

**IMMIGRATION PARTNERSHIP  
Work Steering Group  
Minutes  
January 31, 2108**

<b>Date:</b>	January 31, 2018
<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00 pm - 1:30 pm
<b>Present:</b>	Carol Simpson, Tim Callan, Elizabeth Arcila, Ian Mclean, Tina Allishaw, Roberto Villamar, Janet Lehman, Sheila McIntosh, Isabel Vankuik, Eltag Elkhalifa, Chris Farrell, Sue Benoit, Marilena Benak
<b>Regrets:</b>	Michelle Jutzi, Eva Wassef, Julie Newman, Beisan Zabi
<b>Guests:</b>	Paulina Rodriguez, Jessica Thier
<b>Staff:</b>	Nora Whittington

**1. Welcome, Introductions:**

**2. Approval of Minutes** - Minutes approved from November 29, 2017

**3. Action Group Updates:**

- **Advocacy:** Have met twice. Brainstormed with a broad view. At next meeting will narrow it down and will select 3 key issues to focus on.
- **Data:** the add-on to WFPB Employer One Survey was the focus of this action group. Employer One cut off is Jan. 31. Results will be shared at the next WSG meeting. Currently 553 businesses have completed the survey. 252 completed the add on survey related to IP and out of those 182 indicated they had not heard of IP.
- **Communications:** Photo shoot and CTV shoot have taken place of immigrants and refugees. Display of phase # photos are at this meeting. Call to action from this is that employers go to the IP portal where there is a designated page for Hire Immigrants campaign and employers can indicate what positions they are needing help to fill. We will follow up with these employers to see if they received the service from EOES and if they hired immigrants into these roles. The awareness campaign includes: bus shelters, CTV commercials, social media, poster distribution and there will eventually be a roving display/expo board through Waterloo region.
- Phase #2 of the campaign will include employers sharing the message that hiring immigrants makes good business sense. This photo shoot will take place in March.

#### 4. Questions Re: Municipal Elections

Are there any questions WSG would like to bring forward related to hiring immigrants/refugee's for candidates running for municipal elections. For further discussion at next meeting.

#### 5. Updates:

Mentorship – no update at this meeting

Internship Program – There was a dip in new clients in December but 15 more new clients in January which is positive. 2 new internships. 8 people placed in employment.

WR Connector Had a kick-off in Cambridge which went well. Already had the kick-off in Kitchener-Waterloo. Currently have 46 Connectors and 15 Connectee's. 10 matches.

Employment Ontario – Status quo. No new updates.

#### 6. True North – Communitech Event

- Concern about fee for smaller business or organizations. Apparently tech start-ups pay \$150 compared to the \$600 fee for community or government. Inquiry to be made to see anything can be done to support 'others' from being able to attend as these fees don't work for many budgets.

#### 7. Review/Update – Events

**Point of View with Jim Estill** - some feedback from service providers in attendance that some of his comments were not politically correct and did turn off some folks. But was also understood that he was speaking to the business community and speaking from that perspective. It was a good event overall and positive feedback from employers who attended. He and his team have done great work in supporting refugees in Guelph and a real example in being able to get people working together to create change.

**IP Forum** – March 1

**Global Skills** – March 21

**Employer Speaker Event** - June

#### 8. Adjournment 1:30 p.m.

#### 9. Next Meeting – March 28, 2018



**IMMIGRATION PARTNERSHIP  
Work Steering Group  
Minutes  
March 28, 2018**

<b>Date:</b>	March 28, 2018
<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00 pm - 1:30 pm
<b>Present:</b>	Carol Simpson, Tim Callan, Elizabeth Arcila, Tina Allishaw, Janet Lehman, Sheila McIntosh, Isabel Vankuik, Eltag Elkhalifa, Marilena Benak, Michelle Jutzi, Julie Newman
<b>Regrets:</b>	Eva Wassef, Julie Newman, Beisan Zabi, Ian Mclean, Roberto Villamar, Chris Farrell, Sue Benoit
<b>Guests:</b>	Paulina Rodriguez, Jessica Thier
<b>Staff:</b>	Nora Whittington

**1. Welcome, Introductions:**

**2. Approval of Minutes** - Minutes approved from January 31,2017

**3. Action Group Updates:**

- **Advocacy:** This group are focusing on three key priorities:

1. **Employer Biases**

2. **A Employment Hub for Immigrants** (a physical location/program with job matching, support programs for both immigrant and employers (training for employer and immigrant, pre-employment, onboarding **etc.**))

3. **Hiring Practices/Education for HR Professionals**

Discussion at meeting re: current system with Employment Ontario and how it doesn't fully support the mandate of the IP. IP's focus is on immigrant hiring and Employment Ontario focuses on ALL people and there is no specialization for supporting immigrants into jobs that employers are wanting to fill. There is nowhere for IP to forward job postings that are received and to know immigrants will be promoted to the employer.

Current funding to EO providers does not support this but perhaps have to look at a different source of funding to create a hub similar to that of the former New Canadian Program. Could be a program delivered by one of IP's service provider partners or creating something new. If employers are feeling the impact of the shrinking workforce and there is an understanding that immigrants will be a significant part of the filling this gap then perhaps employers will invest in something that can create a one stop and also this program could draw immigrants who are not currently going to EO providers (which IP evaluation reflected). A place that is specialized could encourage more immigrants and employers to participate.

Tim Callan to discuss at next EO Managers meeting about WSG concerns and how this can work going forward.

Carol Simpson said the WFPB new portal for job postings for Job Developers can assist IP as well. Noted that this can work in the meantime but still leaves a gap for IP.

More discussion at next meeting. Advocacy group to hold a meeting in the next few weeks. \*note: need to identify for IP what is an immigrant?

- **Data:** the add-on to WFPB Employer One Survey was a success with 250 out of the 547 employers who completed Employer One Survey completed this portion as well. Some of the findings: 72 know about IP/services, 21 have accessed services, 93 have experienced barriers to hiring immigrants, 82 want to know more, 110 want to know how to access immigrant talent. Carol to give a broader presentation of Employer One at May meeting but for now Carol Simpson and Nora to connect about addressing the group of employers who want to know about services and supports perhaps via a breakfast panel event. Carol Simpson to also call a meeting of the Data group. WSG will need more data going forward: how many immigrants are service providers seeing monthly, what are the skills and the sectors. How can WSG get this info? Discussion regarding where this info comes from Census? Or Service Providers and will EO providers share this on a regular basis? More discussion at the next meeting.
- **Communications:** Phase #1 (highlighting immigrants) of the campaign is completed. CTV ads and bus shelters will continue for a few more weeks. Have been a success. Call to action was employers connecting to IP portal (10 was the goal). Have heard from approx.. 20 employers. Phase #2 (highlighting employers) is under way. Commercials and bus shelters are in production stage. These will be released during by end of April. There will be a roving display board to be housed for a period of time in lobbies of public buildings and employers. WSG asked to help with having these display boards at their location. A social media campaign is ongoing. Communications work group to meet to discuss direction after Phase #2 is complete.

#### 4. Updates on Partner Programs:

Mentorship – no update at this meeting

Internship Program – The Internship Program did not get renewed funding which is quite disappointing as were meeting or exceeding targets. A real loss to the community.

WR Connector Going very well. 24 Connectee's, 19 have been matched. There are 61 Connectors in total.

#### 5. IP Evaluation Update:

Paulina Rodriguez presented the results of the community and partner survey by IP.

- 302 participants, 67% immigrants/refugee's/international students
- Most living in lo-income, despite being highly educated
- High unemployment among recent immigrants
- Participants had accessed employment and skill training programs and 42% were satisfied with these resources while 31% were not satisfied.
- Among IP employer partners, only 20% said they had stronger skills and tools for hiring newcomers
- Language barrier top barrier for immigrants, service providers and employers
- More ESL opportunities and networking events to meet immigrants were top solutions

WSG members discussed: that English language skills is a significant issue but there are supports like the KW Multicultural Centre which can help newcomers learn terminology. There is a need for ongoing support for English development. There are differences between immigrants and refugee's – immigrants are more likely to access services. Refugee's don't come with a plan and may not access services. (Although, IP survey/evaluation contradicts this statement by WSG) English at Work programs aren't feasible. They put the onus on the employer. Also, some sectors expect basic English skills, like the service sector. English language at work should be targeted to different fields where interaction with clients is not needed. There are volunteer programs that can help newcomers learn English skills, or also employers could partner with community organizations. Teaching English language at work is time consuming for employers but it has been worth it in the past (Tim Callan gave an example of an employer that hired a newcomer with low English and help them acquire English skills.)

WSG would like to learn more about: Why are people not satisfied with employment services? What are the services that are helpful? Why only 20% of employer partners have skills and tools to hire newcomers? What are the other 70% missing that we could address?

Paulina will send a power point with the findings to WSG partners.

## 6. Event Update:

**Global Skills:** Over 200 registered. 130 attended. It was touch and go for registration but turned out to be a good event. Concerns about venue. Excellent mix of employers at the Networking Event (Connections Hub). Roberto was the keynote speaker and he was well prepared and amazing!

Would be great to have a post event survey where we know if the conference helped individuals with entering the workforce?

**Speaker Event with Chamber** – June/2018 Still waiting to plan this with the Chamber team.

**7. Next Meeting** – May 23, 2018 and June 27, 2018

**8. Adjournment** – 1:30 p.m.

**IMMIGRATION PARTNERSHIP  
Work Steering Group  
Minutes  
May 23, 2018**

<b>Date:</b>	May 23, 2018
<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00 pm - 1:30 pm
<b>Present:</b>	Carol Simpson, Tim Callan, Elizabeth Arcila, Tina Allishaw, Janet Lehman, Sheila McIntosh, Isabel Vankuik, Michelle Jutzi, Roberto Villamar, Sue Benoit, Julie Newman, Chris Farrell, Eva Wassef
<b>Regrets:</b>	Beisan Zabi, Ian Mclean, Isabel Vankuik, Marilena Benak, Eltag Elkhalifa
<b>Guests:</b>	
<b>Staff:</b>	Nora Whittington

1. **Welcome, Introductions: - Meeting Chaired by Sheila McIntosh**
2. **Approval of Minutes** - Minutes approved from March 28, 2018
3. **Action Group Updates:**
  - **Advocacy:** This group are focusing on three key priorities:
    1. **Employer Biases**
    2. **A Employment Hub for Immigrants** (a physical location/program with job matching, support programs for both immigrant and employers (training for employer and immigrant, pre-employment, onboarding **etc.**.)
    3. **Hiring Practices/Education for HR Professionals**

Update: The employer reps on WSG met with rep from Bridges to Work program (Lutherwood). This is a one year pilot program that helps 'vulnerable' immigrants and refugee's find employment. Matthew Wadlin is the coordinator of this program and the group wanted to explore whether this program (funded by MCI for one year) could be expanded into a 'hub' (eg. a 3 year pilot program going forward) and the name changed (eg Regional Immigrant Employment Hub) and Lutherwood could administer the program (in small letters) and there be a business oriented location to deliver it from. The details of the hub to be planned at next advocacy meeting but this program could be a foundation that could be built upon (if Lutherwood is interested and it works for WSG/IP). It is critical that a hub be created – one with credibility and specialization and will allow for employers to access immigrant talent but that there is also education and workshops and other support for both employer and immigrant. Some key points: must have a business model, consider employers being part of the solution thru membership or sponsorship (not just government support), look at how Nation Talk operates, need strong marketing dollars and good staff (business oriented), a regional hub.



Three things to consider:

1. Lutherwood is open to discussions of building on existing program.
2. This hub needs to think about attraction as well. We will need 1000's of immigrants and some are here and some we will need to begin to attract and this hub should also be focused on filling the gaps via attraction. It needs to support SME's who do not have systems to attract and train and support.
3. While this is a great foundation to build on – DEFINE THE VISION FIRST so that is not lost.

A meeting will be held with Advocacy to create a document that can be used to access funding for a 'hub'. This was also requested by Ian Mclean for his networking and outreach to government funders and other funders etc.

Bridges to Work (Lutherwood) to come to the next WSG meeting to give an overview.

- **Data:** The group have not met but Carol reported that WFPB will be participating in the event on June 28 (as a speaker) and sharing and answering questions shared by employers via Employer One (the questions specific to the add-on questions about immigrants). We wanted to ensure that these questions were addressed. Those employers who indicated the desire to know more about immigrant talent will be invited to June 28 event called 'Let's Talk Talent Shortage'.
- **Communications:** Phase #2 is underway (highlighting employers) Bus Shelter ads are out and CTV ads are on their way. Also - looking at buying transit ads and social media campaign will happen as well. Hoping to see the employer outreach from Phase #2. A roving banner program will launch in the summer whereby two pull up banners are to be placed in public and corporate locations to build awareness.

#### 4. Updates on Partner Programs:

Mentorship – no update at this meeting

Employment Ontario – Status quo. Slower. Seeing a gap with summer employment.

WR Connector No update at this meeting

5. **Speaker event in June – Let's Talk Talent Shortage** - Carol Simpson and Murray Gamble will be guest speakers. Going to bring to light the issue around the talent gap. IP is sponsoring this event. WFPB as well. Will be inviting employers from the Employer One survey (inquiring about immigrant talent) and employers that IP has been working with and Chamber members. It will be a lunch time event and all WSG members are invited to attend.

- 6. Canadian Citizenship Ceremony:** IP was part of the coordination of a ceremony held recently and we encourage WSG members to attend one in the future to have this experience.

**KWCF – Town Hall meeting** – IP was part of this via WSG staff

**Manufacturing Summit** – IP attended this and had a display at networking session to promote hiring immigrants. Once again the focus at the summit was an emphasis on the talent shortage.

- 7. Next Meeting** – September 26, 2018

- 8. Adjournment** – 1:30 p.m.

**IMMIGRATION PARTNERSHIP  
Work Steering Group  
Minutes  
June 27, 2018**

<b>Date:</b>	June 27, 2108
<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00 pm - 1:30 pm
<b>Present:</b>	Carol Simpson, Tim Callan, Beisan Zabi, Sheila McIntosh, Sue Benoit, Julie Newman, Eva Wassef, Eltag Elkhalifa
<b>Regrets:</b>	Tina Allishaw, Ian Mclean, Isabel Vankuik, Marilena Benak, Elizabeth Arcila, Janet Lehman, Michelle Jutzi, Roberto Villamar, Chris Farrell
<b>Guests:</b>	Immploy and Bridges To Work
<b>Staff:</b>	Nora Whittington

1. **Welcome, Introductions:** - Meeting Chaired by Ian McLean
2. **Approval of Minutes** - Minutes approved from May 23, 2018
3. **Presentations:**

- **Immploy:**

A program in London, Ontario to connect employers to immigrant talent. It links employers to effective employer tools and resources including:

1. Recruitment services to access a pool of qualified immigrant talent. A job match program.
2. Screening support for evaluating international credentials and language skills
3. Connections with business leaders and other professionals who have successfully attracted and retained immigrant talent.

The Immploy Job Match program provides employers across Southern Ontario co-ordinated access to qualified new Canadians.

**Benefits:**

Helps employers of all sizes access the top talent they need at the right time.

Drives talent attraction to cities across Southwestern Ontario.

Strengthens emerging industry sectors with the skills required to sustain future growth.

Fuels job creation for everyone.

Overview of the Immploy Mentorship Program also took place at the meeting. Similar to the YMCA Mentorship Program in Waterloo Region.

Action: Advocacy Action Group to review this program further as it plans Hub framework. Meet with Immploy and WIL as necessary.

Agreed Immploy is an excellent program and one Waterloo Region should be connected to.

- **Bridges To Work**

A one year pilot program funded by MCI (provincial government) and delivered by Lutherwood. It is focused on getting refugee's and immigrants with lower language levels and other barriers employed in Waterloo region.

The pilot has had positive results and it has been busy. There is interest from Lutherwood to expand to serve all immigrants (professional etc..) and with more services and supports for employers and immigrants/refugee's. Lutherwood would like to ask MCI to expand into a Hub for employers/immigrants. Re: Advocacy Action Group's plan.

Action: Advocacy Action Group meetings over the summer to discuss/plan Hub for presentation at the September WSG meeting.

#### **4. Communications Action Group/Data Action Group:**

Phase #2 of the Campaign complete. Bus shelters etc..around the Region. Banners were on display at the WSG meeting. Need support in identifying locations around the Region to display them ie: recreation centres, city halls and other government buildings, public locations, businesses, shopping centre's ?? Idea? Please connect with Nora.

Communications Action Group to meet over the summer.

**Data Action Group:** Carol Simpson to present at the Let's Talk Talent Shortage on June 28. Here she will share some data from Employer One as it relates to immigrants and hiring.

#### **5. Updates on Partner Programs:**

Mentorship/Employment Ontario and WR Connector Program updates deferred to September meeting.

#### **6. Next Meeting – September 26, 2018**

#### **7. Adjournment – 1:35 p.m.**

**IMMIGRATION PARTNERSHIP  
Work Steering Group  
Minutes  
September 26, 2018**

<b>Date:</b>	September 26, 2108
<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00 pm - 1:30 pm
<b>Present:</b>	Ian Mclean, Isabel Vankuik, Janet Lehman, Elizabeth Arcila, Carol Simpson, Sheila McIntosh, Sue Benoit, Julie Newman, Eva Wassef, Eltag Elkhalfa, John Rose
<b>Regrets:</b>	Tim Callan, Marilena Benak, Elizabeth Arcila, Michelle Jutzi, Roberto Villamar, Chris Farrell
<b>Guests:</b>	Reception House, Region of Waterloo Child Subsidy
<b>Staff:</b>	Nora Whittington

1. **Welcome, Introductions:** - Meeting Chaired by Ian McLean
2. **Approval of Minutes** - Minutes approved from June 26, 2018
3. **Information Sharing:**

- **Child Subsidy Program/Region of Waterloo:**

Fortesa Recaj, Region of Waterloo gave an overview of this program which helps parents pay for licensed child care so they can work or go to school. Program available to families of different sizes and income. This is valuable for employers to be aware of as they try and find employees where childcare is a barrier to employment.

- **Working Together Employment Program – Reception House**

Carl Cadogen shared a 3 year pilot program in effect at Reception House in partnership with JW Sweid Foods. Part of an innovation fund through the federal government (IRCC).

This program addresses:

1. Lack of official language level to access work related supports.
2. Transferrable work skills to Canadian job market.
3. Case management capacity.
4. Employment service gaps.

Pilot is working with The Literacy group and others to better prepare current employees (who were refugees) at JW Sweid Foods improve on English

language skills. There is WHIMIS training and Canadian workplace culture training and built in research and evaluation as part of this project. Ian reported that at the recent Canadian Chamber of Commerce meeting that there was discussion about how critical it is to focus on innovation regarding finding and retaining talent and looking at English language training – more/different and in the workplace may be part of this.

#### **4. Action Group Updates:**

1. Advocacy – Julie Newman reported to the action group met through the summer to begin a plan for a one-stop hub for immigrant employment. The group is meeting with a one-stop immigrant employment centre in London (WIL) A framework for the hub to be created by the next WSG meeting in November. Communications Action Group to meet over the summer.
2. Communications – Nora reported that the second phase of the HIRE IMMIGRANTS campaign with employers as the focus is complete. TV ads and bus shelters created a buzz as employers have been reaching out for support to find people. Next steps: transit ads, newspaper ads, theatre ads and banner displays. \*Concerns expressed by many employers from various sectors that they cannot find people. Keen on being connected to immigrants.
3. Data: This group did not meet in the summer. Carol Simpson said she will call a meeting and have an update at the November meeting.

#### **5. Updates on Partner Programs:**

- Employment Ontario – no report at this meeting
- Mentorship Program – Continues to be a success with many matches. Always looking for new mentors. Have a Rockwell International event coming up and continue to partner with RBC who hosts speed mentoring events. The program continues to be promoted throughout the region.
- Connector Program – Going well. 50 matches. Need more volunteers to be Connectors. Looking for accounting, logistics and supply chain.

#### **6. IP Updates**

2019 – 10<sup>th</sup> Anniversary for Immigration Partnership

#### **7. Next Meeting – November 28, 2018**

#### **8. Adjournment – 1:35 p.m.**

**IMMIGRATION PARTNERSHIP  
Work Steering Group  
Minutes  
December 5, 2018**

<b>Date:</b>	December 5, 2018
<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00 pm - 1:30 pm
<b>Present:</b>	Ian Mclean, Tim Callan, Michelle Jutzi, Chris Farrell, Elizabeth Arcila Sheila McIntosh, Sue Benoit, Julie Newman, Eva Wassef, Eltag Elkhalfa, Sherri McDermid, Valerie Bradford
<b>Regrets:</b>	Marilena Benak, Roberto Villamar, Chris Farrell, Isabel Vankuik, Janet Lehman, Carol Simpson, John Rose,
<b>Guests:</b>	Chris and Annie Haus, Accents
<b>Staff:</b>	Nora Whittington

1. **Welcome, Introductions:** - Meeting Chaired by Ian McLean
2. **Approval of Minutes** - Minutes approved from September, 2018

\*one change to the Connector Program section of minutes as noted.

**3. Information Sharing:**

- **Accent – Multilingual Workplace Training:**

Chris Haus, Founder of Accents – Multilingual Workplace Training gave an in depth presentation about the history and the services of Accents. They provide Health and Safety training in a wide range of languages. Can do at employer locations and people can also access training online. It is official and certified. It is an answer to many workplace accidents because of language barriers.

- **Waterloo Region Immigrant Employment Hub**

Julie Newman, Lead for the Advocacy Action Group presented the proposal for the Waterloo Region Immigrant Employment Hub. This is in response to employers not being able to easily access immigrant and refugee talent in Waterloo region. This HUB would not be an online service but bricks and mortar. Now is the time to act on this. It would be a one stop physical location for employers to access immigrant talent from Waterloo Region, across the province, country and the world. The goal is that it would be a collaborative and supportive initiative and be launched by the fall of 2019. Funding will need to be accessed sooner than later. The Advocacy group will meet in January. This will be a significant part of the work of the WSG through 2019. The WSG group gave support in continuing to move forward.

#### **4. Action Group Updates:**

1. Advocacy – The Hub (as shared earlier)
2. Communications – Nora reported that the Hire Immigrants campaign is wrapping up with transit wrap ads and theatre ads as well as newspaper ads. The group will need to meet to discuss how the momentum can continue.
3. Data: Carol Simpson was not able to attend the meeting to give an update.

#### **5. Updates on Partner Programs:**

- Employment Ontario – Tim Callan will discuss Hub with the Managers EO group. With new government not certain about EO funding.
- Mentorship Program – Had a Mentoring in Motion with Rockwell. Very successful. Six of their hiring managers helped. All engineers attended. Participated in a webinar with Ottawa. In January there will be a speed mentoring event with RBC. February there will be an employer panel. In the fall there was an increased demand with typically 7-9 per month – it increased to 13-14 per month. Increased number of interviews. 6 clients found employment in their field!. Still challenges in certain sectors ie: advanced health, accountants. Need this group to help encourage more mentors. Any ideas please share.
- Connector Program – A national program to uncover the hidden job market. For permanent residents with level 7 or higher English. Matched 31 since April and the goal is 50 by March 2019. Challenges with engineering and accounting. Need to find connectors in these sectors. Need to find ways to engage with large business to be Connector partners so their staff can be connectors.

#### **6. IP Updates**

2019 – 10<sup>th</sup> Anniversary for Immigration Partnership – Sora from the IP team circulated a survey for ideas for 10<sup>th</sup> anniversary.  
Ian asked everyone to complete the IP Partner survey.

#### **7. Next Meeting – January 30, 2019**

#### **8. Adjournment – 1:30 p.m.**