LIP LOCAL IMMIGRATION PARTNERSHIP
TORONTO SOUTH

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NOTES – COUNCIL MEETING

Thursday, December 6, 2018, 10am to noon
CultureLink,
2340 Dundas St. West, Suite 301, Toronto

Agenda:

1. Welcome, Introductions
2. Emerging Issues
   - Updates on immigration policy/funding
   - IRCC Consultation on CFP 2019
3. Project Updates
   - New PD website
   - Working Groups Update
4. CFP 2019: How do we collaborate?
5. Diversity and Succession Planning: what does it mean for us?
6. **AOB**

IN ATTENDANCE	
ORGANIZATION	**REPRESENTATIVE**
ACCES Employment	Aimee Holmes
St. Stephen's Community House	Bill Sinclair
Toronto Newcomer Office	Ruth Antiwaa
West Neighbourhood House	Shaida Addetia
Canadian Centre for Victims of Torture	Teresa Dremetsikas
Culturelink	Lisa Randall
Immigration, Refugee and Citizenship Canada	Fatima Saher
Toronto Central LHIN	Yasmin Kassam
SEO	Guy Lucas
Toronto District School Board	Sevgul Topkara-Saru
Parkdale Community Information Centre	Cassandra Wong
Kensington-Bellwoods Community Legal Services	Tim Maxwell
CCLCS	Dawn Michael
University Settlement	Behnaz Azad

Polycultural Community Services	Evgenia Gladkikh
Polycultural Community Services	Evgenia Gladkikh
CMAS	Heather Savazzi
City of Toronto (Parks and Rec)	Jessica Reeve
Metro Toronto Movement for Literacy	Michelle Ransom
Afghan Women's Organization	Adeena Niazi
Vietnamese Association of Toronto	Henry Thai
Vietnamese Association of Toronto	Jenny Zeng
Scadding Court Community Centre	Tamara Sabarini
COSTI	Trudy Small
YMCA	Sarita Bhatta
MNLCT	Leticia Esquivel
South Riverdale CHC	Andrew Ssawe
MCIS Language Services	Lester Korbely
Barbra Schlifer Clinic	Yasmine Abuzgaya
Inner City health Associates	Alena Ravestein
WelcomeHomeTO/Triec	Rania Younes
Cecil Community Centre	Danny Anckle
Crossroads Clinic	Vanessa Wright
Together Project	Andrew Lusztyk
LIP PROJECT TEAM	
Social Planning Toronto	Angelica de Jesus-Bretschneider
Canadian Centre for Victims of Torture	Giovanni Rico
Canadian Centre for Victims of Torture	Mariam Azimi
St. Stephen's Community House	Paulina Wyrzykowski
St. Stephen's Community House	Nadine Nasir

Facilitation: Paulina Wyrzykowski, TSLIP Project Director

1.0 Welcome and Introductions

2.0 Emerging Issues

<u>Updates on immigration policy/funding</u>

- *Updates on immigration policy/funding*
  - ○ IRCC News
    - ▪ New call for proposals coming up (Feb 2019)
    - ▪ Good news: more immigrants coming into Ontario in the past few years
      - Over 120,000 expected to land in Ontario, which means a small increase in funding for the 2019-2020 round
      - Increase of 4% in 2020-2021
      - IRCC is considering moving to a granting system instead of contribution agreements for some programs; grants are more flexible; more flexibility between budget lines and budget years
- *Provincial news*
  - ○ MCI no longer exists
    - ▪ Programs have been redistributed, e.g. to Ministry of Children, Community and Social Services
    - ▪ Province wants to avoid duplication. But what does duplication mean?
    - ▪ Very few services for refugee claimants.
      - Will the province decide not to fund these services going forward?
      - Federal Government does not fund this. Historically, only the province has funded services for refugee claimants but now may take the position that this is a Federal responsibility.
      - Programs include social services such as English classes and other community-based services such as health care for uninsured women.
        - ○ What happens to women and families in the interim?
        - ○ Unexpected hospital stays are also very costly.
        - ○ QUESTION TO CONSIDER: Is this something we can advocate for as a collective?
        - ○ TSLIP is part of the uninsured network and tries to address these issues.

- LHIN's are struggling with helping refugees deal with unexpected hospital stays. They handle it on a case-by-case basis.
- ACTION: Table this issue for the next council meeting.

- *Other updates*
    - TTC/Presto: Tokens will remain until end of 2019; single-use fare for Presto in the works.
        - This is the last month for MetroPass.
- *LIP Visioning Meeting*
    - Toronto quadrant LIPs have created a joint vision statement.
    - 4 LIPs are organizing a meeting for this coming Monday between the LIPs and current funders to figure out how LIPs can work with other stakeholders to counteract xenophobia and other false narratives around immigration.

<mark>See Paulina's presentation for more info.</mark>

IRCC/CFP Consultation

- In October, IRCC partnered with LIPs to conduct a province-wide consultation on newcomer needs; intent of consultation is to inform upcoming CFP.
- Preliminary findings, Ontario wide: stakeholders recommend that:
    - Programs should empower newcomers (allow newcomers to be involved in program planning and delivery);
    - Be Client-centred;
    - Include Support services;
    - Program for specific populations (youth, newcomers who have experienced trauma, LGBTQ+, etc.);
    - Program for specific needs (mental health, combatting stigma, employment, navigation for services);
    - Need for accessible programs (flexibility in LINC outside business hours, access for rural areas in transportation, internet, IRCC office in the north).
- Identify and measure success (sense of safety, financial autonomy)
    - Measure qualitative and quantitative outcomes;
    - Informed evidenced-based programming;

- Standardized national measurement tools (request this tool be developed by IRCC so it is the same across the country).
  - o Responsive to need
    - Increase awareness of services available;
    - Raise awareness in communities;
      - Internal support for trainers and educators
      - Address racism in the workplace
    - Collaboration;
      - Encourage collaboration between all levels of government
    - Involve stakeholders regularly;
    - Return HOST
      - Help newcomers connect with more establish residents.
  - o Effective use of resources
    - Leverage partnerships;
    - Building capacity for service providers;
    - Avoid duplication.

  - o How is Toronto different?
    - **Affordability:** housing, transportation, childcare (not necessarily a lack of settlement and other resources).
    - Creating welcoming communities: unlike some smaller communities we don't have a newcomer retention problem, but the issues are around anti-racism, anti-discrimination, support for grassroots organizations.
    - Eligibility for services: We need a whole of society approach; this is a challenge for the LIPs and service provider; this issue came out strongly in Toronto and nowhere else.
      - Comment from audience: Some LIPs may be less willing to challenge status-quo, whereas in Toronto we try to listen to different voices and say the status-quo is not working.
      - Comment from audience: Some comments from the consultations are quite broad whereas some are quite specific, such as "return HOST".

For more detailed information, please see Paulina's presentation.

3.0 Project Updates

- *New PD website*

Nadine demonstrated our new website with resources for service providers working with vulnerable populations: https://torontolips.wixsite.com/capacitybuilding

- *Working Group Updates*

Please see the working group updates attached.

4.0 CFP 2019: How do we Collaborate?

The purpose of this small group exercise was for participants to do a "deep dive" on three dimensions identified in the previous council meeting as being most urgent for newcomers in our communities.

- o Health and Mental Health
- o Community Engagement
- o Accessibility of Services

Can we partner as LIP members? What kinds of programming can we apply for?

Health and Mental Health (facilitated by Giovanni)
- o Non-western approach, start with where newcomers are (faith community, etc.) slowly introduce more formal counselling.
- o Focus on the social networking aspects initially, common gender, language group.

Group members: Dawn Michael; Vanessa wright; Olga; Michelle; Leticia; Bill; Teresa; Alena Ravestein; Grace; Andrew Ssawe

1) Do we know of anything that is already being done? What need is it not filling?
   - o Peer leaders who work with newcomer prenatal women (St. Stephen's).
   - o Accreditation for peer educators who were able to see 900 women.
   - o Youth drop in (St. Stephens) levels of services needed at the drop in to have group work, self help and counseling.

- o Mennonite program, ESL for trauma clients pilot project with 40 participants language instructor partnered with a mental health counselor.
- o Connect every client to primary care (Vanessa Wright), looking at a peer navigator at every clinic.
- o Website for health care providers to help move the gap with the community sector (Vanessa).
- o Seniors Friendly Visitors program (Olga) to help newcomer seniors integrate into the system with a peer after being discharged from the hospital to help prevent readmission by helping them with a needs assessment.
- o Help with the social determinants of health and how to address (Ssawe).
- o Ssawe: Trauma based education support program for the Syrian children, using a peer-based structure as well as with teachers to help children at Main Square Community Centre.
- o Harm reduction peer project educators at South Riverdale CHC.
- o Literacy and basic skills programs found that issues are with mental health and trauma, 90-minute journal writing program, Volunteer run (Michelle).
- o Community systems are more flexible than the other systems, caution against inflexible models, programs need to change depending on the need that the clients are having (Teresa) organic way of going.
- o Biggest barrier is communicating with the clients once they are referred to primary care.

2) What can we do together? What can we each contribute?
- o Writing project looks to partner.
- o We can either support each project in a pilot model or put together a big proposal.
- o All should write a one pager on their projects and how they can be up scaled with a new proposal.
- o CCLS looks to facilitate any language initiatives by providing clients as well as space.
- o Storytelling could be one way of doing this type of approach due to the mental health component and language component, both trauma-sensitive.
- o Employment as a determinant of health (Ssawe).
- o Service coordination piece to help tie up the two sectors together.

   o Model of program to be sent out by Bill for the St. Stephen's models.

  3) Who else should be approached?
     o Alternative Chinese medicine approaches, as well as from other cultures, as people sometimes used different forms of medicine.
     o City of Toronto, COSTI.

Community Engagement (facilitated by Nadine)

o Work with unlikely partners outside of settlement - restaurants, employers.
   1) Do we know of anything that is already being done? What need is it not filling?
   2) What can we do together? What can we each contribute?
   3) Who else should be approached?

o Community engagement could include:
  a) Removing isolation and engaging newcomers.
   ▪ Making newcomers feel "at home", settled, and integrated
   ▪ Civic engagement
   ▪ There is a lack of contact with "established" Canadians. This may be related to linguistic barriers and a lack of economic integration.
   ▪ Generally, there is a lack of trust. Where can newcomers go when they need legal advice, need help with taxes, etc.?

  b) Combatting racism and xenophobia (on all fronts, including within newcomer communities).
   ▪ Helping to create "welcoming communities"
   ▪ Encouraging newcomer communities to "hold the door" for those coming after them.
   ▪ Look at anti-racism and anti-oppression in our own organizations.
   ▪ Talk about similarities between cultures.

o The above points can be connected under one umbrella: creating allies in the community. This will help to remove isolation and create welcoming communities.

o Idea: We could come together to create an **ambassador program,** which could include:
  • Utilizing each organization's expertise, whatever it may be (working with families with young children, creating employment connections, etc.).
  • A toolkit of resources

- It's important to connect with non-traditional actors in settlement, such as banks, churches, foundations, local councillors, MPPs, etc.

- The following council members are interested in meeting to discuss this further:
    - Adeena
    - Sarita
    - Danny
    - Tim
    - Andrew
    - Nadine
    - Lisa – virtually.
    - Heather – will attend at the beginning to see the direction the group takes and assess whether it is within the mandate of her organization.

Accessibility of Services (facilitated by Angelica)
- Focus more on delivering services online.
- Tap into social media and other services communities are using already.
- Ensure tech is accessible to newcomers (disabilities, but also other factors?).

Group members: Behnaz, Lester, Rania, Guy, Yasmeen, Cassandra, Jessica

1) Do we know of anything that is already being done? What need is it not filling?
    - Online pre-arrival services exist.
    - University Settlement is using social media.
    - But not everyone knows how to get on social media.
    - Language is one thing, but training people on the technology is another.
    - Can we use technology to help a newcomer go to a site, for example, have them describe their situation, and the site or the app can help the newcomer connect with appropriate services based on their (family) profile.
        - We need a systems map – there are so many services out there, technology needs to help coordinate and refer.
    - Human connection is still important because technologies, such as apps, cannot answer all questions.
    - We still need support from IRCC to get information out, train people, and have enough staff.
    - Apps and websites also need to be standardized and systematized.
2) What can we do together? What can we each contribute?
    - Create a network where we can share and discuss the latest innovations.

- o IRCC also needs to fund tech-related proposals.
- o We need to work with private organizations, including start-ups.
- o We also need to partner with universities.
- o The human face is still important, but technology can be really useful when you are trying to help a person find the right service.

3) Who else should be approached?
- o MaRS
- o University of Toronto, Computer program department
- o Ryerson DMZ
- o One Eleven
- o Tech start-ups at universities
- o CivicTech TO
- o Ryerson Innovation Hub

All members agreed to be a part of continued discussion on this topic.

5.0 Diversity and Succession Planning: What does it mean for us?

- In January, we want to send out a survey to measure our baseline of diversity.
- What are the elements of diversity, equity, and inclusion to be included in the survey?
  - o Race and ethnicity
    - Concern from participants: This is a tricky question to ask
  - o Immigration status
  - o Gender
  - o Age
  - o Can we compare diversity in the communities we serve?
    - Do this by asking about sector of work
  - o Neighbourhood of focus within Toronto South (both as a community member and as a representative of an organization)
  - o Level in the organization (e.g. frontline, Executive Director)
  - o Nature of involvement (e.g. Council, Working Group)
  - o 3 things you think are part of your skillset (to address diversity in skillset)
  - o Language
  - o Disability
  - o Sexual orientation
  - o Receipt of public assistance

- Concern from participants: Make sure every question is optional; e.g. offer "Prefer not to answer" and "I identify with this category instead:"
- Do people have tools that we can modify?
  - CHC equity survey
  - Stats Canada
  - St. Stephen's
  - TRIEC's Equity Team (ACTION: Rania will forward to Nadine)

Nadine also pre-listed the Ontario Human Rights Commission, Prohibited Grounds for Discrimination (which were not all listed by the audience):
  - Race
  - Colour
  - Ancestry
  - Creed (Religion)
  - Place of Origin
  - Ethnic Origin
  - Citizenship
  - Sex (including pregnancy + gender identity)
  - Sexual orientation
  - Age
  - Marital Status
  - Family Status
  - Disability
  - Receipt of Public Assistance

6.0 AOB