

## Bi-Monthly Progress Report, February 2016

### Settle Steering Group

Priority Action Area	Possible Activities	Responsible	Progress / Successes
<b>1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region</b>	<ul style="list-style-type: none"> <li>Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare</li> </ul>	Refugee Services Action Group	<ul style="list-style-type: none"> <li>● SSG's new Refugee Services Action Group is discussing a possible refugee hub as well as supports for all refugees (including refugee claimants). This group also identified the need for and is developing a "passport/checklist" to help refugees keep track of what they need to do upon arrival and the information they will need.</li> </ul>
<b>1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues</b>	<ul style="list-style-type: none"> <li>Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing</li> <li>Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees</li> <li>Ensure that immigrants are aware of all mental health resources available</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● 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.</li> </ul>
<b>2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees</b>	<ul style="list-style-type: none"> <li>Implement Cultural Competency training and/or support existing initiatives</li> <li>Strengthen engagement with health service providers</li> <li>Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery</li> <li>Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits</li> <li>Conduct a scan and identify promising practices related to education and training for health service providers</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● The HSAG has not met since their joint meeting with the Guelph-Wellington LIP Interpretation Group. Members of the HSAG are actively participating in the Syrian Refugee Resettlement Health and Mental Health Workgroup.</li> </ul>
<b>2.2 Work with the</b>	<ul style="list-style-type: none"> <li>Engage WWLHIN in the work of the</li> </ul>	Health	<ul style="list-style-type: none"> <li>● Members of the SSG and HSAG continue to strengthen relationships</li> </ul>

<b>Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees</b>	<p>Immigration Partnership</p> <ul style="list-style-type: none"> <li>Develop a local strategy related to refugee and immigrant health</li> </ul>	<p>Supports Action Group</p>	<p>with the WWLHIN through the work happening in the Syrian Refugee Resettlement Health Group.</p> <ul style="list-style-type: none"> <li>SSG is discussing how to maintain the momentum and progress made through the Syrian Refugee Resettlement work being done and connect that to the work of the CAP.</li> </ul>
<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"> <li>Broaden and continue to strengthen engagement with hospitals and medical centres</li> </ul>	<p>HSAG</p>	<ul style="list-style-type: none"> <li>Members of the SSG and HSAG are addressing this item with the WWLHIN through the medical interpretation work happening in the Syrian Refugee Resettlement Health Group</li> </ul>
<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"> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> <li>Explore existing school board diversity plans/strategies</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>Aligns with 10.3. SSG decided that BSG should continue to be the lead for this activity and the group will support as needed.</li> </ul>
<p><b>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</b></p>	<ul style="list-style-type: none"> <li>Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate</li> <li>Consider the use of technology to accelerate learning</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>Based on outreach and discussions with language providers earlier in 2015, SSG has determined that there is no need to pursue this specific activity due to new curriculum being introduced that seems to address historic concerns.</li> <li>SSG will continue to discuss how their collaborative action in relation to the ESL programming should develop.</li> </ul>
<p><b>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</b></p>	<ul style="list-style-type: none"> <li>Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies</li> <li>Form a group to address housing issues faced by immigrants, as necessary</li> <li>Conduct a literature review and gather local information on immigrant-specific housing issues</li> <li>Strengthen relationships with the appropriate groups identified</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG)</li> <li>SSG reviewed and a group and completed its Immigrant and Refugee Housing Consultation Report. The report will be distributed by the end of February 2016 and SSG will begin to follow-up on specific action items with the groups identified in the report.</li> <li>SSG members continue to strengthen relationships with Region of Waterloo Housing Services and housing providers through the work happening in the Syrian Refugee Resettlement Housing Group.</li> </ul>
<p>4.2 Enhance the existing Emergency Shelter referral</p>	<ul style="list-style-type: none"> <li>Strengthen existing partnerships with the housing stability system</li> <li>Collaborate with emergency shelters to</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>IP staff supporting the SSG and SSG members participated in recent Region of Waterloo Consultation sessions regarding the emergency shelter protocol and community housing wait list reviews to provide</li> </ul>

protocol to include settlement services	include settlement services in the Emergency Shelter referral protocol		input on the experiences of immigrants and refugees and ensure their needs are taken into account in policy planning.
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**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 new 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.

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

The Health Supports and Community Supports Action Groups have not met in quite some time. The new Refugee Services Action Group will be looking at Priority Action Area 1.1 that was previously an action item of the Community Supports Action Group. The SSG feels that there has been progress made with regards to the health related action items within the Syrian Refugee Resettlement Groups. The SSG has begun discussions on how to build on that momentum to connect the work being done in those workgroups to the work of the SSG.

**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.**

N/A at this time

## Work Steering Group

Priority Action Area	Possible Activities	Responsible	Progress
<b>5.1 Develop and deliver employment preparation courses for immigrants</b>	<ul style="list-style-type: none"> <li>• Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers</li> <li>• Promote accessibility of courses to all immigrants and refugees</li> <li>• Invite immigrants to share stories of achieving meaningful employment</li> </ul>	IEAG/Service Providers	<ul style="list-style-type: none"> <li>● Another networking training event was planned/delivered prior to the January 19 Communtech Tech Jam at Bingemans. Two HR professionals who contributed their expertise shared the value of networking to find employment and offered tips for approaching employers at a job fair. The partnership with Communtech continues to grow as their Director of Talent participates on WSG.</li> <li>• Planning an HR panel event in May 2016 for employment service providers to gain insight into the sector trends to benefit immigrant talent. Working with local HR professionals to bring this event together. The panel will be representative of various sectors including health care, manufacturing, engineering, IT, finance and government.</li> <li>• 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.</li> </ul>
<b>5.2 Enhance job retention supports for immigrants</b>	<ul style="list-style-type: none"> <li>• Expand capacity of Internship/ Mentorship programs</li> <li>• Broaden eligibility to immigrants and refugees for existing retention supports</li> </ul>	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> <li>● Immigration Partnership continues to partner with the Conestoga Internship Program and YMCA 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. WSGs new style of networking event is noted to strengthen their work and employer connections. KWMC Job Search Workshop program is now part of this team and the group will work together to create opportunities and share ideas that can benefit the represented programs.</li> <li>• Updates take place at both WSG and IEAG tables.</li> </ul>
<b>5.3 Increase knowledge of and referral to community support services among employment service providers</b>	<ul style="list-style-type: none"> <li>• Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants</li> </ul>	IEAG	<ul style="list-style-type: none"> <li>● No activity at this time.</li> </ul>
<b>6.1 Develop and deliver diversity training for employers</b>	<ul style="list-style-type: none"> <li>• Explore promising practices locally and in other communities</li> <li>• Offer information related to hiring practices of immigrants</li> </ul>	WSG/IEAG/Training Advisory group	<ul style="list-style-type: none"> <li>● A partnership with the Greater KW Chamber of Commerce is in place for the April 2016 Point of View event for local employers. The speaker will be John Stackhouse – former Editor of the Globe and Mail and current Futurist of RBC in Toronto. The Toronto Region Immigrant Employment Council has had him speak to employers in Toronto and highly recommended him for this event. This event is in place of two</li> </ul>

			diversity training events which would normally be planned. The partnership with the Chamber on an event where more employers will attend will provide an important opportunity to share the message that we want to bring to employers.
<b>6.2 Develop strategies and tools to encourage employers to hire immigrants</b>	<ul style="list-style-type: none"> <li>• Explore existing strategies and tools</li> <li>• Develop a marketing strategy which may include:             <ol style="list-style-type: none"> <li>1. fact based, clearly articulated reasons to hire immigrants</li> <li>2. Return on Investment (ROI) case study</li> <li>3. recognition event with media presence to honour inclusive employers</li> <li>4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants</li> </ol> </li> </ul>	WSG	<ul style="list-style-type: none"> <li>● 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.</li> <li>• IP continues to attend Business After 5 events in K-W and Cambridge to promote to employers the message of hiring immigrants.</li> <li>• IP is currently working on the Global Skills 2016 event and planning the networking event at this one-day conference for immigrant job-seekers.</li> <li>• Plans to create another networking/job fair event with partners in 2016 are being reconsidered as we continue to partner with other events already in place. Partners are considering issues such as an oversaturated market for job fairs, etc.</li> </ul>
<b>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</b>	<ul style="list-style-type: none"> <li>• Partner with Economic Development departments and the local Workforce Planning Board</li> <li>• Support labour market research</li> <li>• Support knowledge transfer gaps to employment service providers, academic institutions and job seekers</li> </ul>	WSG	<ul style="list-style-type: none"> <li>● See 5.1, 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 2016 Employer One survey to gather employer insights into local hiring and labour force needs.</li> </ul>
<b>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</b>	<ul style="list-style-type: none"> <li>• Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers</li> <li>• Leverage existing tools such as Linked In and Skills International</li> <li>• Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations</li> </ul>	WSG/CDEP Action Group	<ul style="list-style-type: none"> <li>● A proposal for phase two of the ITEP (Immigrant Talent Engagement Program) was presented to Scotiabank, which asked the team to present a different option. An ITEP committee has been formed and is currently reviewing structure/process of the program before responding to Scotiabank.</li> </ul>

**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:
  - The relationship with Communitech continues to grow and we just completed a Networking Training event at their Tech Jam in January. We also had a booth at this event and were able to deliver materials about the Immigration Partnership, our partner programs and how to access immigrant talent to the 55 exhibiting employers. We continue to work closely with the Greater KW Chamber of Commerce with the upcoming Point of View event and in the regular Business After 5 events.
  - We have formed great partnerships with local HR professionals who are volunteering to deliver training via IP as required.
- ITEP is waiting on the committee to review the structure and process of the program prior to touching base with Scotiabank again about the latest proposal for Phase 2.
- IEAG continues to build momentum. Currently creating an HR panel event for employment service providers. Will be held in May of this year.

**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 is re: ITEP and ensuring that the structure and the ownership of the program is reviewed by the committee before it moves 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.**

## Belong Steering Group

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
<b>8.1 Develop and implement a public education campaign to increase cultural sensitivity</b>	<ul style="list-style-type: none"> <li>• Say Hi-Inspired Campaign</li> <li>• Speakers Bureau</li> <li>• Neighbours knowing Neighbours</li> <li>• Immigrant Nomination Action Group</li> </ul>	2014 - 2015	BSG	<ul style="list-style-type: none"> <li>● Public Education Campaign               <ul style="list-style-type: none"> <li>• 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</li> <li>• Working with local graphics and design firm, poster prototypes designed and shared with Belong, Settle and IP staff – finalizing design. Nomination form with branding to go online and to partners.</li> <li>• Launch of campaign planned for Spring 2016</li> <li>• Multifaith '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 on May 4, 2016 at Bingemans. As a set they will available to community groups.</li> <li>• World Refugee Day Waterloo Region June 2016 coordination underway. Theme: Waterloo Region Celebrates Refugees. Group working toward a community celebration, potentially in Cambridge and KW. Partner meeting to be scheduled – confirmed events to date include CCORIC launch June 1; Art Exhibit June 1 – 25<sup>th</sup> at THE MUSEUM; CCORIC Awards. CECs from BSG and SSG are supporting coordination and communication work.</li> </ul> </li> </ul>
<b>9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the</b>	<ul style="list-style-type: none"> <li>• Information sessions, tours, meeting councillors</li> <li>• Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony)</li> </ul>	2014 - 2015	BSG Municipality Reps	<ul style="list-style-type: none"> <li>● Municipal Services Action Group (MSAG) continues to provide interactive presentations to ESL students CLB level 5 – 7 at 3 KW campuses of St Louis LINC and ESL programs. Confirming dates with additional providers - Conestoga College and English at First LINC programs - to expand initiative. Region of Waterloo and municipal staff present</li> </ul>

<p><b>school systems</b></p>				<ul style="list-style-type: none"> <li>MSAG is working with the national Institute for Canadian Citizenship (ICC) to co-plan local citizenship ceremonies in 2016. These sessions offer roundtables on belonging and national promotion. Have interest for Kitchener, Waterloo and Cambridge ceremonies throughout the year. All must be confirmed with local IRCC office.</li> <li>Engaging MSAG in World Refugee Day discussion to line up any municipal celebration ideas/plans.</li> </ul>
<p><b>10.1 Support organizations to enhance, develop and/or implement inclusive practices</b></p>	<ul style="list-style-type: none"> <li>Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors)</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 10.3</li> <li>Have hosted three seminars by E&amp;I staff – WRDSB, ROW and WCDSB</li> <li>An action group is forming that will plan next steps i.e. developing a survey to send to E&amp;I professionals.</li> <li>CEC and BSG member 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.</li> </ul>
<p><b>10.2 Share strategies and develop initiatives for parenting in a new society</b></p>	<ul style="list-style-type: none"> <li>Collaborate with family service providers and families</li> <li>Develop Parenting in a New Society Training for delivery by service providers</li> </ul>	<p>2014 - 2015</p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>● Awaiting results of KW Counselling Parent Education research project to consider what next steps would be, gaps BSG role, etc. No additional action at this time.</li> </ul>
<p><b>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</b></p>	<ul style="list-style-type: none"> <li>Explore existing school board diversity plans/strategies</li> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 10.1</li> <li>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</li> <li>Lisset Jacinto, WCDSB international student staff, is member of BSG</li> <li>School Boards actively involved in Syrian Resettlement Action Groups – looking at capacity, sensitivity training, programming, gaps.</li> <li>Two school boards are engaged in World Refugee Day planning.</li> </ul>



<p>8.2 Increase understanding and respond to issues of immigrant isolation</p>	<ul style="list-style-type: none"> <li>• Conduct a scan and identify promising practices related to immigrant isolation in other communities</li> <li>• Engage in additional local action research around who is isolated and why, as necessary</li> <li>• Share finding broadly throughout the community</li> <li>• Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities)</li> </ul>	<p>2015 - 2016</p>	<p>TBD</p>	<ul style="list-style-type: none"> <li>• BAS CEC and partners participate in Refugee Resettlement Community Integration Group, looking at planning for year one, year two after arrival and investigating isolation and questions posed by BSG in CAP design – including reduced bus fare, access to leisure</li> <li>• A BSG member has formed local Canadian Arab Women social group to address issues of isolation.</li> </ul>
<p>9.2 Strengthen immigrant participation in the Municipal process</p>	<ul style="list-style-type: none"> <li>• Support All Candidates Meeting</li> <li>• Promote Immigrant leadership</li> </ul>	<p>2015 - 2016</p>	<p>TBD</p>	<p>Aligns with 9.1</p> <ul style="list-style-type: none"> <li>● No action at this time. 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.</li> </ul>

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

- Momentum of Syrian Resettlement and media coverage have engaged many diverse community members.
- Supporting coordination of World Refugee Day Waterloo Region has built relationships and momentum for inclusion and development of public education campaign. Waterloo Region Museum has developed a complimentary I am Waterloo Region – Celebrate campaign.

**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 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 organization.
- Attend municipal open house in your community, attend interfaith and intercultural events, book 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 launch at community interfaith breakfast May/16.
- Leadership programs in the community include KW Counselling, KW Coalition of Muslim Women, KDCHC Intercultural Leadership

## Immigration Partnership Bi-Monthly Progress Reports – April 2016

### Settle Steering Group

Priority Action Area	Possible Activities	Responsible	Progress / Successes
<b>1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region</b>	<ul style="list-style-type: none"> <li>Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare</li> </ul>	Refugee Services Action Group	<ul style="list-style-type: none"> <li>● SSG's new Refugee Services Action Group is discussing a possible refugee hub as well as supports for all refugees (including refugee claimants). This group also identified the need for and is developing a "passport/checklist" to help refugees keep track of what they need to do upon arrival and the information they will need.</li> </ul>
<b>1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues</b>	<ul style="list-style-type: none"> <li>Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing</li> <li>Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees</li> <li>Ensure that immigrants are aware of all mental health resources available</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● SSG is strengthening its engagement with mental health service providers by participating in the Waterloo Region Mental Health Workgroup through Public Health. IP staff is also representing the SSG at the Community Awareness Workgroup of the Waterloo Region Trauma Initiative.</li> </ul>
<b>2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees</b>	<ul style="list-style-type: none"> <li>Implement Cultural Competency training and/or support existing initiatives</li> <li>Strengthen engagement with health service providers</li> <li>Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery</li> <li>Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits</li> <li>Conduct a scan and identify promising practices related to education and training for health service providers</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● The HSAG has not met since their joint meeting with the Guelph-Wellington LIP Interpretation Group. Members of the HSAG are actively participating in the Syrian Refugee Resettlement Health and Mental Health Workgroup.</li> <li>● SSG members are having more strategic discussions about how to proceed with making progress in this area and feel there is a need for more emphasis on 2.1 and perhaps it is necessary to merge with 1.2 because of the overlap that exists with the two action areas.</li> </ul>
<b>2.2 Work with the Waterloo Wellington</b>	<ul style="list-style-type: none"> <li>Engage WWLHIN in the work of the Immigration Partnership</li> </ul>	Health Supports	<ul style="list-style-type: none"> <li>● Members of the SSG and HSAG continue to strengthen relationships with the WWLHIN through the work happening in the Syrian Refugee</li> </ul>

<p><b>Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees</b></p>	<ul style="list-style-type: none"> <li>Develop a local strategy related to refugee and immigrant health</li> </ul>	<p>Action Group</p>	<p>Resettlement Health Group.</p> <ul style="list-style-type: none"> <li>SSG is discussing how to maintain the momentum and progress made through the Syrian Refugee Resettlement work being done and connect that to the work of the CAP.</li> </ul>
<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"> <li>Broaden and continue to strengthen engagement with hospitals and medical centres</li> </ul>	<p>HSAG</p>	<ul style="list-style-type: none"> <li>Members of the SSG and HSAG are addressing this item with the WWLHIN through the medical interpretation work happening in the Syrian Refugee Resettlement Health Group</li> </ul>
<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"> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> <li>Explore existing school board diversity plans/strategies</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>Aligns with 10.3. SSG decided that BSG should continue to be the lead for this activity and the group will support as needed.</li> <li>SSG discussed connecting with BSG to see how progress they have made with this activity aligns with work happening in the Syrian Refugee Resettlement workgroups and how they can provide support to ensure that is happening</li> </ul>
<p><b>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</b></p>	<ul style="list-style-type: none"> <li>Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate</li> <li>Consider the use of technology to accelerate learning</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>Based on outreach and discussions with language providers earlier in 2015, SSG has determined that there is no need to pursue this specific activity due to new curriculum being introduced that seems to address historic concerns.</li> <li>SSG will continue to discuss how their collaborative action in relation to the ESL programming should develop.</li> </ul>
<p><b>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</b></p>	<ul style="list-style-type: none"> <li>Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies</li> <li>Form a group to address housing issues faced by immigrants, as necessary</li> <li>Conduct a literature review and gather local information on immigrant-specific housing issues</li> <li>Strengthen relationships with the appropriate groups identified</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG)</li> <li>SSG reviewed and a group and completed its Immigrant and Refugee Housing Consultation Report. The report will be distributed by the end of February 2016 and SSG will begin to follow-up on specific action items with the groups identified in the report.</li> <li>SSG members continue to strengthen relationships with Region of Waterloo Housing Services and housing providers through the work happening in the Syrian Refugee Resettlement Housing Group.</li> </ul>
<p>4.2 Enhance the existing Emergency Shelter referral</p>	<ul style="list-style-type: none"> <li>Strengthen existing partnerships with the housing stability system</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>IP staff supporting the SSG and SSG members participated in recent Region of Waterloo Consultation sessions regarding the emergency shelter protocol and community housing wait list reviews to provide</li> </ul>

protocol to include settlement services	<ul style="list-style-type: none"> <li>Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol</li> </ul>		input on the experiences of immigrants and refugees and ensure their needs are taken into account in policy planning.
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**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 new connections have been made and organizations have joined the Settle Steering Group to address broader issues outlined in our Community Action Plan.

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

The Health Supports and Community Supports Action Groups have not met in quite some time. The new Refugee Services Action Group will be looking at Priority Action Area 1.1 that was previously an action item of the Community Supports Action Group. The SSG feels that there has been progress made with regards to the health related action items within the Syrian Refugee Resettlement Groups. The SSG has begun discussions on how to build on that momentum to connect the work being done in those workgroups to the work of the SSG.

**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.**

Settlement organizations represented on the Settle Steering Group have shared positive feedback regarding the initial response and progress of activities happening at the Syrian Refugee Resettlement workgroups.

## Work Steering Group

Priority Action Area	Possible Activities	Responsible	Progress
<b>2014 - 2016</b>			
<b>5.1 Develop and deliver employment preparation courses for immigrants</b>	<ul style="list-style-type: none"> <li>• Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers</li> <li>• Promote accessibility of courses to all immigrants and refugees</li> <li>• Invite immigrants to share stories of achieving meaningful employment</li> </ul>	IEAG/Service Providers	<ul style="list-style-type: none"> <li>● Planning an HR panel event for June 2016 for employment service providers to support them in gaining insight into sector trends for hiring immigrant talent. Currently working with a local HR professional to bring this event together. The panel will be representative of various sectors inclusive of: health care, manufacturing, engineering, IT, finance and government.</li> <li>• 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.</li> </ul>
<b>5.2 Enhance job retention supports for immigrants</b>	<ul style="list-style-type: none"> <li>• Expand capacity of Internship/ Mentorship programs</li> <li>• Broaden eligibility to immigrants and refugees for existing retention supports</li> </ul>	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> <li>● 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. KWMC Job Search Workshop program is now part of this team and the group will work together to create opportunities and share ideas that can benefit the represented programs.</li> <li>• Updates take place at both WSG and IEAG tables</li> </ul>
<b>5.3 Increase knowledge of and referral to community support services among employment service providers</b>	<ul style="list-style-type: none"> <li>• Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants</li> </ul>	IEAG	<ul style="list-style-type: none"> <li>• No activity at this time</li> </ul>
<b>6.1 Develop and deliver diversity training for employers</b>	<ul style="list-style-type: none"> <li>• Explore promising practices locally and in other communities</li> <li>• Offer information related to hiring practices of immigrants</li> </ul>	WSG/IEAG/Training Advisory group	<ul style="list-style-type: none"> <li>● The partnership with the Greater KW Chamber of Commerce is in place for the April 2016 Point of View event. The speaker will be John Stackhouse – former Editor of the Globe and Mail and current Futurist of RBC in Toronto. The Toronto Region Immigrant Employment Council highly recommended him for this event. This event will be in place of two diversity training events for employers give the wider reach it is expected</li> </ul>

			<p>to have. 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> <ul style="list-style-type: none"> <li>• IP participated in a Forum delivered on April 7 called “Diversity Drives Innovation” about diversifying the non-profit sector. IP was a partner and at the table to assist with connections and resources. The goal was to reach HR professionals in the non-profit and government sectors about be more inclusive of immigrants in their hiring practices.</li> </ul>
<p><b>6.2 Develop strategies and tools to encourage employers to hire immigrants</b></p>	<ul style="list-style-type: none"> <li>• Explore existing strategies and tools</li> <li>• Develop a marketing strategy which may include:             <ol style="list-style-type: none"> <li>1. fact based, clearly articulated reasons to hire immigrants</li> <li>2. Return on Investment (ROI) case study</li> <li>3. recognition event with media presence to honour inclusive employers</li> <li>4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants</li> </ol> </li> </ul>	<p>WSG</p>	<ul style="list-style-type: none"> <li>● 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.</li> <li>• We continue to attend Business After 5 events in K-W and Cambridge to promote to employers the message of hiring immigrants.</li> <li>• The 8<sup>th</sup> Annual Global Skills event took place in April and IP was on the Steering Committee and hosted a networking event for employers and internationally trained individuals at it.</li> <li>• Exploring do another networking/job fair event in 2016. Currently in discussions with the Workforce Planning Board about a partner job fair they are planning for June, 2016.</li> </ul>
<p><b>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</b></p>	<ul style="list-style-type: none"> <li>• Partner with Economic Development departments and the local Workforce Planning Board</li> <li>• Support labour market research</li> <li>• Support knowledge transfer gaps to employment service providers, academic institutions and job seekers</li> </ul>	<p>WSG</p>	<ul style="list-style-type: none"> <li>● 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. Worked closely with the Workforce Planning Board as a partner of the Employer One. The results are in and Workforce Planning Board gave an update at a Breakfast and also at the Work Pillar group in March.</li> </ul>

<p><b>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</b></p>	<ul style="list-style-type: none"> <li>• Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers</li> <li>• Leverage existing tools such as Linked In and Skills International</li> <li>• Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations</li> </ul>	<p>WSG/CDEP Action Group</p>	<ul style="list-style-type: none"> <li>• ITEP – Immigrant Talent Engagement Program which has completed the proof of concept stage with one branch of Scotiabank has held several meetings in the last few months. A sub-committee was developed to look at structure and accountability. Extensive planning has been occurring to prepare for a meeting in Toronto with Scotiabank on April 14. This meeting is to begin discussions about a Phase 2 and to see if Scotiabank is interested in partnering at the next stage. The meeting was with reps in HR, Diversity and retail banking of Scotiabank. IP included a team from WSG and staff.</li> </ul>
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- **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:
    - The creation of a sub-committee for ITEP has been helpful in moving along this project and ensuring clarity and accountability. The time and commitment of individuals in this group is outstanding. We have formed great partnerships with local HR professionals who are volunteering to deliver training via IP as required.
    - We continue to work closely with the Greater KW Chamber of Commerce with the Point of View event and also the Business After 5's.
  - ITEP is waiting on a decision from Scotiabank as a presentation took place on April 14 in Toronto. This will determine the direction of Phase 2.
  - IEAG continues to build momentum. Currently creating an HR panel event for employment service providers. Will be held in June of this year.
- **If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?**
  - Establishing a sub-committee for ITEP has been a positive decision as the structure of the project required attention. The group reported back to WSG and now an MOU will need to be created, as well as a budget, once Scotiabank has made a decision about their involvement going forward.
- **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.



## Belong Steering Group

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
<p><b>8.1 Develop and implement a public education campaign to increase cultural sensitivity</b></p>	<ul style="list-style-type: none"> <li>• Say Hi-Inspired Campaign</li> <li>• Speakers Bureau</li> <li>• Neighbours knowing Neighbours</li> <li>• Immigrant Nomination Action Group</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Public Education Campaign</li> <li>• I am Waterloo Region campaign template poster finalized. Call for nominations closed and 32 nominations received. Committee has made selections of those who will be featured in monthly posters. Meeting with selected nominees to gather more information and explain campaign</li> <li>• Photos shoot to be set up. Photos and key messaging to be sent to graphics and posters created.</li> <li>• Plan to launch in tandem with IP Forum, inviting nominees and nominators to attend, launch first poster</li> <li>• Plan to distribute posters in print and via email, use organizations media screens and social media.</li> <li>• I am Waterloo Region branding buttons will be created</li> <li>• Multifaitth '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 4, 2016 at Bingeman's. They will available to community groups</li> <li>• World Refugee Day Waterloo Region June 2016 coordination underway. Theme "Waterloo Region Celebrates Refugees." Coordinating Group has members of BSG, SSG and CCORIC. Communications underway, website, Facebook and twitter as well as business card promotion. Media kit underway. Partners planning events and submitting to website for inclusion. Because of timing of Ramadan and other partners, considering a large community event working with WLU on main campus in July.</li> </ul>

<p><b>9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems</b></p>	<ul style="list-style-type: none"> <li>• Information sessions, tours, meeting councillors</li> <li>• Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony)</li> </ul>	<p>2014 - 2015</p>	<p>BSG Municipality Reps</p>	<ul style="list-style-type: none"> <li>● Municipal Services Action Group</li> <li>• Continues to provide interactive presentations to ESL students CLB level 5 – 7 at 3 KW campuses of St Louis LINC and ESL programs.</li> <li>• Presented to 40 International Students at Conestoga's Canadian Perspective class</li> <li>• Setting up dates with Conestoga College LINC program at 800 King St.</li> <li>• Following up with English at First, a Waterloo LINC provider</li> <li>• City of Waterloo has hired a part time Community Engagement Worker, high priority to work with IP and Belong Steering Group</li> <li>• Working in collaboration with the national Institute for Canadian Citizenship (ICC) to coplan local ceremonies in 2016. These sessions offer roundtables on belonging and national promotion. Have interest for Kitchener, Waterloo and Cambridge ceremonies throughout the year. All must be confirmed with local IRCC office.</li> </ul>
<p><b>10.1 Support organizations to enhance, develop and/or implement inclusive practices</b></p>	<ul style="list-style-type: none"> <li>• Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors)</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 10.3</li> <li>• Have hosted three seminars by E&amp;I staff – WRDSB, ROW and WCDSB</li> <li>• To schedule Cities of Kitchener, Waterloo and Cambridge to present</li> <li>• An action group delayed, will meet in May to plan next steps in this action item i.e. developing a survey to send to E&amp;I professionals</li> <li>• CEC and new BSG member participating with 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.</li> <li>• Goal to create a working document of Inclusive/Belonging practices for organizational use</li> </ul>

<p><b>10.2 Share strategies and develop initiatives for parenting in a new society</b></p>	<ul style="list-style-type: none"> <li>Collaborate with family service providers and families</li> <li>Develop Parenting in a New Society Training for delivery by service providers</li> </ul>	<p>2014 - 2015</p>	<p>Staff</p>	<p>● Pending results of KW Counselling Parent Education research project as to next steps, gaps etc. No additional action taken to date.</p>
<p><b>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</b></p>	<ul style="list-style-type: none"> <li>Explore existing school board diversity plans/strategies</li> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<p>● Aligns with 10.1</p> <ul style="list-style-type: none"> <li>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</li> <li>Lisset Jacinto, WCDSB international student staff, is member of BSG</li> <li>School Boards actively involved in Syrian Resettlement Action Groups – looking at capacity, sensitivity training, programming, gaps</li> <li>Two school boards engaged in World Refugee Day planning</li> </ul>
<p>8.2 Increase understanding and respond to issues of immigrant isolation</p>	<ul style="list-style-type: none"> <li>Conduct a scan and identify promising practices related to immigrant isolation in other communities</li> <li>Engage in additional local action research around who is isolated and why, as necessary</li> <li>Share finding broadly throughout the community</li> <li>Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities)</li> </ul>	<p>2015 - 2016</p>	<p>TBD</p>	<ul style="list-style-type: none"> <li>Refugee Resettlement Initiative Community Integration Table, CEC is there, looking at planning for year one, year two after arrival and investigating isolation and questions posed by BSG in CAP design – including reduced bus fare, access to leisure</li> <li>BSG member has formed local Canadian Arab Women social group to address issues of isolation.</li> </ul>
<p>9.2 Strengthen immigrant participation in the Municipal process</p>	<ul style="list-style-type: none"> <li>Support All Candidates Meeting</li> <li>Promote Immigrant leadership</li> </ul>	<p>2015 - 2016</p>	<p>TBD</p>	<p>Aligns with 9.1</p> <ul style="list-style-type: none"> <li>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.</li> </ul>

- **What are some of the successes achieved in making progress on each activity above?**
  - Momentum of Syrian Resettlement and media coverage have engaged many diverse community members
  - 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.
  - City of Waterloo staff hiring to ensure engagement in Immigration Partnership
  - Amazing nominations of individuals for I am Waterloo Region campaign – diverse nominations representing Kitchener, Cambridge, Waterloo and Woolwich
- **If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?**
  - Timing of Ramadan, June 6 – July 6<sup>th</sup> has impacted planning for World Refugee Day activities
  - Belong Steering Group members questioning planned sustainability of Syrian resettlement structure and specifically overlap with Community Integration Group
- **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 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 – 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 organization
  - Attend municipal open house in your community, attend interfaith and intercultural events, book I am Waterloo Region Celebrate banners
- **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.**
  - KWCF/House of Friendship and UW – bringing Adrienne Clarkson to talk about Belonging
  - Facile – organizing storyteller session on Belonging

## Immigration Partnership Bi-Monthly Progress Reports – June 2016

### Settle Steering Group

Priority Action Area	Possible Activities	Responsible	Progress / Successes
<b>1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region</b>	<ul style="list-style-type: none"> <li>Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare</li> </ul>	Refugee Services Action Group	<ul style="list-style-type: none"> <li>● SSG's Refugee Services Action Group continues to discuss a possible refugee hub as well as supports for all refugees (including refugee claimants). This group is also developing a "passport/checklist" to help refugees keep track of what they need to do upon arrival and the information they will need.</li> </ul>
<b>1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues</b>	<ul style="list-style-type: none"> <li>Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing</li> <li>Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees</li> <li>Ensure that immigrants are aware of all mental health resources available</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● SSG is continuing to strengthen its engagement with mental health service providers through refugee resettlement work and by participating in the Waterloo Region Mental Health Workgroup through Public Health. IP staff is also representing the SSG at the Community Awareness Workgroup of the Waterloo Region Trauma Initiative.</li> </ul>
<b>2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees</b>	<ul style="list-style-type: none"> <li>Implement Cultural Competency training and/or support existing initiatives</li> <li>Strengthen engagement with health service providers</li> <li>Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery</li> <li>Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits</li> <li>Conduct a scan and identify promising practices related to education and training for health service providers</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● No specific action at this time. Members of the HSAG are actively participating in the Syrian Refugee Resettlement Health and Mental Health Workgroup.</li> <li>● SSG members have had strategic discussions about how to proceed with making progress in this area and feel there is a need for more emphasis on 2.1 and perhaps it is necessary to merge with 1.2 because of the overlap that exists with the two action areas.</li> </ul>
<b>2.2 Work with the Waterloo Wellington Local Health</b>	<ul style="list-style-type: none"> <li>Engage WWLHIN in the work of the Immigration Partnership</li> <li>Develop a local strategy related to</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● The LHIN's most recent business plan includes health equity, in part due to the efforts of the IP.</li> <li>● Members of the SSG and HSAG continue to strengthen relationships with</li> </ul>

<b>Integration Network (WWLHIN) to prioritize services for immigrants and refugees</b>	refugee and immigrant health		the WWLHIN through the work happening in the Syrian Refugee Resettlement Health Group. <ul style="list-style-type: none"> <li>SSG has been discussing how to maintain the momentum and progress made through the Syrian Refugee Resettlement work being done and connect that to the work of the CAP.</li> </ul>
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"> <li>Broaden and continue to strengthen engagement with hospitals and medical centres</li> </ul>	HSAG	<ul style="list-style-type: none"> <li>Members of the SSG and HSAG are addressing this item with the WWLHIN and hospitals through the medical interpretation work that has happened in the Syrian Refugee Resettlement Health Group</li> </ul>
3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged	<ul style="list-style-type: none"> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> <li>Explore existing school board diversity plans/strategies</li> </ul>	SSG	<ul style="list-style-type: none"> <li>Aligns with 10.3. BSG continues to be the lead for this activity and SSG will support as needed.</li> </ul>
<b>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</b>	<ul style="list-style-type: none"> <li>Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate</li> <li>Consider the use of technology to accelerate learning</li> </ul>	SSG	<ul style="list-style-type: none"> <li>Based on outreach and discussions with language providers earlier in 2015, SSG has determined that there is no need to pursue this specific activity due to new curriculum being introduced that seems to address historic concerns.</li> </ul>
<b>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</b>	<ul style="list-style-type: none"> <li>Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies</li> <li>Form a group to address housing issues faced by immigrants, as necessary</li> <li>Conduct a literature review and gather local information on immigrant-specific housing issues</li> <li>Strengthen relationships with the appropriate groups identified</li> </ul>	SSG	<ul style="list-style-type: none"> <li>SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG)</li> <li>SSG will be following up on specific action items from the Immigrant and Refugee Housing Consultation Report, along with the groups identified in the report.</li> <li>SSG members have continued to strengthen relationships with Region of Waterloo Housing Services and housing providers through the work happening in the Syrian Refugee Resettlement Housing Group, and are look at alignment of each other's work as well as the results of the Immigrant and Refugee Housing Consultation.</li> </ul>
4.2 Enhance the existing Emergency Shelter referral protocol to include settlement services	<ul style="list-style-type: none"> <li>Strengthen existing partnerships with the housing stability system</li> <li>Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol</li> </ul>	SSG	<ul style="list-style-type: none"> <li>SSG members and IP staff have participated in Region of Waterloo Consultation sessions regarding the emergency shelter protocol and community housing wait list reviews to provide input on the experiences of immigrants and refugees and ensure their needs are taken into account in policy planning.</li> </ul>

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

There has been significant overlap of the work and membership of the Settling Steering Group or Action Groups with the Syrian resettlement and coordination efforts. Many of the settlement agencies and members of the Settling Steering/Action Groups have been very active with Syrian resettlement activities that also meet the overall IP strategic directions of increasing awareness, supports, and coordination.

Relationships with key sectors (i.e. housing, health) have been greatly strengthened through the refugee resettlement work.

**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 not met over the last two months as the IP staff position supporting this group was vacant and steering group members have been busy with Syrian resettlement efforts. The Refugee Services Action Group has continued to meet.

The SSG feels that there has been progress made with regards to health, housing, and other related action items within the Syrian Refugee Resettlement Groups. The SSG has begun discussions on how to build on that momentum to connect the work being done in those workgroups to the work of the SSG.

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

Nothing at this time.

**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.**

Settlement organizations represented on the Settle Steering Group have shared positive feedback regarding the initial response and progress of activities happening at the Syrian Refugee Resettlement workgroups.

There is a new Oral Health Coalition forming in Waterloo Region and we are exploring how we could/should be involved.

## Work Steering Group

Priority Action Area	Possible Activities	Responsible	Progress
<b>2014 - 2016</b>			
<b>5.1 Develop and deliver employment preparation courses for immigrants</b>	<ul style="list-style-type: none"> <li>• Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers</li> <li>• Promote accessibility of courses to all immigrants and refugees</li> <li>• Invite immigrants to share stories of achieving meaningful employment</li> </ul>	IEAG/Service Providers	<ul style="list-style-type: none"> <li>● Working with a team from IEAG to plan a networking event/job fair for the fall of 2016. Want to coordinate with the HR Panel planned for the fall as well. The goal is to combine these events.</li> </ul> <p>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.</p> <p>Resignation of IEAG Chairperson has left a gap that is currently being reviewed. We thank Cindy Tarasow for her commitment.</p>
<b>5.2 Enhance job retention supports for immigrants</b>	<ul style="list-style-type: none"> <li>• Expand capacity of Internship/ Mentorship programs</li> <li>• Broaden eligibility to immigrants and refugees for existing retention supports</li> </ul>	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> <li>● 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. KWMC Job Search Workshop program is now part of this team and the group will work together to create opportunities and share ideas that can benefit the represented programs.</li> <li>• Updates take place at both WSG and IEAG tables</li> </ul>
<b>5.3 Increase knowledge of and referral to community support services among employment service providers</b>	<ul style="list-style-type: none"> <li>• Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants</li> </ul>	IEAG	<ul style="list-style-type: none"> <li>• No activity at this time</li> </ul>
<b>6.1 Develop and deliver diversity training for employers</b>	<ul style="list-style-type: none"> <li>• Explore promising practices locally and in other communities</li> <li>• Offer information related to hiring practices of immigrants</li> </ul>	WSG/IEAG/Training Advisory group	<ul style="list-style-type: none"> <li>● The Point of View event with the Greater KW Chamber of Commerce took place in mid-April and was a success. Over 100 employers were present to hear the message of inclusion/immigration presented by John Stackhouse – former Editor of the Globe and Mail and current Futurist of RBC in Toronto.</li> </ul>
<b>6.2 Develop strategies and tools to encourage</b>	<ul style="list-style-type: none"> <li>• Explore existing strategies and tools</li> <li>• Develop a marketing strategy</li> </ul>	WSG	<ul style="list-style-type: none"> <li>● 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</li> </ul>



<p><b>employers to hire immigrants</b></p>	<p>which may include:</p> <ol style="list-style-type: none"> <li>1. fact based, clearly articulated reasons to hire immigrants</li> <li>2. Return on Investment (ROI) case study</li> <li>3. recognition event with media presence to honour inclusive employers</li> <li>4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants</li> </ol>		<p>service provider partners also utilize these materials in their work.</p> <ul style="list-style-type: none"> <li>• We continue to attend Business After 5 events in K-W and Cambridge to promote to employers the message of hiring immigrants.</li> <li>• We partnered with the Workforce Planning Board and Employment Ontario to present a manufacturing job fair at the KW Aud on June 22. Employers from manufacturers and other key industries participated. Last year the same job fair attracted over 1,000 job seekers.</li> </ul>
<p><b>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</b></p>	<ul style="list-style-type: none"> <li>• Partner with Economic Development departments and the local Workforce Planning Board</li> <li>• Support labour market research</li> <li>• Support knowledge transfer gaps to employment service providers, academic institutions and job seekers</li> </ul>	<p>WSG</p>	<ul style="list-style-type: none"> <li>● 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.</li> </ul>
<p><b>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</b></p>	<ul style="list-style-type: none"> <li>• Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers</li> <li>• Leverage existing tools such as Linked In and Skills International</li> <li>• Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations</li> </ul>	<p>WSG/CDEP Action Group</p>	<ul style="list-style-type: none"> <li>● ITEP – Immigrant Talent Engagement Program which has completed the proof of concept stage with one branch of Scotiabank presented to Scotiabank Toronto in April. A demonstration of the dojo/online engagement system is still to take place. Plans are currently being made for this meeting. The ITEP sub-committee and WSG will be discussing future direction at upcoming meetings.</li> </ul>

- **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:
    - Continue to attend the Cambridge Chamber of Commerce events and the most recent business after hours events was a success with over 100 employers/business reps in attendance and some good connections made.
  - ITEP is waiting on a date for the demonstration of the technology for Scotiabank to decide their next steps.
  - Partnership with Workforce Planning Board of the upcoming job fair is proving to be a success with IP hosting the luncheon for the employers and providing the Internship Program with the opportunity to gain exposure to both employers and immigrant job seekers.
  
- **If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?**
  - Delays with moving ITEP forward. Not unexpected due to dealing with a large organization like Scotiabank. ITEP sub-committee concerned about losing momentum.
  
- **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.

## Belong Steering Group

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
<p><b>8.1 Develop and implement a public education campaign to increase cultural sensitivity</b></p>	<ul style="list-style-type: none"> <li>• Say Hi-Inspired Campaign</li> <li>• Speakers Bureau</li> <li>• Neighbours knowing Neighbours</li> <li>• Immigrant Nomination Action Group</li> </ul>	<p>2014 - 2015</p>	<p>BSG, CCORIC, WR Museum, Interfaith Grand River, community members</p>	<ul style="list-style-type: none"> <li>• <b>I Am Waterloo Region Campaign:</b> launched at Immigration Partnership Forum June 17<sup>th</sup> with first poster person Adnan Nafisa presenting and many nominees in attendance.</li> <li>• Communications: article in WR Record June 18<sup>th</sup> with three of our nominees; press release sent to CBC, CTV, WR Record and local community papers; first poster on IP website and this links to additional story (Adnan)</li> <li>• <a href="http://www.immigrationwaterlooregion.ca">www.immigrationwaterlooregion.ca</a></li> <li>• #iAmWaterlooRegion</li> <li>• Promotion: 8.5x11 posters - distributing 110 through services, sign board with logo, buttons</li> <li>• Will have signage and buttons at KW Multicultural Festival and Cambridge International Festival</li> <li>• Other 11 selected nominees interviewed and posters created, ready for print, to be launched monthly</li> <li>• Balance of nominees need to be interviewed and stories compiled for website</li> <li>• <b>Multi-faith 'I am Waterloo Region – Celebrate' banners</b> launched at Community Interfaith Breakfast May 4, 2016 at Bingeman's. Three sets created and they will available for free to community groups/organizations. They offer faith statements and recognize holy days. Created by WR Museum and funded by Region of Waterloo with assistance of CEC, Interfaith Grand River and First Peoples groups.</li> <li>• <b>World Refugee Day Waterloo Region June 2016</b> underway. Theme "Waterloo Region Celebrates Refugees." Coordinating Group has members of BSG, SSG and CCORIC. Many events planned, evaluation being planned.</li> <li>• Canvas mural 'Welcome to Waterloo Region' painted throughout the month, (Pamela Rojas and Pomegranete Mural Initiative) supported by IP to be available for display by partners and community</li> </ul>

				<ul style="list-style-type: none"> <li>• Communications: website <a href="http://www.worldrefugeedaywr.com">www.worldrefugeedaywr.com</a> Facebook World refugee Day WR and twitter @WRDWatReg and #WRCelebratesRefugees as well as business card promotion, posters and pull up banner. Media release sent.</li> </ul>
<p><b>8.2 Increase understanding and respond to issues of immigrant isolation</b></p>	<ul style="list-style-type: none"> <li>• Conduct a scan and identify promising practices related to immigrant isolation in other communities</li> <li>• Engage in additional local action research around who is isolated and why, as necessary</li> <li>• Share finding broadly throughout the community</li> <li>• Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities)</li> </ul>	2015 - 2016	BSG Community, Syrian Resettlement planning	<ul style="list-style-type: none"> <li>● Broader Syrian Resettlement Strategy has taken some of these pieces</li> <li>• Co-Chair of Syrian Resettlement Community Integration and Language Supports (CILS) presented to the Belong Steering Group June 13/16. Gave an update and timelines. BSG discussed desire to connect with this table. Will set up a meeting with interested members of both tables in summer months to determine shared interests. Options that CILS group could combine with BSG or be an action group of BSG</li> </ul>
<p><b>9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems</b></p>	<ul style="list-style-type: none"> <li>• Information sessions, tours, meeting councillors</li> <li>• Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony)</li> </ul>	2014 - 2015	BSG Municipality Reps	<ul style="list-style-type: none"> <li>● Municipal Services Action Group</li> <li>• Continues to provide interactive presentations to ESL students CLB level 5 – 7 at 3 KW campuses of St Louis LINC and ESL programs and Conestoga College LINC students</li> <li>• Presented to 80 ESL and LINC Students at Kitchener City Hall, additional presentation to LINC students at Waterloo City Hall – Mayor Jaworsky participated</li> <li>• Following up with English at First, a Waterloo LINC provider to see if they are interested</li> <li>• Participated in Cambridge Inclusion discussion at City Hall hosted by YMCA Cultural Diversity program</li> <li>• Actively sharing municipal opportunities with cities for citizen engagement – City of Kitchener Neighbours day and resident surveys; City of Waterloo Neighbourhood Strategy and resident panel with BSG and IP network</li> <li>• Trying to connect to work in collaboration with the national Institute for Canadian Citizenship (ICC) to co-plan local citizenship ceremonies in 2016. These sessions offer roundtables on belonging and national promotion. Have interest for Kitchener, Waterloo and Cambridge ceremonies throughout the year. ICC must confirm with local IRCC office prior to planning.</li> </ul>

<p><b>9.2 Strengthen immigrant participation in the Municipal process</b></p>	<ul style="list-style-type: none"> <li>• Support All Candidates Meeting</li> <li>• Promote Immigrant leadership</li> </ul>	<p>2015 - 2016</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 9.1 and 8.1 - Many Leadership programs active in the community: KW Counselling Bridging Resources (Ethno Cultural leaders) KW Coalition of Muslim Women (women) Volunteer Action Centre (youth); CCORIC and KDKHC Mental Health sessions for leaders; KWCFoundation, Leadership Waterloo Region, Capacity Waterloo Region. Need to prioritize item and plan activities.</li> <li>• Leadership graduates have been mentored at BSG table</li> <li>• I am Waterloo Region campaign recognizes leaders.</li> </ul>
<p><b>10.1 Support organizations to enhance, develop and/or implement inclusive practices</b></p>	<ul style="list-style-type: none"> <li>• Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors)</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 10.3</li> <li>• Connecting with Bridges of Belonging group (former Facile) and the We Belong campaign, sharing campaign launch and first story</li> <li>• Have hosted three seminars by E&amp;I staff – WRDSB, ROW and WCDSB</li> <li>• To schedule Cities of Kitchener, Waterloo and Cambridge to present in Fall 2016</li> <li>• An action group will form and meet in summer to plan next steps in this action item i.e. developing a survey to send to E&amp;I professionals</li> <li>• CEC and new BSG member participating with 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.</li> <li>• Goal to create a working document of Inclusive/Belonging practices for organizational use</li> </ul>
<p><b>10.2 Share strategies and develop initiatives for parenting in a new society</b></p>	<ul style="list-style-type: none"> <li>• Collaborate with family service providers and families</li> <li>• Develop Parenting in a New Society Training for delivery by service providers</li> </ul>	<p>2014 - 2015</p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>● Pending results of KW Counselling Parent Education research project as to next steps, gaps etc. Project completed to be reported at September BSG</li> </ul>

<p><b>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</b></p>	<ul style="list-style-type: none"> <li>• Explore existing school board diversity plans/strategies</li> <li>• Support the development or enhancement of school board diversity plans/strategies, as necessary</li> </ul>	<p>2014 - 2015</p>	<p>BSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 10.1</li> <li>• 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</li> <li>• School Boards actively involved in Syrian Resettlement Action Groups – looking at capacity, sensitivity training, programming, gaps and in World Refugee Day pieces: Crossing Borders presentations, nominations for I am Waterloo Region Campaign, attending IP Community Forum</li> </ul>
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- **What are some of the successes achieved in making progress on each activity above?**
  - Momentum of Syrian Resettlement and media coverage have engaged many diverse community members
  - 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.
  - Launch of I am Waterloo Region campaign. Amazing nominations of individuals – diverse group representing Kitchener, Cambridge, Waterloo and Woolwich
- **If there have been any challenges to making progress on activities above, what has the Steering group done to overcome those challenges?**
  - Timing of Ramadan, June 6 – July 6<sup>th</sup> has impacted planning for World Refugee Day activities
  - Belong Steering Group members questioning planned sustainability of Syrian resettlement structure and specifically overlap with Community Integration Group
- **Is there any additional support that Council can provide to help move any of the activities above forward?**
  - Be our champion and participate in/attend and promote events and work of BSG through social media, websites, and networks: I am Waterloo Region campaign, World Refugee Day events, booking series of I am Waterloo Region - Celebrate pull up banners, booking the We belong Waterloo Region canvas mural.
  - Be open to present on equity and inclusion on behalf of their organizations or recommend presenters, share challenges and support development of promising practices in organization. Participate in an organizational change action group
- **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.**

- Belonging Conversations through KWCF/House of Friendship/UW: Adrienne Clarkson at UW, John Milloy at Hof F AGM – not connected to Belong Steering Group
- Bridges to Belonging (rebranding of Facile) and We Belong initiative to share stories of belonging – BSG invited to participate and will share campaign story and poster, following on twitter and Facebook
- New partners: World Refugee Day: Muslim Social Services – I am Rohingya play June 26<sup>th</sup> and Project Ploughshares Immigration Policy Panel June 28
- New partners: Interfaith Grand River – Interfaith banners and planning Interfaith breakfast

## Immigration Partnership Bi-Monthly Progress Reports – September 2016

### Settle Steering Group

Priority Action Area	Possible Activities	Responsible	Progress / Successes
<b>1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region</b>	<ul style="list-style-type: none"> <li>Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare</li> </ul>	Refugee Services Action Group	<ul style="list-style-type: none"> <li>● SSG's Refugee Services Action Group continues to discuss a possible refugee hub and is developing a Refugee Community Access Pass to help refugees keep track of what they need to do upon arrival and the information they will need.</li> <li>● In light of the CAP renewal process and coming up to one year since the inception of RSAG, the group is reviewing their mandate and focus.</li> </ul>
<b>1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues</b>	<ul style="list-style-type: none"> <li>Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing</li> <li>Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees</li> <li>Ensure that immigrants are aware of all mental health resources available</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● SSG is continuing to strengthen its engagement with mental health service providers through refugee resettlement work and by participating in the Waterloo Region Mental Health Workgroup through Public Health.</li> <li>● IP staff represents the SSG at the Community Awareness Workgroup of the Waterloo Region Trauma Initiative, though the group hasn't met since spring 2016.</li> </ul>
<b>2.1 Develop an education strategy for health service providers to improve service delivery to immigrants and refugees</b>	<ul style="list-style-type: none"> <li>Implement Cultural Competency training and/or support existing initiatives</li> <li>Strengthen engagement with health service providers</li> <li>Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery</li> <li>Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits</li> <li>Conduct a scan and identify promising practices related to education and training for health service providers</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● SSG and task groups have been moving forward on elements of 2.1.</li> <li>● Members of the HSAG have been participating in the Syrian Refugee Resettlement Health and Mental Health Workgroup.</li> <li>● RSAG identified a need for a summary of publicly-funded dental health supports for refugees and immigrants and connected with Public Health. Public Health prepared a summary of available dental health supports for RSAG which was also shared with SSG members and other community partners.</li> <li>● SSG members have had strategic discussions about how to proceed in this area and feel there is a need for more emphasis here and that it should merge with 1.2 because of the overlap that exists with the two action areas.</li> <li>● Also see hospital interpretation actions in 2.3</li> </ul>
<b>2.2 Work with the Waterloo Wellington Local Health</b>	<ul style="list-style-type: none"> <li>Engage WWLHIN in the work of the Immigration Partnership</li> <li>Develop a local strategy related to</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● Members of the SSG and HSAG continue to strengthen relationships with the WWLHIN through the work happening in the Syrian Refugee Resettlement Health Group.</li> </ul>



<b>Integration Network (WWLHIN) to prioritize services for immigrants and refugees</b>	refugee and immigrant health		<ul style="list-style-type: none"> <li>SSG has been discussing how to maintain the momentum and progress made through the Syrian Refugee Resettlement work being done and connect that to the work of the CAP.</li> </ul>
<b>2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system</b>	<ul style="list-style-type: none"> <li>Broaden and continue to strengthen engagement with hospitals and medical centres</li> </ul>	HSAG	<ul style="list-style-type: none"> <li>Members of the SSG and HSAG are addressing this item with the WWLHIN and hospitals through the medical interpretation work that has happened in the Syrian Refugee Resettlement Health Group.</li> <li>Members met with Grand River Hospital regarding hospital interpretation policy and process when hospital staff don't provide interpretation. All settlement agencies and private sponsorship networks have been encouraged to follow the agreed escalation process consistently. Members have discussed the need to also meet with St Mary's Hospital in the future.</li> </ul>
<b>3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged</b>	<ul style="list-style-type: none"> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> <li>Explore existing school board diversity plans/strategies</li> </ul>	SSG	<ul style="list-style-type: none"> <li>Aligns with 10.3. BSG continues to be the lead for this activity and SSG will support as needed.</li> </ul>
<b>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</b>	<ul style="list-style-type: none"> <li>Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate</li> <li>Consider the use of technology to accelerate learning</li> </ul>	SSG	<ul style="list-style-type: none"> <li>Based on outreach and discussions with language providers earlier in 2015, SSG has determined that there is no need to pursue this specific activity due to new curriculum being introduced that seems to address historic concerns. There are ongoing concerns in the community about the availability of spaces with child care in language programs and the timing/flexibility of classes vis-à-vis learner needs.</li> </ul>
<b>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</b>	<ul style="list-style-type: none"> <li>Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies</li> <li>Form a group to address housing issues faced by immigrants, as necessary</li> <li>Conduct a literature review and gather local information on immigrant-specific housing issues</li> <li>Strengthen relationships with the appropriate groups identified</li> </ul>	SSG	<ul style="list-style-type: none"> <li>SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG)</li> <li>SSG will be following up on specific action items from the Immigrant and Refugee Housing Consultation Report, along with the groups identified in the report.</li> <li>The Syrian Refugee Resettlement Housing Group has merged with the SSG, and partners from that table not previously affiliated with SSG have joined the SSG table. Partners discussed alignment of each group's work and began planning for the Autumn.</li> <li>The SSG is exploring hosting a National Housing Day award in Waterloo Region to recognize landlords that showed leadership during the Syrian resettlement process in early 2016.</li> </ul>
<b>4.2 Enhance the existing Emergency</b>	<ul style="list-style-type: none"> <li>Strengthen existing partnerships with the housing stability system</li> </ul>	SSG	<ul style="list-style-type: none"> <li>SSG members and IP staff participated in Region of Waterloo Consultation sessions regarding the emergency shelter protocol and</li> </ul>

<b>Shelter referral protocol to include settlement services</b>	<ul style="list-style-type: none"> <li>Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol</li> </ul>		community housing wait list reviews to provide input on the experiences of immigrants and refugees and ensure their needs are taken into account in policy planning. We are waiting on next steps in the process.
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**1. What are some of the main successes achieved in making progress on the activities above?**

Many of the settlement agencies and members of the Settling Steering/Action Groups have been very active with Syrian resettlement activities that also meet the overall IP strategic directions of increasing awareness, supports, and coordination. Relationships with key sectors (i.e. housing, health) have been greatly strengthened through the refugee resettlement work. The meeting with Grand River Hospital regarding consistent and accessible interpretation policies/processes was productive and agencies are reporting that GRH is now more responsive on this topic; this progress could be extended to discussions with other local hospitals/health care providers. The Refugee Resettlement Housing Workgroup has been integrated within the SSG and we will monitor and ensure supports continue to transition refugees into permanent housing in Waterloo Region. All agencies funded via the Immigration Partnership Fund for Syrian Newcomers have been invited to join the SSG to support service coordination in 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?**

There have been some challenges around overlap and delineating what conversations to have at SSG and RSAG tables if the topic focuses on refugees but is applicable to all immigrants. There have been some discussions to determine what groups should IP be convening and how can we best delineate discussions between them to minimize duplication and increase the effectiveness of coming together. The RSAG will be reviewing their mandate as the group approaches the end of their first year under the umbrella of IP.

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

Nothing at this time.

**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.**

There is a new Oral Health Coalition in Waterloo Region and we are exploring involvement. IP staff will share an overview of dental health issues for immigrants and refugees at its next meeting. Region of Waterloo Housing is undergoing internal reorganization and we are monitoring this for ongoing partnership opportunities. IP staff and partners participated in Ontario Works consultations regarding potential cuts to some discretionary benefits for OW and ODSP recipients. Input emphasized the importance of current benefits for immigrants/refugees and other vulnerable community members.

## Work Steering Group

Priority Action Area	Possible Activities	Responsible	Progress
<b>2014 - 2016</b>			
<b>5.1 Develop and deliver employment preparation courses for immigrants</b>	<ul style="list-style-type: none"> <li>• Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers</li> <li>• Promote accessibility of courses to all immigrants and refugees</li> <li>• Invite immigrants to share stories of achieving meaningful employment</li> </ul>	IEAG/Service Providers	<ul style="list-style-type: none"> <li>● Two committee's are working on an HR Panel and Networking Event booked for November 22 at Kitchener Holiday Inn. This event will allow employment service providers to hear about trends from HR professionals from various sectors and to invite their clients to a subsequent networking event.</li> </ul> <p>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.</p> <p>Since the resignation of Cindy Tarasow as IEAG Chairperson, Tim Callan, Team Lead at Agilec, has agreed to fill this role. Tim has been on this group since the beginning and is actively involved in the work of the Immigration Partnership.</p> <p>There will be a networking training session for immigrants prior to the Chamber Expo on October 18. The training session was such a hit last year that partners agreed it was important to offer it again.</p>
<b>5.2 Enhance job retention supports for immigrants</b>	<ul style="list-style-type: none"> <li>• Expand capacity of Internship/ Mentorship programs</li> <li>• Broaden eligibility to immigrants and refugees for existing retention supports</li> </ul>	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> <li>● 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. KWMC Job Search Workshop program is now part of this team and the group will work together to create opportunities and share ideas that can benefit the represented programs.</li> <li>• Updates take place at both WSG and IEAG tables.</li> </ul>
<b>5.3 Increase knowledge of and referral to community support services among employment service providers</b>	<ul style="list-style-type: none"> <li>• Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants</li> </ul>	IEAG	<ul style="list-style-type: none"> <li>• No activity at this time.</li> </ul>
<b>6.1 Develop and deliver diversity training for employers</b>	<ul style="list-style-type: none"> <li>• Explore promising practices locally and in other communities</li> <li>• Offer information related to hiring practices of immigrants</li> </ul>	WSG/IEAG/Training Advisory group	<ul style="list-style-type: none"> <li>● There are no plans at this time for the next employer training session. Ideally a partnership with the Chamber or another group would be the way to go, but we are always looking at possible opportunities in this area.</li> </ul>

<p><b>6.2 Develop strategies and tools to encourage employers to hire immigrants</b></p>	<ul style="list-style-type: none"> <li>• Explore existing strategies and tools</li> <li>• Develop a marketing strategy which may include:             <ol style="list-style-type: none"> <li>1. fact based, clearly articulated reasons to hire immigrants</li> <li>2. Return on Investment (ROI) case study</li> <li>3. recognition event with media presence to honour inclusive employers</li> <li>4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants</li> </ol> </li> </ul>	<p>WSG</p>	<ul style="list-style-type: none"> <li>● 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.</li> <li>• We continue to attend Business After 5 events in K-W and Cambridge to promote to employers the message of hiring immigrants.</li> <li>• We are partnering with Communitel again this year (September) at Tech Jam – a high profile/successful job fair - in order to promote IP and partner programs to the employers participating to encourage them to hire immigrants.</li> </ul>
<p><b>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</b></p>	<ul style="list-style-type: none"> <li>• Partner with Economic Development departments and the local Workforce Planning Board</li> <li>• Support labour market research</li> <li>• Support knowledge transfer gaps to employment service providers, academic institutions and job seekers</li> </ul>	<p>WSG</p>	<ul style="list-style-type: none"> <li>● 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.</li> <li>• A meeting with Workforce Planning Board has opened discussions to the possibility of having an 'immigrant mentorship day' with employers across Waterloo and Wellington and rural communities. Will be presented to WSG in September.</li> </ul>

<p><b>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</b></p>	<ul style="list-style-type: none"> <li>• Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers</li> <li>• Leverage existing tools such as Linked In and Skills International</li> <li>• Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations</li> </ul>	<p>WSG/ITEP Committee</p>	<ul style="list-style-type: none"> <li>● ITEP – Immigrant Talent Engagement Program did not receive funding from Scotiabank to move it to the next phase. Partners debriefed with Scotiabank in July. Feedback was they like the program but are not able to participate in it at this time. ITEP committee have met the WSG Chair to make recommendations. Based on discussions, the next step is to talk with the Workforce Planning Board about a pilot with the manufacturing sector, which is struggling to find talent and perhaps this technology could assist with this.</li> </ul>
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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:
  - Continue to attend the Cambridge Chamber of Commerce events and Greater KW Chamber of Commerce events to build awareness and make connections.
- The partnership with Workforce Planning Board continues to grow as we are in discussions about an Immigrant Mentorship Day.
- Relationship with Communitech continue to grow with representation at WSG and our partnership with them in Tech Jam.
- Finding a new chair for IEAG was progress and Tim Callan is keen on making a difference.

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

- Delays with moving ITEP forward. Not unexpected due to dealing with a large organization like Scotiabank. ITEP sub-committee concerned about losing momentum.

**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.

## Belong Steering Group

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
<b>8.1 Develop and implement a public education campaign to increase cultural sensitivity</b>	<ul style="list-style-type: none"> <li>• Say Hi-Inspired Campaign</li> <li>• Speakers Bureau</li> <li>• Neighbours knowing Neighbours</li> <li>• Immigrant Nomination Action Group</li> </ul>	2014 - 2015	BSG, WR Museum, Interfaith Grand River, community members	<ul style="list-style-type: none"> <li>● <b>I Am Waterloo Region Campaign:</b> now into month 4. Three profiles launched since last IP Council meeting: Pamela Rojas, Roberto Villamar, Alam Mohammad. Over 175 posters distributed monthly throughout Waterloo Region and campaign buttons available throughout community. Will have signage and buttons at the Cambridge International Festival in late September, and are making plans with partners to spin-off events. Media coverage in Kitchener Post, significant sharing on social media. Now also: <ul style="list-style-type: none"> <li>○ some community partners seeking to leverage the ambassadors in their work – i.e., WWLHIN seeking to have one speak to their staff on health equity issues.</li> <li>○ discussing the possibility of a speakers event featuring several ambassadors within the Learning Community Initiative with Wilfrid Laurier University.</li> </ul> </li> <li>• Canvas mural 'Welcome to Waterloo Region' painted during World Refugee Day month celebrations on display at IP offices and available to travel to partners and community.</li> </ul>
<b>8.2 Increase understanding and respond to issues of immigrant isolation</b>	<ul style="list-style-type: none"> <li>• Conduct a scan and identify promising practices related to immigrant isolation in other communities</li> <li>• Engage in additional local action research around who is isolated and why, as necessary</li> <li>• Share finding broadly throughout the community</li> <li>• Propose programs/services (i.e., a welcome pass for new immigrants and refugees to improve accessibility to arts, culture, leisure opportunities)</li> </ul>	2015 - 2016	BSG Community, Syrian Resettlement planning	<ul style="list-style-type: none"> <li>● No action for the moment. Will continue exploration of alignment with the Syrian Refugee Community Integration Working Group, which has had some focus on this.</li> </ul>

<b>9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems</b>	<ul style="list-style-type: none"> <li>Information sessions, tours, meeting councillors</li> <li>Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony)</li> </ul>	2014 - 2015	BSG Municipality Reps	<ul style="list-style-type: none"> <li>Interactive presentations to ESL students on hold over summer months; expected to resume in the Autumn.</li> <li>Continuing to connect with IRCC about opportunities to host citizenship ceremonies with various community partners.</li> </ul>
<b>9.2 Strengthen immigrant participation in the Municipal process</b>	<ul style="list-style-type: none"> <li>Support All Candidates Meeting</li> <li>Promote Immigrant leadership</li> </ul>	2015 - 2016	BSG	<ul style="list-style-type: none"> <li>Aligns with 9.1 and 8.1. Actively sharing municipal opportunities for citizen engagement – i.e., encouraging #IamWaterlooRegion campaign ambassadors and other newcomers to join City of Waterloo Neighbourhood Strategy Resident Panel</li> </ul>
<b>10.1 Support organizations to enhance, develop and/or implement inclusive practices</b>	<ul style="list-style-type: none"> <li>Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors)</li> </ul>	2014 - 2015	BSG	<ul style="list-style-type: none"> <li>Aligns with 10.3</li> <li>Connecting with Bridges of Belonging group (former Facile) and the We Belong campaign, sharing campaign launch and first story</li> <li>BSG member participating with New Story Group to support development and discussion of Belonging Indicators, ensuring inclusion of immigrant and refugee experience and voice.</li> </ul>
<b>10.2 Share strategies and develop initiatives for parenting in a new society</b>	<ul style="list-style-type: none"> <li>Collaborate with family service providers and families</li> <li>Develop Parenting in a New Society Training for delivery by service providers</li> </ul>	2014 - 2015	Staff	<ul style="list-style-type: none"> <li>Pending results of KW Counselling Parent Education research project as to next steps, gaps etc. Project completed and BSG to be updated in the Autumn.</li> </ul>
<b>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</b>	<ul style="list-style-type: none"> <li>Explore existing school board diversity plans/strategies</li> <li>Support the development or enhancement of school board diversity plans/strategies, as necessary</li> </ul>	2014 - 2015	BSG	<ul style="list-style-type: none"> <li>Aligns with 10.1</li> <li>School Boards actively involved in Syrian Resettlement Action Groups – looking at capacity, sharing resources with teachers, sensitivity training, programming: participated in IP Community Forum</li> </ul>

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

- Momentum of Syrian Resettlement and media coverage have engaged many diverse community members
- Roll-out of the #IamWaterlooRegion campaign continues to gather interest. Various partners in the community interested in developing associated actions – will be explored in the Autumn.

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

- The vacant Community Engagement Coordinator position over the Summer slowed progress down somewhat. Looking forward to picking up momentum again in the Autumn.

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

- Continue to promote and champion #IamWaterlooRegion. Consider events or actions that your organizations/institutions could develop to build on the campaign.

**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.**

- Bridges to Belonging (rebranding of Facile) and We Belong initiative to share stories of belonging – BSG invited to participate and will share campaign story and poster, following on twitter and Facebook



## Immigration Partnership Bi-Monthly Progress Reports – November 2016

### Settle Steering Group

Priority Action Area	Possible Activities	Responsible	Progress / Successes
<b>1.1 Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region</b>	<ul style="list-style-type: none"> <li>Collaborate with stakeholders to develop and expand supports for refugee claimants in the following areas: personal needs items, food, clothing, housing, transportation and healthcare</li> </ul>	Refugee Services Action Group	<ul style="list-style-type: none"> <li>● SSG's Refugee Services Action Group continues to discuss a possible refugee hub and is developing a Refugee Community Checklist to help refugees keep track of what they need to do upon arrival and the information they will need. A few organizations are piloting a draft checklist with their staff/clients.</li> </ul>
<b>1.2 Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues</b>	<ul style="list-style-type: none"> <li>Strengthen engagement with mental health service providers to ensure that services delivered are culturally sensitive and non-stigmatizing</li> <li>Complete a mental health services mapping project that includes recommendations for addressing the needs of immigrants and refugees</li> <li>Ensure that immigrants are aware of all mental health resources available</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● SSG is continuing to strengthen its engagement with mental health service providers through refugee resettlement work and by participating in the Waterloo Region Mental Health Workgroup through Public Health. IP staff represents the SSG at the Community Awareness Workgroup of the Waterloo Region Trauma Initiative, though the group hasn't met since spring 2016.</li> </ul>
<b>2.1 Develop an education strategy for health service providers to improve service delivery to</b>	<ul style="list-style-type: none"> <li>Implement Cultural Competency training and/or support existing initiatives</li> <li>Strengthen engagement with</li> </ul>	Health Supports Action Group	<ul style="list-style-type: none"> <li>● SSG and task groups have been moving forward on elements of 2.1. <ul style="list-style-type: none"> <li>● IP staff and partners are participating on the Waterloo Region Oral Health Coalition and have shared dental challenges for newcomers.</li> <li>● Members of the HSAG have been participating in the Syrian Refugee Resettlement Health and Mental Health Workgroup.</li> <li>● RSAG identified a need for a summary of dental health supports and</li> </ul> </li> </ul>

<p><b>immigrants and refugees</b></p>	<p>health service providers</p> <ul style="list-style-type: none"> <li>• Identify key health service providers to whom the training could be provided as well as those who could assist with training delivery</li> <li>• Work with healthcare providers to deliver training or workshops with Continuing Medical Education credits</li> <li>• Conduct a scan and identify promising practices related to education and training for health service providers</li> </ul>		<p>connected with Public Health. RSAG is working with Public Health which is developing a quick reference summary of the available dental health supports.</p> <ul style="list-style-type: none"> <li>• SSG members have had strategic discussions about how to proceed with making progress in this area and felt there is a need for more emphasis on 2.1 and perhaps it is necessary to merge with 1.2 because of the overlap that exists with the two action areas.</li> </ul>
<p><b>2.2 Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees</b></p>	<ul style="list-style-type: none"> <li>• Engage WWLHIN in the work of the Immigration Partnership</li> <li>• Develop a local strategy related to refugee and immigrant health</li> </ul>	<p>Health Supports Action Group</p>	<ul style="list-style-type: none"> <li>● Members of the SSG and HSAG have strengthened relationships with the WWLHIN through the work happening in the Syrian Refugee Resettlement Health Group.</li> <li>• SSG continues to discuss how to maintain the momentum and progress made through the Syrian Refugee Resettlement work and connect that to the work of the CAP.</li> </ul>
<p><b>2.3 Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system</b></p>	<ul style="list-style-type: none"> <li>• Broaden and continue to strengthen engagement with hospitals and medical centres</li> </ul>	<p>HSAG</p>	<ul style="list-style-type: none"> <li>● Members of the SSG and HSAG are addressing this item with the WWLHIN and hospitals through the medical interpretation work that has happened in the Syrian Refugee Resettlement Health Group.</li> <li>• Members have met with Grand River Hospital regarding hospital interpretation policy and process when hospital staff don't offer interpretation. All settlement agencies and private sponsorship networks have been encouraged to follow a consistent process. Members have discussed the need to also meet with St Mary's Hospital in the future.</li> </ul>

<p><b>3.1 Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged</b></p>	<ul style="list-style-type: none"> <li>• Support the development or enhancement of school board diversity plans/strategies, as necessary</li> <li>• Explore existing school board diversity plans/strategies</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>● Aligns with 10.3. BSG continues to be the lead for this activity and SSG will support as needed.</li> </ul>
<p><b>3.2 Develop an integrated English as a Second Language learning model for adults focused on practical use of language</b></p>	<ul style="list-style-type: none"> <li>• Conduct a scan of existing ESL curriculum to determine how practical/conversational language is currently incorporated and make recommendations, as appropriate</li> <li>• Consider the use of technology to accelerate learning</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>✓ Based on outreach and discussions with language providers earlier in 2015, SSG had determined that there is no need to pursue this specific activity due to new curriculum being introduced that seems to address historic concerns.</li> <li>• CAP development discussions raised the issue of potentially exploring what language learning needs still exist and particularly around opportunities for conversation-based English learning.</li> </ul>
<p><b>4.1 Define and address issues related to accessible, affordable and quality housing for immigrants and refugees</b></p>	<ul style="list-style-type: none"> <li>• Connect with existing housing stability groups in the area to identify connections with people, projects, plans and policies</li> <li>• Form a group to address housing issues faced by immigrants, as necessary</li> <li>• Conduct a literature review and gather local information on immigrant-specific housing issues</li> <li>• Strengthen relationships with the appropriate groups identified</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>● SSG connects with the housing stability system as a member of the Homelessness and Housing Umbrella Group (HHUG)</li> <li>• Housing emerged from the CAP development discussions as a potential future action area and this could include following up on specific action items from the Immigrant and Refugee Housing Consultation Report, along with the groups identified in the report.</li> <li>• SSG members have strengthened relationships with Region of Waterloo Housing Services and housing providers through the Syrian Refugee Resettlement Housing Group and are look at alignment of each other's work and results of the Immigrant and Refugee Housing Consultation.</li> <li>• The SSG is hosting a National Housing Day award in Waterloo Region on November 17 to recognize landlords that showed leadership during the Syrian resettlement process over the last year. Eight landlords will be recognized as part of the "Landlords Welcome Refugees" award.</li> </ul>
<p><b>4.2 Enhance the existing Emergency Shelter referral</b></p>	<ul style="list-style-type: none"> <li>• Strengthen existing partnerships with the housing stability</li> </ul>	<p>SSG</p>	<ul style="list-style-type: none"> <li>● SSG members and IP staff participated in Region of Waterloo Consultation sessions on emergency shelter protocol and community housing wait list reviews to ensure immigrant/refugee needs are taken into account in policy</li> </ul>

<p><b>protocol to include settlement services</b></p>	<p>system</p> <ul style="list-style-type: none"> <li>Collaborate with emergency shelters to include settlement services in the Emergency Shelter referral protocol</li> </ul>		<p>planning. We are waiting on next steps in the process.</p>
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**1. What are some of the main successes achieved in making progress on the activities above?**

This Fall there have been many collective discussions to reflect on our impact, community needs, and potential actions for the Partnership – as we come up with a draft of CAP actions for the next three years. We anticipate another influx of mainly Syrian refugees settling in Waterloo Region this fall. Settlement agencies have been preparing as much as possible. The Settle Steering/Action Groups being useful places to share information. There was significant interest in the Landlords Welcome Refugees award to recognize landlords that went above and beyond over the last year to provide housing solutions for recent refugees. Seventeen landlords were nominated and 8 award winners were selected. We have also participated or maintained a connection with a variety of community research initiatives related to settlement or newcomers, including “The Impact of the Syrian Refugee Crisis on Local Systems of Support” by CCBR, Faith and Settlement Partnerships by CCBR, and potential participatory research on approaches to supporting the settlement processes of Syrian refugees (youth and newcomer parents).

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

Partners continue to be stretched with various priorities – including participating in various external, IP committees and the Refugee Resettlement Work Groups.

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

The new Waterloo Region Oral Health Coalition is gathering signatures on a petition to expand dental programs in Ontario. Council could endorse or agree to share the petition with IP partners.

**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.**

Settlement agencies, ROW Employment & Income Support and other community organizations are preparing for the “Month 13” transition of Syrian refugees. IP is monitoring this for ways to be involved to promote or connect community efforts. IP staff and partners participated in Ontario Works consultations regarding discretionary benefits for OW and ODSP recipients. We are waiting on next steps and recommendations in this process.

## Work Steering Group

Priority Action Area	Possible Activities	Responsible	Progress
<b>2014 - 2016</b>			
<b>5.1 Develop and deliver employment preparation courses for immigrants</b>	<ul style="list-style-type: none"> <li>• Courses may include: soft skills training, Canadian workplace culture, occupational preparedness process training (sector-specific, job specific), survival jobs to successful careers</li> <li>• Promote accessibility of courses to all immigrants and refugees</li> <li>• Invite immigrants to share stories of achieving meaningful employment</li> </ul>	IEAG/Service Providers	<ul style="list-style-type: none"> <li>● Two committees are working on the HR Panel and Networking Event scheduled for November 22 at Kitchener Holiday Inn. This event will allow employment service providers to hear about trends from HR professionals from various sectors and to invite their clients to a subsequent networking event.</li> <li>• 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.</li> <li>• Tim Callan, Team Lead at Agilec, chaired his first IEAG meeting in October where the group talked about taking on the Syrian Refugee employment group work.</li> <li>• WSG held a networking training session for over 50 immigrants prior to the Chamber Business Expo on October 18. When the training was complete, the participants attended the Business Expo to network and learn about local businesses. IP had with an exhibit to engage with employers. Great event!</li> </ul>
<b>5.2 Enhance job retention supports for immigrants</b>	<ul style="list-style-type: none"> <li>• Expand capacity of Internship/ Mentorship programs</li> <li>• Broaden eligibility to immigrants and refugees for existing retention supports</li> </ul>	IEAG/Internship and Mentorship Program(s) staff	<ul style="list-style-type: none"> <li>● Immigration Partnership continues to partner with the Conestoga Internship Program and YMCA 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. KWMC Job Search Workshop program is now part of this team. The group will work together to create opportunities and share ideas to benefit the represented programs. Updates take place at both WSG and IEAG tables.</li> </ul>
<b>5.3 Increase knowledge of and referral to community support services among employment service providers</b>	<ul style="list-style-type: none"> <li>• Collaborate with relevant stakeholders to identify a process for coordinating and sharing information related to community supports for immigrants</li> </ul>	IEAG	<ul style="list-style-type: none"> <li>• No activity at this time.</li> </ul>
<b>6.1 Develop and deliver diversity training for employers</b>	<ul style="list-style-type: none"> <li>• Explore promising practices locally and in other communities</li> <li>• Offer information related to hiring practices of immigrants</li> </ul>	WSG/IEAG/Training Advisory group	<ul style="list-style-type: none"> <li>● The next employer training session will occur in the winter of 2017.</li> </ul>
<b>6.2 Develop strategies and tools to</b>	<ul style="list-style-type: none"> <li>• Explore existing strategies and tools</li> </ul>	WSG	<ul style="list-style-type: none"> <li>● 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</li> </ul>

<p><b>encourage employers to hire immigrants</b></p>	<ul style="list-style-type: none"> <li>• Develop a marketing strategy which may include:             <ol style="list-style-type: none"> <li>1. fact based, clearly articulated reasons to hire immigrants</li> <li>2. Return on Investment (ROI) case study</li> <li>3. recognition event with media presence to honour inclusive employers</li> <li>4. specific outreach to small and medium sized businesses focusing on reducing the complexity of recruiting and hiring immigrants</li> </ol> </li> </ul>		<p>which can help them access talent - at employer meetings and events and service provider partners also utilize these materials in their work.</p> <ul style="list-style-type: none"> <li>• We continue to attend Business After 5 events in K-W and Cambridge to promote to employers the message of hiring immigrants.</li> <li>• We were able to in September and October distribute employer guides through the employer related events we were involved in.</li> </ul>
<p><b>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</b></p>	<ul style="list-style-type: none"> <li>• Partner with Economic Development departments and the local Workforce Planning Board</li> <li>• Support labour market research</li> <li>• Support knowledge transfer gaps to employment service providers, academic institutions and job seekers</li> </ul>	<p>WSG</p>	<ul style="list-style-type: none"> <li>● 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. The Employer One group will be meeting in November.</li> <li>• A meeting with Workforce Planning Board has opened discussions to the possibility of having an 'immigrant mentorship day' with employers across Waterloo and Wellington and rural communities. This was presented and approved at the WSG meeting at the end of September.</li> <li>• WPB will also be coordinating an Employer Engagement Group (for Syrian Refugee employment). IP will join a meeting of this group in November.</li> </ul>
<p><b>7.1 Develop a common access point for employers looking to hire immigrants (ie: virtual, physical)</b></p>	<ul style="list-style-type: none"> <li>• Develop a coordinated strategy/approach with service providers to profile immigrant talent to employers</li> <li>• Leverage existing tools such as Linked In and Skills International</li> <li>• Test sustainable funding for one pilot program. Could include Corporate sponsorship, fees for service, percentage from HRPAO/Chamber Associations</li> </ul>	<p>WSG/ITEP Committee</p>	<ul style="list-style-type: none"> <li>● ITEP – Immigrant Talent Engagement Program did not receive funding from Scotiabank to move to the next phase. Partners debriefed with Scotiabank in July. Feedback was they like the program but are not able to participate in it at this time. ITEP committee have met the WSG Chair to make recommendations. Based on discussions, the next step was to talk with the Workforce Planning Board about a pilot with the manufacturing sector, which is struggling to find talent and perhaps this technology could assist with this. It was agreed after this discussion that ITEP needs to regroup, plan and come up with new ideas and this will need to be in consultation with the current development of the CAP. Is the desire to have a one stop realistic given the current EO system? WESG partners recognize a need to create a way for SME's to access talent but are discussing the best way.</li> </ul>

**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. Continue to attend the Cambridge Chamber of Commerce events and Greater KW Chamber of Commerce events to build awareness and make connections.
- The partnership with Workforce Planning Board continues to grow as we are in discussions about an Immigrant Mentorship Day and other projects including Employer Engagement Group, Employer Networking event via CELC, hosting the next WSG meeting.
- Relationship with Communitech continue to grow with representation at WSG and our partnership with them in Tech Jam and participating in the upcoming HR Panel event.
- IEAG agreeing to take on the Syrian Refugee Employment group work.

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

- Delays with moving ITEP technology forward and the unanswered question as to it's' direction and the question re: supporting SME's access talent. Is this IP or this WPB and Chambers of Commerce. Who needs to ensure SME's have easy access to immigrant talent? How should this be done?





**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.

## Belong Steering Group

Priority Action Area	Possible Activities	Timeline	Responsible	Progress
<b>8.1 Develop and implement a public education campaign to increase cultural sensitivity</b>	<ul style="list-style-type: none"> <li>Say Hi-Inspired Campaign</li> <li>Speakers Bureau</li> <li>Neighbours knowing Neighbours</li> <li>Immigrant Nomination Action Group</li> <li>World Refugee Day Events</li> </ul>	2014 - 2016	BSG, WR Museum, Interfaith Grand River, community members	<ul style="list-style-type: none"> <li><b>I Am Waterloo Region Campaign:</b> now into month 5. One more profile launched since last IP Council meeting (Scilla Owusu-Amoah). Over 175 posters distributed monthly throughout Waterloo Region and campaign buttons available throughout community. Signage, buttons and Alam Mohammad (September ambassador) were present at the Cambridge International Festival on September 24. We are having a meeting with members of the Public Education Group and the ambassadors to discuss future events to continue building on and promoting the campaign.</li> <li>We are in the process of planning a speakers event featuring several ambassadors within the Learning Community Initiative with Wilfrid Laurier University.</li> <li><b>World Refugee Day Events:</b> We have met with CCORIC Co-Chairs to discuss if the BSG will continue taking on a coordination role in the organization of World Refugee Day events in 2017. This will be discussed at the November BSG meeting.</li> </ul>
<b>8.2 Increase understanding and respond to issues of immigrant isolation</b>	<ul style="list-style-type: none"> <li>Conduct a scan and identify promising practices related to immigrant isolation in other communities</li> <li>Engage in additional local action research around who is isolated and why, as necessary</li> <li>Share finding broadly throughout the community</li> <li>Propose programs/services (i.e., a welcome pass for new immigrants)</li> </ul>	2015 - 2016	BSG Community, Syrian Resettlement planning	<ul style="list-style-type: none"> <li>No action for the moment. We need to continue exploring a potential integration with the Syrian Refugee Community Integration Working Group, which has had some focus on this.</li> </ul>
<b>9.1 Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems</b>	<ul style="list-style-type: none"> <li>Information sessions, tours, meeting councillors</li> <li>Host events at City Halls and Councils with immigrants to learn about the civic structure (e.g., Citizenship Ceremony)</li> </ul>	2014 - 2015	BSG Municipality Reps	<ul style="list-style-type: none"> <li>Interactive presentations to ESL students have been resumed. Two of these presentations have been scheduled before the end of the year. Nov. 9 at Kitchener City Hall and Dec. 1 at the Waterloo site of Conestoga LINC. The City of Cambridge has confirmed their interest in beginning to host these presentations starting in 2017.</li> <li>We have received confirmation from IRCC to host a</li> </ul>



				Citizenship Ceremony on February 15 with the City of Kitchener at City Hall. We are talking with the Institute for Canadian Citizenship (ICC) to enquire if they would be interested in being part of this ceremony.
<b>9.2 Strengthen immigrant participation in the Municipal process</b>	<ul style="list-style-type: none"> <li>• Support All Candidates Meeting</li> <li>• Promote Immigrant leadership</li> </ul>	2015 - 2016	BSG	 Aligns with 9.1 and 8.1. Actively sharing municipal opportunities for citizen engagement – i.e., encouraging #IamWaterlooRegion campaign ambassadors and other newcomers to join City of Waterloo Neighbourhood Strategy Resident Panel, Region Community Wellness Initiative and Region's Committees and Boards.
<b>10.1 Support organizations to enhance, develop and/or implement inclusive practices</b>	<ul style="list-style-type: none"> <li>• Profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector and non-profit sectors)</li> </ul>	2014 - 2015	BSG	 Aligns with 10.3 <ul style="list-style-type: none"> <li>• BSG member participating with New Story Group to support development and discussion of Belonging Indicators, ensuring inclusion of immigrant and refugee experience and voice.</li> </ul>
<b>10.2 Share strategies and develop initiatives for parenting in a new society</b>	<ul style="list-style-type: none"> <li>• Collaborate with family service providers and families</li> <li>• Develop Parenting in a New Society Training for delivery by service providers</li> </ul>	2014 - 2015	Staff	 No activity at this time.
<b>10.3 Strengthen partnerships with school boards to ensure that immigrant children are welcomed and encouraged</b>	<ul style="list-style-type: none"> <li>• Explore existing school board diversity plans/strategies</li> <li>• Support the development or enhancement of school board diversity plans/strategies, as necessary</li> </ul>	2014 - 2015	BSG	 Aligns with 10.1 No activity at this time.

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

- Roll-out of the #IamWaterlooRegion campaign continues to gather interest. Various partners in the community interested in developing associated actions, ambassadors continue to be engaged with the campaign and opportunities keep coming up to connect the experience of our ambassadors to on-going community programs and initiatives.
- Interest from ESL providers (Conestoga LINC and St. Louis) in offering to their students the opportunity to attend our Municipal Government presentation at Kitchener and Waterloo City Halls. We are also very pleased with the City of Cambridge joining this initiative and committing to start hosting these presentations in 2017.

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

- The process of developing the new CAP has put on hold some of the BSG priority actions (i.e. **10.2** “Share strategies and develop initiatives for parenting in a new society and **10.3** “Strengthen partnerships with School Boards to ensure that immigrant children are welcomed and encouraged”). We will wait to see if these actions continue to be a priority for the BSG in the new CAP to resume our work around them.

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

- Continue to promote and champion #IamWaterlooRegion. Consider events or actions that your organizations/institutions could develop to build on the campaign.

**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.**

- On October 24, Immigration Partnership staff and some members of the BSG attended the Anti-Racism Directorate Community Meeting at Kitchener City Hall. At our next BSG meeting we’ll discuss with the rest of the group some of the issues and concerns voiced in this meeting to explore if there’s an opportunity for the group to contribute to existing conversations on racism and discrimination in our community.