

2013

# Settlement Strategy & Action Plan



**LIP** LOCAL IMMIGRATION  
PARTNERSHIP  
TORONTO SOUTH

March, 2013



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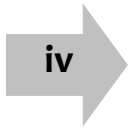
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# Introduction & Background



## Letter of Introduction

The Toronto South Local Immigration Partnership (LIP) is a new community network with a long history. Merged from three separate LIPs last year, our membership is drawn from local multi-service agencies, settlement agencies, schools, and various city divisions. Our aim is to improve outcomes for immigrants in our catchment area through enhanced service delivery and better coordination. One of approximately twenty LIPs in the province, our work is serving as a model for new ones emerging across the country.

Because of our size, the Toronto South LIP is a complex one. Its boundaries are between Keele Street, in the west, and Victoria Park Avenue, in the east, and from Lake Ontario north to St. Clair Avenue. This quadrant encompasses more than a quarter million people born outside Canada, more than 40,000 of whom are recent immigrants, according to the 2006 census. More than 50 local community agencies serve their needs.

Over the course of the past year, the Toronto South LIP has worked together to develop a common vision and to identify areas for action. Our objectives were

- To improve the social and economic integration outcomes of vulnerable newcomer populations through the creation and implementation of a settlement strategy and a settlement service action plan.
- To involve newcomers, settlement service organizations, employers and other neighbourhood stakeholders in a process to develop a Partnership Council and create and promote the settlement strategy.
- To create and implement a detailed settlement service action plan and new pilot initiatives in the areas of service coordination and mentoring in our catchment area.

This report describes the outcome of this work. (Additional partnership activities, committee work, research and publications can be found on our website at [www.TorontoLIP.com](http://www.TorontoLIP.com).)

This year has provided an important foundation in building collaborative relations among our members and improving outcomes for our sector. We have worked on two different geographic scales across a number of common issues. Because services are delivered on a local-level, neighbourhood-level planning has a direct impact on newcomers' access to the services they need. However, LIPs are also working together across the city to organise our efforts on wider, systemic issues, such as employment and health access, because of their effect on immigrants' access to opportunity.

We believe this work is important and challenging. We thank Citizenship and Immigration Canada for their ongoing support and funding.

Sincerely,

Executive Committee



## Background

### Development of the Toronto South LIP

The Toronto South Local Immigration Partnership is a community partnership focused on developing local settlement strategies that coordinate and enhance service delivery to newcomers while promoting innovation and efficient use of resources. The Toronto South LIP continues and expands on the work of three previous neighbourhood-based local immigration partnerships, including the East Downtown Toronto LIP, the Toronto East LIP, and the West Downtown Toronto LIP.

Local Immigration Partnerships (LIPs) is the mechanism through which Citizenship & Immigration Canada (CIC) supports the development of local partnerships and community-based planning around the needs of newcomers. LIPs seek to engage various stakeholders in the partnership development process, including employers, school boards, boards of trade, levels of government, professional associations, ethno-cultural organizations, faith-based organizations and the community, legal, health, and social service sectors.

From 2010 to early 2012, LIPs in the City of Toronto were organized at the neighbourhood level, and approximately 17 neighbourhood LIPs were in effect during that time. In early 2012, CIC chose to restructure LIPs in the City of Toronto so that the neighbourhood-based LIPs would be consolidated into four geographic regions (or quadrants). This new Quadrant Model took effect as of April 2012. CIC's goals for the new Quadrant Model in Toronto included:

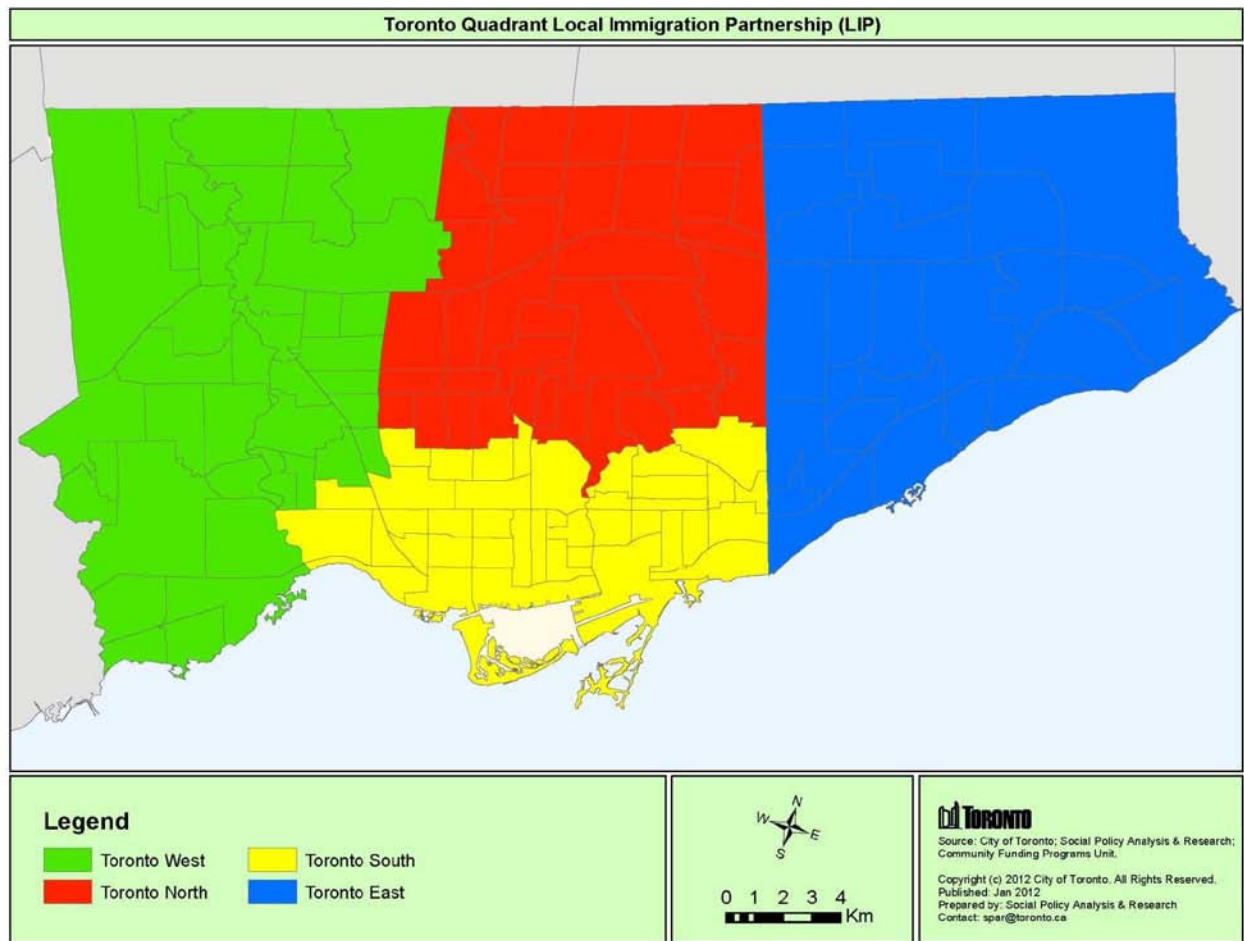
- ▶ Building on partnerships developed and expanding strategic relationships to reflect key partnership opportunities;
- ▶ Maintaining existing work and community connections, and contributing to broader objectives of systemic & institutional change;
- ▶ Integrating common themes identified into four Regional Settlement Strategies & Action Plans; and
- ▶ Providing a forum for local activity in support of the focus areas identified by the Citywide LIP.

As a result of this restructuring process, the East Downtown Toronto LIP, the Toronto East LIP, and the West Downtown Toronto LIP were amalgamated to create the Toronto South LIP.

### Geography & Demographics

The 40 official City of Toronto neighbourhoods that comprise the Toronto South area occupy the central-southern part of the city that generally runs from Lake Ontario north to St. Clair Avenue, and from Victoria Park Avenue west to Parkside Drive/Keele Street.

The Toronto South LIP area is illustrated as the central-southern area on the map below:



The Toronto South area is a unique and important part of the City of Toronto. Encompassing the downtown core as well as other central parts of the city, the Toronto South area has many significant features, including:

- A long history as the starting point for most newcomers to the city;
- Old, established neighbourhoods with important ethno-cultural identities (such as Chinatown, Little India, Greek Town, Little Portugal, Corso Italia, etc.);
- the seats of both the provincial and municipal governments;
- the primary financial district in Canada;
- a broad and varied range of reputable and recognized community and social service organizations;
- renowned Canadian colleges and universities (University of Toronto, Ryerson University, George Brown College, and others);
- distinguished hospitals and other healthcare facilities;
- efficient public transit;
- pedestrian-friendly neighbourhoods; and
- high levels of ethnic and linguistic diversity.

When compared to the City of Toronto as a whole, some of the distinctive aspects of this part of the city include<sup>1</sup>:

- Higher population density;
- More youth and young adults aged 20 to 34;
- More younger workers aged 18 to 44;
- More university graduates; and
- Fewer families with children (aged 0 to 19) [anecdotally believed to be partially offset by a recent increase in young couples having babies].

According to 2006 Census data, the Toronto South area is home to approximately a quarter-million immigrants (245,440) representing 39.1% of the total population of the area (627,530). Based on this 2006 Census information, approximately one in every five immigrants in the Toronto South area (19.7% or 48,445 individuals) is a recent immigrant with less than 5 years in Canada.

Toronto South’s cultural diversity is revealed by its visible minority populations. Some of the top Visible Minority populations in Toronto South include<sup>1</sup>:

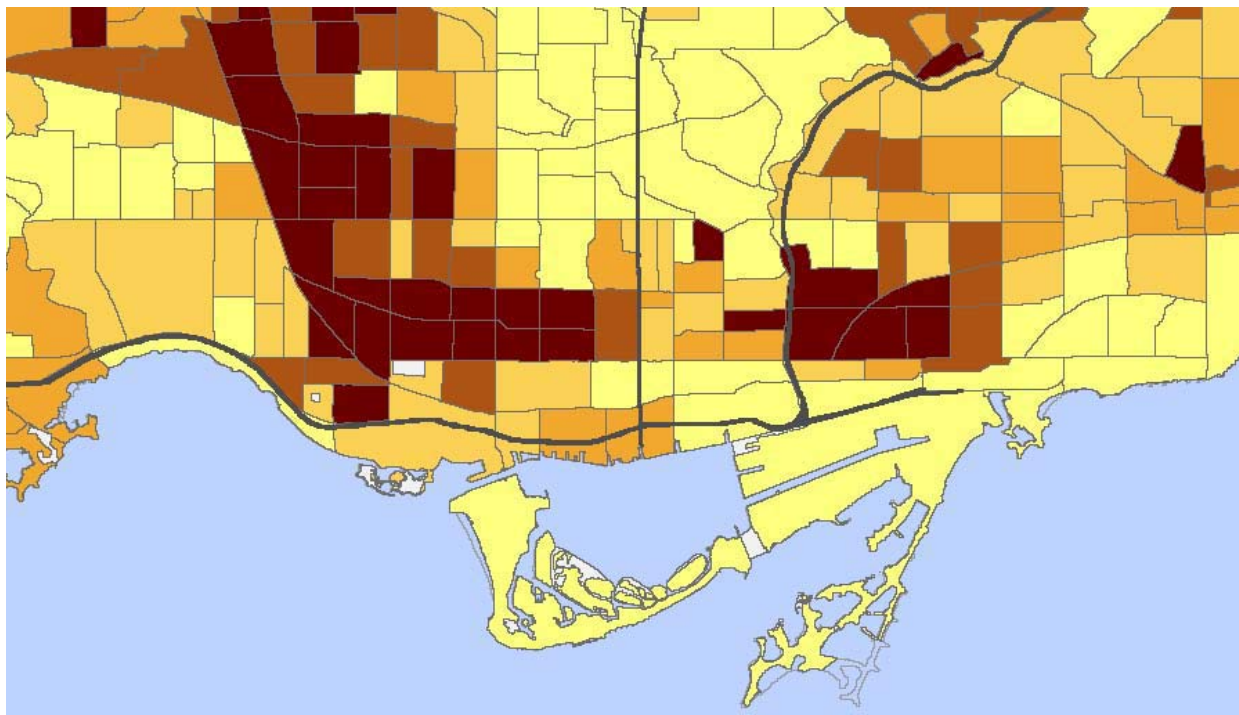
1. Chinese
2. South Asian
3. Black
4. Filipino
5. Latin American
6. Southeast Asian
7. Korean
8. West Asian
9. Japanese
10. Arab

Similarly, Toronto South’s linguistic diversity can be seen in its top languages. In particular, some of the top languages in the area (other than English) include<sup>1</sup>:

Top Home Language Groups	Top Mother Tongue Groups
1. Chinese (unspecified)	1. Portuguese
2. Cantonese	2. Chinese (unspecified)
3. Portuguese	3. Cantonese
4. Mandarin	4. Spanish
5. Spanish	5. French
6. Greek	6. Greek
7. French	7. Italian
8. Vietnamese	8. Tagalog/Filipino
9. Italian	9. Mandarin

<sup>1</sup> 2006 Toronto & East York Community Council Profile, City of Toronto – Planning, Policy & Research, Oct. 2008  
*Toronto South LIP – March 2013*

Consistent with Toronto South's cultural diversity and history as the starting point for newcomers to the city, the following map identifies areas within Toronto South that have significant numbers of people who speak neither English nor French.



Detailed demographic profiles were developed by each of the three former neighbourhood LIPs that came together to form the Toronto South LIP. **To see this additional demographic research, please go to: <http://torontolip.com/documents/toronto-south-lip/demographics>.**

### Structure & Planning Processes

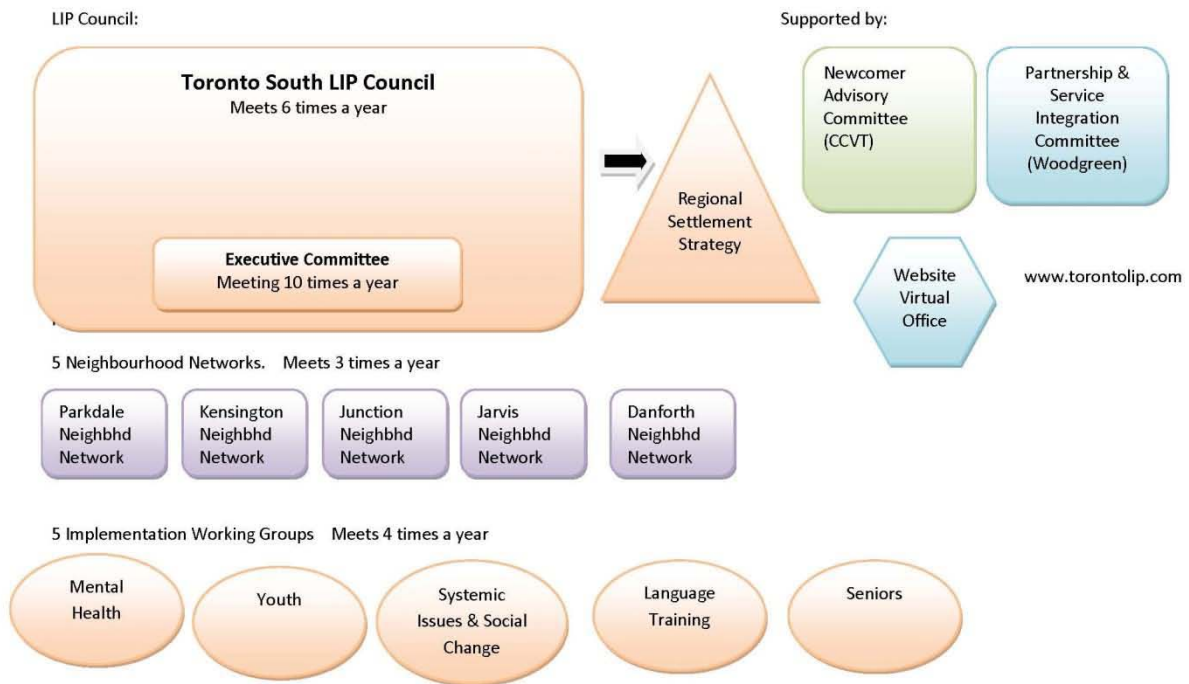
Three former neighbourhood-based LIPs – the East Downtown Toronto LIP, Toronto East LIP, and West Downtown Toronto LIP – were consolidated in April 2012 to create the Toronto South LIP. Representatives of the three former LIPs were committed to ensuring that the new Toronto South LIP would continue and expand on the work of the three former neighbourhood-based LIPs, while working at the same time to create a new Quadrant Settlement Strategy and Quadrant Action Plan.

As a result, a structure was developed that would include:

- A new regional LIP Council;
- A newly created Partnership & Service Coordination Committee;

- A Newcomer Advisory Committee;
- Five Working Groups to continue and expand on projects identified by the three former neighbourhood-based LIPs; and
- Five Neighbourhood Networks to sustain existing relationships and provide neighbourhood-level input into the strategic planning and action planning processes.

The following illustrates the original Toronto South LIP structure<sup>2</sup>:



Using the original structure, the Toronto South LIP worked on multiple tracks to:

- Transition from three neighbourhood LIPs to one regional LIP (Transition Phase);
- Develop a new Quadrant Settlement Strategy & Quadrant Action Plan (Track 1); and
- Continue and expand on projects initiated by the three former neighbourhood LIPs (Track 2).

### **Transition Phase**

The Toronto South LIP initiated the transition from three neighbourhood LIPs to one regional LIP in April 2012. As part of this process, the LIP engaged in comprehensive member recruitment processes for the LIP Council, the Partnership & Service Coordination Committee, the Newcomer Advisory Committee, and the five Working Groups. All members of the three neighbourhood LIPs were automatically deemed to be members of one of the Neighbourhood Networks. During this transition phase, the LIP also developed a 9-member Executive Committee to support the LIP Council and oversee the administrative aspects of the LIP.

<sup>2</sup> The Toronto South LIP Structure has been updated for the 2013/2014 fiscal year. To see the new LIP Structure, please go to the “Implementation Structure” section of this report.

### **Strategic Planning & Action Planning Processes (Track 1)**

The LIP's initial transition phase completed with a Launch Workshop in late May 2012 that brought together members of the LIP's Council, Committees and Working Groups to officially launch the Toronto South LIP and to begin the development of its Quadrant Settlement Strategy. This Launch Workshop was the first in a series of Planning Workshops, Council and Committee meetings, and web-based or in-session questionnaires that would be used to develop the LIP's Quadrant Settlement Strategy.

The LIP's Quadrant Settlement Strategy sets forth the eight key strategic areas for the Toronto South LIP. Extensive discussions and consultations were conducted in the development of the Strategy. Processes supporting the Settlement Strategy's development included:

- Review of the three Former Neighbourhood LIPs' Strategy Reports for areas of alignment
- Breakout Discussions – May 2012 LIP Launch Workshop
- Discussions with members of the LIP Strategy Subcommittee – June/July 2012
- Discussions and In-Session Survey – July 2012 Council Meeting
- Discussions and In-Session Survey – July 2012 Newcomer Advisory Committee Meeting
- LIP Member Survey – August/September 2012

The final version of the Toronto South LIP Settlement Strategy was approved by the LIP Council at its meeting on September 25, 2012. For details, please go to the “Three-Year Settlement Strategy” section of this report.

The Toronto South LIP's One-Year Rolling Action Plan for the 2013/2014 year includes a diverse array of activities designed: (a) to foster collaboration among organizations serving newcomers in the Toronto South LIP area; and (b) to support newcomers in achieving full social, cultural, economic, and political inclusion. The Rolling Action Plan sets forth the proposed activities and projects for the LIP for the upcoming year, and will be updated on an annual basis to “roll forward” to the following year.

A variety of approaches were used to ensure the inclusion of a broad range of perspectives in the LIP's Action Plan. Processes supporting the Action Plan's development included:

- Breakout Discussions – September 2012 LIP Planning Workshop
- Preliminary LIP Member Input Survey – October 2012
- Partnership & Coordination Discussions – Partnership & Service Coordination Committee Meetings
- Working Group Discussions – Toronto South LIP Working Group Meetings
- Draft Action Plan Review and In-Session Survey – November 2012 Council Meeting
- In-Session Feedback Discussions – December 2012 Newcomer Advisory Committee Meeting
- LIP Member Draft Action Plan Feedback Survey – December 2012/January 2013

The final version of the Toronto South LIP Action Plan was approved by the LIP Council on January 22, 2013. For details, please go to the “Rolling Action Plan” section of this report.



### **Continuing & Expanding Existing Working Group Initiatives (Track 2)**

At the same time that the LIP was working to develop a new Quadrant Settlement Strategy and Quadrant Action Plan, members of the LIP's Working Groups and the Partnership & Service Coordination Committee continued to develop and expand on existing activities initiated by the three former neighbourhood LIPs. The Partnership & Service Coordination Committee and each of the five Working Groups established their meeting schedules and identified the existing priorities and new projects that they were committed to focusing on and developing further.

The following list highlights a few of the Toronto South LIP's initial accomplishments resulting from its commitment to continuing and expanding on the activities of the three former neighbourhood LIPs:

- Weekly E-mail Update (sharing member events, trainings, workshops, etc.) sent to approximately 200 subscribers;
- Frontline Staff Workshop on Bill C-31;
- Ongoing monitoring of the Parkdale Common Referral Form pilot project;
- Launch event for Frontline Staff Network;
- Health Equity Research & Campaign (initiated);
- Research on Private Career Colleges;
- Research on Toronto's informal economy;
- Newcomer Youth Dinner/Event for Unaccompanied Youth;
- Newcomer Seniors Service Coordination Forum; and
- Newcomer Mental Health Service Coordination Forum.

For a comprehensive list of the Toronto South LIP's initial activities and accomplishments, please go to the "Initial Activities & Accomplishments" section of this report.



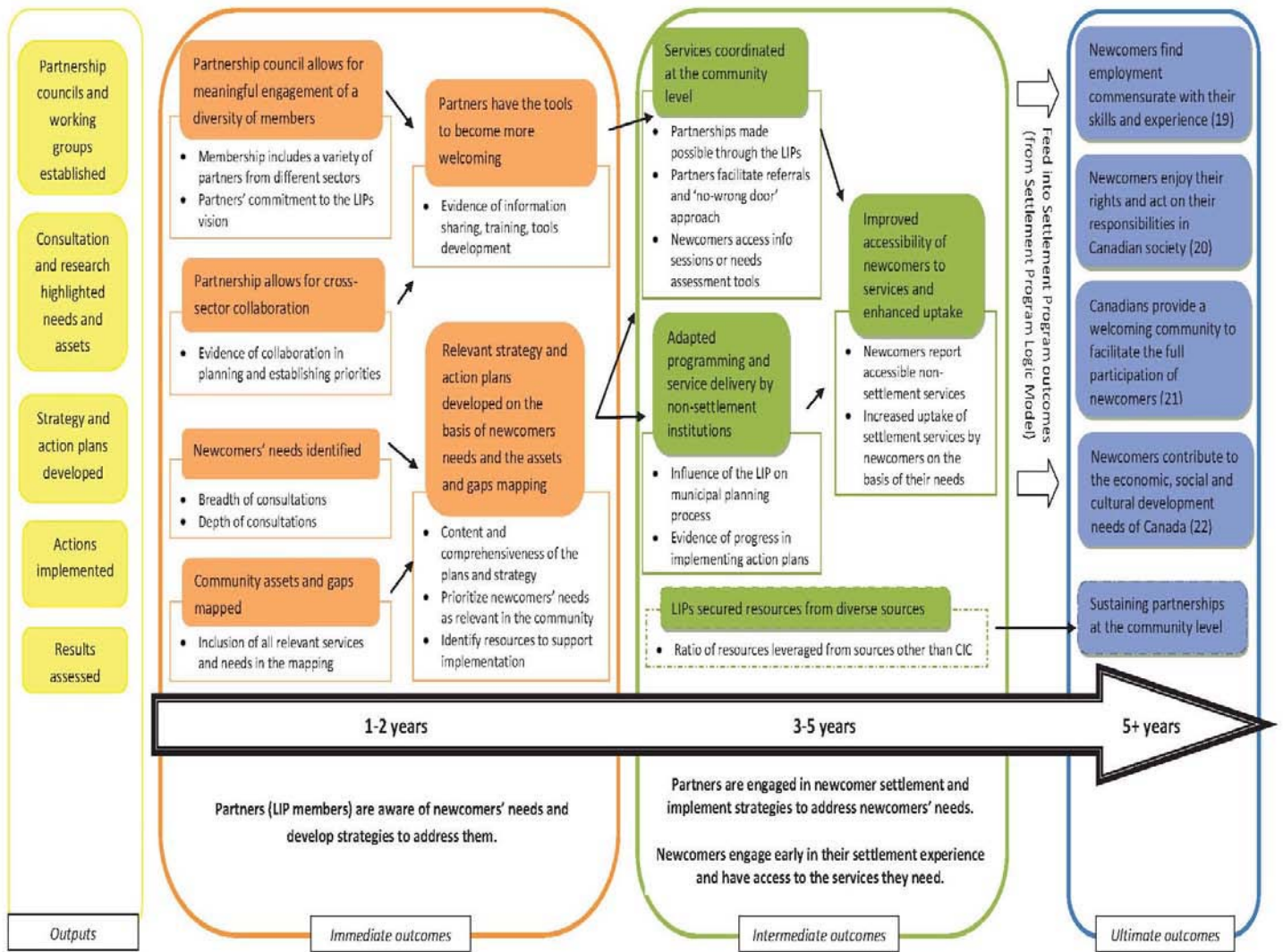
# Guiding Statements



# National Logic Model

Citizenship & Immigration Canada designed the following Logic Model for local immigration partnerships across the country. All local immigration partnerships, including the Toronto South LIP, are requested to assess project outcomes in accordance with this national model.

Local Immigration Partnerships : Expected results and contribution to settlement outcomes



## Vision, Mission & System Principles

With the support of its Vision Subcommittee, our Council developed and adopted the following Vision, Mission & System Principles in November 2012 to guide the work of the Toronto South LIP:

### Vision

Our vision is that newcomers in the Toronto South area feel welcome, safe, supported and empowered in achieving their settlement dreams. Services and resources available in the area effectively support newcomers in achieving full social, cultural, economic, and political inclusion. Newcomer contributions are acknowledged and valued, and Toronto South's neighbourhoods and communities are enhanced as a result of the equitable participation of all community members.

### Mission

In support of this vision, the Toronto South LIP's member organizations are committed to exploring new ways of communicating, collaborating, coordinating and partnering for the benefit of newcomers in the Toronto South area. We are committed to working together to provide a collaborative network of coordinated information, programs, supports, and services for newcomers that reflect our *Service Values* by being:

- Accessible
- Comprehensive
- Seamless
- Easy to Navigate
- Timely
- Accurate
- Innovative
- High Quality
- Client -centred
- Holistic
- Results-oriented
- Welcoming
- Safe
- Inclusive
- Anti-oppressive
- Accountable to newcomer communities
- Responsive to changing needs

### System Principles

Our collaborative network of services for newcomers is guided by the service values noted in our Mission, as well as by the following system principles:

- **A “No Wrong Door” Approach** – Supporting newcomer service entry choices through a variety of service providers (e.g., ethno-specific, multicultural, francophone, women-specific, youth-specific, single-service, multi-service, large, small, LGBTQ, etc.)
- **Collaboration** – Robust and effective coordination and collaboration, including strong and reliable service referrals;
- **Welcoming Environments** – Service environments that are welcoming, inclusive, family-friendly, and anti-oppressive
- **Cultural Competency** – Understanding and operating from the cultural and social perspectives of the communities that we work with
- **Service Equity** – Availability of suitable services regardless of immigration status, length of time in Canada, race, sexual orientation, gender identity, cultural or religious background, economic status, or other similar human rights ground

## Guiding Values & Ethics

In January 2013, our Partnership Council also adopted the following Statement of Guiding Values & Ethics to encourage effective ways of working together as members of the Toronto South LIP:

### Statement of Guiding Values & Ethics

The Toronto South LIP's members are committed to working together in ways that are consistent with the following values and ethics:

- **Respect** – Respect for newcomer assets and contributions, and respect for each other's unique and essential contributions to an effective service system
- **Diversity** – Valuing and reflecting diversity and cultural differences, and recognizing this as a strength we can build on
- **Honesty and integrity** – Being honest and transparent in our communication and striving to fulfill our commitments
- **Trust & relationship-building** – Being willing to learn from every interaction, build our relationships, and foster an atmosphere of trust
- **Newcomer-focus / Client-focus** – Prioritizing the best interests of clients and newcomers
- **Inclusiveness** – Including diverse points of view in decision-making
- **Anti-racism, anti-oppression and gender equity** – Modelling principles of anti-racism, anti-oppression and gender equity in our work with each other and in our service environments



# Settlement Strategies



## Three-Year Settlement Strategy (2013 to 2016)

In November 2012, the Toronto South LIP Partnership Council adopted the following three-year Settlement Strategy for the period from April 2013 to March 2016:

### Preamble

Local Immigration Partnerships (LIPs) is the mechanism through which Citizenship & Immigration Canada (CIC) supports the development of local partnerships and community-based planning around the needs of newcomers. LIPs seek to engage various stakeholders in the partnership development process, including employers, school boards, boards of trade, levels of government, professional associations, ethno-cultural organizations, faith-based organizations and the community, legal, health, and social service sectors.

CIC's long-term vision is for LIPs to support the development of self-sustaining multi-sectoral partnerships at the local community level, so that newcomer needs are integrated seamlessly into the community planning process, and community-specific strategic priorities are identified and action plans implemented to improve newcomer outcomes.

The Toronto South LIP is one of four Quadrant LIPs in Toronto, and is focused on the downtown geographic area of Toronto. The Toronto South LIP continues and expands on the work of three previous neighbourhood-based local immigration partnerships, including the East Downtown Toronto LIP, the Toronto East LIP, and the West Downtown Toronto LIP.

The Toronto South LIP is funded by CIC to support better coordination and collaboration in the planning and delivery of services to newcomers across multiple sectors.

The Toronto South LIP has been mandated to develop a Quadrant Settlement Strategy as well as a Quadrant Action Plan for the Toronto South area. The Toronto South LIP is committed to developing and implementing its Settlement Strategy and Action Plan in a way that:

- (a) builds on the area's history and expertise in the delivery of settlement services;
- (b) acknowledges member agencies' areas of specialization and uniqueness;
- (c) recognizes the desirability of multiple service choices and variety in service delivery styles so as to best meet the diverse and unique service needs of newcomers and immigrants;
- (d) recognizes the services and supports provided by community support groups and faith-based organizations;
- (e) appreciates newcomers and immigrants for the various roles that they play in our community as neighbours, colleagues, employees, employers, parents, students, and service providers, as well as receivers of services; and
- (f) improves the ability of newcomers and immigrants to increasingly become economically, socially, and civically engaged in the local community at their own pace.

The Toronto South LIP recognizes that many newcomers experience some type or level of marginalization after arriving in Canada. As a result, the LIP has included a specific section in this Strategy relating to marginalized newcomers (see Section 8). Nevertheless, the LIP is committed that *all* sections of this Strategy be viewed with a commitment to including and addressing the perspectives and needs of the most marginalized newcomers.

In addition, the LIP understands that the success of service delivery partnerships and collaborations often relies on a substantial investment of time, energy, and financial resources, yet also acknowledges that the client benefits and service enhancements resulting from effective partnerships and collaborations generally outweigh any additional costs.

This presents the Toronto South LIP's Quadrant Settlement Strategy for the period from April 2013 to March 2016.



### **Section 1 Partnerships & Service Delivery Cooperation**

To support a “Collaboration Culture” in the Toronto South area by exploring and fostering service delivery coordination and collaborative service delivery approaches. The Toronto South LIP intends to cultivate collaboration within and across sectors so that newcomers and immigrants are better able to receive high-quality services and supports that are responsive to their particular needs, circumstances, and inclinations. The LIP will also use collaboration as a tool to encourage the expansion of services for underserved areas and groups in Toronto South.

### **Section 2 Information, Outreach & Service Navigation**

To support the seamless settlement and inclusion of newcomers by fostering collaborative information and outreach approaches in the Toronto South area that enhance the ability of all newcomer and immigrant groups to: (a) access up-to-date and comprehensive information on available services and supports; and (b) effectively navigate the service system.

### **Section 3 Planning, Research & Assessment**

To recognize the ever-changing nature of immigration trends and to support the effective settlement and inclusion of newcomers by engaging in ongoing planning, research and assessment processes. These processes will seek to provide information to support systemic change and to ensure that service providers in the Toronto South area remain responsive to the changing and distinctive service needs of newcomers and immigrants regardless of their immigration status.

## **Section 4 Labour Market Access & Employment**

To be supportive of the Citywide LIP in fostering the ability of newcomers to gain, maintain, and advance in suitable jobs, businesses, or other paid work consistent with their education, skills, experience, aptitudes, and life goals. As part of Strategy 3, the Toronto South LIP will encourage service delivery coordination and collaborative service delivery approaches within and across sectors, including approaches that seek to ensure that newcomers and immigrants regardless of their immigration status have timely and coordinated access to employment and business services, information, skills training, and other supports that are responsive to newcomers' and immigrants' individual needs, circumstances, and inclinations. In addition, the LIP will support the Citywide LIP's efforts to: (a) engage and educate local employers regarding the benefits of hiring, retaining and promoting newcomers and immigrants, and (b) effect system-wide changes in access to career accreditation, access to regulated professions, and recognition of international education, work experience, and credentials.

## **Section 5 Language Learning**

To foster the settlement and inclusion of newcomers and immigrants regardless of their immigration status by supporting increased access to local, high-quality language learning services, assessments, and supports. The LIP is committed that these services, assessments, and supports are available across the Toronto South area and are responsive to newcomers' and immigrants' particular needs, circumstances, and inclinations.

## **Section 6 Health, Mental Health & Dental Services**

To support the Citywide LIP's efforts to foster increased access to culturally competent health, mental health, addictions, and dental services in the Toronto South area for newcomers and immigrants regardless of their immigration status, including access to health interpretation services or health services in first language.

## **Section 7 Key Support Services & Welcoming Communities**

To support the effective settlement, inclusion, and social engagement of newcomers by fostering increased newcomer and immigrant access to key support services in the Toronto South area that are culturally competent and locally accessible.

Key Support Services include, but are not limited to:

- Housing
- Education/School Systems
- Legal Advice
- Family Support Services
- Women's Services
- Children's Early learning and Care

- Youth Supports & Social/Recreational Activities
- Eldercare & Seniors Supports
- Financial Advice & Income Supports
- Social, Cultural and Recreational Services & Sports Programs

## **Section 8 Marginalized Newcomers**

To support the effective settlement and inclusion of marginalized newcomers in the Toronto South area by: (a) fostering increased service provider understanding and skill in serving marginalized newcomers; and (b) supporting related cross-sectoral collaborations.

Marginalized Newcomers include:

- Individuals and families without immigration status
- Temporary foreign workers
- Live-in caregivers
- Unaccompanied youth / independent young adult newcomers
- Racialized newcomers
- LGBTQ newcomers
- Newcomers impacted by violence (elder abuse, child abuse, partner abuse, bullying, human trafficking, torture, etc.)
- Newcomers experiencing homelessness
- Socially isolated newcomers / newcomers from smaller or emerging newcomer groups
- Newcomers experiencing discrimination or oppression on the basis of religion, ethnicity, race, gender, sexual orientation, disability or other human rights grounds
- Newcomers with disabilities or other physical or mental health issues, including elderly newcomers, newcomers with mental health challenges, and people living with HIV/AIDs
- Other newcomer groups as may be identified





# Structure & Action Plan

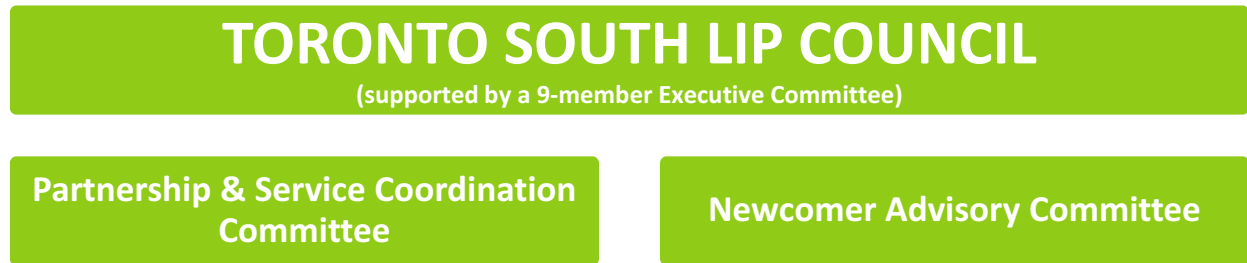


## Structure & Action Plan

### Implementation Structure

This Implementation Structure for the 2013/2014 fiscal year was developed by the LIP to pursue the realization of the LIP's Strategies & Action Plan.

The structure was designed, in part, to ensure that each section of the LIP's Action Plan has a body accountable for its implementation. As part of this process, six new Working Groups were established for the upcoming 2013/2014 fiscal year.



### Working Groups



### Rolling Action Plan

In January 2013, the Toronto South LIP Partnership Council adopted the following One-Year Rolling Action Plan. This One-Year Rolling Action Plan sets forth the proposed activities and projects for the LIP for the upcoming year, and will be updated on an annual basis to “roll forward” to the following year. The LIP Executive Committee and Project Staff have used the Council's Rolling Action Plan to develop the Project Staff's Operational Plan for the 2013/2014 fiscal year.

“Year 1” of the Rolling Action Plan refers to the 2013/2014 fiscal year – being the first full year of implementation. Accordingly, “Year 2” refers to the 2014/2015 fiscal year, and so on.

In addition to the activities included in the Rolling Action Plan, the Toronto South LIP identified the following four potential citywide initiatives that it could lead: (1) a Citywide Systemic Issues & Social Change Committee; (2) a Common Assessment & Referral Tool; (3) Research on Private Career Colleges; and (4) a Project on Newcomer Youth Alone in Canada. The LIP determined that the Citywide Systemic Issues & Social Change Committee would be its preferred citywide project.

## SECTION 1

## PARTNERSHIPS & SERVICE DELIVERY COOPERATION

Year 1 Focus

*Fostering a “Collaboration Culture”*

Led by:

*Partnership & Service Coordination Committee*

### ***Collaborative Staff Training & Frontline Staff Network***

- Leverage existing expertise and resources in the Toronto South LIP to host at least 4 to 6 Collaborative Staff Training sessions to support the development of frontline workers serving newcomers in critical training areas. Whenever feasible, consider:  
(a) videotaping sessions and posting them to the LIP website for viewing by those who aren't able to attend in person; or (b) developing Internet-based webinar sessions.
- Support the development and maintenance of a Frontline Staff Network to support information sharing and relationship building

### ***Partnership/Collaboration Tools, Templates & Best Practices***

- Use existing resources to develop or adapt up to 3 key Partnership/ Collaboration Tools and Templates (e.g., Collaboration Policies, Agreements, Forms, Checklists, etc.). Collect existing Collaboration Tools, Templates & Best Practices for Committee review & consideration

### ***Resolution of LIP Member Commitment***

- Initiate a process to obtain a formal “Resolution of LIP Member Commitment” or other similar formal statement of support from member organizations

### ***Common Referral Tool Pilot in Parkdale***

- Monitor progress of Parkdale's Pilot Project developing a Common Referral Tool and respond to any requests for support. If appropriate, consider testing the Pilot Referral Tool in other LIP Neighbourhoods

### ***Client Feedback Mechanism***

- Commence a process for the design and development of a Client Feedback Mechanism or Ombudsman for services to newcomers. Once it is available, review the provincial Newcomer Settlement Program's proposed client feedback mechanism. Obtain feedback on the LIP's draft Mechanism/Ombudsman from the Newcomer Advisory Committee, Frontline Staff Network, and others. Conduct a test phase in Year 2

### ***Private Career Colleges***

- Complete existing research project on Private Career Colleges and their impacts on newcomers

**SECTION 2****INFORMATION, OUTREACH & SERVICE NAVIGATION***Year 1 Focus**Collaborative Information & Outreach**Led by:**LIP Council & the Settlement Services Working Group****Joint Newcomer Information Sessions (by Neighbourhood)***

- Conduct a process to test the development and hosting of Collaborative Newcomer Information Sessions by Neighbourhood. Review and consider how the “Orientation to Ontario” pilot project may relate to this process. Test Sessions in at least one of the 5 LIP Neighbourhoods in Year 1, with broader rollout in Year 2

***Newcomer Welcome Packages (by Neighbourhood)***

- Initiate the development of neighbourhood-specific, downloadable electronic Newcomer Welcome Packages. If appropriate, consider the development of a standard template that can be adapted for all neighbourhoods and test a Welcome Package in at least 1 of the 5 LIP Neighbourhoods in Year 1, with broader development and rollout in Year 2

***Joint Marketing and Outreach Campaigns (across Toronto South LIP)***

- Explore the development of collaborative approaches to marketing and outreach across the Toronto South area. Consider whether to develop standard TSLIP Branding to support consistent visual messaging. Test at least 1 joint marketing or outreach campaign in Year 1 (e.g., poster listing member organizations, brochure, etc.)

***Research Shared Space and Co-Location Opportunities***

- In Year 1, start preliminary data gathering to explore possible shared space and co-location opportunities in the Toronto South area. Consider whether to conduct an electronic space inventory and/or develop an electronic asset directory in Year 2. Also consider possible future co-location opportunities in underserved geographic areas (e.g., Bloor-Junction area, North of Danforth area, etc.) in Year 2 or later.

### ***Collaborative Community Planning***

- Participate in Citywide planning processes led by the Citywide LIP
- Work with the other Quadrant LIPs on identified citywide initiatives
- Conduct annual action planning processes for the TSLIP with the LIP Council, LIP members, and the Newcomer Advisory Committee

### ***LIP Research***

- If necessary or appropriate, update the available demographic information for the Toronto South area
- Design, conduct and analyze up to 2 LIP member surveys to gather and document important client realities relating to key systemic issues or social change matters identified and prioritized by the LIP Council, Committees, or Working Groups
- Facilitate the Newcomer Advisory Committee to obtain ongoing newcomer input into the LIP's action items. If necessary, conduct additional newcomer surveys or focus groups to obtain up-to-date information on newcomer service needs
- Conduct ongoing review of relevant research conducted by other organizations and researchers
- Budget permitting, conduct additional research initiatives that may be identified and prioritized by the LIP Council, Committees, or Working Groups

### ***LIP Assessment***

- Design and develop a *Quadrant Performance Measurement Framework* for the Toronto South LIP
- Conduct the data collection and tracking processes required by the Quadrant Performance Measurement Framework, including at least one Assessment Survey for LIP Members
- Begin to collect information on newcomer outcomes from member organizations to develop aggregated Toronto South LIP outcome information

### ***Employer Engagement & Canadian Work Culture***

- **Employer Engagement** – Respond to LIP Members’ and Newcomer Advisory Committee’s emphasis on increased employer education and engagement by exploring how to support existing initiatives and expand them locally with small and medium sized employers in the Toronto South LIP area. In particular, explore how to expand and build on projects relating to the following:
  - Internships & Mentorships – Work with employment service providers, business improvement associations, local employers, and professional associations to increase the number of internships, apprenticeships, mentorships, and other similar supports available to newcomers.
  - Employer Education – Support Toronto LIP Network’s Employment Group, Toronto Region Immigrant Employment Council (TRIEC), CASIP, and others in educating employers regarding the benefits of hiring, retaining, and promoting newcomers (e.g., employer info sessions, etc.)
  - Job Fairs – Collaborate with local employers, the Consortium of Agencies Serving Internationally-trained Persons (CASIP), and others to collaboratively recruit newcomers for available job postings
- **Canadian Work Culture** – Explore the development of collaborative approaches for service providers to fully educate and support newcomers regarding Canadian work culture

### ***Service Coordination***

- Explore the possible development of an online Employment Services Map linked to the LIP website, providing information on the employment services available to newcomers in the Toronto South area

### ***Items Led by Other Groups***

- **Newcomer Work Credentials** (Led by Toronto LIP Network Employment Group) – Explore and implement ways to improve (i) newcomer access to career accreditation, and (ii) assessment and acceptance of international education, training, and experience
- **“Canadian Experience”** (Led by Systemic Issues & Social Change Committee) – Explore ways to address employers’ “Canadian experience” requirement, possibly also addressing racism, sexism and other forms of oppression
- **Precarious Work** (Led by Systemic Issues & Social Change Committee) – Explore community/newcomer education or legal policy reform to protect newcomers in precarious work and ensure protection of workers in low-wage and precarious work

## SECTION 5

## LANGUAGE LEARNING

*Year 1 Focus*

*Service Innovation & Coordination*

*Led by:*

*Employment & Language Services Working Group*

### ***Service Innovation***

- Explore new and different ways of providing language training services to respond to changing newcomer demographics, including but not limited to classroom-based training with computer-linked components, modular training formats, workplace-based training, intensive workshop training formats, etc. Identify existing innovations and best practices. Communicate with funders, as needed. Consider whether to (a) host a “Language Service Innovation Fair/Forum”; (b) foster a pilot project proposal; and/or (c) send a delegation of Working Group members to attend the 2013 TESL (Teachers of English as a Second Language) Conference.

### ***Service Coordination***

- Update, enhance and maintain (for frontline workers):
  - the LIP’s existing [online English Language Classes Map](#) linked to the LIP website, with information on the English language classes available to newcomers in the Toronto South area
  - the LIP’s existing [online Conversation Circles Calendar](#) linked to the LIP website, with details on the Conversation Circles available in the area
  - a new [online Citizenship Classes Calendar](#) linked to the LIP website, with details on the Citizenship Classes available in the area
- Monitor and track the rollout and impact of the Coordinated Language Assessment and Referral Service (CLARS)

### ***Collaboration with Employment Service Providers***

- [Roundtable Discussions](#) – Host Roundtable Discussion Sessions (1 to 2 per year) with employment service providers and language service providers to identify possible ways to work together to support newcomers’ labour market access
- [Job-Related English Language Supports](#) – Explore ways to develop or increase:
  - (i) job-related language training, (ii) onsite workplace language training and supports, and (iii) career-related conversation circles for newcomers



**SECTION 6****HEALTH, MENTAL HEALTH & DENTAL SERVICES***Year 1 Focus**Access to Health Services & Newcomer Mental Health**Led by:**Health & Mental Health Working Group****Newcomer Mental Health***

- Work with mental health experts and existing training resources to identify opportunities for frontline staff to obtain practical tools for working with newcomers with mental health challenges
- Host an Information Forum and Networking Event on Newcomer Mental Health for frontline workers
- Begin to design a newcomer mental health awareness campaign for Year 2 rollout

***Access to Health Services***

- Work with Toronto Public Health, the Systemic Issues & Social Change Committee, and the other Quadrant LIPs on key initiatives addressing access to health services for newcomers, including:
  - OHIP Waiting Period – Supporting the elimination of the 3-Month OHIP Waiting Period
  - People without Immigration Status – Exploring and implementing ways to provide health services to people without immigration status
  - Bill C-31 & IFHP – Participating in or supporting education and awareness campaigns regarding the impacts of Bill C-31 and of the Interim Federal Health Program (IFHP)
  - Health Interpretation Services – Monitoring LHIN-funded initiatives to develop system-wide approaches to health interpretation services
  - Media Campaign – Media campaign educating the public on the social determinants of health, and creating awareness of positive contributions of newcomers and the links between racism and health inequality

***Cultural Competency Training for Health Service Providers***

- In Year 2 (or earlier if possible), identify gaps in available cultural competency training for HSPs, and start to explore ways to provide (or support others in providing) training to ensure that medical professionals and staff understand cultural differences and how to serve newcomers

***Dental Care***

- In Year 2 (or earlier if possible), explore ways to work with other organizations (e.g., the Toronto Oral Health Coalition, Health Smiles Ontario, etc.) to increase access to free or affordable dental care for newcomers

### Identified Year 1 Priority Areas

- In Year 1, respond to LIP Members' and Newcomer Advisory Committee's input prioritizing the support services of housing, education, and legal advice for newcomers by exploring these areas and developing related Working Group actions and activities:
  - **Housing**
    - Explore possible actions and responses to the need for affordable housing for newcomers
  - **Education & School Systems**
    - Support newcomers' ability to effectively navigate the education system from pre-kindergarten through college/university, including helping newcomer parents understand and work with Toronto's primary and secondary school systems
  - **Legal Advice**
    - Work with legal service providers to improve access to legal information and advice for newcomers, including in the areas of immigration law, workers' rights, family law (divorce/custody), criminal law, landlord & tenant issues, human rights law, etc.

### Citywide Initiatives

- Social Change Fair (Led by Systemic Issues & Social Change Committee) – Work with other Quadrant LIPs to host a Social Change Fair highlighting key issues

### Future Priority Areas (to be explored beginning in Year 2)

- **Family Support Services** – Promote culturally competent, holistic supports for newcomer families (re: family reunification, parenting, multigenerational families, single parent families, same-sex parent families, divorce, custody, family-friendly agency environments, etc.)
- **Social Supports** – Enhance newcomer access to social, cultural and recreational services and sports programs
- **Finances** – Improve newcomer access to financial advice and income supports

**SECTION 8****MARGINALIZED NEWCOMERS***Year 1 Focus**Staff Training & Underserved Newcomers**Led by:**Underserved Newcomers Working Group (unless otherwise noted)****Inclusion in LIP Activities***

- Support all LIP Committees and Working Groups in considering and incorporating the needs of the most marginalized newcomers in all LIP activities

***Training Sessions and Community Forums***

- Information/Training Sessions – Work with the Partnership & Service Coordination Committee and other Working Groups to leverage existing expertise within the LIP and across service sectors to host information or training sessions to support LIP agencies to better serve the most marginalized newcomers. (For example, sessions on “Creating LGBTQ-friendly environments” for management staff, or sessions on “Working with Newcomers Experiencing Abuse” for frontline staff, etc.)
- Unaccompanied Youth Forum & Dinner – Host a Community Forum & Dinner for unaccompanied youth and independent young adult newcomers. To be held in Spring 2013. (Initiated by current Newcomer Youth Working Group.)
- Newcomers Seniors Forum – Host a Newcomer Seniors Forum discussing the impact of changing laws on newcomer seniors. (Initiated by current Newcomer Seniors Working Group.)

***Needs Assessment***

- Conduct information gathering processes to identify the most critical needs of marginalized/underserved newcomers, and obtain related resources and best practices in serving marginalized newcomers. Post resources to the LIP website.
- Develop an action list for Year 2

# Activities & Accomplishments



## Initial Activities & Accomplishments

The Committees and Working Groups of the Toronto South LIP have been working diligently to maintain the momentum of the three former neighbourhood LIPs during the initial transition phase and later during the Toronto South LIP's strategic and action planning processes. While the LIP Council focused on the development of a new Quadrant Settlement Strategy and Action Plan, Toronto South LIP's Committees and Working Groups pursued significant activities and made notable progress.

Some of the initial activities and accomplishments of Toronto South LIP's Committees and Working Groups are set forth below:

### **Partnership & Service Coordination Committee**

As members of the Partnership & Service Coordination Committee, representatives of organizations serving newcomers worked together to:

- Monitor the status of the ongoing Parkdale Common Referral Form pilot project
- Provide input into the development of the LIP's Settlement Strategy and Action Plan
- Initiate the establishment of a Frontline Staff Network in Toronto South
- Host a Frontline Staff session on Newcomer Access to Housing
- Review the Research Report on the Informal Economy conducted by WoodGreen Community Services
- Oversee the Committee's Research Project on Newcomers & Private Career Colleges

### **Newcomer Advisory Committee**

Twenty-five diverse newcomers were recruited and brought together to participate in the Newcomer Advisory Committee. This Committee included newcomers of all ages and both genders from a broad range of cultural and linguistic backgrounds. The Committee members worked to:

- Identify issues faced by newcomers and suggest approaches to addressing them at the individual level, as well as the organizational and systemic levels
- Provide diverse perspectives to identify or confirm the issues and needs of newcomers in the Toronto South area
- Provide input into the development of the LIP's Settlement Strategy and Action Plan
- Prompt the LIP's pursuit of a standard Client Feedback Mechanism and provide input into its preliminary exploration by the Partnership & Service Coordination Committee
- Provide input into the Private Career Colleges research conducted by the Partnership & Service Coordination Committee
- Participate in the Newcomer Youth Working Group's Event for Unaccompanied Youth (youth members of the Committee)

## **Mental Health & Emotional Supports Working Group**

As members of the Mental Health & Emotional Supports Working Group, representatives of mental health service providers as well as organizations serving newcomers worked together to:

- Review research on mental health literacy among frontline workers in the settlement sector
- Provide input into the development of the LIP's Action Plan
- Identify existing newcomer mental health trainings available to frontline workers
- Explore the development of additional frontline staff trainings and practical tools to support newcomers experiencing mental health challenges
- Plan and execute a Newcomer Mental Health Information & Service Coordination Forum for frontline staff (videotaped and available for viewing on the Toronto South LIP website)
- Develop and distribute a comprehensive package of mental health resources for frontline staff (available on the Toronto South LIP website)

## **Newcomer Youth Working Group**

As members of the Newcomer Youth Working Group, representatives of organizations serving newcomer youth worked together to:

- Review research on newcomer youth alone in Canada
- Plan and execute a newcomer youth forum –Super Youth Night 2013 – focusing on the needs of unaccompanied newcomer youth in Canada (videotaped and available for viewing on the Toronto South LIP website)
- Acquire external funding for the newcomer youth forum (including financial support from Children's Aid Society Toronto – Community Initiative Fund, and door prizes from the United Way Toronto)
- Develop an e-mail list of unaccompanied youth in the Toronto South region to be used to provide them with important ongoing information and service updates
- Develop a comprehensive listing of electronic resources and website links for newcomer youth alone in Canada (available on the Toronto South LIP website)

## **Newcomer Seniors Working Group**

As members of the Newcomer Seniors Working Group, representatives of organizations serving newcomer seniors worked together to:

- Plan and execute a Newcomer Seniors Information & Service Coordination Forum for frontline staff focusing on the unique service needs of older newcomers
- Develop and distribute a comprehensive package of newcomers seniors resources for frontline staff (available on the Toronto South LIP website)
- Initiate a public education campaign entitled “Our Canada includes Grandparents”

### **Language Services Working Group**

As members of the Language Services Working Group, representatives of organizations providing English language training services and/or conversational practice opportunities to newcomers worked together to:

- Provide input into the development of the LIP's Action Plan
- Review the Toronto South LIP's English language classes online mapping system and process
- Review the development of a Toronto South LIP Online Calendar of Conversation Circles
- Recommend the development of a Toronto South LIP Online Calendar of Citizenship Classes
- Discuss the exploration of innovative approaches to English language training for newcomers

### **Systemic Issues and Social Change Committee (Citywide)**

Over 40 Committee members from across the City of Toronto, including representatives of organizations serving newcomers and LIP Staff from all four Quadrants, were recruited and brought together to participate in the Citywide Systemic Issues & Social Change Committee. The Committee members worked together to:

- Plan, organize and host a workshop for frontline staff on Bill C-31
- Establish a Health and Employment Subcommittee focused on improving Health Equity:
  - Initiated research into Health Equity, with assistance of MSW student, and engaged with other organizations to see how to work together on issues of Health Equity
  - Developed a list of local health-related campaigns
  - Commenced development of a website for the Health Equity campaign
- Establish an Employment Subcommittee focused on addressing employers' "Canadian Experience" requirement:
  - Conducted research on "Canadian Experience" requirement, "Cultural Fit," precarious employment among newcomers, the Chicago New Americans Plan, and why Ontario needs immigrants
  - Engaged with the Toronto Regional Immigrant Employment Council (TRIEC) to determine how to work together to focus on engaging and educating small and medium-sized employers on hiring and retaining newcomers
- Establish an Event Subcommittee to host a Social Change Fair to promote civic engagement among newcomers and begin to work on event logistics



## Toronto South LIP Communications

In addition to the work of the Committees and Working Groups, the Toronto South LIP regularly conducts a series of communications activities to support information sharing among Toronto South members organizations. These activities include:

- Producing Toronto South LIP newsletters disseminated online to 280 subscribers (a total of three from June 2012 to March 2013)
- Distributing Toronto South LIP Email Updates to approximately 200 subscribers each week (a total of 36 from June 2012 to March 2013)
- Updating Toronto South LIP website weekly, including:
  - Committee and Working Group minutes and materials
  - Services Directory & Map
  - Frontline Staff Resources
  - Reports & Training Materials
  - Events Calendar
  - Jobs Postings
- Conducting three training sessions for LIP members to instruct them on how to directly add their organization's information to the LIP website
- Setting up a Toronto South LIP Twitter account to inform followers of upcoming Toronto South LIP meetings, interesting developments, and news on immigration programs and policies



# Membership



## Our Members

### Toronto South LIP Council Organizations

We would like to thank the following organizations for their commitment to the Toronto South LIP and their ongoing participation as members of the Toronto South LIP Council:

<i>ACCES Employment</i>	<i>Neighbourhood Link Support Services</i>
<i>Access Alliance Multicultural Health &amp; Community Services</i>	<i>Parkdale Community Information Centre</i>
<i>AIDS Committee of Toronto</i>	<i>Parkdale Golden Age Foundation</i>
<i>Bangladeshi-Canadian Community Services</i>	<i>Parkdale Intercultural Association</i>
<i>Canadian Centre for Victims of Torture</i>	<i>Polycultural Immigrant &amp; Community Services</i>
<i>Centre francophone de Toronto</i>	<i>RDÉE Ontario</i>
<i>Christie Ossington Neighbourhood Centre</i>	<i>Red Door Family Shelter</i>
<i>Collège Boréal</i>	<i>Scadding Court Community Centre</i>
<i>Conseil scolaire de district catholique centre-sud</i>	<i>Sherbourne Health Centre</i>
<i>COSTI Immigrant Services</i>	<i>Sojourn House</i>
<i>CultureLink</i>	<i>St. Christopher House</i>
<i>Dixon Hall</i>	<i>St. Stephen's Community House</i>
<i>Eastview Neighbourhood Community Centre</i>	<i>Toronto Catholic District School Board</i>
<i>Family Service Toronto</i>	<i>Toronto Community Housing Corporation</i>
<i>FCJ Refugee Centre</i>	<i>Toronto Community &amp; Culture Centre</i>
<i>Fred Victor Centre</i>	<i>Toronto District School Board</i>
<i>George Brown College</i>	<i>Toronto Employment &amp; Social Services</i>
<i>KCC Multicultural Services</i>	<i>Toronto Public Health</i>
<i>Madison Community Services</i>	<i>Toronto Western Hospital</i>
<i>The Massey Centre for Women</i>	<i>University Settlement</i>
<i>The Neighbourhood Centre</i>	<i>WoodGreen Community Services</i>
<i>Neighbourhood Legal Services</i>	<i>Working Women Community Centre</i>
	<i>YMCA of Greater Toronto</i>

### Executive Committee

We particularly would like to thank the Toronto South LIP's nine-member Executive Committee for their commitment to supporting the LIP Council and the overall management of the Toronto South LIP:

<i>Bangladeshi-Canadian Community Services</i>	<i>Parkdale Community Information Centre</i>
<i>Canadian Centre for Victims of Torture</i>	<i>Sherbourne Health Centre</i>
<i>FCJ Refugee Centre</i>	<i>St. Stephen's Community House</i>
<i>Fred Victor Centre</i>	<i>WoodGreen Community Services</i>
<i>The Massey Centre for Women</i>	

## **Partnership & Service Coordination Committee**

We would like to thank the following organizations for their ongoing participation as members of the Toronto South LIP's Partnership & Service Coordination Committee:

<i>ACCES Employment</i>	<i>Hincks-Dellcrest Centre</i>
<i>AIDS Committee of Toronto</i>	<i>Hong Fook Mental Health Association</i>
<i>Bangladeshi-Canadian Community Services</i>	<i>Mount Sinai Hospital</i>
<i>Black Coalition for AIDS Prevention</i>	<i>Neighbourhood Link Support Services</i>
<i>Centre for Education and Training</i>	<i>Newcomer Women's Services Toronto</i>
<i>Children's Aid Society of Toronto</i>	<i>Parkdale Community Health Centre</i>
<i>Christie Ossington Neighbourhood Centre</i>	<i>Parkdale Community Information Centre</i>
<i>City of Toronto, Social Development Finance &amp; Administration</i>	<i>Parkdale Intercultural Association</i>
<i>Collège Boréal</i>	<i>Salvation Army, Immigrant &amp; Refugee Services (Toronto Harbour Light Ministries)</i>
<i>Conseil scolaire de district catholique centre-sud</i>	<i>Salvation Army, Florence Booth House</i>
<i>COSTI Immigrant Services</i>	<i>St. Christopher House</i>
<i>CultureLink</i>	<i>St. Stephen's Community House</i>
<i>Dixon Hall</i>	<i>The Cross-Cultural Community Services Association</i>
<i>Elizabeth Fry Toronto</i>	<i>The 519 Church Street Community Centre</i>
<i>FCJ Refugee Centre</i>	<i>Toronto Public Health</i>
<i>Four Villages Community Health Centre</i>	<i>University Settlement</i>
<i>Francophone Immigration Network System</i>	<i>WoodGreen Community Services</i>
<i>Fred Victor</i>	<i>YMCA Korean Community Services</i>
<i>Future Watch Environment Development &amp; Education Partners</i>	<i>YMCA Toronto</i>

## **Newcomer Advisory Committee**

We would like to thank the following individuals for their past participation as members of the Toronto South LIP's Newcomer Advisory Committee:

<i>Abdul Kabir</i>	<i>Fahrija Avdakovic</i>	<i>Mustafa Khalil</i>
<i>Ajmal Mohammad</i>	<i>Jacqui Henry</i>	<i>Raheeq Khalil</i>
<i>Amal Gujare</i>	<i>Jasothara Aruldas</i>	<i>Ricardo Best</i>
<i>Andre Smith</i>	<i>Jill Wan</i>	<i>Sakina Khanam</i>
<i>Anita Liu</i>	<i>Kerry Bell</i>	<i>Samuel Anyanwu</i>
<i>Asqeri Kasmi</i>	<i>Luis Alcantara</i>	<i>Siyavash Fuzie</i>
<i>Auvil Orr</i>	<i>Moreno</i>	<i>Wesley Watson</i>
<i>Bella Ingabire</i>	<i>Martha Sepulveda</i>	
<i>Dalubuhle Ndiovu</i>	<i>Mirza Rahman</i>	

## LIP Members

We would like to thank the following individuals for their contribution to the Toronto South LIP through their participation in the LIP's Council, Committees, Working Groups, or Planning Sessions:

ACCES Employment, Aimee Holmes  
 ACCES Employment, Andrew Reddin  
 ACCES Employment, Heather Brothers  
 ACCES Employment, Irene Sihvonen  
 Access Alliance Multicultural Health & Community Services,  
 Aamer Eesmail  
 AIDS Committee of Toronto, Ana Mateus  
 AIDS Committee of Toronto, Andre Ceranto  
 AIDS Committee of Toronto, Lata Patel  
 AIDS Committee of Toronto, Stella Osagie  
 Bangladeshi-Canadian Community Services, Bushra Chishti  
 Bangladeshi-Canadian Community Services, Nasima Akter  
 Bangladeshi-Canadian Community Services, Sakib Yasar  
 Black Coalition for AIDS Prevention, Craig Cromwell  
 Black Coalition for AIDS Prevention, Amanuel Tesfamichael  
 Canadian Centre for Language & Cultural Studies, Dawn Michael  
 Canadian Centre for Victims of Torture, Abdulrahman Abubaker  
 Canadian Centre for Victims of Torture, Mulugeta Abai  
 Canadian Centre for Victims of Torture, Sidonia Couto  
 Canadian Centre for Victims of Torture, Teresa Dremetsikas  
 Cecil Community Centre, Tarah Hamilton  
 Cecil Community Centre, Victor Joong  
 Centennial College, Nancy Nicholls  
 Central Neighbourhood House, Safia Hirsi  
 Centre for Addictions & Mental Health, Angela Martella  
 Centre for Addictions & Mental Health, Janet Ngo  
 Centre for Education and Training, Adriana Vucetic-Odorico  
 Centre for Education and Training, Andrea Davis  
 Centre for Education and Training, Jim Fremlin  
 Centre francophone de Toronto, Josée-Anne Roy  
 Children's Aid Society, Cindy Himelstein  
 Children's Aid Society, Anthony Fung  
 Christie Ossington Neighbourhood Centre, Alia Abaya  
 Collège Boréal, Vincent Duchesne  
 Community Care & Wellness for Seniors, Dorina Rico  
 Conseil scolaire de district catholique centre-sud,  
 Adolphine Mukamanzi  
 COSTI Immigrant Services, Trudy Small  
 Covenant House, Michele Anderson  
 CultureLink, Ibrahim Absiyeh  
 CultureLink, Lisa Randall  
 Dixon Hall, Hongmei Cai  
 Dixon Hall, Kate Stark  
 Dixon Hall, Marina Yue  
 Dixon Hall, Ryan Tucker  
 Dixon Hall, Sandra Costain  
 Dixon Hall, Steven Johnston  
 Eastview Neighbourhood Community Centre, Elizabeth Yohanann  
 Elizabeth Fry Toronto, Lydia Yang  
 Epilepsy Toronto, Leah Sultan-Khan  
 Epilepsy Toronto, Ela Thana  
 Family Service Toronto, Sophia Ali  
 FCJ Refugee Centre, Giovanni Rico  
 Florence Booth House, Salvation Army, Orith Flores  
 Four Villages Community Health Centre, Salma Jaffer  
 Francophone Immigration Network System, Marthe Gosselin  
 Fred Victor Centre, Eleni Smartzis  
 Fred Victor Centre, Stephen Morrissey  
 FutureWatch Environment Development & Education Partners,  
 Alicia Davidson  
 George Brown College, Alex Irwin  
 Golden Mile Employment & Social Services, Paolo Staffieri  
 Golden Mile Employment & Social Services, Dev Benham  
 Golden Mile Employment & Social Services, Lorane Reid  
 Hincks-Dellcrest Centre, Rochelle Fine  
 Hong Fook Mental Health Association, Lucetta Lam  
 Hong Fook Mental Health Association, Maria Lo  
 JobStart, Renée Devereaux  
 KCC Multicultural Services, Flordeliz M. Dandal  
 Madison Community Services, Jeribelle Quicho  
 Madison Community Services, Kamalesh Visavadia  
 Madison Community Services, Tim Mt Pleasant  
 Madison Community Services, Zenawit (Zena) Birhany  
 Massey Centre for Women, Cindy Chalaris  
 Massey Centre for Women, Michelle Lopes  
 Mennonite New Life Centre, Ana Lydia Martinez Torriente  
 Metropolitan United Church, Bill Chapman  
 Metropolitan United Church, Rosie Corvo  
 Mount Sinai Hospital, Simone Atungo  
 The Neighbourhood Centre, Tanya Gerber  
 Neighbourhood Legal Services, Jennifer Stone  
 Neighbourhood Link Support Services, Ann Evans  
 Neighbourhood Link Support Services, Bob McLellan  
 Neighbourhood Link Support Services, Marianne Botres  
 Neighbourhood Link Support Services, Scott White  
 Newcomer Women's Services Toronto, Natasa Boskovic  
 Parkdale Community Health Centre, Rosa Ribeiro  
 Parkdale Community Information Centre, Cassandra Wong  
 Parkdale Community Information Centre, Kalsang Dolma  
 Parkdale Community Information Centre, Katie Brennan  
 Parkdale Community Information Centre, Lesa Bogle  
 Parkdale Community Legal Services, Amarna Moscote  
 Parkdale Golden Age Foundation, Leona Canay  
 Parkdale Intercultural Association, Tsering Norzom  
 Polycultural Immigrant & Community Services, Elizabeth Gajewski  
 Polycultural Immigrant & Community Services, Eugina Nawwas  
 Polycultural Immigrant & Community Services, Olga Bedrikova  
 Ralph Thornton Centre, Kim Morison

RDÉE Ontario, Concilie Biduga  
 RDÉE Ontario, Karine Morin  
 Red Door Family Shelter, Bernnitta Hawkins  
 Regent Park Community Health Centre, Ambaro Guled  
 Regent Park Community Health Centre, Cherie Miller  
 Regent Park Community Health Centre, Sharmini Fernando  
 Salvation Army Harbour Light Ministries, Florence Gruer  
 Salvation Army Immigrant & Refugee Services, Varshana Sathananthan  
 Scadding Court Community Centre, Grace Lam  
 Scadding Court Community Centre, Herman Ellis Jr.  
 Schizophrenia Society of Ontario, Irina Sytcheva  
 Schizophrenia Society of Ontario, Rahma Mohamed  
 Sherbourne Health Centre, Bev Lepischak  
 Sherbourne Health Centre, Jothi Ramesh  
 Sherbourne Health Centre, Sargam Rana  
 Sherbourne Health Centre, Suhail Abualsameed  
 Sojourn House, Debbie Hill-Corrigan  
 South Riverdale Community Health Centre, Gurpreet Karir  
 St. Christopher House, Alejandra Cabezas  
 St. Christopher House, Hewton Tavares  
 St. Christopher House, Isabel Palmar  
 St. Christopher House, Lynne Woolcott  
 St. Christopher House, Odete Nascimento  
 St. Christopher House, Paulina Wyrzykowski  
 St. Joseph's Health Centre, AnnMarie Marcolin  
 St. Stephen's Community House, Bill Sinclair  
 St. Stephen's Community House, Dmitry Elyashevich  
 St. Stephen's Community House, Irene Tsang  
 St. Stephen's Community House, Randi Reynolds  
 The 519 Church Street Community Centre, Benjamin Bongolan  
 The 519 Church Street Community Centre, Grant Lehmann  
 The Cross-Cultural Community Services Association, Peter Chan  
 The Cross-Cultural Community Services Association, Peter Cheung  
 The Cross-Cultural Community Services Association, Peter Chiu  
 Toronto Catholic District School Board, Matan Zilver  
 Toronto Community & Culture Centre, Dawin Kong  
 Toronto Community & Culture Centre, Della Lo  
 Toronto Community Housing Corporation, Hugh Lawson  
 Toronto District School Board, Cheryl Richman  
 Toronto District School Board, Grainne O'Donnell  
 Toronto District School Board, Kathy Simo  
 Toronto District School Board, Salin John  
 Toronto Employment & Social Services, Georgina Elliott  
 Toronto Employment & Social Services, Lorella DeSousa  
 Toronto Employment & Social Services, Patrick Chartrand  
 Toronto Employment & Social Services, Peter Foote  
 Toronto Employment & Social Services, Shelley MacLean  
 Toronto Parks, Forestry & Recreation, Jeff Thomas  
 Toronto Public Health, Cathy Tersigni  
 Toronto Public Health, Lisa King  
 Toronto Public Health, Tracy Sheridan  
 Toronto Public Library, Parliament St. Branch, Barrie Gray  
 Toronto Western Hospital, Aynur Gurbanova  
 Toronto Western Hospital, Miu Lin Wong  
 Turning Point Youth Services, Patty Hayes  
 University Settlement, Agnes Chung  
 University Settlement, David Prendergast  
 University Settlement, Grace Yeung  
 University Settlement, Lily Chang  
 Vietnamese Association Toronto, Mark (Manh) Nguyen  
 West Toronto Senior Support Services, Thom Burger  
 WoodGreen Community Services, Diane Dyson  
 WoodGreen Community Services, Maisie Lo  
 WoodGreen Community Services, Penelope Karanis  
 WoodGreen Community Services, Ruichun (Laura) Tang  
 Woodgreen Community Services, Shaida Addetia  
 WoodGreen Community Services, Stephen Vanderherberg  
 Workers' Action Centre, Karen Dick  
 Working Skills Centre, Ansuya Chetty  
 Working Skills Centre, Honey Crossley  
 Working Skills Centre, Susana Parise  
 Working Women Community Centre, Vanda Henriques  
 YMCA Korean Community Services, Katie Trivett  
 YMCA Toronto, Alla Minasova  
 YMCA Toronto, Erin O'Neil  
 YMCA Toronto, Hanna Caplan  
 YMCA Toronto, Leora Sas van der Linden  
 YMCA Toronto, Natalia Koroleva  
 YMCA Toronto, Reza Talebi  
 YMCA Toronto, Terry Greene





## CCVT COURSE SERIES

The Canadian Centre for Victims of Torture (CCVT) in collaboration with CCVT's Health Network is offering a specialized course addressing the impact of trauma and torture on refugee mental health. This certificate course is composed of nine individual seminar sessions, each addressing a key aspects of this extensive field. Participants who successfully complete a minimum of six seminar sessions will receive a Certificate.

Session Subject	Facilitator	Dates
<b>Part A: Torture - The Nature of the Crime Part B: Psychological Consequences of Torture and Adjustment in Canada</b>	Dr. Wendell Block and Dr. Donald Payne	September 18, 2013, 3:00-5:00pm CCVT, 194 Jarvis St.
<b>The Determinants of Refugee Mental Health</b>	Dr. Branka Agic	October 16, 2013 3:00-5:00pm CCVT, 194 Jarvis St.
<b>Trauma, Stress and Resilience in Refugees</b>	Dr. Clare Pain	November 20, 2013 3:00-5:00pm CCVT, 194 Jarvis St.
<b>A Cultural Psychiatry Approach to Refugee Women's Mental Health</b>	Dr. Lisa Andermann	January 15, 2014 3:00-5:00pm CCVT, 194 Jarvis St.
<b>Growing Older as a New Canadian: Intersections of Life Events and Life-Stage Issues</b>	Dr. Rosemary Meier	February 12, 2014 3:00-5:00pm CCVT, 194 Jarvis St.
<b>Fostering Adaptation in Families, Children and Youth</b>	Dr. Debra Stein and Dr. Marlinda Freire	March 19, 2014 3:00-5:00pm CCVT, 194 Jarvis St.
<b>Recognizing the Risks &amp; Signs of Addiction</b>	Polly Florius, Nurse Clinician	April 16, 2014 3:00-5:00pm CCVT, 194 Jarvis St.
<b>Demystifying "LGBTQ" Refugees to Canada</b>	Lisa Gore, Settlement Services Coordinator	May 14, 2014 3:00-5:00pm CCVT, 194 Jarvis St.
<b>Self-Care: Vicarious Trauma and Secondary Traumatization</b>	Dr. Teresa Dremetsikas	June 11, 2014 3:00-5:00pm CCVT, 194 Jarvis St.

For information on registration and to obtain a copy of this year's Course Manual please contact:

**Nicole Watson**

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Toronto South Local Immigration Partnership  
Canadian Centre for Victims of Torture  
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[nwatson@ccvt.org](mailto:nwatson@ccvt.org)

**OR**

**Kera Vijayasingham**

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