



Hamilton Immigration
Partnership Council

Supporting Immigrants to Hamilton in an Evolving Immigration Environment

A PATHWAYS TO PROSPERITY PROJECT

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PATHWAYS TO
PROSPERITY
Promoting Welcoming Communities in Canada



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Promouvoir des communautés accueillantes au Canada

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EXECUTIVE SUMMARY

This report focuses on current and predicted trends in immigration to Hamilton, and possible impacts on how best to serve the needs of immigrants and promote Hamilton as a welcoming community. Based on available data, we start off by describing the characteristics of current immigrants in Hamilton, how they are faring, and evidence of the welcome they receive. This paints a portrait of the current state of immigrants in Hamilton. Next, we discuss recent changes in Canadian immigration policy and how this may impact the entry patterns and characteristics of new immigrants to the region. We conclude by discussing the possible impact of these changes on settlement service needs, and provide recommendations for the Hamilton Immigration Partnership Council. Below, we provide a summary of each section.

A Profile of Hamilton's Immigrant Population and the Welcome that They Receive

- Approximately one in four residents of Hamilton are foreign born
- Average of 3,865 new permanent residents per year between 2004 and 2013
- Number of international students increased by approximately 60% between 2005 and 2011
- Half of the immigrants living in Hamilton in 2011 came to Hamilton after landing somewhere else
- 81% of immigrants in Hamilton have been in Canada for more than 10 years
- The immigrant population is older than the overall population of Hamilton (e.g., 28.7% are between 60 and 79 years old)
- Most of these immigrants have acquired Canadian citizenship
- Fewer immigrants coming from Europe in recent years, and more coming from Asia
- New immigrants are more likely to have a university degree compared to established immigrants who have been in Canada for over 10 years
- Immigrants in Hamilton are less likely to be unemployed than non-immigrants, but are more likely to report not being in the labour force
- The three most common sectors in which immigrants in Hamilton are employed are manufacturing and construction, wholesale and retail trade, and health care and social assistance
- A majority of immigrants in Hamilton – particularly those who have lived in Hamilton for 10 years or more – report a strong sense of belonging to the local community
- Immigrants in Hamilton generally have a good sense of well-being, though a sizeable number of recent immigrants report life stress and poor mental health
- The general public in Hamilton expresses mixed feelings toward welcoming newcomers into their community, with concerns about the city's capacity to serve newcomers, house them, and integrate them

The Changing Landscape of Canadian Immigration

- Increased focus on economic immigration
- Introduction of Express Entry (for the Federal Skilled Worker Program, the Federal Skilled Trades Program, the Canadian Experience Class, and a portion of the Provincial Nominee Program) and the consequent increasing role of employers
- Changes to the Temporary Foreign Worker Program and expected reduction in the number of temporary foreign workers in Canada
- The importance of international students as potential permanent residents
- Change in caregiver programs, including no guarantee of permanent residency
- Reduced ability to sponsor parents and grandparents for permanent residency
- Inability to bring in children who are 19 years old or older as dependents
- Changes to the asylum system to reduce the number of in-Canada refugee claimants
- More stringent criteria for Canadian citizenship

Possible Trends and Forecast for Immigration to Hamilton

- With the introduction of Express Entry and the allocation of many points under this system for those with a job offer and a Labour Market Impact Assessment, Hamilton may be able to attract more economic immigrants
- The use of Express Entry will be particularly important for employers as the number of temporary foreign workers in Canada is expected to decline
- Changes to the family class of immigration and to the age of dependency will mean that those entering through Express Entry will be able to bring with them or sponsor fewer family members
- Hamilton is likely to continue to be a draw for immigrants who initially land in other locations, such as Toronto
- With a major, well-respected university and a large, diverse college in Hamilton – both of which are actively seeking to attract international students – the number of international students in Hamilton will continue to rise
- Policy changes are likely to result in fewer refugee claimants in Hamilton, and eventually fewer refugees in the region
- Modest increases in the number of new arrivals who are likely to be in a younger age bracket will not offset the fact that immigrants in Hamilton tend to be older than the non-immigrant population
- With the changes to citizenship regulations and testing, the proportion of immigrants in Hamilton who take up citizenship may decline

Possible Impacts on Settlement Service Providers and the Services They Offer

- With the launch of the Express Entry Comprehensive Ranking System, new immigrants are likely to have somewhat different needs than previous cohorts of immigrants

- Given that many of these individuals will be employed immediately upon entry to Canada, providing settlement information and services through employers and at the location of employment may be beneficial
- Service provider organizations in Hamilton might consider developing strategies for beginning to offer some of their services to immigrants pre-arrival, and for forming connections with immigrants before they arrive in Canada so that there is a smooth transition to service use within Hamilton
- For individuals entering through Express Entry, higher level English language classes may be especially popular, particularly given the more stringent language requirements to obtain Canadian citizenship
- The popularity of citizenship test preparation courses is likely to increase, suggesting the need for the development of additional courses in this area, and potentially courses that target a wider range of age groups
- Most individuals entering through Express Entry will not require employment related services to obtain a first job, though they will still require supports for job changes and transitioning to new occupations
- Other classes of immigrants will still require basic employment services, but the number of seats required is likely to decline
- The need for child care outside of the family will increase due to reduced ability to sponsor parents and grandparents, and decreased ability to sponsor older children as dependents (who at times would have taken care of younger siblings)
- Settlement agencies might be interested in developing additional sources of funding on a fee for service basis including: providing services for international students, cultural competency training, and assisting employers to get the most out of Express Entry

Recommendations for the Hamilton Immigration Partnership Council

New Themes

- The Geography of Hamilton's Immigration
- Focus on the Family

Specific Recommendations

Public Awareness

- Take an active approach to promoting public awareness and the development of welcoming and safe communities
- Conduct research with newcomers to understand *where* they are most likely to experience discrimination

Evaluation

- Continue to engage in performance measurement
- Work toward using iCARE at an aggregate level to examine the use of services in Hamilton

Settlement Services

- Conduct a needs assessment of the senior immigrant population and the services available for them in Hamilton
- Develop maps of the mainstream and immigrant-specific formal and informal services for immigrants available in the city, and the public transportation that serves these locations
- Identify the role of international students in the Hamilton immigration landscape
- Promote and coordinate links between settlement agencies and employers
- Identify and develop a group of established immigrants to use as a mentoring and hosting community – community connectors
- Develop infrastructure surrounding the community connector position, such as creating a hub, training, and/or certification for established immigrants for their work as community connectors
- Support the coordination of settlement services for all family members

Employment/Labour Market

- Become a point of contact for employers looking for information on how to use the new Express Entry selection to recruit immigrant employees and how to support the integration into the workplace of these individuals
- Conduct research on employer experiences of the new Express Entry system
- Expand the diversity of HIPC's employer partners
- Develop employment tools and materials for later-stage immigrant employees (50+) who are still looking to work

Health

- Promote cultural competency among health care workers
- Develop increased awareness of the mental health needs of new immigrants and support their access to services

A PROFILE OF HAMILTON'S IMMIGRANT POPULATION AND THE WELCOME THEY RECEIVE

The data used in the current report are taken from the following sources:

- National Household Survey, 2011
- Canadian Community Health Survey, 2012
- Data published on the CIC website (in particular, Facts and Figures, 2012, 2015)
- Research performed by Sarah Wayland (2014a and 2014b) who analyzed data from the Longitudinal Immigration Database
- Research conducted by Livianna Tossutti and Victoria Esses (2011) on local perspectives on immigration and diversity in a variety of communities, including Hamilton

Importantly, depending on the database used, different definitions were used for “Hamilton.” For example, data from the National Household Survey (2011) are based on the census metropolitan area (CMA) of Hamilton, which includes the City of Burlington and the Town of Grimsby. Data from the Canadian Community Health Survey (2012) are based on the health region of Hamilton, and data from Citizenship and Immigration Canada’s Facts and Figures (2012, 2015) refer to the urban area of Hamilton.

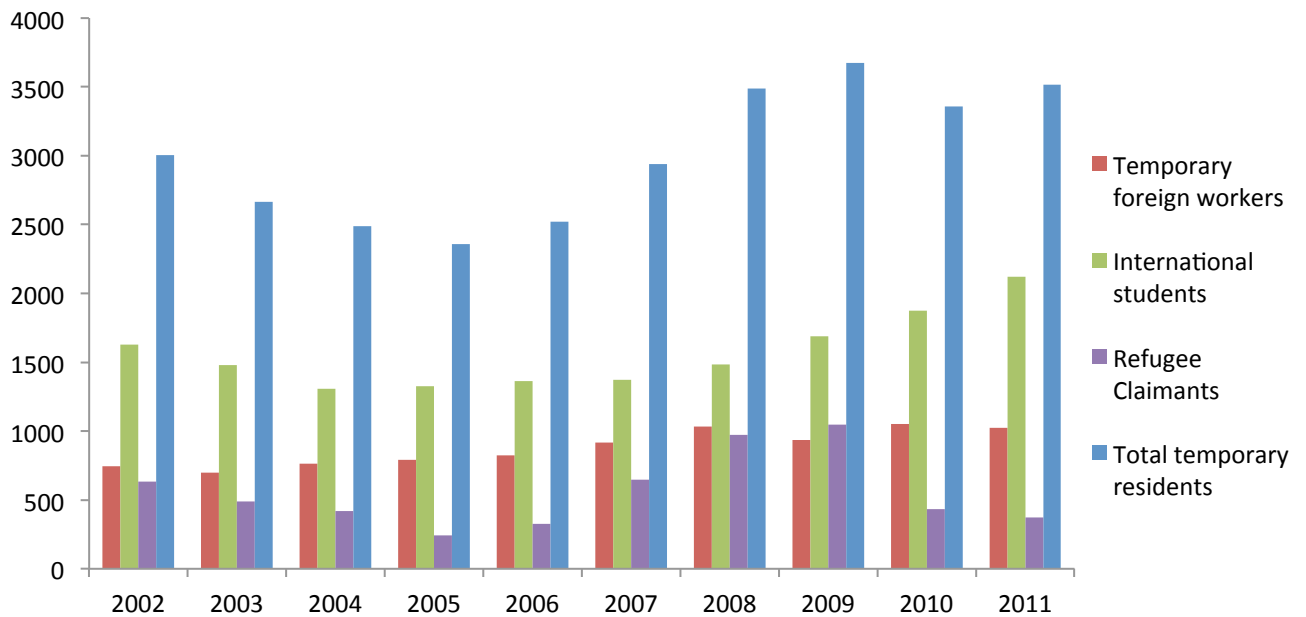
Immigrants and Immigration Class

In the census metropolitan area (CMA) of Hamilton, approximately one in four residents is foreign born (76.2% non-immigrants, 23.8% immigrants; Medianu & Sutter, 2015a¹). This is a lower percentage than the average for Ontario, where 28.5% are foreign born (Ministry of Finance Ontario, 2013) and a slightly higher percentage than the average for Canada, where approximately one in five is foreign born (20.6%; Statistics Canada, 2013). Between 2004 and 2013, the number of new permanent residents in Hamilton has been fluctuating between 3,213 and 4,611 per year with an average of 3,865 new permanent residents per year (Citizenship and Immigration Canada, 2015). Moreover, the total number of temporary residents in Hamilton – temporary foreign workers, international students, and refugee claimants – increased between 2006 and 2011 after experiencing a slight decrease between 2002 and 2005 (Citizenship and Immigration Canada, 2012). A separate analysis of the three types of temporary residents shows that Hamilton witnessed an increase in temporary foreign workers over the years with 747 temporary foreign workers in 2002 and 1024 temporary foreign workers in 2011. Similarly, the number of international students increased between 2005 and 2011 by approximately 60% after experiencing a slight decline between 2002 and 2004. Finally, for the time period of 2002 to 2011, the number of refugee claimants has been fluctuating between 244 and 1047 refugee claimants per year (see also Figure 1).

¹ Findings reported in Medianu and Sutter (2015a) are based on analyses of a representative sample of the National Household Survey (2011)

² Refers to persons who, during the week of Sunday, May 1 to Saturday, May 7, 2011, were

Figure 1. Number of temporary residents in the urban area of Hamilton between 2002 and 2011



Secondary Migration

Half of the immigrants living in Hamilton in 2011 came to Hamilton after landing somewhere else. Furthermore, for the period 1996-2011, the number of immigrants who landed somewhere else and moved to Hamilton was higher than the number of those who landed in Hamilton and moved out as of 2011. The correlation between mobility and employment income suggests that many immigrants move in and out of Hamilton for employment opportunities (Wayland, 2014a).

Time of Arrival, Age, and Citizenship Status

Eighty-one percent of all immigrants in the CMA of Hamilton are established immigrants who have been in Canada for more than ten years (Medianu & Sutter, 2015a). Only 10.0% of immigrants in the CMA of Hamilton are recent immigrants, that is, immigrants who have been living in Canada between five and ten years. Finally, only 9.2% of immigrants in the CMA of Hamilton are very recent immigrants, that is, immigrants who have been living in Canada for less than five years.

Most immigrants in the CMA of Hamilton who reported their age at immigration were young when they came to Canada (Medianu & Sutter, 2015a). In particular, 43.8% were between 0 and 19 years old, and 46.5% were between 20 and 39 years old. Only 8.2% of Hamilton's immigrants were between 40 and 59 years old, and 1.5% were 60 years old or older when they immigrated to Canada.

Given that most immigrants in Hamilton are established immigrants, it is not surprising that the immigrant population in the city of Hamilton is now older compared to the overall population of the city (see Figure 2). For example, in the CMA of Hamilton, 28.7% of the immigrant population are between 60 and 79 years old, whereas 12.7% of the non-immigrant population are between 60 and 79 years old.

As shown in Figure 3, most immigrants in the CMA of Hamilton who reported their citizenship have acquired Canadian citizenship (84.4%; Medianu & Sutter, 2015a).

Figure 2. Age categories for immigrants and non-immigrants in the CMA of Hamilton

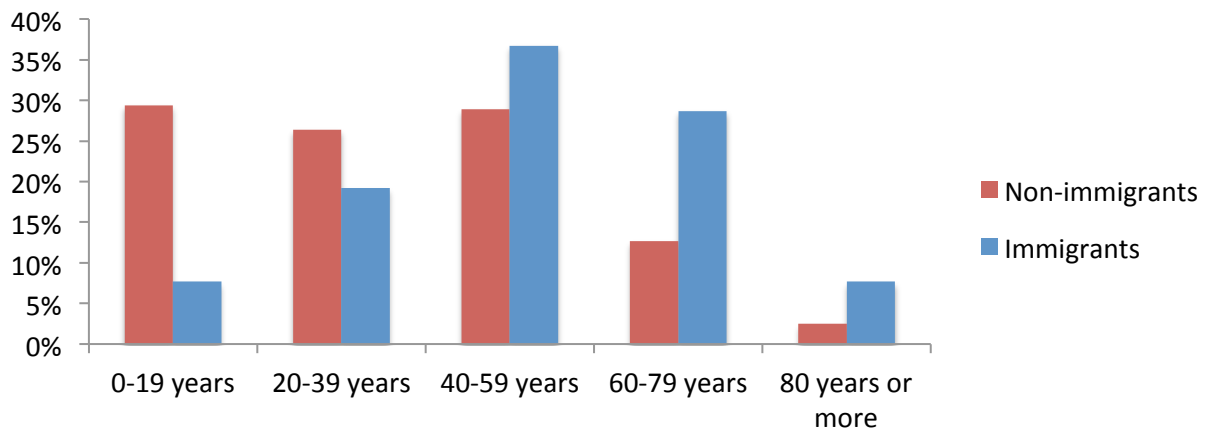
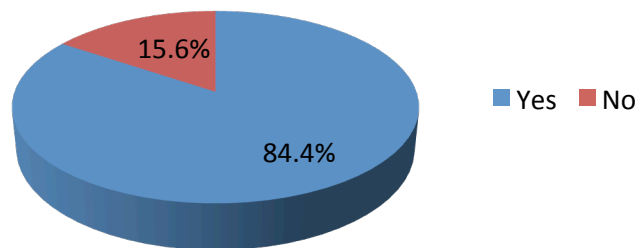


Figure 3. Canadian citizenship status of immigrants in the CMA of Hamilton



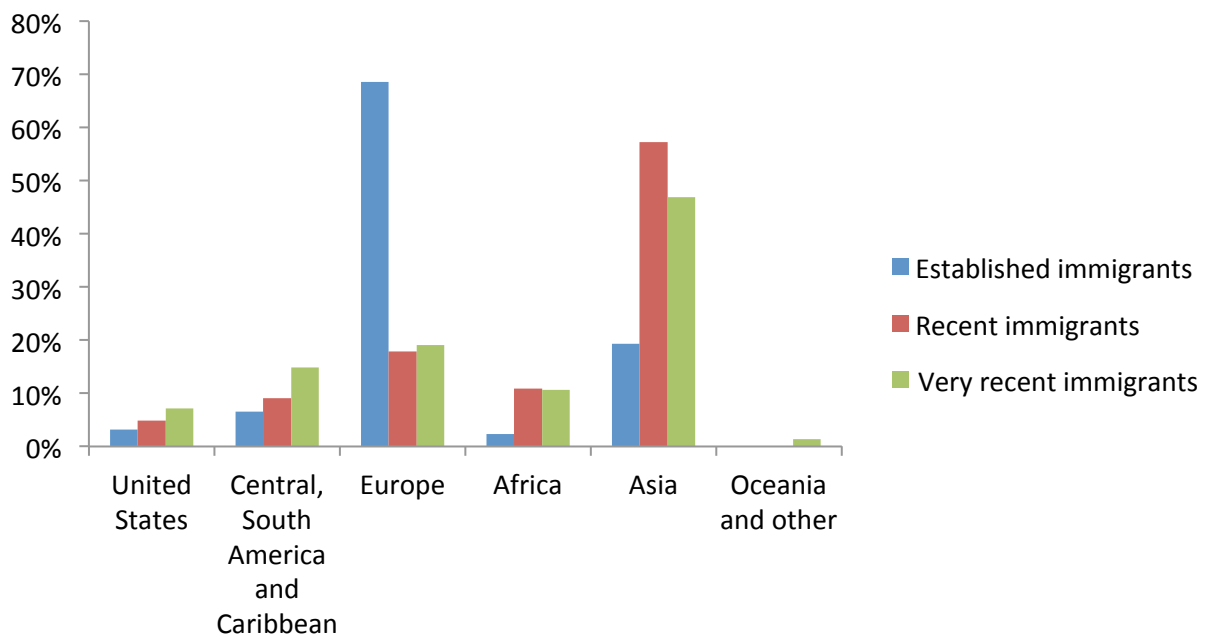
Source Countries

Overall, of the immigrants in the CMA of Hamilton who reported their place of birth, slightly more than half originate from Europe (56.3%), and approximately one fourth originate from Asia (27.1%; Medianu & Sutter, 2015a).

An analysis of immigrant source countries over several years shows that there has been a shift in source countries, with fewer immigrants coming from European countries in recent years (see Figure 4). For example, among established immigrants in the CMA of Hamilton, 68.6% came from European countries, whereas among the very recent immigrants in the

CMA of Hamilton, only 19.1% came from European countries (Medianu & Sutter, 2015a). Instead, compared to established immigrants, very recent immigrants are more likely to originate from Asian countries (46.9%). In particular, 29.3% of all very recent immigrants to the CMA of Hamilton are from West Central Asia and the Middle East, 16.5% from the Philippines, 12.2% from China, 11.0% from India, and 7.9% from Pakistan. Finally, compared to established immigrants in the CMA of Hamilton, very recent immigrants are also more likely to come from Central/South America and the Caribbean (6.6% versus 14.9%, respectively) and Africa (2.3% versus 10.6%, respectively). Of the immigrants who reported their visible minority status, 37.0% indicated being members of a visible minority group (Medianu & Sutter, 2015a). Of the immigrants who reported their visible minority status, 9.3% are South Asian, 5.4% are Black, and 4.8% are Chinese. The rest are dispersed across several categories (e.g., Latin American, Arab, Filipino, Southeast Asian, West Asian and Korean) which each contain less than 4%.

Figure 4. Region of birth of immigrants in the CMA of Hamilton by length of time in Canada



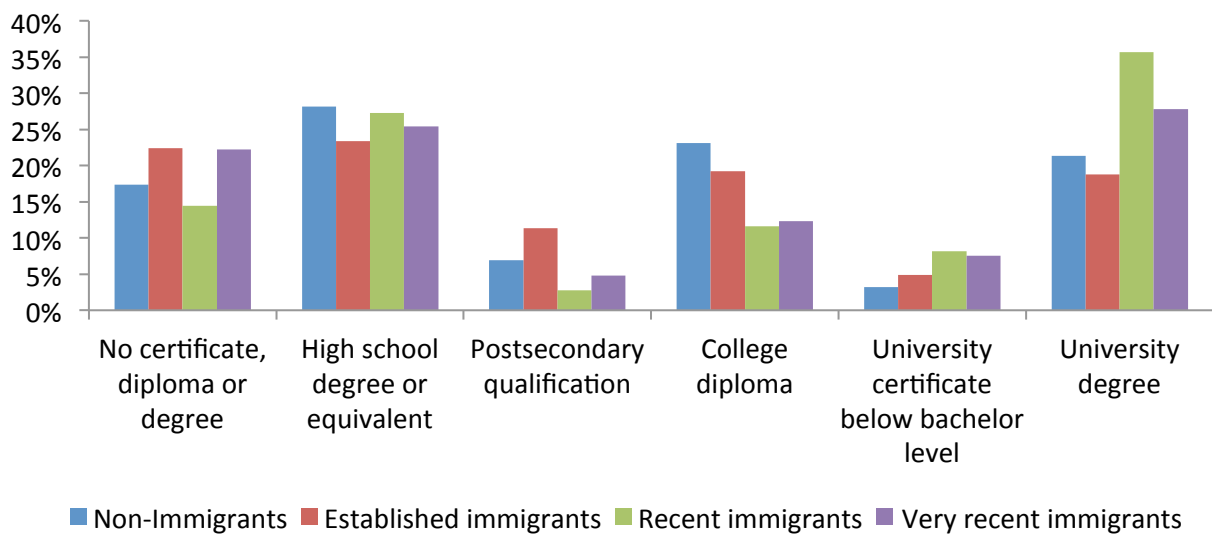
Education Levels

Of the immigrants in the CMA of Hamilton who reported their highest level of education, 20.4% have no certificate, diploma or degree; 22.9% have a high school degree or equivalent; 10.0% have a postsecondary qualification; 19.9% have a college diploma; 5.8% have a university certificate below the bachelor level; and 21.9% have a university degree (Medianu & Sutter, 2015a). When looking at the 20.4% of immigrants who have no certificate, diploma or degree, we find that these individuals are more likely to be older and more established immigrants. In fact, from all immigrants who have no certificate, diploma or degree, 23.5% are between 40 and 59 years old, 39.1% are between 60 and 79 years old,

and 19.5% are 80 years old or above. Also, from all immigrants who have no certificate, diploma or degree, 87.3% are established immigrants.

As shown in Figure 5, a comparison among established, recent and very recent immigrants shows that the proportion of immigrants with a university degree is higher for recent (35.7%) and very recent immigrants (27.8%) than for established immigrants (18.8%). A comparison between very recent/recent immigrants and non-immigrants shows that recent and very recent immigrants are more likely to either have a university certificate or a university degree than non-immigrants (40.1% versus 24.5%).

Figure 5. Highest education level for immigrants and non-immigrants in the CMA of Hamilton



Economic Integration

As shown in Figure 6, in 2011, half of all immigrants in the CMA of Hamilton (51.9%) were employed, 3.9% were unemployed, and 44.2% reported not being in the labour force² (Medianu & Sutter, 2015a). In contrast, among non-immigrants in the CMA of Hamilton, 64.1% were employed, 6.0% were unemployed, and 29.9% reported not being in the labour force. Moreover, among all employed immigrants in the CMA of Hamilton, 89.2% are employees and 10.8% are self-employed (see Figure 7; Medianu & Sutter, 2015a). Among all employed non-immigrants in the CMA of Hamilton, 91.4% are employees and 8.6% are self-employed. Finally, for all working immigrants, 78.6% worked mainly full-time in 2010 and 21.4% mainly worked part-time in 2010 (see Figure 7; Medianu & Sutter, 2015a). These results are comparable to those of non-immigrants.

² Refers to persons who, during the week of Sunday, May 1 to Saturday, May 7, 2011, were neither employed nor unemployed.

Figure 6. Labour force status for immigrants and non-immigrants in the CMA of Hamilton

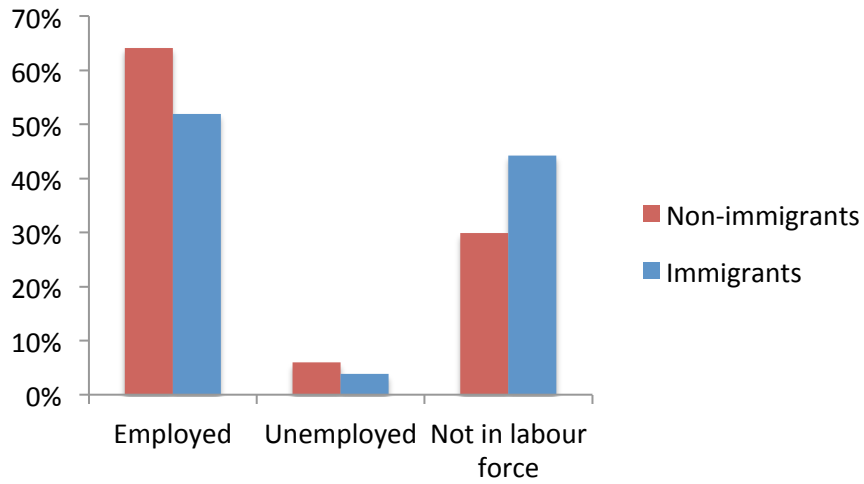
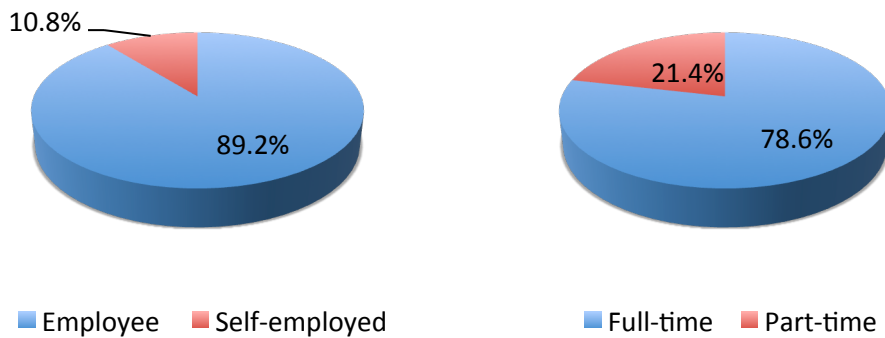


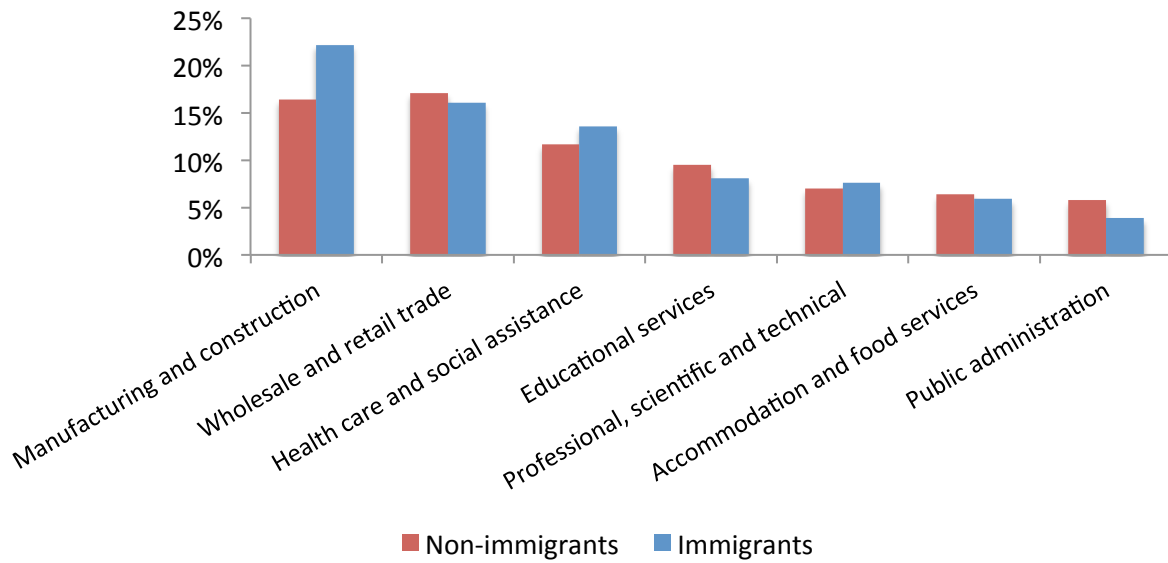
Figure 7. Employment status for immigrants in the CMA of Hamilton



Industry Sector

As shown in Figure 8, the three most common industry sectors in which immigrants in Hamilton are employed are manufacturing and construction (22.1% of all immigrants), wholesale and retail trade (15.9% of all immigrants) and health care and social assistance (13.6% of all immigrants; Medianu & Sutter, 2015a). These results are comparable to those of non-immigrants, with the exception of the slightly lower percentage of non-immigrants employed in manufacturing and construction (16.4% versus 22.1%, respectively).

Figure 8. Most common industry sectors in which immigrants and non-immigrants in the CMA of Hamilton are employed



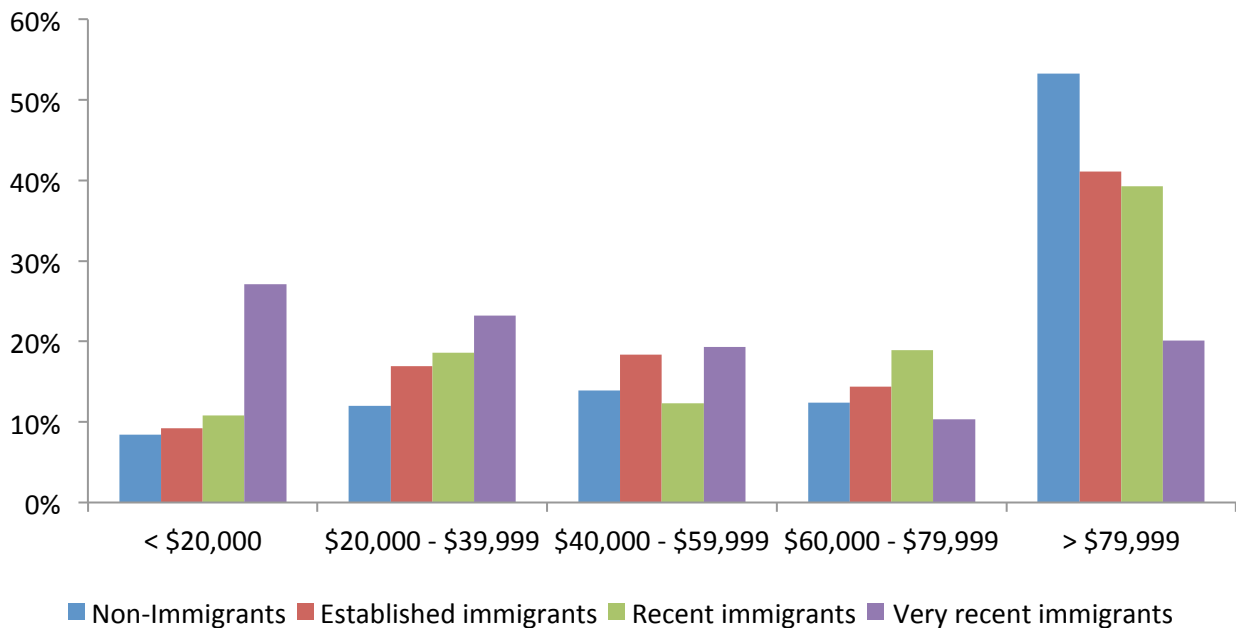
Income

Almost forty percent of all immigrants in Hamilton report an annual family income of \$79,999 or higher, whereas 11.3% report an annual family income of less than \$20,000 (Medianu & Sutter, 2015a). In contrast, approximately half of all non-immigrants in Hamilton report an annual family income of \$79,999 or higher and only 8.4% report an annual family income of less than \$20,000.

Length of time in Canada makes a difference when it comes to the annual family income of immigrants in the CMA of Hamilton (Medianu & Sutter, 2015a). Compared to established immigrants, very recent immigrants earn less. For example, while 41.4% of established immigrants report an annual family income of \$79,999 or more, only 20.1% of very recent immigrants report an annual family income of \$79,999 or more. Following the same trend, only 9.2% of all established immigrants report an annual family income lower than \$20,000, whereas 27.1% of very recent immigrants report an annual family income of lower than \$20,000 (see Figure 9).

While employment income tends to increase with length of time in Canada, established immigrants in comparison to non-immigrants are more likely to be found in the lower annual family income categories of \$20,000 to \$39,999 and \$40,000 to \$59,999 (17% versus 12%, respectively, and 18% versus 14%, respectively; Medianu & Sutter, 2015a). Similarly, established immigrants are less likely to be found in the highest annual family income category than non-immigrants (see Figure 9).

Figure 9. Family income levels for immigrants and non-immigrants in the CMA of Hamilton



Finally, Wayland (2014b) shows that for the time period between 1996 and 2011, the average income is higher for employed immigrants than self-employed immigrants. Moreover, Wayland (2014b) compares employment and self-employment incomes of immigrants who landed either between 1996 and 2001, 2002 and 2006, or 2007 and 2011. In line with the results mentioned above (Medianu & Sutter, 2015a), the average employment income is the highest for immigrants who landed between 1996 and 2001, followed by immigrants who landed between 2002 and 2006, and immigrants who landed between 2007 and 2011 (Wayland, 2014b). In contrast, self-employment income tends to be higher for immigrants who landed in the more recent immigration period between 2007 and 2011 than for immigrants who either landed between 1996 and 2001 or 2002 and 2006.

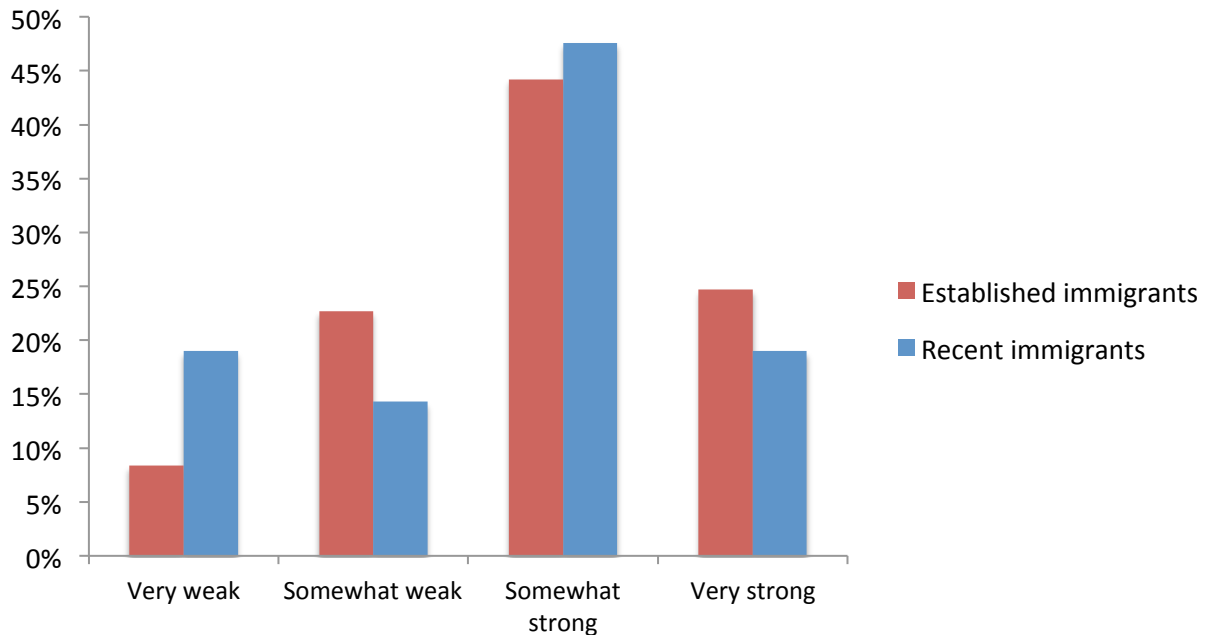
Social and Cultural Integration

Overall, based on data from the Canadian Community Health Survey (2012), of all immigrants in the health region of Hamilton who reported their sense of belonging to the local community, 66.6% indicate a somewhat strong or very strong sense of belonging, 21.7% indicate a somewhat weak sense of belonging, and 9.7% indicate a very weak sense of belonging (See Figure 10; Medianu & Sutter, 2015b). Moreover, length of time in Canada seems to impact immigrants' sense of belonging to the local community. Immigrants who have been living in Canada for less than 10 years tend to report a lower sense of belonging than immigrants who have been living in Canada for 10 years or more³. For example, while

³ Please note that the Canadian Community Health Survey (2012), on which these data are based, does not distinguish between very recent (< 5 years) and recent immigrants (between 5 and 10 years).

19.0% of recent immigrants report a very weak sense of belonging to the local community, only 8.4% of established immigrants report a very weak sense of belonging to the local community.

Figure 10. Sense of belonging to the local community for established and recent immigrants



Well-being

Information on how immigrants in Hamilton are faring in terms of well-being is based on data from the Canadian Community Health Survey (2012) and includes in total five indicators: satisfaction with life, perceived life and work stress, self-perceived overall health, and self-perceived mental health (see Medianu & Sutter, 2015b).

Satisfaction with Life

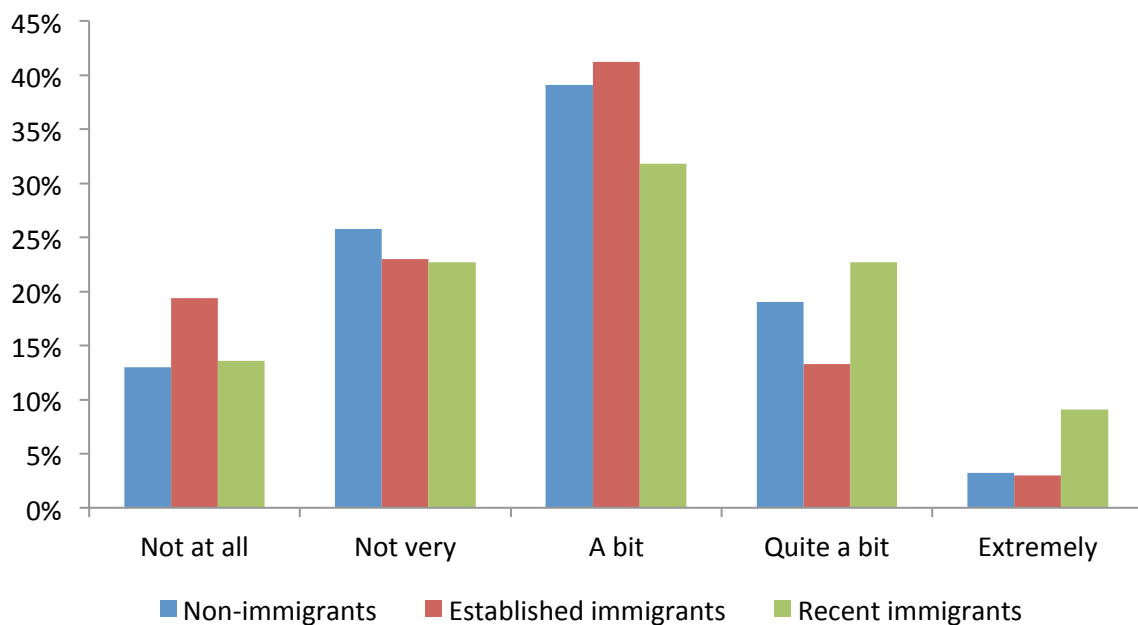
On average, immigrants in the health region of Hamilton report being satisfied with life. On a scale from 1 to 11, where 1 is very dissatisfied and 11 is very satisfied, immigrants in Hamilton report an average score of 9.0. This finding is consistent for established and recent immigrants, and is also similar to non-immigrants' self-reported average life satisfaction.

Perceived Life Stress

The majority of immigrants in the health region of Hamilton who reported on their perceived life stress seem to experience no stress or a bit of stress (see Figure 11). In particular, 41.7% of immigrants in Hamilton report that they are not at all or not very stressed and 40.1% are a bit stressed. Nevertheless, 14.4% of immigrants indicate being quite a bit stressed, and 3.7% indicate being extremely stressed. Furthermore, an analysis of perceived life stress among immigrants in Hamilton including time of arrival in Canada reveals that recent immigrants

tend to report higher perceived life stress than established immigrants. That is, 22.7% of recent immigrants report quite a bit of life stress and 9.1% report extreme life stress. In contrast, 13.3% of established immigrants report quite a bit of life stress and 3.0% report extreme life stress. Interestingly, established immigrants tend to report similar or slightly lower perceived life stress levels than non-immigrants. Finally, recent immigrants tend to be slightly more stressed than non-immigrants.

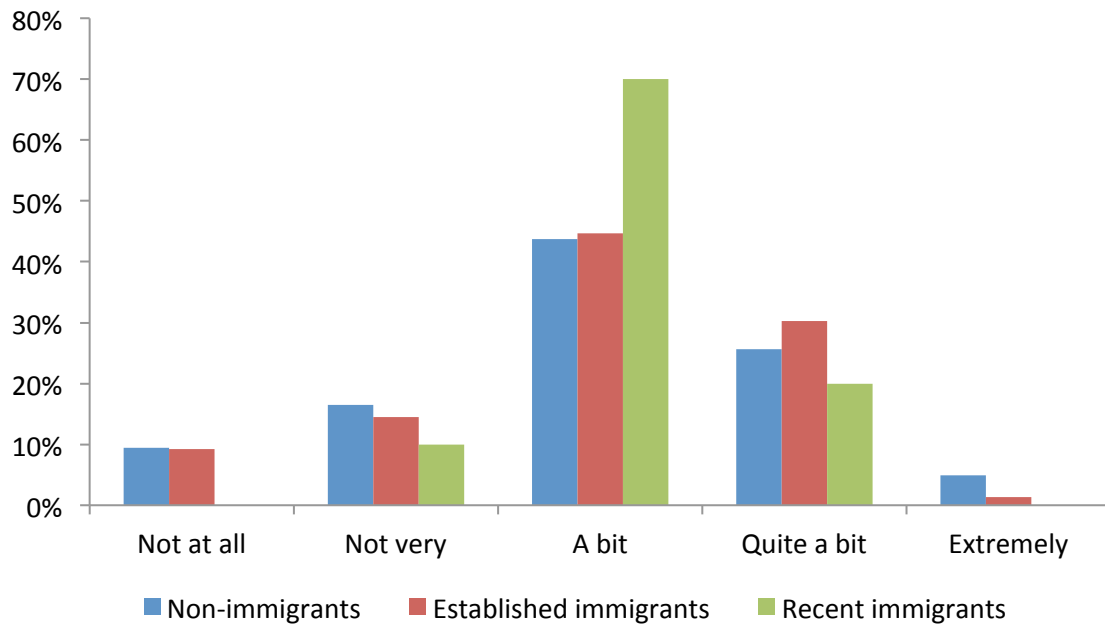
Figure 11. Perceived life stress among immigrants and non-immigrants in the health region of Hamilton



Perceived Work Stress

Of working immigrants in the health region of Hamilton who reported on their perceived work stress, 22.1% report being not at all or not very stressed, 47.7% report being a bit stressed, 29.1% report being quite a bit stressed, and 1.2% report being extremely stressed. When looking at perceived work stress for recent and established immigrants, mixed findings emerge (see Figure 12). On the one hand, while 70.0% of all recent immigrants report being a bit stressed at work, 44.7% of all established immigrants report being a bit stressed at work. On the other hand, while 20.0% of all recent immigrants report being quite a bit stressed at work, 30.3% of all established immigrants report being quite a bit stressed at work. Finally, the reported work stress levels of established immigrants are very similar to the work stress levels reported by non-immigrants.

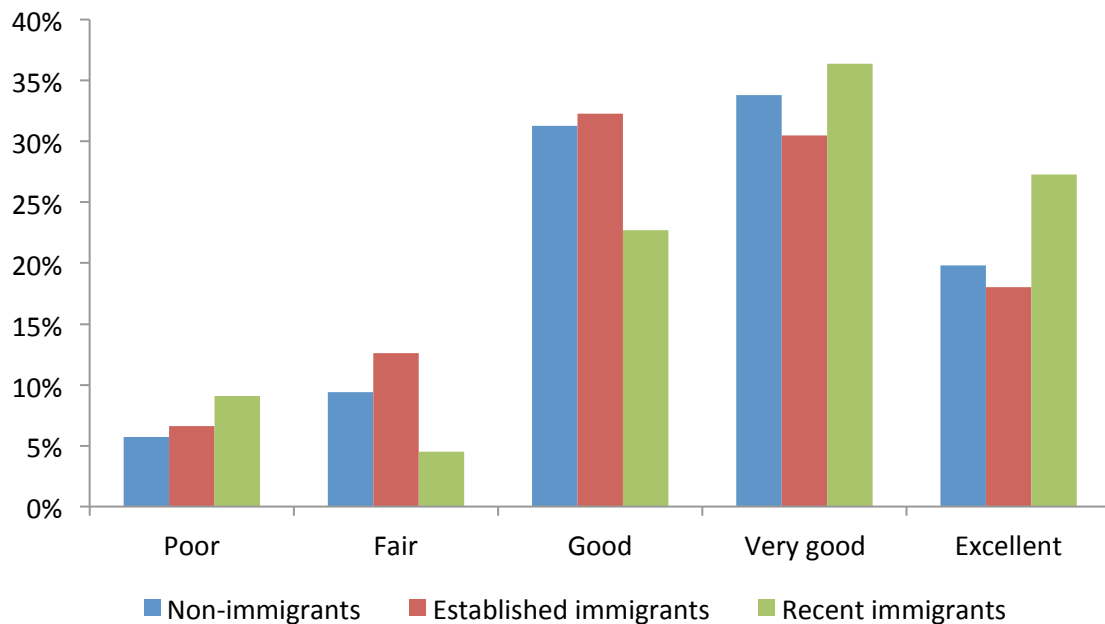
Figure 12. Perceived work stress among immigrants and non-immigrants in the health region of Hamilton



Self-perceived Health

Of the immigrants in Hamilton who reported their self-perceived health, 19.0% rate their health as excellent, 62.4% rate it as good or very good, 11.6% rate it as fair, and 6.9% rate their health as poor. Length of time in Canada seems to influence immigrants' self-perceived health (see Figure 13). Recent immigrants are more likely to report excellent self-perceived health than established immigrants (27.3% versus 18.0%, respectively). Furthermore, established immigrants tend to provide similar health ratings to non-immigrants.

Figure 13. Self-perceived health among immigrants and non-immigrants in the health region of Hamilton

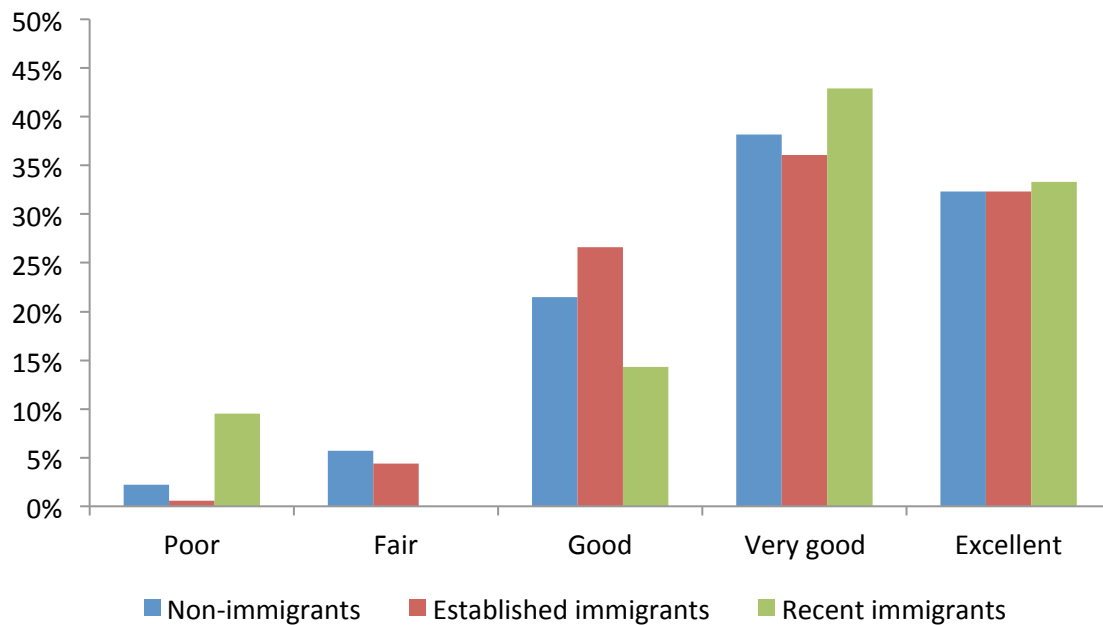


Self-perceived Mental Health

Most immigrants in the health region of Hamilton report good, very good or excellent mental health. In particular, of the immigrants who reported their self-perceived mental health, 25.1% rate their mental health as good, 36.9% rate it as very good and 32.4% rate it as excellent. A small fraction of Hamilton's immigrants report fair (3.9%) or poor (1.7%) mental health.

Length of time in Canada seems to be relevant for immigrants' self-perceived mental health (see Figure 14). While the percentage of recent immigrants reporting excellent or very good mental health is similar or even better than the percentage of established immigrants reporting excellent or very good mental health, recent immigrants are overrepresented in the category of individuals with poor mental health. In particular, 9.5% of recent immigrants report poor mental health, whereas only 0.6% of established immigrants report poor mental health. Similarly, recent immigrants are also less likely to report good mental health (14.3%) than established immigrants (26.6%). Finally, as in previous results on the well-being indicators, established immigrants' self-perceived mental health is very similar to non-immigrants' self-perceived mental health.

Figure 14. Self-perceived mental health among immigrants and non-immigrants in the health region of Hamilton



Attitudes toward Immigrants and Immigration in Hamilton

The successful integration of immigrants in Hamilton depends on the city providing a welcoming environment for immigrants. That is, it depends on providing immigrants with a place where they feel valued and included. To understand the public's perceptions of immigrants and immigration, researchers interviewed opinion leaders across Ontario, including opinion leaders from the city of Hamilton (Tossutti & Esses, 2011). The opinion leaders interviewed were leading members of key local governmental and non-governmental organizations who occupy positions of authority and who are in positions to influence decisions and public opinion in their communities. More importantly, the opinion leaders interviewed were individuals very familiar with the general public's opinions on immigration (Tossutti & Esses, 2011).

The interview agenda covered opinion leader perceptions of local and regional government interest in immigration; the perceived advantages and disadvantages of immigration; perceptions of broader community interest in immigration and whether the community is welcoming to newcomers; evaluations of the community's capacity to service newcomers and refugees; recommendations to improve the community's welcome to immigrants and help them find meaningful work; and demographic data (Tossutti & Esses, 2011).

According to opinion leaders in Hamilton, immigration to Hamilton is perceived with strong interest by the local government. This interest is fuelled by local economic interests but also by potential social and cultural benefits associated with immigration. However, opinion

leaders pointed out that the contribution of immigration to Hamilton's political/civic life was negligible. Two factors may be at play here to explain the low level of immigrant political/civic participation. First, although community leaders may value immigrant political/civic participation, the small numerical presence of immigrants in civic and political organizations makes their impact much more difficult to be felt. In addition, community leaders may not see the civic/political participation of immigrants as a priority (Tossutti & Esses, 2011).

In terms of the general public's attitudes towards immigrants and immigration, opinion leaders pointed out that the public in Hamilton has a positive attitude about multiculturalism and diversity and takes pride in the historic role of the city as a generous host for previous waves of immigrants. However, opinion leaders also suggested that the public does not share the same strong interest in increased levels of immigration as the local government. There are several reasons for this. The public does not think that the city has the capacity to serve newcomers, and refugees in particular. For example, there is a strong concern regarding the lack of housing and settlement funding needed to welcome secondary migration from Toronto and Montreal. There is also a strong concern regarding the integration of refugees with limited or no education, and regarding the possibility that these refugees may become a burden for taxpayers. Related to this last point, there is a general perception from the public that Hamilton receives a disproportionate number of refugees who are socio-economically very poor and thus a burden for the community (Tossutti & Esses, 2011). For these reasons, the public has mixed feelings toward welcoming newcomers into their community (Tossutti & Esses, 2011).

THE CHANGING LANDSCAPE OF CANADIAN IMMIGRATION

Levels Planning

Over the last 10 years, Canada has admitted an average of 250,000 immigrants per year, with some fluctuations across time so that the levels have ranged from approximately 237,000 in 2007 to 281,000 in 2010 (Citizenship and Immigration Canada, 2015e). For 2015, planned admissions are up a bit from previous years, with a range of 260,000 to 285,000 people to be admitted (see Table 1; Citizenship and Immigration Canada, 2014d). The economic immigration class will account for the largest proportion of new immigrants, targeted at approximately 65% of permanent resident admittances. This includes principal applicants in a variety of economic categories, as well as their spouses, partners, and dependents who accompany them to Canada. The federal skilled trades program – introduced in 2013 to meet labour demands in trades sectors – initially had its own target levels, but for the 2015 targets, it is combined with the federal skilled worker program. Of note, for 2015, the federal skilled worker program (including federal skilled trades) has the highest target of any immigration category. For 2015, the family class is targeted at approximately 24% of new immigrants, with the humanitarian category expected to account for approximately 10% of new immigrants.

The emphasis on economic immigration has been relatively constant in recent years, though a target of 65% in the economic class is higher than the average over the majority of the last 10 years. This focus on economic immigration co-occurs with a number of policy changes.

Table 1. 2015 Immigration Levels Plan

Immigrant Class	Low	High
Economic	172,100 (66.2%)	186,700 (65.5%)
Includes:		
Federal skilled workers, including federal skilled trades	47,000	51,000
Canadian experience class	21,000	23,000
Caregivers	26,000	30,000
Federal business	1,000	1,700
Quebec business	5,000	5,500
Quebec skilled worker	26,000	27,000
Provincial nominee program	46,000	48,000
Ministerial instruction economic programs	100	500
Family	63,000 (24.2%)	68,000 (23.9%)
Includes:		
Spouses, partners and children	45,000	48,000
Parents and grandparents	18,000	20,000
Humanitarian	24,900 (9.6%)	30,200 (10.6%)
Includes:		
Protected persons in Canada and dependents abroad	10,000	11,000
Government-assisted refugees	5,800	6,500
Blended visa office referred	700	1,000
Privately sponsored refugees	4,500	6,500
Public policy – Federal resettlement assistance	400	500
Public policy – Other	500	700
Humanitarian and compassionate	3,000	4,000
Total	260,000	285,000

Note: Available from <http://www.cic.gc.ca/english/department/media/notices/2014-11-06.asp>

Immigration Policy

Economic Class

Express Entry

The biggest change to Canada's immigration policy in recent years is the introduction of the Express Entry application system. In January 2015, Citizenship and Immigration Canada launched the Express Entry electronic application management system for several categories of economic immigrants (Citizenship and Immigration Canada, 2015c; 2015d). Under this system, there is a required pre-application stage for four existing economic immigration programs: the Federal Skilled Worker Program, the Canadian Experience Class, the Federal Skilled Trades Program, and a portion of the Provincial Nominee Program. Individuals who meet the criteria for one of these four programs are admitted to the Express Entry pool and are assigned scores according to their skills, education, and experience, as well as having a job offer or a provincial/territorial nomination. They are ranked against all other candidates in the pool according to their score – this is termed the Comprehensive Ranking System. Citizenship and Immigration Canada then does a regular pull from this pool, issuing invitations to apply for permanent residence to the highest-ranking candidates. Because of the allocation of points, those with job offers or provincial/territorial nominations are especially likely to be issued an invitation. This is because, of a total of 1200 points, 600 points are allocated for having a job offer confirmed by a Labour Market Impact Assessment (LMIA) or having a provincial/territorial nomination. The other 600 points are awarded based on allocations for age, level of education, official languages test results, and employment experience in and outside of Canada (see Citizenship and Immigration Canada, 2015b). Though it has not yet been launched, later in 2015 the new Job Bank will link Canadian employers with those in the Express Entry pool in order to help fill jobs for which Canadians or permanent residents are not available. A job offer confirmed by an LMIA will result in an allocation of 600 points, making it likely that the candidate will be invited to apply for permanent residency. This gives employers a large say in the selection process of economic immigrants. Express Entry candidates invited to apply for permanent residency are expected to benefit from processing times of six months or less so that they can relatively quickly fill positions for which they are selected. Candidates not selected can remain in the pool for up to one year.

To date, there have been 5 draws from the Express Entry Pool (see Citizenship and Immigration Canada, 2015f). Each draw has a point score cutoff, which varies from one to the next – the first five draws have had cutoffs ranging from 481 to 886. The first several draws had cutoffs above 600 so that only those with a provincial nomination or a job offer with an LMIA were invited to apply for permanent residency, but the most recent – on March 20, 2015 – had a cutoff of 481, so that many people without job offers or provincial nominations received invitations in this draw. One of the initial five draws also focused only on one of the economic immigration categories – Canadian experience class – but the rest have selected candidates eligible for any of the four categories.

Canadian Experience Class

The Canadian Experience Class allows skilled temporary foreign workers and international student graduates with at least one year of full-time work experience and required language levels to stay in Canada permanently (Citizenship and Immigration Canada, 2015a).

The temporary foreign worker program came under considerable criticism in 2013-2014 when reports arose that workers hired through this program were displacing Canadians for jobs. As a result, major changes to the program have been instituted, including the requirement of a Labour Market Impact Assessment, which is described as more comprehensive and rigorous than the previous Labour Market Opinion requirement, and a reduction in the duration of work permits. A number of additional changes have been put into place, particularly focusing on low-wage, lower-skilled positions (Employment and Social Development Canada, 2014). This is likely to mean a significant reduction in the number of temporary foreign workers in Canada as compared to the past few years.

At the same time, the number of international students in Canada continues to increase, and these students are seen as a viable source of permanent residents, eligible through the Canadian Experience Class and the Provincial Nominee Program. The number of international students in Canada has close to doubled in the past 10 years, with over 300,000 international students in Canada in 2013, with the largest proportion – over 130,000 – in Ontario (Citizenship and Immigration Canada, 2015e). Upon graduation, international students who have graduated from an eligible post-secondary institution may apply for a post-graduation work permit, which allows them to gain Canadian work experience required to qualify for permanent residence through the Canadian Experience Class. International students may also be eligible for permanent residency through provincial/territorial nomination programs.

Caregiver Program

A significant change to the economic immigration program involves the caregiver program. In November 2014, two new caregiver programs were established to replace the Live-In Caregiver Program previously in effect. These programs are the Caring for Children Class and the Caring for People with High Medical Needs Class (Citizenship and Immigration Canada, 2014b). The major change is that there is no longer a live-in requirement for these caregivers. However, a cap of 2,750 principal applicants for permanent residency per year for each of these programs (plus family members) means that individuals entering Canada through these programs are no longer guaranteed permanent residency by meeting the program requirements. For 2015, the backlog from the previous program will be addressed, so that it is expected that up to 30,000 eligible caregivers (including their spouses and dependents) will be granted permanent residency this year.

Family Class

Parents and Grandparents Sponsorship Program

The parent and grandparent sponsorship program has been significantly reduced in the last few years, with a temporary pause in new applications for two years, followed by low annual quotas set for new applications in this category of immigration. In both 2014 and 2015, a cap of 5,000 new applications was set, and was met within weeks of the program re-opening (Citizenship and Immigration Canada, 2015g).

An alternative to permanent residency for parents and grandparents is the Parent and Grandparent Super Visa. This is a multiple entry visa of 10 years duration that allows parents and grandparents to visit family in Canada for up to two years at a time. During this time, they must provide their own medical insurance and they must show evidence that they will return to their home country after the two year period (Citizenship and Immigration Canada, 2014c).

Dependent Children

As of August 2014, the age of dependence for the purpose of immigration was reduced from under 22 to under 19, and the exception for full-time students was removed (Citizenship and Immigration Canada, 2014a). This means that all children of principal applicants who are 19 or older must apply independently to immigrate to Canada (with the exception of those with physical or mental conditions) based on their own merits – as foreign students or through the economic programs.

Humanitarian

There have not been major reforms to the humanitarian program since the reforms of 2012 under the Protecting Canada's Immigration System Act, which built on the earlier Balanced Refugee Reform Act. These reforms included a Designated Countries of Origin provision. Countries designated under this provision are considered to be countries that do not normally produce refugees and are seen as relatively safe and as respecting human rights. Individuals from these countries who try to claim refugee status are subject to a different set of regulations meant to deter them from applying and to speed up the claims process so that those with unfounded claims are sent home more quickly. The number of Designated Countries of Origin has risen consistently since these Acts went into effect, and there are now over 40 countries on the list. Under the new system, the number of refugee claimants in Canada has decreased significantly across both of the past two years.

Citizenship

In addition to quite major changes in Canada's immigration policy in the last few years, Citizenship and Immigration Canada made reforms to the Citizenship Act in 2014, some of which are expected to come into effect in 2015 (Government of Canada, 2014). In particular, citizenship applicants will need to be physically present in Canada for a total of four out of

the last six years, and for 183 days per year for at least four of those six years, raising the period of residency in Canada before an application for citizenship is possible. In addition, the age requirements for language and knowledge testing have been expanded at both the low and high ends, so that 14-64 year olds will need to meet the knowledge and language requirements. Reforms to the tests themselves have included a new citizenship test and a higher score required to pass it (raised from 60% to now 75%). This is said to have resulted in lower pass rates, particularly for some communities. Of particular relevance, immigrants from South Asia have experienced a decline in their pass rate of more than 15 percent (Keung, 2015).

Summary of Key Points

- Increased focus on economic immigration
- Introduction of Express Entry (for the Federal Skilled Worker Program, the Federal Skilled Trades Program, the Canadian Experience Class, and a portion of the Provincial Nominee Program) and the consequent increasing role of employers
- Changes to the Temporary Foreign Worker Program and expected reduction in the number of temporary foreign workers in Canada
- The importance of international students as potential permanent residents
- Change in caregiver programs, including no guarantee of permanent residency
- Reduced ability to sponsor parents and grandparents for permanent residency
- Inability to bring in children who are 19 years old or older as dependents
- Changes to the asylum system to reduce the number of in-Canada refugee claimants
- More stringent criteria for Canadian citizenship

POSSIBLE TRENDS AND FORECASTS FOR IMMIGRATION TO HAMILTON

The policy changes are likely to have an impact on Hamilton. The increasing focus on economic immigration may be good news for Hamilton, where the unemployment rate has dropped in recent years, and is now lower than in many other parts of the country. For example, in February 2015, the unemployment rate for Hamilton was approximately 5.6%, which is lower than the Ontario average of 6.9%, and the Toronto rate of 7.6% (CBC, 2015). Hamilton's modest economic growth is expected to continue for the next few years, outpacing the provincial average in terms of economic gains (Saeed, 2015). With the introduction of Express Entry and the allocation of many points under this system for those with a job offer and a Labour Market Impact Assessment, this may mean that Hamilton is able to attract more economic immigrants. Of note is that the largest category of economic immigrants targeted for 2015 is federal skilled workers, and this category includes federal skilled trades. This may also have a positive impact on the number of immigrants coming to Hamilton, as its major sectors of manufacturing and construction will attract immigrants through the federal skilled trades program. The use of Express Entry will be particularly important for employers as the number of temporary foreign workers in Canada is expected to decline. At the same time, changes to the family class of immigration and to the age of dependency will mean that those entering through Express Entry will be able to bring with them or sponsor fewer family members.

Of note, too, is the fact that Hamilton is attractive to immigrants because of its reasonable house prices and proximity to Toronto, so that commuting to Toronto for work is possible (Ontario Chamber of Commerce, 2015). Thus, Hamilton is likely to continue to be a draw for immigrants who initially land in other locations, such as Toronto.

It is also predicted that with a major, well-respected university and a large, diverse college in Hamilton – both of which are actively seeking to attract international students – the number of international students in Hamilton will continue to rise. In contrast, as policy changes have meant that the number of refugee claimants within Canada is steadily declining, this is likely to result in fewer refugee claimants in Hamilton, and eventually fewer refugees in the region.

In terms of the characteristics of immigrants in Hamilton, modest increases in the number of new arrivals, who are likely to be in a younger age bracket, will not offset the fact that immigrants in Hamilton tend to be older than the non-immigrant population, with over 30% 60 years old or over. This trend is likely to continue as the established population of immigrants in Hamilton continues to age. In addition, at present, the vast majority of immigrants in Hamilton have become Canadian citizens. However, with the changes to citizenship regulations and testing, and the fact that immigrants from South Asia – well-represented in new immigrants to Hamilton – have experienced a significant decline in ability to pass the new citizenship test, the proportion of immigrants in Hamilton who take up citizenship may decline.

POSSIBLE IMPACTS ON SETTLEMENT SERVICE PROVIDERS AND THE SERVICES THEY OFFER

Overview

Our projections suggest that the number of new immigrants to Hamilton – including direct arrivals and secondary migrants – will show a modest increase in the next few years. Skilled workers, including those in the skilled trades program, are expected to be especially well-represented in these numbers. With the launch of the Express Entry Comprehensive Ranking System, these new immigrants are likely to have somewhat different needs than previous cohorts of immigrants, as discussed further below. For example, given that many of these individuals will be employed immediately upon entry to Canada, providing settlement information and services through employers and at the location of employment may be beneficial. One further point to mention in terms of service delivery overall is that Citizenship and Immigration Canada is moving to providing more services pre-arrival, and if they have not already done so, service provider organizations in Hamilton might consider developing strategies for beginning to offer some of their services to immigrants pre-arrival, and for forming connections with immigrants before they arrive in Canada so that there is a smooth transition to service use within Hamilton post-arrival.

Language and Skills Development

With the changing demographics of new immigrants to Canada – and consequently, to Hamilton – it is likely that language training for newcomers will require some adjustments. New immigrants selected to come to Canada through the Express Entry system are likely to have better proficiency in English. For these individuals, higher level English language classes may be especially popular, particularly given the more stringent language requirements to obtain Canadian citizenship. The fact that many will come into Canada with a job offer will require more flexible delivery of these classes, including potentially at places of employment, and on evenings and weekends. Of course, family members and refugees will still have a need for basic English language courses, but with the reductions in numbers being brought into Canada in these categories, it is likely that these needs will decline over the coming years. In contrast, given that the fail rate for the citizenship test has risen significantly in recent years, particularly among South Asians, the popularity of citizenship test preparation courses is likely to increase, suggesting the need for the development of additional courses in this area, and potentially courses that target a wider variety of age groups (given the expansion of the test requirement to those 14-64 years old).

Employment Related Services

Employment related service needs are likely to alter over the next few years. If, as predicted, many new immigrants arriving in Hamilton in the coming years enter through the Express Entry program, the need for employment related services to obtain a first job will decline, though other classes of immigrants will still require these services. In addition, those entering through Express Entry will still require employment related services to support job

changes and transitioning to new occupations. Information on the availability of bridge training program is likely to be useful in this regard to support newcomers who wish to enter regulated professions or trades.

Support Services

Availability of child-care services for newcomers will be particularly important in the coming years so that parents of young children can take advantage of needed services and fully participate in the labour market. Two factors will almost certainly increase the need for sources of child care outside of the family. First is the reduction in immigrants' ability to sponsor parents and grandparents, who have previously been an important source of child care for newcomers. In addition, the lowering of the age of dependency means that older children, who at times would have taken care of their younger siblings, are no longer able to easily accompany their parents to Canada. Without such supports, newcomer women will be especially likely to face isolation and disadvantage.

Services Not Funded by Citizenship and Immigration Canada

As funding becomes tighter and settlement service organizations seek to reduce their dependency on Citizenship and Immigration Canada, it is important to consider what opportunities will be available for taking advantage of the expertise of service providers while developing additional sources of funding. The projections suggest several possibilities for organizations to provide new programs that will support the integration of immigrants in Hamilton, while obtaining new funding on a fee for service basis.

Services for International Students

As discussed, the number of international students in Hamilton has been steadily increasing in recent years and this trend is likely to continue. It is not clear, however, to what extent universities and colleges have the capacity to offer a full range of support services to these individuals. Based on a model that has been piloted elsewhere, settlement organizations could offer their expertise to universities and colleges in the region to provide services to these students (e.g., language training, employment related services). On the one hand, international students are not eligible for CIC funding and, thus, this type of arrangement would have to be funded by the institutes or individuals in question. On the other hand, through the Canadian Experience Class, international students are a growing source of new permanent residents, and providing services that support their settlement may aid in retaining them in Hamilton post-graduation.

Cultural Competency Training

The opinion leader survey discussed earlier suggests that members of the public in Hamilton have mixed feelings toward welcoming newcomers into their community. Similarly, a report conducted several years ago on perceptions of discrimination in health services experienced by immigrant minorities suggests that immigrants in Hamilton, particularly visible minorities,

face noticeable levels of discrimination from health care providers (Pollock, Newbold, Lafreniere, & Edge, 2011). Thus, settlement organizations could certainly contribute to their community, while obtaining additional sources of income, by providing cultural competency training to businesses, public institutions, and other organizations with which immigrants may come into contact. This is particularly timely as the proportion of immigrants from Europe arriving in Hamilton continues to decline and the proportion from Asia increases. In order to retain these immigrants who may have been initially drawn to Hamilton by employment opportunities, it is important to also present them with a welcoming community.

Assisting Employers to Get the Most Out of the Express Entry System

Express Entry presents an opportunity for employers to play a large role in the selection of new immigrants to fill labour market needs. They may require assistance, however, in attracting and retaining internationally trained workers and in making full use of their skills and expertise. Service providers who work with immigrants on a regular basis may be able to fill this need and work with employers on a fee for service basis.

RECOMMENDATIONS FOR THE HAMILTON IMMIGRATION PARTNERSHIP COUNCIL

Based on Hamilton's immigration history, recent changes to Canada's immigration policy, and projections for how these will impact Hamilton, a set of recommendations for the Hamilton Immigration Partnership Council has been developed. These recommendations are presented below, categorized according to the components identified in the Hamilton Immigration Partnership Council's work plans. In particular, our recommendations focus on: public awareness, evaluation, settlement services, employment/labour market, and health. These recommendations are preceded by two new proposed overarching themes for the HIPC Strategy & Action Plan.

New Themes

1. **The Geography of Hamilton's Immigration.** Where immigrants live can have a major impact on their outcomes because of the services that can be accessed (both mainstream services and immigrant-specific), availability of high quality education, availability of public transportation, and access to affordable and suitable housing, among other factors. Thus, we suggest adding a theme that focuses on the geography of immigrants in Hamilton – where immigrants are living in Hamilton, the demographics of these different areas of the city, and the resources and services available in these areas.
2. **Focus on the Family.** To enhance the current Action Plan Implementation Levels, consider adding 'the Family' as an additional level. This aligns with the HIPC's vision to make Hamilton the best place to raise a child, and also fits with the projections regarding the future demographics of Hamilton immigrants and their needs. A family-centred approach will ensure that immigrant families are well-served in the Hamilton area and that the family unit is considered in implementing HIPC strategic priorities.

Specific Recommendations

Public Awareness

1. **Take an active approach to promoting public awareness and the development of welcoming and safe communities.** We recommend that the HIPC continue its public awareness campaign to alleviate the public's anxiety regarding immigration to Hamilton and emphasize the immediate and long-term benefits of immigration. Information dissemination through newspapers, websites, and art projects should continue, but these may be most likely to reach those who are already interested in diversity and newcomer integration. It is important to reach those individuals living in Hamilton who would not necessarily seek out such information. Contact has been shown to be a primary strategy for promoting more positive intergroup relations (Pettigrew & Tropp, 2006). Opportunities for contact may be facilitated in recreation and school settings (e.g., parenting programs that include immigrants and non-immigrants), community events, and settings in which immigrants and non-immigrants are working toward a common goal.

2. **Conduct research with newcomers to understand *where* they are most likely to experience discrimination.** To combat discrimination against immigrants in Hamilton, it is essential to understand where it is most likely to occur. For example, do immigrants in Hamilton experience discrimination at work?, in seeking health services?, in educational settings?, in interacting with the justice system?, in seeking housing?, or in stores and restaurants? It would also be useful to examine whether this discrimination seems to be based on immigration status, visible minority status, accent, religion, or some other factor. The outcomes of this research will assist in determining potential targets for public awareness campaigns and help in the development of active strategies to create a more welcoming community.

Evaluation

1. **Continue to engage in performance measurement.** Performance measurement is essential to ensure that the HIPC is continually achieving its objectives, to provide direction for future action plans, and to provide evidence for its funders as to its effectiveness. This will be particularly important as Citizenship and Immigration Canada begins its full evaluation of the Settlement Program, which will include the LIPs, in 2016.
2. **Work toward using iCARE at an aggregate level to examine the use of services in Hamilton.** iCARE is a new web-based platform designed to support the measurement of settlement service activities and outcomes. It is completed by all CIC-funded settlement organizations and is intended to capture settlement program data from service providers. In turn, settlement agencies receive on a regular basis summaries of the data they provided. iCARE is still in its infancy, but once data quality is established, it will be useful for examining patterns of service use in Hamilton.

Settlement Services

1. **Conduct a needs assessment of the senior immigrant population and the services available for them in Hamilton.** Immigrants over 60 years old represent a significant portion of the total number of immigrants in Hamilton. These individuals most likely require unique services to address issues such as health, isolation, economic insecurity, transportation, and access to recreation and network activities. The HIPC can investigate the difficulties senior immigrants experience in Hamilton and provide them with information on how to access needed services (e.g., through widely distributed pamphlets).
2. **Develop maps of the mainstream and immigrant-specific formal and informal services for immigrants available in the city, and the public transportation that serves these locations** (see also Klassen, 2012). One of the barriers that immigrants face in accessing settlement services is a lack of transportation (OCASI, 2012). Linking maps of services with maps of the public transportation available in Hamilton will assist in this regard. These maps could be developed for different age cohorts (e.g., youth, seniors), as well as based on specific needs (e.g., settlement, health, employment).

3. **Identify the role of international students in the Hamilton immigration landscape.** The data suggest that the number of international students in Hamilton will continue to increase and, through the Canadian Experience Class, these individuals are a potential source of permanent residents for Hamilton. The HIPC can play a significant convening role in linking settlement agencies and post-secondary institutions in the region to explore coordination of services for these individuals and strategies for their retention in the area post-graduation (potential partners include the [Welcoming Communities Project](#) by Mohawk College, [International Student Services](#) at McMaster, the [Global Hamilton Connect Project](#), and the [Hamilton Hive](#)).
4. **Promote and coordinate links between settlement agencies and employers.** With the launch of Express Entry, the increasing immigration of individuals through the Federal Skilled Trades program, and the increasing role of employers in immigrant selection, it will be particularly important for service providers to develop strong relationships with employers for the purpose of providing settlement information and services to newcomers, and to potentially assist employers in utilizing the Express Entry System. The HIPC can play a significant convening role in this regard.
5. **Identify and develop a group of established immigrants to use as a mentoring and hosting community.** This recommendation reflects the fact that the majority of Hamilton's foreign born population are established immigrants who have been in Hamilton for over 10 years. These individuals could take up roles as community connectors in order to help settle newcomers and show them possibilities of formal and informal avenues for integration.
6. **Develop infrastructure surrounding the community connector position, such as creating a hub, training, and/or certification for established immigrants for their work as community connectors.** This would serve as recognition for these individuals and support their effectiveness.
7. **Support the coordination of settlement services for all family members.** To promote the use of settlement services by all family members – from children to seniors – it would be useful to align programming with a model that looks beyond services for individual immigrants to coordination of services for multiple family members (e.g., having services available for parents and children at the same time in nearby locations). The HIPC could play a coordinating role by mapping the types of services that are available at specific times in different parts of the city, and bringing service-providers together to discuss strategies for increasing alignment of these services.

Employment/Labour Market

1. **Become a point of contact for employers looking for information on how to use the new Express Entry selection to recruit immigrant employees and how to support the integration into the workplace of these individuals.** As discussed, with the launch of the Express Entry selection system, employers will be playing a larger role in selecting new immigrants through the economic stream, and many of these newcomers will begin employment immediately upon arrival in Canada. The HIPC should become a point of

contact and source of information for employers considering the use of the Express Entry system and, eventually, for those using the system. This will facilitate the use of Express Entry to bring skilled immigrants to Hamilton, and support linking these immigrants with needed settlement information and services.

2. **Conduct research on employer experiences of the new Express Entry system.** Over the course of the next two years, particularly once the new Express Entry Job Bank is launched later in 2015, it will be useful to conduct research on local employers' experiences with the system, including barriers to its use and information/knowledge shortfalls. This will allow the HIPC to play a lead role in filling gaps and supporting employers in the region.
3. **Expand the diversity of HIPC's employer partners.** Given the expansion of the Federal Skilled Trades program for immigration, it would be useful to develop new links between the HIPC and relevant industries. For example, it would be useful to establish partnerships with employers in manufacturing and construction industries. This will aid in providing support to immigrants looking for work in these sectors and to businesses looking to understand more about the Federal Skilled Trades program.
4. **Develop employment tools and materials for later-stage immigrant employees (50+) who are still looking to work.** With an aging immigrant population in Hamilton, it would be useful to develop employment supports specifically targeted to older immigrants who would like to remain in or join the labour force.

Health

1. **Promote cultural competency among health care workers.** Given evidence of discrimination toward immigrants in seeking health care in Hamilton, it would be useful to assess the availability of cultural competency training programs in Hamilton and for the HIPC to support training opportunities for health care workers.
2. **Develop increased awareness of the mental health needs of new immigrants and access to support services.** Given that recent immigrants to Hamilton are more likely to report poor mental health than established immigrants and non-immigrants, it would be useful to provide information to newcomers on the mental health supports available in the city. It would also be useful to raise awareness among service providers and mainstream organizations as to the mental health challenges that new immigrants may face and the supports available to them, so that appropriate referrals can be provided.

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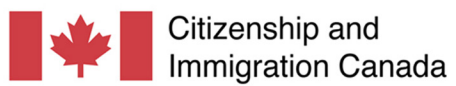
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