

Settle Steering Group, March 2015

Priority Action Area	Possible Activities	Timeline	Responsible	Progress / Successes
1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region	<ul style="list-style-type: none"> Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare 	2014 –2015	Community Supports Action Group	<ul style="list-style-type: none"> There has not been any progress on this activity during this period. SSG members suggested that organizations involved in the initial information sharing regarding resources available to support refugee claimants determine if there are other staff or students that can assist with the work of this activity. SSG determined that less focus should be placed on this activity at this time until there is a better understanding of how many refugee claimants are being served in Waterloo Region.
1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues	<ul style="list-style-type: none"> Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees Ensure that immigrants are aware of all mental health resources available 	2014 –2015	Health Supports Action Group	<ul style="list-style-type: none"> SSG is involved in the Waterloo Region Mental Health Workgroup through Public Health. Supporting the development of a mental health promotion charter, with an immigration lens. SSG joined the Strengthening Mental Health in Cultural Linguistic Communities Waterloo Region workgroup through the Kitchener Downtown Community Health Centre. The focus of this project is implementing community leadership training and cultural competency in mental health
2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees	<ul style="list-style-type: none"> Implement Cultural Competency training and/or support existing initiatives Strengthen engagement with health service providers Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits 	2014-2015	Health Supports Action Group	<ul style="list-style-type: none"> Group to continue discussions on organizing a health service provider networking event and creating a tool (i.e. checklist) to distribute to primary care workers to determine if they are providing service in a culturally sensitive manner

 = on target

 = some delays, but cautiously optimistic

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	<ul style="list-style-type: none"> Conduct a scan and identify promising practices related to education and training for health service providers 			
2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees	<ul style="list-style-type: none"> Engage WWLHIN in the work of the Immigration Partnership Develop a local strategy related to refugee and immigrant health 	2014 –2015	Health Supports Action Group	<ul style="list-style-type: none"> ● SSG members are discussing ways to support immigrant clients to provide input into the LHIN strategic plan. This may include having settlement caseworkers encourage and assist clients with completing LHIN surveys and sharing information about opportunities to participate in focus groups.
3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language	<ul style="list-style-type: none"> Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate Consider the use of technology to accelerate learning 	2014 –2015	Community Supports Action Group	<ul style="list-style-type: none"> ● SSG has discussed concerns that 3.2 is all about the curriculum and that recent changes to LINC may address this priority action area therefore the group needs to be more connected and stay up to date on the changes ● SSG will host an information/Q&A session with supervisors from ESL and LINC programs in April 2015. This session will allow to SSG learn more about both programs, will provide opportunity to ask questions and to talk about any disconnect between clients and the program, which LINC and ESL programs have indicated would be helpful.
4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees	<ul style="list-style-type: none"> Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies Form a group to address housing issues faced by immigrants, as necessary Conduct a literature review and gather local information on immigrant-specific housing issues Strengthen relationships with the appropriate groups identified 	2014 –2015	Community Supports Action Group	<ul style="list-style-type: none"> ● Immigration Partnership is a member of the Homelessness and Housing Umbrella Group (HHUG) ● SSG is planning a 2nd housing session focused on immigrants in partnership with HHUG, Supportive Housing of Waterloo (SHOW) and Canada Mortgage and Housing Corporation (CMHC) in early May. The aim would be to bring settlement agencies and mainstream housing groups together to address needs and service gaps. CMHC has made a small fund available to Immigration Partnership to support this event through the HHUG network.

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				<ul style="list-style-type: none"> The Group is discussing the need for more background research to understand immigrant-specific housing issues locally and which service gaps exist
2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system	<ul style="list-style-type: none"> Broaden and continue to strengthen engagement with hospitals and medical centres 	2015-2016	TBD	
3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged	<ul style="list-style-type: none"> Support the development or enhancement of school board diversity plans/strategies, as necessary Explore existing school board diversity plans/strategies 	2015-2016	TBD	<ul style="list-style-type: none"> Aligns with 10.3. In discussion about how to organise work in this area with BSG SSG chair and CEC attended WRDSB presentation on Equity and Inclusion organized by the Belong Steering Group
4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services	<ul style="list-style-type: none"> Strengthen existing partnerships with the housing stability system Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol 	2015-2016	TBD	

1. What are some of the main successes achieved in making progress on the activities above?

The Settle Pillar has been invited to participate on the Strengthening Mental Health in Cultural Linguistic Communities workgroup through Kitchener Downtown Community Health Centre. This project will focus on implementing community leadership training and cultural competency in mental health. Involvement in this project is related to CAP 1.2 and will allow us to have input into training that is being developed and will also assist the group in making stronger connections with mental health service providers.

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2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

The Settle Steering Group has found the quarterly meeting schedule to be challenging when trying to address the activities of the CAP. As a result the group has decided to increase meetings to 6x a year. The SSG also felt that there is a need to recruit additional people/organizations to the Settle Pillar in order to continue to make progress with the CAP. Group members have shared suggestions and will do outreach to bring new people to the table.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

The Health Supports Action Group would benefit from the support of Council around Priority Action Areas 2.1 and 2.2. Council can support these activities by providing assistance with engaging the Board of Directors and Senior Staff at the WWLHIN, local hospitals and other major primary health care providers around strategies and programming to address immigrant health concerns. Additionally, Council members can contribute to moving these activities forward by providing input and suggestions for next steps. The Health Supports Group is open to participation by Council members who would like to be involved in these activities going forward.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- The Waterloo Region Mental Health Work Group is developing a mental health charter for Waterloo Region. The Settle Pillar CEC is currently a member of this group on behalf of Immigration Partnership.
- The Region of Waterloo's Public Health Department is developing updated Immigrant Fact Sheets which will provide an important resource for our community partners and the wider community. They have consulted with the SSG, the other pillar groups and Council to gain input and receive feedback during the process. The Immigration Partnership staff team are working closely with Public Health staff members on content development, launch and dissemination plans.

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Work Steering Group, March 2015

Priority Action Area	Possible Activities	Responsible	Progress
2014 - 2016			
5.1 Develop and deliver employment preparation courses for immigrants	<ul style="list-style-type: none"> • Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers • Promote accessibility of courses to all immigrants and refugees • Invite immigrants to share stories of achieving meaningful employment 	IEAG/Service Providers	<ul style="list-style-type: none"> ● The employer survey planned by IEAG (which was postponed due to the launch of the Employer One Survey by the Workforce Planning Board) will be back on the agenda at the April, 2015 meeting for planning and development. IEAG are expecting results from the WFPB survey by end of March. • IEAG members have been asked to share success stories of immigrants and refugees achieving meaningful work. In the Spring a process will be put into place to access stories on a regular basis that can be shared in Immigration Partnership newsletters/website and other forms of communication. This will be considered as a component of broader Immigration Partnership communications planning and also the BSG's public education campaign, which a WSG/IEAG member is participating in. • The Business Development Bank of Canada (BDC) held an all day training session for 15 immigrant job seekers. These job seekers were selected by some of our partner service providers and proved to be an extremely successful event. BDC HR team critiqued all resumes and reviewed job search skills and networking skills. An internship will be awarded to one participant from the group. The name is yet to be released.
5.2 Enhance job retention supports for immigrants	<ul style="list-style-type: none"> • Expand capacity of Internship/ Mentorship programs • Broaden eligibility to immigrants and refugees for existing retention supports 	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> ● Immigration Partnership continues to partner with the Internship Program and Mentorship program by meeting regularly to share and create ideas for connecting with employers, to participate in Business After 5 events and other relevant events in the community. IP staff had a meeting with Communitech in February which raised awareness and future connections to both the Internship and Mentorship Programs • We are currently reviewing the possibility of a recognition event for employers of these programs and beyond. • Update of these programs take place at both WSG and IEAG tables
5.3 Increase knowledge of and referral to community support services among employment service providers	<ul style="list-style-type: none"> • Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community 	IEAG	<ul style="list-style-type: none"> • No activity at this time

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<p>6.1 Develop and deliver diversity training for employers</p>	<p>supports for immigrants</p> <ul style="list-style-type: none"> • Explore promising practices locally and in other communities • Offer information related to hiring practices of immigrants 	<p>WSG/IEAG/Training Advisory group</p>	<p>●</p> <ul style="list-style-type: none"> • Next Diversity intelligence seminar is planned in late Spring 2015. It will be delivered and sponsored by Business Development Bank of Canada (BDC)
<p>6.2 Develop strategies and tools to encourage employers to hire immigrants</p>	<ul style="list-style-type: none"> • Explore existing strategies and tools • Develop a marketing strategy which may include: <ol style="list-style-type: none"> 1. fact based, clearly articulated reasons to hire immigrants 2. Return on Investment (ROI) case study 3. recognition event with media presence to honour inclusive employers 4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants 	<p>WSG</p>	<p>●</p> <ul style="list-style-type: none"> • Communication tools elaborating the business case for hiring international talent are available to support promotional activities. • A reorder of the Employer Guide has just taken place. This is an effective tool for employers to be able to get a broad perspective of services which can help them access talent. • IP staff outreach to employers using these materials at ie: employer meetings, events etc. and service provider partners utilize these materials. • Have also had reached out the Greater KW Chamber regarding promotion of IP employer related events and there is the possibility of including a regular blog piece in Chamber media. • Have also connected with President of the GRHRPA who opened the door for promotion of Global Skills Networking event at one of their recent events (with over 200 HR professionals present) • Have also received confirmation that we can promote our activities within Communitelink to their members.
<p>6.3 Provide support to relevant economic/ workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region</p>	<ul style="list-style-type: none"> • Partner with Economic Development departments and the local Workforce Planning Board • Support labour market research • Support knowledge transfer gaps to employment service providers, academic institutions and job seekers 	<p>WSG</p>	<p>●</p> <ul style="list-style-type: none"> • Ongoing partner of Employer One Survey with Workforce Planning Board. • Workforce Planning Board continues to loop IP into potential activities and partnerships that will meet the criteria of the CAP. • A meeting with Region of Waterloo's new Manager of Economic Development took place. This was an inquiry meeting to see how IP can be linked into the development of the Economic Development Corporation and implementation of the Economic Development Strategy, and vice versa.

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<p>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</p>	<ul style="list-style-type: none"> • Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers • Leverage existing tools such as Linked In and Skills International • Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRP/PAO/Chamber Associations 	<p>WSG/CDEP Action Group</p>	<ul style="list-style-type: none"> ● ITEP – Immigrant Talent Engagement Program (formerly C-DEP) presented to Scotiabank Executives in December to discuss a pre-pilot concept. Scotiabank agreed to an eight week Proof of Concept stage. A few service providers are participating by promoting to their job-seeking clients an exclusive website which has been designed for this trial stage. Once results are in from this stage of the program and Scotiabank provides feedback, WSG will plan how to move forward. Regular updates and meetings with planning team and Scotiabank are taking place. • IP participated, as a partner, in the Virtual Job Fair organized by Conestoga College in February. IP recruited some of the participating employers. Over 1,000 job seekers attended the fair. • IP is currently working on the Networking event for the Global Skills Conference which is scheduled for April 1. IP is also represented on the Steering Group for the conference. Grand Valley HRP/PAO has agreed to promote the Networking event and reach out to their membership to encourage more employers to participate at the event.
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1. What are some of the main successes achieved in making progress on the activities above?

- IP staff made arrangements with the HR team from Business Development Bank of Canada (BDC) office in Toronto to come to Waterloo Region and deliver an event in collaboration with employment service providers. Participants and service providers found the experience to be extremely positive.
- A successful meeting with Communitech (Talent search department) was held, resulting in building more awareness of the work of IP (Work Pillar) and connecting them to Internship and Mentorship programs. Also, through this connection IP was able to engage the VP of this area to participate as a speaker in the Global Skills Conference. In addition, we inquired about Communitech having a representative on WSG and how can we partner going forward.
- ITEP is moving forward. Scotiabank agreed to support the Proof of Concept stage which will run until early April. The momentum is growing as the website is becoming busy with interested immigrant job-seekers.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

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- The main challenge is always getting to enough employers and building those connections. We still need more outreach to employers on behalf of the Work Steering Group. Need members of this group to help build connections in the community to support the work. WSG members would like to see our reach to employers grow and there is a need for planning to enable this to happen. For example finding employers to participate in Global Skills requires broad support and promotion and often it is one staff member recruiting employers. It takes weeks to reach our target of engaging 30 employers.
- Growing awareness of the large number of job fairs that take place in Waterloo Region, which may lead to “employer fatigue”. At IEAG we raised the question, “how can we work together on a larger job fair vs all the small ones taking place?” There is interest in launching a joint job fair for 2016.
- ITEP has been broadly accepted by service providers but as the proof of concept stage unfolds we are working out some of the challenges in helping the community understand the technology and ensure greater understanding of the program. In addition, we are streamlining processes as we move forward to ensure that all stakeholders are working together in an efficient and highly communicative way.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- To provide insights on expanding employer connections and effective employer engagement in a saturated field. To be mindful of potential employer connections to help market/promote the initiatives being delivered by the Immigration Partnership.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- Skills International has an employer liaison in Waterloo Region who is focused on Express Entry. IP has made connections with this group about potentially offering to employers a learning event about Express Entry. It would be ideal to partner with the Greater KW Chamber of Commerce and Cambridge Chambers of Commerce in delivering this event to employers in the region.
- IP Staff member (Work pillar) has been attending Rotary meetings to gain more presence in the community and amongst business leaders. This is in response to the need to build more employer connections.

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Belong Steering Group, March 2015

Priority Action Area	Possible Activities	Responsible	Progress
2014 - 2015			
8.1 Develop and implement a public education campaign to increase cultural sensitivity	<ul style="list-style-type: none"> • Say Hi-Inspired Campaign • Speakers Bureau • Neighbours knowing Neighbours • Immigrant Nomination Action Group 	BSG	<ul style="list-style-type: none"> ● Public Education Campaign <ul style="list-style-type: none"> • Held planning meeting facilitated by Region of Waterloo Communications staff, Bethany Rowland, January 2015. Attended by BSG members, a member from SSG and WSG, resource people from CCORIC and Crime Prevention Council, and IP staff. Draft report with 3 year plan completed. CEC and chair met to discuss plan and next steps. • Gathering material on campaign style programs in other communities - Ottawa, Hamilton, London plus local initiatives like Say Hi • Attended KW Community Foundations Grant meeting – focus is on belonging. Application due April 10/15. Considering application for campaign funding. • Working with CCORIC to coordinate World Refugee Day community planning within the public education campaign framework. For 2015 the WRD Steering Group is comprised of CCORIC, BSG members and CEC – will provide coordination, planning support and promotion. Two collaborative planning meetings held for community partners to plan events.. Some possible events include Art Exhibit, Walk for Refugees, Film and discussion/panel series, Refugee Settlement presentation, Book displays and book club, possible presence at Multi Cultural Festival as WRD is June 20th, Dramatic presentation.
9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems	<ul style="list-style-type: none"> • Information sessions, tours, meeting councillors • Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) 	BSG Municipality Reps	<ul style="list-style-type: none"> ● Municipal Services Action Group met to debrief Fall sessions at municipal sites. Met with adult ESL program coordinator at St Louis school (WCDSB) to discuss taking presentations into classrooms and invited her to join Action Group • Presentation planned for early April in Canadian Language Benchmarks (CLB) class level 5-7 (higher English usage) to present materials and then have discussion on content,

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			<p>make recommendations for enhancing materials, relevancy, style</p> <ul style="list-style-type: none"> Plan to revamp materials with participant input and set schedule to present to classes at St Louis campuses in KW. Also meeting with City of Cambridge rep to plan presentations at Cambridge St Louis sites. Future steps will be to plan Open Houses at municipal sites with tours, program and service information, meeting councillors
<p>10.1 Support organizations to enhance, develop and/or implement inclusive practices</p>	<ul style="list-style-type: none"> Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) 	BSG	<ul style="list-style-type: none"> Aligns with 10.3 Determined objectives, question framework and list of organizations to invite to present to interested IP partners on Equity and Inclusion work, successes, challenges and ways to engage with BSG WRDSB E&I and ESL staff delivered first presentation on February 23 to group of 20 BSG and SSG members. Session taped, next invitation to present is to WCDSB. Future presentations suggestions: Region of Waterloo, Cities of Kitchener, Waterloo and Cambridge; University of Waterloo and Wilfrid Laurier University, Conestoga College, Grand River Hospital, St Mary's Hospital In process of developing online survey to send to E&I departments (for profit, non-profit and public) across the Region to gather similar data for compilation and sharing. Goal is to recognize and share good practise, how to build inclusion. Also partnering with New Story Group to discuss and develop Belonging Indicators or Insights, ensuring inclusion of immigrant and refugee experience and voice. Partnering with New Story group to plan community Conversation on Belonging. BSG members, Region of Waterloo and KW Coalition of Muslim Women invited to share inclusion stories.
<p>10.2 Share strategies and develop initiatives for parenting in a new society</p>	<ul style="list-style-type: none"> Collaborate with family service providers and families Develop Parenting in a New Society Training for delivery by service providers 	Staff	<ul style="list-style-type: none"> Connecting with KW Counselling which hired Parent Project Coordinator to research parenting programs, gaps and needs. Parenting in two cultures is part of research.

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10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged	<ul style="list-style-type: none"> • Explore existing school board diversity plans/strategies • Support the development or enhancement of school board diversity plans/strategies, as necessary 	BSG	<ul style="list-style-type: none"> ● Aligns with 10.1 above • WRDSB presented to BSG and other IP members on Feb 23 on Equity and Inclusion work, legislation, hiring, programs, challenges and ways to engage
2015-2016			
8.2 Increase understanding and respond to issues of immigrant isolation	<ul style="list-style-type: none"> • Conduct a scan and identify promising practices related to immigrant isolation in other communities • Engage in additional local action research around who is isolated and why, as necessary • Share finding broadly throughout the community • Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities) 	TBD	
9.2 Strengthen immigrant participation in the Municipal process	<ul style="list-style-type: none"> • Support All Candidates Meeting • Promote Immigrant leadership 	TBD	

1. What are some of the successes achieved in making progress on each activity above?

- Engagement and collaboration with St Louis ESL program to bring municipal program on site.
- Connecting with Cambridge Cultural Engagement Committee to support municipal presentations and WRD involvement.
- Support of MSW practicum students with partners to work on focus groups and surveys to further enhance and refine municipal presentations.
- In-kind facilitation and planning support from Region of Waterloo communications staff to support public education campaign development.

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- Cross-pillar support: Interest and collaboration from Settle and Work groups for campaign meeting and for Settle with WRDSB presentation.
- Great partnership with local New Story Group with belonging focus.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- Some discussions on membership and who is needed at the table – inviting other members to join as active members and resource members, including Muslim Social Services, KW Counselling, community member who worked on Celebrating Diversity Project, ESL Program Coordinator from WRDSB

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- The work of the BSG is about building and leveraging relationships and we see Council as a champion. As we move forward we would look to Council to promote our activities within their organizations and networks, support the work of the campaign by providing input into content and promoting the campaign through their networks.
- To assist with recruiting expertise to the tables as needed i.e. marketing and communications.
- To present on equity and inclusion initiatives or make connections to E&I staff at their organizations.
- Re the Counting Diversity Report and BSG CAP, work with BSG to discuss and support tangible tracking of equity and inclusion results.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- KW Community Foundation spring grant cycle application and decision making criteria have a belonging focus. There may be opportunity here for leveraging resources to support public education campaign implementation.
- BSG continues to be a partner on the New Story Group, focusing on inclusion, belonging and community belonging conversations
- Cambridge Cultural Diversity Engagement Committee has welcomed CEC as member, building relationships and networks.
- Collaboration of BSG and CCORIC to plan World Refugee Day in 2015 – developing new partnerships i.e. Interfaith Grand River, Muslim Social Services, Idea Exchange, and also requested CCORIC support of the broader public education campaign being developing by BSG.

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Settle Steering Group, June 2015

Priority Action Area	Possible Activities	Responsible	Progress / Successes
1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region	<ul style="list-style-type: none"> Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare 	<p>Community Supports Action Group</p>	<ul style="list-style-type: none"> There has not been any progress on this activity during this period. SSG members suggested that organizations involved in initial information sharing regarding resources available to support refugee claimants determine if there are other staff or students that can assist with this work. SSG determined that less focus should be placed on this activity at this time until there is a better understanding of how many refugee claimants are being served in Waterloo Region and what the needs are.
1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues	<ul style="list-style-type: none"> Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees Ensure that immigrants are aware of all mental health resources available 	<p>Health Supports Action Group</p>	<ul style="list-style-type: none"> SSG is strengthening its engagement with mental health service providers by participating in the Waterloo Region Mental Health Workgroup through Public Health and the Strengthening Mental Health in Cultural Linguistic Communities Waterloo Region workgroup through the Kitchener Downtown Community Health Centre. We are also strengthening relations with Carizon. Through the former, SSG is supporting the development of a Waterloo Region mental health promotion charter, with an immigration lens. Through the later, SSG is supporting immigrant community leadership training and cultural competency in mental health.
2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees	<ul style="list-style-type: none"> Implement Cultural Competency training and/or support existing initiatives Strengthen engagement with health service providers Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits Conduct a scan and identify promising practices related to education and 	<p>Health Supports Action Group</p>	<ul style="list-style-type: none"> SSG via the HSAG continued discussions on organizing a health service provider networking event and creating a tool (i.e. checklist) to distribute to primary care workers to determine if they are providing service in a culturally sensitive manner. The HSAG began joint meetings with the Guelph Wellington Immigration Partnership Interpretation Committee to identify potential areas of collaboration in their work. The groups identified that the goal of working together will be to increase awareness and ability to access interpretation in the health sector.

	training for health service providers		
2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees	<ul style="list-style-type: none"> Engage WWLHIN in the work of the Immigration Partnership Develop a local strategy related to refugee and immigrant health 	Health Supports Action Group	<ul style="list-style-type: none"> SSG members are discussing ways to support immigrant clients to provide input into the WWLHIN strategic plan. This may include having settlement caseworkers encourage and assist clients with completing LHIN surveys and sharing information about opportunities to participate in focus groups. The HSAG has begun to collaborate with the Guelph Wellington Local Immigration Partnership Interpretation Committee (both groups are under the same LHIN) and is hosting LHIN staff for a community engagement session in June to provide input into their Strategic Plan 2016-2019. IP staff also met with WWLHIN senior leaders to develop understanding of their approach and opportunities, which is being fed into HSAG planning and discussion.
2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system	<ul style="list-style-type: none"> Broaden and continue to strengthen engagement with hospitals and medical centres 	HSAG	<ul style="list-style-type: none"> The HSAG began joint meetings with the Guelph Wellington Immigration Partnership Interpretation Committee to identify potential areas of collaboration in their work. The groups identified that the goal of working together will be to increase awareness and ability to access interpretation in the health sector.
3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged	<ul style="list-style-type: none"> Support the development or enhancement of school board diversity plans/strategies, as necessary Explore existing school board diversity plans/strategies 	TBD	<ul style="list-style-type: none"> Aligns with 10.3. Ongoing discussion about how to organise work in this area with BSG, which has taken the lead in this area. SSG chair and CEC attended WRDSB presentation on Equity and Inclusion organized by the Belong Steering Group.

<p>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</p>	<ul style="list-style-type: none"> • Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate • Consider the use of technology to accelerate learning 	<p>Community Supports Action Group</p>	<ul style="list-style-type: none"> ● SSG hosted an information/Q&A session with ESL and LINC language service providers. This session allowed SSG to learn more about both programs and their updated curriculum, provided opportunity to ask questions and to talk about any disconnect between clients and the program. • From this meeting it was determined that the new curriculum should address the need for more focus on the practical use of language and that regular communication and feedback between the settlement sector and language service providers is needed as we move forward. SSG plans in this area will follow that focus.
<p>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</p>	<ul style="list-style-type: none"> • Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies • Form a group to address housing issues faced by immigrants, as necessary • Conduct a literature review and gather local information on immigrant-specific housing issues • Strengthen relationships with the appropriate groups identified 	<p>Community Supports Action Group</p>	<ul style="list-style-type: none"> ● SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG) • SSG hosted an Immigrant and Refugee Housing Consultation in partnership with HHUG, Supportive Housing of Waterloo (SHOW) and Canada Mortgage and Housing Corporation (CMHC) in May. The consultation was well attended with over 40 participants including community members and settlement, housing and other sectors representatives. Good information was gathered about local immigrant housing issues, what is working well and where improvements are needed. • SSG is now preparing a report of the information that was gathered and determining next steps, which will include discussion of opportunities and alignments with HHUG members and Region of Waterloo housing programs.
<p>4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services</p>	<ul style="list-style-type: none"> • Strengthen existing partnerships with the housing stability system • Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol 	<p>TBD</p>	<ul style="list-style-type: none"> • No action during the period.

1. What are some of the main successes achieved in making progress on the activities above?

- Engaging the LHIN: Staff from the LHIN requested updated data about the immigrant population in Waterloo Region and shared that they are starting to work on pushing for more accessible and responsive services for immigrants accessing mental health and addictions services. They also identified Immigration Partnership as a key informant and asked to engage

our partners in their strategic planning process. A joint meeting with the Guelph Wellington Immigration Partnership will be held on June 15th and LHIN staff will attend and gather information for their strategic plan 2016-2019.

- Connecting with ESL and LINC language providers: Through the meeting with ESL and LINC providers, participants of the SSG were able to clarify understanding of the programs and provide feedback. This meeting led to the decision to re-evaluate the activity in the CAP since the new English language curriculum addresses the concern and focus more on creating a semi-regular forum for information sharing.
- Defining Housing Issues: The Immigrant and Refugee Housing Consultation was a successful event that focused on the Regional Approach to Housing, Housing Challenges, Systems and Collaboration. Information was gathered from the perspective of community members, settlement and housing service providers and other service groups, to begin looking at next steps to addressing the issues.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

In response to difficulties in moving items forward due to the long gap between quarterly meetings, the Settle Steering Group held an extra meeting in May and is meeting again at the end of June as a result of the decision to increase meetings from 4 to 6 times a year. The group continues to work on recruiting new members and making connections outside of the Steering Group in order to address gaps needed for continued progress with the CAP.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

The Health Supports Action Group may require assistance with engaging local hospitals, CCAC and other major primary health care providers. The group would also like to connect with the KW and Cambridge Chamber physician recruitment programs to develop relations and look for opportunities to collaborate.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- The Waterloo Region Mental Health Work Group is developing a mental health charter for Waterloo Region. The Settle Pillar CEC is currently a member of this group on behalf of Immigration Partnership.

Work Steering Group, June 2015

Priority Action Area	Possible Activities	Responsible	Progress
2014 - 2016			
5.1 Develop and deliver employment preparation courses for immigrants	<ul style="list-style-type: none"> • Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers • Promote accessibility of courses to all immigrants and refugees • Invite immigrants to share stories of achieving meaningful employment 	IEAG/Service Providers	<ul style="list-style-type: none"> ● IEAG decided not to proceed with its plan to conduct an employer survey due the Employer One survey results and discussions with the Workforce Planning Board. WSG and IEAG partners agreed that instead of creating another survey and possibly annoying employers, a smaller group will work together in the coming months to suggest 3-5 questions relating to immigrant employment that will hopefully be included in the 2016 Employer One survey. • At times, partners indicate that they have problems working with immigrant job-seekers to adapt their styles to the Canadian work environment. Therefore, plans are in motion to host an HR Express Event for immigrant job-seekers in Autumn 2015 (in partnership with Mentorship Program, Internship Program and IEAG/WSG), where they will get feedback directly from HR professionals and business owners about: the importance and ways of networking, how to present themselves to employers and the hidden job market. It is hoped that a message directly from employers/HR professionals will lead to more job success. • In response to the ever increasing array of employer focused events and the need for greater alignments and coordination, via IEAG service providers were asked if there would be interest in jointly planning and hosting a job fair in 2016. The initial response was positive and a committee of job developers have agreed to come together in the summer of 2015 to discuss. • IEAG members have been asked to share success stories of immigrants and refugees achieving meaningful work. This is still outstanding. Process for how IP will utilize these success stories still needs to be established.
5.2 Enhance job retention supports for immigrants	<ul style="list-style-type: none"> • Expand capacity of Internship/ Mentorship programs • Broaden eligibility to immigrants and refugees for existing retention supports 	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> ● Immigration Partnership continues to partner with the Internship Program and Mentorship Program by meeting regularly to share and create ideas for connecting with employers, to participate in Chamber of Commerce Business After 5 events and other relevant events in the community. • Updates take place at both WSG and IEAG tables
5.3 Increase knowledge of and referral to community	<ul style="list-style-type: none"> • Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to 	IEAG	<ul style="list-style-type: none"> • No activity at this time

<p>support services among employment service providers</p>	<p>community supports for immigrants</p>		
<p>6.1 Develop and deliver diversity training for employers</p>	<ul style="list-style-type: none"> • Explore promising practices locally and in other communities • Offer information related to hiring practices of immigrants 	<p>WSG/IEAG/Training Advisory group</p>	<ul style="list-style-type: none"> ● We worked with the Business Development Bank of Canada to deliver a Diversity intelligence Seminar for employers in May. The event was sponsored and led by BDC, which has a great track record of increasing immigrant talent on its team. A senior BDC HR partner delivered a great message to peers about the value of hiring immigrants and the great experience BDC has in working with employment service providers. There was good turn out with several new employers present and the feedback was extremely positive. • We are looking to expand partnership with Chambers on delivering employer training sessions and have initiated conversations with Greater KW Chamber of Commerce for an event focused on about Express Entry and other immigrant employment supports for business.
<p>6.2 Develop strategies and tools to encourage employers to hire immigrants</p>	<ul style="list-style-type: none"> • Explore existing strategies and tools • Develop a marketing strategy which may include: <ol style="list-style-type: none"> 1. fact based, clearly articulated reasons to hire immigrants 2. Return on Investment (ROI) case study 3. recognition event with media presence to honour inclusive employers 4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants 	<p>WSG</p>	<ul style="list-style-type: none"> ● Communication tools elaborating the business case for hiring international talent are available for promotional activities. • We continue to hand out copies of our Employer Guide - an effective tool for employers to be able to get a broad perspective of services which can help them access talent. Continue to hear from employers that they do not understand what is available to them or how the employment service system works. This tool helps bridge this gap. • IP staff reach out to employers using these materials at employer meetings and events and service provider partners utilize these materials in their work as well. • Based on feedback and planning by the mentorship and Internship programs, a recognition event for employers that collaborate with community partners and open employment pathways for immigrants took place on June 11. The event was a collaboration between Mentorship Program, Internship Program, Greater KW Chamber of Commerce and Immigration Partnership. • IP staff wrote an article outlining the ways in which Immigration Partnership and its community partners can support employees in hiring and retaining immigrant employees, which will be disseminated to thousands of SMEs via the Greater KW Chamber of Commerce's upcoming business directory. More actions like this are planned.

<p>6.3 Provide support to relevant economic/workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region</p>	<ul style="list-style-type: none"> • Partner with Economic Development departments and the local Workforce Planning Board • Support labour market research • Support knowledge transfer gaps to employment service providers, academic institutions and job seekers 	<p>WSG</p>	<ul style="list-style-type: none"> ● Ongoing partner of Employer One Survey with Workforce Planning Board. A small committee will come together to discuss possible questions (relating to immigrant hiring) for next Employer One survey. • Workforce Planning Board continues to loop IP into potential activities and partnerships that will meet the criteria of the CAP. IP staff attended the Workforce Planning Board's Partnership breakfast. • IP Staff meet with Executive Director of Workforce Planning Board about Magnet program and how to promote it. It now appears of IP website. • Workforce Planning Board team did extensive presentations about Employer one at both WSG and IEAG in May/June.
<p>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</p>	<ul style="list-style-type: none"> • Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers • Leverage existing tools such as Linked In and Skills International • Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations 	<p>WSG/CDEP Action Group</p>	<ul style="list-style-type: none"> ● ITEP – Immigrant Talent Engagement Program has completed the Proof of Concept (PoC) stage and the initial draft report and overview was presented at the May WSG meeting. Service providers participating in the PoC were surveyed and the team will be completing a final report of the results for the sponsor, Scotiabank. ITEP seems to have been successful in its PoC stage, with several immigrants having secured work with Scotiabank and others engaging in strategic conversations, but the final report is yet to be completed with feedback from Scotiabank. The next step after final report will be to see if the project can now move to a pilot stage with greater sponsorship dollars from Scotiabank.

1. What are some of the main successes achieved in making progress on the activities above?

- Strong relationships developing with key partners that can help with engaging a broader pool of employers:
 - Outreach with Communitech earlier this year paid off, and they will now join the WSG table. They do lots of events with employers and are keen to look at ways to work together.
 - Relations with the Business Development Bank of Canada (BDC) were deepened and BDC worked with us to sponsor and present one of our Diversity Intelligence Seminars.
- Existing partnerships brought great results: Global Skills Conference and IP networking event were a big success.

- Successfully worked out kinks in communication within ITEP. ITEP completed the proof of concept stage; service providers and the project team are pleased with results.
 - IEAG continues to build momentum. Job developers were invited to the last meeting. There were 10 guests in addition to the regular action group. Room was busting at the seams. Some of the guests expressed interest in joining the group.
 - Some cross-pillar support taking place: i.e., the chair of the Settle Steering Group attended the May IEAG meeting to hear more about what is happening.
- 2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?**
- Still looking for a few more members (employers) for the WSG team. Also would like to see this group more engaged in attending events that relate to the Work pillar (and beyond).
 - The Chair of IEAG is moving out of the country. His last meeting was in June. Discussions taking place regarding his replacement. He has made a significant difference at this table. Momentum has built under his leadership so it is important to continue this.
- 3. Is there any additional support that Council can provide to help move any of the activities above forward?**
- To provide insights on expanding employer connections and effective employer engagement in a saturated field. To be mindful of potential employer connections to help market/promote the initiatives being delivered by the Immigration Partnership.
- 4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.**
- More events to support employers to learn about immigrant employment and bringing in immigrant talent seem to be taking place:
 - As part of their breakfast series, Gowlings is holding an upcoming session for employers on navigating the immigration system to bring in talent. IP staff are participating.
 - Communitech ran a session about accessing foreign trained individuals and the immigration and legal implications. IP staff participated.
 - IP remains connected to both Chambers, attends activities and looks for potential partnerships.

Belong Steering Group, June 2015

Priority Action Area	Possible Activities	Responsible	Progress
8.1 Develop and implement a public education campaign to increase cultural sensitivity	<ul style="list-style-type: none"> • Say Hi-Inspired Campaign • Speakers Bureau • Neighbours Knowing Neighbours • Immigrant Nomination Action Group 	BSG	<ul style="list-style-type: none"> ● Public Education Campaign • Prepared and submitted pre-screen and full grant application for KW Community Foundation funding of Campaign – submission due April 10, decision pending in June. Positive response to the pre-screen application, which was based on recommendations from Region of Waterloo communications staff that provided in-kind planning support. Key message is 'I am Waterloo Region' and includes videos, profiles and stories of both recently arrived and long time settled immigrants and refugees. Using various media outlets and focussing on positive contributions and the importance of diversity • CEC joined a planning group for a complimentary campaign 'I am Waterloo Region – Celebrate' to create multi faith banners to recognize holy days and possibly cultural events. Banners will be available to community groups and will be created, with community input, by WR Museum and funded by Region of Waterloo. • Coordinated small steering group to coordinate World Refugee Day Waterloo Region 2015 – leading partner meetings; designing, creating and distributing brochures and posters and media kits and preparing evaluation for partners as well as Belong Steering Group. Events held throughout the month including Cambridge Idea Exchange and Interfaith Grand River as first time partners.
9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems	<ul style="list-style-type: none"> • Information sessions, tours, meeting councillors • Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) 	BSG Municipal Reps	<ul style="list-style-type: none"> ● Municipal Service Action Group (MSAG) presented information about municipal services to a CLB level 5 class at St Louis' St Francis campus. Approximately 25 students attended from Kitchener and Waterloo. Students provided feedback on materials/ content and reflected on experiences of belonging in the community. • MSAG did a second presentation, with enhancements based on previous feedback, to 70 adult ESL students from St

			<p>Louis' St Mary's campus. The presentation at Kitchener City Hall, Council Chambers.</p> <ul style="list-style-type: none"> • Next steps are: to develop a schedule with St Louis, work to develop Cambridge dates and presenters, coordinate presenters from cities i.e., Clerks departments; to work with settlement service providers to present to staff groups; and to consider City Hall tours with mayors/chair and councillors for the Fall. • BSG is also discussing researching partners, locations and ideas for all Candidates meetings for Federal election in 2015.
<p>10.1 Support organizations to enhance, develop and/or implement inclusive practices</p>	<ul style="list-style-type: none"> • Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) 	BSG	<ul style="list-style-type: none"> ● Aligns with 10.3 • Determined question framework and invited organizations to present to interested IP partners on Equity and Inclusion work, successes, challenges and ways to engage BSG. Presentations by WRDSB and Region of Waterloo were held – focus on Diversity and Inclusion, Human Resources, Service and Access. BSG will review action steps to date at their June meeting to plan for future actions. • CEC continues to be part of New Story Group to support development and discussion of Belonging Indicators, ensuring inclusion of immigrant and refugee experience and voice. BSG members attended community meeting to give input. CEC worked with their planning group to offer 'Conversation on Belonging – sharing stories of belonging' in Kitchener. BSG members were invited and Fauzia Mazhar, BSG Chair, spoke about KW Coalition of Muslim Women's leadership and board mentorship program.
<p>10.2 Share strategies and develop initiatives for parenting in a new society</p>	<ul style="list-style-type: none"> • Collaborate with family service providers and families • Develop Parenting in a New Society Training for delivery by service providers 	Staff	<ul style="list-style-type: none"> ● KW Counselling has hired Parent Project Coordinator to research parenting programs, gaps and needs. Parenting in two cultures is part of research. CEC connected with this person to discuss our interests and availability to participate.

<p>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</p>	<ul style="list-style-type: none"> • Explore existing school board diversity plans/strategies • Support the development or enhancement of school board diversity plans/strategies, as necessary 	<p>BSG</p>	<ul style="list-style-type: none"> ● Aligns with 10.1 • WRDSB presented to BSG and other IP members on Feb 23 on Equity and Inclusion work, legislation, hiring, programs, challenges and ways to engage • We invited the WRDSB staff to attend the Region of Waterloo DI presentation. We are exploring how to work together further. • Lisset Jacinto, WCDSB international student staff, is member of BSG and can assist with WCDSB presentation when planned.
<p>8.2 Increase understanding and respond to issues of immigrant isolation</p>	<ul style="list-style-type: none"> • Conduct a scan and identify promising practices related to immigrant isolation in other communities • Engage in additional local action research around who is isolated and why, as necessary • Share finding broadly throughout the community • Propose programs/services (i.e., a welcome pass for new immigrants) 	<p>TBD</p>	<ul style="list-style-type: none"> • Prioritized for 2015 2016. No action to date.
<p>9.2 Strengthen immigrant participation in the Municipal process</p>	<ul style="list-style-type: none"> • Support All Candidates Meeting • Promote Immigrant leadership 	<p>TBD</p>	<p>Aligns with 9.1. No action on this currently.</p> <ul style="list-style-type: none"> • BSG members are discussing researching partners, locations and ideas for all Candidates meetings for Federal election in 2015 within the MSAG. Partners could include CCORIC, KW Coalition of Muslim Women, Settlement agencies, BSG members. • Some leadership programs active in the community: KW Counselling Bridging Resources (Ethno Cultural leaders); KW Coalition of Muslim Women (women); Volunteer Action Centre (youth); KW Community Foundation: Leadership

1. What are some of the successes achieved in making progress on each activity above?

- Continued engagement and collaboration with St Louis ESL programs to further our development of MSAG actions.
- Connecting with Cambridge Cultural Engagement Committee to support Cambridge WRD involvement and support Cambridge International Festival in September.

- Supporting coordination of World Refugee Day Waterloo Region has built relationships and momentum for inclusion and development of public education campaign. Waterloo Region Museum complimentary I am Waterloo Region – Celebrate campaign, supported our application.
- Planning support and recommendations for the public education campaign by ROW communications staff and research of similar actions in other communities greatly supported development of the plan and funding application.
- Region of Waterloo, Immigration Partnership and Waterloo Public Library providing support for brochures, posters and walk banner for World Refugee Day actions.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- Some perceived membership gaps. Continued discussion on membership and who is needed and missing at the table – inviting other members to join as active members and resource members. Discussion of importance of lived experience and the membership of people who have come to our community as immigrants and refugees, past and present, to share experiences with belonging. Also thinking about international students, youth, seniors and people who have networks and influence.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- BSG's work is about building and leveraging relationships and we see Council as a champion. As we move forward we would look to Council to promote our activities within their organizations and networks, support the work of the campaign by providing input into content and promoting the campaign through their networks. For example, did Council members hear about and share information of World Refugee Day, did they attend any events?
- To assist with recruiting expertise to the tables as needed i.e. marketing and communications for campaign
- Be open to present on equity and inclusion at their organizations or recommend presenters, share challenges and support development of promising practices in organizations.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- KW Community Foundation spring grant cycle is basing application and decision making criteria on a belonging focus in the community, looking for outcomes that impact belonging.
- BSG continues to be a partner on the New Story Group, focusing on inclusion, belonging and community belonging conversations.
- Cambridge Cultural Diversity Engagement Committee has welcomed CEC as member, building relationships and networks.
- Collaboration of BSG and CCORIC to plan World Refugee Day in 2015 – developing new partnerships i.e. Interfaith Grand River, Muslim Social Services, Idea Exchange in Cambridge.
- Leadership programs in the community include KW Counselling, KW Coalition of Muslim Women, KDCHC Intercultural Leadership – can present at these groups to encourage membership.

Settle Steering Group

Priority Action Area	Possible Activities	Responsible	Progress / Successes
1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region	<ul style="list-style-type: none"> Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare 	Community Supports Action Group	<ul style="list-style-type: none"> ● SSG determined that this activity needs to be broken down as many of the components (i.e., housing, healthcare) are being addressed in other CAP activities
1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues	<ul style="list-style-type: none"> Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees Ensure that immigrants are aware of all mental health resources available 	Health Supports Action Group	<ul style="list-style-type: none"> ● SSG is strengthening its engagement with mental health service providers by participating in the Waterloo Region Mental Health Workgroup through Public Health. ● IP staff were involved in the Strengthening Mental Health in Cultural Linguistic Communities Waterloo Region workgroup through the Kitchener Downtown Community Health Centre. ● SSG is continuing to strengthen relations with Carizon. Staff from the organization have participated in action group meetings/events and will attend SSG as a guest in the Fall
2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees	<ul style="list-style-type: none"> Implement Cultural Competency training and/or support existing initiatives Strengthen engagement with health service providers Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits Conduct a scan and identify promising practices related to education and training for health service providers 	Health Supports Action Group	<ul style="list-style-type: none"> ● SSG via the HSAG continued discussions on organizing a health service provider networking event and creating a tool (i.e. checklist) to distribute to primary care workers to determine if they are providing service in a culturally sensitive manner. SSG to outreach to the Centre for Family Medicine and the Kitchener Downtown Community Health Centre. ● The HSAG held joint meetings with the Guelph Wellington Immigration Partnership Interpretation Committee to identify areas of collaboration. The groups identified that the goal of working together will be to increase awareness and ability to access interpretation in the health sector.

● = on target ● = some delays, but cautiously optimistic ● = serious concerns won't be completed

<p>2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees</p>	<ul style="list-style-type: none"> Engage WWLHIN in the work of the Immigration Partnership Develop a local strategy related to refugee and immigrant health 	<p>Health Supports Action Group</p>	<ul style="list-style-type: none"> The HSAG encouraged SSG and other partners to participate in the LHIN strategic planning survey to provide input on immigrant and refugee issues. The HSAG continues to collaborate with the Guelph Wellington Local Immigration Partnership Interpretation Committee and jointly hosted LHIN staff for a community engagement session in June to provide input into the LHIN Strategic Plan 2016-2019. Following the community engagement session the LHIN requested updated immigration related research and data and Senior Management met with IP staff to gather more information about interpretation and other issues. Next step is for LHIN senior staff to meet with all Settlement ED's.
<p>2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system</p>	<ul style="list-style-type: none"> Broaden and continue to strengthen engagement with hospitals and medical centres 	<p>HSAG</p>	<ul style="list-style-type: none"> The HSAG continues to collaborate with the Guelph Wellington Immigration Partnership Interpretation Committee to move forward to increase awareness and ability to access interpretation in the health sector.
<p>3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged</p>	<ul style="list-style-type: none"> Support the development or enhancement of school board diversity plans/strategies, as necessary Explore existing school board diversity plans/strategies 	<p>SSG</p>	<ul style="list-style-type: none"> Aligns with 10.3. SSG decided that BSG should continue to be the lead for this activity and the group will support as needed.
<p>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</p>	<ul style="list-style-type: none"> Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate Consider the use of technology to accelerate learning 	<p>Community Supports Action Group</p>	<ul style="list-style-type: none"> No specific activity in this area in the period.

 = on target
  = some delays, but cautiously optimistic
  = serious concerns won't be completed

<p>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</p>	<ul style="list-style-type: none"> • Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies • Form a group to address housing issues faced by immigrants, as necessary • Conduct a literature review and gather local information on immigrant-specific housing issues • Strengthen relationships with the appropriate groups identified 	<p>Community Supports Action Group</p>	<ul style="list-style-type: none"> ● SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG) • SSG is completing a report of the information that was gathered from the Immigration and Refugee Housing Consultation and determining next steps, which will include discussion of opportunities and alignments with HHUG members and Region of Waterloo housing programs.
<p>4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services</p>	<ul style="list-style-type: none"> • Strengthen existing partnerships with the housing stability system • Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol 	<p>SSG</p>	<ul style="list-style-type: none"> ● The Region of Waterloo will undertake a review of their Emergency Shelter Protocol in the Autumn; SSG plans to prepare written input and meet with ROW housing staff for further discussion and input.

1. What are some of the main successes achieved in making progress on the activities above?

Engaging the LHIN: LHIN staff have begun looking to IP as a resource, which is very positive in terms of relationship development. and requested updated data about the immigrant population in Waterloo Region and shared that they are starting to work on pushing for more accessible and responsive services for immigrants accessing mental health and addictions services. LHIN senior staff attended a joint meeting of IP and the Guelph Wellington Immigration Partnership in mid-June to gather information for their strategic plan 2016-2019. The LHIN has since been connecting with IP staff and community partners to gather further information, and has asked to joint the next Settlement ED Meeting to gather further insights on health interpretation.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

Settle Steering Group members felt that CAP 1.1 was overwhelming because of how it is presented, which is why there has been little progress in that area. SSG feels that it is important to address the issues but that the activity should be broken down as many of the components are being addressed in other areas of the CAP. Group members working to support refugees expressed that organizations working to address CAP 1.1 need to communicate better with each other.

● = on target ● = some delays, but cautiously optimistic ● = serious concerns won't be completed

3. Is there any additional support that Council can provide to help move any of the activities above forward?

SSG would like to connect with the KW and Cambridge Chamber physician recruitment programs to develop relations and look for opportunities to collaborate.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

The Waterloo Region Mental Health Work Group is developing a mental health guide for Waterloo Region and the Settle Pillar CEC participates as a member of this group.

 = *on target*  = *some delays, but cautiously optimistic*  = *serious concerns won't be completed*

Work Steering Group

Priority Action Area	Possible Activities	Responsible	Progress
2014 - 2016			
5.1 Develop and deliver employment preparation courses for immigrants	<ul style="list-style-type: none"> • Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers • Promote accessibility of courses to all immigrants and refugees • Invite immigrants to share stories of achieving meaningful employment 	IEAG/Service Providers	<ul style="list-style-type: none"> ● IEAG/WSG ad hoc group developed questions to be submitted to Workforce Planning Board/Employer One Survey (upon approval by WSG) that aim to gather information from employers on hiring immigrants or barriers to such, to inform service planning. Five questions are being submitted for consideration, including: Are you aware of how to access immigrant talent in Waterloo Region; What do you consider, if any, as barriers to hiring immigrant talent i.e.: English language, cultural differences, training etc. These and others will be brought forward at the September 30 WSG meeting and October IEAG meeting for approval, the submitted to the WPBWWD. • The need for more/news ways of training immigrant job-seekers around networking and engaging employers is becoming clear through conversation with service providers. Lack of understanding or differences in communication styles among some job-seekers are a barrier to employment; employers see a risk factor if the style of communication or interaction appears disengaged or possibly aggressive (soft skill issues). IEAG/WSG will discuss how to address this and how partners can work together to establish plans (i.e., for specific training) to address this. Going forward, there will be strong focus on networking/soft skills as IEAG looks at training for service provider staff and immigrant job-seekers. • Plans to hold an HR Express event (to look at education around networking) this fall have been put on hold in place of an excellent opportunity to partner with Communitech on a job fair in September, including a Coaches Corner for immigrants (to address soft skills and networking). • IEAG members have been asked to share success stories of immigrants and refugees achieving meaningful work. This is

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			still outstanding. Process for how IP will utilize these success stories still needs to be established and is a priority.
5.2 Enhance job retention supports for immigrants	<ul style="list-style-type: none"> Expand capacity of Internship/ Mentorship programs Broaden eligibility to immigrants and refugees for existing retention supports 	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> Immigration Partnership continues to partner with the Internship Program and Mentorship Program by meeting regularly to share and create ideas for connecting with employers, to participate in Chamber of Commerce Business After 5 events and other relevant events in the community. Updates take place at both WSG and IEAG tables
5.3 Increase knowledge of and referral to community support services among employment service providers	<ul style="list-style-type: none"> Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants 	IEAG	<ul style="list-style-type: none"> No activity at this time
6.1 Develop and deliver diversity training for employers	<ul style="list-style-type: none"> Explore promising practices locally and in other communities Offer information related to hiring practices of immigrants 	WSG/IEAG/Training Advisory group	<ul style="list-style-type: none"> We are in the midst of planning diversity training for 2016. The desire moving forward is to partner with i.e., Chambers of Commerce and/or Communitech and other business related organizations in delivering training/education to employers to enhance coordination with other initiatives and maximize access to employers. Meetings will take place with them in the fall to discuss opportunities. It important to ensure that we have the pulse on what is relevant to employers: What do they need/want to hear about as they address current issues or plan their future work force?
6.2 Develop strategies and tools to encourage employers to hire immigrants	<ul style="list-style-type: none"> Explore existing strategies and tools Develop a marketing strategy which may include: <ol style="list-style-type: none"> fact based, clearly articulated reasons to hire immigrants Return on Investment (ROI) case study recognition event with media presence to honour inclusive employers specific outreach to small and medium sized businesses 	WSG	<ul style="list-style-type: none"> Communication tools elaborating the business case for hiring international talent are available/used in our promotional activities. We continue to share our Employer Guide - an effective tool for educating employers about the services which can help them access talent - at employer meetings and events and service provider partners also utilize these materials in their work. Coming up, they will be shared with all employers at the September Communitech event. Meetings this summer have focused on more dynamic ways to engage employers. Partners are planning a dynamic booth at the Communitech job fair which will include a robot that speaks, programmed to talk about immigrant hiring, networking, and the goals IP and partners are trying to

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	focusing on reducing the complexity of recruiting and hiring immigrants		achieve. It is intended that this will really attract employer attention to help build connections, as it ties in with the tech sector. This is an example of collaboration and creative discussions with our partners.
6.3 Provide support to relevant economic/workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region	<ul style="list-style-type: none"> Partner with Economic Development departments and the local Workforce Planning Board Support labour market research Support knowledge transfer gaps to employment service providers, academic institutions and job seekers 	WSG	<ul style="list-style-type: none"> See 5.1 above, point 1. Ongoing partnership on the Employer One Survey with the Workforce Planning Board. WPBWWD continues to loop IP into potential activities and partnerships that will meet the criteria of the CAP.
7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)	<ul style="list-style-type: none"> Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers Leverage existing tools such as Linked In and Skills International Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAA/Chamber Associations 	WSG/CDEP Action Group	<ul style="list-style-type: none"> ITEP – Immigrant Talent Engagement Program is moving past its Proof of Concept stage (which was a success – 3 hires as a result of the project) into phase 2 of the full pilot. Partners met this summer with Toronto head office management and local management from Scotiabank (the sponsor) to discuss the scope of plans going forward. The planning team is developing an expanded proposal which will be presented to Scotiabank in September, with the intention of moving forward with the pilot as soon as Scotiabank gives the go ahead – early to mid fall. Further meetings were held with service providers/job developers to get their input and ideas for use in planning. The support from service providers is strong which will allow for a great partnership on ITEP.

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1. What are some of the main successes achieved in making progress on the activities above?

- Strong relationships developing with key partners that can help with engaging a broader pool of employers:
 - Outreach with Communitech earlier this year paid off as we not only have representation at the WSG table but we are partnering with them on an upcoming job fair which attracts many employers. There is a growing awareness by Communitech of the Work Pillar and what IP is and does.
 - With a view to not duplicating or conflicting with networking/employer engagement opportunities that already exist, we are focusing more on direct partnerships. The upcoming Chamber Business Expo is an opportunity to promote the work of IP partners. We will have an exhibit booth for partners and promote the opportunity to immigrant job-seekers to come and meet local businesses, develop/enhance their networking skills and explore potential employment opportunities. We plan to support partners to offer a training session for immigrant job-seekers prior to the event to tune up their networking skills before entering the room filled with hundreds of businesses/organizations.
- Completed proof of concept stage of ITEP and held meetings with Scotiabank and service provider leaders. Had a very successful meeting with job developers that showed much greater engagement than anticipated with great sharing of ideas and possibilities.
- IEAG continues to build momentum. New chair and vice chair join the team and there are a lot of ideas and energy to kick off the fall. We will be sourcing more partner representation around the table with a commitment to more clarity and focus -- ensuring that this group is zooming in on what resources/training etc. are needed by the community of service providers to bridge the gap between immigrant job-seekers and employers.
- Some cross-Pillar support is taking place: i.e., Settle Pillar representation will be attending the first IEAG fall meeting for a discussion about ongoing concerns about gaps in language training and employment services for refugees.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- Chair of IEAG relocated out of country and have found replacement for this role and have added a vice-chair role to this group which was successfully filled.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- To commit to reaching out to connections or provide connections to support Work Pillar events. I.e., reach out to employer connections to participate in networking events, promote DI events to circle of connections.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

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Belong Steering Group

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
8.1 Develop and implement a public education campaign to increase cultural sensitivity	<ul style="list-style-type: none"> • Say Hi-Inspired Campaign • Speakers Bureau • Neighbours knowing Neighbours • Immigrant Nomination Action Group 	2014 - 2015	BSG	<p>● BSG endorsed an application for arts funding through Night Shift Kitchener for an interactive art piece dedicated to immigrant awareness, working with local media artist – application was denied.</p> <ul style="list-style-type: none"> • PEAG will meet to design scaled-based story and picture campaign. Key message is 'I am Waterloo Region' and includes profiles and stories of both recently arrived and long time settled immigrants and refugees. Working on immigrant nomination process. • CEC joined planning group for complimentary campaign 'I am Waterloo Region – Celebrate' to create multi-faith banners to recognize holy days/cultural events. They will be available to community groups and created, with community input, by WR Museum with ROW funding. • The last of World Refugee Day events were held. Currently completing evaluation with IP and other community partners. BSG will review evaluation results and staff recommendations at September meeting.
9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems	<ul style="list-style-type: none"> • Information sessions, tours, meeting councillors • Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) 	2014 - 2015	BSG Municipality Reps	<p>● MSAG collaborating with St Louis ESL Coordinators to schedule with one municipal services presentation for adult ESL learners (CLB level 5 – 7 work) per term at four locations (Gatewood and St Mary's in Kitchener, Emmanuel in Waterloo and St Benedict's in Cambridge). ROW and city staff will present.</p> <ul style="list-style-type: none"> • MSAG is collaboratively planning actions for local government week (October 18 – 24), with one day events by Kitchener, Waterloo, ROW

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				<p>and possibly Cambridge. Events likely to include displays, meet the Mayor/Chair and Councillors, tours, prezi presentation, “ideal city” graffiti walls, games and prizes. CEC is supporting planning and will help with promotion.</p> <ul style="list-style-type: none"> • CEC is sharing resources with St Louis ESL coordinators for their classes on federal election from Elections Canada, CIVIXS, Samara etc.
<p>10.1 Support organizations to enhance, develop and/or implement inclusive practices</p>	<ul style="list-style-type: none"> • Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) 	2014 - 2015	BSG	<ul style="list-style-type: none"> ● Aligns with 10.3 • Pending fall presentation from WCDSB Department of Learning: Equity and Inclusion, tentatively October 19th. Follow similar format as earlier presentations by WRDSB and Region of Waterloo. BSG will reassess this priority and action steps following the WCDSB presentation to plan for future actions. • CEC continues to be part of New Story Group to support development and discussion of Belonging Indicators, ensuring inclusion of immigrant and refugee experience. Meetings resume in September.
<p>10.2 Share strategies and develop initiatives for parenting in a new society</p>	<ul style="list-style-type: none"> • Collaborate with family service providers and families • Develop Parenting in a New Society Training for delivery by service providers 	2014 - 2015	Staff	<ul style="list-style-type: none"> ● KW Counselling’s Parent Project Coordinator will attend BSG September meeting to give update on learning project, newcomer, immigrant and refugee parent engagement, project timelines and learning to date.
<p>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</p>	<ul style="list-style-type: none"> • Explore existing school board diversity plans/strategies • Support the development or enhancement of school board diversity plans/strategies, as necessary 	2014 - 2015	BSG	<ul style="list-style-type: none"> ● Aligns with 10.1 • WCDSB has been invited to present to BSG/SSG in the Fall on Equity and Inclusion work, legislation, hiring, programs, challenges and ways to engage. Lisset Jacinto, WCDSB international student staff, is member of BSG and will assist WCDSB presentation. WRDSB E&I staff and Region of Waterloo will be invited.

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8.2 Increase understanding and respond to issues of immigrant isolation	<ul style="list-style-type: none"> • Conduct a scan and identify promising practices related to immigrant isolation in other communities • Engage in additional local action research around who is isolated and why, as necessary • Share finding broadly throughout the community • Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities) 	2015 - 2016	TBD	No action at this time.
9.2 Strengthen immigrant participation in the Municipal process	<ul style="list-style-type: none"> • Support All Candidates Meeting • Promote Immigrant leadership 	2015 - 2016	TBD	Aligns with 9.1 <ul style="list-style-type: none"> • No other activity at this time.

5. What are some of the successes achieved in making progress on each activity above?

- Continued engagement and collaboration with St Louis ESL programs to further develop municipal services program.
- Supporting coordination of World Refugee Day Waterloo Region has built relationships and momentum for inclusion and development of public education campaign. Waterloo Region Museum started complimentary “I am Waterloo Region – Celebrate” campaign.
- Kitchener, Waterloo city staff members who participate on BSG are more proactively planning initiatives for newcomers, and also drawing an increasing number of their colleagues into planned initiatives.

6. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- Continued discussion of membership and who is needed at the table; inviting other members to join as active members and resource members. Discussed importance of lived experience and the membership of people who moved here as immigrants and refugees to share belonging experiences. Also considering international students, youth, seniors and people with networks and influence.

7. Is there any additional support that Council can provide to help move any of the activities above forward?

- Under CAP 8.1, support campaign development by nominating immigrants to profile once process is determined.
- Under CAP 9.1, participate in the October municipal open house in your community and attend the Cambridge International Festival.

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- Under CAP 10.1, present on equity and inclusion at your organization or recommend presenters, share challenges and support development of promising organizational practices.

8. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- BSG continues to be a partner on the New Story Group, focusing on inclusion, belonging and community belonging conversations.
- Cambridge Cultural Diversity Engagement Committee welcomed CEC as member, building relationships and networks, organizing Cambridge International Festival.
- “I am Waterloo Region – Celebrate” initiative with ROW and WR Museum – identifying interfaith practise and customs to broader audience.

Leadership programs in the community include KW Counselling, KW Coalition of Muslim Women, KDCHC Intercultural Lea

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Settle Steering Group – December 2015

Priority Action Area	Possible Activities	Responsible	Progress / Successes
1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region	<ul style="list-style-type: none"> Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare 	Community Supports Action Group	<ul style="list-style-type: none"> SSG determined that this activity needs to be broken down as many of the components (i.e., housing, healthcare) are being addressed in other CAP activities Given an identified need for more focus in our work on refugee issues, SSG enacted a new Refugee Services Action Group that is discussing a possible refugee hub as well as supports for all refugees (including refugee claimants).
1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues	<ul style="list-style-type: none"> Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees Ensure that immigrants are aware of all mental health resources available 	Health Supports Action Group	<ul style="list-style-type: none"> SSG is strengthening its engagement with mental health service providers by participating in the Waterloo Region Mental Health Workgroup through Public Health. IP staff were involved in the Strengthening Mental Health in Cultural Linguistic Communities Waterloo Region workgroup through the Kitchener Downtown Community Health Centre. SSG is continuing to strengthen relations with Carizon. Staff from the organization have joined the SSG and participated in our two recent meetings.
2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees	<ul style="list-style-type: none"> Implement Cultural Competency training and/or support existing initiatives Strengthen engagement with health service providers Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits Conduct a scan and identify promising practices related to education and training for health service providers 	Health Supports Action Group	<ul style="list-style-type: none"> In this period, our work on health matters took place within the context of refugee preparedness planning. We have seen a significant strengthening of our relationship with the LHIN, who is coordinating local efforts.
2.2 Work with the Waterloo Wellington Local Health Integration Network	<ul style="list-style-type: none"> Engage WWLHIN in the work of the Immigration Partnership Develop a local strategy related to 	Health Supports Action Group	<ul style="list-style-type: none"> The HSAG encouraged SSG and other partners to participate in the LHIN strategic planning survey to provide input on immigrant and refugee issues.

(WWLHIN) to prioritize services for immigrants and refugees	refugee and immigrant health		
2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system	<ul style="list-style-type: none"> • Broaden and continue to strengthen engagement with hospitals and medical centres 	HSAG	<ul style="list-style-type: none"> ● The HSAG continues to collaborate with the Guelph Wellington Immigration Partnership Interpretation Committee to move forward to increase awareness and ability to access interpretation in the health sector. We are both involved in refugee preparedness planning under the LHIN.
3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged	<ul style="list-style-type: none"> • Support the development or enhancement of school board diversity plans/strategies, as necessary • Explore existing school board diversity plans/strategies 	SSG	<ul style="list-style-type: none"> • Aligns with 10.3. SSG decided that BSG should continue to be the lead for this activity and the group will support as needed.
3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language	<ul style="list-style-type: none"> • Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate • Consider the use of technology to accelerate learning 	Community Supports Action Group	<ul style="list-style-type: none"> ● No specific activity in this area in the period.
4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees	<ul style="list-style-type: none"> • Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies • Form a group to address housing issues faced by immigrants, as necessary • Conduct a literature review and gather local information on immigrant-specific housing issues • Strengthen relationships with the appropriate groups identified 	Community Supports Action Group	<ul style="list-style-type: none"> ● SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG) • SSG is completing a report of the information that was gathered from the Immigration and Refugee Housing Consultation and determining next steps, which will include discussion of opportunities and alignments with HHUG members and Region of Waterloo housing programs.
4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services	<ul style="list-style-type: none"> • Strengthen existing partnerships with the housing stability system • Collaborate with emergency shelters to include settlement services in the 	SSG	<ul style="list-style-type: none"> ● SSG provided written input on the Emergency Shelter protocol at a consultation at the ROW housing forum in the Autumn.

1. What are some of the main successes achieved in making progress on the activities above?

Through the Syrian refugee coordination and response work that has been taking place, many connections have been made and organizations have expressed interest in joining the Settle Steering Group to address broader issues outlined in our Community Action Plan. Through that process, we are considered key partners to the WWLHIN which will benefit our health related work in the long term; we are making greater connections with mental health service providers; we are strengthening relations with Region of Waterloo Housing Services which will benefit our working together on longer-term housing solutions for immigrants and refugees; and we are significantly developing a whole range of partnerships across the community.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

3. Is there any additional support that Council can provide to help move any of the activities above forward?

SSG would like to connect with the KW and Cambridge Chamber physician recruitment programs to develop relations and look for opportunities to collaborate.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

Work Steering Group – December 2015

Priority Action Area	Possible Activities	Responsible	Progress
2014 - 2016			
5.1 Develop and deliver employment preparation courses for immigrants	<ul style="list-style-type: none"> • Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers • Promote accessibility of courses to all immigrants and refugees • Invite immigrants to share stories of achieving meaningful employment 	IEAG/Service Providers	<ul style="list-style-type: none"> ● A networking training event was planned/delivered prior to the Chamber of Commerce Business Expo on November 10. Working together with employment service provider partners, IP involved a local HR professional and leader to present to 95 professional immigrants about the dos and don'ts of networking. This event provided participants with the tools and knowledge to be able to successfully network – for making connections in the community and for employment – and boosted their confidence in connecting with local business reps when they moved on to join the Expo. The response was extremely positive from this event and as a result a second one was delivered on December 7 prior to the Manufacturing Job Fair at the KW Auditorium. The value in delivering these tips and sharing the value of soft skills immediately before a large networking or job fair (while fresh in their minds) can only be of benefit to the participant and the employer. WSG is extremely pleased with the development of the events. IP will continue to deliver such training events so that the issue of soft skills is addressed and will be looking at opportunities going forward in 2016. • WSG is also planning an HR panel event for 2016 for service providers to gain insight into the sector trends for hiring immigrant talent. Currently working with a local HR professional to bring this event together. • In follow-up to the Workforce Planning Board's Employer One survey and questions being submitted, one question from the list created by an ad hoc group will be proposed to be added to the survey and that is 'Do you know how to access immigrant talent in your community'. • IEAG members have been asked to share success stories of immigrants and refugees achieving meaningful work. This is still outstanding. Process for how IP will use these stories still needs to be established and is a priority.
5.2 Enhance job retention supports for immigrants	<ul style="list-style-type: none"> • Expand capacity of Internship/ Mentorship programs • Broaden eligibility to immigrants and refugees for existing retention supports 	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> ● Immigration Partnership continues to partner with the Internship Program and Mentorship Program by meeting regularly to share and create ideas for connecting with employers, to participate in Chamber of Commerce Business After 5 events and other relevant events in the community. • Updates take place at both WSG and IEAG tables
5.3 Increase knowledge of and referral to community	<ul style="list-style-type: none"> • Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to 	IEAG	<ul style="list-style-type: none"> • No activity at this time

<p>support services among employment service providers</p>	<p>community supports for immigrants</p>		
<p>6.1 Develop and deliver diversity training for employers</p>	<ul style="list-style-type: none"> • Explore promising practices locally and in other communities • Offer information related to hiring practices of immigrants 	<p>WSG/IEAG/Training Advisory group</p>	<ul style="list-style-type: none"> ● We are in the midst of planning diversity training for 2016. The Greater KW Chamber of Commerce has agreed to partner with IP on one of their Point of View events. We are currently sourcing a keynote speaker for this event. It is tentatively planned for March 2016. This event will be in place of two diversity training events which would normally be planned as it will have significantly greater reach to employers than our usual events. It is important to partner with an event where more employers will attend and be able to share the message that we want to share in those forums.
<p>6.2 Develop strategies and tools to encourage employers to hire immigrants</p>	<ul style="list-style-type: none"> • Explore existing strategies and tools • Develop a marketing strategy which may include: <ol style="list-style-type: none"> 1. fact based, clearly articulated reasons to hire immigrants 2. Return on Investment (ROI) case study 3. recognition event with media presence to honour inclusive employers 4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants 	<p>WSG</p>	<ul style="list-style-type: none"> ● Communication tools elaborating the business case for hiring international talent are available/used in our promotional activities. We continue to share our Employer Guide - an effective tool for educating employers about the services which can help them access talent - at employer meetings and events and service provider partners also utilize these materials in their work. • Partnered with Communitech at their Tech Jam Job Fair in September by having a Coaches corner table for immigrant talent and promoting the services of EO providers and the work IP does through employer packages and networking with the over 50 employers who were present. An excellent event to gain exposure and to invite immigrants to attend. IP had a robot at our table which completely engaged those around and drew attention to the partners and the work being done in the community on behalf of immigrants. • Will begin meeting in early 2016 to plan the networking event as part of the Global Skills conference and also plans to look at a partner delivered Networking Event in the fall of 2016. WSG asked for a scan of other networking and job fairs to take place prior to setting a date.
<p>6.3 Provide support to relevant economic/workforce development initiatives to identify existing skills, address gaps, and work with community partners to</p>	<ul style="list-style-type: none"> • Partner with Economic Development departments and the local Workforce Planning Board • Support labour market research • Support knowledge transfer gaps to employment service providers, academic institutions and job seekers 	<p>WSG</p>	<ul style="list-style-type: none"> ● See 5.1 above, point 1. Ongoing partnership on the Employer One Survey with the Workforce Planning Board. WPBWWD continues to loop IP into potential activities and partnerships that will meet the criteria of the CAP. Currently working closely as a partner for the 2015 Employer One survey.

<p>attract employers and skilled immigrants to the region</p>			
<p>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</p>	<ul style="list-style-type: none"> • Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers • Leverage existing tools such as Linked In and Skills International • Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations 	<p>WSG/CDEP Action Group</p>	<ul style="list-style-type: none"> • ITEP – A proposal for funding for the regional pilot phase of the Immigrant Talent Engagement Program is ending with the Scotiabank head office in Toronto.

1. What are some of the main successes achieved in making progress on the activities above?

- Strong relationships developing with key partners that can help with engaging a broader pool of employers:
 - Outreach with Communitech earlier this year paid off as we not only have representation at the WSG table but we partnered with them in September and will continue to as we move forward. We continue to work closely with the Greater KW Chamber of Commerce with the upcoming Point of View event and participating in the regular Business After 5 events.
 - With a view to not duplicating or conflicting with networking/employer engagement opportunities that already exist, we are focusing more on direct partnerships. Hosting a networking training prior to the Chamber Business Expo was an opportunity to promote prepare immigrants to network and to address a need that service providers have expressed – ‘teaching soft skills’. We also had an exhibit booth at this event so that we could promote and bring awareness to our partners work in this area.
- Completed proof of concept stage of ITEP and submitted a report to Scotiabank head office to see if they can fund the next stage – a Region wide program.
- IEAG continues to build momentum. New chair and vice chair join the team and there are a lot of ideas and energy. We will be sourcing more partner representation around the table with a commitment to more clarity and focus -- ensuring that this group is zooming in on what resources/training etc. are needed by the community of service providers to bridge the gap between immigrant job-seekers and employers.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- The current challenge for ITEP is waiting on hearing back from Scotiabank in Toronto. This program is waiting for this answer before it can move forward.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- To commit to reaching out to connections or provide connections to support Work Pillar events. I.e., reach out to employer connections to participate in networking events, promote DI events to circle of connections.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

N/A.

Belong Steering Group – December 2015

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
8.1 Develop and implement a public education campaign to increase cultural sensitivity	<ul style="list-style-type: none"> • Say Hi-Inspired Campaign • Speakers Bureau • Neighbours knowing Neighbours • Immigrant Nomination Action Group 	2014 - 2015	BSG	<ul style="list-style-type: none"> ● Public Education Campaign • Funding : small funding amount (\$4000) available through Immigration Partnership with an additional private amount of \$2000. • Action group designing a low cost story and picture campaign. Key message is 'I am Waterloo Region' and includes profiles and stories of both recently arrived and long time settled immigrants and refugees. Using social media and other free media and focussing on positive contributions and the importance of diversity. • Working with local graphics and design firm, poster prototypes designed and shared with Belong, Settle and IP staff – Design selected and being reworked. Nomination form to go online 'I am Waterloo Region'. • Launch of campaign for Feb/March 2016. • Multi-faith 'I am Waterloo Region – Celebrate' banners recognizing holy days and possibly cultural events have been created by WR Museum and funded by Region of Waterloo with assistance of CEC, Interfaith Grand River and First Peoples groups. Banners will be launched at Community Interfaith Breakfast May 2016. As a set they will available to community groups. • BSG decided to continue coordination role for World Refugee Day Waterloo Region June 2016 – CEC attending CCORIC meeting Dec 16 and scheduling cooperative planning group meeting for January. Potential theme 'Waterloo Region Welcomes Refugees' and planning a community celebration.
9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the	<ul style="list-style-type: none"> • Information sessions, tours, meeting councillors • Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony) 	2014 - 2015	BSG Municipality Reps	<ul style="list-style-type: none"> ● Municipal Services Action Group – continues to offer presentations to ESL students CLB level 5 – 7 at 3 KW campuses, through scheduling with the program coordinator. Sites include Gatewood and St Mary's Kitchener campuses, Emmanuel in Waterloo and St Benedict's in Cambridge. Region of Waterloo and municipal staff will present. Meeting with Conestoga

<p>school systems</p>				<p>College and English at First, other LINC programs, to offer sessions there as well. Focus on belonging.</p> <ul style="list-style-type: none"> Local government week in Ontario Oct 18 – 24th: City of Kitchener displayed program and service information for the week in the Rotunda, welcomed tours at City Hall and cohosted a Citizenship Ceremony at City Hall with Immigration Partnership and Kitchener’s Safe and Healthy Community Advisory Committee – welcomed 30 new citizens. City of Waterloo and Region of Waterloo displayed program and service information in City Hall /150 Frederick and hosted community tours. Promoted on Municipal and IP websites, IP newsletter and social media. Connecting with IRCC Citizenship staff about cohosting ceremonies in 2016. Contacting Institute for Canadian Citizenship (Adrienne Clarkson/John Ralston Saul) to work with them on local ceremonies with specific discussions on belonging. Federal Election: Connected Elections Canada Ethno cultural and Communications staff with partner sessions held in community – St. Louis St Mary’s Campus, Kitchener Public Library, Waterloo Public Library – to provide information on voting.
<p>10.1 Support organizations to enhance, develop and/or implement inclusive practices</p>	<ul style="list-style-type: none"> Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors) 	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> Aligns with 10.3 WCDSB hosted an Organizational Equity and Inclusion session on Nov 30/15 at Sir Edgar Bauer School. This is the third in a series. An action group will now plan next steps in this action item i.e. developing a survey to send to E&I professionals CEC continues to be part of New Story Group to support development and discussion of Belonging Indicators, ensuring inclusion of immigrant and refugee experience and voice. Indicators have been drafted and community sector meetings are being planned to have input - affirm indicators, add to them. Intent to develop as a framework for inclusive practise. Dec 17 at Family Centre, Muslim Social Services and Belong CEC will host a session with Newcomer/Immigrant/Refugee/Racialized peoples sector. Invitations out in community and to Belong and Settle Steering Groups

10.2 Share strategies and develop initiatives for parenting in a new society	<ul style="list-style-type: none"> Collaborate with family service providers and families Develop Parenting in a New Society Training for delivery by service providers 	2014 - 2015	Staff	<ul style="list-style-type: none"> ● KW Counselling's Parent Project Coordinator attended September meeting to give update on learning project and ways newcomers, immigrant and refugee parents have been engaged, project timelines and learning to date
10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged	<ul style="list-style-type: none"> Explore existing school board diversity plans/strategies Support the development or enhancement of school board diversity plans/strategies, as necessary 	2014 - 2015	BSG	<ul style="list-style-type: none"> ● Aligns with 10.1 ● WCDSB presented to BSG/SSG Nov 30/15 and WRDSB presented to BSG and other IP members on Feb 23 on Equity and Inclusion work, legislation, hiring, programs, challenges and ways to engage ● School Boards actively involved in Syrian Resettlement Action Groups – looking at capacity, sensitivity training, programming, gaps ● Lisset Jacinto, WCDSB international student staff, is member of BSG
8.2 Increase understanding and respond to issues of immigrant isolation	<ul style="list-style-type: none"> Conduct a scan and identify promising practices related to immigrant isolation in other communities Engage in additional local action research around who is isolated and why, as necessary Share finding broadly throughout the community Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities) 	2015 - 2016	TBD	
9.2 Strengthen immigrant participation in the Municipal process	<ul style="list-style-type: none"> Support All Candidates Meeting Promote Immigrant leadership 	2015 - 2016	TBD	<ul style="list-style-type: none"> Aligns with 9.1 ● Some Leadership programs active in the community: KW Counselling Bridging Resources (Ethno Cultural leaders) KW Coalition of Muslim Women (women) Volunteer Action Centre (youth); KWCFoundation, Leadership Waterloo Region, Capacity Waterloo Region. Need to prioritize item and plan activities.

1. What are some of the successes achieved in making progress on each activity above?

- Continued engagement and collaboration with St Louis ESL programs to further development municipal program.

- Supporting coordination of World Refugee Day Waterloo Region has built relationships and momentum for inclusion and development of public education campaign. Waterloo Region Museum complimentary “I am Waterloo Region – Celebrate” campaign, supported our application.
- Funding for public education campaign made available to begin small steps.
- Joint meeting of Settle and Belong Steering Groups in December to share information around joint priorities.

2. If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?

- Discussion of importance of lived experience and the membership of people who have come to our community as immigrants and refugees, past and present, to share experiences with belonging. Also thinking about international students, youth, seniors and people who have networks and influence.

3. Is there any additional support that Council can provide to help move any of the activities above forward?

- The work of the BSG is about building and leveraging relationships and we see Council as a champion. As we move forward we would look to Council to promote our activities within their organizations and networks, support the work of the campaign by providing input into content and promoting the campaign through their networks.
- Offer in kind support of campaign – nominating, interviewing and story creation, camera work, promoting in the community.
- Be open to present on equity and inclusion at their organizations or recommend presenters, share challenges and support development of promising practices in organizations.
- Attend municipal open house in your community, attend interfaith and intercultural events, use the “I am Waterloo Region - Celebrate” banners.

4. Is there other action related to any of the above activities happening within the broader community? If so, please describe any connection to the Immigration Partnership, its outreach efforts and/or challenges.

- Syrian Resettlement Initiative with many connections for integration and inclusion, Welcomes Refugees branding.
- BSG continues to be a partner on the New Story Group, focusing on inclusion, belonging and community belonging conversations.
- Collaboration of BSG, SSG and CCORIC to plan World Refugee Day in 2016.
- “I am Waterloo Region – Celebrate” initiative with ROW and WR Museum and IP – identifying interfaith practise and customs to broader audience.
- Leadership programs in the community include KW Counselling, KW Coalition of Muslim Women, KDCHC Intercultural Leadership.