

June 29, 2012

Regional Councillor John Taylor, Co-Chair
Susan LaRosa, Co-Chair
Human Services Planning Board
Region of York
17250 Yonge Street
Newmarket, ON L3Y 6Z1

Dear Co-Chairs:

**Re: Implementation of the Immigration Settlement Strategy:
Community Partnership Council Collective Action Plan 2012 - 2015**

Regional Council, at its meeting held on Thursday, June 28, 2012, adopted the following recommendations of the Community and Health Services Committee regarding the report entitled "Implementation of the Immigration Settlement Strategy: Community Partnership Council Collective Action Plan 2012 – 2015":

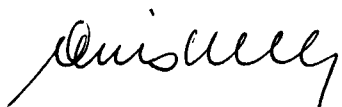
1. Council endorse the following deliverables required under the Local Immigration Partnership initiative:
 - *"Turning the Curve" Indicator Report: Measuring the Well-being of Newcomers Living in York Region (see Attachment 1)*
 - Community Partnership Council Individual Member Actions (see Attachment 2)
 - *Leading Change for a Stronger Community: Community Partnership Council Collective Action Plan 2012 – 2015 (see Attachment 3).*
2. The Regional Clerk circulate this report to Citizenship and Immigration Canada, Ontario Ministry of Citizenship and Immigration, the members of the Community Partnership Council, the Human Services Planning Board of York Region, and the York Region local municipalities.

/2...

A copy of Clause No. 1, Report No. 6 of the Community and Health Services Committee is enclosed for your information.

For more information on this report, or if you have any questions with respect to this matter, please contact Lisa Gonsalves, Managing Director, Strategic Service Integration and Policy Branch at 905-830-4444, Ext. 2090.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Kelly", written in a cursive style.

Denis Kelly
Regional Clerk

/C. Clark
Attachments (4)

Clause No. 1 in Report No. 6 of the Community and Health Services Committee was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting on June 28, 2012.

1

**IMPLEMENTATION OF THE IMMIGRATION SETTLEMENT STRATEGY:
COMMUNITY PARTNERSHIP COUNCIL COLLECTIVE ACTION PLAN 2012 – 2015**

1. RECOMMENDATIONS

It is recommended that:

1. Council endorse the following deliverables required under the Local Immigration Partnership initiative:
 - *“Turning the Curve” Indicator Report: Measuring the Well-being of Newcomers Living in York Region (see Attachment 1)*
 - *Community Partnership Council Individual Member Actions (see Attachment 2)*
 - *Leading Change for a Stronger Community: Community Partnership Council Collective Action Plan 2012 – 2015 (see Attachment 3).*
2. The Regional Clerk circulate this report to Citizenship and Immigration Canada, Ontario Ministry of Citizenship and Immigration, the members of the Community Partnership Council, the Human Services Planning Board of York Region, and the York Region local municipalities.

2. PURPOSE

The purpose of this report is to provide Council with an update on the implementation of the *York Region Immigration Settlement Strategy* (Strategy) including seeking endorsement for *Leading Change for a Stronger Community: Community Partnership Council Collective Action Plan 2012 – 2015* (Action Plan) and commitments to support the priorities of the Strategy. The development of an Action Plan is a required deliverable under the Region’s agreement with Citizenship and Immigration Canada.

The report also provides a summary key findings from the Central Local Health Integration Network (Central LHIN) funded research project to identify solutions to address multi-lingual barriers for newcomers accessing health care services. This project is one of the initial actions supporting the Strategy.

3. BACKGROUND

The Strategy was developed in collaboration with the Community Partnership Council

Approved by Council in September 2011 through the adoption of Clause No.5 of Report No. 7 of the Community and Health Services Committee, the Strategy sets a long-term vision and priorities for the well-being of newcomers (i.e., individuals who have lived in Canada less than five years) living in York Region. Over 25 priorities were identified to support the five Community Results:

1. A community that is welcoming and inclusive
2. Newcomers are economically integrated
3. Newcomers are socially integrated
4. Newcomers are culturally integrated
5. Newcomers are civically and politically integrated

The Strategy was developed in collaboration with the Community Partnership Council (CPC). The CPC is a multi-sectoral collaborative planning table that was appointed by Council in February 2010 and is comprised of key stakeholders such as settlement and language training providers, school boards, employer planning tables, local municipalities, police services and all three levels of government. The CPC is co-chaired by Mayor Frank Scarpitti, Town of Markham, and Stephen Lam, Director of Immigrant Services and Community Programs, Catholic Community Services of York Region.

Some early successes completed under the Strategy include the release of *Community Portraits: Immigrants Living in York Region Women, Youth, Seniors and Francophones* report, approved by Council in March 2012 through the adoption of Clause No. 5 of Report No. 3 of the Community and Health Services Committee and the completion of the Central LHIN research project on the multi-lingual communication needs and solutions for newcomers accessing health care.

Immigration is driving growth in York Region and planning proactively is a key priority

York Region is rapidly growing and diversifying and much of this growth is due to immigration. With over 200 different ethnic origins represented, York Region has become the place of choice for new immigrants. In terms of growth, York Region has become second only to Peel Region in the increase in immigrants directly landing in the Region, over the last ten years.

Research for the Strategy identified that newcomers move to York Region because of community safety, high quality of life and to be close to family and friends. Newcomers who live in York Region are among the highest educated in the country and help create a labour market that is innovative and competitive. Recent changes to federal immigration policy, such as providing new supports for newcomer entrepreneurs and fast-tracking applicants that meet specific labour market needs, will allow Canada's immigration system to be more flexible and responsive to labour market needs.

The Strategy supports actions that will help organizations in York Region plan ahead and help all our residents succeed. Planning for this growth is fundamental to meeting targets set out in the Regional Official Plan and for planning our future infrastructure and long term sustainability needs.

York Region is recognized as a leader in municipal support for immigration

The Region has been recognized by other levels of government and other organizations as a leader in the planning and development of programs and supports for immigrants.

Since 2008, the Region has participated on the tri-partite Municipal Immigration Committee. This multi-governmental committee provides a forum for information-sharing, strategic policy development and consultation where municipalities have a say about how immigrants should be attracted and integrated into our communities.

As a direct result of the leadership that the Region demonstrated in developing the Strategy, it has been invited to participate on the Central LHIN Newcomer Settlement Planning Group and the York Region District School Board Equity and Inclusivity Advisory Committee. Both groups were formed within the last year and look at ways in which organizations can be inclusive when developing strategies and actions that respond to York Region's diversifying population.

In addition, the Region has been recognized, for the second year in a row, as one of the *Best Employers for New Canadians for 2012*. This recognition was bestowed upon the Region for a number of reasons including: creation of the York Region Immigration Portal, establishing an Inclusivity Action Plan in 2005, establishing the Community Partnership Council in response to the federal government's Local Immigration Partnership initiative and fostering numerous partnerships with organizations that serve newcomers.

Federal funding for settlement programs and the Portal in York Region has been reduced

In November 2011, the federal government announced that the 2012-2013 funding allocation for settlement services in Ontario will be reduced by approximately \$31 million, resulting in a 10 per cent funding reduction for settlement programs in York Region. These cutbacks reflect the fact that Ontario's share of immigration in Canada has gone from 64 per cent in 2005 to 52 per cent in 2010, although York Region's population has increased by seven per cent over the same time period.

An additional \$29 million was cut across Canada as of March 31, 2012, mainly affecting Citizenship and Immigration Canada operations. A direct result of these funding reductions is the elimination of the Immigration Portal funding starting in 2013.

4. ANALYSIS AND OPTIONS

Results-based accountability model was used to develop the Action Plan

The CPC adopted a results-based accountability framework to develop the Strategy and Action Plan. This disciplined approach begins with the identification of the desired Community Results, indicator areas and baseline measures.

Indicators and baseline measures provide an understanding of the well-being of newcomers living in York Region.

In total, 29 baseline measures were identified using the “Living in York Region” 2011 survey (York Region Community Foundation), consultations for the Strategy, from the Central LHIN research project, Statistics Canada surveys and the Census. Over the next three years, the Region will continue to monitor data as it becomes available.

Indicators used for the development of the Action Plan are included in *Attachment 1*.

Community Partnership Council members identified actions that will positively impact chosen indicators

CPC members, including the Region, identified how their individual organizations could contribute to the Strategy. Approximately 126 individual actions were identified including 55 specific actions from the Region. Some examples include:

- Present the Strategy to the northern six municipal Chief Administrative Officers to build community strength through the identification of strategic municipal partnerships
- Co-ordination of employment services for newcomers and employer engagement
- Ensure that every York Region District School Board school has English Language Learners sections to serve newcomer students
- Offer no cost workshops in 2013 to York Region newcomers working in personal service settings (e.g. spas, tattoo or piercing establishments).
- Promote transit travel training to newcomers

A complete listing of all the CPC member actions is included in *Attachment 2*.

The collective actions of the Community Partnership Council will lead the way to community change over the next three years

In addition to individual actions, there are ten collective actions that the CPC member organizations will work on together. These were grouped into three action areas:

1. Building community capacity

- *Building connections with diverse communities:* Development of community engagement and outreach tools to enhance understanding of effective ways to engage ethno-cultural and faith communities in York Region and to educate front-line staff.
- *Enhancing services available at the Immigrant Youth Centre:* Enhance Immigrant Youth Centre as a one-stop location for immigrant youth programs and services by increasing access to more supports and services offered at the Centre.
- *Build connections between libraries:* Collaboration among nine local municipal library systems to share best-practices, resources and tools to support newcomers.
- *Build York Region's capacity to foster civic leadership and volunteerism:* Promote participation of newcomers on municipal and public advisory boards and committees.
- *Establish funders table:* Explore new partnerships and the creation of a funders table to help identify and guide community investments and resource allocations.

2. Supporting positive attitudes towards diversity

- *Establish Municipal Diversity Reference Group:* Build on existing diversity, equity and inclusion initiatives in local municipalities and provide a forum for collaborative strategic planning and coordination at the staff level.
- *Increase public awareness of the positive impact of immigration:* Develop a public awareness campaign that promotes positive aspects and attitudes towards newcomers.

3. Enhancing labour market outcomes

- *Host York Region's first Internationally Educated Professionals (IEP) conference:* Host a one-day conference that connects levels of government, professional associations, employers, entrepreneurs and newcomers to network and learn about navigating and being successful in the Canadian workplace.
- *Enhance mentorship partnership program:* Expand the existing mentorship partnership program in York Region to educate skilled newcomers about "Canadian workplace culture" and identify linkages with other mentorship programs.

- *Engage employers:* Explore current efforts in York Region to engage and help employers identify how they can contribute to positive labour market outcomes in York Region.

CPC collective actions are included in *Attachment 3*.

OTHER ACTIONS TO SUPPORT THE STRATEGY ARE ALSO UNDERWAY

Completion of research for the Central LHIN informs their strategic direction

In November 2011, the Region, in partnership with Social Enterprise for Canada, was funded by the Central LHIN to conduct research on the multi-lingual communication needs and solutions for newcomers accessing health care, with a particular focus on newcomer women and seniors. One of the early successes, this research project aligns with the Strategy's priorities for social integration including the health and wellness of newcomers and socially isolated women and seniors.

The research report was completed in March 31, 2012 and included consultations with over 500 newcomers and health care services in York Region.

Key findings from the research include:

- Newcomers' health changes after arriving to Canada and the effect is greater for mental health.
- Newcomers, like all residents, identified wait-times and finding a doctor challenging, but the three-month OHIP eligibility waiting period and related health-care costs can impact access to health care.
- Language impacts newcomers' ability to access information, navigate the health care system, communicate with their health care provider, and awareness of their rights when accessing health care services. As a result, risk management is an important consideration for health care providers when providing services to newcomers who do not understand English or French.
- Facing new health care practices and cultural differences can impact newcomers comfort with Canadian health services. This is particularly true for newcomer women and seniors who also identified needs such as finding same-sex health care providers and navigating the health care system.
- Service providers are challenged with limited funding and resources for interpretation and translation services. Efforts are needed to enhance collaboration and integration between primary and community health care providers.

Results from the research support the Central LHIN's Health Equity priority and the development of a Central LHIN Newcomer Strategy. These results will also be used by Public Health and supports their priority of educating staff on addressing the needs of populations impacted most negatively by the social determinants of health.

Enhancements to the York Region Immigration Portal will support newcomer entrepreneurs

Since 2007, the Region has received \$358,833 from the provincial government's Municipal Immigration Information Online initiative for the York Region Immigration Portal (Portal). This includes initial funding of \$300,000 to develop the Portal and three subsequent funding allocations to market the Portal.

In response to a provincial call for proposals for web-based projects that support *Connecting Newcomers to Canada with Ontario's Municipalities*, the Region submitted a proposal to enhance and market the Portal further with a particular focus on increasing supports for newcomer entrepreneurs. This is consistent with federal immigration priorities and supports Economic Strategy's goal of increasing labour market growth in York Region. The total upset value of the proposal is \$150,000 for the fiscal year 2012-2013. It is expected that successful applicants will be notified in August 2012.

It is anticipated that this will be the last Call for Proposals issued by the provincial government for Municipal Immigration Information Online initiatives. Current federal funding for all provincial immigration portal initiatives across Canada will end on March 31, 2013.

Link to key Council-approved plans

The Action Plan and its outputs are well aligned with the Region's strategic direction

The Strategy aligns with York Region's strategic direction and priorities included in *Vision 2051* and the *From Visions to Results: 2011-2015 Strategic Plan*, specifically in the priority areas of "Improve Social and Health Supports" and "Increase the Economic Vitality of the Region".

The Strategy is also consistent with goals of the Community and Health Services Department's *Multi-Year Plan* and helps to foster social inclusion and economic opportunities by addressing the needs of a growing and diverse community.

It is also strongly aligned with the Human Services Planning Board of York Region's *Making Ends Meet in York Region* initiative. CPC members will collaborate with the Human Services Planning Board to align priorities and identify areas where they can work together.

5. FINANCIAL IMPLICATIONS

The federal government views Local Immigration Partnership initiatives as eventually becoming self-sustaining. Therefore, the Region is continuing to explore other funding opportunities to support the ongoing implementation of the Strategy and the associated actions. Funding to support any new actions as a result of the Strategy will be aligned with the Community and Health Services Multi-Year Plan and subject to annual budget approvals, where appropriate.

The 2012 Regional budget currently supports the following initiatives related to the Strategy:

Table 1
Funding Allocations for Local Immigration Partnership

Initiative	Gross \$	Revenue \$	Net Regional Tax Levy \$
Local Immigration Partnership Initiative	479,968	344,686	135,282
Immigration Portal Project	19,863	19,863	0
Central LHIN Research Project	293,027	293,027	0
Internationally Educated Professionals Conference	200,000	200,000	0
Total	992,858	857,576	135,282

Revenues are currently provided through federal and provincial governments and various agencies. Ongoing project funding is negotiated annually.

6. LOCAL MUNICIPAL IMPACT

Local municipalities continue to play a critical role in the integration of newcomers, including educating residents on by-laws, recreation services or economic development. The early successes of the Strategy will help service providers build capacity, assist newcomers to access services and to help create welcoming and inclusive communities.

7. CONCLUSION

Successful integration of newcomers is vital to creating vibrant communities in York Region. With continued support of Council and ongoing collaboration with the Community Partnership Council, York Region will continue to be a welcoming and inclusive community in which newcomers thrive.

For more information on this report, please contact Lisa Gonsalves, Acting Managing Director, Strategic Service Integration and Policy Branch at Ext. 2090.

The Senior Management Group has reviewed this report.

“TURNING THE CURVE” INDICATOR REPORT

Measuring the well-being of newcomers
living in York Region

June, 2012

Draft



YORK REGION IMMIGRATION SETTLEMENT STRATEGY: DEFINING SUCCESS

Released in September 2011, the *York Region Immigration Settlement Strategy* (“the Strategy”) sets out a long-term vision for the successful integration of newcomers. The Strategy describes over 25 priorities under five Community Results (or desired state of community well-being):

- A community that is welcoming and inclusive
- Newcomers are economically integrated
- Newcomers are socially integrated
- Newcomers are culturally integrated
- Newcomers are politically and civically integrated

The Strategy was developed by the Community Partnership Council (CPC). The CPC Council is a multi-sectoral collaborative planning table and was appointed by York Region Council in 2010 to create the Strategy.

The CPC developed a three-year action plan, *Leading Change for a Stronger Community*, which identifies actions to improve the well-being of newcomers under each of the Community Results. This plan harnesses the energy and assets of the community and builds on what is already working.

INDICATOR AREAS HELP DETERMINE A COURSE OF ACTION

Baseline measures (both qualitative and quantitative) assess progress in moving toward a desired state and can help steer decisions and determine actions.

The baseline measures in this report were established using the most recent data available from a wide variety of sources, including consultations, surveys and census data.

New data from the 2011 Census will be released throughout 2012 and will only include general statistics on population, age and sex, families, households and marital status and language. Statistics Canada will also release the results of the National Household Survey in spring 2013. This will include more detailed data on immigration, income and housing. The baseline measures will be reviewed as data becomes available.

For measures that have no data, the CPC has estimated the current trend in York Region. Further research will be done to continue developing these indicators as part of an ongoing data gathering process which may include both qualitative and quantitative research.

Turning the curve

The Community Partnership Council used the indicators in this report to identify both individual and collective actions that would “turn the curve” on specific indicator areas.

“Turn the curve” refers to the community, through organized and concerted action, being able to do “better” than status quo if nothing is done to improve well-being.

As the Local Immigration Partnership initiative engages the broader community in “turn the curve” discussions, the community stakeholders from all sectors can identify actions to flatten, slow or turn the curve in a more positive direction.

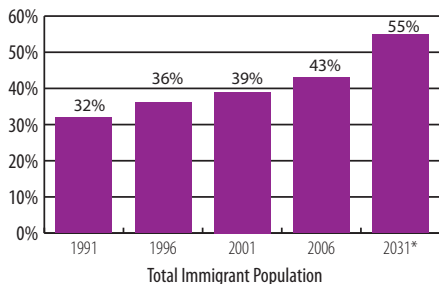
IMMIGRATION IS DRIVING GROWTH AND DIVERSITY IN YORK REGION

Between 2006 and 2011, York Region was the fastest growing census division in Ontario and the sixth fastest growing across Canada. According to the 2011 Census, York Region has a total population of 1,032,524.¹

In 2006, about 43 per cent of York Region's residents were born outside of Canada.¹ About 46,000 newcomers moved to York Region between 2001 and 2006 the third-largest newcomer population in Ontario.¹ On average, 10,000 to 12,000 newcomers land in York Region each year.²

By 2031, York Region's population will be 1.5 million and immigrants will account for more than half (55 per cent) of York Region's total population.¹ It is important that York Region is a community that is welcoming and inclusive where all residents can succeed. The baseline measures in this report will help us define this success.

**Share of Immigration Population
in York Region, Over Time**



Source: Statistics Canada, 2006 Censuses Custom Tabulation
*York Region Long Range Planning Branch Population Projection

How to use this workbook?

This report forms the basis of the Action Plan and can be used as a tool for community change. The report is broken down into the following sections:

Community Results: Provide the definition of the condition of well-being.

Current Experience: Based on consultations with 2,000 community stakeholders and residents, this information helps us understand our community and the current experience of newcomers living in York Region.

Priorities: Set by the CPC using the consultation feedback and socio-demographic research in the report *Changing Landscapes: Recent Immigrants Living in York Region* (2011), these priorities serve as a bridge between the experience and the indicator.

Indicators areas and baseline measures: Helps quantify the current experience and can be used to forecast the direction we are heading if we don't do anything differently. It helps us determine the actions needed to "turn the curve" in a more positive direction.

COMMUNITY RESULT:

York Region is a community that is welcoming and inclusive

A community that openly receives newcomers promotes social equity and is cohesive. It is a community that understands the needs of newcomers and facilitates their full participation in all aspects of community life, the economy and Canadian society.

THE CURRENT EXPERIENCE

Newcomers are facing multiple barriers to accessing services. These barriers include language, eligibility requirements, transportation, location of services and costs. Community acceptance and stereotypes are factors that impact newcomers' sense of belonging and their ability to fully participate and integrate into the community.

In York Region, informal supports (such as family and friends), mainstream organizations and formal settlement services are all key players in the integration of newcomers. Across all sectors, organizations struggle to keep up with service needs.

PRIORITIES TO GUIDE THE THREE-YEAR ACTION PLAN

- Support the continued development of the community hub model (i.e. Welcome Centres) and the York Region Immigration Portal
- Build community capacity to be welcoming, inclusive and equitable through providing adequate resources, fostering partnerships and promoting community awareness and acceptance
- Continue and improve collaboration and knowledge sharing across sectors and different levels of government
- Improve accessibility and awareness of programs, and supports to address social isolation and labour market access
- Address issues related to language barriers and its impact on all areas of integration

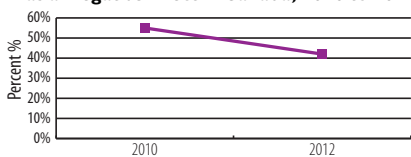
Indicator areas	Why this indicator area is important
Community attitude towards newcomers	Community attitude is a strong determinant of a community's willingness to embrace newcomers. This is a key foundation upon which all other aspects of a welcoming and inclusive community are built.
Community support for diversity and cultural inclusion	This is an indicator of a community's openness towards diversity which is reflected in its policies, media/arts representation, workplaces, leadership and population.
Support for newcomers and the organizations that support them	Settlement agencies, mainstream organizations and informal groups all play a role in supporting newcomer integration. These organizations are the primary contact for many newcomers upon their arrival in Canada. It is important that all sectors build capacity to support newcomers. Also, easy access to such organizations is essential for the promotion of welcoming communities. Access encompasses eligibility, hours of operation, location, affordability, cultural appropriateness of services and more.

COMMUNITY ATTITUDE TOWARDS NEWCOMERS

Baseline measure: *Attitude towards immigrants in the community*

In 2012, 42 per cent of Ontarians surveyed thought immigration had a negative effect in Canada.

Proportion of Ontarians Thought Immigration Has a Negative Effect in Canada, 2010 to 2012



Source: Angus Reid Canadian Public Opinion Poll, Sept. 2010 and Jan. 2012.

COMMUNITY SUPPORT FOR DIVERSITY AND CULTURAL INCLUSION

Baseline measure: *Support for newcomers in leadership roles*

In 2011, 27 per cent of respondents in York Region either strongly agreed or agreed that “newcomers are encouraged to become leaders in my community”.³

Baseline measure: *Factors that attract newcomers to York Region*

Top reasons newcomers chose to move to York Region, based on newcomers’ responses:⁴

- Family and friends: 52 per cent
- Good environment: 13 per cent
- Schools: 18 per cent
- Cultural/Religion community: 11 per cent

Data needed for baseline measures:

Effective diversity and inclusion policies, practices, and initiatives present in organizations

SUPPORT FOR NEWCOMERS AND THE ORGANIZATIONS THAT SUPPORT THEM

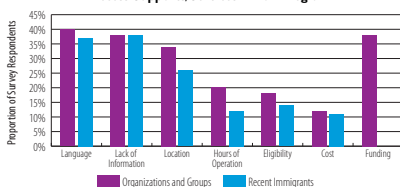
Baseline measure: *Organizations’ capacity to support newcomers*

In 2010, 44 per cent of organizations/groups surveyed in York Region stated newcomers’ needs exceeded their capacity to support them.⁴

Baseline measure: *Newcomers’ ability to access programs*

In 2010, newcomers and organizations surveyed in York Region showed similarities in what they perceived as barriers to accessing programs/services. The top challenges for both were language, lack of information and location.

Perceived as Barriers/Challenges for Newcomers to Access Supports/Services in York Region



Source: York Region Local Immigration Partnership, Survey of New Immigrant Supports in York Region, 2010

Baseline measure: *Public transportation accessibility*

In 2010, many newcomers and service providers identified transportation as an issue to accessing services and supports for a number of reasons: high costs, lack of bus routes off main streets, long waits for buses and the complexity of five different transit systems (York Region Transit, Mobility Plus, VIVA, Go Transit, and TTC) operating in York Region.⁵

COMMUNITY RESULT:

Newcomers are economically integrated

Newcomers strive and are succeeding in the labour market, have jobs that match their skills and education, are living in affordable, stable and safe housing and have a liveable household income. Newcomers help meet labour market shortages and keep York Region economically competitive.

THE CURRENT EXPERIENCE

Highly educated newcomers are often under-employed or work in multiple jobs. As a result, many newcomers live in low income households, are losing their skills and have been hardest hit by the recent recession. Prolonged under or unemployment can lead to loss of skills which seriously affects an individual's prospects of re-entering a profession. This has a major impact on our local economy and our ability to remain competitive.

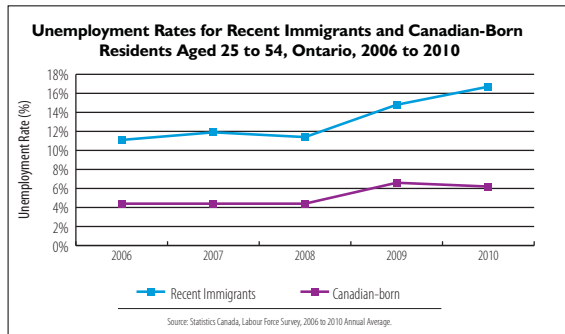
PRIORITIES TO GUIDE THE THREE-YEAR ACTION PLAN

- Work with employers to hire newcomers
- Facilitate newcomers' understanding and learning of the "Canadian work culture"
- Support successful "first job in Canada" experiences
- Support newcomer entrepreneurs
- Offer better support for the accreditation process
- Improve quantity and quality of affordable, safe and stable housing

Indicator areas	Why this indicator area is important
Workforce development	Employment is a key determinant of successful economic integration. It is important that newcomers' jobs match their skills to maximize the talent pool and build a strong economy. Job to skill mismatch contributes to job insecurity, dissatisfaction, unemployment, underuse of skills and low income levels. Also, language proficiency is an important indicator of job readiness of newcomers.
Financial stability	Spending 30 per cent or more of income on shelter is an indication that newcomers are having difficulty paying for other necessities. Housing safety is also a concern as newcomers with language barriers may be vulnerable to living in unsafe conditions or treated unfairly.
Economic contribution	It is important to recognize newcomers as contributors to the economic vitality of a community as employers, business owners and as consumers of goods and services.

WORKFORCE DEVELOPMENT

Baseline measure: *Unemployment rates of recent immigrants*



Baseline measure: *Underemployment (job to skill match)*

Degree holders working in jobs that require less than a university degree:¹

Recent Immigrants, 2006: 60 per cent

Non-immigrants, 2006: 37 per cent

Baseline measure: *Language readiness for work*

Lack of Knowledge of Official Languages for Recent Immigrants, York Region:¹

2001: 11 per cent

2006: 14 per cent

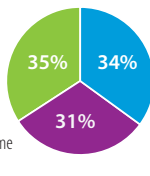
Baseline measure: *Availability and the use of workforce development programs in York Region*

In 2010, there were limited mentoring and bridging programs for newcomers in York Region.

Newcomers must commute out of the Region to participate in most types of workforce development programs.⁵

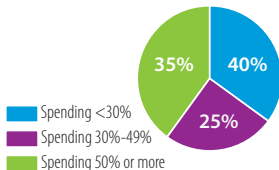
FINANCIAL STABILITY

**Recent Immigrants
(landed between 2001 and 2006)
by income status, York Region**



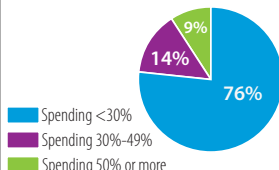
Source: Statistics Canada, 2006 Census Custom Tabulation

**Housing Costs as Percent of
Gross Income for Recent
Immigrants (landed between
2000 and 2006), York Region**



Source: Statistics Canada, 2006 Census Custom Tabulation

**Housing Costs as Percent of
Gross Income for Canadian-Born
Population, York Region**



Source: Statistics Canada, 2006 Census Custom Tabulation

Note: Low and moderate income is equivalent to a family of four making \$70,000/year or less. This group struggles to meet basic needs due to the increasing gap between income and the cost of living in York Region.

ECONOMIC CONTRIBUTION

Baseline measure: *Newcomers as entrepreneurs*

Based on a qualitative study of 100 foreign-born entrepreneurs in York Region, several barriers/obstacles were identified for starting a small business in York Region, including:⁶

- Language barriers
- Lack of start-up funding (public funding, private banking and credit)
- Lack of networks
- Discrimination
- Own cultural restrictions

Baseline measure: *Motivation for newcomers to become self-employed*

The Wise5 Report (March 2012) examined why newcomers become entrepreneurs in the GTA. Of the 65 newcomer entrepreneurs interviewed, 75 per cent indicated that they chose to be self-employed and about 25 per cent were pushed into it as a result of difficulties in the labour market.⁷

Baseline measure: *Newcomers' contribution to the economy as employees*

In 2011, almost one in five employers surveyed hired a skilled immigrant to:⁸

- Help diversify their company's client base globally: of these, 93 per cent felt the skilled immigrants hired were effective in helping on this front
- Target local cultural communities to find new business opportunities: and of these, 83 per cent felt the skilled immigrants hired were effective in helping on this front

Data needed for baseline measures:

Number of patents registered by immigrants

COMMUNITY RESULT:

Newcomers are socially integrated

Newcomers connect with the community and feel included, valued and positively linked to the people, places and things within and outside their communities. Newcomers feel safe and are living healthy lives.

THE CURRENT EXPERIENCE

Newcomers, particularly immigrant women, youth and seniors, face issues of social isolation and loneliness when they move to Canada.

Newcomers face unique challenges and have special needs in terms of physical and mental health. Members of immigrant priority groups, particularly seniors, are often unaware of their rights, or of the cultural and legal norms in Canada. This increases their overall vulnerability and is particularly true for those who are not able to communicate in English.

PRIORITIES TO GUIDE THE THREE-YEAR ACTION PLAN

- Meet the individual needs of newcomers and provide a continuum of supports
- Help newcomers to be connected and live in safe communities
- Address mental health challenges of newcomers
- Help newcomers become actively involved in their local community or neighbourhood
- Ensure newcomer women have dedicated social support programs focused on their needs
- Help newcomer seniors become aware of and access supports and services available to them
- Help newcomer youth feel welcome and receive the support they need to excel

Indicator areas	Why this indicator area is important
Safety and security	Feeling safe and secure is a basic need of integration. It is an important factor for newcomers to begin moving and connecting with others in the community, and it determines whether newcomers stay and raise families in a community.
Health and wellness	Newcomers place considerable burdens on their health as they adjust to new culture, climate, lifestyles, diet, etc. This could result in the deterioration of their physical and mental health.
Social connections, language proficiency and learning	Social vitality reflects the newcomers' sense of belonging and inclusion, and how connected they are in the community. Language proficiency impacts their ability for social exchanges, thereby leaving them socially isolated and impacting all aspects of integration.

SAFETY AND SECURITY

Baseline measure: *Social isolation of immigrant women and seniors*

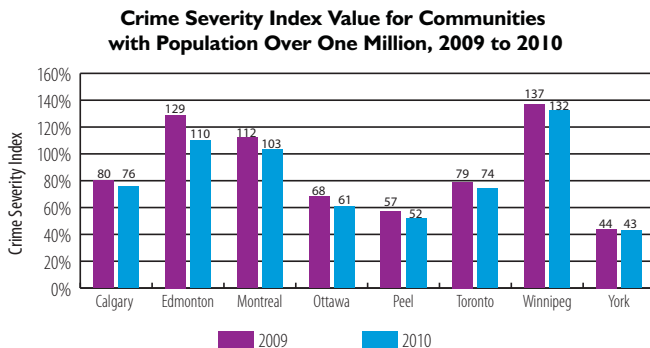
Community Partnership Council (CPC) Observation: Immigrant women and seniors who are socially isolated are at a higher risk of victimization. There is a need for enhanced service provision at the community level to lower this risk.

Baseline measure: *Newcomer perception of safety*

CPC Observation: Newcomers move to York Region for its high ranking in terms of community safety.

Baseline measure: *Crime severity in York Region*

Of all communities across Canada with over a million residents, York Region is rated the safest in terms of crime reported by police and the relative seriousness of these crimes.



Source: Statistics Canada, Canadian Centre for Justice Statistics, Uniform Crime Reporting Survey, 2009 and 2010

Data needed for baseline measures:

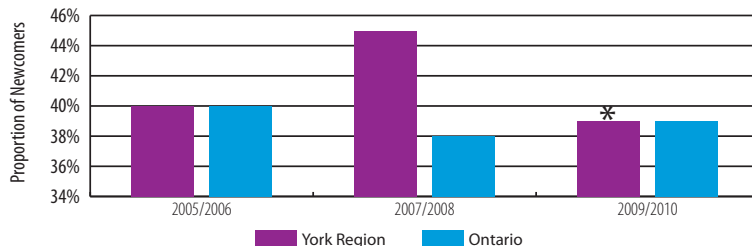
- Newcomer perception of safety
- Immigrant women who are socially isolated
- Immigrant seniors who are socially isolated

HEALTH AND WELLNESS

Baseline measure: *Leisure time physical activity among newcomers*

The percentage of York Region immigrants (10 years or less) who reported being active or moderately active during leisure time, increased in 2007-08 and then dropped again in 2009-10.

Newcomers' Leisure Time Physical Activity in York Region and Ontario, 2005 to 2010



Source: Canadian Community Health Survey, 2005-2010, Statistics Canada, Ontario Share File, Ontario Ministry of Health and Long-Term Care.

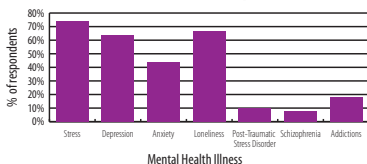
Note: 1. * Represent high variability associated with the estimate. Interpret with caution.

2. The percentage of newcomers in York Region who were active during leisure time remains the same across time and was similar to that of the Ontario newcomers.

Baseline measure: *Mental health of newcomers*

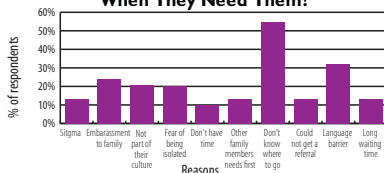
Factors that affect newcomers' mental health include employment, language and loss of social networks such as family and friends. Stress, depression, and anxiety are the most common mental health concerns identified by newcomer survey participants for the Central Local Health Integration Network research project (2012). Language and lack of information are the most common barriers to accessing mental health services.

Types of Mental Health Illnesses Newcomers Might Experience



Source: Improved Integration of Newcomers Research Project, Newcomer Survey, February 2012

Reasons why Newcomers to Canada are Unable to Find Mental Health Services When They Need Them?



Source: Improved Integration of Newcomers Research Project, Newcomer Survey, February 2012

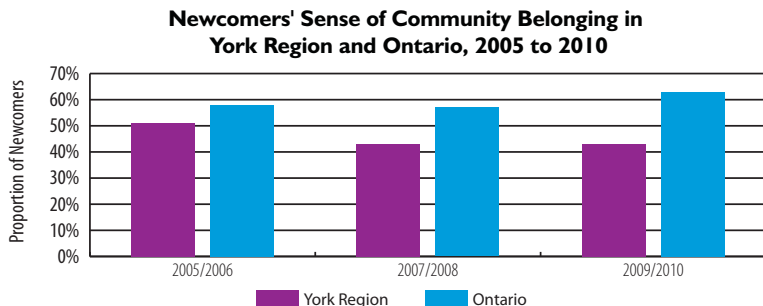
Data needed for baseline measures:

- Incidence of chronic diseases and mental health illness
- Access to culturally sensitive primary health care in York Region

SOCIAL CONNECTIONS AND LANGUAGE PROFICIENCY AND LEARNING

Baseline measure: *Sense of community belonging*

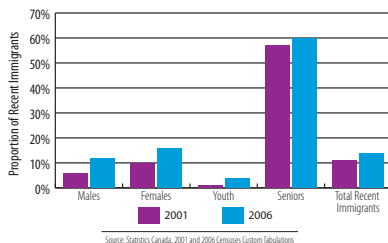
Percentage of York Region newcomers (10 years or less) who felt a very strong or somewhat strong sense of community belonging has been declining over the years and has been consistently lower when compared to Ontario.



Baseline measure: *Lack of knowledge of official languages among newcomers*

The number of newcomers with no knowledge of official languages has increased over time among all age groups. Seniors represent the highest proportion of those with no knowledge of official languages.

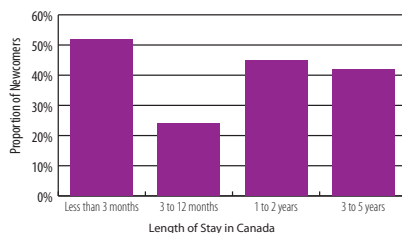
Newcomers in York Region with No Knowledge of Official Languages, 2001 to 2006



Baseline measure: *Feeling at home*

Newcomers that have been in Canada less than three months felt more 'at home' in their community than those that have been here longer. However, after three months, this drops significantly and rises again after a year of residency.

Newcomers Feeling at Home in Community



COMMUNITY RESULT:

Newcomers are culturally integrated

Newcomers have and seize opportunities to be actively engaged, feel part of Canadian culture and understand Canadian values. Newcomers can practice and share their own culture and learn about and interact with other cultures. Newcomers understand the social and cultural norms of various cultures and are able to practice them appropriately.

THE CURRENT EXPERIENCE

Newcomers who have the same ethnic origin tend to live in the same communities. However, newcomers have said they want to learn about, experience and live with other cultures. The dominance of particular ethnic groups in communities and neighbourhoods reduces opportunities for newcomers to interact with other cultures and learn and understand each other. It is challenging to build rapport with others outside a cultural community while living in an enclave. Many newcomers did not feel understood by other communities. Adjusting to cultural integration is a significant part of the settlement and integration process.

PRIORITIES TO GUIDE THE THREE-YEAR ACTION PLAN

- Build awareness and respect amongst cultures
- Increase access to shared and public space, where ethno-cultural communities can gather, celebrate cultures and learn from each other
- Promote cross-cultural interactions and diversity through arts/media/recreation
- Nurture and celebrate diversity and the multicultural identity of York Region

Indicator areas	Why this indicator area is important
Multi-cultural identity	Ability to practice/celebrate individual cultural identity can help newcomers feel proud of their heritage in a multi-cultural environment. Cultural celebrations help to increase one's understanding of other cultures.
Cross-cultural understanding and respect	Newcomers' and long-term residents' understanding and embracing of cultural diversity help promote a cohesive environment that can fully enjoy and contribute to the cultural vibrancy of the community. Understanding various cultural dynamics helps develop an appreciation and respect for others in the community.
Participation of newcomers in community arts, cultural, recreational and leisure activities	Newcomers participating in mainstream community and cross-cultural events allow them to learn about and experience the host community. Arts, cultural, recreational and leisure activities can play a key role in the integration process, including helping people make social connections and learning to speak English.

MULTI-CULTURAL IDENTITY

Baseline measure: *Community opportunity for artistic and cultural expression*

In 2011, 55 per cent of York Region residents either strongly agreed or agreed that the community provides opportunities for artistic and cultural expression and involvement.³

Baseline measure: *Newcomers' connection with faith groups and ethno-cultural organizations*

CPC Observation: Newcomer participation in ethno-cultural activities is initially high, but tends to drop over the years. For participation in cultural activities to remain strong, supports for newcomers need to continue.

Data needed for baseline measures:

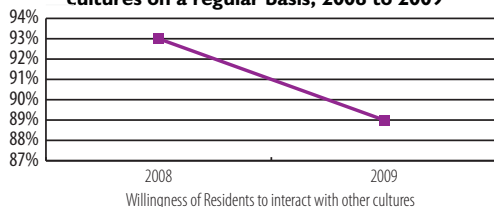
- Municipalities' and other institutions' celebrations/promotions of cultural diversity as an asset
- Newcomers' connection with faith groups and ethno-cultural organizations
- Newcomers' opportunities for artistic and cultural expression and involvement

CROSS-CULTURAL UNDERSTANDING AND RESPECT

Baseline measure: *Residents socializing with people from other cultures*

Percentage of residents who socialized on a regular basis with other cultures has decreased over time.

Proportion of Toronto Census Metropolitan Area residents who socialized with people from other cultures on a regular basis, 2008 to 2009



Source: Canadian Council on Learning, Composite Learning Index based on Survey of Canadian Attitudes toward Learning, 2008 to 2009

Data needed for baseline measures:

- Partnerships between large institutions with ethno-cultural organizations
- Newcomers' dependency on ethno-cultural groups as linkages to access social services
- Ethno-cultural groups that support other organizations

PARTICIPATION OF NEWCOMERS IN COMMUNITY ARTS, CULTURAL, RECREATIONAL AND LEISURE ACTIVITIES

CPC Observation: Newcomer participation in public recreation/arts activities may be lower when newcomers first arrive as they are more concerned with immediate settlement needs. However, participation is a gateway for them to get oriented with their new community and develop connections.

Data needed for baseline measures:

Newcomers' involvement or participation in public recreation/arts activities

COMMUNITY RESULT:

Newcomers are politically and civically integrated

Newcomers understand, can access and trust the Canadian government, policing services and the political and justice systems. Newcomers take active roles in community building and take leadership roles within organizations and institutions.

THE CURRENT EXPERIENCE

Some newcomers come from countries where the leadership and political system is very different than in Canada. Their comfort level for wanting to get involved in communities varies depending on a number of factors: their past experiences in their homeland, language skills, trust and familiarity with the Canadian system and time/resource constraints.

Being involved in the community through volunteering promotes social cohesion and a sense of belonging. At the same time, it helps newcomers gain Canadian experience; learn soft skills and language needed to succeed in Canada. It demonstrates to the broader community that newcomers are partners in community building. However, the challenges mentioned above sometimes make it difficult for newcomers to participate and become active in their community.

PRIORITIES TO GUIDE THE THREE-YEAR ACTION PLAN

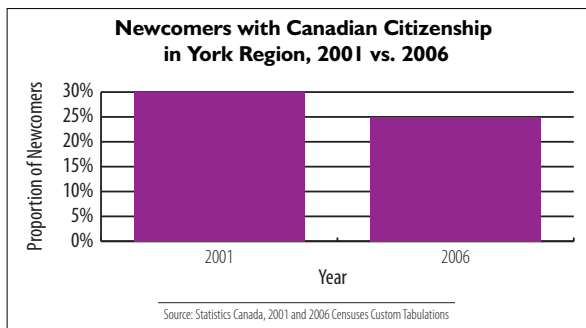
- Promote and monitor diversity for leadership roles in organizations and institutions
- Increase newcomers' opportunities to build their skills and increase learning through volunteering
- Help newcomers understand their rights and responsibilities so they can become actively engaged and civic-minded residents of Canada
- Ensure organizations commit and practice values of equity and diversity
- Strengthen relationships between newcomer communities and policing services, justice, government and political systems

Indicator areas	Why this indicator is important
Newcomers' awareness and understanding of their rights and responsibilities	It is important to know how many newcomers understand their rights and responsibilities. This is an indication of their risk of exploitation, their ability to participate fully as a resident of Canada and their contribution to society as nation builders.
Newcomers' involvement/participation in leadership roles	Representation at political and leadership levels indicates an ability to access power in the political and community system, and impacts how policies are developed to meet the needs of diverse citizens. Leadership and community involvement allows newcomers to be part of a cause or organization that they care about in their new community.
Newcomers' understanding, connectedness and trust in police services, government services, and the political and justice systems	Many newcomers come from countries where the government, police and justice system are feared. It is important to gauge the trust that newcomers have with these systems to help build stronger relationships and communities.

NEWCOMERS' AWARENESS AND UNDERSTANDING OF THEIR RIGHTS AND RESPONSIBILITIES

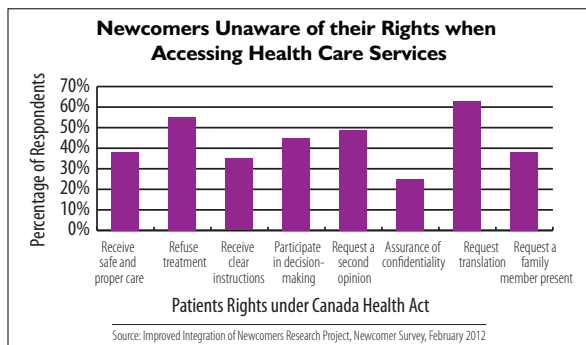
Baseline measure: *Newcomer population with Canadian citizenship*

In 2001, 30 per cent of newcomers became Canadian citizens; whereas in 2006, this dropped to 25 per cent.



Indicator: *Newcomers understanding their rights when using health care services*

Newcomers are often unaware of their health care rights. Most commonly, newcomers were unaware of their right to request translation, the right to refuse treatment and the right to request a second opinion.



Data needed for baseline measures:

- Enhance data on newcomers' understanding of their rights and responsibilities as residents of Canada. The following questions should be asked:
 - Have you been informed of your rights and responsibilities?
 - Are you aware of your rights as an employee and how that protects you?
 - Do you know that women and men in Canada have equal rights under the Canadian Charter of Rights?
 - Are you aware of your rights as a tenant and how that protects you?
 - Are you aware of your responsibilities as a resident of Canada (i.e., paying taxes, volunteering, etc.)?
- Gain better understanding of civic participation through voting in York Region. The following questions should be asked:
 - Are you a Canadian citizen?
 - Were you eligible to vote? If yes, did you vote in:
 - > Federal > Provincial > Municipal

NEWCOMERS' INVOLVEMENT/PARTICIPATION IN LEADERSHIP ROLES

Baseline measure: *Newcomer volunteerism in the community*

CPC Observation: Newcomers volunteer in their community in many different ways, including “informally” at schools, churches, etc. However, the number of newcomers in decision-making positions is not representative of the number of newcomers in our communities.

Data needed for baseline measures:

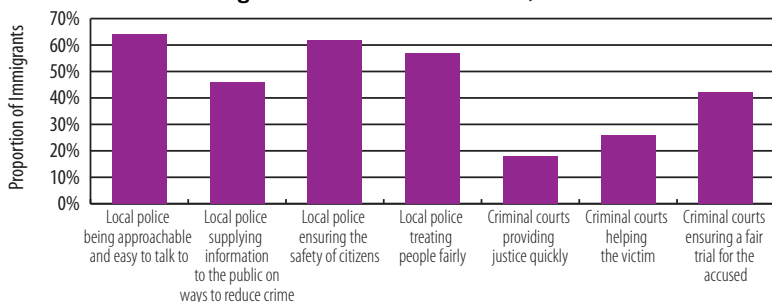
- Newcomer involvement in community
 - Volunteerism at the decision-making level, and general volunteering
 - Representation on agency and organization boards
- Complaints filed by newcomers on human rights issues (potential sources: Legal Aid, Ontario Family Responsibility Office, Ontario Human Rights Commission).

NEWCOMERS' UNDERSTANDING, CONNECTEDNESS AND TRUST IN POLICE SERVICES, GOVERNMENT SERVICES, AND THE POLITICAL AND JUSTICE SYSTEMS

Indicator: *Perceptions of the criminal justice system*

Immigrants find police services more accessible than the criminal court system.

**Perceptions of the Criminal Justice System by Immigrants
Aged 15 and Older in Ontario, 2004**



Source: Statistics Canada, General Social Survey, 2004

Data needed for baseline measures:

Newcomer understanding of government services. Qualitative research may include a question for newcomers such as:

“Do you understand how government services (e.g., child care, legal aid, etc.) work?”

ENDNOTES

- ¹ Statistics Canada, 2006 Census
- ² Citizenship and Immigration Canada, Landing Data, 2001-2009
- ³ York Region Community Foundation, Living in York Region Survey, 2011
- ⁴ York Region Local Immigration Partnership initiative, Newcomer Survey, 2010
- ⁵ York Region Local Immigration Partnership initiative, Survey of New Immigrant Supports in York Region, 2010
- ⁶ Workforce Planning Board of York Region and West Gwillimbury, The Newcomer Entrepreneurship Experience in York Region, A Community Research Study, 2010
- ⁷ Wise5, Winning Strategies for Immigrant Entrepreneurship, 2012
- ⁸ Toronto Region Immigrant Employment Council (TRIEC), Why Employers Hire Immigrants, 2011

Funded by:

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Citizenship and
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Citoyenneté et
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York Region Local Immigration
PARTNERSHIP 
LEADING CHANGE FOR A STRONGER COMMUNITY

ATTACHMENT 2

Community Partnership Council Individual Member Actions

As part of the action planning process, Community Partnership Council (CPC) members identified a number of actions that their organizations could undertake that would positively impact one, or more, of the Community Results under the *Immigration Settlement Strategy* (Strategy).

In total, 126 actions were identified. The following table summarizes actions that were identified as well as the Community Result they will impact.

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Exploring new partnerships and the creation of a funders table that will help identify and guide community investments and resource allocations to achieve effective community results in York Region - The Regional Municipality of York (Community and Health Services Department)	✓				
Maximizing the use of the York Region Immigration Portal website to provide current and relevant information to newcomers and the organizations that support them - The Regional Municipality of York (Community and Health Services Department)	✓				
Housing York will consider the direction of programming and opportunities for increased partnerships to effectively respond to the immigrant settlement needs within its tenant population - The Regional Municipality of York (Community and Health Services Department - Housing and Long Term Care)	✓	✓			
York Region's Housing and Homelessness plan will consider the housing needs of newcomers - The Regional Municipality of York (Community and Health Services Department - Housing and Long Term Care)	✓	✓			
Long Term Care will make available Ministry of Health and Long-Term Care brochures and posters in other languages that explain critical information about the new <i>Long Term Care Homes Act</i> and how to contact the Ministry if there are any concerns - The Regional Municipality of York (Community and Health Services Department - Housing and Long Term Care)	✓		✓		✓
Long Term Care Management staff will have access to a list of all staff who speak other languages and the languages they speak - The Regional Municipality of York (Community and Health Services Department - Housing and Long Term Care)	✓		✓		
Explore producing a video to inform of how and when to call 911 in a medical emergency. This video may be expanded to include other health and safety topics such as car seat safety, window and balcony safety, and 72 hour	✓		✓		

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
personal emergency preparedness. This video will be available in different languages - The Regional Municipality of York (Community and Health Services Department - Emergency Medical Services)					
Provide multilingual reference material to assist Paramedics with their medical assessment during the medical transport - The Regional Municipality of York (Community and Health Services Department - Emergency Medical Services)	✓		✓		
Distribute multilingual brochures at public events and the settlement organization on how and when to call for Emergency Medical Services (EMS) - The Regional Municipality of York (Community and Health Services Department - Emergency Medical Services)	✓		✓		
Expand placement of Automated External Defibrillators and the associated training to all of the Welcome Centers - The Regional Municipality of York (Community and Health Services Department - Emergency Medical Services)	✓		✓		
Creation of a multilingual <i>in case of emergency</i> card - The Regional Municipality of York (Community and Health Services Department - Emergency Medical Services)	✓		✓		
Explore partnership with community college to address needs training internationally educated professionals wanting to become a paramedic - The Regional Municipality of York (Community and Health Services Department - Emergency Medical Services)	✓	✓			
Continuous Quality Improvement: Evaluate programs within the Healthy Living Division using social determinants of health, equity and alignment with the Strategy - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Healthy Living)	✓		✓		
Train-the-trainer workshop for settlement workers or other staff that work with newcomers so that they can share information and resources on becoming tobacco-free, early detection of cancer, injury and substance misuse prevention - The Regional Municipality of York (Community and Health Services Department - Public Health Branch, Healthy Living)	✓		✓		
Provide information on Health Living Programs and offer workshops at Welcome Centres - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Healthy Living)	✓				
Social determinants of health nurses will explore options for outreaching and connecting with the newcomer communities to: learn and gather information about cultural practices; impart education for the prevention of infectious diseases (e.g., vaccination) - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Infectious	✓		✓		✓

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Diseases Control)					
Working with child care providers to educate parents on the importance of immunization - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Infectious Diseases Control)	✓		✓		✓
Public Health will utilize social determinants/health equity framework to: build staff capacity (knowledge and skills); evaluate programs and gaps; and identify and address needs of priority populations including newcomers focusing on prenatal mood disorders, child health and family violence - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Child and Family Health)	✓		✓		✓
Healthy Babies, Healthy Children Program: strengthen relationships with key partners to increase newcomer access to services - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Child and Family Health)	✓		✓		
Offer no cost Personal Service Setting (PSS) workshops in 2013 to York Region newcomers working in personal service settings (spa, tattoos, piercing). Provide resources, websites and workshops in different languages including a list of staff who speak different languages. Currently, PSS fact sheets have been translated into Chinese and Vietnamese and are available on our website. In 2012 - 2013 expand languages fact sheets are offered in to include Russian and Korean. The 2014 translate IPAC guidebook for non-invasive services into Chinese - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓	✓	✓		✓
Offer the PROTON food handling training course at no cost to newcomers looking to gain employment in the food industry - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓	✓			
Referrals from Health Connection will go to appropriate staff that speak the language through a Customer Service Representative - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓		✓		
Include ethnic media and new immigrant publications, ethno-cultural events in marketing mix for public awareness campaigns - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓		✓		
Consider outreach strategy to educate newcomers and invite them to focus groups to test messaging on health communication campaigns (i.e. Indoor Air Quality, Extreme Heat, Emergency Response, Fish Consumption) - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓		✓		

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Translation of different resources in multiple languages for health protection and residents' responsibilities (i.e. rabies prevention, extreme heat etc.) - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓				✓
Promote low-cost rabies clinics in other languages and on the web - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)	✓				✓
Proactively ensure that youth in need are aware of the employment opportunities to become test shoppers - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)			✓		
Offer training on the law as it relates to the <i>Smoke Free Ontario Act</i> at no cost to newcomers and youth either employed or looking to gain employment at a retail premise that sells tobacco products - The Regional Municipality of York (Community and Health Services Department – Public Health Branch, Health Protection)					✓
Examine possibility of a purchase of service agreement with licensed childcares at the Welcome Centres so that newcomer families, who have subsidies can access the on-site childcare - The Regional Municipality of York (Community and Health Services Department - Social Services, Child Care and Community Programs)	✓		✓		
Create awareness among collaborations and partnerships about the Strategy and how the partners can contribute to the Community Results - The Regional Municipality of York (Community and Health Services Department - Social Services, Child Care and Community Programs)	✓				
Create awareness through a symposium to share information on the Strategy with all agencies, including those funded through Community Development Investment Fund and others that the Region has contracts with such as child care service providers - The Regional Municipality of York (Community and Health Services Department - Social Services, Child Care and Community Programs)	✓				
Examine childcare subsidy policy for supporting newcomer parents pursuing Canadian accreditation - The Regional Municipality of York (Community and Health Services Department - Social Services, Child Care and Community Programs)	✓	✓			
Promote social supports on York Region Immigration Portal website or York Region website - The Regional Municipality of York (Community and Health Services Department - Social Services, Child Care and Community Programs)	✓				✓

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Examine current cultural competency indicator tool and explore opportunities to provide on-going training to meet the needs of changing demographics in York Region - The Regional Municipality of York (Community and Health Services Department - Social Services, Early Intervention Services)	✓			✓	
Act as resource brokers for newcomer families in Social Services programs to meet their needs - The Regional Municipality of York (Community and Health Services Department - Social Services, Early Intervention Services)	✓		✓		
Support internationally educated professionals to get sector related jobs in the Canadian labour market through purchasing individual supports to assist internationally trained individuals to achieve and retain employment in their chosen or related field - The Regional Municipality of York (Community and Health Services Department - Social Services, OntarioWorks)	✓	✓			
Explore the possibility of a collaborative mentorship program pilot providing job placement and retention supports for internationally educated professionals on Ontario Works - The Regional Municipality of York (Community and Health Services Department - Social Services, OntarioWorks)	✓	✓			
Introduce a Social Assistance presence at the federally funded Welcome Centres - Collaborate with the five Welcome Centres in piloting the delivery of Ontario Works employment and financial assistance program to New Canadians - The Regional Municipality of York (Community and Health Services Department - Social Services, OntarioWorks)	✓				
Enhance language specific case management for Cantonese and Mandarin speaking participants to improve access to services, labour market outcomes and social integration - The Regional Municipality of York (Community and Health Services Department - Social Services, OntarioWorks)	✓		✓		
The Strategy will be used as one of the lens when structuring programs and services - The Regional Municipality of York (Community and Health Services Department - Social Services, Homelessness System Review)	✓	✓			
A review of existing community funding programs will examine how York Region's funding strategies can more directly support the Strategy - The Regional Municipality of York (Community and Health Services Department - Strategic Service Integration and Policy Branch)	✓				
Development of a Communication Strategy for the Community and Health Services Department which encompasses priorities of the York Region Immigration Settlement Strategy - The Regional Municipality of York (Community and Health Services Department - Strategic Service Integration and Policy Branch)	✓				

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Human Services Collaboration staff will work in coordination with the Local Immigration Partnership initiative staff to advance shared Community Results of Making Ends Meet in York Region and the Strategy - The Regional Municipality of York (Community and Health Services Department - Strategic Service Integration and Policy Branch)	✓	✓			
Examine, in collaboration with community partners, the feasibility of hosting a future York Region “Caravan” multi-cultural tourism event - The Regional Municipality of York (Office of the CAO - Economic Strategy)	✓			✓	
Enhance economic growth in York Region by educating newcomer entrepreneurs about available tools and resources that can help them succeed - The Regional Municipality of York (Office of the CAO - Economic Strategy)	✓	✓			
Explore future presentation at Leader’s Session to increase awareness of current immigration trends and the priorities of the Strategy - The Regional Municipality of York (Office of the CAO)	✓				
Continue to partner with Toronto Region Immigrant Economic Council (TRIEC) to provide and deliver skill building workshops for Internationally Educated Professionals as needed. Topics include: Building interpersonal communication skills in customer service, Making meetings work for you and networking, and Effective business writing - The Regional Municipality of York (Corporate Services - Human Resource Services)	✓	✓			
Continue to build on success of Professional Access and Integration Enhancement (PAIE) Internship Program that provides valuable related work experience for engineers and geoscientists seeking employment in the environment sector and address skill gaps within York Region - The Regional Municipality of York (Corporate Services - Human Resource Services)	✓	✓			
Explore posting the “Foreign Credential Evaluation Process Guide 2010” online for York Region to be used for job seekers about accreditation process for internationally educated professionals - The Regional Municipality of York (Corporate Services - Human Resource Services)	✓	✓			
Employee Survey results will be used to gather information on the diversity of York Region’s workforce. Survey results may be used to identify trends and for internal planning and supports to departments - The Regional Municipality of York (Corporate Services - Human Resource Services)	✓				
Implement new training on “Preventing and Managing Workplace Harassment/Violence” - The Regional Municipality of York (Corporate Services - Human Resource Services)	✓				
Outreach to new Canadians & community groups to promote Environmental Services, drive water conservation, waste reduction and environmental stewardship - The Regional Municipality of York (Environmental Services)	✓				✓

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Work with the Local Immigration Partnership initiative to see how actions <i>SMART Living Strategy</i> can align with priorities of the Strategy - The Regional Municipality of York (Environmental Services)	✓				✓
Promote existing myRide transit travel training to newcomers by expanding the existing program through the development of partnerships with local support agencies that serve newcomers- The Regional Municipality of York (Transportation Services - Policy and Planning)	✓		✓		
Engage and encourage newcomer feedback on transit services/facilities through myRide training to ensure program is meeting newcomer needs - The Regional Municipality of York (Transportation Services - Policy and Planning)	✓				✓
A community development approach will be taken to delivering settlement services - Catholic Community Services of York Region	✓		✓		
Host workshops with information on police services, government services and the justice system - Centre for Information and Community Services Ontario					✓
Enhance services available at the Immigrant Youth Centre - Centre for Information and Community Services Ontario	✓		✓		
Host workshops for newcomers on civic responsibilities around election time - Centre for Information and Community Services Ontario					✓
Implementation of the <i>Immigrant Women Program</i> for capacity building in the immigration communities around prevention of violence against women and program/support to reduce social isolation - Centre for Information and Community Services Ontario	✓				
Build a strong multi-cultural theme to Canada Day events or multi-cultural days in York Region - Citizenship and Immigration Canada	✓			✓	
Sharing cultures in classroom and improving each other's understanding of different cultures - Conseil scolaire Viamonde	✓			✓	
Develop a corporation-wide public engagement strategy, focusing on newcomers and visible minorities, seniors, youth and persons with disabilities to increase outreach/participation (<i>Integrated Leisure Master Plan, Growth Plan, and Green Print</i>) – Town of Markham	✓		✓		
Better linkage with community groups, committees and council (e.g., Youth Task Force, Race Relations Committee, Welcome Centres) - Town of Markham	✓		✓		

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Develop strategic plans (<i>Integrated Leisure Master Plan, Growth Plan and Green Print</i>) for Markham Museum, Theatre and the Varley Art Gallery and present plans to newcomers - Town of Markham	✓			✓	
Partnership with Social Services network, in offering programs to South Asian Seniors at Armadale Community Centre. Partnerships with Centre for Information and Community Services of Ontario, Youth Immigration offering drop in basketball and soccer for Youth Newcomers at Milliken Mills Community Centre - Town of Markham	✓			✓	
Markham Museum is developing a youth mentorship program for young and new Canadians - Town of Markham	✓			✓	
Markham continues to support culturally specific and educational events (e.g., Many Faces of Markham, Taste of Asia, Lecture Series starting March 25) - Town of Markham	✓			✓	
Advocate for a better mix of housing to achieve better income to housing cost ratios, enabling newcomers to live and work in Markham. Conduct surveys that indicate what is supportive of improved life and work in Markham, percentage of Markham residents working near home, percentage of workers moving to Markham - Town of Markham	✓			✓	
Town of Markham staff members are able to provide interpretation services in 39 different languages - Town of Markham	✓			✓	
The Markham Contact Centre provides language translation and has access to Language Line – a telephone interpreter service that provides instant access to interpretation in more than 120 languages - Town of Markham	✓			✓	
Implement strategic plans: <i>Diversity Action Plan, Integrated Leisure Master Plan, Growth Plan and Green Print</i> will include workshops for newcomers in multiple languages. This process will help increase awareness of municipal services and strengthen relationship with government - Town of Markham	✓				✓
Build on opportunities to involve newcomers in municipal decisions that impact their lives - Town of Markham					✓
Align with <i>Diversity Action Plan</i> , continue to hear diverse voices, hold regular focus group meetings - Town of Markham				✓	
Receive international delegations to encourage economic growth and connect entrepreneurs - Town of Markham	✓	✓			

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Support role of libraries as resource for newcomer information through presenting the Strategy to Northern Six libraries - Town of Newmarket	✓				
Provide link on the Town's website to the Newmarket Welcome Centre's website - Town of Newmarket	✓				
Present the Strategy at a meeting of the northern six municipal CAO's to build community strength through the identification of strategic municipal partnerships - Town of Newmarket	✓				
Present the Strategy to inform Newmarket's Inclusivity Advisory Committee and provide the Strategy to business areas (specifically Recreation and Culture and Economic Development departments) for consideration in making decisions affecting newcomers - Town of Newmarket	✓				
Promote municipal services and make them more accessible to newcomers by providing Town of Newmarket publications, such as the Recreation Guide, at the Newmarket Welcome Centre - Town of Newmarket	✓			✓	
Provide links to immigrant service provider's sites on the Richmond Hill Economic Development/ Small Business Enterprise Centre website - Town of Richmond Hill	✓	✓			
Provide municipal publications and information to immigrant service providers to make them more accessible to newcomers. This includes small business enterprise centre brochures, seminar calendar etc. to immigrant service providers, Richmond Hill Welcome Centre etc. - Town of Richmond Hill	✓	✓			
Receive international delegations to encourage economic growth and connect entrepreneurs - Town of Richmond Hill	✓	✓			
Implementation of <i>Cultural Plan</i> developed by Richmond Hill for communities to be welcoming and inclusive to all residents - Town of Richmond Hill	✓			✓	
Continue to build organization's capacity by using the Strategy as lens to delivering services, including the <i>Immigrant Connection Project</i> and the Small Business Enterprise Centre seminars that are offered - Town of Richmond Hill	✓				
Implementation of TRIEC's Achieving Success in the Canadian Workplace workshop - Toronto Region Immigrant Employment Council	✓	✓			
Community Arts Centre – open to all cultural groups – exhibits, presentations, cultural programs - City of Vaughan	✓			✓	

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Provide welcome page/information in regular municipal print/web material - City of Vaughan	✓				
North York Region Community Action Project – a Labour Market Partnership (LMP) to take inventory of the workforce and their skills that are exported daily from the communities of East Gwillimbury and Georgina - Workforce Planning Board	✓	✓			
M-Power – a series of workshops for experienced workers age 45 and over in a constructive approach to achieve re-employment. Many of the attendees are newcomers. Program is delivered through the Employment Ontario offices across York Region - Workforce Planning Board	✓	✓			
Continue to support the N6 series for entrepreneurs and encourage the participation of newcomer businesses to attend - Workforce Planning Board	✓	✓			
Communicate project information to school leaders (principals, etc.) and resource staff and obtain input on ways to better advance Community Results – York Catholic District School Board	✓				
Expedite the process of initial contact between settlement workers and newcomer elementary level students/parents by: Continued capacity building of school administration/office staff/ English as a Second Language (ESL)/ English Language Development (ELD) teachers re. role/access of settlement workers; Exploring possibility of expanding central Secondary ESL/ELD Newcomer Reception Centre to include elementary - York Catholic District School Board	✓				
Make Board publications, communication and school signage available in more languages - York Catholic District School Board	✓		✓		
Involve bilingual/multilingual students at school events (e.g. Parent/Teacher Night, Open House) for community hours - York Catholic District School Board	✓		✓		✓
Expand to all schools Community-building school events/activities (e.g. Multicultural Night/Diversity Week) - York Catholic District School Board	✓		✓	✓	
Continue to host and expand cultural events representing composition of staff/patient population. Develop diversity training and workshops for all staff - York Central Hospital	✓			✓	
Providing supportive programming including translation services, religious supports, and cultural understanding of patients needs to ensure improved health outcomes - York Central Hospital	✓		✓		

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Continued expansion of programs and initiatives with emphasis on more initiatives for seniors and youth including enhanced communications/ messaging in multiple languages - York Regional Police	✓		✓		
Act as liaison between Reception Centre and schools where newcomer students are sent; take deliberate efforts to include newcomer students in school clubs and teams - York Region District School Board	✓		✓		
Promote equity and inclusivity board wide; Establish Inclusive School and Community Services unit; Concentrate efforts and Reception Centre; ensure that every school has English Language Learners sections to serve newcomer students - York Region District School Board	✓		✓		
Work with agency partners to provide mental health support for newcomer youth - York Region District School Board	✓		✓		
Continue to build on <i>Community Leadership Resources Program</i> to build capacity of emerging civic leaders from diverse communities - United Way of York Region	✓		✓		✓
Build on <i>Community Leadership Resources Program</i> to facilitate community of practice to help build capacity of non-profit social service organizations to serve diverse population - United Way of York Region	✓				
Facilitate opportunities that bring members of the community together to share their aspirations, issues and solutions (i.e. meeting house series) - United Way of York Region	✓		✓		
Host York Region's first Internationally Educated Professionals conference - The Regional Municipality of York (Community and Health Services Department, Office of the CAO, Corporate Services), Job Skills, Workforce Planning Board, TRIEC, COSTI, Catholic Community Services of York Region, Town of Markham, Town of Richmond Hill	✓	✓			
Provide Civic Education and language training; English as a Second Language (ESL) for seniors in three Welcome Centre locations - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services			✓		✓
Continue to build on and promote connection with the systems through opportunities to meet and engage with elected officials; expand the number of guest speakers in the <i>Language Instruction for Newcomers to Canada (LINC)</i> classes who can inform students about their rights and responsibilities - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job	✓				✓

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Skills, COSTI Immigrant Services					
Seek to provide programs that promote community connections such as <i>Mentoring and Host Programs</i>, Youth programming in three Welcome Centres - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓		✓		
Housing support services to be located in each Welcome Centre as a part of the larger housing help system - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓	✓			
Expand on-demand interpreter and newcomer information communication centre. Encourage and offer this service to other agencies and groups to support improved access and communication with newcomers who do not speak English - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓		✓		
Seek to provide cultural education, celebration and engagement activities by facilitating and/or supporting culturally instructive community events and special events at Welcome Centre facilities; Use in special community projects to build cultural understanding and awareness - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓			✓	
Ensure newcomers are aware of and can access services, in particular Women and Seniors support Groups, in five Welcome Centres - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓		✓		
Data development - continue to collect and share data on the impact of services and needs that remain unmet in the community - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓				
Establish a connection with isolated newcomer communities to promote service use and engagement - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓		✓		

Community Partnership Council Individual Member Actions	Community Results				
	Welcoming & Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically & Politically Integrated
Seek to develop Small, Medium Enterprise support for business service supports for Newcomer Entrepreneurs - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services, Town of Markham, Town of Richmond Hill, Workforce Planning Board		✓			
Co-ordination of employment services for newcomers and employer engagement - Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓	✓			
Public Awareness and advocacy Campaign to promote positive aspects and attitude towards newcomers through: Newspaper special supplement on the Strategy; Ads from partners/ information on settlement services; Increase efforts to build connections between the “main stream” and newcomer communities to change community attitudes towards newcomers; Building community capacity and identifying funding needs; Advocacy and support for the Welcome Centre System with funders and the broader community - Citizenship and Immigration Canada, Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓				
Expand Mentorship Partnership Program - Toronto Region Immigrant Employment Council, York Central Hospital, The Regional Municipality of York, Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓	✓			
Building connections with diverse communities - York Regional Police, Catholic Community Services of York Region	✓		✓	✓	
Develop and promote Community Ambassadors Program to work with community stakeholders in helping to identify and guide potential candidates for a career in policing - York Regional Police, Catholic Community Services of York Region	✓				✓
Promote participation/volunteering of newcomer communities on Committees of Council, volunteer boards in York Region - York Regional Police, United Way of York Region, Catholic Community Services of York Region, Centre for Information and Community Services Ontario, Social Enterprise for Canada, Job Skills, COSTI Immigrant Services	✓		✓		✓
Establish a Municipal Diversity Reference Group that would build on existing diversity/race relations initiatives in local municipalities and would provide a forum for them to engage in collaborative planning, discuss common needs, identify possible tools for other municipalities and best practices - The Regional Municipality of York (Community and Health Services Department), York	✓			✓	

LEADING CHANGE FOR A STRONGER COMMUNITY

COMMUNITY PARTNERSHIP COUNCIL COLLECTIVE ACTION PLAN
2012 - 2015



Draft

Funded by:

Financé par :



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada



York Region Local Immigration
PARTNERSHIP
LEADING CHANGE FOR A STRONGER COMMUNITY

Creating an inclusive community where all residents can thrive

The landscape and social fabric of York Region are changing. By 2031, 55 per cent of York Region residents will be immigrants including newcomers and long term residents. York Region recognizes immigration as an important contributor to economic growth and community vitality. The *York Region Immigration Settlement Strategy* (the *Strategy*) provides a long-term vision to support the overall well-being of newcomers in an inclusive, welcoming community where all residents can thrive.

Released in September 2011, the *Strategy* was developed by the Community Partnership Council (CPC) as the guiding framework of common community priorities and collective actions to enhance integration of newcomers. This document, *Leading Change for a Stronger Community*, is the three-year action plan that supports this vision and moves the *Strategy* from talk to action. The accompanying *Turning the Curve* indicator report sets out the measures that will guide the *Strategy's* progress, steer decisions and determine future actions. Together, they are the tools for change.

Turning the curve to lead change

The first step in developing the *Strategy* was to define what successful integration of newcomers translates to in real life. By taking a holistic approach, the following five Community Results, with over 25 priorities, were established to guide the three-year action plan:

Doing it right - Action plan uses a Results-Based Accountability model

The CPC used a Results-Based Accountability (RBA) model to create the *Strategy's* action plan. This disciplined process begins by identifying the Community Results (or desired state of well-being) and works backwards to identify common goals and individual actions to create change in the community. Indicator measures are established to determine what actions need to be taken to turn the curve in a more positive direction. This model encourages contributions from diverse sectors of the community to achieve a common goal.

A community that is welcoming and inclusive

A community that openly receives newcomers promotes social equity and is cohesive. It is a community that understands the needs of newcomers and facilitates their full participation in all aspects of community life, the economy and Canadian society.

Priorities:

- Support the continued development of the community hub model (i.e. Welcome Centres) and the York Region Immigration Portal
- Build community capacity to be welcoming, inclusive and equitable through providing adequate resources, fostering partnerships and promoting community awareness and acceptance of newcomers
- Continue and improve collaboration and knowledge sharing across sectors and different levels of government
- Improve accessibility and awareness of programs, and supports to address social isolation and labour market access
- Address issues related to language barriers and their impact on all areas of integration

Newcomers are economically integrated

Newcomers strive and are succeeding in the labour market, have jobs that match their skills and education, are living in affordable, stable and safe housing and have a livable household income. Newcomers help meet labour market shortages and keep York Region economically competitive.

Priorities

- Work with employers to hire newcomers
- Facilitate newcomers' understanding and learning of "Canadian work culture"
- Support successful "first job in Canada" experiences
- Support newcomer entrepreneurs
- Offer better support for the accreditation process
- Improve quantity and quality of affordable, safe and stable housing

Newcomers are socially integrated

Newcomers connect with the community and feel included, valued and positively linked to the people, places and things within and outside their communities. Newcomers feel safe and are living healthy lives.

Priorities

- Meet the individual needs of newcomers and provide a continuum of supports
- Help newcomers to be connected and live in safe communities
- Address mental health challenges of newcomers
- Help newcomers become actively involved in their local community or neighbourhood
- Ensure newcomer women have dedicated social support programs focused on their needs
- Help newcomer seniors become aware of and access supports and services available to them
- Help newcomer youth feel welcome and receive the support they need to excel

Newcomers are culturally integrated

Newcomers have and seize opportunities to be actively engaged, feel part of Canadian culture and understand Canadian values. Newcomers can practice and share their own culture and learn about and interact with other cultures. Newcomers understand the social and cultural norms of various cultures and are able to practice them appropriately.

Priorities

- Build awareness and respect amongst cultures
- Increase access to shared and public space, where ethno-cultural communities can gather, celebrate cultures and learn from each other
- Promote cross-cultural interactions and diversity through arts/media/recreation
- Nurture and celebrate diversity and the multicultural identity of York Region

Newcomers are politically and civically integrated

Newcomers understand, can access and trust the government system in Canada, policing services and the political and justice systems. Newcomers take active roles in community building and take leadership roles within organizations and institutions.

Priorities

- Promote and monitor diversity for leadership roles in organizations and institutions
- Increase newcomers' opportunities to build their skills and increase learning through volunteering
- Help newcomers understand their rights and responsibilities so they can become actively engaged and civic-minded residents of Canada
- Ensure organizations commit and practice values of equity and diversity
- Strengthen relationships between newcomer communities and policing services, justice, government and political systems

Individual accountability is a foundation of the Strategy

The *Strategy* is a community plan founded on a principle of shared responsibility and individual accountability. CPC member organizations identified 126 individual actions that support the *Strategy* and move each Community Result in a positive direction.

Beyond the Community Partnership Council: All community stakeholders have a role to play in the success of the Strategy

The CPC will take the lead to engage the broader community to bring the *Strategy* to life. This will require outreach to build awareness, facilitate and coordinate new partnerships and identify effective actions. CPC members will be instrumental in leveraging partnerships and linkages in their sectors.

Outreach will engage a variety of community stakeholders including: mainstream organizations, the business sector, post-secondary institutions, various levels of government, settlement agencies, not-for-profit organizations, and community groups.

Measuring progress

After three years, the CPC will report on progress made in the implementation of the *Strategy* and how it has contributed to the well-being of newcomers living in York Region. The progress report will:

- Use the indicators and their baseline measures to assess how the community is doing in terms of “turning the curve”. Some indicators will take many years to move in a more positive direction.
- Examine the effects of programs and services on newcomers and assess if they are making a difference.
- Highlight what we have accomplished over three years.

Collective actions

In addition to individual actions, CPC members identified collective actions that they will work on together.

The 2012 to 2015 collective actions of the CPC are identified in the following charts. Each action supports one or more of the five Community Results of the *Strategy* and are grouped under three collaborative action areas:

- Building community capacity
- Supporting positive attitudes towards diversity
- Enhancing labour market outcomes



Building community capacity

Settlement agencies, mainstream organizations and informal groups all play a role in supporting newcomer integration. These stakeholders are the primary contact for many newcomers upon their arrival in Canada. It is important that all sectors build capacity to be able to support newcomers. Easy access to such organizations is also essential for the promotion of welcoming communities. Access encompasses eligibility, hours of operation, location, affordability, cultural appropriateness of service, and more.

Actions	Community Results				
	Welcoming and Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically and Politically Integrated
<i>Building Connections with Diverse Communities in York Region</i> Build on efforts of York Regional Police and Catholic Community Services to share information on engagement and communication tools for ethno-cultural and faith communities and to educate front-line staff. This action will help build trust of government, understanding among underserved populations and will support equitable access to programs and services.	✓			✓	✓
<i>Enhancing Services Available at the Immigrant Youth Centre</i> The Immigrant Youth Centre will be developed into a one-stop location for immigrant youth, aged 13 – 24. The centre will focus on programs and services to support newcomer youth integration.	✓		✓	✓	
<i>Build Connections Between Libraries</i> Public libraries are often a gathering place for newcomers. Explore the opportunity for all nine local municipal library systems to share best practices, resources and tools to support newcomers. This action would work in collaboration with the federally funded Library Settlement Program that currently operates in the City of Vaughan, Town of Richmond Hill and Town of Markham.	✓			✓	
<i>Build York Region's Capacity to Foster Civic Leadership and Volunteerism</i> Examine ways to promote participation/volunteering of newcomers on municipal and public advisory boards, committees and volunteer boards in York Region.	✓				✓
<i>Establish Funders Table</i> Exploring new partnerships and the creation of a funders table that will help identify and guide community investments and resources allocations to achieve effective community results in York Region. Action will be coordinated with existing funding planning tables and forums.	✓				

Enhancing labour market outcomes

Employment is a key determinant of successful economic integration. It is important that newcomers' jobs match their skills to maximize the talent pool and build a strong economy. Job-to-skill mismatch contributes to job insecurity, dissatisfaction, unemployment, underutilization of skills and lower income levels. Language proficiency is also an important indicator of job readiness of newcomers and important to support.

Actions	Community Results				
	Welcoming and Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically and Politically Integrated
<i>Host York Region's First Internationally Educated Professionals (IEP) Conference</i> Host a one-day conference that connects all levels of government, professional associations, employers and newcomers together to network and learn about navigating and being successful in the Canadian workplace.	✓	✓			
<i>Enhance Mentorship Partnership Program</i> Work with Toronto Region Immigrant Employment Council to expand the mentoring partnership program in York Region and identify linkages between other mentorship programs in York Region. This action will offer skilled newcomers opportunities to learn about "Canadian work culture" and provide mentors with opportunities to learn about the benefits of hiring immigrants.	✓	✓			
<i>Engage Employers</i> Critical to economic integration is educating and engaging employers on the benefits of hiring immigrants. This action will build on the momentum of the IEP conference and examine current outreach efforts and identify gaps in engaging employers, particularly small and medium enterprises in York Region. Outcomes will include proposing innovative solutions and partnerships for effective employer engagement in York Region.	✓	✓			



Supporting positive attitudes towards diversity

Community attitude is a strong determinant of a community's willingness to embrace newcomers. This is a key foundation upon which all other aspects of a welcoming and inclusive community are built.

Actions	Community Results				
	Welcoming and Inclusive	Economically Integrated	Socially Integrated	Culturally Integrated	Civically and Politically Integrated
<i>Establish a Municipal Diversity Reference Group</i> Build on existing diversity, equity and inclusion relations initiatives in local municipalities and provide a forum for staff to engage in collaborative strategic planning and coordination.	✓		✓	✓	
<i>Increase Public Awareness of the Positive Impact of Immigration</i> Develop a public awareness campaign that promotes positive aspects and attitudes towards newcomers. Build partnerships in the community so all stakeholders understand their role in promoting a welcoming and inclusive community.	✓		✓	✓	



Community Partnership Council (CPC)

The *York Region Immigration Settlement Strategy* was developed in partnership with the CPC which is comprised of community leaders from across all sectors. The *Strategy*, the *Turning the Curve* indicator report and this action plan support the CPC's priorities and long-term vision to support the overall well-being of newcomers in an inclusive and welcoming community.

2012 Community Partnership Council Members

Mayor Frank Scarpitti (Co-Chair), Town of Markham
Stephen Lam (Co-Chair), Catholic Community Services of York Region
Bill Fisch, Chairman and CEO, Regional Municipality of York
Lina Bigioni, Regional Municipality of York
Mayor Tony Van Bynen, Town of Newmarket
Robert Cazzola, COSTI Immigrant Services
Patricia Cousins, Social Enterprise for Canada
Nella Iasci, Job Skills
Al Wilson, Workforce Planning Board
Akash Mahajan, Toronto Region Immigrant Employment Council

Ricky Veerappan, York Regional Police
Jennifer Miller, York Central Hospital
Tricia Myatt, Town of Richmond Hill
Mirella Tersigni, City of Vaughan
Sandra Tam, Town of Markham
Moy Wong-Tam, Centre for Information and Community Services of Ontario
Leanne Rosteing, York Catholic District School Board
Cecil Roach, York Region District School Board
Serge Paul, Conseil scolaire Viamonde
Janice Chu, United Way of York Region

Ex-Officio Members

Richard Lecours, Citizenship and Immigration Canada
Catherine Campbell, Ontario Ministry of Citizenship and Immigration
Victoria van Hemert, Central Local Health Integration Network

Sandy McMillan, Ontario Ministry of Training, Colleges and Universities
Leigh Reynolds, Service Canada

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**For more information about the
York Region Immigration Settlement Strategy and Action Plan
visit www.yorkwelcome.ca**

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