

SETTLE STEERING GROUP

DRAFT Minutes

Date: February 6, 2018

Time: 1:00-3:00 p.m.

Location: MCC, 50 Kent Ave, Kitchener

Present: Eliseo Martell (Chair, Community Member), Margaret Brockett (Sanctuary), Kaylee Perez (MCC), Kristin Johnson-Perlock (KPL), Christine Gilles (CMHA WW), Deb Engel (Carizon), Lynne Griffiths-Fulton (Reception House), Jessica Bigelow (Big Brothers Big Sisters), Shelley Bolden (ROW- Public Health), Shelley Campagnola & Lua Eghanian (MCRS), Ana Luz Martinez (KWMC), Sharon Down (WRCLS), Dan Vandebelt & Jess Their (Immigration Partnership staff), Kelsey Lange (guest, Refugee Sponsorship Support Program) David Krzesni (guest)

Regrets & Resource Members: Pari Karem (YMCA), Crystal Brown & Laura Stoutenburg (Conestoga College), Sharon Schmidt (Welcome Home), Gael Gilbert (SHOW), Ed Kaut (ROW-Income Support), Sakina Kirefu-Khan (GRH), Gina Hickman (ROW- Citizen Service), Sherry White (ROW – Housing), Priscilla Muzira (ACCKWA), Sarah MacIver (UWaterloo School of Optometry), Liliana Araujo (Community Member), Leslie Josling (KW Counselling), Roger Gilbert (ROW- Children’s Services)

1. Welcome

2. Review of Minutes – Nov 23, 2017

- Approved.
- Lynne and Dan are still looking into a common Google Doc with optometrists taking IFHP.
- Dan gathered a list of topics people want to hear information about at each SSG meeting and we’ll start slotting them into each of the upcoming meetings.
- Dan is still working on getting an update of the OW/ODSP/RAP rates sheet – will share when ready.

3. Approve Agenda & Declaration of Conflict of Interest

- Approved. No conflicts of interest to declare.

4. Topic Update: Legal Services for Newcomers

- Shannon Down gave an overview of legal services for newcomers through Waterloo Region Community Legal Services and Legal Aid Ontario (LAO). LAO is still looking for a sustainable funding model for newcomer legal support.
- Kelsey Lange from the Refugee Sponsorship Support Program shared about that program which trains lawyers to provide pro bono legal clinics. They are focused on sponsorship applications. They are looking to potentially expand their reach in Southwestern Ontario.
- **ACTION: Shannon and Kelsey will share information from their presentation by email. Kelsey will send out an email request for feedback on a potential training for front line workers about sponsorship applications.**
- Discussed a needs assessment about what legal support needs each organization has. **ACTION: Shannon, Shelley and Dan will draft needs assessment questions and send that out. Shannon will continue to advocate for needed supports based on what is shared.**

5. Immigration Partnership Updates

- Belong Steering Group just finished the international film festival in December and are busy planning a social media campaign to piggyback on the March 21st International Day for the Elimination of Racial Discrimination.
- Work Steering Group is working on a communication campaign focused on employers, building on the storytelling of the “I am Waterloo Region” campaign but focused on hiring immigrants.
- The 2018 Immigration Community Forum is on March 1.
- Municipal and Provincial elections are this year and IP is planning to do a survey of candidates again and communicate their answers. It is not to recommend a particular candidate but to allow them to speak directly to key immigrant/refugee/settlement issues. Last election’s municipal question was around the rights of Permanent Residents to vote in municipal elections. We will discuss possible questions related to SSG issues at our next meeting.

6. Settle Steering Group Roles

- Pari is stepping back as Chair of the SSG. Pari has been part of the SSG for many years. A huge thanks to Pari for her leadership and commitment to this collective work.
- According to the IP Governance Document, the Vice Chair normally moves into the Chair role and we seek a new Vice Chair. Eliseo is willing to step into the Chair role so we need to initiate a nomination and selection process for Vice Chair.
- Margaret moved that Eliseo become the Chair of the SSG. Lynne seconded. Passed.
- **ACTION: Dan will compile a survey to gather nominations for the Vice Chair role. Dan will include a link to the IP Governance Document which details roles and responsibilities.**
- All regular members of the SSG will vote electronically. Dan to let people know results of voting before our next SSG meeting in early April. We will bring forward a motion confirming the voting results at our next meeting.

7. Community Action Plan – Activities Updates & Discussion

Interpretation Sector Work Plan

- The interpretation quick guides are finalized and available on the Immigration Partnership website – please use and share them widely.
 - Top Languages for Interpretation and Translation (Dec 2017)
 - Interpretation Principles for Equitable and Accessible Services (Dec 2017)
 - Interpretation Options Quick Guide (Dec 2017)
- Dan shared about a proposed LHIN interpretation model for feedback. The model includes both in-person and over-the-phone interpretation for LHIN funded groups (hospitals, family health teams, community health centres, etc.). Feedback was positive, though it was noted that the funds could be exhausted quickly depending on how soon individuals/groups start using it. It was suggested that it would be ideal if other organizations could participate even if they weren’t funded by the LHIN.
- Do we have an adequate supply of interpreters and how do we support organizations like KWMC to respond to emerging language groups?

Settlement Sector Work Plan

- The refreshed “Immigrant and Refugee Supports in Waterloo Region” quick guide is completed and available on the Immigration Partnership website – please share it widely.

Housing Sector Work Plan

- See summary in the agenda package.

Language Learning Sector Work Plan

- See summary in the agenda package.

Health and Mental Health Sector Work Plan

- Christine gave an update from the Mental Health Working Group, including: mental health training for mental health navigators by Kitchener Downtown Community Health Centre, and that the LHIN will be joining the Refugee Mental Health Working Group.

8. Community Updates

- David Krzesni is a PhD student at Laurier, focusing on wellbeing of people displaced by climate change impacts. He is also looking into gathering data on secondary migration in Waterloo Region and is interested in opportunities for broader research that would help local organizations. Organizations can contact him with ideas/opportunities.
- Kaylee gave a private sponsorship of refugees update: numbers of PSRs will increase over the next few years; OCASI is bringing together refugee Sponsorship Agreement Holders (SAHs) and settlement partners. This was felt to be an important topic for SSG, Settlement EDs meetings and possibly for a future one-day training locally. MCC is engaged with IRCC about reflecting on the BVOR stream and the last 2 years - challenges and how do we move forward. Kaylee will keep us posted.
- Margaret noted that Sanctuary now receives some core funding for refugee health from the Ministry of Health through their partnership with CFFM.
- Debbie shared that Carizon's Promise of Partnership program has expanded with additional mental health services in schools and an outreach worker to help transition teens/families to regular counselling.

9. Next Meetings

- **Apr 3, 1-3pm** at MCC, 50 Kent Ave, Kitchener
- **Jun 5, 1-3pm** at MCC, 50 Kent Ave, Kitchener
- **Oct 2, 1-3pm** at MCC, 50 Kent Ave, Kitchener
- **Dec 4, 1-3pm** at MCC, 50 Kent Ave, Kitchener

SETTLE STEERING GROUP

DRAFT Minutes

Date: April 3, 2018

Time: 1:00-3:00 p.m.

Location: MCC, 50 Kent Ave, Kitchener

Present: Eliseo Martell (Chair, Community Member), Laura Stoutenburg (Conestoga College), Margaret Brockett (Sanctuary), Kaylee Perez (MCC), Kristin Johnson-Perlock (KPL), Christine Gilles (CMHA WW), Lynne Griffiths-Fulton & Cassandra Bangay (Reception House), Sharon Schmidt & Alana Westervelt (Welcome Home), Janice Tulling & Mary Pam Vincer (YMCA), Ed Kaut (ROW-Income Support), Jessica Bigelow (Big Brothers Big Sisters), Janet Waito (St Louis), Sherry White (ROW – Housing), Shelley Bolden (ROW- Public Health), Shelley Campagnola (MCRS), Priscilla Muzira (ACCKWA), Hoda Al-Obaidi (Canadian Lutheran World Relief), Sarah Harjee (CFFM, guest), Hoda Ghonim (SHORE, guest), Thea Enns (guest), Luann Good Gingrich (guest), Dan Vandebelt & Paulina Rodriguez & Jess Their (Immigration Partnership staff)

Regrets & Resource Members: Crystal Brown (Conestoga College), Deb Engel (Carizon), Gael Gilbert (SHOW), Ana Luz Martinez (KWMC), Sharon Down (WRCLS), Sakina Kirefu-Khan (GRH), Gina Hickman (ROW-Citizen Service), Sarah MacIver (UWaterloo School of Optometry), Liliana Araujo (Community Member), Leslie Josling (KW Counselling), Roger Gilbert (ROW- Children's Services)

1. Welcome

2. Review of Minutes – February 6, 2018

- Approved.
- Previously there was a request to update the OW-ODSP-RAP rates chart. Dan updated it with Region of Waterloo Community Services staff. It is posted on the immigrationwaterlooregion.ca website (under Settle & Belong/Refugee supports) <http://www.immigrationwaterlooregion.ca/en/settle-and-belong/resources/OW-ODSP-RAP-Rates---Mar2018.pdf>

3. Approve Agenda & Declaration of Conflict of Interest

- Approved. No conflicts of interest to declare.

4. Topic Update: Big Brothers Big Sisters of Waterloo Region

- Jessica Bigelow gave an overview of Big Brothers Big Sisters programs and where those programs specifically focus on newcomers. BBBS provides children (immigrants/refugees and others) with meaningful mentoring relationships through matching children and youth with caring adults.
 - The **Big Brothers and Big Sisters programs** match children and youth with an adult Mentor to hangout, connect and talk with throughout the year. 2 visits/month.
 - The **Big Bunch program** provides children and youth with mentoring support through group-based recreational programming planned by BBBSWR. 2 hours/week for 6 weeks in the evenings.
 - The **In-School Mentoring program** provides elementary students who could benefit from extra emotional, social or academic support, with a caring adult Mentor. These matches take place on school property during the school day. 1 hour a week/school year (September to April/June).

- **Summer Discovery** is a summer camp program that provides Newcomer children and youth with the opportunity to experience a recreation and education-based program within their community. Summer Discovery runs in one-week sessions throughout the month of July. Registration will be through SEPWR (Settlement and Education Partnership in Waterloo Region) in the schools starting in May. There were 145 children at camps last summer.
- For more information regarding enrolling a child, or BBBSWR programming, contact Jessica Bigelow (jessica.bigelow@bbbswr.org) or visit <https://waterloo.bigbrothersbigsisters.ca/what-we-do/our-programs>.
- BBBS would like to recruit mentors that are from diverse backgrounds.
- A handout summarized some of the Newcomer Matching Programs in Waterloo Region.
- A number of other youth-focused, employment-focused, or English learning-focused matching programs were noted.
 - Reception House has one to one adult matches for people who aren't able to attend English classes. There is a need for volunteers but the balance of clients and volunteers is fairly even. KWMC has one-to-one mentoring for English.
 - Margaret noted that there is a need for adults to be mentored regarding work, their rights and work expectations.
 - Welcome Home is matching as well (English tutors or friendship).
 - YMCA does employment mentorship but individuals must be employment ready.
- IRCC has moved away from one-to-one matching.
- It was noted that parenting support, information or discussion about parenting issues continues to be a need for many newcomers. It was noted that there are a number of parenting-focused programs available through local organizations (SEPWR connecting with parents through schools, SHORE, etc.).
- Christine noted that there are no settlement workers at the French school boards even though there are a significant number of newcomers. **ACTION: Christine and Janice will connect.**

5. Immigration Partnership Updates

- Provincial and Municipal Election Survey: The Immigration Partnership Council is planning to do a survey of Provincial and Municipal election candidates about immigrant/refugee/newcomer/settlement issues so their answers can be broadly communicated to inform the public's awareness of candidate perspectives. There would be one or two questions from each of the IP pillars (Settle, Work, Belong). We brainstormed possible survey questions.

Provincial

- Recognizing that successful settlement of newcomers necessarily involves multiple levels and partnerships, how do you propose to collaborate with the Federal Government to ensure there are strong support to help recent immigrants and refugees to settle here? *This could be connected to the increasing number of newcomers projected under federal immigration targets, could draw out responses to different immigration categories, or could mention specific areas such as interpretation, housing, health, etc.*
- Affordable Housing is a significant issue (and connecting the federal level). This might be a question for candidates for the next federal election.
- Other significant issues are childcare, a dental program for low income adults, international student supports, addressing the disconnect between immigrants arriving and available jobs/needed skills.

Municipal

- Recognizing that affordable public transportation is a critical service for recent immigrants, refugees and others living on low income in order for them to be able to find employment, get to school, and fully engage in the life of the community, how would you

- address the lack of affordable public transit/subsidized bus passes for newcomers and people living on low income?
- Interpretation is a common barrier across the board – in health settings but also in community services more generally, mental health, etc.
- Paulina shared preliminary findings from the Immigration Partnership Community/Partner Survey conducted this past November/December. Paulina will share the full report before our next SSG meeting when we will have a discussion about next steps to respond to the findings.
 - Over 300 people participated in the survey. They were reached through social media, ESL classes, partner agencies, etc.
 - There was some surprise that over 9000 people in Waterloo Region don't speak English or French (using the 2016 census definition: <http://www12.statcan.gc.ca/census-recensement/2016/ref/dict/pop055-eng.cfm>). How can we ensure we are reaching them?
- The Wellbeing Waterloo Region strategy has a focus on inclusion. Will this feed into that process? The Belong Steering Group suggested we should have a delegation to municipal councils with these findings.
- There was a request to break down the data further in the final report if possible (i.e. refugees, very recent vs those living here more than 6 years). Did we track the type of employers who filled out the survey?
- It is useful to see recent and established immigrants and compare those to Ontario stats. There were key differences between recent immigrants, established immigrants and non immigrants. This is significant finding. How do we impact this? Recent immigrants are defined, similar to the census, as those being here 5 years or less.

6. Settle Steering Group Vice-Chair

- The motion was made to confirm Laura Stoutenburg as SSG vice chair (Margaret made the motion, Janet seconded, passed).

7. Community Action Plan – Activities Updates & Discussion

Interpretation Sector Work Plan

- The LHIN board approved their new interpretation model in early April. It will include:
 - 1) interpretation funding that doctors, family health teams, and others can access. There is a base funding amount of \$150,000 for this interpretation program, with an additional \$150,000 dependent on Ministry funding. This interpretation funding will be for select health service providers, including primary care providers (Community Health Centres, general practitioners and nurse practitioners), community support service agencies, and community mental health and addictions agencies – for funded access to both over the phone and in-person interpretation services. The hospitals aren't included in the \$150,000 funding because they are already assumed to have current funding for interpretation through their base budget allocations.
 - 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. Access to this bulk-purchase of interpretation services would be for the above list of select health service providers, including primary care providers (Community Health Centres, general practitioners and nurse practitioners), community support service agencies, and community mental health and addictions agencies – as well as health service providers who are not funded through the program, such as hospitals. Opening this up to other organizations may be considered as the project progresses.

- In terms of timing, the LHIN will be going out to request for bids beginning this month. There will be a request for bids process to select the interpretation service provider for each of their sub-regions, and one bid for over the phone interpretation services.

Settlement Sector Work Plan

- See summary in the agenda package.

Housing Sector Work Plan

- We will again be awarding the 2018 Newcomer Landlord Award this fall. Keep in mind any landlords to be nominated.

Language Learning Sector Work Plan

- The language learning task group is meeting semi-regularly.
- Margaret raised the issue of getting vulnerable sector checks for volunteers working with newcomers who are needing practice speaking English. If vulnerable sector checks are needed it can take a while to obtain that. Some organizations have found it easier and quicker to apply directly at the police headquarters but other organizations are finding that the police are increasingly asking people to instead fill out the application online (though this isn't immediate like applying in person). **ACTION: Laura will contact the police and find out the preferred process and about any backlogs.**

Health and Mental Health Sector Work Plan

- The Community Paramedic Program received funding. **ACTION: Dan will share more information as it firms up.**

8. Community Updates

- Shelley had a good meeting in February with a coalition of partners across Ontario and the Attorney General about refugee claimant issues. Legal Aid Ontario (LAO) funding was confirmed for this year. They will be meeting with LAO twice a year with ongoing connection to LAO to discuss issues as they come up; improving call centre wait times; merit-based assessments; etc.
- Sharon noted that there is a need for continued pressure of the Federal and Provincial governments to adequately fund LAO. Shelley noted that legal aid as a non-negotiable support for claimants is currently being considered by LAO. The Ministry of the Attorney General requires LAO to report monthly now. There has been lots of really good progress.
- Sharon shared the key messages that Canadian Council for Refugees (CCR) is asking partners to use across the country, especially for April 4th, Canada's Refugee Rights Day.
<http://ccrweb.ca/en/stronger-communities-advocacy> <http://ccrweb.ca/sites/ccrweb.ca/files/campaign-demands-2018.pdf>
- It is five years since Sanctuary opened. In that time they have increased from 6 patients to 2678 patients.
- Eliseo shared flyers about HelloOntario.info about HIV and related services in Ontario.
- Dan shared an example of the impact reports from the Syrian Newcomer Fund grants. It was suggested that reports about the Syrian Newcomer Fund be put on the Immigration Waterloo Region website.

9. Next Meetings

- **Jun 5, 1-3pm** at MCC, 50 Kent Ave, Kitchener
- **Oct 2, 1-3pm** at MCC, 50 Kent Ave, Kitchener
- **Dec 4, 1-3pm** at MCC, 50 Kent Ave, Kitchener

SETTLE STEERING GROUP

DRAFT Minutes

Date: June 5, 2018

Time: 1:00-3:00 p.m.

Location: MCC, 50 Kent Ave, Kitchener

Present: Eliseo Martell (Chair, Community Member), Crystal Brown (Conestoga College), Margaret Brockett (Sanctuary), Deb Engel (Carizon), Kristin Johnson-Perlock (KPL), Ana Luz Martinez (KWMC), Lynne Griffiths-Fulton & James Swaka (Reception House), Sharon Schmidt & Alana Westervelt & Noel Bedford (Welcome Home), Sunanda Sachdev & Heather Rankin (YMCA), Janet Waito & Pauleen Payne (St Louis), Sanjay Govindaraj (ROW- Citizen Service), Karen Sianchuk & Jennifer Staples (ROW- Public Health), Hoda Ghonim (SHORE), Dan Vandebelt (Immigration Partnership staff)

Regrets & Resource Members: Laura Stoutenburg (Conestoga College), Kaylee Perez (MCC), Gael Gilbert (SHOW), Christine Gilles (CMHA WW), Janice Tulling & Mary Pam Vincer (YMCA), Sharon Down (WRCLS), Shelley Campagnola (MCRS), Hoda Al-Obaidi & Jen Ardon (Canadian Lutheran World Relief), Sarah Harjee (CFFM), Priscilla Muzira (ACCKWA), Sakina Kirefu-Khan (GRH), Ed Kaut (ROW-Income Support), Jessica Bigelow (Big Brothers Big Sisters), Sherry White (ROW – Housing), Sarah MacIver (UWaterloo School of Optometry), Liliana Araujo (Community Member), Leslie Josling (KW Counselling), Roger Gilbert (ROW- Children’s Services)

1. Welcome

2. Review of Minutes – April 3, 2018

- Approved.

3. Approve Agenda & Declaration of Conflict of Interest

- Added an update on YMCA summer programs. The IP Survey discussion was deferred to the fall.
- Agenda was approved. No conflicts of interest declared.

4. Immigration Partnership Updates

- IP Council – The election candidate survey was sent to all provincial candidates and [their responses](#) were recently shared with our whole network; Council is discussing issues such as supports for international students, immigrant attraction, etc.
- BSG - #BelongTogetherWR social media campaign to highlight March 21st day against racial discrimination had 200 tweets and 300 people involved; co-hosted a citizenship ceremony of 35 new Canadians from 14 different countries
- WSG - #HireImmigrants public communication campaign has been progressing over the spring – with bus shelter ads, TV commercials, etc. that highlight newcomers and what they can bring to employers, and profiling employers that have hired newcomers

5. YMCA Summer Programs Update

- Sunanda shared an overview of YMCA summer programs. **ACTION: Dan will share details in the weekly update email.**
- Janet also mentioned that St Louis has summer school classes from July 3 – August 10 (Mon-Fri 8:30 -11:30am and 12:00-2:30pm) and July 4-25 (Mon & Wed 6:30-9:00pm)

6. Language Learning

- The Language Learning Task Group has been focusing on reducing barriers in formal language programs, sharing information on formal/informal language learning opportunities and encouraging collaboration between formal and informal English learning providers and settlement service providers.
- Crystal provided an update on English Learning programming through Conestoga College
 - Conestoga has opened 32 child minding spots and expanded to 8 full time seats in Cambridge; moving Waterloo LINC to main Waterloo location; expanding CLB 3-4 according to demand
 - waitlist – are using postal code waitlist to target where there is a need for expansion
 - continue to look at flexible delivery models – different locations, times (i.e. late afternoon or evenings) to meet people where they are at
 - informal – sharing more information with settlement partners, libraries, etc. and trying to figure out what exists now and how we can expand.
- Janet and Pauleen provided an update on English Learning programming through St Louis
 - started a young adults class – wasn't a huge demand and may have to cancel (18-30y)
 - with the newer PBLA (Portfolio Based Language Assessment) learners now set the goals of what they need to learn (i.e. employment, health, etc.)
 - Opened some new classes – i.e. Forest Hill Church, afternoon class at St Mary's campus and early CLB levels
 - Monday and Wed evenings have several classes, Tuesday evening and Saturday morning could host programs if there is demand
 - Haven't heard much of a need in Waterloo but are considering it. The need in Cambridge is growing and they have opened up some classes to respond
 - Have noon hour pronunciation class to respond to needs
 - Child minding isn't offered with ESL but they try to make connections with Regional childcare and a number of other spots do make use of this
 - Looking to expand to better respond to levels 3 and 4 in the fall (to address the big bulge at that level)
 - Young St and Main Campus have many classes in the morning and afternoons
 - Perception that people who work and learn English at the same time seem to advance more quickly.
- Group discussion about other needs, responses, and opportunities?
 - a. Transportation
 - It is harder to get bus passes for going to school (for claimants) through Ontario Works – and this impacts which class locations are accessible.
 - It can be a challenge to find classes that are close by
 - b. Seniors
 - Are the seniors classes open to all? It is LINC so only Permanent Residents. Ana Luz noted there is a demand for seniors classes or conversation circles for seniors beyond LINC. **ACTION: Janet and Ana Luz to talk further.**
 - c. Updated Information
 - There is a lot going on to meet emerging needs. Is there any way to keep an updated real time list of what options are available?
 - The language providers have it all centralized online in real time. The YMCA Language Assessment Centre is a centralized place for intake. Everyone who needs to get into classes has to go through the YMCA Language Assessment Centre.
 - It could be valuable for service providers (i.e. Reception House) to have updated information about what opportunities are available as it would allow them to give more in orientation sessions to newcomers.
 - Do we need a map to identify more neighbourhood specific needs perhaps?

- Language comes up in nearly every contact that PH has with newcomer clients.
 - YMCA language assessment can also link to informal language learning supports.
ACTION: Heather will share some helpful fact sheets. Does this include the KWMC one-to-one language tutoring? Heather will make sure that is included on the fact sheet outlining options.
 - KPL has a centralized conversation circle list.
 - The more we all know about the options the more we can promote them.
- d. Flexibility with attendance
- So many special needs/issues can take people away often from classes. Classes try to be very flexible. The key thing is to communicate with the teacher.
- e. Other supports
- There is also LINC home study (for CLB 3+).
 - Conestoga has full language programming for the summer (July), with child minding.
 - Conestoga hired a career and pathway advisor to bridge between goals (outlined in PBLA curriculum) and how to get there.
 - Toastmasters is also a valuable resource.
 - KW Multicultural Centre one-on-one ESL is a valuable option for some.
- f. Mental wellness and stigma
- Christine Gilles had shared email comments: For newcomers adults sometimes a group setting just does not work, though, people need to learn English otherwise life can be fairly difficult. Reasons I have seen so far for people not being able to participate in a ESL class are:
 - Trauma or physical condition preventing people to go to the class or not being able to stay in the class because of triggers or simply having to be with people from other communities
 - Stigma that some people face within their own community: LGBTQ+ people who feel very much stigmatized in their own community or even harassed and therefore are scared to go to ESL class with people from their own community
 - Lower level of education to begin with and therefore, it is difficult to be in a class setting as an adult. Supporting those that aren't literate in their first language or have very little formal education is an area where we could develop further
 - Kids at home
- g. Accessibility
- Conestoga is developing some braille literacy resources. Conestoga in Cambridge and Waterloo has braille/blind supports – for LINC with PR status.
- h. Work and employers
- In the IP survey and other places: many people want to work right away but don't have the language skills and it takes at least a year or often more.
 - One valuable way is to work with employers to provide onsite English learning support.
 - Employers and learner employees are keen but it can wane. For ongoing success it needs to have employer commitment (often financial and otherwise).
- Potential next steps
 - It could be useful to develop a general list of what ESL options are available to share with service providers.
 - Would it also be useful to describe an ideal learning model and note the elements to aim for? (employment with learning, employer supports, child minding, go where learners are, PBLA with pathway advisor, flexibility when things come up, etc.)

Reception House is exploring research on some of those promising practices particularly with work and language learning.

- It could be valuable to have an ongoing list of research needs so when any of us have inquiries by students/universities/etc. we can start there.
- Affordable transportation is a related need. We could research the impact of free transportation on children, families, language learning, employment, etc. GRT is researching options for low income transit passes. We should ask GRT to share information with SSG about the low income passes research (and we can share the needs we see with them). We could promote this need in the fall municipal election.

7. Community Action Plan – Activities Updates & Discussion

Interpretation Sector Work Plan

- The LHIN will be rolling out their interpretation supports for doctors and LHIN-funded health settings in the fall. The doctors that were part of the interpretation pilot this past winter can continue to utilize LHIN funds and that will be rolled into the broader process this fall. **ACTION: Lynne will share the list of doctors that were part of the pilot funding.**
- It was noted that there is also an important need for interpretation for dental appointments.

Settlement Sector Work Plan

- The May 4th workshop on private refugee sponsorship resulted in a list of what different community partners do to support people in the refugee sponsorship process. How should this be shared more broadly? **ACTION: Dan to share this with this group and we can talk about next steps with it at a fall SSG meeting.**

Housing Sector Work Plan

- See summary in the agenda package.

Language Learning Sector Work Plan

- See above discussion.

Health and Mental Health Sector Work Plan

- We had talked about creating a common Google Doc with optometrists taking IFHP. Dan is trying to find out about a list of IFH doctors on iamsick.ca which provides online mapping/lists of doctors. **ACTION: Dan and Lynne will meet about a list of optometrists/dentists taking IFHP.**

8. Community Updates

- Sharon noted that continued secure funding for the immigration and refugee program of Legal Aid Ontario is essential, particularly in light of last year's situation of great insecurity. The numbers of refugee claimants has gone up and is expected to stay up for the near future. There may be opportunities to advocate for a broad range of issues with new MPPs and municipal Councillors over the coming months. Other topics were suggested including affordable transportation, language learning, etc. Sharon brought forward the following motion to share with IP Council: That 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. (Margaret seconded, passed)
- Sanctuary will be kicking off a fundraising appeal later in June for expanded space and services.
- Carizon is operating Pathways to Education youth mental health program in 2 neighbourhoods and will be expanding to 2 additional neighbourhoods.
- It was suggested that it would be important to get IRCC to better inform us ahead of time about who is coming to Waterloo Region through various immigration channels so we can plan ahead.

9. Next Meetings

- **Oct 2, 1-3pm** at MCC, 50 Kent Ave, Kitchener
- **Dec 4, 1-3pm** at MCC, 50 Kent Ave, Kitchener

SETTLE STEERING GROUP

DRAFT Minutes

Date: Oct 2, 2018

Time: 1:00-3:00 p.m.

Location: MCC, 50 Kent Ave, Kitchener

Present: Eliseo Martell (Chair, Community Member), Laura Stoutenburg (Conestoga College), Margaret Brockett (Sanctuary), Kristin Johnson-Perlock (KPL), Ana Luz Martinez (KWMC), Lynne Griffiths-Fulton (Reception House), Sharon Schmidt & Brandon Wagler & Heather Ho (Welcome Home), Janet Waito (St Louis), Priscilla Muzira (ACCKWA), Sherry White (ROW – Housing), Karen Sianchuk & Jennifer Staples & Sue Black (ROW- Public Health), Gabrielle Laurin (Conseil scolaire Viamonde, guest), Dan Vandebelt & Sora Yun (Immigration Partnership staff)

Regrets & Resource Members: Crystal Brown (Conestoga College), Deb Engel (Carizon), Kaylee Perez (MCC), Gael Gilbert (SHOW), Marian Rozman & Anna Kuznetsova (YMCA Immigrant Services), Sharon Down (WRCLS), Shelley Campagnola (MCRS), Pauleen Payne (St Louis), Jen Ardon (Canadian Lutheran World Relief), Sanjay Govindaraj (ROW- Citizen Service), Sarah Harjee (CFFM), Sakina Kirefu-Khan (GRH), Ed Kaut (ROW-Income Support), Stacey Robertson (Big Brothers Big Sisters), Hoda Ghonim (SHORE), Sarah MacIver (UWaterloo School of Optometry), Liliana Araujo (Community Member), Roger Gilbert (ROW- Children’s Services)

1. Welcome

2. Review of Minutes – June 5, 2018

- Approved.

3. Approve Agenda & Declaration of Conflict of Interest

- Agenda was approved. No conflicts of interest declared.

4. Immigration Partnership Updates

- The municipal election candidate survey questions were sent to all candidates and their responses were shared with our network and are [posted online](#). Council discussed opportunities/strategies regarding the SSG motion from our last SSG meeting to continue to advocate regarding the needs of immigrants and refugees, including appropriate and sustainable funding for legal aid. Council also discussed membership, IP connection to different groups such as international students, refugee claimants, etc.
- Some conversation followed about language learning in the workplace.
 - Language learning in the workplace is very valuable. Linemar is a key employer of newcomers and would be an ideal location to explore this further. It would be good to start with employers that are already hiring many newcomers. It was suggested that language providers used to do more language learning in the workplace and that had been rooted in professional development budgets at workplaces but in the last downturn those budgets were often cut.
 - The Language Learning Task Group has discussed this and will continue to explore it.
 - Reception House has a project to explore language training in one workplace – and will evaluate it to inform future initiatives.

- The BSG Social Isolation Working Group is bringing together ethnocultural groups on November 3 to build a better list for communication with them and provide the opportunity for mutual connection and support.
- IRCC is having regional consultations this fall (October 17th in WR) for settlement and non-settlement partners to provide input on priorities for the 2019 call for settlement funding.

5. Immigration Partnership Community & Partner Survey Findings

- All reflected individually and then in small groups about “What struck you as the most relevant from these findings for the Settle Steering Group to address?” Together we gathered those findings in clusters and used “dotmocracy” to identify the common key issues we need to collectively focus on going forward. Each person placed up to 2 dots (votes) with the following results: Language Learning (12 votes), Coordination of Services (12 votes), Housing (3 votes), Interpretation (2 votes), Employment (2 votes), and Health Care (0 votes). We then discussed the results.
- Coordination of Services
 - We do well coming together in a crisis (like the Syrian influx) but how do we replicate that model in our day to day interactions with each other? Could we invite people to a forum annually to discuss creative ways to address issues together (particularly decision makers)?
 - It would be useful to know how the Syrian newcomers are doing now and compare those outcomes to other newcomers.
 - We had a more recent “crisis” with refugee claimants but everyone across the community hasn’t come together in the same way.
 - It would be great if newcomers didn’t have to go to many different locations to get services.
 - It is good to have a mix of decision makers and frontline staff coming together. These SSG meetings and involvement together is very valuable. It is useful to bring things back to our organizations.
- Language Learning
 - Language is a barrier. The findings suggest that this isn’t because there is poor service in this area but that learning a new language is an ongoing challenge for many newcomers. While there is much already being done, we need to push it further.
 - Sometimes people can speak English moderately well but still are needing more. This may not translate into higher income, solid understanding, belonging, etc.
 - Are there waiting lists? We have waiting lists but they are not excessively long. Largely they come about at the beginning of the year or when they sign up and people eventually filter into classes. New classes are being opened to respond to specific needs (i.e. evening classes, seniors, etc.)
- Housing
 - Housing is an area where there are some distinct newcomer needs but these are often eclipsed by the broader community-wide challenges of affordable housing. While there is a role for us to work on newcomer needs specifically, we need to work on the broader issues and bring our voices to those tables.
 - Lack of affordable housing is a systemic issue – including governmental policies/decisions, gentrification, supply, supported housing, etc. We need to do a better job as a community to address this generally and it will impact the immigrant/refugee population as well. We need to not work in silos but contribute our voices to amplify them with others across the community. This is a crisis now and not just for newcomers.
 - We need to therefore be involved in broader housing discussions and action.
- What should we start doing or explore further?
 - We need to learn about the crisis model.

- Even within larger organizations sometimes there isn't much coordination.
- We could look across Canada at what other models are working well.
 - A circle of care model is useful and could be beneficial to explore for our sector.
 - Refugee Hub/Refugee 613 in Ottawa could be a good model. Maybe particularly with private refugee sponsors there could be a one time or annual meeting to connect and share info. Private sponsors can be off on their own sometimes and not well-connected with community services. We are also seeing more "echo" sponsorship cases. How do we support them to help newcomers settle well? We did some of this during the Syrian response (WR Welcomes Refugees).
 - Would it be valuable to develop a model of effective language learning?
- We need senior decision makers to continue to and increasingly be involved.
- Anything that wasn't covered in the surveys that we should include in a parking lot for future consideration?
 - Housing is an issue that didn't come out strongly in the survey but almost 1 year later we are seeing more of this.
 - It would be valuable for the next IP Community Survey to particularly promote it to the more recent immigrants/refugees/international students.
- The plan is to have a community survey of newcomers every couple years, and then a short annual partner survey to gather input across IP partners/pillars as a way to catch emerging issues, emerging languages for interpretation, settlement numbers, etc. This year's partner survey will be shared in late November with findings shared early in the new year. We will incorporate some of the questions from last year's partner survey so we can see changes over time. It was noted that the survey findings are useful for grant requests.

6. Community Action Plan – Activities Updates & Discussion

- Interpretation
 - The LHIN interpretation program is set to launch October 10th. KWMC (in partnership with Guelph Wellington Immigrant Services and RIO) will be the provider with a one-line approach (1-800 number for both in-person and over-the-phone interpretation options). A fund will initially be available to LHIN funded health providers. Hospitals will be encouraged to join the system but using their own interpretation budget lines.
 - Other organizations may potentially be included in the future but we'll check in after the first year and evaluate the feasibility of that.
 - The funding includes \$150,000 to cover interpretation costs for non-hospital, LHIN funded agencies. We are hoping for an additional \$150,000 from provincial funds but this isn't confirmed.
- Settlement Sector
 - See the summary in the agenda package.
- Housing
 - The National Housing Celebration will be on November 15th where we will present the 2018 Newcomer Landlord Award. Please nominate landlords for this award.
- Language Learning
 - See the summary in the agenda package.
- Health & Mental Health
 - See the summary in the agenda package.

7. Community Updates

- Public Health is having an immunization clinic for international students in December to proactively avoid needing to send out suspension letters.

- St Louis looking to start a class for Level 1 and 2 students on Saturdays (currently have classes for 3-7CLB) and are building an evening IELTS class if there are enough students.
- KW Multicultural Centre has two programs for youth (Let's Talk) - one for females and another for males.
- Reception House has been getting a lot of broader service providers asking if they provide life-skills programs for newcomers – mostly around parenting or safety or vulnerabilities with people on low-income. We brainstormed options. They could be referred to Sanctuary, Health Babies Healthy Children (for parents of ages 0-3y), KidsLink, Kidsability, etc. Do any government programs have videos about parenting (particularly in other languages)? Reception House has some orientation for their clients. F&CS may have some supports. St Louis will offer lunch and learns for their students over their lunch with guest speakers. Cultural traditions, parenting styles, etc. are all components of this.

8. Next Meetings

- Dec 4, 1-3pm at MCC, 50 Kent Ave, Kitchener
- Tuesday afternoons generally work well for our meetings. **ACTION: Dan to send proposed SSG meeting dates for 2019.**

SETTLE STEERING GROUP

DRAFT Minutes

Date: Dec 4, 2018

Time: 1:00-3:00 p.m.

Location: MCC, 50 Kent Ave, Kitchener

Present: Eliseo Martell (Chair, Community Member), Laura Stoutenburg (Conestoga College), Margaret Brockett (Sanctuary), Ana Luz Martinez & Ohayla Al-Khalib (KWMC), Lynne Griffiths-Fulton (Reception House), Sharon Schmidt (Welcome Home), Janet Waito (St Louis), Anna Schwarz (YMCA Immigrant Services), Priscilla Muzira (ACCKWA), Sherry White (ROW – Housing), Deb Engel (Carizon), Stacey Robertson (Big Brothers Big Sisters), Hoda Ghonim (SHORE), Diane McGregor (KW Counselling Services), Nermin Ozdemir (House of Friendship, Family Outreach Worker Program), Sue Black (ROW- Public Health), Amrita Shrestha (MCRS), Jenny Flagler George (LHIN), Dan Vandebelt & Sora Yun (Immigration Partnership staff)

Regrets & Resource Members: Crystal Brown (Conestoga College), Kaylee Perez (MCC), Gael Gilbert (SHOW), Marian Rozman (YMCA Immigrant Services), Shannon Down (WRCLS), Shelley Campagnola (MCRS), Pauleen Payne (St Louis), Jennifer Ardon (Canadian Lutheran World Relief), Sanjay Govindaraj (ROW- Citizen Service), Karen Sianchuk & Jennifer Staples (ROW- Public Health), Sarah Harjee (CFFM), Sakina Kirefu-Khan (GRH), Kristin Johnson-Perlock (KPL), Ed Kaut (ROW- Income Support), Sarah MacIver (UWaterloo School of Optometry), Liliana Araujo (Community Member), Roger Gilbert (ROW- Children’s Services)

1. Welcome

2. Review of Minutes – Oct 2, 2018

- Approved.
- Laura updated an action item from previous minutes. It was noted previously that some community service partners were being told that they could no longer order a police check in person - an issue since the online process is much slower. Laura found it is still possible to order a police check in person at 200 Maple Grove Road (or downtown, though downtown has less capacity for this) and if no issues arise, you can get same-day service. The fastest way is to order the police check online and go to 200 Maple Grove Rd to pick it up in person.

3. Approve Agenda & Declaration of Conflict of Interest

- Agenda was approved. No conflicts of interest declared.

4. Immigration Partnership Updates

- Eliseo shared recent IP Council discussion about a local settlement hub. IP will be submitting a proposal to IRCC on behalf of local settlement organizations to explore this further. Council also discussed how, with housing and other similar issues where issues for newcomers are a part of broader community challenges, we need to contribute our voice and ensure that newcomer-specific aspects are on the agenda of these broader community discussions.
- The BSG is hosting the Global Migration Film Festival until December 18.
- **ACTION: Sora and Dan will share questions to gather feedback on the IP 10th Anniversary.**

5. Mental Health for Newcomers in Waterloo Region

- Debbie Engel from Carizon shared about various mental health (MH) programs for newcomers in Waterloo Region, including: Promise of Partnership (<https://www.carizon.ca/community->

- [services/refugees-newcomers](#)) which has a series of group-based programs for newcomers; and Pathways to Education (<https://www.carizon.ca/education-school-based-services/pathways-education>) for high school students in specific geographic neighbourhoods (though over half of the participants are newcomers). Several local counselling agencies also have walk-in counselling that is open to all including immigrants/refugees – sometimes on a sliding scale.
- Carizon also does presentations for service providers/schools to understand mental health for newcomers and what they can do to help them navigate those systems.
 - The issue of mental health for newcomers consistently comes up. We discussed gaps and how can we best coordinate and work together.
 - Language is still a barrier. It is useful to have staff who speak different languages. The [top languages for interpretation and translation](#) is a good guide for organizations to see if they are covering key languages. It isn't just language – but also cultural understanding.
 - For referral purposes, it would be useful to share a list of what languages are covered by counsellors at different local agencies. **ACTION: Debbie to explore if this can be shared.**
 - For a few years, KDCHC had a mental health navigator program which trained people from various ethnocultural communities.
 - There is a divide between adult and children's mental health – often undertaken by different organizations.
 - Carizon does have youth staff at Eastwood and WCI high schools twice a week – they also work some with parents. There are staff in the elementary schools but not focused specifically on newcomers.
 - There could be a connection to the settlement/resource hub that settlement organizations are discussing.
 - The Refugee Mental Health Working Group has monthly frontline worker meetings and is reviewing their focus. The Refugee Health Clinic meetings sometimes have some overlap with mental health issues.
 - Psychological assessments are a gap. Finding a psychologist who will work with an interpreter can be an issue.
 - Mental health might not be immigrants/refugees' primary concern in the first year but often comes up later – in year 2 or 3 as they settle in. How do we reach them? Language classes? Family outreach workers could be a possible link and often refer to mental health services.
 - There is a fear that if clients share something that their kids might get taken away.
 - Stigma is a big piece. Going to a facility is not easy for people but they may be okay to go to their doctor or community centre. KW Counselling is exploring a walk-out model of meeting in the community at more accessible spaces (i.e. Reception House, community centres, etc.). The group process may help people support each other and create community.
 - It would be useful to explore ways that other countries deal with mental health issues (beyond a North American approach to mental health) and incorporate those dynamics – learning from newcomers about how their countries/cultures deal with it.
 - Using an interpreter from someone's ethnocultural community can be a barrier to honesty.
 - **ACTION: Debbie will send a link to the video about local mental health services.**

6. Follow-up from October SSG meeting - Collaboration & Language Learning

- We deferred this discussion to a future SSG meeting.

7. Community Action Plan – Activities Updates & Discussion

- Interpretation
 - Jenny and Ohayla shared about the LHIN interpretation initiative (in partnership with KWMC, Guelph Wellington Immigrant Services and RIO Network) which launched November 2. The initiative will include 50 languages through in-person interpretation and 140 over-the-phone. There is base funding of \$150,000/year. The uptake may take a little while as health

practitioners find out about the initiative and get setup. LHIN & KWMC are reaching out directly to service providers. The LHIN is creating a service package for health care providers as well as a package for community partners with a 1-page overview and a more detailed list of what service providers/primary care providers are covered. **ACTION: Dan will share the package when it is completed.** Information will also be included on immigrationwaterlooregion.ca. There will also be a poster that covered health practitioners can post in their reception areas to let patients know it is available.

- This is a great start on interpretation but it is there are other health practitioners (labs, ultrasound, pharmacies, dentists, specialists, etc.) that also need to provide interpretation.
- **ACTION: Jenny to check if nurse practitioner-led and early pregnancy clinics are eligible.**
- Now especially with this initiative, organizations serving newcomers need to ensure they do not continue to provide informal interpretation for health practitioners/hospitals/clinics that are funded to provide interpretation.
- French is sometimes a gap. The interpretation program was originally for non-English/French but now shifted to “interpretation for those that need it” and so can be used for French.
- Settlement Sector
 - Lynne and Dan gave a brief update on discussions about how settlement organizations collaborate and the hub proposal.
 - MCC met with YMCA and KWMC about how to strengthen the connection between settlement services and private refugee sponsor groups.
- Housing
 - The two Newcomer Landlord Awards were presented on November 15 and there was media coverage on [CBC](#) and [CTV](#).
 - Feedback/suggestions so far about the landlord awards includes: next year focus more among partners on what stories we want to tell, more than getting a lot of nominations and just a few winners; share the nomination information earlier in the year. Please share any other feedback/suggestions with Dan by email.
 - ACTION: Dan will get the nomination form out in the winter and remind partners through the year to think of landlords where we need to share the story.
 - This week there were also CBC radio pieces on [newcomer housing](#) more generally and a CBC piece on [refugee claimant challenges](#).
- Language Learning - See the summary in the agenda package.
- Health & Mental Health - See the summary in the agenda package.

8. Community Updates

- CLEO (Community Legal Education Ontario) has offered to undertake a webinar or in-person training about the difference between legal information and legal advice and an overview of Steps to Justice website and the features it offers. The 30-90 minute workshops would require at least 20 people registered. It was felt that this would be useful for front line workers in particular and that in-person training would be better than a webinar. We should invite others beyond just settlement workers. **ACTION: Dan and Lynne will pursue setting this up.**
- Next meeting we can talk about collaboration and what that means. We want to get beyond the assertion that it is a good thing to discuss concrete ideas/changes in how we work together.

9. Next Meetings

- Feb 26, 1-3pm at MCC (50 Kent Ave)
- Apr 23, 1-3pm at MCC (50 Kent Ave)
- Jun 25, 1-3pm at MCC (50 Kent Ave)
- Sep 24, 1-3pm at MCC (50 Kent Ave)
- Nov 26, 1-3pm at MCC (50 Kent Ave)