

**Northwest Scarborough Local Immigration Partnership
Settlement Strategy Draft**

**Submitted: November 1st 2010
Prepared by the NWS LIP Team**

Executive Summary

Local Immigration Partnership

The Local Immigration Partnership (LIP) of North West Scarborough is a community driven project funded by Citizenship and Immigration Canada (CIC) in partnership with the Ministry of Citizenship and Immigration (MCI). The goals of this initiative are:

- To improve access and coordination of immigrant integration services
- To improve labour market outcomes for immigrants
- To strengthened local awareness and capacity to successfully integrate immigrants

The North West Scarborough LIP has further used these goals as a platform and starting point to desegregate information to identify service gaps, duplication of services, challenges in providing services to newcomers and recommendations in the form of actions and directions to uphold and overcome the barriers to better and sustainable services for newcomers in North West Scarborough.

North West Scarborough Partnership Council

The Partnership Council of North West Scarborough was founded in December 2009. It is made up of a wide range of stakeholders including the community organizations, social service providers, settlement agencies, language training providers, local associations, the City of Toronto administration, and employers. In total, our membership is made up of leaders from 34 organizations who serve various target groups and reflects an inclusive cross section of society and residents.

North West Scarborough Landscape

The North West Scarborough LIP catchment boundaries are Steeles Avenue to the north, Markham Road to the east, Highway 401 to the south, and Victoria Park Avenue to the west. This area encompasses the six neighbourhoods including Steeles, L'Amoreaux, Agincourt, Agincourt South-Malvern West, Agincourt North, and Milliken; all located in the City of Toronto. The population of the NWS area is **181,731**, which of these **128,270** are immigrants, constituting a substantial **71%** of the NWS population.

Project Methodology

The NWS LIP Team in partnership with the NWS LIP Council conducted the research over several months in 2010. Their method paid particular attention to community perceptions and feedback and used a number of collaborative approaches to collect data. The data collection strategy included 97 interviews with stakeholders, 11 focus group discussions, a Community Summit, and 27 one-on-one discussions with NSW LIP council members.

To deepen our knowledge of active programs and services for newcomers in NWS, working groups were established to analyze NWS's settlement environment. These working groups furthered their work by developing strategies to enhance better access to information, access to services and engage community members in newcomer settlement while the other focused on sector specific solutions.

Research Findings

Listed below are programs and services newcomer immigrants highlighted as useful:

- Language classes to improve skills in official languages (French and English)
- Employment training programs and job search workshops
- Transport facilities in the neighbourhood
- Settlement support from newcomer service providers

- Assistance and support from residents and faith-based groups and or in partnership with non-denominational service providers
- Free healthcare

With the NWS being one of Toronto's fastest growing newcomer communities, it is no surprise that through this unpacking and discovery process that immigrant newcomers and partners have identified a longer list of growth areas/opportunities than areas of strength and usefulness. Below is a list of activities, programs and services stakeholders highlighted as underrepresented or missing in NWS.

- Access to information - user-friendly information in newcomer immigrants first language(s)
- One-stop service locations - collaboration, co-location and coordinated services
- Access to local services
- Employment supports – better/stronger connections to jobs/ professional placements
- Employment/sector specific language training
- Improve healthcare services – remove three month waiting period, include dental care and eye care
- Improved childcare and childminding services
- Reduce waiting periods and access to affordable housing and/or financial assistance

Recommended Settlement Strategies

Partnership Council of North West Scarborough Local Immigration Partnership presents the settlement strategies under three areas with emphasis on service sectors that greatly influence and enhance newcomer settlement and integration into Canadian society.

The NWS LIP has developed a number of strategies to improve access to effective and useful newcomer information and welcoming into North West Scarborough neighbourhoods, to improve pre-arrival information, arrival information package, and on-line information portal, and enhance capacity of newcomer welcome centres, and to improve the capacity of the community based organizations to empower them to play a more active role in supporting newcomers and assisting settlement service providers in delivery of newcomer services.

Additional strategies focus on how to enhance access to newcomer services, ways to enhance the capacity of service providers, collaboration & resource sharing, long term partnerships and two way communication between service providers and clients.

Finally, the last set of strategies proposed focus on improving labour market outcomes for newcomers, improving language training & educational services, and enhancing services from health sectors and other basic needs.

The proposed strategies address both micro and macro level interventions based on the research findings and recommendation of the NWS Partnership Council members.

North West Scarborough Local Settlement Strategy

Education, Training and Employment

Improve education and training programs and increase access to pre-employment training, coaching and mentoring

Welcoming & Access to Information

Improve pre-arrival & arrival information packages and enhance access to effective and useful newcomer information and welcoming by the neighbourhood

Language Training & access to Services in ethnic languages

Build local capacity to improve language training programs, information and services accessible in different ethnic languages and enhance language interpretation and translation services

Community Engagement in Settlement

Ensuring community groups are more engaged and better equipped to assist in settling newcomers in their neighbourhoods and successful integration

Settlement & Family Support

Improve settlement services including legal support, family support, child development, immigration status and women empowerment

Access to Services

Ensure effective service delivery and improved labour market outcomes through coordination and partnership among settlement service providers and other stakeholders

Health and Wellness

Enhance access to general and mental health support services; improve welfare services for children, youths, adult and seniors and recreation program for different demographic groups

Housing and Basic Needs

Establish and strengthen local network to enhance access to affordable housing, protect tenants, access to food bank, cloths and furniture in NW Scarborough

Acknowledgements

Gratitude is the inward feeling of kindness received. Thankfulness is the natural impulse to express that feeling. Thanksgiving is the following of that impulse. ~Henry Van Dyke

Gratitude unlocks the fullness of life. It turns what we have into enough, and more. It turns denial into acceptance, chaos to order, confusion to clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend. Gratitude makes sense of our past, brings peace for today, and creates a vision for tomorrow. ~Melody Beattie

Firstly, we would like to recognize Citizenship and Immigration Canada (CIC) for their funding and the continual guidance of the CIC officers that have granted us the opportunity to take part in such a highly influential and innovative initiative. Because of their willingness to financially support endeavours that will improve the lives of newcomers and the overall welfare of society, we are greatly indebted.

With that being said, we cannot go without thanking the partnering organizations whose valuable insights on sector related issues have been the fabric of this Strategy paper. By participating in council meetings, focus group discussions, one-one-one consultations, and various information exchanges they have given the LIP an abundance of knowledge on which to build our strategies. Their expertise has brought much credibility and their commitment to enriching the lives of newcomers is undeniable. For all their hard work, we thank each and every one of you.

Also we would like to express our greatest gratitude to the people we have set out to help, newcomers. We have been able to engage many immigrants and their input and feedback has been inspiring. The stories they shared have helped to create a vision for the LIP and is the basis of what we envision the future for all newcomers to the North West Scarborough area will be.

Last but not least, many deserving thanks goes to the NWS LIP team, Mani Mahadeva, Rezwan Karim, Michelle Davis, and animators who have dedicated their time, commitment, passion and drive to the NWS LIP initiative. They have taken great measures to ensure that the LIP never loses focus of the big picture, improving newcomers' welfare, and have strived to construct a comprehensive, sustainable, and dynamic Settlement Strategy that will be implemented by its members. The LIP team has incorporated and engaged all stakeholders in this process and hope to continue advocating on behalf of newcomers and ultimately becoming the much needed change.

Thank you.

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Chapter 1: Project Background

Background

The North West Scarborough Local Immigration Partnership (NWS LIP) is a Citizenship and Immigration Canada (CIC) funded program in partnership with Ontario Ministry of Citizenship and Immigration (MCI). The overall objective of the LIP initiative is to identify the groups that will coordinate and enhance local and regional service delivery to newcomers in Ontario while promoting innovative and efficient use of resources.

The North West Scarborough LIP is one of the 13 CIC funded LIP's that provides a collaborative framework for, and facilitates the development and implementation of sustainable solutions for successful social and economic integration of immigrants of the North West Scarborough region.

North West Scarborough LIP's catchment area is a vast area within Scarborough, stretching from Steeles Avenue to the north, Markham Avenue to the east, Highway 401 to the south, and Victoria Park to the west. This covers six neighbourhoods within the City of Toronto: Steeles, L'Amoreaux, Tam O'Shanter-Sullivan, Agincourt South-Malvern West, Agincourt North, and Milliken.

The North West Scarborough area represents one of the fastest growing newcomer communities in the GTA, with a newcomer population that is one and a half times greater than any other region in Toronto. Originally in the early 1960's the community was designed as a "bedroom" community for middle income earners, whom most of moved due to downsizing, as their children grew up and moved away. Currently, in a large number of these homes, multiple families that have recently immigrated to Canada now reside. It is not uncommon to find five or six families all sharing one home to reduce expenses. Also, the apartment stock in North West Scarborough for the most part is more affordable in comparison to the rest of Toronto and therefore has attracted many immigrants.

Our catchment area is comprised of a substantially larger number of low income neighbourhoods when compared to Toronto at large. We have found that much of this is due to the fact that many of the newcomers who reside here are usually employed by low income jobs requiring little skill, and provide minimal to no potential for wage or salary increase. In addition to this disparaging fact, the cultural make-up of North West Scarborough is comprised of a visible minority population of 81%, higher than the rest of Toronto, and comprised of 64% Chinese and South Asians, according to *2006 Statistics Canada Census*.

History

Parallel to North West Scarborough's size and background, its history is just as substantial, encompassing four fundamentally historic neighbourhoods of Armadale, Agincourt, L'Amoreaux and Milliken.

Early Settlement

Armadale

Though the smallest primary township, only covering the intersection of Markham Road and Steeles Avenue, Armadale was home to "Free Methodist Church (built in 1880 and the oldest continuing Free Methodist church in Canada), a blacksmith shop, a brick making yard, several farms, a general store operated by the Beare Family and a Temperance Hotel and Tavern." (Schofield & Whynot, 1996).

The hamlet of Armadale was originally called Magdala, but when Robert Harrington wanted to establish a post office in 1869, the name was rejected and thus the name was changed. The origin of the name Armadale was taken from a village in Scotland.

Agincourt

Of the major neighbourhoods within NW Scarborough, Agincourt had the greatest magnitude in sculpting its existence. The inception of this neighbourhood dates back to June 1, 1852 when it was officially named by John Hill, an English migrant who owned a general store and the first post office in the area. Initially, Agincourt remained quite small, only stemming a little beyond present day Brimley Road and Sheppard Avenue. By 1971 the first railway station was constructed, bring with it:

“An increase in access to transportation, a growth in population and a shift in the community centre westward along Main Street (now Sheppard Avenue) to Church Street (now Midland Avenue.) By 1884 the community had been blessed with two railways, the Toronto Nipissing/Grand Trunk/CNR line running north and south midway between Kennedy Road and Midland Avenue and the Ontario and Quebec/CPR line running diagonally through the community just east of Midland Avenue” (Schofield & Whynot, 1996)

Previous to the railway expansion another significant construction had taken place. In 1842 the building of the Knox Presbyterian Church and cemetery (which is still standing today) commenced. As a result, the church drew more and more people, (mainly of English, Irish, Scottish, and French descent) to the area, and in 1872 it was expanded and a general store was built adjacent to the site. With all its affluence, Agincourt became the largest community in its township. By 1912, it acquired a telephone exchange, the first official bank in Scarborough, tin smiths, and a skating and curling hall. Also in 1912, increased funding for essentials to advance their infrastructure, such as hydro, curbs and sidewalks were generated.

L'Amoreaux

As Agincourt was evolving, so was L'Amoreaux. Its main area of development was along Finch Avenue, west of Birchmount Road and included most of North West Scarborough between Sheppard and Steeles. Its name derived from a French Loyalist family who arrived in 1816 and settled in another part of Scarborough. From the period of 1845-1854, L'Amoreaux saw the growth of its township to include its first school, general store and post office. Also in the initial stages of L'Amoreaux's inception, two churches, St. Paul's (Anglican) Church (1840) and Christie's Methodist (1846) were established. By 1906, services had expanded to include blacksmiths, and a wagon and window sash shop. L'Amoreaux continued to grow in the turn of the century, seeing an acclaimed covered race track built in 1927.

Milliken

Milliken was smaller in size compared to Agincourt and L'Amoreaux, only spanning from Kennedy Road ending at Steeles Avenue, to the Markham Concession Road that continued northward a quarter mile east, both separated by the Toronto Nipissing Railway. Similar to L'Amoreaux, Milliken's name originated from a French Loyalist, Norman Milliken, who migrated from New Brunswick in 1807. From 1859-1878, its first post office and school was established, along with the Ebenezer United Church which is currently located on Brimley Road, north of Steeles Avenue in Markham. Widely known as mainly an agricultural area, it only released its final farming activities as late as 1980 and transitioned to a more residential area. Its agricultural past is still evident, through its many green spaces, parks and trails.

Restricted Immigration

Immigration throughout the 19th century and into the early 20th century was very homogenous. Those that were granted entry arrived mainly from America, England, Scotland, Ireland, and other Anglo-Saxon

countries, with a few immigrants from the Netherlands and France. Government was extremely opposed to the idea of particular countries arriving to Canada. In fact, they were so against certain countries gaining entry that:

“By the mid-1920’s, Canadian immigration laws and regulations were revised to restrict immigrant entry into Canada along racial and ethnic lines. Rules against Asian admission were already tight. Now the admission of Eastern Europeans was made much more difficult and the immigration door was slammed shut on Southern Europeans and all Jews irrespective of country of origin, except those few who might come to Canada from the United Kingdom or the United States.” (Troper, 2004)

These restrictions greatly suppressed the amount of Blacks, Chinese, Indians, Jews, Japanese, and other non Anglo-Saxon immigrants, as well as people seen as “unfit” due to physical or mental disability and illness from entering Canada.

Post War Immigration Policy

The trend of racially and ethnically denying immigrants into Canada continued right through the 19th Century and early 20th Century. Heavy industrialization and urbanization paired with increased needs for commercial goods and services by the upper-class city dwellers not willing to do manual labour provided a small window of opportunity for immigrants. Although there was a great need for immigrants to join the work force, government still remained reluctant. Even after WWII and the depression that followed, the need for cheap labour within cities, mainly Toronto, continued to increase. This eventually forced the Canadian government to finally ease harsh immigration legislation in 1947.

It was a slow process for the Canadian government and if not for labour shortages, its doors would have remained very selective at best. Also, if it were not for the need for Canada to extend its humanitarian arm to those displaced by the war, tens of thousands of immigrants would not have had the opportunity to settle within Canada’s borders. After the war, Toronto had the largest population per capita of Displaced Persons in Canada. From Holocaust survivors to European refugees, impoverished people from Italy and Portugal to Chinese that escaped their war torn country, all were granted entry and immigrant population begun to grow.

Renewed Immigration

In the 1960’s the immigration policies were finally reformed to include that all races and ethnicities be treated equally:

“Intake was divided into three categories. Independent class immigrants (and their accompanying family) were admitted based on education, training, skills or other qualifications. Family class immigration was retained essentially intact, with immigration from the Americas and Europe allowing a broader range of possible relatives than was possible from Asia and Africa. The nominated class represented a hybrid of the two previous classes. Immigrants in this class were admitted based on skill but also had a relative living in Canada who was willing to sponsor their admittance and provide some degree of support.” (Mata & Pedakur, 1998)

This standardized immigration screening process was introduced in 1967, called a Point Test, awarding points for socio-economic and demographic attributes. This both increased and encouraged immigrants to come to Canadian cities. Toronto was becoming a melting pot of cultures. At first “Toronto’s population was (one) million in 1951, when (it) began expanding into the suburbs in all directions. The city (then) doubled to two million by 1971 and was bursting at its municipal boundaries.” (*Local: Scarborough History - Post World War II Growth*, FoundLocally.com, 1999-2010)

As a result of the post war influx of immigrants, Toronto was not just growing in population but also improvements to its infrastructure due to its skilled labour force, mainly provided by newcomers. The boundaries of the city were expanding and created the suburbs, which were broken into the municipalities of Etobicoke, York, North York, East York and Scarborough. These municipalities joined Metropolitan Toronto in 1957, and later in 1998 amalgamated into one, referred to as the City of Toronto.

Currently, Toronto has one of the most diverse populations with neighbourhoods comprised of the second highest proportion of immigrants worldwide. It is known that “1 (in) 6 Scarborough residence is Chinese, 1 in 6 is South Asian, and 1 in 10 is (of African descent) black.” (*Local: Scarborough History - Post World War II Growth*, FoundLocally.com, 1999-2010) The neighbourhoods of North West Scarborough will continue to grow as government policies and settlement services improve, allowing for more newcomers to enrich society.

Objectives

The NWS Local Immigration Partnership exists to establish a collaborative framework that facilitates the development and implementation of sustainable local and regional solutions for successful integration of immigrants to Ontario. LIP seeks to help communities put immigration on their overall planning agenda in order for all to benefit from the successful social and economic integration of new immigrants. In doing so, LIP’s major objectives are:

1. To improve access to and coordination of immigrant integration services

Once ways to better coordinate and access services are identified, the Partnership council will develop strategies to overcome any barriers. For example, if it is clear that newcomer’s from a particular neighbourhood are unaware of existing services; different methods will be introduced to ensure and enhance information availability by the dissemination of culturally and linguistically appropriate information through local faith communities or businesses in communal gathering places. Or if it is identified that newcomers need to travel far to access services; the Partnership Council will explore the feasibility of mobile services, service delivery through places of worship, educational institutes or other.

2. To improve labour market outcomes for immigrants

This may include initiatives such as engagement of local employers, mentorship initiatives, coordination of local employment services and non-paid internships. By including local colleges and training programs into the Partnership Council we aim to reduce barriers to newcomer employment and educational opportunities. The Partnership Council will also work closely with a wide variety of businesses/companies to advocate making internships more available to newcomers. An initiative is already underway within the North West Scarborough community which is facilitating mentorship opportunities for newcomers through the faith community. Also, professionals trained outside of Canada are being matched with mentors throughout Scarborough, and it is the intention of the Partnership Council to build upon and extend this project.

3. To strengthen local awareness and capacity to successfully integrate immigrants

The Partnership Council will work on identifying awareness barriers within the immigrant community, with specific attention paid to cultural backgrounds, types of immigrant status, and neighbourhood which they reside. It is necessary to closely consider the language, cultural practises, gender specific service needs, etc. of each community because what may be a barrier for one community, may not apply or be relevant to another. Once these barriers have been identified, strategies will be developed to ensure improved awareness has been addressed. Integration of immigrants in all aspects of the community will be a multi-

pronged approach, with a strategy developed by every sector of the neighbourhood including education, health care and delivery, employment, income supports and community engagement.

The objectives will be achieved by a Partnership Council with the commitment to the following:

- Active participation and undertaking the proceedings in a participatory manner
- A comprehensive and strategic approach to the integration of new immigrants that leads to the development of local settlement strategy and implementation work plan.
- Support project management team to expand the membership to include the agencies which facilitate the services demanded by the clients
- Innovative solutions for cost effective strategies and willingness to outreach the areas which need the services of different agencies

Methodologies

In order to accomplish the main objectives, the NWS LIP project management team has undertaken numerous activities geared toward gaining a better understanding of the issues and concerns of newcomers and the organizations that aid them. The PMT carried out interviews with stakeholders including newcomers, employers, community leaders, and service providers; surveyed the existing newcomer service providers in the NWS area; conducted focus group discussions with resident groups, settlement agencies, and newcomer students; and administered one-on-one discussions with partner agencies. From these activities the project management team was able to gain significant insight on the unique experiences of newcomers residing in North West Scarborough.

Interviews with Stakeholders

Over a two month period, 97 interviews were conducted with various stakeholders that included newcomers that have been in Canada for less than three years and refugees, resident/community leaders and faith group leaders, and service providers. Each interviewee was grouped into one of four categories: Newcomer Groups, Resident Groups, Community Leaders and Faith-based Organizations, and Service Providers, then asked specific questions tailored to suit the category they belong. From the interviews conducted the PMT extracted the wishes of newcomers and stakeholders and their perceptions of what is working best in the NWS area in regards to newcomer services. (Please see Appendix 3)

Survey of Service Providers in the NWS Area

The PMT, with the support of the Partnership Council, completed the surveying of over 65 service providers within the NWS area. This was a critical step in assessing the current state of the newcomer situation regarding what is already available to them. The first step of this process entailed dividing NWS catchment area into four sections and assigning each animator a section to physically canvass. The animators then collected the following information on each location: major intersection, agency name and address, main contact person(s), and the services provided for newcomer and/or residents in that specific location. Animators also used the internet to search out any other service providers within the area and cross checked by phoning each internet sought location to ensure all information was accurate. The information was compiled and put into a chart of service providers.

Focus Group Discussions

In addition to the several NWS LIP activities, 11 focus group discussions were organized and completed by the PMT over a two month period. Discussions were conducted with newcomer students and resident groups from various cultural backgrounds, and various settlement service organizations. From the discussions with newcomer students, they were able to share their personal experiences with settlement service providers, challenges and barriers in finding relevant information and services, and gave constructive feedback for areas of improvement. Resident groups and settlement service organizations

were able to share what they perceived as the services most valued by the newcomers they serve, the barriers they faced in providing services, and the support they need in order to better service newcomers. (Please see Appendix 4)

Community Summit

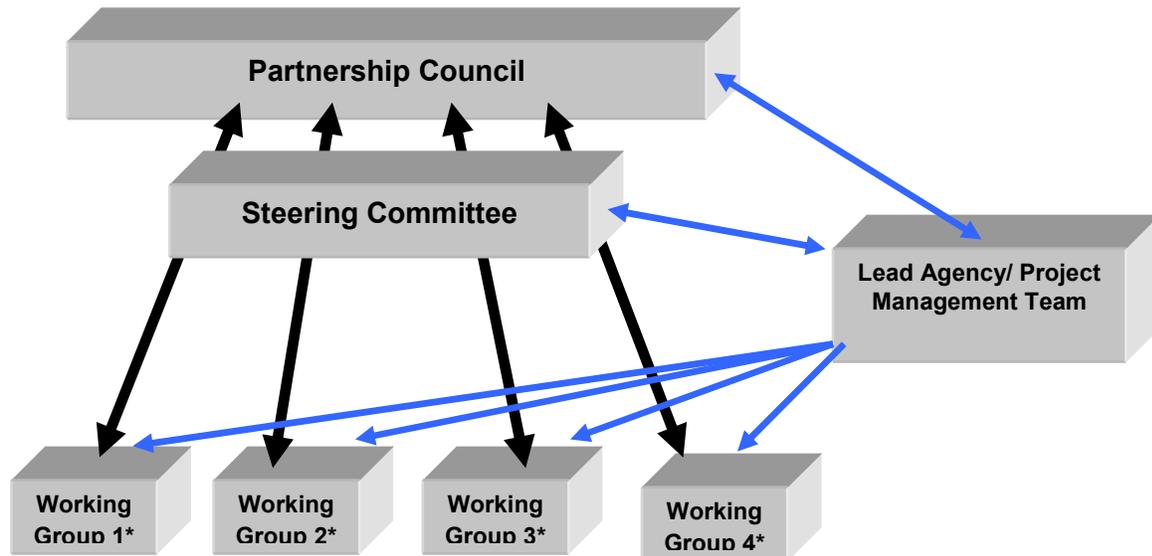
As a key component of the Local Immigration Partnership Project, the Community Summit explored how the LIP could better the experiences of newcomers in our neighborhoods by creating an atmosphere where service providers and the community could openly express their ideas and concerns. The outcome for this event provided the LIP with key issues that needed deeper exploration as we created our new settlement strategy for the community.

One-on-One Discussions with Partner Agencies

Similar to the focus group discussions, but on a smaller level, the PMT carried out 25 one-on-one discussions with Partnership Council members, over a two month period. Each member agency that participated in the individual meetings was asked the same set of questions specifically designed to gain feedback regarding newcomer service providers’ perspective on settlement services, their challenges and barriers, areas for innovation and collaboration, and recommendations for improvement to these services. (Please see Appendix 5)

Project Structures

Project management and implementation structure is comprised of four functional bodies namely Partnership Council, Steering Committee, Working Groups (sector specific Clusters/ focus Teams) and the LIP Project Management Team. The following is a diagram of the NWS LIP structure.



(Please note that the amount of Working Groups varies depending on Cluster or Team structure*)

Partnership Council

The Partnership Council consist of a wide range of stakeholders including the City of Toronto, community organizations, settlement agencies, language training providers, local associations and employers. When establishing council, great consideration was taken to ensure representation comprised of a wide array of

service providers who serve various target groups and that reflect an inclusive cross section of society. (Ex. Seniors, youths, women, children, people with mental and physical disabilities and internationally trained professionals). The Partnership Council is responsible for the complete oversight and guidance in developing a comprehensive local settlement strategy and implementation work plan. (Please see Appendix 1 for Terms of Reference)

List of Partner Agencies of North West Scarborough LIP

1. Acces Employment
2. Action for Neighbourhood Change (ANC) – Steeles/L'Amoreaux
3. Agincourt Community Services Association (ACSA)
4. Afghan Association of Ontario
5. The Arab Community Centre of Toronto
6. Carefirst Seniors and Community Services Association
7. The Canadian Centre for Victims of Torture (CCVT)
8. Canadian National Institute for the Blind (CNIB)
9. Canadian Tamil Youth Development (CANTYD)
10. Catholic Cross Cultural Services (CCS)
11. Centre for Information and Community Services (CICS)
12. Chinese Family Services of Ontario
13. City of Toronto - Social Development, Finance & Administration
14. East Metro Youth Services
15. Hong Fook Mental Health Association
16. Mennonite New Life Centre of Toronto
17. Operation Springboard
18. Scarborough Housing Help Centre
19. Scarborough North Employment & Social Services
20. Settlement Assistance and Family Support Services
21. The Scarborough Hospital
22. The Tamil Eelam Society of Canada (TESOC)
23. TransCare Community Support Services
24. Toronto Catholic District School Board - Continuing Education Department
25. Toronto District School Board – Adults Learning
26. Toronto Community Housing
27. Toronto Public Health
28. Toronto Public Library
29. Tropicana
30. Scarborough Centre for Healthy Communities - Scarborough West Community Health
31. VPI
32. West Scarborough Neighbourhood Community Centre
33. YMCA Newcomer Information Centre (Scarborough, Milner)
34. Youthlink

Community Members

1. Timothy Chan – Faith, Love, Hope Ministries (Faith-based group)
2. Cyleta Sealy – Glendower resident

Steering Committee

The Steering Committee is comprised of the lead agency (ACSA), the project management, and a chair and/or one other member of a Cluster/Team if a chair has not been designated. The Steering Committee will reserve the rights to review a decision taken by the Partnership Council if the decision taken by the

council is in contradiction to the program policies and procedures. Also, if a decision is to be taken in between two Partnership Council meetings, Steering Committee shall make a decision on behalf of the Partnership Council after addressing the issues with partner agencies and obtaining feedback from them.

Working Groups (Clusters/Teams)

In order to establish Clusters the Partnership Council was divided into sector specific groups based on their individual knowledge and expertise relating to a particular service area. (Ex. Health and wellness, employment, settlement, youth services, etc.) For a period during the NWS LIP project, Clusters were dismantled and regrouped into focus Teams. This took place after conducting interviews with stakeholders, where key issues were discovered and the Partnership Council created three Teams to generate innovative solutions and recommendations for the NWS LIP strategy and implementation plan. The focus Teams are as follows:

Team 1: Welcome and Access to information

This team reviews, analyzes and makes recommendations to improve pre-arrival and arrival welcome package and information, improve existing welcome centers, identify more welcoming centers and the role of resident and faith-based groups in welcoming newcomers.

Team 2: Community Engagement in Settlement

This team analyzes how community groups (resident groups and faith-based groups) can help newcomers, by improving their capacity through training and networking.

Team 3: Making Services and Support more Effective

Team 3 focuses on making services and support more effective. This cluster will also explore and recommend possible partnership initiatives to provide better coordinated services. Some of the key focus areas of this team include recommending service integration, establishing one-stop-shopping, capacity building of grass-roots organizations and other stakeholders, and enhancing tailor-made programs.

Lead Agency (ACSA) and Project Management Team (PMT)

The Project Management Team (PMT) is comprised of a Lead agency (ACSA), Project Manager, Administrative Staff, Community Engagement Worker and a group of animators. The main responsibilities of the PMT are financial accountability, achieving envisaged results and maintaining transparency during the project period. The PMT will also coordinate and complete field research and submit findings to the Partnership Council to facilitate the decision making process. The creation and dissemination of information on project processes, outputs and outcomes with CIC and Partnership Council will be done on a monthly basis by the PMT. The PMT directly reports to the Lead agency and Partnership Council, and any additional tasks assigned to the PMT are subjected to the Lead agency's approval.

Deliverables

The council will deliver the following for submission to CIC:

1. A **Local Settlement Strategy** that indicates:

- Improvement in coordinated service provision, consultation and an effective system for information dissemination
- Enhancement of gaining access to information and services in the locality
- Improvement in access to local and regional employment services and labour market
- Strengthening awareness of local services and resources and capacity to integrate new immigrants
- Establishment and expansion of local and regional partnerships and effective service delivery in prioritized areas

2. An **Implementation Work Plan** that provides:

- Key activities, role of different stakeholders, envisaged results, required resources, and timelines to implement the settlement strategy
- Description of connectivity with the Phase 1 and sustainability beyond the project period.
- Overall monitoring and evaluation strategy to enhance effective implementation of settlement strategy

Timeline of Deliverables:

- Strategic Planning and training and evaluation/ Partnership data collection - Jan /Feb 2010
- Partnership review and training day (STRATEGIC PLANNING) – Feb 2010
- Settlement Strategy and Planning Day - June 2010
- First Draft of the Settlement Strategy – October 2010
- First Draft of the Implementation Plan - December 2010
- Final draft of the local settlement strategy and Implementation Plan – January 2010

Work Cited

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Chapter 2: Literature Review

Canada is known as a country with a broad immigration policy which is reflected in Canada's ethnic diversity. Mostly immigration to Canada is driven by economic policy and family reunification. Canada is also considered a more prosperous and safer home for refugees from many parts of the world who fear ("being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion") or seek refuge from natural disaster or severe poverty.

This chapter will discuss the changes to government immigration policies, changes specifically made to the refugee system and its affect on newcomer migration. Also close attention will paid to Federal and Provincial government funding of newcomer settlement programs, newcomer services available in North West Scarborough, and how it influences the newcomer settlement process. Finally, the role of community groups in supporting newcomers and common challenges faced by newcomers will be discussed.

Definition of "Newcomers"

A newcomer can be referred to as an individual who has recently come to Canada as an immigrant or refugee, learning to navigate the Canadian systems and daily life, which require assistance in areas such as housing, employment, and social assistance, among many other areas.

For some agencies, the definition is determined by funding parameters. For example, federal funding defines a newcomer as someone who has been in Canada for less than three years whereas provincial funding allows newcomers to access services up to five years. All key informants find that it takes some newcomers longer than others to settle and to adjust to life in Canada. The majority of key informants believe that services should be provided to individuals who identify a need regardless of how long they have been in Canada (*Planned Parenthood of Toronto*, December 2005).

Government policy on immigration over the years – Federal and provincial

"Canada is a country built by immigrants" (Corrigan, 2006). Immigration is seen as a strategic investment in the country's economic and social viability. Each year, over the past decade, "over 200,000 people become landed immigrants in Canada" (Simich, 2000). Since Confederation in 1867 to today, nation-building was the underlying theme of Canadian immigration. "Historically the purposes of accepting immigrants were to expand the population, boost the economy, and develop society. Over time, specifics of immigration policies have evolved with the Canadian economy; and efforts to harmonize immigration with the social and cultural fabric have changed along with social issues" (Jeffrey G. Reitz, 2002)

"Canadian immigration (policies were) initially purported for expansion" (Smick, 2006), with most immigrants settling in rural, areas. In the early twentieth century, policy was very selective in allowing immigrants into Canada; particularly policy excluding non-European applicants.

Geneviève Bouchard, Research Director, Governance for the Institute for Research on Public Policy, classified the evolution of Canadian immigration system into eight periods that reflected policy shifts for the changing needs and priority of the Canadian society over time spanning over 100 years incepting from the year 1867. The immigration policy for the first period (1867-1913) emphasized brining in farmers, farm workers, and female domestics, mainly from Britain, the U.S. and North-western Europe.

The Immigration Act was then revised in the second period (1919-1929), introducing literacy tests for immigrants, defining origin (E.x. nationality, race, etc.). The preferred countries for immigrants were Britain, United States, the Irish Free State, Australia and New Zealand.

Canada's doors remained closed to new arrivals during the third period (1930s and 1940s), causing the Canadian unemployment rate to soar to 11%. Eventually, only family reunification cases were admitted.

The fourth period (1946-1962) contrasted the previous period with a large inflow of immigrants from Europe. A new Immigration Act was passed in 1952 that permitted rejections based on nationality, ethnic group, and geographical area of origin.

During the fifth period (1962-1973), there was a major shift in immigration and policies were revisited in 1962, changing racial policies into a more objective criterion of personal attributes and quality, rather than placing importance on nationality, ethnic origin, etc. A Point System was introduced in 1967 and geographic preference moved to third world countries.

In 1963, the government set up the Royal Commission on Bilingualism and Biculturalism with a mandate making recommendations on federal policy towards languages and cultures (ibid). Although initially it was focused on English and French languages and cultures; but eventually its scope was expanded to greater recognition of the contributions of other ethnic groups, and the need for greater government funding in certain areas.

In early 1970s the government inducted official federal multicultural policy that officially recognized plurality of cultures. The government also launched programs, allocating money for cultural activities, projects, and advocacy groups. It even created a cabinet minister position, a multiculturalism directorate within the Department of the Secretary of State and a Canadian Consultative Council on Multiculturalism (later renamed as the Canadian Ethno-cultural Council)(ibid).

During the sixth period (1974-1985) the Immigration Act was redefined in 1976 to accommodate three priority areas: family reunification (Priority 1), humanitarian concerns (Priority 2), and promotion of Canada's economic, social, demographic and cultural goals (Priority 3).

The seventh period (1986-1993), witnessed yet another shift in immigration policies. The government reduced the family class in 1992 to maintain the inflow of immigrants to 1% of Canada's population.

Commencing from 1993 onward, the eighth period put emphasis on long term goals to focus on skilled workers. The Immigration Act of 1976 was replaced in 2002. It gave preference (and more points) to applicants with higher educational qualifications, and higher proficiency in official languages (English and French). Points were also given based on work experience, with weight placed on length of employment up to a maximum of four years.

The Charter of Rights and Freedoms, first part of the Constitution Act 1982, is a landmark progress toward the elimination of discrimination (Section 15) based on grounds like race, religion, color, ethnic origin, sex etc. The Canadian Multiculturalism Act 1988 helps to preserve and promote multiculturalism in Canada. It "recognizes and promotes the understanding that multiculturalism (cultural and racial diversity) describes Canadian society and acknowledges the freedom of all Canadians to preserve, enhance and share their cultural Heritage" (Alberta Education, June 2006, Social Studies Background and Tools,)" Canada's recognition of diversity, and a discerning policy toward multiculturalism, was well reflected in a speech by Jason Kenny, Minister of Citizenship, Immigration and Multiculturalism. He observed that "as society evolves, Canada's multiculturalism policy continues to evolve and respond to emerging challenges" (May, 2008). Canada's immigration policy is viewed to be proactive and welcoming in consideration of positive benefits of newcomers in the Canadian economy and society. It pursues a structured system for immigration to "fill prescribed and controlled roles in the country's evolving political economy. Both the number and the attributes of immigrants in Canada are relatively well controlled through the country's immigration policy" (Schmidt 2007).

Canada has a convergence of people from all over the globe. More than 200 different ethnic origins (Statistics Canada, Daily Release, 2008) have migrated to Canada over the years. Canada's population is distinctively characterized by varying cultures and creeds. Now, "multiculturalism" is officially recognized and reflected in government policies and programs. Over time, Canada's diversity policy has gradually shifted from being discriminatory to being progressively reconciliatory making accommodation for cultures of all ethnic groups. Initially, it pursued an assimilative policy for a homogenous Canadian society (Jay Makarenko, 2010). During early 1900s new immigrants faced legal barriers to their equal participation in political and social institutions, such as discrimination in voting rights and employment (ibid, 2010). But due to increasing openness, liberalism, human rights, and direction to more egalitarian social policy, the government moved toward more inclusiveness.

Provincial Immigration policy

In the recent years, Canadian immigration policy has been adopting a more regionalized and market-responsive approach. Since the 1990s, most provinces in Canada have established regional-level immigration programs through which provinces are able to recruit and select immigrants. The number of people recruited through these programs has increased rapidly – from 1275 in 2000, to 4,418 in 2003 and 13,336 in 2006 (Citizenship and Immigration Canada, 2006) and even Ontario, the main destination of most immigrants to Canada, has developed a pilot Provincial Nominee Program (PNP). The trend of expansion and proliferation of these programs, which are often employer-driven and closely linked to labour-market needs, indicates that there are substantial needs in the realm of immigration policy that the federal program cannot meet, leaving gaps which provincial-level programs seek to fill.

The Constitution Act of 1867 accorded joint responsibility for immigration to the federal and the provincial governments (Kelley and Trebilcock, 1998). Based on Section 95 of the Canadian constitution and through the Immigration and Refugee Protection Act, and federal-provincial agreements, federal and provincial governments in Canada share the responsibility for immigration policy-making and implementation.

Canadian provinces are legally able to sign formal agreements related to immigration with the federal government (Clément, 2003). Provincial governments that have signed such agreements can nominate immigrants according to regional and local economic needs (House of Commons, 2003). However, the federal government has the final word in the immigration selection – it can reject an immigrant nominated by a province on medical, security or other, discretionary grounds. The numbers of nominees are determined through negotiations between the province and the federal government. Quebec has a larger degree of autonomy in immigration policy than any other province: under the Canada-Quebec Accord, the province of Quebec is fully responsible for the selection of all of its skilled immigrants (House of Commons, 2003).

The trend of developing and implementing provincial-level immigration programs intensified in 2005. By September 2006, the federal government had signed bilateral agreements with eleven provinces and territories. So far, the number of immigrants who have arrived in Canada through the Provincial Nominee Programs has been a small share of total immigration, but the growth of these programs has been impressive.

Under the 'Canada-Ontario Immigration Act' 2005, The Ontario Government launched its pilot Provincial Nominee Program (PNP). According to the agreement federal government promised to invest \$920 million in the settlement and integration of newcomers to Ontario over the following five years. PNP was launched in order to allow Ontario to identify and recruit immigrants that would satisfy its economic and labour markets needs.

Immigration and refugee protection act influences post 9/11 immigration policy

In 2001, the federal government introduced the *Immigration and Refugee Protection Act*, replacing the previous 1976 *Immigration Act*. This new legislation retained much of the previous legislation's framework, including the basic family, refugee, and economic classes of immigrants. The *Act*, however, did tighten eligibility requirements for refugees, skilled immigrants, and business immigrants. Importantly, it extended family entitlements to same-sex and common-law relationships, allowing individuals united under such relationships to bring their partners to Canada.

The event of September 11, 2001 in the United States, commonly known as 9/11, focused attention on certain aspects of Canadian law and policy, in particular, the refugee determination system and border controls. Following the 9/11 terrorist attack in US, a new set of regulations was brought to the immigration act and Bill C-11 was introduced by the parliament which came largely into force in June 2002. The revised immigration act gave more power to Canadian government to arrest, detain and deport landed immigrants on the suspicion they might be a security threat.

In 2002, the issue of security further led to the Canada-United States "Safe Third Country Agreement," with important implications for refugees and asylum seekers. The purpose of the legislation was to prevent individuals in the US from leaving, and possibly escaping US authorities, by making a refugee claim in Canada (Canadian Council for Refugees, 2009). Other key forms of Canadian-American cooperation in the area of security and immigration include ensuring the compatibility of immigration databases of both countries, and creating of joint immigration-processing facilities.

Amendments to Canada's Refugee System

In 2010, the federal government announced reforms to the system by which refugee class immigrants entered the country. Referred to as *Bill C-11: The Balanced Refugee Reform Act*, the new legislation will allow to increase the number of new refugees accepted to the country and provide more funding to aid in their integration into Canadian society.

The legislation further aims to speed up the approval system for refugee claimants and reduce the large backlog of claims that developed (claimants often have to wait up to two years to have their claims processed). The new system would sort refugee claimants into two groups: those from "safe" democratic countries and those from "dangerous" countries. Claimants from safe countries will be fast-tracked under the new system. The legislation is also intended to limit the number of fraudulent claims by immigrants seeking easier access to Canada by claiming refugee status.

Federal and Provincial funding for Newcomer Settlement

Federal Funding

Immigrant settlement policies and programs in Canada are implemented at three levels- federal government, provincial government and municipal level. Both Federal and Provincial government implement programs via municipal (in this case City of Toronto) authority, settlement agency and non-profit agencies.

The Canada-Ontario-Toronto Memorandum of Understanding (MOU) signed in 2006 on Immigration and Settlement is an important provision under the Canada-Ontario Immigration Agreement for partnerships with municipal governments in Ontario on immigration matters. The MOU establishes a framework for the federal, provincial and municipal governments to discuss matters related to immigration and settlement in the City of Toronto. It focuses on improving outcomes for immigrants through several areas of interest to all three governments, including citizenship and civic engagement, and facilitating access to employment, services, and educational and training opportunities.

The Citizenship and Immigration Canada (CIC) is recognized as the lead federal agency on immigration matters. CIC was first created in 1994 with the intent of bringing the policy areas of immigration and citizenship under one single department. In 2008, the **multiculturalism portfolio** was also moved under the CIC umbrella that reflects the contemporary nature of Canadian immigration - being highly ethnically and religiously diverse.

CIC provides direct funding to three newcomer services: the Immigrant Settlement and Adaptation Program (ISAP); the Host Program; and the Language Instruction for Newcomers to Canada Program (LINC). ISAP services include reception and orientation, translation and interpretation, referral to community resources, para-professional counselling, general information, and employment-related services. ISAP also funds projects to complement or improve the delivery of settlement services, such as research projects on settlement and integration, seminars and conferences to disseminate information, and the training of ISAP-supported agency staff (CIC 2004). ISAP also provides pre-departure orientation sessions in selected overseas countries.

The Host Program is designed to foster integration by establishing friendships between newcomers and resident Canadians. It matches newcomers with volunteers who are familiar with Canadian culture and who can teach newcomers about available services, practise English or French, help to establish employment contacts and encourage participation in community activities (CIC 2004).

The LINC program funds basic French or English language instruction to adult newcomers. It is offered to permanent residents in cooperation with provincial governments, school boards, community colleges, and immigrant and community organizations. Depending on a newcomer's abilities and needs, LINC may include full- or part-time training, self-assisted and distance learning, or community- or institutionally-based programs. LINC is free to newcomers, but it does not include training allowances. Child minding is provided on site, and transportation assistance is available if needed (CIC 2004).

Welcoming Communities Initiative (WCI)- The Welcoming Communities Initiative was a three years project from 2006 to 2008 initiated by Citizenship and Immigration Canada (CIC). This was a collaborative multidisciplinary alliance of university and community partners designed to develop, test, and implement strategies to attract and include immigrants and minorities in different cities across Ontario. The long-term goal of this project was to engage immigrants as partners in the community building process through a more equitable, accessible and inclusive approach. The project was implemented in 16 small to medium sized cities in Ontario such as Ottawa, Waterloo, Windsor, Hamilton, Guelph, North Bay, Peterborough etc to attract and retain the newcomers.

Provincial Funding

Besides the federal programs, Ontario provincial government also provides support to newcomers through Newcomer Settlement Program (NSP). The NSP funds two main service streams: core services and employment-facilitation services (Government of Ontario 2004b).

Core services include assessment, referral, information and orientation, and general settlement assistance. Assessment services identify newcomer needs and determine an appropriate response or recommendation. Referral services link newcomers with community resources, services, ESL instruction, and employment training programs. Information and orientation services provide assistance to newcomers to establish themselves in their communities, including help with securing essential documents, and assistance with housing, education, transportation, health, and legal services. General settlement assistance services provide newcomers with help settling in Ontario. For example, assistance is offered in the completion of forms needed to access essential services (such as housing and health cards), arranging appointments, obtaining information and helping to resolve problems related to

settlement. At least 40 per cent of the budget of ISAs receiving NSP support must go towards the funding of these core services (Government of Ontario 2004b).

Employment facilitation services provide more in-depth assistance than the employment referral and information services that include access to job training programs, acquire professional certification, and obtain recognition of academic credentials. They also help newcomers to identify employment skills, prepare resumes, set employment goals, and develop interview skills.

In November, 2005, The Canada-Ontario Immigration Agreement (COIA) was signed through which the federal government promised to provide \$920M for settlement services over a five-year period. However, only \$407M of this money was spent throughout the first four years of the Agreement.

Since 2005, the government of Ontario allocated a total of \$774M on immigration programming. that includes settlement, language training and labour market integration services. The 2009 Ontario Budget committed a total of \$94M over two years to expand mentorship and bridge training support to immigrants in the province

Settlement and Newcomer Service Providers:

Settlement services, both formal and informal, have a long history in Canada. Numerous newcomers have been assisted on arrival, initially by organizations emanating from faith and ethnic communities. Gradually a specialized settlement sector has been developed, forming a network across Canada with significant experience in welcoming refugees and immigrants. Some organizations in this network have been functioning for more than 50 years where as many started their operation in 1970s or early 1980s. The Federal government has gradually increased its commitment to settlement services which had a substantial influence in the evolution of non-profit settlement agencies across Ontario including North West Scarborough. Newcomers over the years received various services from non-profit organizations those were funded by a number of government departments. In 1974 the federal government launched the Immigrant Settlement and Adaptation Program (ISAP) which makes available settlement services to newcomers. In 1990 the government announced the Federal Integration Strategy that focused on language training program and made the HOST program a permanent intervention in settlement process. Some of the lead non-profit organizations in North West Scarborough such as CICS, CCS were founded in early or late 1960s. Introduction of new Canadian immigration Policy in 1970 and 1980 which allowed more diversified immigrants to come into Canada influenced these agencies to initiate programs such as interpretation services, filling out forms etc to support new immigrants . In the mid 2000, they expanded their settlement programs under the auspicious funding from Ontario ministry of Citizenship and Immigration.

It was revealed from the available documents that apart from the government agencies, there are around 20 community organizations serving newcomers in North West Scarborough. Community organizations provide a wide range of services that include settlement services such as Language training (ESL, ELT and LINC), housing support, health, education, legal support, refugee sponsorship program etc. Apart from the settlement services, a number of agencies also provide services to newcomers to respond their diverse need such as programs for seniors & youths, Child and family programs, food bank, mental health, After school program interpretation and translation, crisis intervention, civic engagement, community engagement etc (Green Directory 2010).

It was also evident from the 'Green Directory' that 19 employment Service providers (City of Toronto online service directory/211) are currently operating in Scarborough those who are providing services to newcomers. Key services conducted by these agencies include Job search workshop, resume writing, employment and career counselling, job placement, job connect, bridging program, second career and job retention program.

It was revealed from the documents review that there are 32 agencies providing services to people with disabilities in Scarborough (Green Directory 2010). In addition to those agencies, another eight agencies are providing recreational programs to the people with special need.

There are around 70 faith-based organizations located in Scarborough that include 50 Christian, 10 Islamic, 10 Hindu organizations one Buddhist association. Most of these organizations help newcomers by providing food, clothing furniture and connecting them with settlement services. Some of them are directly providing settlement support to the newcomers (St. Paul's Church).

As referred in the 'Green Directory', in Scarborough, a number of organizations run Food banks, supply clothing and furniture to the newcomers for free or in subsidized price. A total of 15 Food banks provide free food supply in Scarborough, of which only six food banks serve the North West Scarborough.

A number of governments, private and non-profit health service providers are offering services to newcomers in North West Scarborough. Many of them are not located in Scarborough but can be reached by the local residents. There are some community health centers who provide services to the newcomers without an OHIP card.

Non-Profit, Corporate Sector and Government Relationship in Supporting Newcomers:

Immigrant settlement policies and programs in Canada are implemented at three levels- federal government, and provincial government operating through municipal agencies along with non-profit organizations. Relatively a large number of ethnically based NGOs contracted to implement immigrant settlement services, particularly in the Toronto and Vancouver metropolitan areas. ((Schmidt 2007).

The Federal Government-funded settlement programs include Language Instruction for Newcomers to Canada (LINC), Immigrants Settlement and Adaptation Program (ISAP) and Host program, while Ontario Government runs Newcomers Settlement Programs (NSP) for the immigrants. NSP funds two streams of programs- core services and employment facilitation services (Kareem D. Sadiq, 2004). The core services are consisted of assessment, referral, information and orientation, and general settlement assistance, while the employment services help newcomers to access job training programs, acquire professional certification, and obtain recognition of academic credentials. They also help newcomers to identify employment skills, prepare resumes, set employment goals, and develop interview skills (ibid). In 1995, Ontario shifted from direct investment in the public sector to competitive contract and purchase-of-service agreements with non-profit and for-profit operators (ibid).

Besides, funding is also available for settlement programs from The Ontario Trillium Foundation, The Maytree Foundation, and The United Way and a host of other charitable organizations (April Lim et. el.).

The Ontario Trillium Foundation, an agency of the Ontario government, provides fund to charities and not-for-profit organizations for community, and province-wide programs. Through the community program, the Foundation makes grants of up to \$375,000 over five years, and through the province-wide program the Foundation makes grants of up to \$1.25 million over five years. Funding is allocated in four sectors- Arts and Culture, Environment, Sports and Recreation, and Human and Social Services.

Maytree is a private foundation that works with the government, civil society, employers and with institutions. It provides grants to not-for-profit and charitable organizations for immigrants settlement programs that are meant to "test new ways of addressing the needs of immigrants and refugees and accelerating their settlement in Canada, enable immigrants and refugees to have more of a voice on issues that concerns them, and contribute to the research and development of progressive immigration policy".

The United Way is an incorporated, non-profit charity. It has more than 200 agencies under its network. It gives funds to the partner organizations who work for “Helping newcomers fulfill their potential” and towards its vision of “a city where newcomers have every opportunity to fulfill the promise of their new life in Canada.”

There is also partnership with private sector organizations/institutions for settlement services for new immigrants. There is a substantial number private sector organizations under this partnership network that focuses on a wide array of services that include Settlement Skills, Learning English (ESL), Career Help Programs, Cultural Competency Training and Immigration Studies (CIRN, 2005-2008). Canadian Immigrant Resource Network (CIRN) maintains a database of the organizations/institutions engaged in various settlement services to the immigrants. It is an online immigrant resource center in Canada with an integrated approach to promote immigrant success and to honour diversity in Canada. Follows below is an inventory of such organizations/institutions compiled in CIRN database. In the table below is the list of type of program/organizations and description of services in the private sector Ontario province.

Out of 120,000 immigrants settle in Ontario each year (Weiner, 2008), about 70% of them are highly skilled from engineering, accounting, and health care backgrounds. Ontario Government has programs intended for a range of services to these skilled groups, such as assessment and recognition of professional and trades qualifications, providing guides, job/career information, career counselling, referrals, and translation services etc.

The Ministry of Citizenship and Immigration, Ontario, has sponsored 60 bridging projects (about 70 percent of which are in Toronto) since 2003, at a cost of \$34 million. These programs, which encompass professions and trades occupations, were expected to benefit some 6,000 newcomers (Nan Weiner, 2008).

Citizenship and Immigration Canada is piloting the Library Settlement Partnerships (LSP) in Hamilton, Ottawa and Toronto libraries. Under this program, settlement workers are based selectively in some branches of public libraries and provide settlement information and referral services to newcomers to Canada (Settlement.Org, 2007). Settlement Workers administer one to one and in-group information dissemination sessions, and workshop on the services like education, jobs, health, housing, language instruction. They also hold workshops on issues like Canadian workplace culture, job market, the Canadian tax system, parenting and government benefits. These services also include English café, web basics, job search, resume writing etc. In North West Scarborough, Agincourt and Bridlewood branches of Toronto Public Library are implementing LSP program.

TD Bank is the largest corporate participant in the Toronto Region Immigrant Employment Council's (TRIEC) Mentoring Partnership program (Rachel Caballero et. al., 2010). Since 2005, it has supported 400 mentees. It helped Ryerson University to develop a curriculum of Professional Communication for Employment tailored to the need for recent immigrants. This bank is also a corporate partner with Career Bridge for internship program. Nearly 50% of the interns that this bank hosted since 2003 were retained in the permanent positions in the bank.

CIBC entered into partnership with YMCA of Greater Toronto to help newcomers. Its “Access to Opportunity™ initiative” is meant to give newcomers meaningful information about day-to-day banking, starting a business and most importantly, getting financial advice to help them plan their future in their new country. As well, qualified foreign-trained newcomers will get assistance finding a job in their field in the financial services sector.

Royal Bank of Canada (RBC) is also a partner with TRIEC for recognition of success of newcomer immigrants. It provides annual Immigrant Success (IS) Awards recognizing the organization that has demonstrated innovation and leadership in integrating skilled immigrants into the Toronto Region labour market

Under Settlement Services in Schools (SWIS) program, Catholic Schools in Toronto has deployed Settlement Workers at schools to welcome newcomer families. Besides helping newcomer student to befriend with new place by way of giving information and orientation about education system, school policies and expectations, they also provide information and referral services on housing, employment, public transit, healthcare, and language training etc.

Role of community groups such as faith-based and residents groups

Each year, Canada welcomes about 250,000 immigrants and refugees. These newcomers need support to understand their adopted community, form lasting social connections and contribute to life in Canada. The cohesion and vitality of Canadian communities depends upon the successful settlement and integration of newcomers. As a result, communities are increasingly recognizing the importance of identifying their need for newcomers and making plans for their arrival and integration.

In order to build a welcoming community in Canada, the federal government has been promoting the two tyre concept of upholding what newcomers bring to Canada, and also what Canada needs to offer newcomers.

According to CIC, the key components and ideals of a welcoming community include employment opportunities, affordable and appropriate housing, accessible and available public transit, cultural diversity, opportunities for social engagement, and the formation of diverse networks. In order for the ideals of a welcoming community to be fully realized, both the receiving community and newcomers have important roles to play. Whereas the welcoming community must be receptive, accessible, and responsive to newcomers, it is of equal importance that newcomers be responsible for taking available opportunities and aspire to abide by Canadian laws and customs.

Literature review revealed that the CIC supported HOST program is one of the initiatives where Canadian citizens help adult newcomers and their children adjust to life in Canada and learn about Canadian values and tradition. The goals of the HOST program include assist to deal with the settlement stresses and help in the area of search an employment, improve English language skill and social adaptation (HOST Program).

Action for Neighbourhood Change (ANC) is a United Way funded project that is dedicated to bring changes in the neighbourhood by engaging various stakeholders such as local businesses, government agencies, volunteers, community agencies and most importantly the residents. Through ANC projects both residents and newcomers are involved to create increased access to resources, build leadership skill and enhance the quality of life in the neighborhoods (Action for neighborhood change).

In North West Scarborough resident groups are also actively engaged through 'Chester Le Community Corner' and provide multiple services to the residents including newcomers. The Chester Le Community Corner started its operation in June 2005 as a joint initiative of residents and social service agencies and institutions to address violence in the community. Gradually they have extended services to newcomer referral services, youth employment assistance, parenting program, English conversation club, and adult employment program etc (Chester Le Community Corner and Coalition).

A number of faith based organizations from different religious background also provide supports to newcomers. Some of the church such as St. Andrews Presbyterian, St. Paul's, Bridletowne Park Church offer assistance to newcomers by providing foods, clothes and referral services.(St. Andrew Presbyterian). Islamic organizations such as Islamic Foundation of Toronto, Islamic Institute of Toronto provide various services that include referral services, after school program, food supply and seniors recreational day trip. Muslim Welfare of Toronto provides services such as food bank, meals on wheels, women shelter and free medical clinic to newcomers (Muslim Welfare Centre of Toronto).

Common Challenges faced by Newcomer immigrants in North West Scarborough:

A study conducted on immigrant population and service providers shows that newcomers are facing diversified challenges in their settlement process in Canada. Challenges those are mounting stresses for immigrants and refugees are: language, employment, education, finances, racism and discrimination, immigration status, and navigating the system. Newcomers encounter difficulties in coping with culture shock, social isolation, emotional loneliness, cultural understanding, language, communication, and even the weather. The three major challenges reported by immigrants and refugees were language and communication, employment, and family dynamics (Stewart, Mirium J) Access to information and settlement services is very crucial to the newcomers for their successful integration and social inclusion in Canada. Study depicts that due to the decentralization, de-concentration of new immigrants, funding cutbacks as a result of economic recession, settlement services have been forced to downsize their coverage which negatively impacts the newcomers' access to their required services. (Lo, Lucia)

Unemployment and the unable to secure meaningful employment that is well-matched with the individual's personal level of education, experience and expectations. It has a deep impact on the life of immigrants, far beyond the immediate economic impact. The processes of initial settlement and integration become much more frustrating, painful and difficult than they need to be. Apart from the loss of self-esteem, the anxiety and the sense of hopelessness that lack of employment produces in the individual immigrant also affects their immediate family members. This frustration and resentment often lead to depression and other mental health problems and to family violence and breakdown (Cabral , Vasco 2000).

In the effort of securing a professional job, newcomers also extensively encounter racism and discrimination at both the individual and systemic levels. The insistence on Canadian job experience and the failure to recognize foreign educational and professional qualifications and experience are two examples of such racism and discrimination.

Apart from employment and language training, another priority need of newcomers is affordable housing and day care. Due to lack of accessible supervised day care for children prevents one or both of the parents from looking for employment. In case of family services, lack of ethno-specific and culturally appropriate services provided by qualified workers is another challenge for newcomers.

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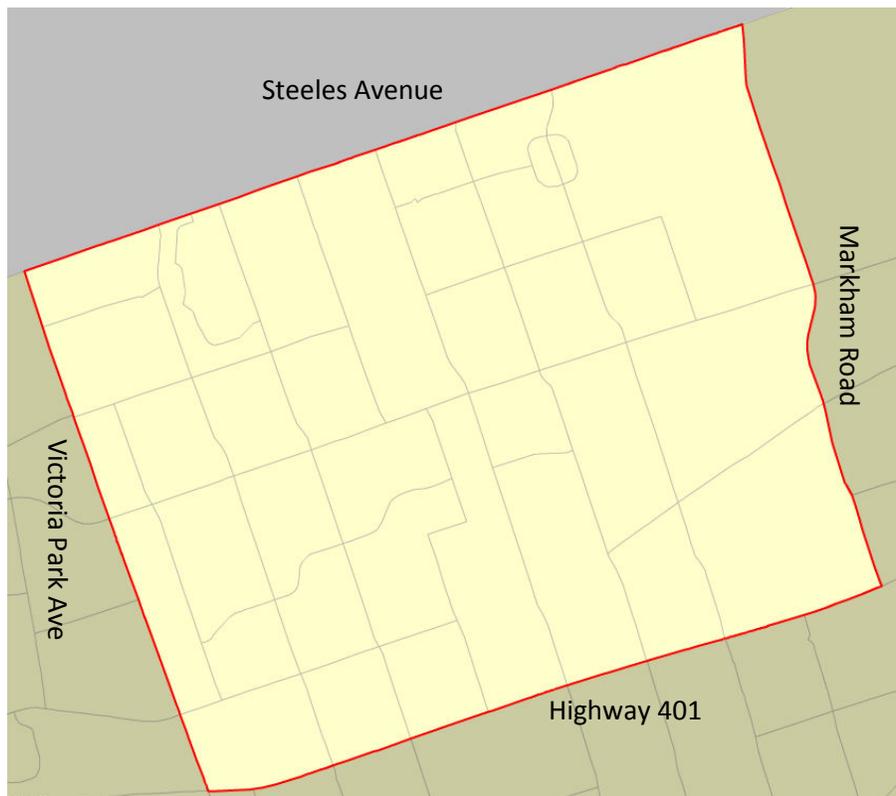
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Chapter 3: Statistical Analysis

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OVERVIEW

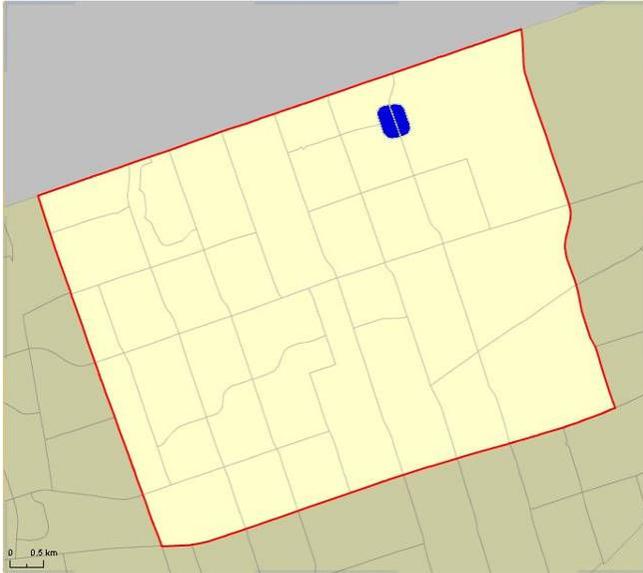
The Northwest Scarborough (NWS) LIP area is composed of 175,783 people, in a total area 39.6 square kilometers. Over half (52.4%) of the population is female, and 47.6% of the population is male. Over 2 in 3 Northwest Scarborough residents (69.5%) are immigrants. The NWS area is bordered by Victoria Park Avenue to the west, Steeles Avenue to the north, Markham Road to the east and highway 401 to the south. There are 6 neighbourhoods that make up the NWS area: Steeles, L'Amoreaux, Tam O'Shanter-Sullivan, Agincourt North, Agincourt South – Malvern West, and Miliken. The neighbourhood of Steeles, L'Amoreaux are considered a priority neighbourhood according to the city of Toronto because of anticipated community needs and limited available services. This neighbourhood is largely the area west of Kennedy Road and north of Huntingwood Drive.



Map 1, NWS Area

The information gathered in this document was derived from 2006 Census data and Community Social Data Strategy. The data was compiled for all census tracts in NWS. Data was gathered to identify potential trends relating to poverty (language, employment and income) across different periods of immigration where possible. To explore trends in the data we compared the data from NWS to the Toronto Census Metropolitan Area (CMA). While Census data can be helpful in determining potential

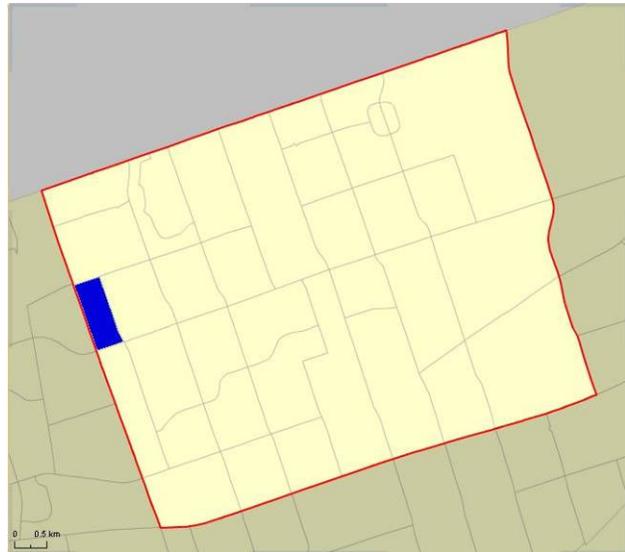
issues and challenges in the community, it comes with its own set of limitations. Census data is approximately 4 years old as it was compiled in 2006. There may have been changes in the community since 2006 especially employment data. The recent economic recession and its impacts on employment are not reflected in the data. While the Community Social Data Strategy was helpful in providing access to some cross-tabulations of data and maps, some data was not available for comparison.



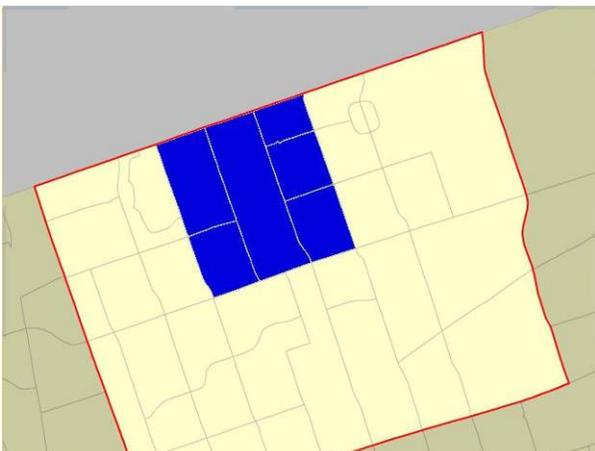
Map 2, Census Tracts 378.20 and 378.18

The NWS LIP area is made up of 37 census tracts. In the data gathering, a few census tracts stood out with consistent issues. Census tracts 378.20 and 378.18 are where Alton Towers are located. The Alton Towers census tracts showed a high rate of lone female parent led families, people living alone and immigrants who had moved into the area within the last five years. Incomes in these two census tracts were generally low with many families with incomes under \$10,000. Unemployment in these two census tracts is generally quite high, in all categories. Many seniors also live in these two census tracts.

Similarly, the census tract 376.11 where Chester Le is located presented many significant issues. Chester Le has a high rate of single people, and lone-female-parent families. The population in Chester Le is generally young, with many youth between the ages of 15-24. Unemployment is an issue for the whole population. Youth unemployment is particularly high for the area and unemployment for men is among the highest in the NWS area. Language barriers also pose a problem in the Chester Le area where the knowledge of English is low.



Map 3, Census Tract 376.11

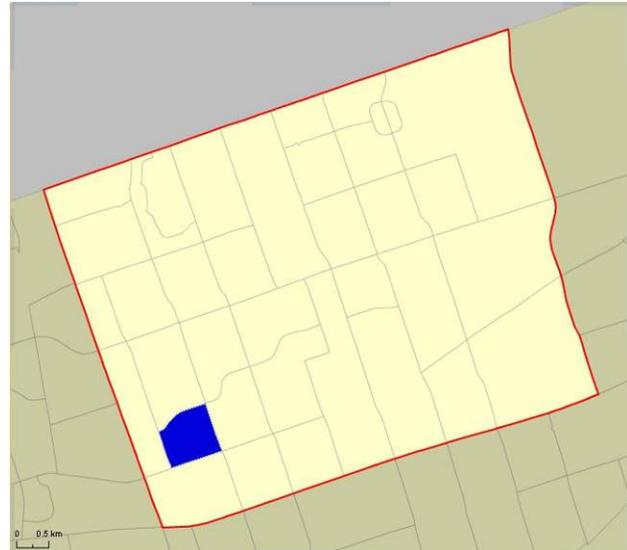


Map 4, Census Tracts 376.06, 376.05, 376.02, 377.04, 377.07, 377.06

Census tract 376.06 is largely a commercial area, with the Miliken GO transit station located at the north end. The census tracts that are located around 376.06 showed significant issues. Census tracts 376.05,

376.02, 377.04, 377.07, 377.06 have low levels of education. Most of the residents in these 5 census tracts have not completed beyond grade 9 of high school. Language barriers are a significant issue in these 5 census tracts. Many speak neither English nor French at home, and have low knowledge of English. Also, languages spoken at work are more likely to be languages other than English. Incomes for these 5 tracts are generally low. Median income for all is low especially in tracts 376.05 and 377.06.

One census tract came up repeatedly as significantly different than other tracts in NWS. Tract 375.02 is the neighbourhood around Bridlewood Park. The census tract has a high median income, and has many seniors. Unlike much of the rest of NWS, the rate for knowledge of English is high and there are fewer visible minorities that live in the tract. This tract highlights the importance of differences in issues from community to community within the NWS area. While the following analysis is built on compiled data across all tracts it is important to note that some communities are facing greater hardships than others.



Map 5, Census Tract 375.02

AGE AND FAMILY

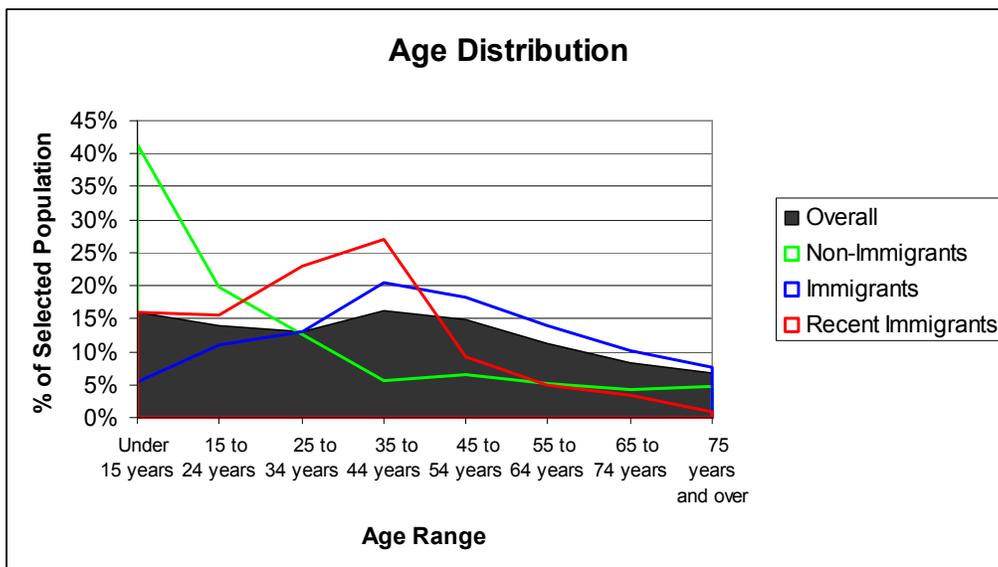


Figure 1, Age and Distribution in the LIP

Age distribution throughout NWS is fairly even with between 7% and 16% of the population in each age group as seen in the graph above. However, age distributions are not as even across different immigration populations in the NWS area. For example, recent immigrants are more likely to be between the ages of 35 and 44 at 27% of the population, whereas, non-immigrants are more likely to be younger, with children under 15 years old making up over 41% of all non-immigrant residents, and youth making up

20% of all non-immigrant residents (both well above the NWS average). In contrast, the children make up only 19% of CMA residents.

Age of immigration	CMA	NWS Recent Immigrants
Under 5 years	7.2%	4.9%
5 to 14 years	17.2%	14.8%
15 to 24 years	22.7%	14.6%
25 to 44 years	42.3%	49.6%
45 years and over	10.7%	16.1%

Table 1, Age of Immigration CMA Compared to LIP Recent Immigrants

Furthermore, there are very few NWS recent immigrants between 0-24 years old, relative to the CMA average. This indicates that many of the recent immigrants in the NWS area are coming to Canada as young adults without any children (Table 1). However, the high proportion of non-immigrant children combined with the low rate of child immigration, and the low number of non-immigrant adults suggests that many of the non-immigrant children in the area are being born in immigrant households, and that recent immigrants are having a significant number of children in their first 5 years of arrival. These non-immigrant child and youth populations living in the homes of immigrants, signals a larger impact of the area's immigrant population, which will place greater demands on the settlement system as many non-immigrants in the NWS area are 2nd generation Canadians likely experiencing many of the same challenges and issues of young immigrant families.

Over half (56.1%) of the population is legally married, and 30.3% of the population is single. Recent immigrants are more likely to be married at 71.5% of the population. There is a slightly higher rate of lone-parent families in NWS area at 18.2% of NWS compared to 16.9% of the CMA. Data on lone-parent families by immigration was not available but the high rate of marriage among immigrants suggests that the many of the lone-parent families are headed by Canadian-born parents.

IMMIGRATION AND ETHNICITY

The NWS area is largely made up of visible minorities, which account for 80.2% of the total population. This is high compared to the CMA where only 42.9% of residents are visible minorities. Immigrants are more than twice as likely to be visible minorities (89.8%) than non-immigrants (40.6%). Nearly all (97%) of the immigrants that came to Canada in the last 15 years (1991-2006) are visible minorities. However, immigrants who arrived in Canada before 1991 had a significantly lower proportion of visible minorities.

	Total NWS Population	Non-Immigrants	Immigrants	2006-2001	2001-1996	1996-1991	Before 1991
Visible Minority	80.2%	40.6%	89.8%	97.9%	97.4%	96.1%	79.7%
Non-VM	19.8%	59.4%	10.2%	2.1%	2.6%	3.9%	20.3%

Table 2, Visible Minorities and Period of Immigration

Of the visible minorities in NWS, the largest visible minority group is Chinese (49.2%), with sizeable South Asian (15.0%), and Black (5.9%) populations.

The number of Chinese residents in Northwest Scarborough has a significant influence on the entire neighbourhood. Over 60% of immigrants and nearly 50% of non-immigrants living in the NWS area are

Chinese. South Asians in NWS are slightly more likely to be immigrants than non-immigrants. The Black population in NWS, however, has a higher population of non-immigrants (20% of all non-immigrants) with close to 4 times the population of immigrants.

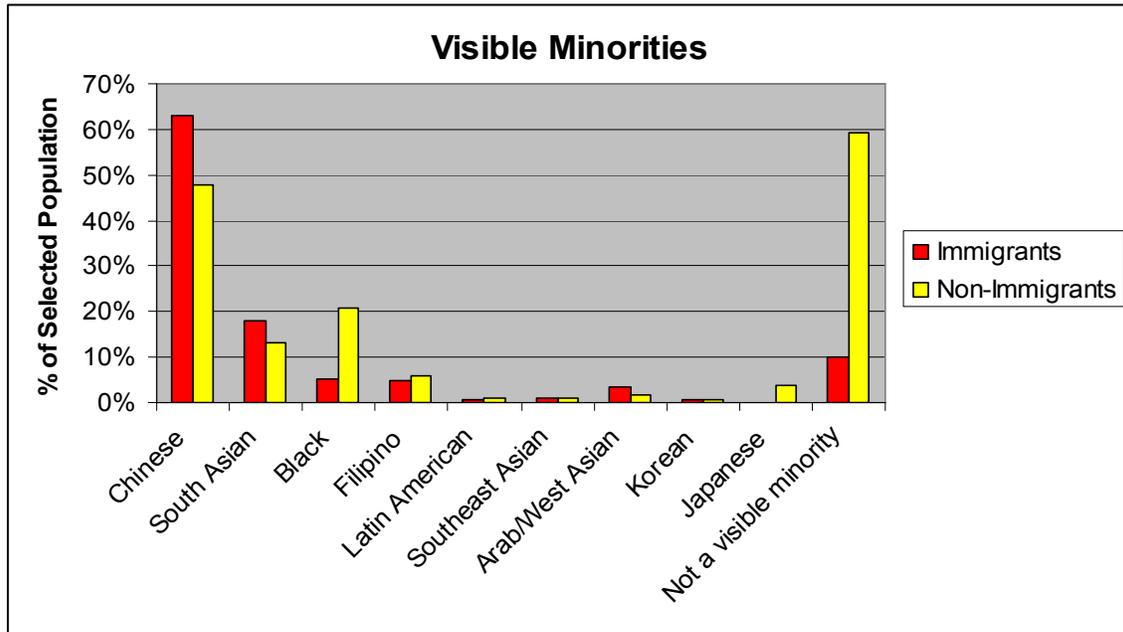


Figure 2, Visible Minorities and Proportion of Immigrants to Non-Immigrants

Figure 2 demonstrates the large proportion of Chinese ethnicities living in Northwest Scarborough as well as the diversity of the other ethnicities present in the NWS area. This diversity includes large portions of East Indian and Sri Lankan people at 8.1% and 4.6% respectively (accounting for a significant proportion of the South Asian visible minority community). There is also a sizeable Filipino population at 4.2% of all residents in the area. Jamaican (2.8%) and other Caribbean and African countries make up a significant portion of the ethnicities of the black visible minority group.

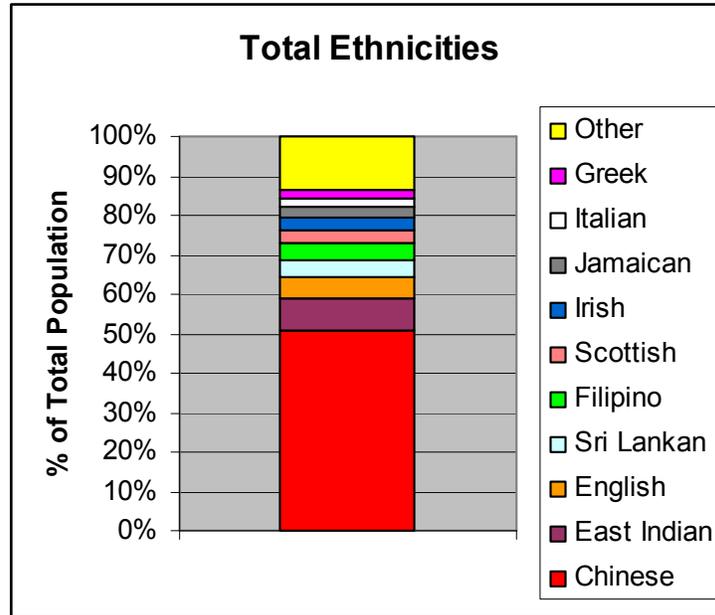


Figure 3, Ethnicities in the LIP

Ethnicities in NWS are also changing. While Chinese ethnicities are the largest ethnic group, they are continuing to grow:

Visible Minority Top 3	Visible Minority Top 3, Recent Immigrants
1. Chinese 49.19%	1. Chinese 67.3%
2. South Asian 14.96%	2. South Asian 17.7%
3. Black 5.93%	3. Black 2.1%

Table 3, Top 3 Visible Minorities in the LIP

Table 3 highlights an important shift in the Northwest Scarborough population: the area is becoming more homogenous as the Chinese population steadily grows and most other ethnicities are on the decline, based on immigration data into the area.

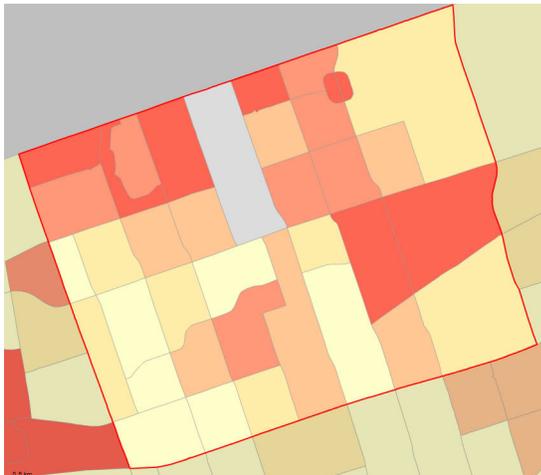
As a whole, immigrants make up a sizeable portion of the area at 69.5% of the population compared to the CMA of 45.7%. Recent immigrants account for 22.8%, nearly triple the proportion of recent immigrants in the CMA of 8.8%. This indicates a diverse and quickly growing immigrant community in Northwest Scarborough. However, much of the immigration in the area has followed the pattern set after 1991. Table 4 below shows that only 47% of the immigrants that came to Canada before 1991 came from China, while between 61% and 69% of recent immigrants came from China in all periods after 1991. Conversely, very few immigrants in the last 15 years are black with the most sizeable black immigrant population coming to Canada before 1991. The South Asian immigration, which rose sharply after 1991, peaked between 1996 and 2001 at 23% of all immigrants from that time period, and has since dropped to 17%, the lowest proportion since 1991. This may suggest an increasingly large enclave of Chinese residents and a potential future decline in the South Asian presence in the community. Further assessment would be useful to identify the long term impact of this early trend.

	2001-2006	1996-2001	1991-1996	before 1991
Chinese	69%	61%	61%	47%

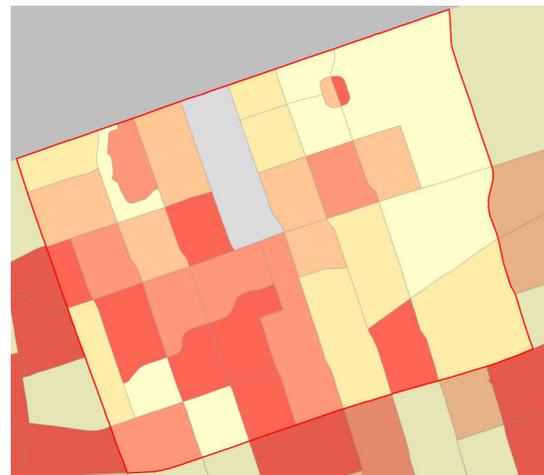
South Asian	17%	23%	19%	12%
Black	2%	2%	3%	8%
Filipino	4%	3%	5%	4%
Arab	4%	5%	3%	2%

Table 4, Visible Minority by Period of Immigration

Immigrants that came to Canada in different periods are also living in different parts of Northwest Scarborough. Maps 6 and 7 depict concentrations of recent immigrants in relation to the overall immigrant population (the darker areas indicates higher concentrations). Recent immigrants are more likely to move into the southwest corner of the area, while Alton Towers remains an area of high recent immigration.



Map 6, All Immigrants

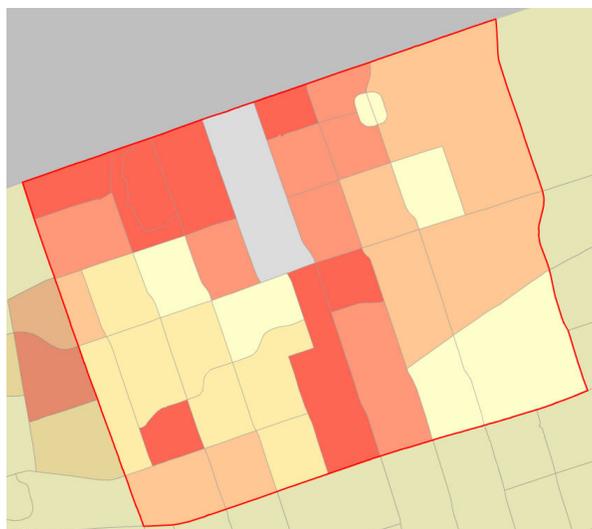


Map 7, Recent Immigrants

The NWS area is even more profoundly influenced by immigrants than immigration data suggests, as many of the non-immigrants in NWS are second generation children or youth living in the homes of immigrants.

CHINESE POPULATION

The Chinese population in NWS is the most consistent ethnic group in the last 15 years and possibly longer. It is not evident from existing data whether or not the older Chinese population in Northwest Scarborough immigrated to the area over 15 years ago, or whether they immigrated to Canada and lived in other parts of Toronto for a number of years prior to moving to the area. If the latter, then the area is changing more rapidly than anticipated. The Chinese ethnicity makes up half of the NWS population and two thirds of the recent immigrant population. The Chinese population in NWS is growing at an increased rate. This continued growth of the Chinese population, and established nature of the community indicates that there are some well formed social network that exist and will be explored further as it relates to issues of language, employment, and income. Moreover, the Chinese population in NWS faces the greatest language barriers with 23.9% of all Chinese populations with no knowledge of English. The rate of no knowledge of English for the Chinese population is very high compared to the CMA average of 4.2% and the NWS average of 13%.



Map 8, Recent Immigrants from East Asia

LANGUAGE

English is becoming less common of a language in Northwest Scarborough. Already a significant proportion of the NWS area residents speak a language other than English most often at home (55.7%) compared to the CMA at 27.9%. These numbers are even more stark for recent immigrants in the NWS area where 9 in 10 (90.3%) speak a language other than English most often at home. Language spoken most often at home is an indication of residents’ comfort levels with particular languages and these significant numbers indicate significant language barriers in Northwest Scarborough.

Other than English, the top 3 languages spoken at home are Cantonese 17.55%, Mandarin 6.19% and Tamil 5.04%. Again, differences in languages spoken between the overall population and recent immigrants indicate that the NWS population is developing greater concentrations of Chinese language speakers in the area. Of NWS recent immigrants, the languages spoken at home are Cantonese 10.4%, Chinese not specified 30.3%, Mandarin 20.7% and Tamil 5.9%.

NWS Overall	NWS Recent Immigrants
Cantonese 17.6%	Chinese 30.3%
Chinese 17.3%	Mandarin 20.7%
Mandarin 6.2%	Cantonese 10.4%
Tamil 5.0%	Tamil 5.9%

Table 5, Languages spoken at home

Within the Chinese language speaking populations, other changes are emerging. More Mandarin speakers are immigrating to NWS as the numbers of Cantonese speakers immigrating to NWS is dropping. Of all immigrants, Mandarin makes up 6.2% of languages spoken most often at home. Mandarin makes up 20.7% of recent immigrants’ language spoken. Languages spoken by Chinese immigrants are on the rise as a whole with 41.1% of immigrants and 61.4% of recent immigrants speaking a Chinese language most often.

Tamil speakers are on a slight rise where they account for 5.0% of all immigrants and 5.9% of recent immigrants. Urdu and Tagalog make up some increased proportions of languages spoken most often by recent immigrants at 2.2% and 2.0% respectively. This is an increase from 1.0% and 1.3% of total NWS languages.

Of all NWS residents, 13.7% do not speak or write English. This is more than triple the CMA average of 4.2%. This indicates significant language barriers in NWS. Recent immigrants are even less likely to be able to speak English at 21.6% of the population. This number is likely driven by the large Chinese immigrant population that are also less likely to be able to speak English (23.9% of all Chinese residents do not speak English).

The Chinese population faces the biggest language barriers while South Asians are more likely to speak English, with only 4.0% of the East Indian population and 6.9% of the Sri Lankan population with no knowledge of English. This is of particular concern for the Chinese community and the entire Northwest Scarborough because the Chinese population makes up just over half of the population in NWS.

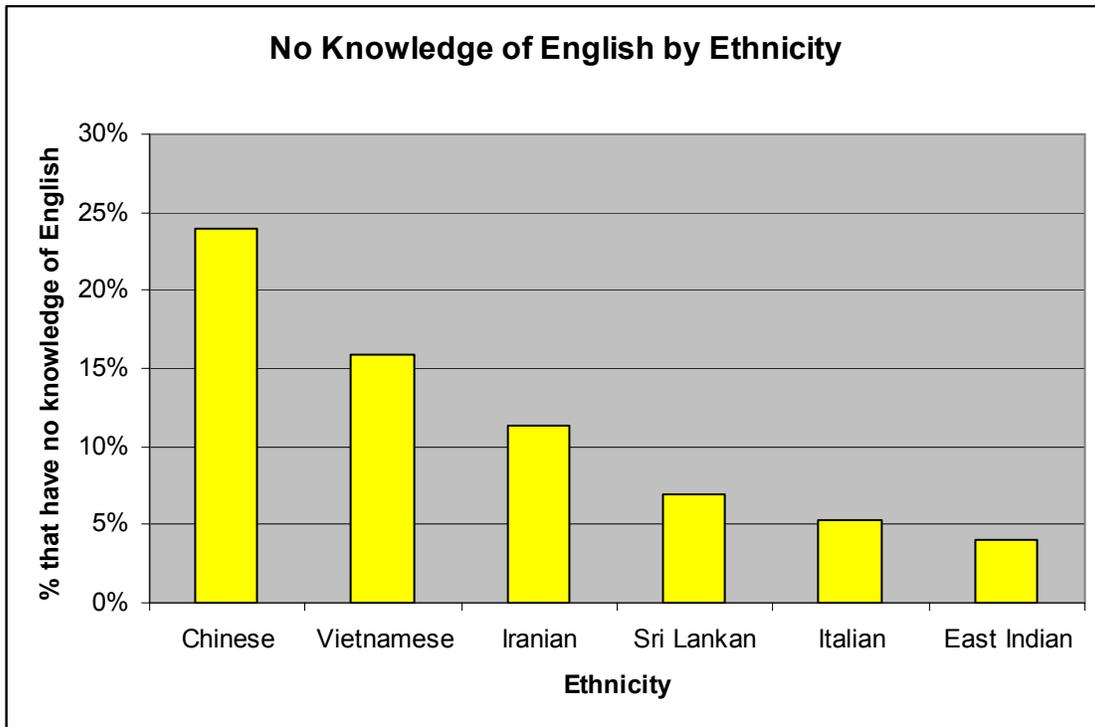
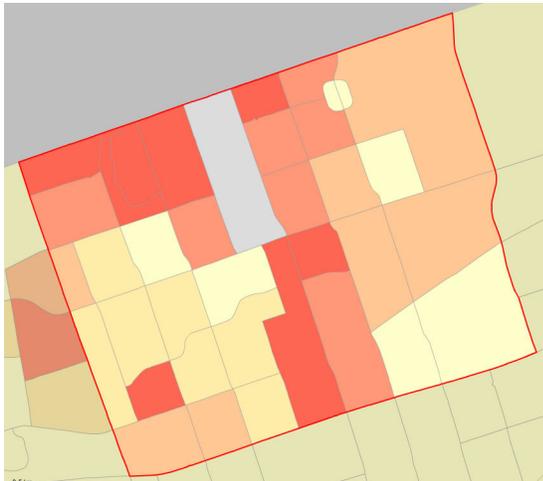
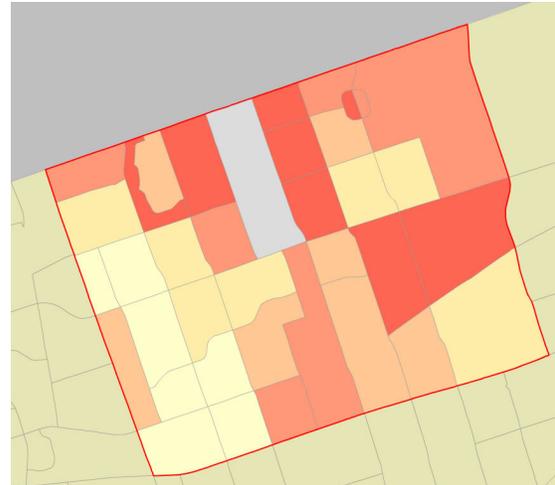


Figure 4, No knowledge of English by ethnicity

Just under a quarter of the Chinese population has knowledge of English, while the Vietnamese and Iranian populations having just over 15% and 11% respectively. While these numbers are significant, the Vietnamese and Iranian populations are small and make up 1% and 2% of the NWS population respectively.



Map 9, Recent Immigrants from East Asia



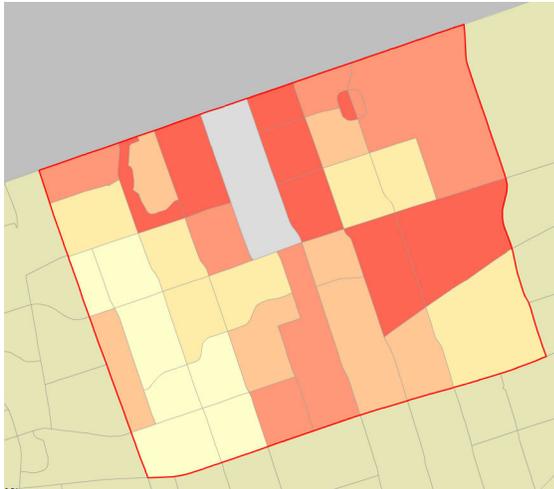
Map 10, No Knowledge of English

Language barriers are less present for non-immigrants. Only 20.5% of non-immigrants speak a language other than English as their first language compared to overall 55.7% in NWS. However, the fact that 1 in 5 non-immigrants speak a language other than English most often at home is further indication of some of the challenges facing 2nd generation Canadians likely living with immigrant families.

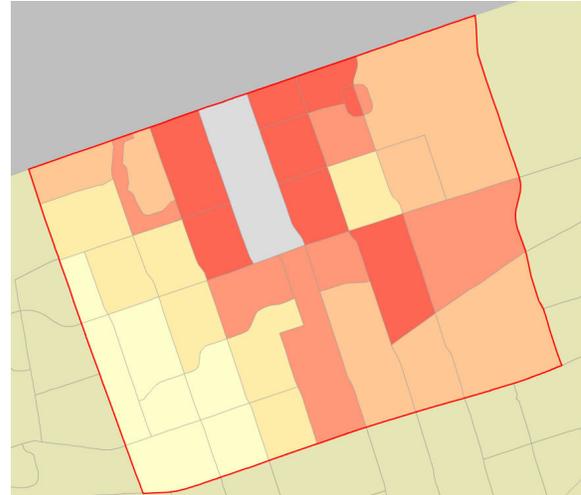
The high proportions of recent immigrants that do not speak English indicate potential employment barriers because of low language skills. However, there are potentially many language opportunities for Chinese recent immigrants given the size of the Chinese community in the area and a language-specific economy in the area.

JOBS AND EDUCATION

Data on languages spoken at work reinforces the idea of a growing language-specific enclave in NWS. The high proportion of Chinese speaking residents has had a significant impact on the economy in the area which could be reducing language barriers to employment for the Chinese community. Nearly 1 in 7 (14.2%) of working residents speak a language other than English at work, and nearly all (94%) languages spoken at work are either Cantonese (34%), Mandarin (11%), or not specified Chinese (49%). This means that 1 in 7 residents are able to work in a Chinese-speaking economy, without knowledge of English. Because the Chinese population makes up about ½ of the NWS population and nearly 100% of other languages spoken most often at work, Chinese populations would be nearly twice as likely to speak a language other than English at work (approximately 28% of Chinese residents in the NWS area). Recent immigrants are even more likely to find work that does not require English at 28.5% of the recent immigrant population. While a significant language-specific economy in the area may be helping reduce language barriers to employment, those barriers will still exist, and the lack of English will likely narrow the range of employment opportunities and limit access to other benefits.



Map 11, No Knowledge of English used at work



Map 12, Languages other than English used at work

Furthermore, while language-specific economies can help address unemployment issues for some Chinese populations, they can be slower to respond to changing language needs in the community. According to the 2006 Census data, Cantonese was used more than 3 times as often in the workplace than Mandarin, however, language trends for recent immigrants indicates that more Mandarin speakers are moving into the area at twice the rate of Cantonese speakers. This is a sign of potential increased employment issues for Mandarin speakers beyond 2006. Residents who speak a language other than Chinese, likely do not have access to as significant of a language-specific job market.

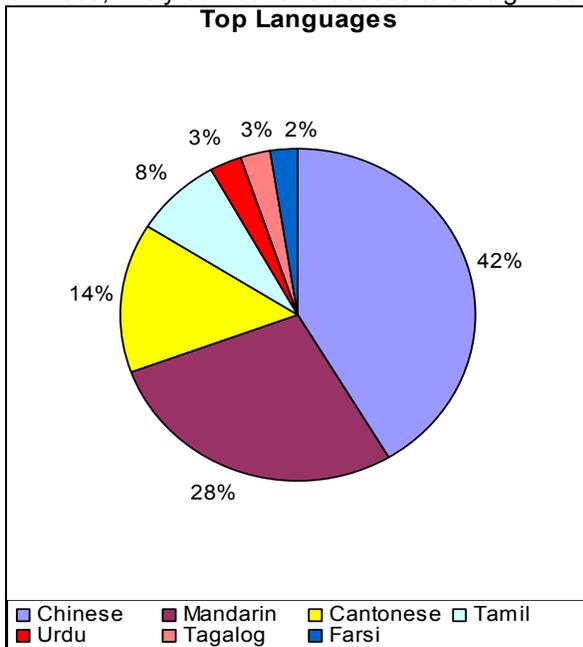


Figure 5, Top Languages in LIP Work

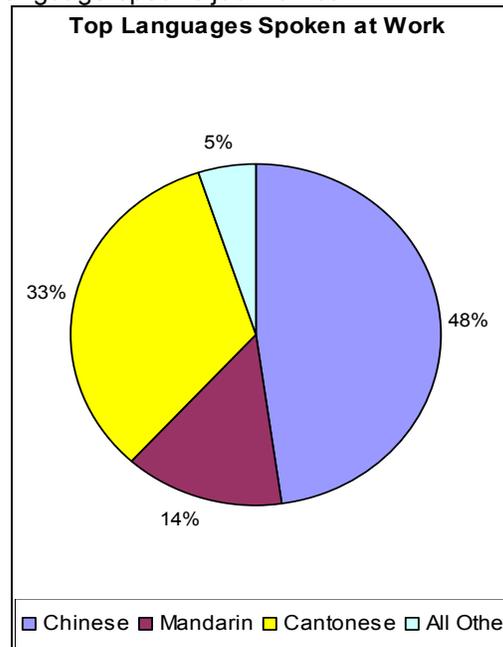


Figure 6, Top Languages Spoken at Work

While the language-specific economy is supporting some language speakers, it is not clear that the type of work in this economy is career focused, stable, or well paying. Data on the types of occupations that

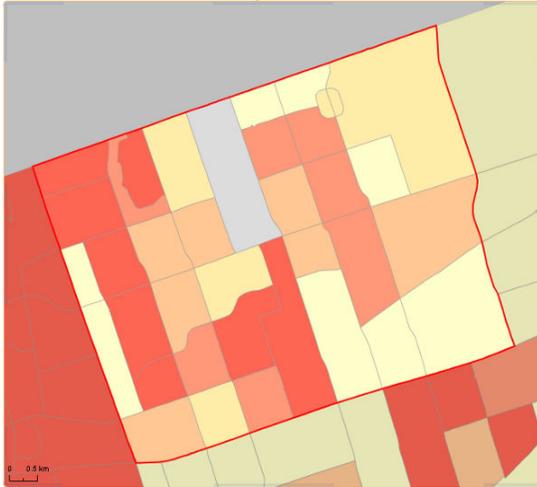
people in the NWS area hold indicates that many people are working in the occupations that pay the lowest wages. The occupations in NWS which are over represented are occupations in the processing, manufacturing and utilities (12.6% compared to a CMA average of 7.1%) and sales and service occupations (24.3% compared to a CMA average of 19.4%). Sales and manufacturing occupations are the two lowest paying occupations according to Statistics Canada. Underrepresented occupations in NWS include management occupations (5.7% compared to a CMA average of 9%) which are the highest paying occupations according to Statistics Canada and occupations in social science, education, government and religion (8% compared to the CMA at 11.9%). Recent immigrants follow the same trend but to a larger extent, even when compared to recent immigrants living in the entire CMA. Table 6 below shows that recent immigrants are more likely than the average recent immigrant in the CMA to work in sales and services and more than 3 times as likely to be working in processing and manufacturing occupations.

Occupations	CMA Recent Immigrants	NWS Recent Immigrants
Sales and Services	22.2%	26.5%
Processing and manufacturing	7.1%	22.9%
Business	21.4%	14.9%
Natural applied sciences	8.1%	11.9%
Trades Transport and equipment	11.9%	9.5%
Management	11.6%	5.3%
Health	4.5%	3.9%
Social Sciences, education, social services	8.4%	3.8%
Art Culture and Rec	3.9%	1.1%
Primary industry	1.0%	0.2%

Table 6, Education of immigrants and recent immigrants

The high proportion of Northwest Scarborough residents working in low wage occupations is an indication of people working survival jobs and potentially doing so within the language specific economy.

Typically, education is a step to attaining ones desired career path. However, the significant proportion of people and recent immigrants working survival jobs is contrasted by the general high levels of education in NWS. Recent immigrants are some of the best educated people in Northwest Scarborough – potentially because of government requirements of qualifications and education – but are also the most likely to be working low-wage jobs. Only 21.0% have not completed high school and 37.9% have completed a university degree.



Map 13, With University Degree



Map 14, Unemployment

Geographically, according to Maps 13 and 14, there is little connection between employment and education. Interestingly, non-immigrants are the most likely to have completed high school though they are the least likely to have a university degree. The lowest education levels are found among those immigrants that came to Canada between 1991 and 1996. This is a possible explanation for a small spike in unemployment seen for those immigrants that came to Canada in the same time period (see Unemployment and Underemployment section for more details).

Population	No High School	With University degree
Total	22.7%	24.9%
Non-immigrant	20.3%	22.8%
Immigrants	23.4%	25.6%
before 1991	23.7%	20.5%
1991-1996	25.4%	19.7%
1996-2001	23.2%	30.3%
2001-2006	21.0%	37.9%

Table 7, Education and Period of Immigration

In the case of recent immigrants, working survival jobs is an indication of underemployment, especially when considering the kinds of education received by recent immigrants and the types of occupations obtained. Figure 7 compares the areas of education studied at university for recent immigrants in the NWS area compared to the CMA overall.

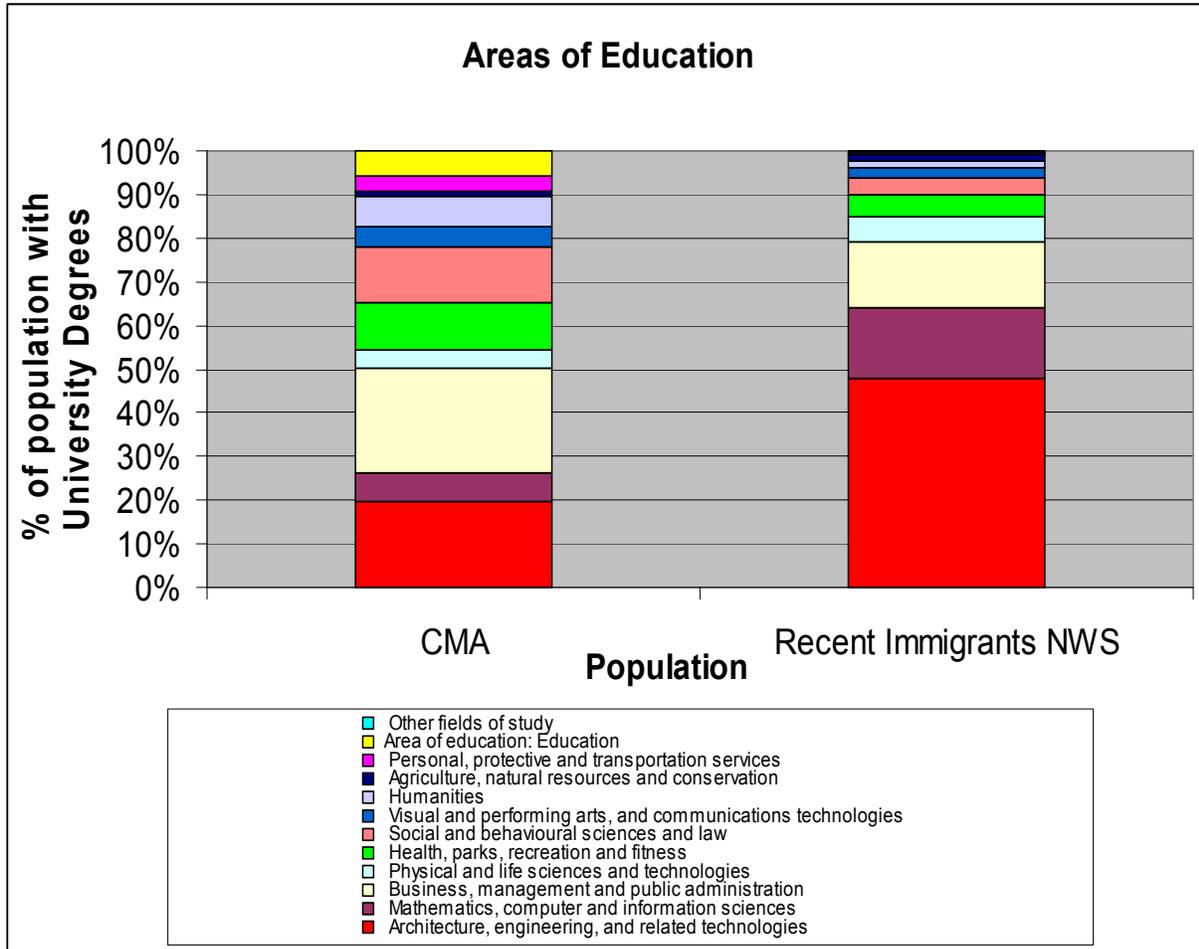


Figure 7, Area of Education and Recent Immigrants in NWS and the CMA

While nearly 4 in 5 (78.8%) recent immigrants have degrees in engineering, math, computers and business related education, and over ½ (58.9%) work in Sales and Services, manufacturing, and trades occupations. Almost all recent immigrants (91.0%) received their degrees outside of Canada indicating potential issues with the recognition of foreign credentials to obtaining employment in the immigrant’s career path. This, combined with the high proportions of immigrants working in lower paying occupations, is a further sign of underemployment.

UNEMPLOYMENT AND UNDEREMPLOYMENT

The overall unemployment rate for NWS is 5.7% which is lower than the unemployment for the CMA at 6.7%. However, the unemployment rate for recent immigrants in NWS is 14.8% and higher than for recent immigrants in the CMA 12.0%. Unemployment rates tend to improve for some populations the longer that they have been in Canada.

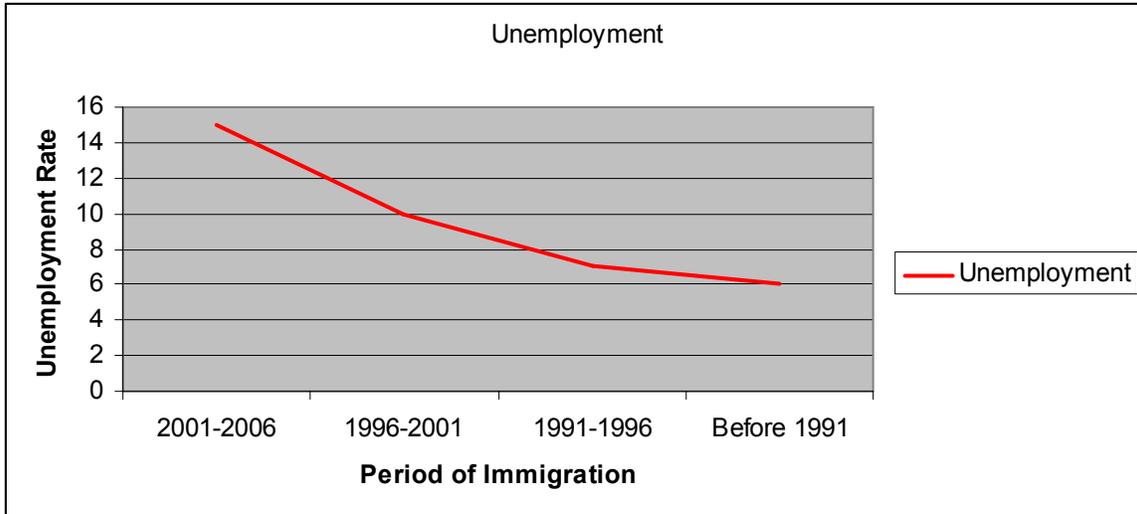


Figure 8, Unemployment Rate and Period of Immigration

The unemployment rate in NWS for immigrant visible minorities is also significantly higher than the NWS average at 9.7%. These unemployment rates are high and likely presenting residents with challenges associated with income and supporting families in Northwest Scarborough. Employment situations have likely worsened under the current economic recession as processing and manufacturing (the second most common occupation of recent immigrants) has been one of the hardest hit occupations.

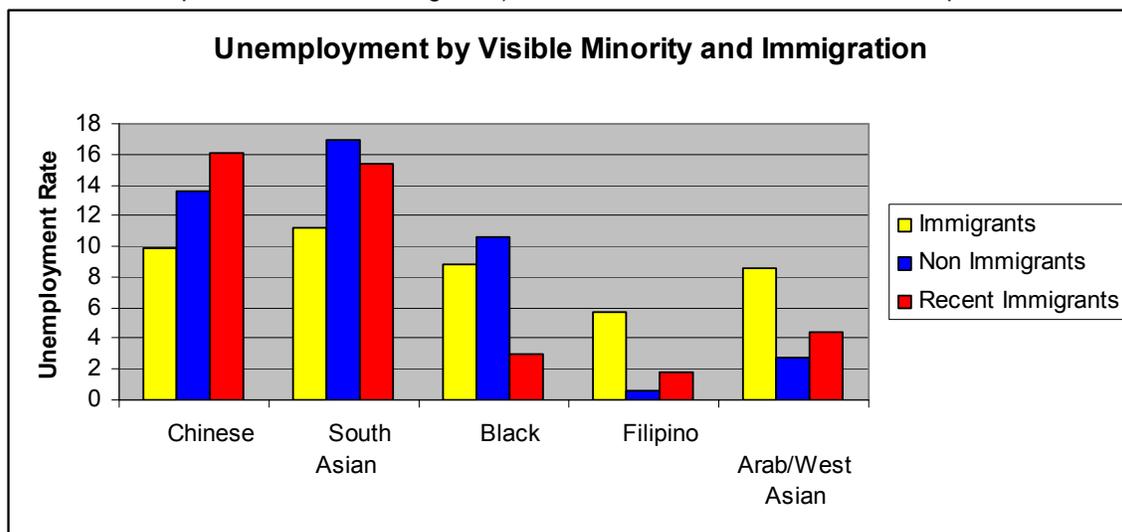


Figure 9, Unemployment by Visible Minority and Immigration

Figure 9 demonstrates some expected and unexpected trends in employment across visible minority populations and periods of immigration. Not surprisingly, unemployment rates are highest for recent immigrants. Interestingly, non-immigrants in some visible minority groups have higher unemployment rates than the average immigrants living in Northwest Scarborough.

For the Chinese population, the unemployment rate for non-immigrants is 13.6% compared to 9.9% for immigrants. The unemployment rate among South Asian and Black non-immigrants is higher than it is for immigrants, including recent immigrants. For Black non-immigrants the rate of unemployment is close to

triple the unemployment rate of Black recent immigrants. It is interesting to note that for the top three categories of visible minorities in NWS, the non-immigrant population is facing unemployment rates higher than immigrants, and in some cases higher than recent immigrants. This trend in employment rates may relate to the educational requirements for immigrants, which ensure that education levels for immigrants are high, relative to Canadian-born residents. High unemployment for non-immigrants may also be connected to the high proportion of non-immigrant youth. Youth overall in NWS have the highest unemployment rate at 12.0%, and youth who are visible minorities have higher unemployment rates at 19%. Since non-immigrants have the highest proportion of youth in their population, unemployment rates would be higher.

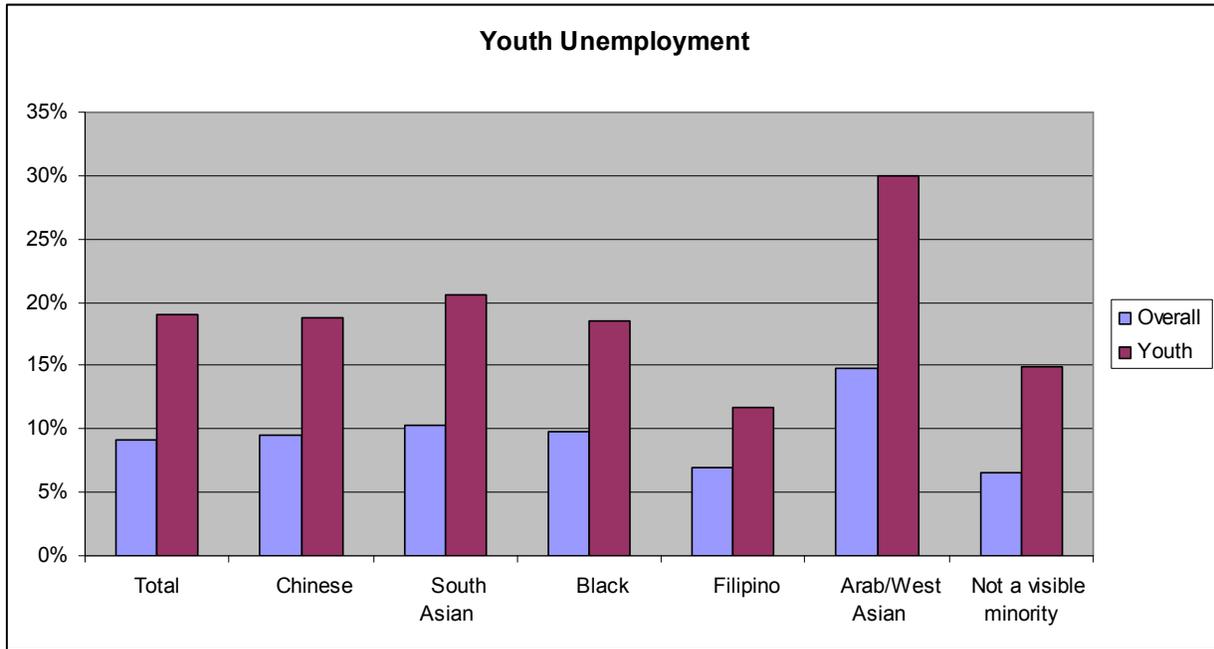
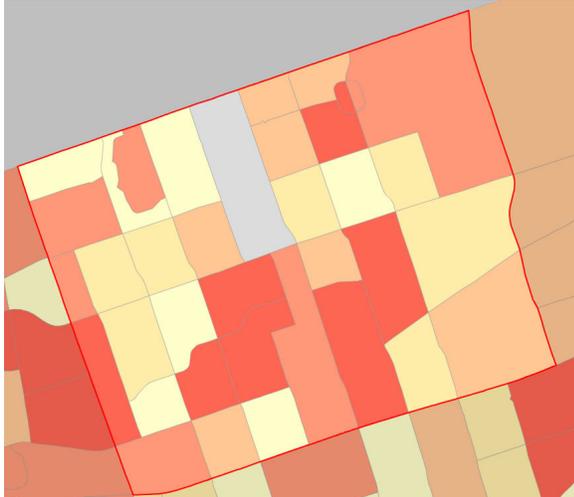
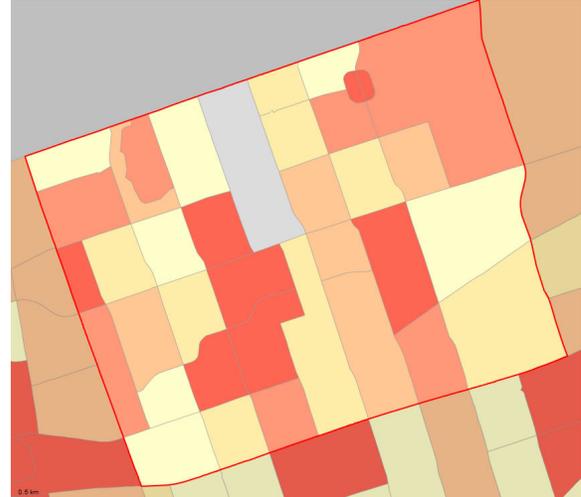


Figure 8, Youth Unemployment

Geographically, youth also seem to be strongly correlated to overall unemployment in Northwest Scarborough. Many of the areas with high youth unemployment also have high overall unemployment (Maps 15 and 16).



Map 15, Youth Unemployment



Map 16, Overall Unemployment

These trends in unemployment rates may also be caused by a racialized labour market which prevents some visible minorities from finding work, and, as recent research indicates, diminishes the advantages normally associated with having settled in Canada over a longer period. This is corroborated to some extent by the fact that non-immigrant, non-visible minorities have some of the lowest unemployment rates at just over 6%. Regardless of period of immigration, non-visible minorities have lower unemployment rates than visible minorities in Northwest Scarborough (Figure 11).

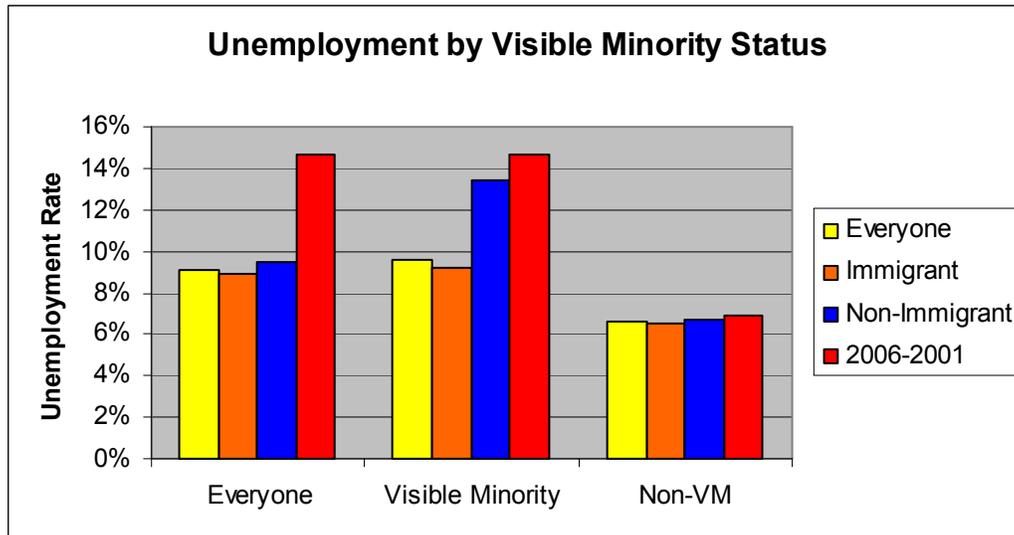


Figure 9, Unemployment by Visible Minority Status

The influence of visible minority status on employment (described above) is particularly concerning for the large non-immigrant children population (41% of all non-immigrants). Many non-immigrant children (86.9%) are visible minorities. These second generation Canadians could face many of the challenges of a racialized labour market.

Besides serious challenges of unemployment in the NWS area, immigrants are facing issues of underemployment as addressed briefly in the previous section. Lack of access to full-time for a full-year

jobs is another indicator of underemployment. Full-time, full-year jobs represent the career oriented work that is potentially more long term and more stable than other kinds of employment. In NWS, only half of the residents in NWS worked full-time for the full-year. Of those who worked full-time full-year, more had a university degree (55.8%) than no high school diploma 42.6%. Only 47.9% of non-immigrants worked full-time, full-year while immigrants have a slightly higher rate of working full-time, full-year 51.6%. Recent immigrants had the lowest rate for people working full-time, full-year at 35.3%. Recent immigrants also have the lowest rate of working full-time, full-year with a university degree at 41.0%. Immigrants who arrived before 1991 have the highest rates for working full-time, full-year in both the no high school diploma and University degree categories. University helps full-time, full-year work but not compared to the rest of the population for recent immigrants. Not having high school particularly has a negative effect on recent immigrants and not on those that have immigrated before 1991.

	All Education Levels Worked full-time, full-year	No High School Diploma Worked full-time, full-year	With University Worked full-time, full-year
Total	50.6%	42.6%	55.8%
Non-immigrant	47.9%	36.1%	55.1%
Immigrants	51.6%	44.7%	56.0%
before 1991	61.2%	58.8%	65.0%
1991-1996	50.7%	41.5%	60.0%
1996-2001	48.8%	43.0%	60.0%
2001-2006	35.3%	24.5%	41.0%

Table 8, Worked Full-Time, Full-Year by Period of Immigration

Gender has an impact on finding full-time, full-year work. More males have full-time, full-year work 53.8% than females 46.4%. Overall, males are working full-time, full-year, and women are more likely to be working part-time. These findings indicate a potentially gendered labour market as well. The lower proportion of recent immigrants working full-year, full-time is an indication of underemployment.

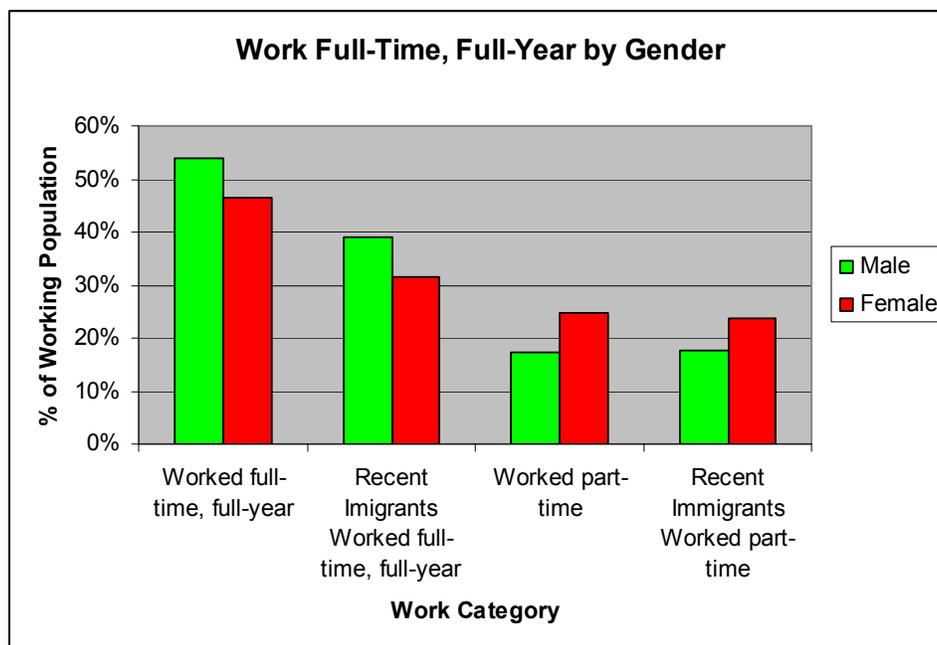


Figure 10, Worked Full-Time, Full-Year by Gender

In NWS, residents are less likely to be earning employment income than the CMA average. For recent immigrants in the NWS area the picture is closer. Recent immigrants are less likely than the average CMA resident to have employment income between the ages of 25-44 years old. While in the categories of 45-74 years old, recent immigrants in NWS are more likely to have employment income than the CMA average. 15-24 year old immigrants and recent immigrants in NWS are significantly less likely to have employment income. The gap is even more significant for recent immigrants between the ages of 15-24.

Total NWS with Employment Income	NWS	NWS Recent Immigrants	CMA Recent Immigrants
Total - Age groups	66.7%	74.8%	76.1%
15 to 24 years	75.9%	67.4%	76.6%
25 to 34 years	82.7%	80.6%	81.3%
35 to 44 years	83.3%	80.6%	81.6%
45 to 54 years	84.2%	79.4%	77.8%
55 to 64 years	69.2%	61.3%	58.2%
65 to 74 years	19.1%	30.9%	26.2%
75 years and over	4.8%	5.5%	17.5%

Table 9, Employment Income and Immigrants

Another indication of underemployment is evident in the amount of income earned by those who are working. The median employment income for recent immigrants is across the board lower than the CMA. The fact that NWS recent immigrants between 45-74 years old are more likely to be earning employment income but are earning less employment income than the CMA average indicates that recent immigrants are more likely to be working in survival jobs.

Median 2005 individual employment income	NWS Recent Immigrants	CMA Recent Immigrants	Difference
Total - Age groups	\$13,527	\$16,138	-\$2,611
15 to 24 years	\$5,213	\$6,391	-\$1,178
25 to 34 years	\$14,173	\$18,672	-\$4,499
35 to 44 years	\$18,233	\$20,702	-\$2,469
45 to 54 years	\$14,928	\$18,276	-\$3,348
55 to 64 years	\$5,653	\$12,385	-\$6,732
65 to 74 years	\$375	\$8,248	-\$7,873
75 years and over	\$0	\$7,798	-\$7,798

Table 10, Employment Income Difference and Immigrants

Seniors in NWS are earning much less (\$2600) than the CMA. Recent immigrant seniors are, on average, earning \$6248 less than seniors in the CMA. The significantly lower incomes of seniors and especially for recent immigrant seniors in NWS (Table 10) could indicate that seniors in NWS have to be more reliant on their family than most seniors and could face issues of economic independence.

INCOME AND POVERTY

Recent immigrants have significantly lower individual median incomes with an average median income of \$11,918 across census tracts. Incomes are slightly higher in the NWS area at \$18,544, but still low compared to the CMA average of \$22,275. The earlier the period of immigration, the more likely they are

to have higher incomes as demonstrated by Figure 13 below. However, it is only after 15 years that immigrants obtain median incomes higher than the average.

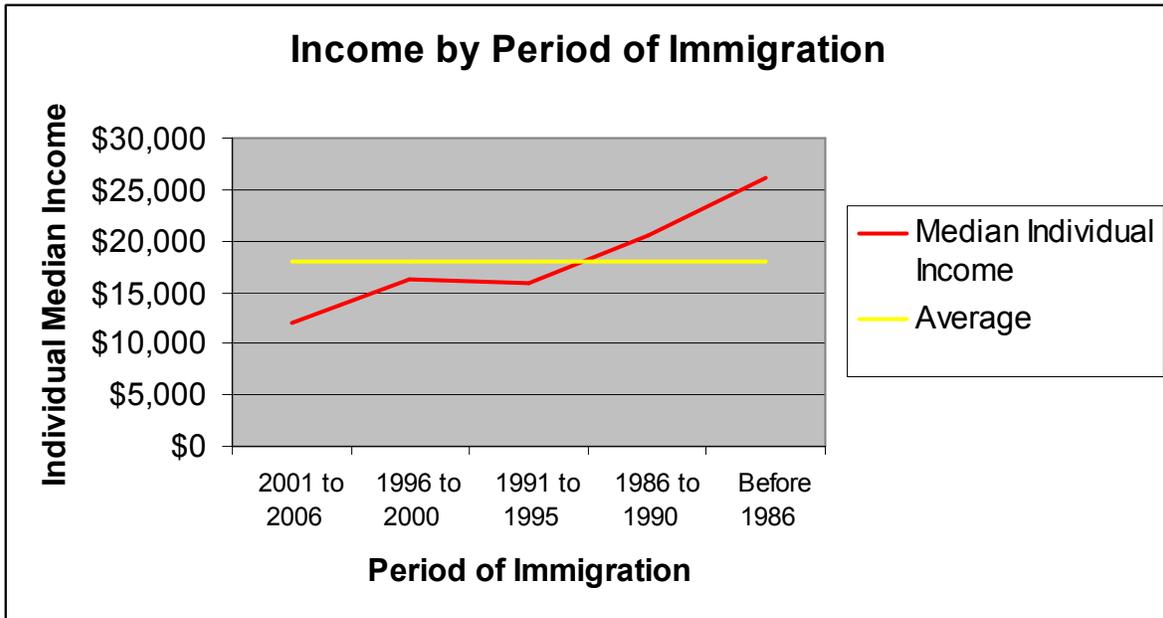
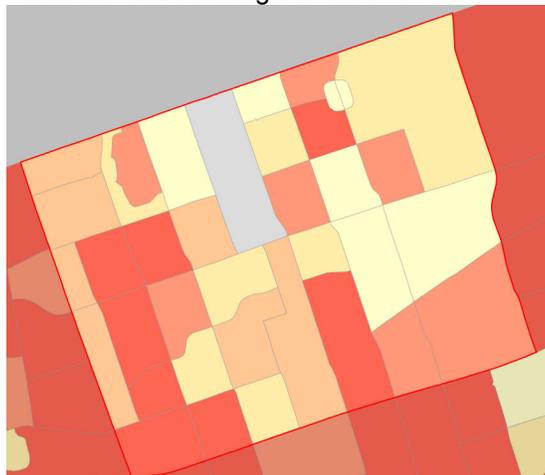


Figure 11, Income by Period of Immigration

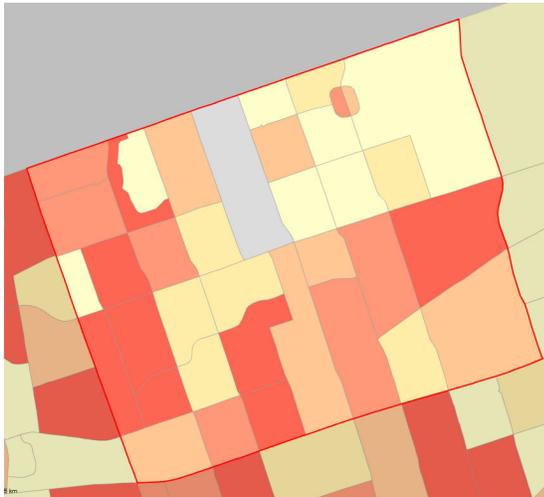
Women in Northwest Scarborough have lower incomes at \$16,755 compared to the average of \$18,544, and incomes for recent immigrant women are the lowest at \$10,892. This is not surprising considering the numbers of working full-year, full-time, that indicate that women are more likely to be underemployed than men. In Map 16 below, darker areas represent higher incomes and lighter areas represent lower incomes.

Nearly half (48.4%) of recent immigrants are living below the Low Income Cut-Off (LICO) – a Statistics Canada standard for measuring the minimum economic requirements for a family to sufficiently meet essential needs. This is nearly double the proportion of the average Northwest Scarborough residents at 26.9% and significantly higher than the CMA average of 18.4%.



Map 17, Median Individual Income

A further 1 in 3 (32.4%) recent immigrants are earning less than \$10,000 a year. This is low when compared to the average for Northwest Scarborough residents (28.2%), and CMA residents (22.1%). Senior populations in Northwest Scarborough account for a large proportion of those living with incomes below \$10,000. Maps 18 and 19 highlight some geographic patterns for concentrations of seniors, and incomes under \$10,000.



Map 18, Seniors



Map 19, Incomes under \$10,000

The data and Maps 17 and 18 above indicate that there are significant poverty issues in Northwest Scarborough and that incomes vary greatly from community to community within the NWS area. Lone-parent families are potentially facing the greatest financial challenges though data was not available to verify. Based on available data 36.6% of lone-parent families are living below LICO. Considerable poverty in some areas of Northwest Scarborough is compounded by some potential shortages in affordable housing in the area. While 28.2% of Northwest Scarborough residents are living on incomes below LICO, only 27.4% of residents actually rent while the rest are home-owners or condo-owners. This means that at least 0.8% of residents in the area live with incomes below LICO and own their home. This is reflected in the proportion of residents spending more than 30% of their income on housing. Over 32.5% of Northwest Scarborough residents over-spend on housing compared to 27.1% of CMA residents. Affordability challenges in Northwest Scarborough may have driven some residents to live in multi-family households. Over 8.7% of residents live in multi-family households compared to the CMA average of 4.2% of residents¹. These multi-family households raise potential issues of intergenerational conflict, economic independence and social isolation.

More people in Northwest Scarborough are living with families than living alone. Only 4.7% of NWS residents and 1.3% of recent immigrants live alone (compared to 8.2% of the CMA). Nearly 17% of seniors are living alone in the area, but only 0.1% of recent immigrant seniors live alone (compared to 22.6% of the CMA) indicating that nearly all seniors are living with their families. This highlights further issues economic independence amongst NWS resident families and seniors.

Despite some significant challenges with poverty, income, housing, employment, and language barriers, potential assets in the community can support residents in addressing the challenges that affect them the most.

¹ Housing data was not available by period of immigration.

Chapter 4: Research Findings

Community Research Methodology

Partnership Council Meetings

North West Scarborough Local Immigration Partnership Council was established in December 2009 and has commenced its activities since January 2010. LIP Council has established four working groups in December and first meeting of all four clusters were conducted in January 2010. Steering Committee was established in April and met twice within May and June. The Partnership Council planning meetings were held in February, March, April and June 2009. Three new working groups were established in April as an outcome of the community summit replacing the previous four clusters and they met within the months of April, May, June and September 2010.

Community Engagement

Following the first planning session in February 2009 the project management team and LIP Council members interviewed around 100 individuals that include newcomers, residents, refugees, service providers, private businesses and other stakeholders of North West Scarborough area.

LIP Council organized a community summit and the third planning session in April and Partnership Council developed vision and defined areas for action and innovation. Following this planning session, the Partnership Council worked in three teams focused on three major thematic areas and reviewed the findings and recommendations of each team at the Partnership Council meeting which was held in June.

On the other hand Project Management Team (PMT) conducted several focus group discussions with community based groups such as faith-based groups and residents groups. In addition, PMT conducted one-on-one discussions with all the partner agencies and collected data related to services, challenges, needs, partnership and future directions. PMT and partnership Council have reviewed, analysed and reported their findings in key areas including language training, education, employment, health & wellness, childcare, housing, youth services and services for seniors.

This section describes what services are available for newcomers, what works best, goals of newcomers, challenges faced by both newcomers and service providers and possible solutions.

Access to Information

Most immigrants to Canada receive a welcome package at the airport's Newcomer Information Desk. Newcomers can also find most of the information relevant to their settlement needs in their new home by visiting Federal and Provincial government websites as well as websites of many settlement agencies. However, the majority of the respondents stated the following barriers in access to correct and relevant information

- Newcomers who arrived late night or early morning often did not get printed information package
- Majority of NW Scarborough residents are Chinese and Tamils and they are unable to use the information due to their poor language skills in English
- Newcomers do not receive any additional advise about where to start their journey at the airport
- Printed materials do not provide all relevant information
- Persons entering as a refugee claimant do not get the information package

However, proactive newcomers who use these materials effectively benefit as they contacted newcomer centres located in Scarborough where they received useful and relevant information. Usually most of the immigrants visit YMCA's Newcomer Centre in Scarborough for their language bench mark assessment. In addition to that, the YMCA helps newcomers to research about services available in Scarborough through

Newcomer welcome centre. New immigrants who have visited the YMCA stated that they received useful information from them. However, they also mentioned that they could not get in-depth information about some services such as employment and housing where they had to visit different agencies to learn more about those services.

In addition, there are a few more welcoming centres located at different settlement agency offices. Ex: Agincourt Community Services Association, Catholic Cross-cultural Services, Mennonite New Life Centre, Center for Information and Community Services and Public Libraries. However, services provided at each settlement organization varies where the level of support a newcomer received from a settlement worker merely depend on knowledge level and strength of social network of the staff.

Newcomers, residents, community groups and newcomer service providers wish to have the followings to enhance better access to correct and relevant information:

- Newcomers' information available in all different languages
- Newcomer arrival package is made available for all the newcomers including skilled immigrants, refugees and sponsored family members.
- Access to fast internet services and link to useful websites provided to newcomers at newcomer welcome centers
- Effective dissemination of information about newcomer services through flyer/ pamphlets/ community outreach
- More outreach and community partnership to inform newcomers about the contact for different services.
- Information on services for newcomers readily available throughout the communities
- Settlement workers share more information regarding various services

Access to Services

Access to relevant services is another crucial component for new immigrants in their successful integration into Canadian society. However, access to some of the key services are pretty challenging for a newcomer who resides in North West Scarborough. For example, there is no agency to serve people living with HIV/ AIDS or LGBTQ communities and to obtain services they often have to travel downtown to access services specific to their groups. On the other hand, although there are number of settlement agencies located in different locations, each organization is specialized in one or two areas. Ex: family counselling and language training. Therefore, a client has to go to two or more organizations to fulfil their needs. This causes frustration among many newcomers as they have to spend money and travel time to different locations. Language level of newcomer is also another significant factor that impedes access to services. Eligibility criteria used by organization is another factor that affects newcomers such as refugee claimants and immigrants those who recently become citizens but are still in need of some services.

The following are some of the concerns expressed by newcomers and service providers

- Accessibility – In some cases clients have to travel longer distances to get to a service provider. The client has to spend both time and money which is hard for them to afford.
- Staff client ratio – one settlement worker has to deal with many clients, beyond their capacity
- Some organizations are not located at major intersections. It is hard to find suitable office space at major intersections. Therefore, it is not easy for clients to find the office.
- Lack of multi-cultural staff, make it difficult for clients to explain their needs and staff unable to assess and help clients properly.
- Due to rigid and inflexible budgets, agencies are unable to adapt with the unforeseen changes in immigration trends, and thus cannot adequately provide services to clients. There are constant changes in client demands. However, organizations may not be able to respond effectively as they cannot reallocate the existing funds to cater to the needs of clients.

- Settlement service agencies mostly receive project based, short term funding which is a hindrance to make significant impact through a particular project.

Wishes of newcomer stakeholders are:

- Easy access to newcomer services
- Services are provided at their neighbourhood of newcomers
- Services are available in their first language.
- Organizations will be more flexible in term of client eligibility criteria
- Services available for residents to overcome language barrier, unemployment, isolation
- Make more services available in one location ('one-stop shop' type of place)
- Increased amount of, and more diversified range of settlement services in the local community
- Service providers look into all kinds of needs of newcomers and provide more community based services (services available close to their residential area).
- Proper follow up with newcomers to ensure they progress with their career goal
- Agencies listen to newcomers and develop a system tailored to meeting their needs
- Recognize the skills and give due space for newcomers in decision making while design newcomers' program
- Agencies work in partnership, share information, improve services & serve effectively

Wishes of Service Providers and Stakeholders:

- Government make flexibilities in their funding policy to support to Newcomers' Services
- Government supports and funds Programs with long term vision with better opportunities for newcomers
- Collaboration or meaningful partnership among service providers will help to provide better services
- Service providers work together and put newcomers' interest first
- Agencies of different sizes and strengths collaborating and larger ones supporting the small ones.
- Service Providers should focus on sharing – space and experience
- Need an inter-agency committee or working group to help every organization involved in settlement services to improve their services
- Agencies work more closely with community association of different cultural background
- Agencies involve community members to work with health services to promote health and hygiene

Language Training

Language proficiency in one of the official languages or both is a key to success for most of the newcomers to establish themselves in Canada. Especially, it will be beneficial for internationally trained professionals to continue education and upgrade to compete in the job market. Although skilled labour immigrants have to prove their language skills in one of the official languages before they obtain visa, newcomers enter into the country through family sponsorship and as refugee claimants do not need to meet that requirement.

Both federal and provincial governments partner with school boards and settlement service providers to provide opportunity to improve their language skills. ESL and SLT are funded by provincial government whereas LINC and ELT programs are funded by Federal Government. Although, there are four ESL centres operated by TDSB located within the boundaries of NW Scarborough, all of them are located towards West and South of NW Scarborough area. There is no ESL centre at the North East part of the area. However, this gap is filled by TCDSB centres where they have 16 centres providing ESL (13 locations) and LINC classes (three locations). In addition there are four settlement agencies provide LINC classes and two provide ESL classes. There are four centres provide evening classes and another four centres (both managed by TCDSB) providing classes on Saturday.

A newcomer will be enrolled to any language training program following a language bench mark assessment. Language benchmark assessments are mainly done by YMCA newcomer centres located at 10 Milner Business Court in Scarborough. Although there is a short waiting time for clients and one can usually get an appointment within six to seven days, travelling distance and transportation costs are all still concerns for some newcomers. Usually for ESL classes, TDSB Adult learning Centre in Scarborough will directly assess the standard and refers the client to different ESL levels according to the score.

ESL is opened for Canadian citizens, permanent residents, refugee claimants and conventional refugees (first language neither English nor French) whereas LINC is opened for Permanent residents and conventional refugees. It was highlighted that there is no language centre provides FSL classes in Scarborough. However, Alpha-Toronto (one location) and Centre Francophone de Toronto (3 locations in Downtown and one in North York) conduct FSL classes in Toronto.

Newcomers interviewed have stated the followings;

- Schedules of English language classes do not match with clients expectations. Most of the classes are conducted during the daytime on weekdays, which is a barrier for many people who work during this time.
- Institutions (i.e hospital) have staff that have limited English proficiency and are not able to access classes in the community because of the timing. Some organizations would like to offer these classes to their staff and the community but find it difficult to get the support from community agencies who offer these classes.
- Transportation costs – especially for ELT programs where newcomers may have to travel farther distances for a location offering services related to their profession of interest. Although, most of the host agencies provide bus tokens, fund allocation is not adequate to support all eligible students. On the other hand, some service providers stated some students misuse the facilities where they travel by car or other mode of transport and submit false documents to claim bus tokens.
- Organizations conduct LINC, ESL, SLT and ELT classes also provide onsite childminding programs while LINC classes are in session, for the dependent children of parents who are attending LINC classes. However, the eligibility age group for kids varies. Some of the organizations accept 2 to 6 years, whereas some other accepts 3 to 7 years². There are very few agencies that provide childcare facilities equipped to and/or accept infants. This is a barrier for new mothers to attend LINC programs as they may have to wait one or two years to start the course.
- TDSB, TCDSB and few newcomer service providers conduct special language training program for internationally trained professionals to improve their language skills for their work. Ex: TCDSB provides SLT for childcare, home health care and LINC childminders and ELT for ESL Instructors. Poly-cultural Immigrant and Community Services provides 12 week sector specific language training for administration, customer service, health care, technical and trades. However, none of the above centres are located in NW Scarborough
- Some newcomers who have basic skills and/or others who are interested to learn French have no place follow French language training program in Scarborough. Newcomers feel that knowledge in both English and French will enhance their chance to get a job in their professional field, especially in government services.
- First generation Canadians school children are not eligible for special summer classes to enhance their language skills. (As they are born in Canada, the government considers English as their first language)

Wishes of newcomers and stakeholders;

² CICS provide childminding from 18 months to 6 years; up to 12 years for night and evening classes. TCDSB provides childminding from 31 months to 72 months. CCS provides childcare from 8 months to 6 years; Mennonite New Life Centres accepts Pre-school children for childminding program.

- All the immigrants get access to English language courses despite of their immigration status
- Opportunities for refugees to get education as that of landed immigrants
- Community tour and exploration visits organized as part of the LINC and ESL classes
- Specialized skills development programs for newcomers in addition to LINC classes³
- LINC educators should be aware of other settlement services to help the students

Education and Skill Training

Most of the parents stated that Canadian education system provides excellent support their children and expect better future for their children in Canada. The education system includes special education program, summer classes, after school program, reading buddy system and personal care to help newcomer students. However, one community leader stated that a parent in their neighbourhood could not put her kids to special program to improve their English language skills. School management stated that as they are born in Canada there are not eligible for that program.

Most of skilled immigrants usually arrive here with post secondary educational qualifications. In the case of immigrants arrive to Canada as refugees or through family sponsor may not have those qualifications. Generally, it is not easy for immigrants to get employment in their professional field even though they have post-graduate qualification. They are required to upgrade their qualification by completing a short term study or long term course. On the other hand there are academic bridging programs which help newcomers to equivalent their educational qualification to match with Canadian standard. Canada also provides opportunities to newcomers to follow one or two courses to add additional credits to get Canadian equivalency. However, most of the respondents highlighted the higher tuition fees they have to pay to complete any of the courses. Although OSAP is available for adult students, it will be granted to anyone who passes through eligibility criteria only. Some internationally trained professionals stated that even though they have completed one year bridging program, they could not find a job in their professional field.

Canadian assessment of foreign credentials is an important element of immigrant integration into the Canadian workforce. Especially, for an internationally trained professional who wish to enter an occupation or pursue further studies, whether the person's chosen occupation is regulated job. Currently, credential assessment is a lengthy process and relatively expensive (\$200) for newcomers. However, it is mandatory to upgrade to higher education. Although one can apply for credential assessment online even before they arrive in Canada but unfortunately most of the newcomers are not aware of it until they land in Canada.

Wishes of newcomers;

Children Education

- Cultural classes for children
- More tolerance and support from the School systems for children new to Canada.
- Newcomer parents will have more exposure to information about education investments for their children

Academic Programs

- Lower tuition fee for students and lower interest rate for student loan which will provide opportunity to many internationally trained professionals to upgrade their qualification to match job market requirement.
- Access to information about educational opportunities and financial assistance
- Faster credential assessment

³ Dufferin –Peel TCDSB provides a variety of life skills development training opportunity for immigrants

- Free training on IT related programs

Translation and Interpretation

Translation and interpretation is another challenge for service providers to help newcomers access to information and services. Prominently, 57% of the population in NW Scarborough are new to Canada, the majority of which belong to the Chinese and Tamil community. In addition, there are a considerable number of families from Afghanistan and other third world countries who often require services in their first language which accepted as best option by service providers too.

Initially there were ethno focused community organizations emerged as settlement service providers to support a particular cultural groups. It was easy to help their community clients as they have better understand about the cultural values and speak same language. However, most of them changed their policy to serve any eligible immigrant irrespective of cultural background. Although agencies extended their support to every newcomer approach their door step, any single agency does not have the capacity to serve all linguistic groups. Also, settlement workers who serve as interpreters may have a hard time convincing third parties that they are not advocating. Further for appointments that clients get referred to off-site, the settlement worker should not have to accompany to provide interpretation, leaving their work within their agencies.

Most organizations usually obtain help from other organizations or individuals whereas some organizations use their staff or regular volunteers working in different locations to help a newcomer with translation and interpretation needs. Service providers identified following challenges:

- Some newcomers do not prefer to another person as interpreter between settlement worker and client
- It is hard for interpreters to continue to learn and grow their glossary of terms to keep up with changing terminology in the different sectors.
- In some cases, interpreters may translate as they perceive what client wants to say instead of translating what was exactly meant by the clients.
- Although there are individual (licensed) interpreters available, many of the organizations are unable to get their services due to fund restrictions.

Wishes of newcomers and stakeholders are:

- Most of the services including job search workshops be available in their first languages
- Funding provision should be available for interpretation/ translation services
- Newcomer service organizations should recruit more multilingual. Multicultural staff to serve people from diverse cultural background.

Employment and access to labour market information

Most newcomers face challenges of adopting a transition in their professional career in Canada. Functioning of job market is often totally different from their experience at their country of origin. Unlike many other countries, 80% of the vacancies are hidden where newcomers need to learn how to target the hidden job market and secure interview opportunities. The first few tasks for a newcomer are developing a resume to match with Canadian standards, preparing a cover letter that gets attention of the employer and exploring the hidden job market.

There are number of Employment services available in NW Scarborough. The list of agencies includes ACCES Employment, COSTI, Operation Springboard, Tropicana and VPI who are popular among new immigrants. These organizations help newcomers to develop resumes to match with different job positions, prepare cover letters, coach them to face interviews, help to familiarize with work place culture and language and job search skills mainly targeting hidden job market. There are employment agencies such as Apple one, Adecco Employment services, A&K Employment Services, A&T Manpower services,

Amecco Employment Services and Trebor Personnel Inc. help finding a job with another company. Each agencies focus on placing people in specific fields. Usually, these agencies are private companies, but the client should not pay any money to these agencies. Employment agencies make money by charging the company that newcomers works for, or they might take a percentage of the pay.

Most newcomers do not get their dream job or the same job they did in their country of origin. Lack of Canadian experience and less recognition of their educational certificates are two key reasons identified by many professionals who work with newcomers to connect them with the job market. Most of the employers are not ready to take a risk by recruiting a newcomer who has no Canadian experience. To get started, a newcomer may have to accept what work that may not be ideal. While doing a survival job, completing credential assessment and complete a certificate course of diploma course to match their qualification with Canadian standard and match with job market requirement will help a newcomer to obtain their dream job in few months or even in years. This period is crucial period for newcomers where most often they are targeted by employment scams and agencies who exploit newcomers in different ways.

Other than the assistance provided by employment services and employment agencies to get a job, work place language training which commonly known as Enhanced Language Training (ELT) Program, is also useful to internationally trained professionals. ACCES Employment, Poly-cultural Community Services, and COSTI are some of the organizations provide ELT program in NW Scarborough.

The followings are some of the issues identified through neighbourhood scan and community consultation:

- Some employers ask for a credential assessment report before hiring a newcomer. However, it is a lengthy process (generally 6 to 12 months) and costs \$200 for only a basic assessment. Therefore a newcomer is compelled to wait for 6 – 12 months to apply for such regulated jobs. Though the YMCA had funds allocated in the past to help a limited number of newcomers with this process, this crucial service is no longer available.
- Lengthy certification processes for regulated professions in Ontario is another barrier for newcomers. Especially regulated professions such as physicians, nurses, teachers, veterinarians & lawyers and regulated trades such as plumbers, welders & electricians have to obtain licenses to practice in Canada and /or should be registered and obtain membership with Professional or Trade Associations. In some cases, newcomer will have to take some upgrading or training courses to meet the requirements of the profession. Formal examinations are part of almost every licensing process and they often involve a large fee.
- Most Job Search Workshops are not client focused and do not meet individuals needs. Often all different professionals such as engineer, Teacher, Social worker are placed in one group and they are encouraged to develop a resume for a position in customer relations. This type of guidance usually push the newcomer towards front-line positions at customer services instead of help them to get a placement in their field or related field of work.
- As experienced by many newcomers only a few agencies provide support in career counselling and preparing for a second career. Although many agencies have this component as part of employment services, newcomers do not always enjoy the benefit of career counselling support due to limited number of staff and volunteers.
- The Canadian experience is a necessity for internationally trained professionals to secure a job in Canada. Therefore, most of the newcomers approach employment services with the expectation of getting paid or unpaid placement which will help them to gain Canadian experience in their professional field. Newcomers who attend Enhanced Language Training program (ELT) or SLT program and Job Search Workshops (this is a part of most of the ELT program) do not always get the opportunity for compensated or voluntary placements. Ability to give more placement opportunities influenced by the strength of the organizations' network, job developers' individual linkages with employers and job market status during a particular period. For example, following the recent economic recession, some of the vacancies have been frozen by many of larger employers.

- Although COSTI and TCDSB provide ELT program none of their centers in Scarborough provides ELT program. Poly-cultural Immigrant and Community Services provides ELT program for professionals in business administration, customer services, finance and technology. Although they have one satellite office at NW Scarborough, this program is available only at Scarborough South location (Eglinton Ave E and Markham). Catholic-cross Cultural Services conduct ELT for professionals in Healthcare. TDSB provides ESL for Engineer, Accountant, IT, Administrator and Marketing professionals. However, none of the services available in Scarborough. ACCES employment conducts ELT program Financial, sales & marketing, banking, IT and engineering professionals.
- There is no settlement service organizations provide life skills development training programs in NW Scarborough such as fabric painting, fashion design, hair dressing and interior decoration. These kinds of training will help newcomers to start small business or get employment for their immediate financial needs. Although these services are not provided in Scarborough, Dufferin – Peel TCDSB provides a variety of skills develop trainings in their region.
- There is very few settlement service organizations provide skills development training such as advanced computer skills, accounting training and interpretation skills training. These types of training are very valuable since not many internationally trained professionals get the opportunity to obtain such training in their field.
- Mismatches in connecting with mentors – sometimes settlement agencies connect newcomer clients with mentors from a different professional background. In such cases the newcomer doesn't obtain the proper career guidance. Also, the newcomer can't be connected with another mentor according to the current practice.
- Newcomers seeking opportunities to volunteer often do not get positions relevant to their professional field. The experience they gain from an irrelevant volunteering position doesn't add any value to find a professional job. Therefore, settlement workers and job developers may have to guide a newcomer properly before selecting a volunteer position.
- Newcomers complained that there is a tendency to place clients in minimum wage, low skilled jobs to show higher success rates. Newcomer clients are often advised that they have to start from entry level position and then try to reach higher position thru gaining years of experience in the sector.
- Poor follow up (case management) by the settlement service providers where clients are generally contacted up to three months. There is no long term follow up and assistance done by these settlement agencies. However, clients also have the responsibility to provide correct contact information and provide constructive feedback to service providers.
- Although there are a number of agencies helping newcomers to find jobs in North West Scarborough, some agencies only serve specific age groups (for example, only youth between 16 to 24), whereas other agencies only serve clients from a specific professional background. Therefore, choices among available agencies are limited, and newcomers may need to travel farther to get to the correct agency. It is already difficult for newcomers to research and find out which organization to obtain support from.
- Each employment service provider is connected to a limited number of employers. Most of the employers are medium or small scale businesses where they may not be able to recruit a larger number of clients over a period of time. This leads to fewer job offers and placements for newcomers.
- Employment Ontario, ACCES Employment and Tropicana are some of the institutions help newcomers to get a paid placement. This placement is usually six months. During six month period, government will fund the employer to cover half of the salary paid to the employee. As it is first job and employee has no experience in Canada, employers generally pay minimum scale. Usually employer may recruit the employee at the end of six month training period. However, there is no assurance to continue in the job. There are cases where employers simply discontinue the person stating the performance level is poor. There are few companies who agreed to give paid placement opportunity but, pay only half of the entitlement while the client has to work 40 to 45 hours per week. Newcomers often do not report this to employment services as they are afraid of complaining against a company or employer.

- Youth link and YMCA have lost funding for some employment related programs. Therefore, they are unable to help a group of clients to find a job. Ex: YMCA was not granted fund for Impact program which aimed to help newcomers above 40 years to find an appropriate job.
- With the recent change in Employment Ontario's service strategy, a person on EI who already has a master's degree from home country is discouraged to go for a second masters in Canada through the second career program, which is a hindrance to upgrade the academic qualification necessary to meet the demand of Canadian job market.

Wishes of newcomers' community and service providers to get labour market information and employment opportunities;

- Newcomers are provided a pre-arrival package which provides information about the Canadian labour market. It will help newcomers to prepare before they leave their home country.
- Employers give more opportunity to newcomers to show their ability to work in newcomer working environment. Employers review their hiring policy – consider transferable skills to replace the requirement of Canadian experience.
- Employers provide more professional volunteer opportunities
- Employers provide more job opportunity for people without status.
- Federal and Provincial Government advocate with larger employers to hire more newcomers. Reserve a percentage of vacancy (10 – 15% quota at least) for newcomers.
- Job search process should be easier for newcomers and all the services are available in one location.
- Better mentorship program for job seekers. Connect the client with a professional from relevant field.
- More transparent information about job opportunities in Canada
- Service organizations give more focus on connecting newcomers with employers faster.
- Working and learning opportunities for newcomers - Can contribute while gaining education
- Service providers should work with business association to connect newcomers for employment
- Employment agencies strengthen the networks among themselves to share best practices to help better the newcomers in finding professional jobs.

General Health care

Newcomers to NW Scarborough enjoy public-funded health care system – OHIP. It covers all medically necessary hospital stays, surgeries, prenatal and postnatal care and newborn care. However, there is a three month waiting period for every newcomer to access this facility. Therefore, newcomers have to buy private health insurance while waiting to become eligible for OHIP. During the waiting period for OHIP, newcomers can also get medical assistance from Community Health centre operated by Scarborough Centre for Healthy Communities. On the other hand, OHIP does not cover dental care, vision care, artificial limbs, wheel chair and prescription medication. However, seniors, children and people on welfare will be covered for most of the above treatments. Toronto public health covers dental care expenses for eligible children.

The followings are some of the challenges faced by newcomers and service providers;

- Three month waiting period to qualify for OHIP coverage is too long for newcomers. Most of the newcomers' family can't afford to purchase health insurance. Usually it will cost over \$400 for four member family with two children. On the other hand they have to pay doctor for their every visit if they do not have health insurance coverage.
- Most of the newcomers fall sick during the first couple of months as they adapt to a new environment with drastically changing climatic conditions especially if they arrive during falls or winter. In such situations they often have to spend considerable amounts of money for medical care and to purchase prescription drugs not covered by medical insurance. Three month waiting periods aggravate the situation further
- There are an inadequate number of doctors' offices to serve a widely populated area. Patients have to wait a minimum of two days to see a doctor, and at the doctor's office, have to wait on average three hours. There are couple of doctor offices do not intake any patients.

- Many newcomers have difficulty understanding and navigating the health care system and therefore enter the emergency departments of hospitals for non-emergency related requirements.
- Many institutions including hospitals don't provide the level of interpretation services required to serve a diverse newcomer population.
- Many newcomers don't know their 'rights' and 'obligations' when entering hospitals and therefore leads to missed appointments, misdiagnosis and wrong treatment (for example the importance of providing medical history, the need to ask questions if don't understand what is being prescribed etc)
- Many newcomers don't know where to get their children inoculated before starting school and therefore delayed in starting school.
- There are new immigrants who travel more than 45 min to one hour to go to doctor office that was referred by their friends or relatives. Although later they learned about another doctor office close to their residence and from their cultural background, they do not change the doctor as they believe they can't change the family doctor.
- There are many doctor offices do not open during weekend and public holidays. Although there are walk in clinics available as an option, a patient has to wait 3 to 4 hours to see a doctor. Further, as that doctor has no access to the medical history of the patient, often they may not able to provide better treatment.
- Basic dental services are often unaffordable for newcomers since many do not have coverage through employment or OHIP.
- Emergency services at Hospitals are not prompt. Waiting periods range from five to eight hours. There are non- emergency patients come to Hospital emergency services instead of going to walk-in clinic. This exerts additional pressure on hospital staff and increase waiting period for the patient who in need of immediate treatment
- When newcomers are discharged from the hospitals they have difficulty knowing where to access services in the community and service providers don't always know where to refer them to.
- Newcomer seniors are in need of greater support in accessing health care services
- There is a lack of skilled staff with knowledge of cultural values and languages to serve diverse communities within Scarborough. Both Toronto Public Health and The Scarborough Hospital face this problem and currently they use volunteers from different cultural background to overcome this challenge. However, it does not work well always.
- When a patient can't speak English, often hospital and Public Health services engage a third party as interpreter or translator. However, some of the patients do not like a third party involvement as they share some of their personal information with doctor.
- Most of the newcomer kids quickly adopt fast food culture. This often leads to obesity and early diabetic conditions. Poor awareness of healthy food habit, parents have no time to prepare healthy meal as both work longer hours a day and preference of taste over quality food and availability are some of the reasons for such situations.
- Many newcomers don't receive health promotion related to eating and living healthier in their new western environment therefore it leads to poor health outcomes.

Wishes of newcomers and Service providers;

- Remove 3 months waiting period for OHIP.
- Dental care and vision care included to OHIP coverage
- More nutrition program and awareness program for newcomers and residents
- Programs to eradicate drug usage in the neighbourhood

“A state of wellbeing in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”(WHO, 2007).

Mental Health care

There are number of institution work towards mental health promotion of residents of NW Scarborough where most of the organizations serve both newcomers and as well as residents. Chinese Family Services of Ontario, Hong Fook Mental Health Association, CANTYD, East Metro Youth Services, Canadian Centre for Victims of Torture, The Scarborough Hospital, Canadian Mental Health Association, Youthlink and Aisling Discoveries Child & Family Centre are some of the organizations serve the community of North West Scarborough. Among these organizations Youthlink, CANTYD and East Metro Youth services serve youths while Aisling Discoveries Child & Family Centre serves children below 12 years. Canadian Centre for Victims of Torture works with political victims and victims of torture from war torn countries.

Among the above organizations, Chinese Family Services of Ontario, Hong Fook Mental Health Association, CANTYD were established to serve specific cultural groups. However, later they have opened their services to other communities, but CANTYD is still serving only Tamil youths. Although these organizations are working for the same community, inter-agency relationship among them is very limited. Compared to the population density in NW Scarborough, mental health services provided by the above organizations do not meet the higher service demand.

The followings are some of the issues highlighted by service providers and stakeholders. It is notable that newcomers do not realise mental health support is one of the service would help them to overcome stress and other mental illness. Most of the community members who need medical attention often do not want to accept that they need to undergo therapy or counselling.

- Few agencies work in mental health sector, leaving a significant number of clients under served. Some of them have cultural associations reflected in the name of organization and/ or cultural make-up of the staff. As a result, potential clients from other cultural groups abstain from approaching these organizations for assistance.
- The majority of agencies serve the general public and there is no special focus placed on support for newcomers, even though comparatively newcomers need more assistance to overcome issues such as cultural shock, trauma (if they are from war torn countries) and other psycho-social illnesses.
- Very few organizations support youth in coping with various challenges including drug addiction or gambling. There is a lack of coordination among the organizations those who have comprehensive programs on mental health issues for youths.
- Agencies that do deal with mental health issues have an inadequate amount of frontline staff to support newcomers mental health needs. As a result some patients (clients) have to wait couple of weeks or even months to get an appointment. If any patients need counselling/ treatment from specialists, it will take further long time.
- Most of the institutions do not have staff from different cultural background. On the other hand lack of interpretation services in mental health sector is another serious impediment.
- In some cases, though a client can speak English, they prefer to be counselled by someone from their own cultural background.
- Settlement workers of community organizations do not have skills to handle the clients with depression or trauma who may need psycho-social counselling before provide other settlement assistance. Without basic knowledge about mental health issues and skills to handle the situation, a settlement worker may aggravate the situation.
- It was reported that there are considerable numbers of suicide cases among youths of North West Scarborough.

Childcare and Early childhood Development Program for Children

Childcare, also known as day care can be licensed or unlicensed. Licensed childcare providers have to meet and maintain specific health, safety and caregiver training standards. Although unlicensed childcare arrangements are not regulated to the same degree, these are also widely available in this neighbourhood. There are 3 options available;

1. Home-based
2. Centre-based
3. Before-and- after school childcare.

Usually most of the childcare programs have long waiting lists. If parents are unable to pay the childcare fees, they may be eligible for childcare subsidy. Eligibility for is a based on net family income. However, the waiting list for childcare fee subsidy is longer than the childcare program waiting list. Usually it takes more than a year.

In addition to above fulltime day care centres, most of the settlement organizations provide short period of (3 – 4 hours) day care/ childminding program for parents who attend language classes and few selected programs. Usually all the LINC classes and ELT classes provide free childminding programs to help parents who attend the classes.

Ontario early year centres are places where children up to 6 years of age can play and learn. Parents of caregiver must stay with their children while attending and early years centre. These centres provide playgroups sessions, workshop, useful information and resources to parents. It also provides opportunity to parents to volunteer. Early this year provincial government announced its decision to provide a full school day for kindergarten children from 9 a.m. to 3:30 p.m., plus affordable before - and after - school care, should parents want it. Currently, there are 12 schools in NW Scarborough provides full day kindergarten program. Although it is called full day kindergarten, during the lunch break caregivers / day care staff where the child used to go, have to take the kids to their centre to feed lunch and bring back to school. In the case of parent attended child, parent has to take the child home during the lunch break. In some cases, teachers used to tell parents they don't need to bring the child for afternoon session. It is hard for parents who have hired individual (informal) caregiver to look after their kids.

The followings are some of the key concerns for newcomers;

- Difficulties in getting space at daycare centers. Clients have to find a location with space to admit their child and once subsidy is approved, clients have to contact the daycare centers' management to proceed further. Often newcomers may not have a space at day care centre close to their residence.
- Long waiting period to get childcare subsidy. Sometimes clients have to wait over two years period for assistance.
- Clients have to pay on average \$250 per child/ per week for daycare until their subsidy application is approved with no reimbursement upon approval. This puts women (often the main caregiver) in the position to have to stay home to look after their child(ren)
- New Full Day Kindergarten – little to no publicly available information in regards to the mandate of this process and how it will affect stakeholders (e.g. daycares, schools, government subsidy recipients and applicants, etc.)
- Young mothers who want to join ESL or LINC do not get childminding or childcare facilities in all LINC or ESL centers when the child is less than 2 years old. Some language classes do not provide child minding support.
- A newcomer visits a settlement organization for any help such as using employment resource centre for job search, attending newcomer seminar or workshop do not get child care support where one of the parent is forced to stay with the child and take turn to look after the children.
- Educating young mothers on raising a healthy baby is crucial. However, there is a gap in proper communication between the parents and the service providers. In most cases, young mothers learn

about this facility from friends and relatives. In other cases, parents have to pay up to \$125 for some new parent programs at hospitals

Expectations of newcomers;

- Expedite the processing time for child subsidy.
- Revise the policy where authority/government would reimburse part of the payment or full amount paid for child care until the approval of subsidy application.
- One location where parents can obtain information about space availability at child care centres in their neighbourhood.
- Settlement organizations provide child care / childminding services for all the newcomer programs including job search workshop and skills development workshop and seminars.
- Better daycare facilities – Better TTC accessible daycare centers in underserved areas.

Transport Facilities

NW Scarborough comparatively has better public transport facility. Most of the routes have TTC service every 15 to 30 minutes. TTC services are available from early morning to midnight. Therefore, it is very helpful for employees working evening and night shifts. Some of the respondents expressed their dissatisfaction about TTC services where TTC does not always follow scheduled time which frequently results in late to work, schools, etc. As some of the settlement service organizations located interior to major intersections or main roads, it is difficult for most of the newcomers to access the newcomer services.

Most of the newcomers stated the following as their concern about TTC services;

- Irregular services (delay or cancellations) of TTC buses.
- Higher rates of tickets and monthly passes (TTC has increased their rates from 2010 January)
- Adult students of LINC and ELT program are entitled to for free bus tokens. However, money allocated by the funder is not adequate to provide free tokens to all the students. Generally 4 – 6 eligible students get the token while other eligible students have to spend their own money to attend language classes.
- Newcomers usually volunteer with settlement organizations or other agencies to gain Canadian experience. However, they do not get bus tokens to compensate their contribution to the institution.
- Often no free TTC tokens are given to attend seminars for newcomers and job search workshops

Settlement service organizations stated that they are not in a position to provide free TTC tokens to every eligible student. On the other hand it was said that some students misuse the opportunities where to travel by car, but claim TTC tokens as they are not working and being dependant.

Wishes of newcomers;

- Free bus tokens are provided to all eligible newcomers and amend eligibility criteria
- Organizations provide free bus tokens to volunteers specially newcomer volunteers.
- Government support newcomers for the transport expenses by subsidizing the expenses
- Compensation for travel expenses to attend seminars, workshop and classes

Housing

For new immigrants finding a suitable place to live in a safe and welcoming neighbourhood is an important first step towards successful settlement and integration. As Canada increasingly rely on immigrants to fill out labour shortages, ensuring affordable housing for this population segment is vital for our economic growth and prosperity. However, homelessness and the lack of affordable housings are critical problems in Toronto.

It is strongly recommended to secure housing prior to arrival simply because it is such a difficult and time-consuming task. It is possible to arrange rental apartment through online or friends or relative can arrange it for the newcomer family. It is suggested that newcomers send a family member ahead of time to visit Toronto neighbourhoods, work with a real estate agent, broker or rental locator through phone or email, or view online classified advertisements.

However, when a newcomer has not made any pre-arrangement, there are many short-term alternatives, such as hotels, hostels, and vacant university residences, but those can be costly. Otherwise, there are few local immigrant-serving agencies for help with housing. Toronto Community Housing Corporation (TCHC) and Scarborough Housing Help Centre are the two major institutions help residents including newcomers to get affordable housing. However, it is not easy to obtain those subsidized housing as there is a very long waiting list where a family may have to wait over five to ten years. On the other hand, poor maintenance and security condition of those community housing and other low cost housing units is another major challenge. Cockroaches and bed bugs are very common not only in TCHC buildings, but also in many private apartment buildings.

Usually most of the newcomers rent an apartment, house or condominium as their first permanent home in Scarborough. In most of the cases apartment management request the tenant to sign one year agreement where two months' rent amount should be paid in advance. Some property management companies also offer \$50 to \$75 discount to tenants who sign one year agreement and pay on 1st of every month. There is month-to-month agreement system also available where management does not give any discount.

The followings are some of the key challenges faced by many newcomers in this neighbourhood;

- NW Scarborough is located within Toronto boundaries and the prices of houses or monthly rents are high as that of Downtown Toronto. Rent for a double bedroom apartment is \$ 1000 on an average where more than 50% of the family income is spent to secure accommodation. In the case of people live on welfare, over 80% of the income will be spent for housing.
- People with lower income groups are eligible for subsidized housing. However, long waiting periods for subsidized housing force the low income groups towards either homelessness or share basement of a house with two or more families.
- Very few apartment management companies promptly response to tenants request for repairs, maintenance and other housing related issues. Many others take over a month to carry out some of the repairs.
- Although there are vacant apartments with different options available for renting, it is not always easy for a newcomer family to rent an apartment. Applicant has to submit a letter from the employer and bank statement showing sufficient fund to pay rent at least for one year. In some cases, building management asks for six months advance deposit or a guarantor to rent an apartment.
- There are many apartments in this neighbourhood became unsafe to newcomers as there are gangs who use the premises for drugs dealing.
- Most of the newcomers are not aware of tenants' rights where apartment management exploit newcomers by ignoring request for repairs and give eviction notice if anyone make complaints against the malpractices of the management. Settlement agencies do not have adequate number of staff to outreach entire geographic area to educate tenants on their rights and responsibilities.
- Poor language skill (in English)is another barrier where tenants are unable to enjoy their entitlement by talking to the management and resolve their issues.
- Language skill of settlement worker is also a barrier to serve some of the cultural communities and organizations lack the resources needed to acquire adequate staffing. Locations of service providers are not convenient to clients and there is no transportation allowance provided
- Most of the settlement agencies have a limited working relationship with on-site housing/apartment management. Although it is a potential space to reach newcomers, often settlement agencies fail to make use of the opportunity.

- Lack of resources to improve poor safety and maintenance conditions, and to ensure there is a healthy living environment in public and private housing. Most of the newcomers live in the same building despite of poor living conditions as they are scared to move to another apartment building or rented house.
- Lack of shelter support for youth and homeless is another common issue in this neighbourhood

Wishes of Newcomers;

- Affordable houses and apartments for newcomers
- Easy access to housing/ renting an apartment
- Reduce waiting period for subsidized housing
- More financial assistance for housing
- Flexibility to proof of funding or source of funding to rent an apartment

Food, Clothing and Furniture

There are few non-profit organizations in North West Scarborough run food bank, cloth bank or furniture bank which provides greater service to refugees, low income families and people receive financial support from welfare services. They provide food (mostly dry ration), basic furniture and cloths free of charge.

Agincourt Community Services Associations, Muslim Welfare Centre of Toronto, Salvation Army Community and Family Services, Ontario Vegetarian Food bank and North American Muslim Foundation are the major food banks in NW Scarborough. Ontario Vegetarian food bank is the only food bank provides vegetarian food items, serves a larger catchment area. However, it operates only one day in a week for 2 hours. Agincourt Community Services Association runs drop in program where homeless and poor families have access to fresh cooked meal. Malvern Community Centre also provides food supply to the residents of eastern part of the project area.

Muslim Welfare Centre of Toronto, Scarborough Center for Healthy Communities are the two major furniture banks in Scarborough. Therefore, always there is a huge demand for this service. There are many families who do not have even basic furniture's including bed, chairs and dining table. Some families adjust to live with bed bug problem as they can't afford to buy new bed and mattresses.

Buying winter cloths, blankets, and other daily dress is a dream for those low income groups as larger portion of their salary goes for rent. There are few agencies in Scarborough provides new and used clothing to those needy people. There are few thrift stores also available (Salvation Army and Goodwill) where cloths and furniture are available at very lower price.

In addition, there are few community Churches and other faith-based groups provide free clothing, food and also kitchen utensils. They are mainly supporting refugee groups who do not receive much support from settlement agencies as that of landed immigrants.

Special Focused Groups

NW Scarborough LIP considered youth, women, people with special needs and seniors are four major groups need more attention from settlement agencies and other service providers. Even though other groups such as children and adults are equally important, LIP realise that these four groups are facing more challenges in this neighbourhood.

Youth Programs

There are number of organizations including Youthlink, Canadian Tamil Youth Development (CANTYD), East Metro Youth Services and YMCA directly works with youths. CANTYD serves only Tamil youths live in this area. Agincourt Community Services Association, West Scarborough Neighbourhood Community

Center, Toronto Public Health and Center for Information and Community Services Ontario Canadian Centre for Victims of Torture, Catholic-cross Cultural Centre, Tropicana and Operation Springboard are also conducting number of programs for youths in this neighbourhood. The services provided by above organizations ranged from after school program, youth leadership and empowerment. Majority of the youth programs are conducted during summer months as youth will have adequate time to engage with such activities.

As Steeles and L'Amoreaux are priority neighbourhoods, many organizations have concentrated their programs in these two neighbourhoods than other four neighbourhoods. Steeles/ L'Amoreaux Youth Empowerment network was established to serve youths in these two neighbourhoods. There is no such working coalition is available in other four neighbourhoods located on the East of Kennedy Road to engage youths in various programs at different level.

There are very few organizations including Chinese Family Services of Ontario, CICS and Toronto Public Health deal with substance abuse and gambling among youths. On the other hand recreation facilities for youths are limited or not affordable.

- There are a number of agencies working in the Steeles and L'Amoreaux neighbourhoods with different programs for youth, but not as many available in the more westerly part of our project area (Steeles & L'Amoreaux neighbourhoods).
- Lack of multicultural and multi-lingual staff within organizations working with youth. Although translators/ interpreters are obtained through other institutions, at times there is a mismatch of capabilities where the translator may not understand the working environment and the context.
- Lack of parenting programs and cultural sensitivity training programs for parents. Limited translation and interpretation components within organizations are another issue in conducting successful parenting programs.
- Difficult to engage parents as in many cases both of the parents are working and also have language barrier. It is hard to build rapport with parents as they do not understand how social system works here.
- Limited recreation facilities for youths and high user fees make it difficult for many newcomer families to take advantage of facilities.
- Other than substance abuse and gambling, there are mental health issues of youth have not addressed well by the agencies and agencies working the NW Scarborough lack resources to meet the service demand.

Programs for seniors

NW Scarborough, like many other parts of Toronto is turning to a home for larger number elders where there is an increase by 10% to 15% among aged population (above 65 years) observed from 1996 to 2006 (Statistics Canada 2001 & 2006). Although there is no recent statistical data available, the trend will not change as baby boomers will join this club in two to three years. In addition there are seniors coming to this neighbourhood from many different countries through family sponsorship program. Majority of these new immigrants cannot communicate in English at all.

Needs of the seniors vary person to person depends on their health condition, living standard and support they get from their relatives. There is a tendency among the community to admit their elderly parents (usually above 75 years) at seniors home. Therefore, many seniors expect frequent social gathering, a companion to talk, personal caregivers, food supply, transportation and recreation facilities.

CareFirst Seniors and Community Services Association, TransCare Community Support Services, Yee Hong Centre for Geriatric Care (Chinese and Japanese) and Mount Sinai Hospital wellness Centre are some of the major organizations primarily serve seniors of NW Scarborough. Except TransCare Community Support Services all other organizations primarily serve Chinese community. Centre for Information and Community Services of Ontario, Agincourt Community Services, Chinese Family

Services of Ontario and Chinese Christian Mission of Canada are some other organizations conduct few programs for seniors as part of their settlement services. Park, Forestry and Recreations of City of Toronto also provide number of free programs for seniors.

Some of the Challenges faced by seniors;

- Fewer recreational facilities for seniors geared towards their culture. For example, Chinese community and Tamil community (who are the majority in this neighbourhood) expect their cultural related recreation facilities. However, they do not often find any space. Most of the service providers considered about health, food, home making and transport difficulties but do not give much focus to recreation needs of seniors.
- Apart from recreational facilities, seniors need for common space to interact with peers. However, they are unable to find free space for these informal groups to gather.
- Few agencies are working with seniors and mainly focus on serving a specific cultural community. Therefore, seniors from other cultural backgrounds do not approach those organizations due to language and cultural barriers.
- There are seniors who are sponsored and brought to Canada by their children to look after their grandchildren. Later they are neglected as their support is no longer needed. Those seniors are unable to access any support in finding individual settlement due to language barriers and lack of information.
- Organizations working with seniors anticipate a sudden increase of seniors (result of a large number of baby boomers ageing) and worry they will be ill equipped to face that situation.
- Limited services available for people with special needs. (e.g.: people living with HIV/ AIDS – have to travel downtown). Most of the organizations mainly refer the clients to downtown locations.
- Few agencies provide friendly space and limited services to LGBTQ communities. Poor network with such groups is a major barrier when trying to outreach and serve them.
- Funding limitations force some organizations to rent office space not equipped to handle people with physical disabilities.
- Transportation is a key issue for seniors to go to hospital, doctor office and shopping. Recently four organizations (Carefirst Seniors and Community Services Organization, Transcare Community Support Services, Scarborough Centre for Healthy Communities and St. Paul's Community Centre) together launched 'Scarborough Ride' program where seniors can use the vehicle with minimal charges for their doctor's appointment. However, this service is inadequate to compare with the increased demand of seniors including shopping and other daily needs.

Expectations of seniors

- More recreational centres with adequate facilities – to practice their cultural programs and games.
- Free space for social gathering and interaction with peers
- More transport facilities for shopping and other basic needs
- Ensure seniors' safety, security and protect from abuse in seniors home

People with Special needs

There is no specific data available about people with disability in this area, they are many people live with various physical difficulties including mobility issues, vision impairment and other challenges. Although there are organizations provide services to seniors who have above difficulties, there is no organization operates in NW Scarborough to serve people with physical disabilities. On the other hand there are numbers of organizations do not have accessibility for people on wheel chair.

LGBTQ

There are considerable numbers of Lesbian, Gay, Bisexual and Transgender community members living in this Neighbourhood. However, there is no visible welcoming space to engage them in community

events. Even though there are few organizations willing to serve them and provide positive space for them, visibility of those organizations are not significant to compared to Church Street and Wellesley of Downtown area. Currently, LGBTQ community always travel to downtown as they perceive none of the organizations in North West Scarborough would treat them equally. Especially it will be a hard task for a newcomer of this community to travel downtown for their every single need.

Limited understanding about this community and attitudes generated through their own culture are major barrier for the settlement agencies to open up a positive space to the member of this community. OCASI – consortium of the all the agencies serving immigrants provide very positive space for LGBTQ community and annually facilitate workshop and seminars to educate all the service providers on issues faced by this community. However, most of the organizations in NW Scarborough and Toronto showed less interest to participate and contribute. Further, these agencies seldom address and highlight the needs of the community in NW Scarborough.

Women

Majority of the immigrants of NW Scarborough are from primary China followed by South Asians. Usually due to the economic pressure, both husband and wife tend to work. It is manageable for Parents migrate to Canada with grown up children. However, in families with young children especially toddlers, mothers tend to stay home to look after the children as day care will cost more than a woman earns with moderate educational qualifications. They feel isolated as they spend all most all the day with their children and their social interactions are very limited. On the other hand most women of the immigrants' families are subjected to frequent domestic violence where they never come forward to make any complaints as they are afraid that arrest of the husband would end their family life and their children's future will be a disaster.

In many families in this neighbourhoods, often parents disagree with their children`s relationship with their peers especially dating and having many friends of opposite sex. Due to the generation gap between the parents and their children this disagreement starts with argument and ends up in physical abuse and/ or forced marriage. Usually young girls are the victims of such forced marriage where in most of the cases parents take their child back home and force her to marry a person of their choice. It is pity that these parents believe they are doing the best for their child. It is worse in some other cultural groups where young girls of 13 to 16 years are forced to marry a person who is over 40 years and already have another family in Canada. These young girls are brought in as adopted daughter and her life becomes disaster as she has to adjust with first wife and children. Later these young girls may not able to live under the same roof and have to leave the house. It will be the hardest time in their life as they may have younger child with them, can't speak English, do not know where to go and how to survive. As they do not have marriage certificate they can't take any legal action against her husband or get financial compensation.

There are number of organizations including not limited to ACSA, CICS, Afghan Association of Ontario, CCVT, Chinese Family Services of Ontario, Mennonite New Life Centre, Tamil Eelam Society of Canada and SAFSS conduct various programs for women including language program, conversation clubs, recreation activities, counselling to overcome stress & depression, awareness on women rights, women empowerment, parenting program to educate parents and familiarize with Canadian youth society.

Expectations;

- More programs for mothers/ parents on health & nutrition, education of children,
- More legal assistance for women who are affected by domestic violence and work place sexual harassment
- Education and employment opportunities for single mothers who are victims of forced marriage

Immigrant Status and Settlement Support

There are number of settlement service providers have been supporting conventional and protected refugees, refugee claimants in addition to landed immigrant. Most the funding for programs for refugees mainly come provincial government. Even though Federal funded projects are mandated to serve only permanent residents and conventional refugees, some agencies often support refugee claimants as they do not want to turn them back. In the case of refugee claimants, some of them do not want to visit a settlement service organization for any services. Considering this issue, some settlement service organizations have satellite locations at Libraries and schools to meet adult refugee claimants who need help. Although there are some agencies are funded to support refugee claimants with basic needs, but clients are not aware of the available services.

Most the refugee claimants and conventional or protected refugees do not speak either of the official languages fluently. Therefore, they prefer to get all the services and guidance in their first language and they feel comfortable approaching any organization which has staffs speak their language. Most of them stated that they are more comfortable to communicate in their first language and prefer to have all the services in their first language. Lack of interpretation/translation services for people with refugee status is a major challenge for many organizations.

Refugee claimants and conventional refugees appreciate the support system that gives opportunity to work and improve their language skills. Most them find attending ESL class is helpful not only to learn the language, but also to make friends, find information, learn about other cultures, access to services and expand their social network. They are also benefited by the settlement programs provided at ESL centres. Many conventional refugees stated that after they arrive in Canada as refugee claimants, they received more support from faith-based groups than settlement agencies. The support they received included free clothing, kitchen utensils, food and support to find a place to live. In addition, there are residents groups who help refugees within their limited capacity. Often refugees need legal assistance for their various needs where hiring a lawyer is very expensive. Even though they can apply to Legal Aid for financial support when hiring a lawyer many newcomers do not aware of this facility.

Respondents stated that time taken for approval of application for immigration visa is much longer. On average it takes 2 to 3 years for most of the South Asian countries. Especially for family sponsorship it takes further long time.

On the other hand, newcomers who obtained their citizenship no more eligible to obtain many service a newcomer could receive. These services include language training (LINC), Employment assistance and other settlement services. It badly affect especially women as they are forced to stay home during the first few years to look after the children who are unable to attend any language program as there is no child care facilities provided for children less than 2 years. When they are ready to following the language program after 3 years, they are not eligible as they have already obtained citizenship.

Expectations of Newcomers (refugees and refugee claimants),

- Services should be provided in multi languages.
- Shortened waiting time for status approval. Federal government should expedite approval process and help newcomers to settle faster.
- The immigration process to be faster so that families can be together. Government should quicken sponsorship application process and give visa to support family reunion early as possible.
- All the settlement service providers should expand their program to serve refugees and support them to become self-dependent.
- Flexibility in newcomer program eligibility criteria.

Welcoming Communities and Newcomers Integration

Many researches and interviews conducted in the past and present revealed that the majority of newcomers often approach their friends, relatives and neighbours for information regarding finding a job, schooling, places to buy groceries, and other necessary services and facilities. However, friends and relatives are often ill informed, providing incorrect information, and misleading newcomers. If newcomers did not turn to friends or relatives, they have approached faith-based groups or even their apartment property management for information.

A newcomer usually only goes to a settlement service organization after two or three months of living in Canada. Currently residents groups and faith-based groups are helping newcomers by giving moral support, help to navigate the neighbourhood and to fulfill some of their day to day needs. Some residents establish close relationship with the newcomers and help them as baby sitters, look them after when they are ill and help to find temporary or survival job. Through educating the community on immigrant and newcomer issues and establishing strong community leadership community groups will be able to help newcomers in their settlement process. It will help settlement agencies as community members will play some of the roles of settlement worker. On the other hand newcomers will be benefited where friends and relatives will be able to provide correct information and will connect them with appropriate services.

Wishes of newcomers and stakeholders,

- Promote sports of different cultural background and organize inter-cultural sport festivals among community from different cultural backgrounds
- Community leaders and residents should organize events which would showcase different cultures and make aware different cultural diversity.
- Awareness among local residents about newcomers & services available for newcomers improved. Residents function as key informants to newcomers and help newcomers to learn about neighbourhood.
- Community and agencies extend their moral support to newcomers give awareness to newcomers about starting their life in Canada. More programs for the immigrants to improve their skills and knowledge
- Community supports newcomers who were victims of torture / asylum seekers and newcomers who come early help other newcomers in settlement
- Identifying and give the leadership to community to help the newcomers. Community should be seen as a safety net for newcomers.
- Workshops and interactive sessions are conducted to educate local residents and newcomers about each other and build relationship
- School, community services, churches and libraries provide more space to community groups to have their meetings, events, etc.
- Federal and provincial governments give fund to local resident groups for community activities. Settlement agencies allocate funds to provide training to local community groups to help newcomers.
- Agencies partner with residents groups and faith-based groups to bring out community skills and talents.
- ESL and LINC teachers should be more trained – understand they are teaching newcomers who are not very strong in English
- Establish residents committees with different cultural background & enhance easy access to services

Immigration Fraud and Newcomers Scams

Canada is one of the best countries to live and therefore attract people from many countries. Canada gives opportunity to people from rest of the world to apply for Canadian immigration in different category. Person who is interested to migrate to Canada can apply as

1. Skilled worker and professionals

2. Canadian experience class who have recent Canadian work experience or graduated and recently worked in Canada
3. Inventors, entrepreneurs and self-employed people who want to start a business in Canada
4. Provincial nominees - One of Canada's provinces or territories can nominate you to settle and work there
5. Family sponsorship

Immigration Fraud

Usually above ways take longer processing time (2 – 3 years) except 3rd and 4th options. If an applicant applies under skilled worker category, process will be expedited if that applicant already secured a job in Canada (arranged employment). Most of the applicants are not comfortable in completing their application form as English is not their first language. There are many genuine immigrant consultants helping the applicants to fill the application and also help the applicant to get the visa. However, there are some fake consultants operate in many countries who promises that he can find a good job for the applicant and make the processing time very short. Usually they charge \$ 4000 to \$ 5000 for this service. However, they will not help person but will charge money. Many newcomers do not realise that their applications were processed through the regular process and their consultant did nothing but charged larger amount of money from them. Some consultants ask applicants to pay \$1000 to provide a forged document as proof of arranged employment which will help applicant to obtain the visa faster. However, most these consultant received the money from applicants but never help them to get the visa quickly.

Employment Scam

Once a newcomer land in Canada there few more networks target the newcomers and approach in different ways. Most of them come to a newcomer with attractive terms such as “self-employment with zero investment”, “work from home and earn \$5000 per month”, “run your own business and pay less tax” which often attract newcomers who are desperately searching for a job. There is a finance company which sells life insurance and property mortgage and another company runs virtual supermarket prominently target the newcomers. Both have pyramid scheme where they promote recruiting new members to expand the bottom layer. Although the insurance company will promise to provide a provincial license to sell life insurance, which is not valid to work with other insurance companies as a broker.

Wishes:

- Awareness to newcomers about immigration consultants and how to verify whether the consultancy firm is accredited.
- Awareness about such pyramid schemes and employment scams

Chapter 5: Newcomer Settlement Strategies

North West Scarborough Local Immigration Partnership presents its local settlement strategies in two dimensions. Firstly identify areas of actions and Innovation under three major perspectives such as enhance access to information, community engagement in newcomers' settlement and enhance access to services. Then NW Scarborough LIP proposes strategic directions and activities based on priority needs of newcomers such as employment, language training, health care, housing, etc.

1. Access to Information:

“Today knowledge has power. It controls access to opportunity and advancement.”

Peter F. Drucker (American Educator and Writer, b.1909)

The followings are some key strategic directions identified ***to improve access to effective and useful newcomer information and welcome by the neighbourhood.***

Strategy # 1: Provide pre-arrival settlement services for newcomers planning to migrate to Toronto (North West Scarborough).

- Federal and Provincial governments improve access to information to newcomers planning to migrate to Toronto. Provide newcomer welcoming package and reference list
- Explore opportunities for government partnering with settlement service organizations in Toronto or any organizations in home country to provide orientation sessions.
- Explore possibilities to provide a booklet or guide (similar to Ontario Day to Day Guide) before arrival, available in their first languages.

Assumptions: Federal and Provincial Governments fund and support development of information guide, orientation sessions and improvement to website information.

Strategy # 2: Enhance access to improved online newcomer settlement services information

- Improve contents of online sources of Federal and Provincial newcomer information websites and enhance easy access to information a newcomer searches for.
- Information relevant to refugees made available online and in different languages
- Community organizations regularly update relevant website information and share program related information with other service providers.
- Create online portal for newcomer program and service providers in North West Scarborough with customizing options.

Strategy # 3: Enhance access to comprehensive area specific newcomer arrival information package (printed)

- Provide comprehensive and geographically specific information package geared toward the neighbourhood newcomers wish to reside.
- Develop newcomer settlement service directory and made available with all settlement service providers in North West Scarborough. Explore possibilities to provide service materials in prominent languages spoken by newcomers in NW Scarborough.
- Establish a newcomer information desk at Scarborough Civic Centre/ Service Canada office.

Strategy # 4: Increase capacity of all the welcoming centres in North West Scarborough to provide information about wide range of services

- Equip welcome centers at settlement agency offices and community hubs with trained staff and supplies
- Develop management guide that governs functions of all the welcome centres and maintains consistency.

- Establish mini resource centres at welcome centre to enhance access to all relevant and accurate information in multiple languages
- Facilitate complete need assessment of newcomers at the welcome centres and referral
- Mechanism in place to maintain continuous follow up and case management Newcomers access to information in their first language and are connected to their cultural community if appropriate.
- Virtual tours to colleges and universities at selected key welcoming / information centres

Assumption: Adequate funding is secured to upgrade all the welcome centres

Strategy # 5: Use combination of selected outreach methods for efficient service promotion

- Review and select effective tools and incorporate culturally appropriate techniques to outreach more clients
- Collaborate with other settlement service providers in the region to ensure cost effective service promotion throughout the year
- Collaborate with faith-based groups and resident groups to promote newcomers services and in different languages.

Strategy # 6: Establish mechanism to receive continuous feedback from clients to identify shortcoming in existing services and make improvements.

- Identify effective methods to receive feedback from clients about the services and impact
- Explore opportunity to identify focal point at each organization and/or forming a networking body to review and take measures to improve service and information delivery mechanisms.
- Modify outreach tools to not only promote services but also receive feedback about services

2. Community Engagement in Newcomers settlement:

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has." -Margaret Mead, American Cultural Anthropologist

The followings are some key strategic directions identified to **engage faith-based groups and residents groups, better equipped them to enable them to play valuable role in settling newcomers in their neighbourhoods**

Strategy # 7: Strengthening the capacity within faith-based groups, residents groups and other community based organizations to help newcomers.

- Appointing a committee to coordinate community capacity building through training and coaching
- Develop training guide or customize available guides to train resident and faith-based groups to enhance their capacity to support newcomers
- Facilitate selection and training of different faith-based groups and resident groups on identified key areas
- Explore opportunities to educate community groups on political awareness and promote community groups to engage newcomers in the political process.
- Use existing and additionally recruited volunteers to function as a community resource pool to approach and connect newcomers with relevant service providers.

Strategy # 8: Explore opportunities for newcomer service providers – community based organizations⁴ collaboration to support newcomers where they live

- Develop a model for different newcomer service providers to work together to outreach and engage community groups
- Improve relationship with community based organizations and build trust
- Newcomer Service Organizations identify and engage potential community stakeholders (property management staff, tenants association, Ontario social workers, Faith-group leaders, Local Sports clubs, health clubs, community centres and frontline service providers of ESL centres, settlement organizations, TCHC & Public Libraries) to disseminate information about resources and newcomer services
- Newcomer service providers connect with community churches and community centres and schools to secure space to bring community members together for cultural activities, community events, etc

Strategy # 9: Explore opportunities to promote active participation of community based organizations to welcome and support newcomers' settlement process.

- Organize community (resident groups and faith-based groups) led social gathering and cultural activities to connect newcomers.
- Explore possibility for collaboration to facilitate community tours to the neighbourhood
- Organize newcomer and community group gatherings quarterly or annually to share success stories of newcomers, both rewarding them and showcasing them to encourage others
- Recruitment and training of community members as volunteers to assist newcomers
- Explore the opportunity to expand host family program with all the newcomer service organizations
- Educate community based organizations to disseminate details about employment scam and immigrant frauds

3. Access to Services:

*"Without community service, we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop."-- **Dorothy Height, African-American Teacher, Social Activist***

The followings are some key strategic directions identified to ***ensure effective service delivery through coordination and partnership among settlement service providers and other stakeholders***

Strategy # 10: Enhance organizational capacity and individual staff capacity to provide improved service to newcomers

- Identify a training strategy to improve capacity of service providers using internal resources and expertise.
- Mobilize external resources to train and educate settlement workers where appropriate
- Explore the opportunity to organize annual information fair that will provide the opportunity for all partner organizations to showcase their programs, and for settlement workers to learn about other services available in their operating neighbourhoods.

Strategy # 11: Establish one-stop service centre models to provide multiple services at one location

- Collaborative planning among newcomer service providers in North West Scarborough
- Identify resource and capacity building requirements and mobilize funding and resources
- Identify key locations need to establish one-stop service centres
- Develop management guide and protocol to coordinate activities are one-stop service centres

⁴ Community based organizations – Residents associations, Faith-based groups, Community Centres, etc

Strategy # 12: Create mechanism and tools for inter-organizational collaboration and resource sharing

- Explore co-location and promote different organizations to provide their services in a central location convenient to clients – community Hubs / other locations
- Partner organizations expand outreach to other organizations in the same sector and networking to provide coordinated services.
- Explore opportunities to promote Itinerant services - Invite and encourage agencies from outside North West Scarborough to partner with existing agencies and serve newcomers in this neighbourhood
- Job shadowing and co-locations

Strategy # 13: Explore opportunities to develop program based long term partnership among interested organizations.

- Strengthen existing sector focused networks among service providers and key stakeholders and expand to other potential organizations.
- Formal partnerships among service providers and joint project execution mechanisms to expand service coverage
- Partner organizations explore opportunities to establish formal relationships with community based organizations to outreach and serve clients more effectively

Strategy # 14: Create a space for organizations to share best practices, identify barriers and collectively address policy level challenges with funders and policy makers

- Re-design North West Scarborough LIP website to support networking among partner organizations, share ideas, provide feedback, etc.
- Facilitate regular program progress meeting among organizations work in collaboration and partnership

Sector Specific Strategic Directions

Labour Market Outcome

Strategy # 15: Increase access to professional training and employment opportunities for newcomers in the area.

- Employment service organizations expand networking with leading recruiting agencies and employers in Scarborough and Toronto.
- Create opportunity for all the newcomers to get volunteering or internship in their professional field at earliest.
- Create a pool of mentors who have expertise in varying professional fields to help newcomers.

Strategy # 16: Explore possibility of improving access to support system for working parents.

- Collectively advocate with funders and policy makers to expand childminding other support service for newcomer parents during job search
- Advocate with City of Toronto and other relevant authorities expedite Daycare fee subsidy approval

Languages, Training and Education

Strategy # 17: Increase access to Language training programs through coordination among the service providers

- Explore opportunities to have language training centres at more accessible locations
- Advocate with CIC to accommodate citizens for LINC class
- Explore possibility to streamline childminding support of all the language training programs to and provide daycare support or provide subsidy for daycare expenses.
- Explore possibility of increase locations provide weekend and evening classes

Strategy # 18: Enhance services in multiple languages and improve access to language interpretation services

- Establish a pool of interpreters/ translators to service across different sectors
- Explore the opportunities for sponsorship to train volunteer interpreters to obtain formal training to function as professional interpreters/ translators
- Create funding provision to hire interpreters when needed

Health Care

Strategy # 19: Establish close working relationship among all the organizations foster physical and mental health services

- Explore opportunity to form forum or consortium for mental health and addiction service providers to address issues and act collectively.
- Networking of counsellors that have expertise on various issues affecting newcomers. Ex.: Trauma counselling, substance abuse and addiction,
- Facilitate training and capacity building of settlement workers of all the newcomer service organizations on mental health issues

Housing & Basic Needs

Strategy # 20: Network among organizations provide services to fulfill basic needs and housing to coordinate and enhance access

- Create a team to educate newcomers on tenants rights and responsibilities with the support of housing support service providers
- Explore opportunity to form a coalition to enhance better service delivery food, furniture and cloths to needy groups in North West Scarborough
- Form coalition to identify effective tools to outreach private sector for sponsorship and donation to increase services to poor families.

Recreation and sports

Strategy# 21: Improve recreation facilities for different demographic groups of North West Scarborough

- Collaboration with recreation centres to provide space for recreation activities with a special focus to seniors and youths
- Explore possibilities of using locally available space such as community halls, churches and school premises for recreation facilities

Family Services/ Legal Support

Strategy # 22: Increase service outlets for legal support and legal representation in North West Scarborough

- Networking and coordination among organizations currently provide legal support in North West Scarborough
- Develop partnership and collaboration with legal service providers located in downtown and other neighbourhoods.
- Provide counselling in different languages through coordination among organizations who conduct family counselling

Conclusion and Future Direction

The strategies and broader activities explained in this chapter are developed based on research findings and suggestions made by community members, newcomers and newcomer service providers. Some of the recommendations need macro level interventions and NW Scarborough Local Immigration Partnership Council seeking support from Federal & Provincial governments and otherwise city

involvement to implement those recommendations. These draft strategies and proposed actions will be used to identify activities, resources requirement and develop a detail implementation plan. North West Scarborough Local Immigration Partnership Council will continuously work together to improve the settlement strategies and the implementation plan during the next three months period. Project management team will conduct two Community Summits to present the draft Strategy and then draft Implementation Plan. Following the consolidation of all the feedback from community members and Partnership Council Members, the final draft of settlement strategy and implementation plan will be submitted to CIC.

The project management team and Partnership Council will continue to invite potential organizations operate in North West Scarborough to join the Council. Partnership Council will spend time and resources consulting with Council members and key stakeholders to establish a mechanism that can sustain LIP initiatives in longer term. The Partnership Council and agencies will also advocate within their organization to incorporate recommendations for collaboration and coordination in their future programs.

Appendix

Appendix 1

Local Immigration Partnership of North West Scarborough Neighbourhood

TERMS OF REFERENCE

1. Background:

The Steeles/L'Amoreaux Local Immigration Partnership (LIP) is a Citizenship and Immigration Canada (CIC) funded program in partnership with Ontario Ministry of Citizenship and Immigration (MCI). The overall objective of the LIP initiative is to identify the groups that will coordinate and enhance local and regional service delivery to newcomers in Ontario while promoting innovative and efficient use of resources.

The Steeles/L'Amoreaux LIP is one of the 13 CIC funded LIPs that provides a collaborative framework for and facilitates the development and implementation of sustainable solutions for successful social and economic integration of immigrants of North Scarborough region.

2. Mandate:

The partnership council will be responsible for the complete oversight and guidance to develop a comprehensive local settlement strategy and implementation work plan.

Objectives:

Major objectives of the neighbourhood partnership are:

1. To improve access to and coordination of immigrant integration services
2. To improve labour market outcomes for immigrants
3. To strengthen local awareness and capacity to successfully integrate immigrants

The objectives will be achieved by the Council with the commitment to the following:

- Active participation and undertaking the proceedings in a participatory manner
- A comprehensive and strategic approach to the integration of new immigrants that leads to the development of local settlement strategy and implementation work plan.
- Support project management team to expand the membership to include the agencies which facilitate the services demanded by the clients
- Innovative solutions for cost effective strategies and willingness to outreach the areas which need the services of different agencies

Deliverables:

The council will deliver the following for submission to CIC.

A **Local Settlement Strategy** that indicates:

- Improvement in coordinated service provision, consultation and an effective system for information dissemination
- Enhancement of gaining access to information and services in the locality
- Improvement in access to local and regional employment services and labour market
- Strengthening awareness of local services and resources and capacity to integrate new immigrants
- Establishment and expansion of local and regional partnerships and effective service delivery in prioritized areas

An **Implementation Work Plan** that provides:

- Key activities, role of different stakeholders, envisaged results, required resources, and timelines to implement the settlement strategy
- Description of connectivity with the Phase 1 and sustainability beyond the project period.
- Overall monitoring and evaluation strategy to enhance effective implementation of settlement strategy

Timeline of Deliverables:

- Strategic Planning and training and evaluation/ Partnership data collection - Jan /Feb 2010
- Partnership review and training day (STRATEGIC PLANNING) – Feb 2010
- Settlement Strategy and Planning Day - June 2010
- Planning for implementation and sustainability - September 2010
- First Draft of the Settlement Strategy – September 2010
- Final draft of the local settlement strategy – October 2010

3. Structure and Functions of the Council:

Project management and implementation structure is comprised of four functional bodies namely Partnership Council, Steering Committee, Teams (Clusters) and Project Management Team.

A wide range of stakeholders including the City of Toronto, community organizations, settlement agencies, language training providers, local associations and employers were invited to join and establish the Partnership Council. Special attention was given to ensure representation within the Council comprised of different service providers who serve various target groups which reflect an inclusive cross section of society. (E.g. Seniors, youths, women, children and internationally trained professionals)

Partner agencies met in December 2009 and it was decided to divide the council into four clusters based on their knowledge and expertise relating to a particular service area. Information gathered and shared at this level will enable the group to move forward in addressing the key outcomes noted in Phase 1 of the Steeles/L'Amoreaux Work plan. Due to the working nature of clusters, they are required to meet every month for the duration of the S/L'Am LIP Project.

Steeles/L'Amoreaux LIP Planning Session held in three sittings for the months of February, March and April 2010 where Council members decided to work in new three teams:

- Team 1: Welcome and Access to Information
- Team 2: Community Engagement in Settlement
- Team 3: Making Services and Support more Effective

All the Council members regrouped themselves into these new groups to make recommendations for Steeles/L'Amoreaux LIP. Newly established teams will meet monthly to analyze and make recommendations for the focus areas of each team.

In order to facilitate regular decision making mechanisms in place, a Steering Committee will be established. The Steering Committee is comprised of the lead agency, project management and minimum of two members from each Team (Cluster).

Partnership Council

- Partnership Council includes representatives from all the partner agencies and is led by the lead agency (Agincourt Community Service Association).
- Members of the Council serve on a voluntary basis and without financial compensation.
- Government representatives (civil servants) and Project management team will also participate in the meetings, but they do not have voting power.

- The Council will consist of 25 to 30 members (it is an evolving figure) and the quorum will be 1/3 of the total membership
- Council meetings will be chaired by the lead agency. In the absence of lead agency, a temporary chair will be elected for the particular meeting.
- Council members will meet on a quarterly basis or as deemed necessary to review and to conduct other activities within its Terms of Reference. In between two meetings, communication with the Council members will be made through email and other modes of communication to share information and obtain feedback.
- Discussions will be facilitated by lead agency / project management team and decisions will be taken with the consensus of all the members. In the event that consensus is not achieved, Council decisions shall be made by a majority vote.

List of Partner Agencies of Steeles/L'Amoreaux LIP

1. ACCES Employment
2. Agincourt Community Services Association (ACSA)
3. Action for Neighbourhood Change (ANC) – Steeles/L'Amoreaux
4. The Arab Community Centre of Toronto
5. Afghan Association of Ontario
6. Canadian National Institute for the Blind (CNIB)
7. Carefirst Seniors and Community Services Association
8. Catholic Cross Cultural Services
9. Canadian Tamil Youth Development
10. Centre for Information and Community Services (CICS)
11. Chester Le Community Corner
12. City of Toronto - Social Development, Finance & Administration
13. East Metro Youth Services
14. Hong Fook Mental Health Association
15. Mennonite New Life Centre of Toronto
16. Operation Springboard
17. Scarborough Centre for Health Communities - Scarborough West Community Health
18. Scarborough Housing Help Centre
19. Scarborough North Employment & Social Services
20. Settlement Assistance and Family Support Services
21. The Canadian Centre for Victims of Torture
22. The Scarborough Hospital
23. The Tamil Eelam Society of Canada (TESOC)
24. Toronto Catholic District School Board - Continuing Education Department
25. Toronto District School Board
26. Toronto Community Housing
27. Toronto Public Health
28. Toronto Public Library
29. Transcare Community Support Services
30. Tropicana
31. West Scarborough Neighbourhood Community Centre
32. Young Men Christian Association (YMCA) (Scarborough) Newcomer Centre, Milner
33. Youthlink

Steering Committee

- Chair of each Team (Cluster) and/ or one other member, lead agency and project management team will participate in this Steering Committee.
- Steering Committee will hold minimum of five meetings during Phase 1.

- Steering Committee will reserve the rights to review a decision taken by the Partnership Council if the decision taken by the council is in contradiction to the program policies and procedures.
- When a decision is to be taken in between two Partnership Council meetings, Steering Committee shall make a decision on behalf of the Partnership Council after addressing the issues to the partner agencies and obtaining feedback from them.

Teams (Clusters)

- Teams (Clusters) will be established with the guidance of the Partnership Council, comprised of council members or agency representatives with the knowledge relating to a particular service area.
- One agency shall participate in more than one Team (Cluster). However, one agency should not chair more than one Team (Cluster) at a given time.
- Current three Teams and Four previously formed Clusters established:

Teams	Clusters
1. Welcome and Access to Information	1. Education, Training & Employment
2. Community Engagement in Settlement	2. Inclusion & Engagement
3. Making Services and Support more Effective	3. Settlement
	4. Health & Wellness

- One Team (Cluster) will consist of 5 – 15 members and the chairperson will be selected by consensus.
- Teams (Clusters) will meet monthly and additional meetings shall be called as required
- Decisions will be taken with the consensus of all the Team (Cluster) members and will be submitted to Council. Partnership Council will implement the decisions through the Project Management team.

Project Management Team

- Project Management Team (PMT) is comprised of Lead agency (ACSA), Project Manager, Administrative Staff, Community Engagement Worker and a group of animators.
- PMT is responsible for financial accountability, achieving envisaged results and maintaining transparency during the project period
- PMT will be responsible for coordinating and conducting field research and submitting them to the Partnership Council and Clusters to facilitate decision making process.
- PMT will disseminate the information on project process, outputs and outcomes with donor and Partnership Council through monthly reports and presentations
- PMT will directly report to the Lead agency and Partnership Council as specified in the job description of the paid staff members.
- Any additional tasks assigned to the PMT are subjected to Lead agency's approval
- The Lead agency will guide and approve administrative related tasks of the PMT.

4. General

- Administrative Staff will function as the secretary in the Council & Team (Cluster) meetings and be responsible for organizing the meetings, preparing minutes and sharing the meeting minutes with partners.
- If a partner agency is unable to attend a meeting, they may share views through email. However, agencies who participated in the meeting only will be allowed to vote for decision making.
- Council members will leave the Council; (1) by giving a written notice, (2) by being declared to be removed after failed to attend three meetings, or (3) by being declared to be removed by vote of Council for non-compliance with the Terms of Reference.

- LIP program will allow more than one person from an agency to participate in the council meetings considering area of expertise. However, only one representative from an agency shall vote during the decision making process.
- Partner agencies may volunteer to work with consultants to plan and organize community consultations, workshops and other Council activities.

5. Project Evaluation

Steeles/L'Amoreaux LIP Partnership Council will develop and implement process evaluation and outcome evaluation related to project objectives. The process evaluation related to measurable outputs/ activities of the initiative will be carried out by PMT. Consultant will develop a logic model for the Steeles/L'Amoreaux LIP initiative and outcome evaluation work plan. An online survey will be conducted with the partnering agencies and cluster members.

6. Conflict of Interest guidelines:

All the members are required to comply with the following guidelines during the process of assessment and/ or decision making:

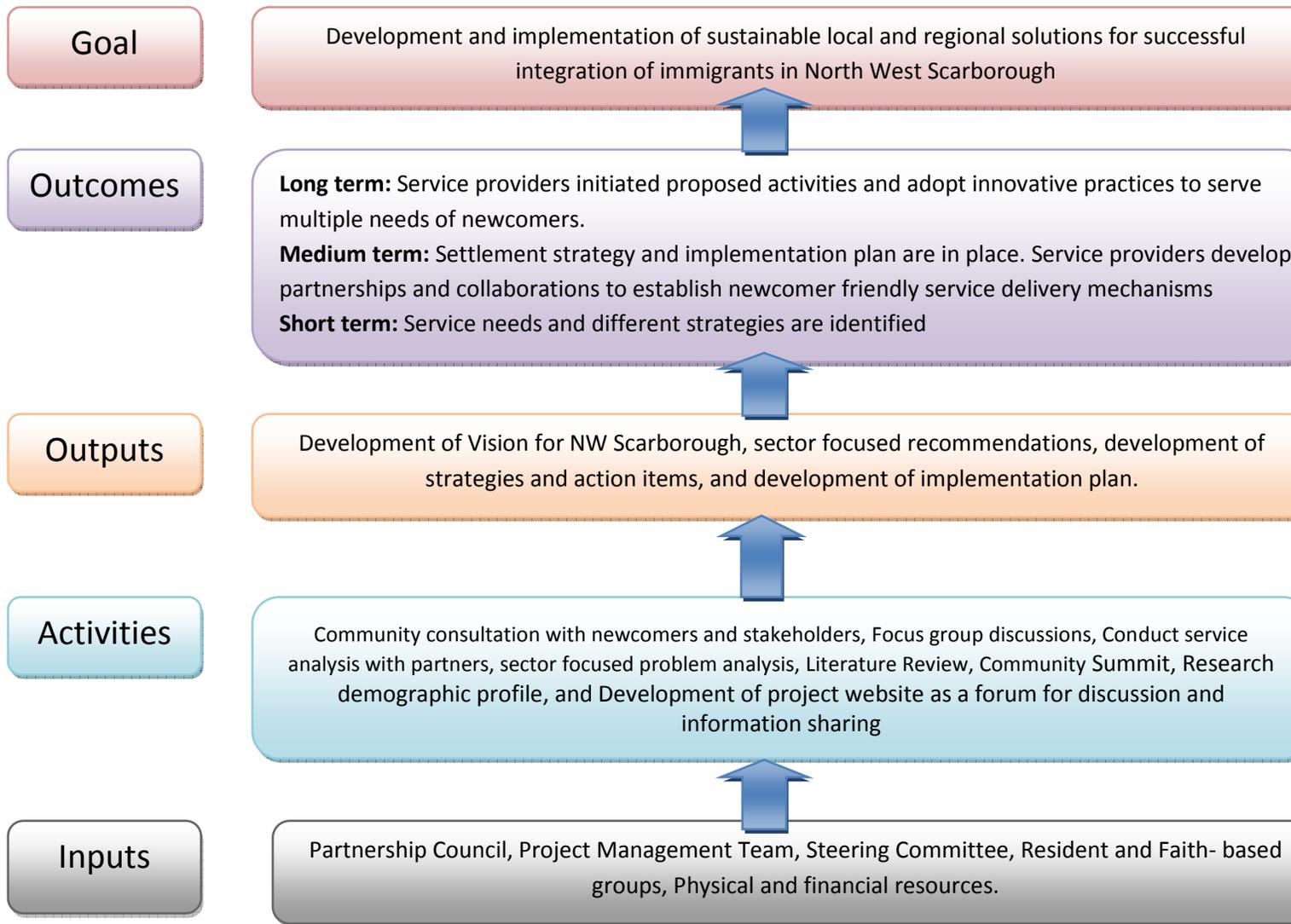
- Council members will act in a manner so cautious that the council's recommendations will withstand the closest public scrutiny.
- Members should declare the conflict of interest if the outcome of the decision and/or assessment is directly or indirectly benefiting their organization. If a proposal pertaining to the member's agency is assessed, the member should refrain from attending the meeting.
- Members should disclose any areas of conflict or political interest, prior to becoming council members and should continue to disclose any potential areas of conflict that may arise later.
- Members remove themselves from any assessment where a member of a family or close contact may benefit from.
- When a potential conflict does arise, the member shall immediately advise the council of the conflict and excuse himself / herself from the council while the matter that gave rise to the conflict is under consideration.

7. Guiding Values and Ethics:

Steeles/L'Amoreaux LIP Partnership Council agree on the following Project Values and Ethics as a foundational tool to inform and guide their work:

- The Council recognizes the unique worth, dignity and assets of each member of the Steeles/L'Amoreaux community
- The Council seeks to encourage the contributions that newcomers, immigrants and refugees can make to the development of a comprehensive settlement service system in Steeles/L'Amoreaux
- The Council values the diversity of communities, organizations and agencies in Steeles/L'Amoreaux, and seeks to engage diverse groups in its work at all stages
- The Council members strive to build on existing and new collaborations in their work
- The Council strives to create accessible and relevant project outcomes for newcomer residents in the Steeles/L'Amoreaux area
- The Council adopts anti-racism, anti-oppression, gender equity and cultural diversity principles in its work and in its approach to LIP
- Council members agree to be honest and transparent in their participation.

Logic Model: North West Scarborough LIP



Problem Statement: Slow and lengthy process of social and economic integration of newcomers in North West Scarborough

Appendix 2: Partnership Council Members

Name of the organization		Contacts
A:	ACCES Employment 2100 Ellesmere Road, Suite 250 Scarborough, ON, M1H 3B7 Tel: (416) 431-5326 ext. 2426 http://www.accestrain.com/	B: Agincourt Community Services Association (ACSA) ACSA Main Office 4155 Sheppard Ave East, Suite 100 Toronto, ON, M1S 1T4 Tel: 416-321-6912 Fax: 416-321-6922 http://www.agincourtcommunityservices.com
C:	The Arab Community Centre of Toronto 898 Markham Road Toronto, ON, M1H 2Y2 Tel: (416) 439-0767 http://www.arabcommunitycentre.com	D: Afghan Association of Ontario 305-100 Tempo Avenue Toronto, ON, M2H 2N8 Tel: (416) 744-9289 Fax: (416) 744-6671 http://www.aocanada.ca/
E:	Canadian National Institute for the Blind (CNIB) 1929 Bay view Avenue Toronto, ON, M4G 3E8 Tel: (416) 486-2500 ext.8233 http://www.cnib.ca/	F: Carefirst Seniors and Community Services Association 3601 Victoria Park Ave., Suite 501 Scarborough, ON M1W 3Y3 Tel: (416)-502-2323 Fax:(416)-502-2382 http://new.carefirstseniors.com/websites/
G:	Catholic Cross Cultural Services 3227 Eglinton Ave. E., Suite 3135 Toronto, ON, M1J Tel: (416) 266-7200 http://www.cathcrosscultural.org	H: Canadian Tamil Youth Development 705 Progress Avenue, Unit 40 Scarborough, ON M1H 2X1 Tel: (416) 431-4100 Fax: (416) 431-4150 http://www.cantyd.org
I:	Centre for Information and Community Services (CICS) 2330 Midland Ave. Toronto, ON, M1S 5G5 Phone: (416) 292-7510 Fax: (416) 292-7579 http://www.cicscanada.com/	J: Chester Le Community Corner 160 Chester Le Blvd., Unit 142 Scarborough, ON M1W 2N4 Tel: (416) 491-3456 Fax: (416) 491-1686 http://www.chesterlecc.ca
K:	Hong Fook Mental Health Association 3320 Midland Ave. Ste. 201 Scarborough, ON, M1V 5E6 Tel: (416) 493-4242 Fax: (416) 493-2214 http://www.hongfook.ca	L: Mennonite New Life Centre of Toronto Unit A/B - 2600 Birchmount Road Toronto, ON M1T 2M5 Tel: (416) 291-3248 http:// www.mnlct.org

- M:** Operation Springboard
2572 Lawrence Avenue East
Toronto, ON, M1P 2R7
Tel: (416) 757-4181
Fax: (416) 757-8636
<http://www.operationspringboard.on.ca>
- O:** TransCare Community Support Services
1045 McNicoll Ave.
Scarborough, ON, M1W 3W6
Tel: (416) 750-9885
Fax: (416) 750-1310
<http://www.tcare.ca/>
- Q:** The Canadian Centre for Victims of Torture
2425 Eglinton Ave East, Unit # 218/220
Scarborough, ON, M1K
Tel: (416) 750-3045
<http://www.ccvvt.org/>
- S:** Toronto Catholic District School Board - Continuing Education Department
80 Sheppard Ave. E.
Toronto, ON, M2N 6E8
Tel: 416 222-8282, ext. 5314 24 hr
Info: 416-222-8282, ext. 2873
<http://www.tcdsb.org/>
- U:** Scarborough North Employment & Social Services
5639 Finch Ave. E.
Toronto, ON, M1B 5L1
Tel: (416) 397-1000 and (416) 397-1010
<http://www.toronto.ca/socialservices/>
- W:** Toronto Public Library
155 Bonis Ave.
Scarborough ON M1T 3W6
Tel: (416) 709-0218 ext. 244
<http://www.torontopubliclibrary.ca>
- Y:** Scarborough Centre for Healthy Communities - Scarborough West
4002 Sheppard Avenue East, #401
Scarborough, ON, M1S 4R5
Tel: (416) 847-4112Community Health
- N:** Scarborough Housing Help Centre
2500 Lawrence Avenue East, Unit 205
Scarborough, Ontario M1P 2R7
Tel: (416) 285-8070
Fax: (416) 285-5410
<http://www.shhc.org>
- P:** South Asian Family Support Services
1200 Markham Road, Suite 214
Scarborough, ON, M1H 3C3
Tel: (416) 431-4847
Fax: (416) 431-7283
<http://www.safss.org/>
- R:** The Tamil Eelam Society of Canada (TESOC)
1160 Birchmount Rd., Unit 1A
Scarborough, ON, M1P 2B8
Tel: (416) 757-6043
Fax: (416) 757-6851
<http://www.tesoc.org/>
- T:** Toronto District School Board Highbrook Learning Centre
39 Highbrook Drive
Toronto, ON, M1P 3L3
Tel: (416) 396-8548
<http://www.tdsb.on.ca/>
- V:** Toronto Community Housing
931 Yonge Street
Toronto, ON, M4W 2H2
Tel: (416) 981-5500
<http://www.torontohousing.ca/>
- X:** Tropicana
670 Progress Avenue, Units 14-16
Scarborough, ON M1H 3A4
Tel: (416) 439-9009
<http://www.tropicanacommunity.org>
- Z:** West Scarborough Neighbourhood Community Centre
313 Pharmacy Avenue
Scarborough, ON., M1L 3E7
Tel: (416) 755-9215
<http://www.wsncc.on.ca>

- | | |
|---|--|
| <p>1: YMCA - Newcomer Information Centre
10 Milner Business Court, Ste. 600
Scarborough ON M1B 3C6
Tel: (416) 609-0218 ext. 242
http://www.ymcatoronto.org</p> | <p>2: Youthlink
747 Warden Ave.
Toronto, ON, M1L 4A8
Tel: 416-967-1773
http://www.youthlink.ca</p> |
| <p>3: City of Toronto - Social Development, Finance & Administration
City Hall, 15th Floor, East Tower
100 Queen St. West
Toronto, ON, M5H 2N2
Tel: (416) 397-1749
http://www.toronto.ca</p> | <p>4: Toronto Public Health
1530 Markham Road, 6th Floor
Toronto, ON, M1B 3M4
Tel: (416) 338-7962
http://www.toronto.ca/health/</p> |
| <p>5: Action for Neighbourhood Change (ANC) – Steeles/L'Amoreaux
331 Glendower Circuit - Unit #6
Scarborough ON, M1T 2Z7
Tel: (416) 609-9393
Fax: (416) 609-3896</p> | <p>6: Chinese Family Services of Ontario
3330, Midland Ave, Suite 229
Scarborough ON, M1V 5E7
Tel: (416) 979-8299
Fax: (416) 979-2743
http://www.chinesefamilyso.com/</p> |
| <p>7: East Metro Youth Services
1200 Markham Road
Scarborough, ON M1H 3C3
Tel: (416) 438-3697</p> | <p>8: The Scarborough Hospital
3050 Lawrence Avenue
Scarborough, ON M1P 2V5
Tel: (416) 431-8200</p> |



Appendix 3:

**North West Scarborough Local Immigration Partnership
Engaging Newcomers, Service Providers and their Communities
Interview Guide – February, 2010**

The Interview Process

Each member of the Partnership Council and our community animators are being asked to interview stakeholders from our community:

- Gain a better understanding about what is working best in terms of the services and support being provided to newcomers
- Highlight what key stakeholders are wishing for to enhance the newcomer and the communities' experiences
- Inform the vision and mandate we will co-create in our work together

Partnership Council members are being asked to interview at least 3 people as part of this initial process.

The stakeholder groups will be assigned as follows:

- **LIP Community Animators / Community Engagement Worker Will Interview**
 - Newcomers (3 years or less) / Immigrants (non status and status) (clients)
 - Residents
 - Faith-Based Groups
 - Service Clubs – Neighborhood Associations
 - Marginalized Groups (LGBTQ, Disabled, Survivor, Refugees)
 - Youth
 - Community Leaders – Active People – Want to Do Something / Disengaged
 - Recreational Centres
 - Vulnerable Groups
- **Partnership Council Members / Community Engagement Worker will Interview**
 - Housing Providers
 - Settlement Agencies
 - Libraries
 - Other government sectors
 - Legal Clinics
 - Employment Organizations
 - Interpretation
 - Private Business – local employers
 - Politicians
 - Media – local news papers
 - Educators
 - Hospitals / Health Centres
 - Banks
 - Equivalency Orgs. / Regulatory Bodies

The Interview Questions for Service Providers:

1) Introductory Demographics

- A. What are the different types of services your organization provides for newcomers? What are the outcomes generated through your work with newcomers?
- B. What kinds of clients do you service?
- C. How long have you been doing this kind of work?

D. How long has your organization been providing newcomer services?

2) What is Working Best In Our System Already

- 1) As you reflect on your work with newcomers to Canada, there are probably a wide variety of experiences you have witnessed. Think about a positive story you have heard or were a part of in which a newcomer / immigrant was well supported and effectively integrated into the community. The services provided were accessible, instilled a sense of trust and confidence for the newcomer and their family and were provided in ways that were in the best interest of the newcomer.
- Tell the story of that individual or family's settlement. What happened?
 - What worked for the newcomer(s) and why?
 - What was provided for them and by whom?
 - Why does this story stand out in your mind as a more positive experience?

3) Robust Partnerships

One of the hopes for this project is for service providers to partner in ways that add value to newcomers and their first experiences in this country.

- Can you think of a time when you witnessed or were a part of meaningful collaboration between agencies that made a difference for newcomer clients?
- Tell a story of this partnership and how it added value for the newcomers.
- What supported the collaboration between agencies?
- What impact did the collaborative approach have for the client(s)? Agencies?

4) Residents as Leaders and Change Agents

One of the other hopes of this project is that residents are inspired and supported to help one another with the complexities of settlement.

- Can you think of a time when you witnessed or heard about residents and community members helping one another in meaningful ways. Tell one story that sticks out in your mind?
- What happened?
- What did residents do for the newcomer that was so helpful or supportive?
- What in your opinion supported the residents to offer this assistance?

5) Images of the Future

As you think about the future, what wishes do you have for how we could bring the local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

The Interview Questions for Residents, Community Leaders and Faith Based Groups:

1) Introductory Demographics:

- Do you live or work in the Steeles/ L'Amoreaux neighbourhood?
- How long have you been a part of this community?
- How are you connected to newcomers to Canada? What experience have you had with newcomers to this country?

2) What is Working Best In Our System Already

Newcomers to Canada have many kinds of experiences both positive and negative. I would like you to think about the most positive story you have heard or were a part of when a newcomer / immigrant was well supported and integrated into the community. Services were provided in a way that was in their best interest.

- Tell the story of that individual or family's settlement. What happened?
- What worked for the newcomer(s) and why?
- What was provided for them and by whom?

- d) Why does this story stand out in your mind as a more positive experience?

3) Residents as Leaders and Change Agents

One of the other hopes of this project is that residents are inspired and supported to help one another with the complexities of settlement. Can you think of a time when you witnessed or heard about residents and community members helping newcomers in meaningful ways?

- a) Tell one story that sticks out in your mind? What happened?
- b) What did you or other community leaders / residents do for the newcomer(s) that was so helpful or supportive?
- c) What was the outcome for the newcomer(s)?
- d) What in your opinion supported you or others to offer this assistance?

4) Images of the Future

As you think about the future, what wishes do you have for how we could bring the local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

The Interview Questions for Employers

1. Introductory demographics:

- A. How long have you been living or working in the Steeles L'Amoreaux neighbourhood?
- B. Do you employ local residents? (Optional - What are the requirements your agency is looking for?)
- C. How are you connected to newcomers to Canada? What experience have you had with newcomers / immigrants to this country?

2) What is working best in our system already

Newcomers to Canada have many kinds of experiences both positive and negative. I would like you to think about the most positive story you have heard or were a part of when a newcomer / immigrant was well supported as part of their experience being integrated into the community.

- a) Tell the story of that individual or family's settlement. What happened?
- b) What worked for the newcomer(s) and why?
- c) What was provided for them and by whom?
- d) Why does this story stand out in your mind as more positive?

3) Employers as leaders and change agents

One of the other hopes of this project is that employers are inspired and supported to help newcomers better integrate and find work in this country. Can you think of a time when you witnessed or heard about employers or community members helping newcomers in meaningful ways that supported their success in finding work here?

- a) Tell one story that sticks out in your mind? What happened?
- b) What did you or other employers do for the newcomer that was so helpful or supportive?
- c) What in your opinion supported you or others to offer this assistance?

4) Images of the Future

- a) As you think about the future, what wishes do you have for how we could bring this local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?
- b) What role would you hope to play as part of this process?

The Interview Questions for Newcomers

1) Introductory Demographics:

- A. How long have you been in Canada? Have you come here with your family?
- B. Do you currently have housing? Do you live or work in the Steeles L'Amoreaux neighbourhood?
- C. What is your educational background? Are you currently employed?
- D. What services for newcomers have you had the opportunity to use thus far?

Questions:

2) What Has Been Most Helpful

As you know, coming to a new country is a very complex experience. There are many agencies that are set up to help newcomers, all hoping to be helpful and supportive. As you think about your experiences as a newcomer to Canada:

- a) What has been most helpful for you?
- b) What agency, individual, neighbour, family member or friend has been most supportive for you thus far?
- c) Can you tell me a little bit about how they have been helpful?
- d) Why does this person or agency stand out for you in your experience so far?

3) Accessibility and Usefulness

As service providers, our hope is to provide as many people as possible with services that are accessible and useful. In the ideal, we hope to provide services that are open to all in a way that works best for all newcomer(s).

- a) What has made you feel most welcome as a newcomer?
- b) What services seem most accessible to you?
- c) What services seem to work best for you and why?

4) Images of the Future

- A) As you think about the future, what wishes do you have for how we could make your settlement process easier?
- B) What additional services or supports would be most helpful for you and /or your family?

5) Anything Else:

- A) Is there anything I have not asked you that you want to share with me about your experiences and/ or hopes for the future?

Summary Sheet (to be completed alongside your interviewee)

Your name: _____

Date of interview/focus group: _____

Interviewee's stakeholder group(s): _____

What story or stories told by the interviewee stood out most for you in this interview? (use the back of this page if necessary)

What were the 3-5 themes that stood out the most from this interview about?

1. What is working best in the settlement process today?
2. What the person you interviewed was most wishing for to bring this local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

**North West Scarborough Local Immigration Partnership
Focus Group Discussion:**

Focus Group Discussion Questions for Resident Groups:

- 1) What do you do today for newcomers in your neighborhood? What does your group do that is most valued by newcomers?
- 2) What information do newcomers ask you for? What information are you able to provide?
- 3) As you reflect on the support you provide newcomers, what do you wish you could do even more of or better?
- 4) Where do you refer newcomers most often? (which agencies) Why?
- 5) Which services seem to be adding the most value to the newcomers you support?
- 6) If you were more connected with local agencies, what role do you think your group could play to best support the services provided and the newcomer?
- 7) What could we do in this project to support your work of helping newcomers even more?

Focus Group Discussion Question for Agencies

- 1) What do you do today for newcomers in this neighborhood? What does your agency do that is most valued by newcomers?
- 2) What information do newcomers ask you for? What information are you able to provide?
- 3) As you reflect on the support you provide newcomers, what do you wish you could do even more of or better?
- 4) If you refer newcomers to other services, where do you send them? Why?
- 5) Which services seem to be adding the most value to the newcomers you support?
- 6) If you were more connected with the community, what role do you think your agency could play to best support resident initiatives to support newcomers? How could this outreach and support help your work in your agency?

Focus Group Discussion Question for Students group:

- 1) What do you do today for newcomer⁵ students in your institute? What does your group do that is most valued by newcomer students?
- 2) What information do newcomer students ask you for? What information are you able to provide?

⁵ Newcomer includes international students, newly immigrated individuals (0 to 5 years in Canada)

- 3) As you reflect on the support you provide newcomer students, what do you wish you could do even more of or better?
- 4) If you refer newcomer students to other services, where do you send them? Why (reason to choose those place)?
- 5) If you were more connected with the settlement agencies or other stakeholders, what role do you think your group could play to best support newcomer students?
- 6) What could we do in this project (LIP) to support your work of helping newcomer students even more?
- 7) What are the other recommendations do you suggest for better service to newcomers (not only students)?

North West Scarborough LIP

Guiding questions for One-on-one Meeting with Service Providers

1. How do you help the newcomers? (Ex: Directly provide services, referrals, both, etc). What are the services you offer the newcomers/residents/refugees? (programs, other assistance you provide, etc.)
2. What are the methods your organization use to outreach?
3. Currently what kind of partnerships do you have with other settlement agencies or corporate sector?
4. Are you working with any community groups?
 - a) If yes, describe the working relationship and outcome of that partnership?
 - b) If not, are you interested to do so in the future? What do you expect from community groups?

5. What are the challenges you encounter providing those services? (Ex: Language, limited funding, limited # of Staff)
6. Consider your ongoing programs, what are your immediate needs to provide better services to your clients (all residents in NW Scarborough area)?
7. What are your long-term needs to provide better services to your clients?
8. What are the other services demanded by clients from you main/ satellite office?
9. In your experience, partnership with which agency/agencies would help you to provide better services to newcomers? How can you help other organizations in NWS to provide their services more effectively?
10. What steps would need to be followed? What are the concerns that need to be overcome to build the partnership?