

<b>Date</b>	January 29, 2013	<b>Location:</b> Chamber of Commerce 80 Queen Street
<b>Time</b>	12:00pm – 1:30 p.m.	
<b>Present:</b>	Ian McLean, Lil Premasukh, Sheila McIntosh, Carol Simpson, Marilena Benak,, Andrea Leis, Leanne Casey, Kirsty Roberts, Tracey Hare Connell, Nikki Sharpley, John Rose	
<b>Regrets</b>	Chris Farrell, Suzan Snaggs-Wilson, Jeff Samoila, Alexandra Dumitrache, Cindy Tarasow	
<b>Staff</b>	Nora Whittington, Daniella McIntosh	
<b>Minutes</b>	Nora Whittington	

### 1. Welcome and Approval of Minutes

- Welcome and Introductions (John Rose from the Immigrant Employment Awareness Group)
- Approval of December minutes. *Note: draft minutes will be sent out prior to meetings so group can review and add anything at that time.*

### 2. Presentation of revised Corporate Diversity Employment Program (CDEP)

The following items are questions/comments/considerations from the discussion during the presentation that Leanne Casey made. The revised presentation was further to feedback from the September meeting of WSG:

- This is a project of WSG as a whole not one or two people.
- This is the 3<sup>rd</sup> revision of this proposed pilot plan
- There is a small sub-committee who review/change/discuss between WSG meetings
- The most recent revised version has been forwarded to various employment service provider managers for review (ie: CELC). There is a commitment to ensure that service providers have the opportunity to feed into the plan.
- Keep in mind this is a pilot.
- During the pilot the focus will be on immigrant talent but if it grows then consideration will be given to a broader group.
- To be a success will need collaboration among the service providers
- Want to ensure that it is clear where the \$'s will go. If receive ie: \$50,000 how is this being spent. What would a budget look like?
- Whoever hosts the pilot will be a neutral party ie: Chamber/IP? It will not be a service provider.
- Project Co-ordinator will be the liaison between agencies and employer. Whoever coordinates from employers end is their choice.
- This program will get immigrants more ready and increase their tool kit (change language from 'finishing school').
- Time frame of training needs to be determined.
- Who and how training comes together needs to be determined.
- Ensure no conflict of interest at WSG table.
- Need clarity around what the employers role would be. The value to the employer needs to be spelled out.
- Who will be the first corporate sponsor. Ian will be responsible for the ask.

- Question around EO incentives and the training \$'s available and how this can be part of the package?
- Need to be aware of limited incentive \$'s available.
- Will need a training/overview session on CDEP for service providers staff.
- What about considering Internship Program for being point of contact for CDEP. Expressed that it needs to be a neutral party.
- Need to take this one step at a time. There was a reference to Physician Recruitment Program and how it has evolved gradually over the years.
- Want to ensure there is adequate training. Need more details on how the training would be developed and by whom?
- Custom designed for the employer?
- Cost will impact employers
- Needs to be a team approach
- Remember it is about people..not just numbers.
- Evaluation will be important.
- Need to start somewhere. We need something new and different.
- Start with large business because they have the \$ (while we develop).
- Recognize service providers have relationships with employers. This isn't about compromising that. It is about enhancing and collaborating.
- Why would an employer participate? Has to make a difference for them. Can't place too much on the employer.
- There are going to be bumps as we move forward.
- Overtime we want the message to be very clear...'if you have job openings, call the Program.'
- An employer may be interested in paying for a one-point person. Up to employers what they want to do.
- Need another slide showing accountabilities/responsibilities so all is clear to the employer and everyone else involved.
- Perhaps look at a bronze, silver, gold level of involvement from employers.
- SME's won't be able to participate until down the road a bit.
- Need to establish clear outcomes.
- Need to be committed to helping immigrants get hired.
- Move toward a 'one-stop' model. This should be the ultimate goal.
- Needs to be made very clear and understood by service providers that they will be worked with and they are not separate from this project. An inclusive process.
- Employers will spread word – this will have more weight.
- Not a finishing school – different language.
- Will show success through the pilot.
- Needs to be scaled for SME's.
- Will require an orientation package.
- An EO presentation at March meeting so there is no gap in understanding what EO is and how it works in Waterloo Region. Nora/Ian to discuss how this will unfold.

### **ACTION REQUIRED:**

- Nora to arrange a meeting with the sub-committee to discuss further and to add a slide as noted in feedback. Cindy Tarasow to manage the changes to presentation. Final presentation will come back to the Working Steering Group at March meeting.

### **3. Review of Community Action Plan (CAP) Strategic Directions of Working Steering Group:**

The WSG needs to set priorities regarding the strategic actions within CAP. Agreed that Nora would send the strategic actions for feedback/input and come to next meeting with suggested priorities. The WSG felt they are already working on the items in the CAP and there isn't anything too new. Priorities will provide a focus. Review at March meeting.

### **ACTION REQUIRED:**

- Nora to bring to March meeting recommended priorities for CAP actions.
- Group members to provide feedback in advance to assist.

### **ACTION REQUIRED:**

- Nora to prepare CAP priorities for the group to review at March meeting. Group to respond to an email that Nora will send out for feedback to assist.

### **4. Employer One Survey:**

Ran out of meeting time for Carol Simpson to present. Bring forward to the March meeting agenda. Carol will require 30 minutes.

### **5. Next Meeting: March 26, 2014**

### **6. Adjournment: 1:30 p.m.**

**Working Steering Group Meeting  
Minutes**

<b>Date:</b>	March 26, 2014	<b>Location:</b>	Greater KW Chamber of Commerce
<b>Time:</b>	12:00-1:30 p.m.		
<b>Present:</b>	Ian McLean, Lil Premasukh, Sheila McIntosh, Carol Simpson, Marilena Benak, Andrea Leis, Kirsty Roberts, Tracey Hare Connell, Cindy Tarasow (Guests: Peter Donahue, Lynn Clayfield, Rick Peterson, Phil Noelting, Jessie Eulenberg)		
<b>Regrets:</b>	Leanne Casey, Jeff Samoila, Alexandra Dumitrache, Nikki Sharpley, Chris Farrell		
<b>Absent:</b>			
<b>Staff:</b>	Nora Whittington		

**1. Welcome, Introductions**

Welcome to: Lynn Clayfield and Rick Peterson, MTCU; Phil Noelting, Qwalify, Jessie Eulenberg, WLU/IEAG, Peter Donahue, WLU/IP Council

**2. Approval of Minutes**

Minutes of January, 2014 approved.

**3. Items for Discussion**

**A. Presentation of Employment Ontario (EO) Model – MTCU**

Lynn Clayfield/Rick Peterson from MTCU presented the EO Model for Waterloo Region so that WSG members who are not EO service providers could gain some insight. Presentation focused on the following: resource and info., job search, other employment, client service/planning and coordinating, job retention, job matching/placement/incentives (note: full presentation will be forwarded to WSG members)

**Comments/Questions:**

- How is MTCU engaging employers beyond the work that the employment service providers are doing?
- Acknowledged by MTCU that engaging employers is a challenge. Hard to get their ear.
- Thirteen agencies are working with employers. A lot for employers to be dealing with.
- Remember employer is a client too.
- Incentives are a key. Good for employers to know. Service Provider does the paperwork for the incentives.
- MTCU indicated Job Developer Network is working well with leads being shared.

**ACTION: Nora to forward MTCU presentation to the group.**

## **B. Revised C-DEP Presentation**

Cindy Tarasow, on behalf of the C-DEP Ad-hoc Group presented a revised plan. (Copies were provided).

### **Comments/Questions:**

- Is the word 'refine' or 'engage'?
- Not enough employers coming to the table. This will help build awareness.
- Will begin with a large employer for pilot but eventually need to reach SME's. Needs to work for SME's.
- Feels like a bit of a duplication of what service providers are doing
- Feedback that it is not duplication but rather amplification
- Launching this pilot is not a reflection of service providers not doing great work. It is a reflection on businesses not participating
- Another innovative way to reach employers
- Look at TechJobConnex as a model that worked well (similar concept). 168 employers were engaged through that program.
- If large employers won't go to several points of contacts. SME's for sure won't have the time.
- Pilot is endorsed and Ian and Cindy will take the April 16 IP Council meeting

**ACTION: Ian and Cindy to present to the IP Council on April 16/14**

## **C. Employer One Survey**

Due to limited time, it was agreed to bring this item forward. Carol Simpson will present first on agenda at May meeting.

## **D. CAP Implementation Plan**

Implementation Plan was presented. Agreed that primary focus will be on Strategic Action 7.1 which will be the CDEP Pilot. Other items such as training/networking events will continue as usual and group will be updated as necessary at WSG meetings. Ian indicated that the Strategic Priority Actions and Activities were already approved by WSG, Community and Council and they cannot be changed. This plan goes until the end of 2016. Noted that the timelines need to be adjusted to ensure that outcomes can be met.

There was a question about service delivery as IP was not structured to offer a service. Confirmed that MCI funding allows for service in the area of training, networking events and employer engagement.

**ACTION: Nora to revise Implementation Plan as noted.**

## **E. Terms of Reference**

WSG members received an advance copy of the Terms of Reference. This will be reviewed at the May meeting.

4. **Meeting Adjourned at 1:30. Next Meeting: May 21, 2014 12:00-1:30 p.m. at Right Management**

## Working Steering Group Meeting Minutes

<b>Date:</b>	May 21, 2014	<b>Location:</b>	Right Management
<b>Time:</b>	12:00-1:30 p.m.		
<b>Present:</b>	Ian McLean, Lil Premasukh, Sheila McIntosh, Carol Simpson, Marilena Benak, Andrea Leis, Kirsty Roberts, Cindy Tarasow, Leanne Casey, Jeff Samoila, Anne Paterson		
<b>Regrets:</b>	Phil Noelting, Tracey Hare Connell, Alexandra Dumitrache, Nikki Sharpley, Chris Farrell		
<b>Absent:</b>			
<b>Staff:</b>	Nora Whittington		

### 1. Welcome, Introductions

Welcome to: Anne Paterson, Scotiabank – new member to the group. Phil Noelting, Qwalify has also joined the group but unable to attend this meeting.

### 2. Approval of Minutes

Minutes of March, 2014 minutes approved with one change: Page 1 MTCU presented the 'Employment Ontario Employment Service Model'.

### 3. Employer One Survey

#### A. Overview by Carol Simpson

The Workforce Planning Board will be launching the Employer One Survey in January, 2015 in collaboration with Economic and Business Development Groups. It will aim at creating a regional snapshot of our local labour market. This is based on a pilot out of London, Ontario area.

#### Comments/Questions:

- Reserve 10 minutes on June agenda for further discussion after the group have reviewed the power point presentation

**ACTION: Nora to forward Employer One power point presentation to the group.**

#### B. Terms of Reference

- The group have received the most recent copy for review.
- No input or discussion at this meeting
- Will bring forward to a 2015 agenda

### **C. C-DEP**

Ian, Cindy and Nora attended Council and Ian and Cindy presented. Reported that Council approved the pilot. No questions but they will observe the progress via the CAP updates at each Council meeting via Ian. The Council recognize it is a pilot.

The Ad-hoc group are to meet and create a 3 pager (simplified version) which can be used to approach a sponsor. Not too detailed and create so it allows for a two way conversation. Will also need to look at general governance ie: pilot hosted by Chamber vs. Immigration Partnership. The formal ask of \$'s from sponsor will come when the plans indicates who is doing what? Once the ad hoc group have met, to encourage complete transparency, float what came out of meeting to the larger WSG group before the meeting on June 25.

Once this is completed. Ian will determine a time to meet with ie: Scotiabank.

**ACTION: Nora to set up Ad Hoc meeting.**

### **D. Other Business:**

- Diversity Intelligence Seminar on June 24 at Crowne Plaza. It is almost sold out.WSG
- CAP – Ian to give updates at Council. Ian will be focusing on CDEP during reports.

4. **Meeting Adjourned at 1:30**

5. **Next Meeting: June 25, 2:00-3:30 at Chamber of Commerce**

## Belonging Steering Meeting Minutes

<b>Date:</b>	September 22, 2014	<b>Location:</b>	150 Frederick St, Kitchener, room 110
<b>Time:</b>	9:30-11:00am		
<b>Present:</b>	Fauzia Mazhar (Chair), Lorie Fioze, Diana Palmerin Velasco, Bashir Shabaz, Tom Reitz, Dina Etmanskie		
<b>Guests:</b>	Anthony Piscitelli (Crime Prevention Council)		
<b>Staff:</b>	Janet Howitt, Tara Bedard		

### Welcome and Purpose of Meeting

- Welcome all, no additions to agenda
- No conflict of interest declared
- Approve July 15, 2014 minutes

### Presentation on Hate Crimes in Waterloo Region

- Anthony handed out and reviewed a fact sheet prepared by the Crime Prevention Council
- [http://preventingcrime.net/userContent/documents/RapSheet\\_HateCrimes0714v9.pdf](http://preventingcrime.net/userContent/documents/RapSheet_HateCrimes0714v9.pdf)
- Anthony's blog on Hate Crimes from CPC website  
<http://www.smartoncrime.ca/blog/2014/08/numbers-hate-crimes-waterloo-region>
- Waterloo Region had the highest reported hate crimes in Canada in 2009, conversely many communities reported 0 hate crimes in 2009
- Waterloo Region Police Service made a commitment to capture hate crimes accurately
- Police determine if crime is classified as a hate crime Hate crimes are subject to varied classification across police forces so cross comparisons are difficult
- Hate crimes are highest among people under 25 years of age as victims (40%) and offenders (57%)
- Statistically males commit more hate crimes and the majority of reported hate crimes are non-violent
- Since 2009 the reported number of local hate crimes has continually reduced – now 1/3 of 2009 total
- Generally only 1/3 of crimes are reported to police

**KW Coalition of Muslim Women have trained 18 community volunteers to work with women who report hate crimes and incidents. Fauzia will connect lead to Anthony**

**ACTION: Can the Belong Steering Group public education campaign include and share information on hate crimes – reduced numbers, supports etc.**

### Council Update

- Tara Bedard is the new Manager of the Immigration Partnership
- Council met September 17<sup>th</sup> dynamic meeting with lots of discussion:
  - Evaluation of partnership – scope of work prepared and Tara will be contracting an external evaluator
  - Expression of Interest will be coming for a new council member



- Discussion on practice and action of advocacy protocol – role of council, how decisions made, what does advocacy look like: position paper completed for Settle Steering Group identified concern with Bill C585 – effecting income security for people with refugee status

**ACTION: Position Paper on Bill C585 will be released today and asking for whole partnership to endorse**

**ACTION: ideas for external evaluator to Tara by September 26 [tbedard@regionofwaterloo.ca](mailto:tbedard@regionofwaterloo.ca)**

### **Presentation on Region of Waterloo Guidelines for Interpretation and Translation**

- Lorie handed out and reviewed Region's proposed guidelines
- Lorie leads the Diversity and Inclusion Initiative at the Region of Waterloo, 3 pronged approach: within the Region, led by Human Resources; within the Region building a culture of inclusion, led by Lorie; external, how services for residents are inclusive to the community
- Accessing interpreters is vital to accessing service for many in our community
- Ability to access service and interpreters needs consistency across Regional departments
- Region now has call centre, one point access for information
- Language Line – 24 hour interpretation service – outlined in guidelines – has been used by some departments (Social Services, Public Health) want to expand to Housing and Transit usage
- **ACTION: review document and bring questions and comments to Belong Steering Group meeting on Nov 24, 2104**



ROWInterpreter  
Guidelines.docx

### **Progress Updates**

#### 9.1 – Develop an Initiative to increase immigrant awareness of services provided by Municipal/Regional government and school boards

- Action group has formed and been meeting throughout the summer
- Sessions planned with Kitchener, Waterloo and Cambridge – promotional poster has been sent via email to members of Belong, Settle, Work and Council and broader constant contact list
- Cities and Region have posted on website and sent to their networks
- Fauzia has posted it to facebook – **all facebook postings need to be set as an event**
- Diana will have some posters at the Cambridge International Festival on Saturday
- Each session will have moderator, presentation from a local politician, presentation from municipal staff, question and answer, refreshments and time to ask more questions, view displays
- Will have a list of candidates and a map of the city at each session so people can identify their ward, also information on school board trustees and how to get on the voters list
- Immigration Partnership newsletter (early October) will include results of a survey of all candidates responding to question 1) do they support permanent residents being able to vote in municipal elections 2) if elected, what would they do to include diverse groups and support an inclusive community
- Full results will be on the Partnership website  
<http://www.immigrationwaterlooregion.ca/immigration-partnership/>
- Evaluation being developed

**ACTION:** all Belong Steering Group members asked to attend one or more sessions and to volunteer. Need people to moderate, greet attendees, register people, be available to speak with attendees at mingling time to support Belong initiatives. Follow up with Janet asap. Think about signing up for the session for your community:

**So far: Cambridge: Diana, Janet**

**Waterloo: Jassy, Janet**

**Kitchener: Fauzia, Dina, Janet**

**ACTION:** Janet to print posters for distribution in the community

### **8.1 Develop and implement a public education campaign to increase cultural sensitivity**

- Funding application to MCI denied, action group establishing
- Decided to have 8 members only and to invite both Settle and Belong to send a member to join. From our group – Fauzia, Tom, Diana, Jassy at this point confirmed. Need Chair for this group
- We also will need support from communications and marketing expert/expertise – possibly a staff support from a member agency?
- Want to collaborate with existing campaigns and initiatives: WR Museum has launched a campaign to run in the Record every Saturday for 52 weeks. ½ page spread with information on events, the collection and a ‘did you know’ section (approx. 70 words) to highlight people and groups in our community – historical and current; London IP has ‘I am London’ nominating and recognizing 10 leaders in the community; Open Doors KW – annual event to be welcomed into new spaces, often faith communities, this year Reception House welcomed 300 visitors on Sept 20/14; Local Heroes radio campaign and Say Hi campaign with Crime Prevention
- Fauzia noted that there is more diversity in the candidate pool in this election – can this be recognized, people who have come as newcomers and who could be role models

**ACTION:** Lorie will reach out to Region’s communication team to see if they can act as consultant

- Next meeting of the action group is October 1/14

### **10.1 Support organizations to enhance, develop and/or implement inclusive practices – profile organizations who have demonstrated inclusive practices (education, municipal, public service, private sector, and non-profit). Aligns with 10.3 explore school board diversity plans/strategies**

- Discussed ways to begin to action this strategy
- Who are we interested in hearing from and why: i.e., learn about good practise, hold groups accountable
- We have organizations around our table with Diversity and Inclusion strategies, and we can invite presentations from other groups with promising practices

**ACTION: First step: invite both school boards to attend and present on their work to date, invite to separate steering group meetings, give ample time to present and ask and respond to questions, Janet**

**ACTION:** Have members submit some questions ahead to help frame presentations, Janet to coordinate

**ACTION:** Invite Settle Steering group members to join us for these sessions, Janet

- Goal to have first meeting in January/new year

## 10.2 Share strategies and develop initiatives for parenting in a new society

- Gathering of initial information still underway, there are many programs offered by formal and informal programs. There is no listing of 'parenting in a new society' providers. Parenting is a component of many workshop based programs (i.e. one session in a series)
- There are many existing partners/collaborations in this work in the community
- Issues related to lack of sustainable funding – programs are offered as they can be; accessibility – child care, location, transportation, language, no central list; marketing and referral – parenting is a delicate issue, relationships with presenters matter
- Comments that an informal support group that respects cultural differences and beliefs would be helpful
- Positive Parenting Community Committee – facilitated by Public Health looking to research and design a comprehensive approach and invite groups that work with parents and children to age 18 to the table
- Multicultural Sector is an area they want to engage

**ACTION: Janet has tentative connection to Positive Parenting Committee and can share learnings to date and discuss ways the multicultural community is involved and can be involved.**

**ACTION: Evaluation of 3 year Celebrating Diversity Project to be released in October (included parenting in new society sessions with ESL classes) Janet to invite presenter for our next meeting**

## Community Updates/ Emerging Ideas

- Cambridge International Festival September 27/14 at Riverside Park, Cambridge from 11-7 pm  
As part of Culture Days, Cambridge, ON will celebrate its first annual International Festival on September 27th at Riverside Park – celebrating Cambridge's increasing cultural diversity through dance, music and stories of new Canadians at the live Performance Stage. FREE event  
[www.cambridgeinternationalfestival.ca](http://www.cambridgeinternationalfestival.ca)
- Dina is representing the Belong Steering Group at the New Story Group as the focus on belonging and will bring an update to the next meeting. <http://www.johnlord.net/belonging-lens-3/>

## Next Meeting

- **Monday, November 24, 2014 from 1:30 – 3:30**
- **Location: to be determined**
- **Guest: KW Community Foundation reviewing their recent 'Belonging report'**
- **Guest: Celebrating Diversity Report evaluation presentation**

## Working Steering Group Meeting Minutes

<b>Date:</b>	November 26, 2014
<b>Location:</b>	Greater KW Chamber 80 Queen Street N, Kitchener
<b>Time:</b>	12:00pm-1:30 pm
<b>Present:</b>	Ian McLean, Tina Allishaw, Sheila McIntosh, Marilena Benak, Cindy Tarasow, John Rose, Lisa Favero, Phil Noelting, Tracey Hare-Connell (Spencer), Carol Simpson (Brad Labadie), Alison Govier (Evaluator)
<b>Regrets:</b>	Alexandra Dumitrache, Nikki Sharpley, Chris Farrell, Anne Paterson, Jeff Samoila, Megan Valla, Peter Krakowiak, Hanan Awad
<b>Absent:</b>	
<b>Staff:</b>	Nora Whittington

### 1. Welcome, Introductions

Welcome to:

- Spencer and Brad who are representing Tracey and Carol in their absence.
- Lisa Favero from WLU who is now part of the group
- Alison Govier who is sitting in on meeting today to evaluate as part of the IP evaluation process.

### 2. Approval of Minutes

Minutes from September, 2014 were approved

### 3. Approval of Agenda

Agenda was approved as distributed

### 4. C-DEP (Talent Recruitment Program)

- Cindy, Phil, Ian and Nora met to discuss running a 'test' before applying for funds from Scotiabank Bright Futures Program for the pilot. Will be meeting with Scotiabank to discuss running this pre-pilot test. It will allow an opportunity to test volume of jobs and to gather further information. It will be a 30 day test and will ask Scotiabank to cover the costs. A meeting will be scheduled with Scotiabank to present concept and Phil will do a demo. If anyone has questions please direct them to Cindy or Phil. A reminder to the group that CDEP will not be exclusive to Scotiabank beyond the pilot.

**Action: Meet with Scotiabank regarding test**

### 5. Other Business

- **Update from Council:** Ian reported that advocacy procedures have been put in place for IP. Makes the process clear going forward. Allows staff to know the steps for action when groups identify issues for advocacy.
- **Update from Internship/Mentorship Programs:**  
**Internship Program** (since August 2014):  
 Approximately 32 clients have assessed the Immigration Internship Program (IIP)  
 The IIP has helped 10 candidates secure work

IIP is continuing to build collaborations with EOES providers  
Developing new relationships within the college to support the IIP  
Building employer awareness and partnerships

**Trends:** Influx in qualifications and backgrounds of Finance and IT

### **Mentorship Program**

Reports 140 matches this year with 70% of group finding employment  
Continue to offer Mentoring in Motion events (speed mentoring) which are quite successful and valued by both employer and job seeker.

- Update on Work Pillar Activity: Networking Event (in partnership with Internship and Mentorship Programs) on November 26; Diversity Intelligence Seminar on December 3. It will focus on 'What Employment Services are available to Employers'. IP organized a meeting between the Business Development Bank of Canada (BDC) and a group of service providers. BDC is going to offer a group of 15 job seekers job search and interview training on Jan. 15 and a networking opportunity built into it. BDC has a strong interest in working with the service provider community and being involved in Waterloo Region in this capacity.
- Employer One: Brad Labadie updated the group on status of Employer One Survey and provided printed promotional material to encourage everyone to begin to promote the survey. Immigration Partnership is a partner with Employer One.
- Employer Success Stories: Group have been asked to keep in mind sharing success stories at meetings whether it be their organizations success story or one they have heard about in the community.
- It was suggested that starting at the next meeting it is important for there to be a round table sharing where members of the group share stories, or deliverables or ie: one thing that works and doesn't work as it relates to immigrant employment. This will help continue to build momentum and to keep the group focused on the meaning of the work of IP. This will be added the agenda for the next meeting.

6. **Next Meeting** : January 28, 2015 at Greater KW Chamber of Commerce

7. **Adjournment** – 1:30 p.m.