities
for inclusion. I had the privilege of participating alongside other leaders in Waterloo Region in the DEI program.

The program shared key learnings and best practices when developing a diversity, equity and inclusion plan. We were invited to critically look at our organizations and identify where we are doing well and where there are opportunities to do better.

At the community centre section of the City of Kitchener, we will start our work with the development of a Diversity Committee and use tools from the DEI program to create a strategic plan. The work of DEI is not about one person working independently, but creating a shift in understanding that involves many people working together with a common goal.

Each organization in the program was at a different place of readiness and had different capacities for change, but we all recognized the value of diversity for our organizations, ourselves and our community and that it is diversity that leads to strength and opportunity.

It is essential to have allies and supporters in this work – people prepared to share their experiences and best practices. It was a pleasure to get to know others providing leadership in diversity, equity and inclusion. I am so proud that our community was part of this program and am grateful for the learning, mentorship and camaraderie that came from it.

Ana Luz Martinez, K-W Multicultural Centre (KWMC)

As soon as I heard about the DEI learning opportunity, I signed up to be part of it. I was very excited to discuss the principles of diversity, equity and inclusion with broader sectors, to challenge my own biases and ideas and to bring the perspective of an immigrant to the discussion.

Working at KWMC has given me the opportunity to use DEI as the framework for my practice as well as in my everyday life. However, this does not mean that there is not space for reflection on how I am doing or how KWMC is doing in being inclusive, diverse and equitable. One of the opportunities that the DEI program offers is doing a DEI assessment of your organization using an Organizational Self-Assessment Tool.

At KWMC, we started a DEI committee to implement suggestions that resulted from the training and to look for opportunities to discuss diversity, equity and inclusion topics with the staff and Board. One idea we would like to implement in the Spring is what we have called “Breakfast Brown Bag” discussions, to provide the space for dialogue on topics and exposure to different perspectives.

It is our intention to continue assessing policies and practices at KWMC and take practical measures to “eliminate barriers or gaps” to diversity, equity, and inclusion. On a personal level, it was useful to explore directions to build relationships with the Indigenous peoples of Canada.

I hope that in future there will be more opportunities for discussion about diversity, equity and inclusion with organizations outside the settlement sector.

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DIVERSITY is the presence of a wide range of human qualities and attributes, both visible and invisible, within a group, organization or society.

EQUITY is a condition or a state of fair, inclusive and respectful treatment that recognizes and acknowledges the accommodation of differing needs and expectations. Equity acknowledges the fact that equal treatment does not always yield equal results.

INCLUSION is creating an environment where people have both the feeling and reality of belonging and are able to achieve their full potential.

Employers play a critical role in creating an inclusive community where all find belonging. Teledyne DALSA is one such employer.

We are committed to hiring strong talent. We have a very diverse team with people representing countries all over the world. It is important to Teledyne DALSA to be inclusive and to model that in our community.
Inclusion of LGBTQ+ Newcomers in Waterloo Region

Solidarity Alliance

In 2015, the Solidarity Alliance was conceived as a working subgroup of the Rainbow Community Council in recognition of gaps in services and resources for LGBTQ+ newcomers living in Waterloo Region.

The Alliance meets monthly and is composed of representatives from a number of local organizations as well as interested community members who identify as LGBTQ+ newcomers.

Members of the local LGBTQ+ newcomer community have voiced concerns about a lack of spaces where LGBTQ+ newcomers feel welcome and safe. They may go to a service that is directed towards newcomers and feel they must hide their LGBTQ+ identity. Or they may attend an event at an LGBTQ+ community space and feel that their needs as a newcomer are ignored. The Solidarity Alliance works to help create LGBTQ+ newcomer services that meet these intersecting needs, reach out to newcomer communities, build capacity among agencies, encourage agency collaboration and facilitate training workshops.

One program that aims to create a fully inclusive space for LGBTQ+ newcomers is the Rainbow Newcomers group at SPECTRUM. This group meets twice a month and strives to provide community and connection for LGBTQ+ newcomers. Another exciting initiative that will be offered by Carizon is a LGBTQ+ newcomer youth health and well-being group.

For any agency to reach LGBTQ+ newcomers, it must ask tough questions. For example: When working with LGBTQ+ newcomers do staff see their client’s whole self and help them to navigate the immigration system as an LGBTQ+ person? Does the agency offer a specific LGBTQ+ space if it is an agency related to immigrant and refugee needs? Agencies in Waterloo Region have started to address these questions by using training modules from the Ontario Council of Agencies Serving Immigrants’ Positive Spaces Initiative (http://positivespaces.ca). For more information contact Sizwe at: ainkingi@ocasi.org.

To connect with the Solidarity Alliance, contact: solidarityalliancekw@gmail.com.

The Essence of Belonging

John Lord, New Story Group

We all want to belong – to feel accepted and included. This universal human experience applies across all cultures and relates to our connections with family, friends, neighbourhoods and workplaces. We know there are negative consequences when people do not belong – when they are excluded or isolated from community life.

New Story Group of Waterloo Region has been exploring a definition of belonging that is about full inclusion – where you are seen, known, welcomed, accepted, included, respected, connected and valued. Think about how essential it is for each of us to be seen and known. Too many people are invisible and lonely. Think also about the power of acceptance and inclusion. When we feel included, our confidence grows and a sense of belonging becomes possible.
The New Story Group’s experience and research suggests that belonging is the heart of community and social inclusion. We have learned that there are three elements of belonging: Presence, participation and relationships. To begin with, you cannot be included if you are not present. As Woody Allen once said, “99 per cent of success is showing up!” Presence also makes the next element to belonging possible: Participation. Participation is essential to health and happiness and it is in participating that we deepen our sense of belonging. The final element is relationships. People have a strong need for affiliation and relatedness, and relationships are often seen as the core of belonging. It is in relationship that people feel a sense of social connection.

The New Story Group’s work suggests that there are many pathways to belonging.

• In many ways, we can think of genuine belonging as an exchange of gifts – when we recognize and appreciate the strengths and gifts people from various cultural backgrounds bring and exchange within a community.
• Through invitations to visit a neighbour, contribute to a community committee, or play a role in a faith community, people feel important and valued.
• The hospitality of hosting and welcoming strangers in this exchange also provides a pathway to belonging.
• Furthermore, to create a community where people feel they belong, we must be intentional about facilitating belonging and inclusion. It will not happen unless we are intentional about our desire to create such change.

The New Story Group has developed “Enhancing Belonging: Guidebook for Individuals, Organizations and Communities” to help build communities where everyone belongs (www.newstorygroup.ca).

Co-Creating Welcoming and Inclusive Spaces for Newcomers with In/Visible Disabilities

Chavon Niles, Ontario Council of Agencies Serving Immigrants (OCASI)

Over the years, there has been a push to make programs and services more culturally relevant and responsive to all newcomers. Newcomers to Canada experience many challenges when settling here. Some must learn a new language, find employment or housing and navigate the complexity of a new culture and the realities of discrimination. The settlement process is especially challenging for newcomers with in/visible disabilities, who are further marginalized due to accessibility barriers.

We may not hear a lot about newcomers with disabilities because they may be unable to access programs and services in the community for a variety of reasons including environmental, attitudinal, organizational and/or technological.

In addition, newcomers’ understanding of disability is seldom asked about or taken into consideration by service providers during program design. Rather, service providers too often develop what they believe to be culturally relevant and responsive programming. Learning how to welcome and support newcomers with in/visible disabilities is an ongoing process. OCASI is committed to supporting the settlement sector to create welcoming, accessible, positive and inclusive spaces for all through our Accessibility Initiative which has been recognized as a best practice by the Canadian Race Relations Foundations and received the David C. Onley award.
Newcomer Programs in Waterloo Region

Kitchener’s Festival of Neighbourhoods Inclusion Challenge Asks Everyone to Reduce Barriers to Participation

Aleksandra Petrovic Graonic, Social Development Centre Waterloo Region

Kitchener’s Festival of Neighbourhoods (www.waterlooregion.org/neighbourhoods) is committed to building healthy communities through strong and diverse relationships within neighbourhoods.

The program encourages individuals and families to explore the diversity of their neighbourhood and to plan gatherings that bring everyone together.

The Festival of Neighbourhoods has supported immigrant women organizing inclusive events in their neighbourhoods. Reaching out in this way helps newcomers rebuild social relationships and family-like networks.

Now in its 25th year, Festival of Neighbourhoods continues to challenge our community to be more inclusive with the current theme of “Reach!” This challenge asks people to focus more on HOW they bring neighbours together, reaching across and through our diversity. Whether it’s a potluck, a neighbourhood walk or a clean-up, we want to reduce barriers to participation and reach the widest variety of participants.

Barriers to inclusion come in many forms: Physical, financial, generational and cultural. Festival of Neighbourhoods’ support and resources help break through these with tips and advice such as:

- Choose an activity, date and location with inclusiveness in mind
- Promote, invite and communicate with everyone across the neighbourhood
- Think carefully of what is being asked of neighbours and the resources they can bring

Neighbourhood gathering leaders are invited to focus on simple ideas, making the gathering even a bit more inclusive, welcoming and accessible to all.

For more information contact: entries@festivalofneighbourhoods.ca.
Intercultural Competence for Newcomer Volunteers and Those Who Work with Them

Ingrid Brand and Dianne Boston-Nyp, Volunteer Action Centre of KW and Area

Diverse populations continue to be a growing aspect of Waterloo Region. Intercultural competence – the ability to communicate effectively and act appropriately across cultural differences – is proving to be crucial to building capacity in the nonprofit sector.

With this in mind, the Volunteer Action Centre is rejuvenating two sets of training modules: Volunteer Readiness for Newcomers and Managing Volunteers in Diverse Settings. Our objectives are to be more deeply inclusive by building intercultural competence and to develop and strengthen community capacity for volunteerism.

For newcomers, volunteering can be a great way to work through culture shock and adapt to Canadian culture. Just as importantly, it can be an effective tool for building social connections and increasing newcomers’ sense of belonging. With the knowledge and skills to effectively navigate cultural differences, volunteering can be an even more rewarding experience for newcomers because they can reduce culture bumps. Interculturally competent volunteers will be much better equipped to make the most of their volunteer opportunities by engaging in enriching relationships across ethno-cultural groups.

For the community to harness the vast benefits of having a diverse pool of volunteers, volunteer managers and organizations should learn about and develop intercultural competencies. The new modules are designed to raise cultural self-awareness so participants from all cultural backgrounds become aware of how their own cultural lenses influence their values and expectations when communicating with people from other ethno-cultural backgrounds. Interactive and animated modules will provide perspectives from various cultural lenses to highlight how culture impacts communication styles, values and expectations.

One doesn’t become interculturally competent by simply volunteering in a diverse community; nor can intercultural competence be developed by completing one course or one series of modules. However, the modules will enable users to take a pivotal step toward developing the knowledge, attitudes and skills to communicate more effectively in intercultural interactions. Through intercultural competence development, the Volunteer Action Centre is planting the seeds for newcomers and organizations to engage in enriching and meaningful relationships – tapping into the benefits of diversity for everyone in Waterloo Region. These online resources will launch during National Volunteer Week (April 16-20) for volunteers, managers, organizations or educational institutions who work with newcomers through the Volunteer Action Centre (www.volunteerkw.ca).
I am personally committed to working towards equity and addressing the systemic structures that create inequities between us.

Karen Spencer, Immigration Partnership Council Chair

In June 2017, Karen Spencer was appointed the Executive Director of Family and Children’s Services Waterloo Region. Her career in child welfare has spanned over 23 years, from front line work to executive leadership. She holds a Masters of Social Work degree from Wilfrid Laurier University and an undergraduate degree from the University of Waterloo, Renison University College, in Social Development Studies.

Karen has a strong commitment to community involvement that encourages inclusion for all. She served on the Women’s Crisis Services Board and was Board Chair during its capital project to build Anselma House. She is presently a member of the Waterloo Region Crime Prevention Council, the Kitchener Westmount-Rotary Club and sits on the Renison University College and Kinbridge Community Association Boards.

Throughout her career, Karen has been dedicated to collaborative initiatives focused on early intervention. She played a key role in the development of the Family Violence Project collaborative, the first multi-service collaborative of its kind in Canada. She was also one of the original architects for OK2BME, now a successful program at KW Counselling Services serving the needs of LGBTQ children and youth.

As a leader in child welfare, Karen sees the need for, “a strong commitment to listening to the voices of the clients we serve and working in partnership with their networks to support at risk children and their families.” She has a strong belief in anti-oppressive practice and providing early help to families to prevent problems from intensifying. She aims to address the over-representation of families who live in poverty, Black Canadian and Indigenous children in the child welfare system and believes in inclusion and equity: “I am personally committed to working towards equity and addressing the systemic structures that create inequities between us.”

Karen has been a member of the Immigration Partnership Council since 2014 and recently started as Chair of the Council. “I have valued the learning I have gained from sitting on the Immigration Partnership Council,” she reflects.” I have been pleased to be part of the work of providing effective settlement services to families moving to Waterloo Region. I look forward to a lead role in serving the community, as we endeavor to make Waterloo Region one of the most welcoming communities for newcomers in Canada; one where our community members thrive, contribute and experience a sense of belonging.”
Faith Hussin, Belong Steering Group member

Faith Hussin is someone who clearly understands the challenges of moving to a new country or community and the need to help people belong.

Faith was born in Sudan to Eritrean parents and she came to Canada in 1996 to study Social Sciences and Law in Antigonish, Nova Scotia. A year later, she moved to Ottawa where she lived for 17 years – often traveling between Ottawa and Kuwait for work. Faith moved to Kitchener in 2015. She speaks English, Arabic, Tigree/Bija, Afar and Saho.

Faith has worked in many roles in human resources and community services and is also a business owner. She currently is a settlement worker for Reception House Waterloo Region. She reflects that, “A very rewarding aspect of this role is to connect government assisted refugees to their new community and to support them in fulfilling their Canadian dream.”

Last year, through the Volunteer Action Centre, she joined the Immigration Partnership’s Belong Steering Group (BSG) as a community member. “I believe that fostering a sense of belonging in immigrants and refugees is everyone’s work,” she says. “I’m very pleased to be part of the collaborative approach of the BSG where the community at large is actively involved and contributes to building a community where everyone belongs.”

Shannon Markle, Belong Steering Group member

In her six years as the Volunteer Coordinator for Idea Exchange in Cambridge, Shannon has had the privilege of welcoming many newcomers to the Idea Exchange volunteer team. Through experiences with these wonderful volunteers, she has witnessed how enthusiastic, valuable and skilled newcomers can be when welcomed to fully participate in our community, and how much these opportunities contribute to a sense of belonging.

“Time and time again during volunteer interviews, I sat across from an individual who was ready to be part of our organization, willing to roll up their sleeves and help” Shannon shared. “Sure, there may be a language barrier but once the volunteers were placed they became an important part of the exciting evolution of Idea Exchange.” So, when Idea Exchange offered Shannon the opportunity to take on the added role of Newcomer Specialist last summer she jumped at the chance.

“I am always in awe of the strength, sense of adventure and adaptability of newcomers. I want to engage that dynamic energy within our organization and I want Idea Exchange to become a helpful and memorable part of their journey of feeling at home.”

Shannon understands the role that a sense of belonging has in happiness, stability and community. She searches for meaningful ways to empower newcomers, whether it is through volunteering, programming or services. By developing strong personal relationships and learning from newcomers’ needs and experiences, Shannon strives to find opportunities that make an individual’s next settlement step a little easier and a little more enjoyable. She points out that, “We live in a time which, above all, values the ability to learn new things, and who embodies that value more than a newcomer – someone who is willing to move to a place where everything is new and embrace it as their home.” Shannon “feels lucky to be a part of welcoming these new neighbours, friends and community members.”
Immigration Partnership Updates

Settle

The Settle Steering Group (SSG) has been advancing issues in housing and language interpretation, and sharing information on settlement and community resources. In November 2017, the Newcomer Landlord Award was presented to three landlords at Waterloo Region’s National Housing Day celebration: Farida Allie, Crystal Cormier of Northview Apartment REIT, and the partnership of House of Friendship, Reception House Waterloo Region and Kiwanis Club of Kitchener-Waterloo. The SSG’s Housing Task Group continues to explore advocacy to increase the supply of affordable housing options for newcomers in Waterloo Region.

With over 120,000 people living in Waterloo Region whose first language is not English or French, the SSG is working with the Local Health Integration Network (LHIN), hospitals and many partners to promote accessible and appropriate language interpretation. Three quick reference guides were made available on the Immigration Waterloo Region website: Top Languages for Interpretation and Translation; Interpretation Principles for Equitable and Accessible Services; and Interpretation Options: What Type of Interpretation Do I Need?

Staff and partners participated in consultations with Wellbeing Waterloo Region, the Homelessness and Housing Umbrella Group (HHUG), the Local Health Integration Network (LHIN) and Region of Waterloo Public Health and Emergency Services. The SSG has also shared information and resources through weekly upcoming events emails. Contact the Immigration Partnership at ImmigrationPartnership@regionofwaterloo.ca to receive these weekly updates.

Work

2018 is bringing with it some new ideas and changes within the Work Pillar. The Work Steering Group’s (WSG) Communications, Advocacy and Data Action Groups have been planning specific actions to meet our key priority of bridging the gap between immigrant talent and employers to ensure immigrants find meaningful work in Waterloo Region. We are launching a campaign to encourage the hiring of immigrants and refugees by bringing to light the diverse talent in our region and employers who are committed to hiring immigrants. It will include TV ads, social media communication, bus shelter ads and more. Planning and delivery of this campaign has unfolded with many partners. Keep an eye out for this promotion and let us know what you think.

We joined the Cambridge Chamber of Commerce Salute to Women in Business Luncheon featuring Zuraidah Alman, CTV Toronto News reporter, to promote our work and the services of our partners to many local business people and employers. We continue to partner closely with the Greater KW Chamber of Commerce, attending Business After 5 and other speaker series events, and Communitech’s Tech Jam where we reach out to many employers about hiring immigrant talent. We are organizing the Connection Hub at this year’s 10th Annual Global Skills Conference on March 21. We are also planning a Diversity Intelligence Seminar for employers in the late spring. Stay tuned for more information.
Belong

The Belong Steering Group (BSG) had a busy fall and winter. The Immigrant and Refugee Isolation Working Group provided two free grant writing sessions for local ethno-cultural groups interested in applying to the Ontario Seniors Community Grant Program, which were well attended. We are grateful to Jennifer Knight and Tamara Zur for sharing their fundraising and grant writing expertise with participants.

On December 6, the Welcoming and Inclusive Municipalities Working Group delivered a local government presentation to over 80 St. Louis ESL students in Council Chambers at Kitchener City Hall. Thanks to Councillor Yvonne Fernandez, Kitchener Ward 4, for joining this presentation and to presenters Rebecca Florence (City of Kitchener) and Lee Ann Wetzel (Region of Waterloo).

In December, BSG organized the first-ever Waterloo Region Global Migration Film Festival in partnership with the International Organization for Migration (IOM). The IOM launched the Festival in 2016 and in 2017 Waterloo Region was part of this worldwide initiative in over 100 countries. From December 5-18, 10 films were screened at nine locations in Cambridge, Kitchener and Waterloo. The films captured the promise and challenges of global migration. Each film was followed by a post-screening discussion about what migration means in our communities. We are grateful to everyone who supported this initiative and, in particular, to BSG members who volunteered on the Waterloo Region Global Migration Film Festival organizing committee.

Partnership-wide

In late 2017, Immigration Partnership, led by its Evaluation Advisory Committee, undertook community and partner surveys as part of its ongoing performance measurement. The results are being analyzed and will be presented to the Partnership and made public in the Spring.

On March 1, Immigration Partnership will bring together partners from across the Waterloo Region at its 2018 Immigration Forum to discuss changes to immigration policy in Canada and how we as a community can benefit. These opportunities are amazing times for connecting, collaborating and strategic discussions!
Community Events and Updates

Immigration Forum 2018
Explore immigration policies and trends and how these can benefit Waterloo Region. Check www.eventbrite.ca/e/waterloo-region-immigration-forum-2018-tickets-42362924648 for more information or to register.
When: Thursday, March 1, 8:00 am-12:00 pm
Where: Holiday Inn, Kitchener

Global Skills Conference 2018
The 10th Annual Global Skills Conference is an opportunity for Internationally Trained Professionals to be inspired and develop skills to get employed in Canada. The conference ends with a networking event hosted by the Immigration Partnership. For more information visit: www.globalskillsconference.com.
When: Wednesday, March 21, 8:30 am-4:30 pm
Where: Holiday Inn, Kitchener

Women Who Inspire Awards Recognition Dinner
This Coalition of Muslim Women dinner will commemorate International Women’s Day and recognize outstanding local women. For more information or to purchase tickets: cmw-awards-recognition-dinner-2018.eventbrite.ca.
When: Saturday, March 31, 6:00-9:30 pm
Where: The Family Centre, Kitchener

International Day for the Elimination of Racial Discrimination
For the second year, the social media campaign #belongtogetherWR, will encourage community members to take action and stand for the elimination of racial discrimination in Waterloo Region. Contact Diana at dpalmerinvelasco@regionofwaterloo.ca to get involved.
When: Wednesday, March 21

13th Annual Volunteer Impact Awards
This gala dinner event will recognize amazing volunteers as part of National Volunteer Week. See www.volunteerkw.ca for more information.
When: Thursday, April 19
Where: Waterloo Region Museum, Kitchener

World Refugee Day Waterloo Region
Check out worldrefugeedaywr.com for information about local World Refugee Day events under the theme “Becoming Neighbours”.
When: June 2018

Subscribe to the Immigration Waterloo Region community calendar
Get weekly updates about upcoming immigrant and refugee-focused programs, forums and events at: calendar.immigrationwaterlooregion.ca.