

2016

Three-Year Report



LIP LOCAL IMMIGRATION
PARTNERSHIP
TORONTO SOUTH

March, 2016

2016

Three-Year Report

LIP LOCAL IMMIGRATION
PARTNERSHIP

T O R O N T O S O U T H

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

DOWNLOAD THIS REPORT

To download copies of this report, or for more information on the Toronto South Local Immigration Partnership, please go to our website at www.TorontoLIP.com.

COPYRIGHT

St. Stephen's Community House © 2016

Contents may not be reproduced for commercial purposes but any other reproduction, with acknowledgements, is encouraged. The views and opinions expressed in this report do not necessarily reflect those of our funder or our partner organizations.

Table of Contents

Letter of Introduction..... 2

Background 3

Development of the Toronto South LIP 3

Geography & Demographics 3

Toronto South LIP Structure 5

Guiding Principles & Settlement Strategies 7

Vision, Mission & System Principles 8

Guiding Values & Ethics 9

Three-Year Settlement Strategies (2013 to 2016) 10

2013-2016 Activities & Accomplishments15

Strategy 1: Partnerships & Service Delivery Cooperation 16

Strategy 2: Information, Outreach & Service Navigation21

Strategy 3: Planning, Research & Assessment 28

Strategy 4: Labour Market Access & Employment31

Strategy 5: Settlement Services & Language Learning 35

Strategy 6: Health, Mental Health & Dental Services39

Strategy 7: Key Support Services & Welcoming Communities.....46

Strategy 8: Marginalized Newcomers51

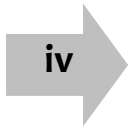
Our Membership 55

Our Current Members 56

Our Committees and Working Groups 57

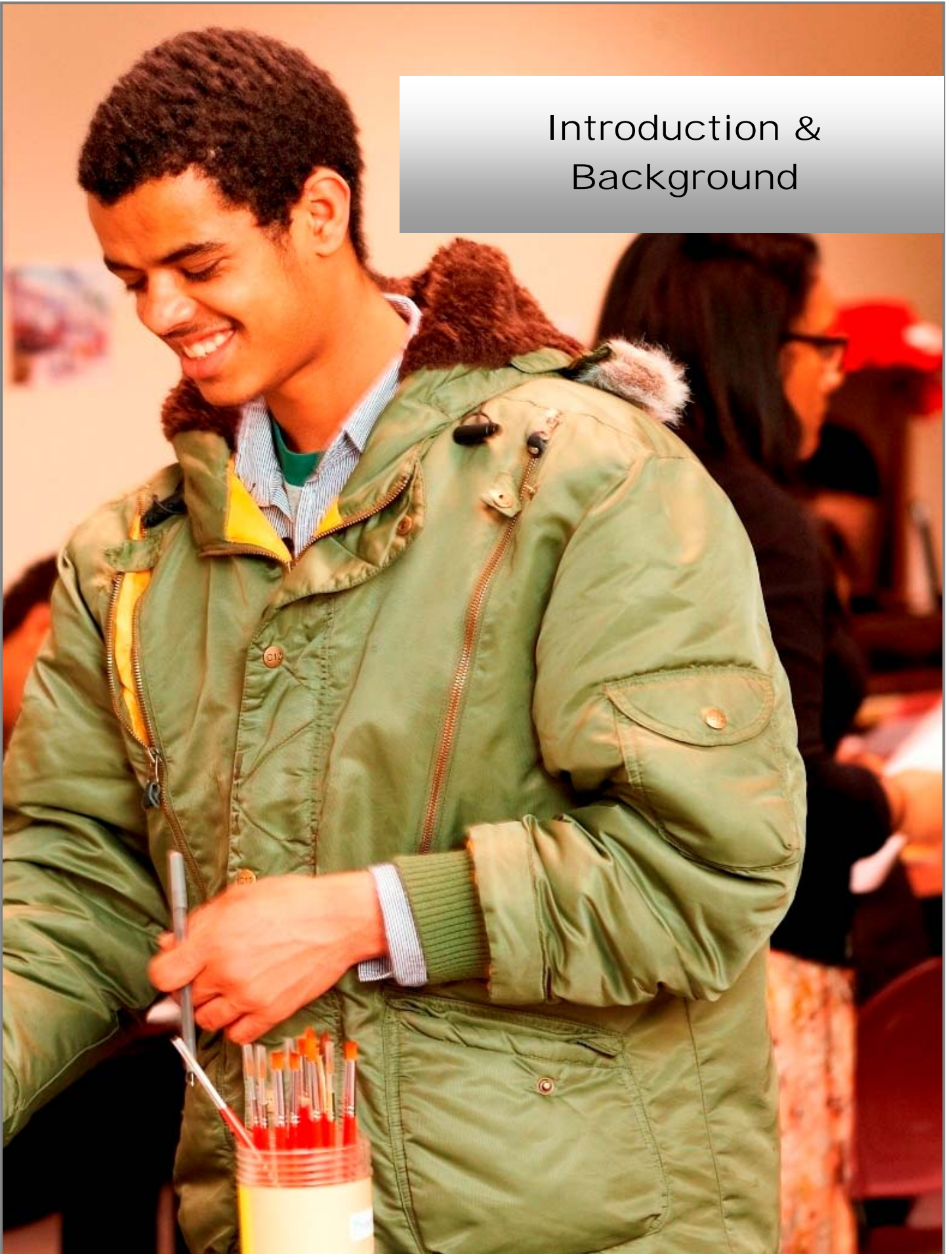
Resolution of LIP Member Commitment – Signatories..... 57

APPENDIX: 2016/17 Action Plan59



(intentionally left blank)

Introduction & Background



Letter of Introduction

We are proud as the Toronto South Local Immigration Partnership (TSLIP) Executive Committee to provide this introduction to our 2013-2016 report.

It has been a productive and exciting three years for the TSLIP with many accomplishments and a constantly changing external environment including new directions and partnerships from each level of government and our 75 community partners. Our key goals are collaboration and communication, and this is well reflected throughout our report and at our incredible website www.TorontoLIP.com that hosts our many online resources.

There are many people and groups requiring our thanks and acknowledgement:

- Firstly, we are very grateful for the 75 participating agencies and institutions who have engaged with our **Partnership Council and Working Groups**. They have provided thousands of hours of in-kind activity and expertise. A special thank you to our “champion” organizations that have led a pilot project, resource, research project or event. Your leadership is key to our community collaboration.
- Our appreciation must also go to our terrific staff team that facilitated the work of the TSLIP for the past three years under the supervision of our consortium partners **WoodGreen Community Services** and the **Canadian Centre for Victims of Torture**. Thank you to **Sandra Guerra, Nicole Watson, Haweiya Egeh, Kailey Morin, Kera Vijaysingham, Rejenthan Rajanthiran, Mbalu Lumor, Meley Bekele, Giovanni Rico, Pam Cardwell and ChrisAnn Alvarez**. A special thank you to Sandra Guerra who has been our Communications Coordinator from WoodGreen Community Services for the full three years and more!
- Thanks to **Immigration, Refugees and Citizenship Canada (IRCC)**, formerly known as Citizenship and Immigration Canada (CIC), and our supportive project officers for their generous funding of the TSLIP and local immigration partnerships across Toronto, Ontario and now across Canada.
- Finally, a very special thank you to **Jacqueline Lawrence and WiseSolution Consulting** for the excellent project management and facilitation of the TSLIP for the past three years and more. Our large and complex partnership has benefited from her expertise and the neutral facilitation of professional consultants. Jacqueline took her direction from the Council and ably responded to the diverse needs and voices of our partnership. Thank you.

We are pleased that the TSLIP is continuing our role as a partnership and secretariat supporting successful newcomer settlement in the Toronto South area, and we look forward to developing many more important initiatives and resources.

Sincerely,

TSLIP Executive Committee:

Mulugeta Abai, Canadian Centre for Victims of Torture
 Nasima Akter, Bangladeshi-Canadian Community Services
 Diane Dyson, WoodGreen Community Services
 Stephen Morrissey, Fred Victor
 Bill Sinclair, St. Stephen’s Community House
 Cassandra Wong, Parkdale Community Information Centre

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 was created in 2012 to continue and expand 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 Immigration, Refugees, & Citizenship Canada (formerly Citizenship & Immigration Canada), 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 the community, legal, health, and social service sectors as well as employers, school boards, boards of trade, levels of government, professional associations, ethno-cultural organizations, and faith-based organizations.

During the 2012-2013 fiscal year, the Toronto South LIP worked together to develop a common vision and to develop a Three-Year Settlement Strategy to govern the LIP from April 2013 to March 2016. This report presents activities and accomplishments of the Toronto South LIP during that period.

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 Humber River.

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:

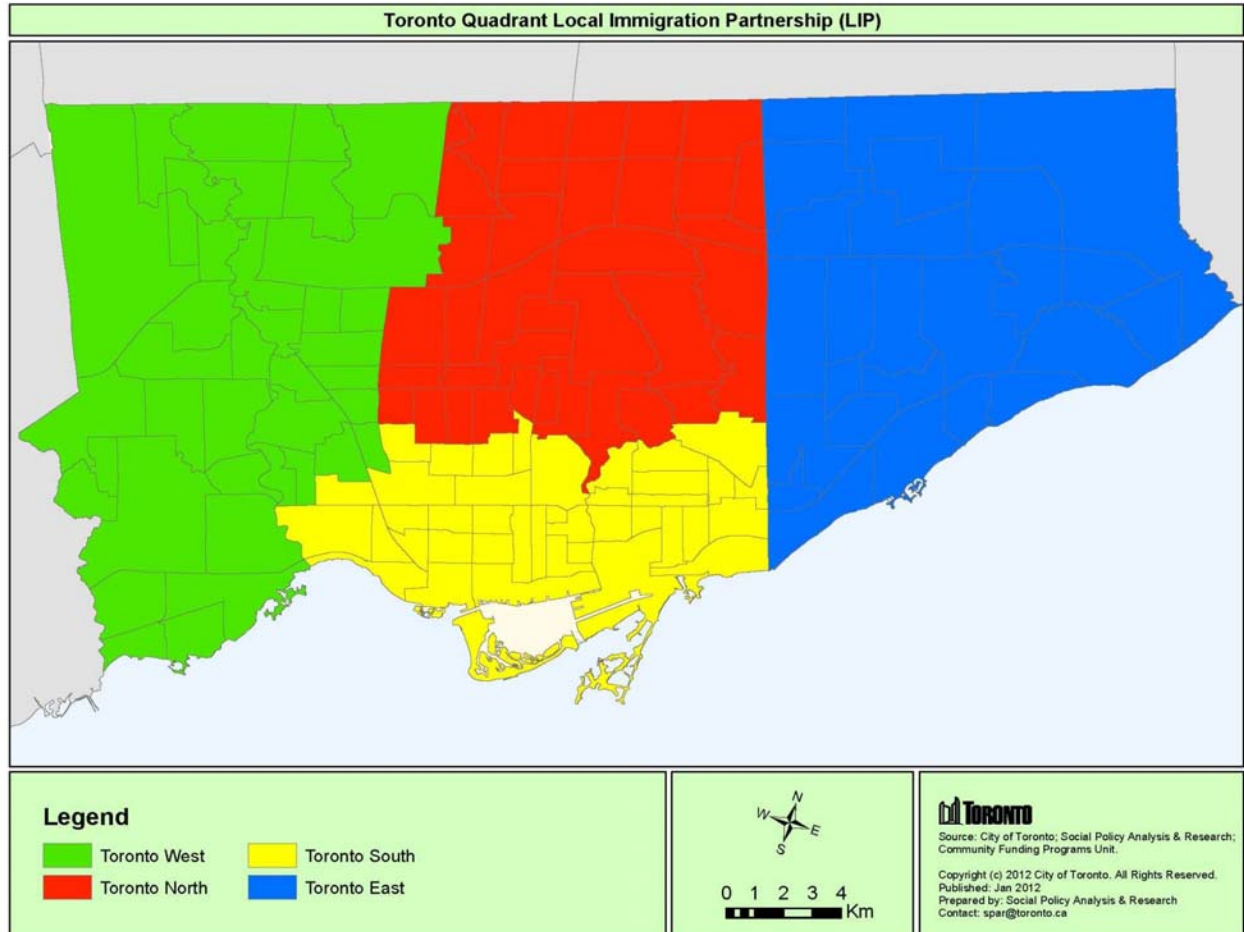
- A long history as the starting point for most newcomers to the city;
- Old, established neighbourhoods with important ethno-cultural identities (such as Chinatown, Little India, Greek Town, Little Portugal, Corso Italia, etc.);
- the seats of both the provincial and municipal governments;
- the primary 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 include¹:

- Higher population density;
- More youth and young adults aged 20 to 34;
- More younger workers aged 18 to 44;
- More graduates of post-secondary education;
- Greater income inequality (i.e., more low-income households and more high-income households); and
- Fewer families with children (aged 0 to 19).

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



¹ 2011 Toronto & East York Community Council Census Profile and National Household Survey Profile, City of Toronto – Strategic Initiatives, Policy & Analysis, 2014.

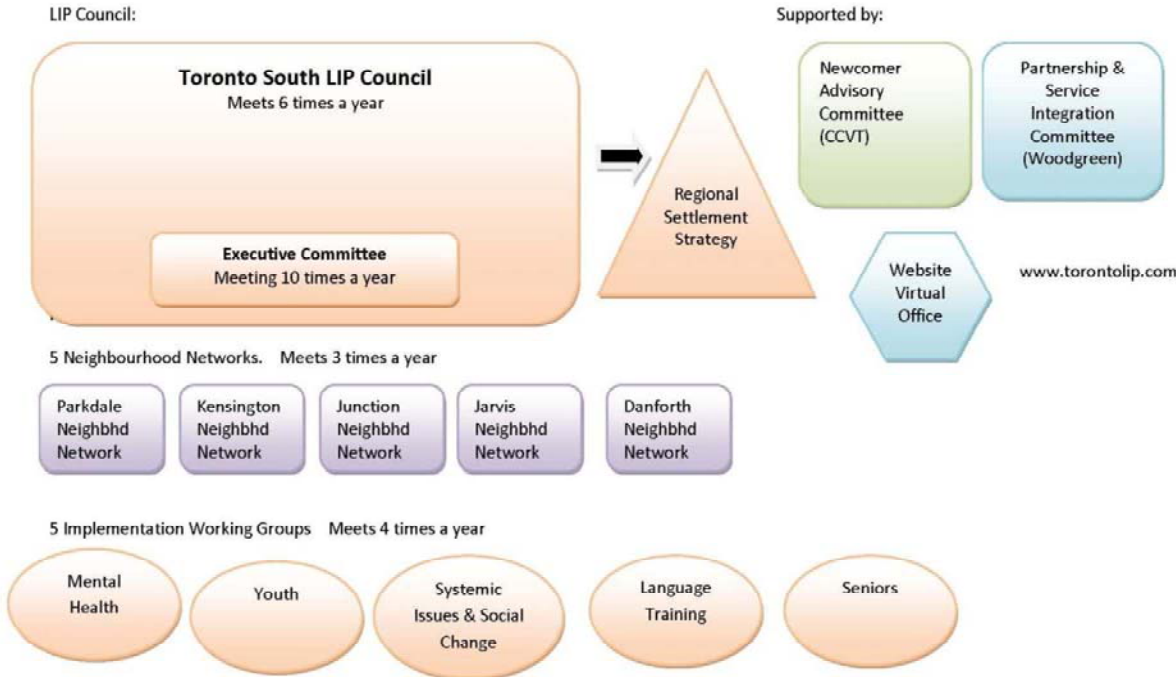
According to 2011 Census data, the Toronto South area is home to over a quarter-million immigrants (approximately 265,000), representing about 40% of the total population of the area (668,627). Based on this 2011 Census information, approximately one in every six immigrants in the Toronto South area is a recent immigrant with less than 5 years in Canada. The total population for the area has increased 6 percent in the 10 years since the 2001 Census, while the number of recent immigrants in the area has decreased over 25 percent during the same time period.

Toronto South LIP Structure

The Toronto South LIP’s original structure created in 2012 was designed to ensure 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 Settlement Strategy and Action Plan.

As a result, a complicated multi-prong structure was developed to ensure that this could be accomplished. The following illustrates the original Toronto South LIP structure in 2012:

Old 2012 Toronto South LIP Structure



The Toronto South LIP structure has been adjusted from time to time since 2012 to better reflect the needs of the LIP and to streamline processes for fulfilling on our settlement strategies and action plans.

The following sets forth the Toronto South LIP structure as of March 2016:

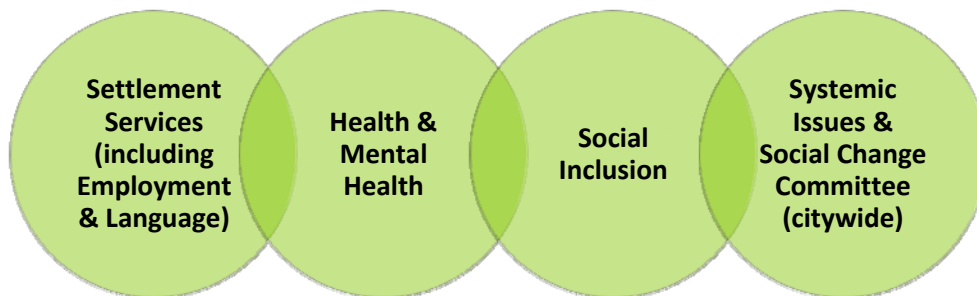
TORONTO SOUTH LIP COUNCIL

(supported by a 6-member Executive Committee)

**Partnership & Service Coordination
Committee**

**Annual Newcomer Advisory
Consultation**

Working Groups & Citywide Committee



During the 2016-2017 fiscal year, the Toronto South LIP will be reviewing and updating our Settlement Strategies, and may further adjust our structure, if appropriate.

Guiding Principles & Settlement Strategies



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

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

(intentionally left blank)

2013-2016 Activities & Accomplishments



Strategy 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.

The Toronto South LIP has worked diligently since 2012 to support a culture of collaboration in the Toronto South area.

At first, the Toronto South LIP sought to foster the development of relationships, trust, and information-sharing among our large number of participating organizations. We later began to encourage member organizations to lead or “champion” collaborations in Toronto South. The results of these collaborations are evident throughout the activities and accomplishments identified in this report.

Resolution of LIP Member Commitment

As part of encouraging a culture of collaboration, the Toronto South LIP has asked our member organizations to sign a Resolution of LIP Member Commitment.

Each member organization that signs the Resolution specifically agrees to demonstrate their commitment by:

- Leading, “championing,” and/or actively participating in collaborative projects (such as collaborative service delivery, joint funding proposals, coordinated outreach, etc.) that we create or that otherwise emerge;
- Building on current partnerships and establishing new partnerships for the benefit of newcomer clients utilizing the services of participating agencies;
- Engaging in the work of the Toronto South LIP and its committees and workgroups; and
- Actively participating in meetings and sharing information, planning data and best practices in collaboration and partnerships.

Member organizations that sign the Resolution are entitled to receive an official **Toronto South LIP Membership Certificate** that can be posted or hung in a prominent area of their organization. Here is a sample of this certificate:



Many of our member organizations have demonstrated strong leadership by participating in – and sometimes “championing” – collaborative projects in Toronto South.

Collaborative Committees and Working Groups

The structure of the Toronto South LIP was designed from the beginning to encourage relationship-building and the active participation of our member organizations in collaborative cross-sectoral discussions and projects to support newcomers in Toronto South.

For example, the Partnership & Service Coordination Committee provides participants with an opportunity to network, share, and engage in “Think Tank” discussions on important and emerging issues facing newcomers in Toronto South, and an opportunity to also explore approaches for the Toronto South LIP to nurture collaboration among our members. In addition, our topic-specific Working Groups provide an opportunity for participants to build relationships while they support the Toronto South LIP in identifying and pursuing specific collaborative projects to address issues within their topic areas.

In addition, from 2012 to 2014, the Toronto South LIP supported an online Frontline Staff Network that provided frontline staff with specific opportunities to build relationships and to share information and resources.

Collaboration Labs & Collaborative Champion Projects

In 2014, the Toronto South LIP entered a new phase of collaboration among member organizations by instituting an approach involving "Collaboration Labs" and "Collaborative Champion Projects."

This new approach was designed to build on the relationships that had been cultivated within the Toronto South LIP since 2012 and to provide our members with the opportunity to actively identify, engage in, and collaboratively lead or participate in projects that respond to key and emerging trends and challenges facing newcomers in Toronto South.

The initial **Collaboration Labs** conducted used a format (similar, but not identical to, Open Space facilitation) that encourages participants to work together to identify and then follow the areas of their greatest passion, focus, and energy. These Collaboration Labs resulted in the identification of a number of potential collaborative projects. Member organizations were then given the opportunity to cause a collaborative project to move forward by agreeing to become the Project Champion responsible for its coordination.

As part of this process, the LIP identified the following **Criteria for a Collaborative Champion Project**. The project must:

1. Be coordinated by a Toronto South LIP member organization (the "Project Champion");
2. Involve at least 2 or 3 Toronto South LIP organizations;
3. Relate to the TSLIP Strategy (i.e., is related to newcomers in Toronto South);
4. Operate in a collective manner with inclusive decision-making, consistent with the TSLIP's Statement of Guiding Values & Ethics; and
5. Provide periodic updates to – and include the input of – a Toronto South LIP Working Group, Committee, or Staff member.

The following is a partial list of some of the Collaborative Champion Projects that moved forward out of this process (with the exception of the Parkdale Project, which was created before this process):

- **Mini-Travelling Service Hubs Pilot Project** – Championed by WoodGreen Community Services, with the participation of the Canadian Centre for Victims of Torture, FCJ Refugee Centre, Fred Victor, The Salvation Army, and the YMCA of Greater Toronto (see below & Strategy 5);
- **Chinatown-Kensington Neighbourhood Service Network** – Championed by St. Stephen's Community House and Toronto Western Hospital, with the participation and support of ACCES Employment, Access Alliance Multicultural Health and Community Services, CATIE, Central Toronto Community Health Centres, Kensington-Bellwoods Community Legal Services, Scadding Court Community Centre, Toronto Public Health, The Cross-Cultural Community Services Association, and University Settlement (see Strategy 2);
- **Parkdale Common Assessment and Referral Project** – Championed by the Parkdale Interagency Referral Network (see "Parkdale Interagency Referral Network" below);

- **"Dialogue with Funders: Deconstructing the Challenges of Grant Writing," a Multi-Funder Workshop & Forum** – A March 2015 free, full-day capacity building session with funder-led panel discussions and workshops focused on funding opportunities for our member organizations and common challenges in the funding application process. Championed by Toronto Public Health, with the support of Toronto South LIP staff, the Ministry of Citizenship, Immigration & International Trade (Ontario), Parkdale Community Information Centre, the Toronto Newcomer Office, and Yonge Street Mission; and
- **International Students Task Group** – Co-championed by CultureLink and WoodGreen Community Services, with the participation of ACCES Employment, and The Cross-Cultural Community Services Association (see Strategy 7).

Parkdale Interagency Referral Network: Service Delivery Coordination

The Toronto South LIP has actively supported service delivery coordination projects in the area. One example is the Toronto South LIP's active support of the Parkdale Interagency Referral Network.

In 2012, the Parkdale Interagency Referral Network was created out of relationships that were developed or deepened through participation in the former West Downtown Toronto LIP, now part of the Toronto South LIP. The purpose of the Parkdale Interagency Referral Network was to create a Parkdale Common Referral Protocol Pilot Project designed to streamline the intake assessment and client referral processes among participating agencies in Parkdale.

The Parkdale Interagency Referral Network (PIRN) was originally composed of four organizations:

- Parkdale Community Information Centre,
- Parkdale Community Legal Services,
- Parkdale Intercultural Association , and
- Kababayan Multicultural Centre.

Throughout the process, the Toronto South LIP has been an active and supportive participant in the development, piloting, and evaluation of the Parkdale Online Common Assessment & Referral Model and Tool. The pilot project was officially launched online in 2014.

Over time, PIRN determined that the Model was operating successfully, and began to give presentations on the Model to other Quadrant LIPs and neighbourhood groups. In addition, in an effort to expand PIRN to include other interested community partners, meetings were held in 2015 with additional Parkdale organizations, including West Neighbourhood House, Jobstart and Parkdale Community Health Centre. Discussions were held on access and use of the Model and Tool, and suggestions were made to improve the system, including enhanced data collection mechanisms and outcome evaluation.

The Toronto South LIP is currently supporting PIRN in its work with the Public Good Initiative to conduct a Feasibility Study that builds on the success of PIRN and the online common referral/assessment tool. The goals of the Feasibility Study are to:

- Phase 1: Evaluate the current Parkdale Online Common Assessment & Referral Model; and
- Phase 2: Assess the feasibility of using the Model in additional neighbourhoods.

Phase 1 of this study is complete, and has identified key factors for success, challenges with implementation, recommended adjustments to the Parkdale Model, and preliminary considerations for using the model in additional neighbourhoods.

In Phase 2, the Parkdale Online Common Assessment & Referral Model and Tool will be tested in the following two additional neighbourhoods: Chinatown-Kensington (in the Toronto South LIP), and Malvern (in the Toronto East LIP).

Mini-Travelling Service Hubs Pilot: Collaborative Service Delivery

The Toronto South LIP has actively supported collaborative service delivery projects in the area, including the Toronto South LIP's active support of the Mini-Travelling Service Hubs Pilot Project. This pilot project was created to bring free services to newcomers in underserved neighbourhoods in Toronto South by hosting Mini Service Hubs in these neighbourhoods. During the Mini Service Hubs, frontline workers from a variety of partner agencies go to a location in an identified underserved neighbourhood in Toronto South to provide a variety of settlement and employment services and supports.

For a more detailed description of the Mini-Travelling Service Hubs Pilot Project, please go to Strategy 5 below.

Toronto South LIP Collaboration Award

In 2015, we created the Toronto South LIP Collaboration Award for the purpose of formally recognizing outstanding collaborative projects led by member organizations that provide an important contribution to services in Toronto South as a result of their uniqueness, scalability, and/or service innovation. The first of these annual awards was presented in May 2015 to the Parkdale Interagency Referral Network for the important work that they have done in developing an Online Common Assessment & Referral Model and Tool that is worthy of replication.

Strategy 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.

Since our development in 2012, the Toronto South LIP has engaged in a variety of activities to support effective information, outreach and service navigation for service providers and newcomers.

Toronto South LIP Newcomer Welcome Brochure

The Toronto South LIP engaged in a detailed process from 2013 to 2014 to develop a Newcomer Welcome Brochure designed to provide newcomers with information to assist them in finding what they need to establish themselves in Toronto. The final version of the brochure provides contact information, websites, and phone numbers on key services, such as housing, employment, settlement, health, and language training services.

Housing

Where can I get help finding housing?

To find housing help in your area visit findhousinghelp.ca. There you can search for **Housing Help Centres** and **Community Agencies** that can assist you in finding a place to live.

Housing Connections also provides one-stop housing assistance for people looking for affordable housing in Toronto. Call **416-981-8111** or visit housingconnections.ca.

For emergency shelter call Central Intake (24 hours a day) at 416-397-5637 or 1-877-338-3398 (toll-free within the GTA)

How can I find a property to rent?

Check newspapers, the bulletin boards in community centres, grocery stores, places of worship, libraries and other local businesses. You can also use websites such as craigslist.ca, kijiji.ca and viewit.ca (while these websites can be very useful in your housing search, it is important to exercise caution when responding to ads).

For more information on your rights as a tenant in Toronto, please visit torontotenants.org or call **416-921-9494** a free telephone counseling service for householders in Toronto, available in 150 languages.

Information Services

211 Toronto
Dial 2-1-1 or visit 211toronto.ca
Directory of community, social, health and government services. Free, confidential, 24-hours. Different languages available.

311 Toronto
Dial 3-1-1 or visit toronto.ca/311
Information about municipal programs and services. Free, multilingual and available during business hours.

City of Toronto, Immigration & Settlement Portal
toronto.ca/immigration
Access to information, links and resources to help you settle in Toronto.

Newcomer Information Centre
416-968-9622 / ymcagta.org/nic
The YMCA Newcomer Information Centre provides settlement support, information & referrals.

Settlement.org
settlement.org
Find answers to common questions.

Citizenship & Immigration Canada
cic.gc.ca/english/residents/new_immigrants.asp
Information and services to help you adjust to your life in Canada.

Ontario Ministry of Citizenship, Immigration & International Trade
ontarioimmigration.ca/OI/en/guides/index.htm#welcome
Helps you to learn about living in Ontario. You can get information in many languages.

Legal Aid Ontario
416-979-1446 / legalaid.on.ca
Gives low-income people access to a range of legal services tailored to meet their needs.

Toronto School Boards
Toronto District School Board: tdsb.on.ca
Toronto Catholic District School Board: tdsbsb.org
Conseils Scolaires Francophones: ofa.gov.on.ca/fr/franco-conseilscolaires.html

InMyLanguage.org

Pour plus d'information sur l'immigration en Français, veuillez consulter ce site: french.inmylanguage.org

لمعلومات عن الهجرة بالعربية في الإنترنت اذهب الى هذا الموقع arabic.inmylanguage.org

关于移民信息中文版请访问本网站 chinese.inmylanguage.org

ગુજરાતીમાં માટે વેબસાઇટ પર જાઓ gujarati.inmylanguage.org

ਪੰਜਾਬੀ ਦੇ ਆਈ ਵਿੱਚ ਚਾਣਕੀ ਲੈਣ ਲਈ ਇਸ ਵੈਬਸਾਈਟ 'ਤੇ ਜਾਓ punjabi.inmylanguage.org

Для получения информации об иммиграции на русском языке зайдите на этот сайт: russian.inmylanguage.org

Para obtener información en español acerca del proceso de inmigración, visite: spanish.inmylanguage.org

Para sa impormasyon sa imigrasyon sa Tagalog, pumunta sa website na ito: tagalog.inmylanguage.org

தமிழ் குடிவரவு தகவலுக்கு இந்த இணையதளம் செல்லவும் tamil.inmylanguage.org

اردو میں معلومات کے لئے اس ویب سائٹ پر جاتیں urdu.inmylanguage.org

welcome to TORONTO

LIP LOCAL IMMIGRATION PARTNERSHIP
TORONTO SOUTH

Citizensh and Immigration Canada Citoyenneté et Immigration Canada

Settlement Services

What are "Settlement Agencies"?

Settlement Agencies offer supports and services to help you settle and adjust to your life in Canada. All settlement services are free and always confidential. If you are not comfortable communicating in English, Settlement Agencies have staff and volunteers that can speak other languages. If they do not have someone who can speak your language, they can connect you to someone who can.

INTERACTIVE MAPPING TOOL
To find newcomer services in your neighbourhood, please visit:
settlement.org/findhelp



Pour le Service en Français
etablissement.org/index.asp

What do Settlement Agencies offer?

Settlement Agencies can provide you with information and resources for a variety of services including:

- Housing
- Employment & Credential Assessment
- Education & Language Training
- Healthcare Needs
- Community & Recreation
- Child, Youth & Family Services
- Legal Issues & Human Rights
- Immigration and Citizenship
- Managing Finances & Income Tax

Employment

Need help getting around by subway, bus or streetcar?
Visit ttc.ca or call 416-393-4636

Where can I get help finding a job?

There are places called employment centres where you can:

- Discuss work experience and education
- Develop a professional resume tailored to your experience
- Learn to explore job search websites
- Receive interview tips
- Connect with employers

For **general inquiries** regarding employment, please visit ontarioimmigration.ca/en/working

ADDITIONAL INFORMATION

Toronto Employment and Social Services
416-392-2956

toronto.ca/employmentandsocialservices
Provides employment supports, financial benefits (Ontario Works) and social supports to people living in Toronto.

Employment Ontario Website
1-800-387-5656 / tcu.gov.on.ca

To find an employment and training service near you.

Foreign Credentials Referral Office
cic.gc.ca/english/newcomers/credentials
For information about credential assessments.

Bridge Training Programs
bit.ly/1k3GeND

For information on programs to help you work in the profession that you trained in outside of Canada.

Employment Standards
labour.gov.on.ca/english/
If you have already found a job and would like information on workers' rights.

Health

How can I get healthcare?

After living in Ontario for a period of three months you may be eligible for the Ontario Health Insurance Plan (OHIP). If you are a Canadian citizen, permanent resident or convention refugee.

To find out if you meet the eligibility requirements and to apply for OHIP go to:
health.gov.on.ca/en/public/programs/ohip

Refugees and refugee claimants may be able to access some health services through the Interim Federal Health Program (IFHP). **Visit a local Settlement Agency for more information.**

With or without OHIP you may be able to access free health care services at a **Community Health Centre (CHC)**. To find a CHC near you visit ontariochc.org and click on "A centre near you."

For healthcare emergencies dial 9-1-1

ADDITIONAL INFORMATION

Toronto Public Health
416-338-7600 / toronto.ca/health

Free services available with or without OHIP.

Information on Dental Care
416-338-7600 / toronto.ca/health/dental

Telehealth Ontario
1-866-797-0000
Free health advice from a Registered Nurse – 24 hours a day, 7 days a week. Available with or without OHIP. Translation support for 110 languages.

Healthcare Connect
1-800-445-1822 / ontario.ca/healthcareconnect
Will help you find a family doctor. Requires OHIP.

Healthcare Options Directory
ontario.ca/healthcareoptions
Helps you locate healthcare services within your community, including language specific options. May require OHIP.

Language Training

Need free access to a computer with internet? Visit your local library.
Hours & Locations: Call 416-393-7131
torontopubliclibrary.ca/hours-locations



Where can I get help learning English?

Visit the YMCA Language Assessment and Referral Centre and they will help you find a free English class perfect for you. You can also use Ontario's online search tool by going to bit.ly/QCyrw7

YMCA Language Assessment and Referral Centre
Call 416-925-5462
ymcagta.org/language

Are there classes in the daytime, evenings and weekends?

Yes, the YMCA Language Assessment Centre can help you find a daytime, evening or weekend class that fits your schedule.

Can I get help with childcare?

Yes, there are child-minding options available (depending on the location). Be sure to specify this when you are registering for your classes.

In Phase One of the development of the Newcomer Welcome Brochure, the preliminary brochure was pilot tested in the Bloor-Junction neighbourhood and in the East Downtown-Jarvis neighbourhood. The testing phase included specific processes for obtaining feedback from service providers and newcomers on the usefulness of the information contained in the brochure. The Bloor-Junction neighbourhood pilot also tested the desirability of a neighbourhood-specific service map/insert. The brochure pilot received extremely positive feedback from both service providers and newcomers, with the exception that newcomers indicated that the neighbourhood-specific insert was not necessary, given that links to online service maps were included in the brochure.

The final version of the Newcomer Welcome Brochure (in English) was printed and distributed to Toronto South LIP member organizations, and has also been made available to newcomers through our website and through our member organizations' participation in a variety of information fairs and similar events. In 2016, to support the resettlement of Syrian refugees, the Toronto South LIP Newcomer Welcome Brochure has been translated into Arabic and French, and is being made available to refugees and their sponsors through information fairs and other avenues.

The Newcomer Welcome Brochure can be downloaded from our website at <http://www.torontolip.com/Portals/0/Newcomer%20Welcome%20Brochure%202015.pdf>.

Home	About Our LIP	Council & Committees	Events	Services Near Me	Publications	News	Jobs
----------------------	-------------------------------	--	------------------------	----------------------------------	------------------------------	----------------------	----------------------



Aider 帮助 Aiuto Tulong
 הרזע Hilfe ヘルプ
 Saïd [Help in Your Language](#) אָלפ
 Дапамога Помощ פלייה
 Βοήθεια 도움 Помощь

[Newcomer Welcome Brochure](#)

[Together Health Equity Campaign](#)

[Syrian Refugee Resources](#)

Planning together for welcoming neighbourhoods

The Toronto South Local Immigration Partnership is a community partnership focused on developing and implementing local settlement strategies that coordinate and enhance service delivery to newcomers while promoting innovation and efficient use of resources.

In the wake of the outpouring of support for Syrian Refugees, we would like to acknowledge the tremendous work our Toronto South LIP members have been doing to support refugees over the past 100 years. Their expertise and experience has proven to be indispensable throughout this time and we would like to recognize their dedication and commitment to our community. See a list of resources for Community Organizations and Private Sponsors [here](#).



Upcoming Events

<p>Hello! :) Integration Conference 2016</p> <p>Event Start Date: Friday, March 18, 2016 9:00 AM</p> <p>Event End Date: Friday, March 18, 2016 5:00 PM</p> <p>View More Details</p>	<p>Free Computer Skills Training for Women</p> <p>Event Start Date: Saturday, March 19, 2016 10:00 AM</p> <p>Event End Date: Saturday, March 19, 2016 12:00 PM</p> <p>View More Details</p>
--	--

Toronto South Website & Weekly Update Email

The Toronto South LIP website performs a cornerstone function for our information-sharing and service navigation supports.

Our website provides wide-ranging, detailed information on key resources for newcomer service providers as well as detailed information on newcomer programs and services in Toronto South. In particular, our website includes:

- a sophisticated **Services Mapping Function** & searchable **Services Directory**;
- an **Events Calendar** for highlighted newcomer programs in Toronto South;
- a **Trainings Calendar** for frontline staff trainings, workshops, and conferences in Toronto South;
- a **Meeting Space Bank** to support collaborative meetings among our member organizations;

- an extremely **Comprehensive Resources & Publications** section that currently houses approximately 500 documents, materials, links, and tools, divided into the following sections:
 - General Resources
 - Agency Calendars
 - Community and Social Services
 - Education
 - Employment
 - Health and Dental
 - Housing
 - Information and Referral
 - Language Training
 - Legal
 - Maps
 - Mental Health
 - Partnership and Collaborations
 - Refugee Health Tools
 - Settlement Services
 - Toronto South LIP Research
 - Toronto South LIP Strategy and Action Plan
 - Underserved Communities (Seniors, LGBTQ, Women Youth);
- A newly developed **Syrian Refugee Resources** page listing resources for community organizations, settlement staff and private sponsors;
- An **“In the News”** section with links to recent news reports relevant to immigrants and refugees; and
- A **Jobs Listings** section with postings of job openings for newcomer service providers.

Each week, we send out the **Toronto South LIP Weekly Update** email to our members providing them with an update on all news reports, announcements, and jobs postings that have been added to the website, as well as a listing of all upcoming newcomer events and frontline staff trainings.

Newcomer Employment Pathways: Online Service Navigation Tool

Our website also houses the Toronto South LIP’s Newcomer Employment Pathways Interactive Online Tool. This tool was developed to assist service providers and newcomers in navigating employment services for newcomers in Toronto.

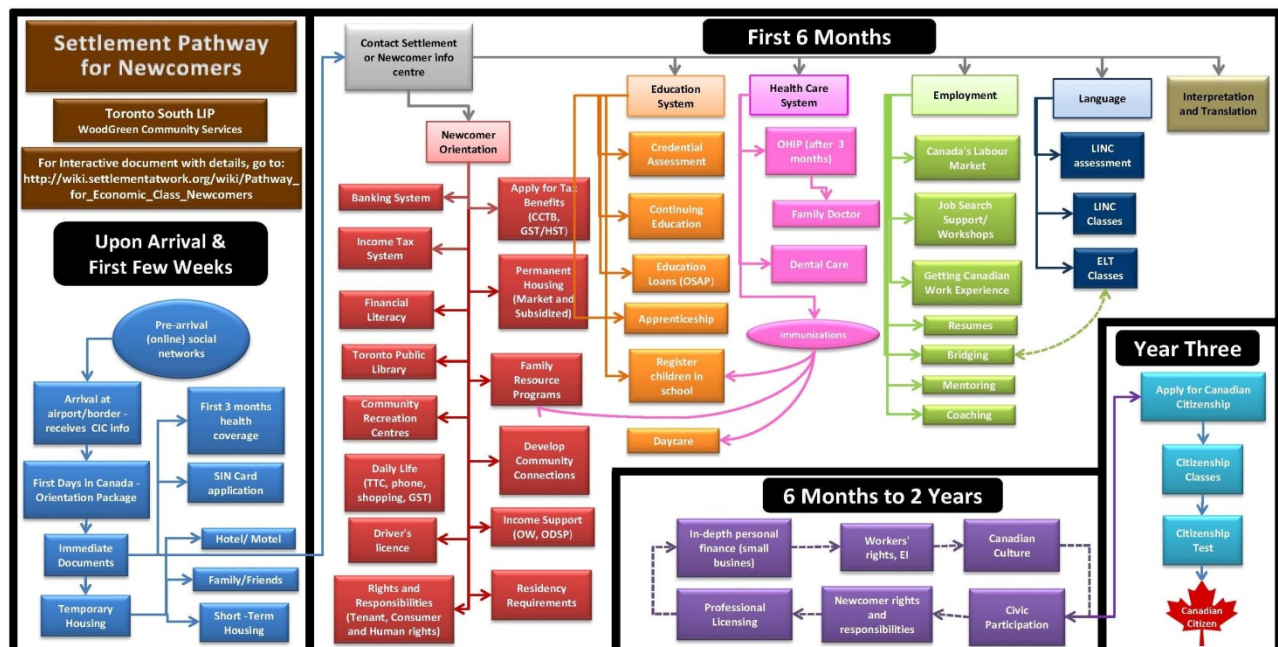
The Newcomer Employment Pathways Interactive Online Tool is built on a database of employment programs and services for newcomers in Toronto that was developed by the Toronto South LIP in 2014. The Employment Pathway Online Tool is structured so that users can select and see the vast scope of employment programs and services available and can use the information to make informed decisions when planning their training and development.

For a detailed description of the Newcomer Employment Pathways Interactive Online Tool, go to the section on Strategy 4 below. The tool can be found on our website at <http://www.torontolip.com/ServicesNearMe/EmploymentPathway.aspx>.

Settlement Pathways Tools

The Toronto South LIP has designed a series of Settlement Pathways Flowchart Tools to support service providers and newcomers in easily identifying key steps in the settlement process. The five Settlement Pathways Flowchart Tools that have been developed include the following:

- Settlement Pathway for Newcomers
- Settlement Pathway for Economic Class Immigrants
- Settlement Pathway for Privately Sponsored Refugees
- Settlement Pathway for Refugee Claimant - Inland Claim
- Settlement Pathway for Refugee Claimant - Port of Entry



To view or download any of these flowcharts, please go to:

<http://www.torontolip.com/Publications/Resources/SettlementServices.aspx>.

Welcome2School.ca - Online Education Resources for Newcomers

The Toronto South LIP has also worked to assist newcomer families in navigating the education system in Toronto.

In 2013, the Toronto South LIP and Toronto West LIP partnered to create a web-based inventory of educational programs and resources called Welcome 2 School for service providers who work with newcomer families. The website is intended to help settlement workers and other frontline professionals support their clients in understanding the education system and making informed decisions about their children's learning. The Welcome2School.ca website was officially launched on

March 21, 2016. For a more detailed description of the Welcome2School.ca website, go to Strategy 7 below. Or check it out online at Welcome2School.ca.

Information Sessions & Fairs

At the Toronto South LIP, we have also encouraged effective information, outreach and service navigation for service providers and newcomers by hosting or support newcomer information fairs. These information fairs have included the following events:

Newcomer Welcome Fair - Chinatown-Kensington Service Network

The Toronto South LIP's Chinatown–Kensington Service Network is a Collaborative Champion Project led by St. Stephen's Community House and Toronto Western Hospital with the participation of ACCES Employment, Access Alliance Multicultural Health and Community Services, CATIE, Central Toronto Community Health Centers, Kensington Bellwood Community Legal Services, Scadding Court Community Centre, Toronto Public Health, The Cross-Cultural Community Services Association, and University Settlement.

In November 2015, these partner organizations came together to host a Newcomer Welcome Fair that provided newcomers in the Chinatown-Kensington neighbourhood with:

- One-on-one service consultations on:
 - Immigration law
 - Settlement
 - Sexual health
- Health screenings:
 - Dental screening
 - Hepatitis B screening
 - NutriSTEP early years screenings (18 months to 5 years old)
- Information Workshops on:
 - Settlement services
 - Access to health care
 - Mental health
 - Job market trends
 - Liver health
 - Immigration and law
 - Diabetes
 - Financial supports

The November 2015 Newcomer Welcome Fair was very well attended, and the Chinatown-Kensington Service Network is beginning to work on their next collaborative projects to support newcomers in their neighbourhood.

Orientation to Ontario Information Sessions for Newcomers

In 2014, the Toronto South LIP supported the hosting of Orientation to Ontario sessions for the newcomer clients of our member organizations. As part of this process, we worked with

WoodGreen Community Services to deliver sessions in English in February 2014, and also worked with Collège Boréal to deliver sessions in French in March 2014. These sessions were customized to meet the needs of the specific newcomers registered.

Social Change Fair

The citywide Systemic Issues and Social Change Committee led by the Toronto South LIP also hosted a Social Change Fair for newcomers in June 2013, in collaboration with all four Quadrant LIPs in Toronto. For more information, please see “Social Change Fair” in Strategy 7.

Collaborative Social Media - Information Sharing

The Toronto South LIP also uses social media technologies to support information-sharing and collaboration with and among member organizations. In particular, the Toronto South LIP’s Social Media tools include:

- **Twitter** – The Toronto South LIP has over 600 Twitter followers from around the world. (Follow us @torontosouthlip.) Our Twitter account is a significant information-sharing and member support tool for us. Specifically, it enables us to:
 1. Share up-to-the-minute news items that keep our partners and followers informed about important news and announcements relating to newcomers. We scan the local papers daily and post news items frequently;
 2. Support our members’ work by re-tweeting their announcements;
 3. “Live tweet” to share information from workshops and seminars so that others can benefit from the information if they were unable to attend; and
 4. Connect our members and partners with each other, by highlighting events and activities from our members and tagging other members we feel would also be interested.
- **LinkedIn** – In 2014, Toronto South LIP created a LinkedIn community group to act as a resource for newcomer-serving professionals in Toronto South who would like to share best practices, recommendations, and collective learnings. This online Community of Practice was also initiated to encourage inter-agency relationships and support the organic development of collaborative projects.
- **YouTube Channel** – Whenever feasible, the Toronto South LIP posts videos of events and workshops to our YouTube Channel. Currently, we have 15 videos posted, with topics that include the Interim Federal Health Plan, Self Care and Vicarious Trauma, the “Hope after the Horror” forum, the Refugee Mental Health Project, and more. In April/May 2016, we will be adding a video recording of our February 2016 Workshop on Effectively Engaging with Refugees from Syria. For a full list of our posted videos, search for us on YouTube using “Toronto South LIP.”

Strategy 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.

The Toronto South LIP has engaged in ongoing planning, research and assessment processes since 2012 to support newcomer services in Toronto South.

Research Processes

The Toronto South LIP has engaged in a variety of collaborative research processes since 2012. These research projects have included (but are not limited to):

- *Toronto South Census Mapping and Postal Code Mapping Research Project* (see below);
- *“Shadow Economies: Economic Survival Strategies of Toronto Immigrant Communities”* (see Strategy 4);
- *Newcomer Employment Services Catalogue & Maps* (see Strategy 4);
- *Settlement Trajectories of Immigrant Families Research Project* (see Strategy 5);
- *“Free to Some: Examining the Landscape of Health Services for Uninsured Residents in Toronto”* (see Strategy 6);
- *“The Intersection of Settlement and Housing Services and Policies: Reducing the Risk of Homelessness for Immigrant and Refugee Women”* (advisory participation in research project led by the Ontario Council of Agencies Serving Immigrants – see Strategy 7); and
- *“Hard Lessons: Newcomers and Ontario Private Colleges”* (see Strategy 7).

Toronto South LIP Demographic Census Mapping & Postal Code Mapping

The Toronto South LIP is committed to engaging in research to track the dynamic nature of immigration and local newcomer populations in Toronto South. Accordingly, in 2014, the Toronto South LIP conducted a research project to map Canada’s 2011 Census and National Household Survey (NHS). The information illustrated through these maps helped to reveal trends regarding current newcomer settlement patterns across the City of Toronto, including information on languages, population changes, and immigrant count.

In 2014, we also conducted an internal Postal Code Mapping Research Project. By mapping the postal codes of newcomer clients using programs and services at a number of Toronto South agencies, we were able to determine how many newcomers are accessing specific services in the Toronto South area and how far they travel to access these services. Both this project and the

Census/NHS project were designed to assist Toronto South LIP member agencies in their individual agency program planning and evaluation.

The results of both the Census Mapping and Postal Code Mapping are contained in a January 2015 PowerPoint presentation (with commentary in the notes section). To download this document, go to: <http://www.torontolip.com/Publications/Resources/TorontoSouthLIPResearch.aspx>.

Newcomer Advisory Consultation

The Toronto South LIP has also made it a priority to consult with newcomers at least once per year to obtain newcomer feedback on Toronto South LIP resources and initiatives. During the initial development of the Toronto South LIP's 2013-2016 Settlement Strategies, we held five consultation sessions with a Newcomer Advisory Committee that gave ongoing input into the development of the Toronto South LIP's strategies and action planning. Starting with the 2013/2014 fiscal year, we have held an annual Newcomer Advisory Consultation in March of each year to obtain ongoing feedback from newcomers on the work of the Toronto South LIP and recommendations regarding future LIP initiatives.

Local & Citywide Planning

Local Planning

Each year, the Toronto South LIP conducts a series of processes with Toronto South LIP member organizations, and with the input of a Newcomer Advisory Consultation session, to develop its Annual One-Year Rolling Action Plan for the upcoming fiscal year.

Please see the Appendix to view the Toronto South LIP's One-Year Rolling Action Plan for the 2016 to 2017 fiscal year.

Citywide Planning

In addition, the Toronto South LIP participates in a variety of citywide planning processes and initiatives in support of newcomers across the City of Toronto, including participation in:

- the City of Toronto's Newcomer Leadership Table;
- the Toronto Newcomer Office's Pillar Committees (e.g., Health Pillar, Employment Pillar, etc.);
- the citywide Systemic Issues & Social Change Committee, led by the Toronto South LIP;
- quarterly meetings of the five Toronto-based Local Immigration Partnerships; and
- other identified citywide initiatives of the Toronto Quadrant LIPs, such as:
 - the development, planning and facilitation of the Toronto West LIP's Newcomer Health Symposium;

- the planning and facilitation of the Toronto East LIP's Annual Collaboration Forums;
- participation the Toronto North LIP's development of a common curriculum for citizenship classes in Toronto; and
- the annual **Toronto Newcomer Day** led by the Toronto Newcomer Office for the first time in May 2015.

Evaluation Processes

The Toronto South LIP conducts a Member Evaluation Survey in March of each year to obtain our members' perspectives on the Toronto South LIP's strengths and weaknesses, as well as to identify ways to improve and enhance the Toronto South LIP's structure and initiatives over time.

Cross-Quadrant Evaluation Framework

In addition, the Toronto South LIP recently co-led the development of a common cross-quadrant evaluation framework for all LIPs in Toronto, with four Public Good Initiative students from the University of Toronto. We then worked with the other Quadrant LIPs in Toronto to develop a series of common member survey questions to be used by all four Quadrant LIPs. We are now hosting the first cross-quadrant Online Member Evaluation Survey as it is being implemented. The survey includes the common evaluation questions that were developed, as well as additional questions customized and specific to each Quadrant LIP. The survey results will be analyzable by quadrant, and are expected to be available in early April 2016.

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.

In the development of our 2013-2016 Settlement Strategies, the Toronto South LIP recognized that labour market access and employment for newcomers is not a neighbourhood-based issue. As a result, our strategy indicated that the Toronto South LIP would support existing or newly developed citywide initiatives led by the Toronto Newcomer Officer or other relevant stakeholders to engage employers and to effect system-wide changes.

In addition, as part of our role in leading the citywide Systemic Issues & Social Change Committee, we also led an Employment Subcommittee from 2013 to 2015 that engaged in key discussions and projects relating to newcomer employment.

Newcomer Employment Pathways Interactive Online Tool

The Toronto South LIP's Newcomer Employment Pathways Interactive Online Tool can be found on our website at <http://www.torontolip.com/ServicesNearMe/EmploymentPathway.aspx>. This tool was developed to assist users in navigating employment services for newcomers in Toronto.

In 2014, the Toronto South LIP conducted detailed research into the array of employment services available to newcomers in Toronto. The Systemic Issues & Social Change Committee provided periodic input into the research process. This research process resulted in the development of a comprehensive database of service providers that deliver a diversity of employment programs and services for newcomers in Toronto.

The Newcomer Employment Pathways Interactive Online Tool is built on this database of employment programs and services for newcomers in Toronto. The Employment Pathway Online Tool is structured so that users can select and see the vast scope of employment programs and services available and can use the information to make informed decisions when planning their training and development.

The Newcomer Employment Pathways tool is an interactive and searchable resource that allows users to move through five categories of services, and their related sub-categories, by clicking on the categories and/or drop-down menus.

LIP LOCAL IMMIGRATION PARTNERSHIP

T O R O N T O S O U T H

The screenshot shows the website's navigation bar with the following menu items: Home, About Our LIP, Council & Committees, Events, Services Near Me, Publications, News, and Jobs. The 'Services Near Me' dropdown menu is open, displaying the following options: Agency Listing, Service Directories, English Language Classes, Services Near Me, Program Calendars, Income Tax Clinics, Employment Pathway, and Space Bank.

Services Near Me > Employment Pathway

How to Use this Tool

The **Employment Pathway for Newcomers** is a listing of service providers that deliver employment services. The Employment Pathway is structured so that users can see the vast scope of employment programs and services available and can make informed decisions when planning their training.

To start, decide which of the following 5 categories is most appropriate for the services you are looking for

- 1. Assessment and Goal Setting** - general programs and services that will help you start your employment journey
- 2. Pre-Employment Preparation** - programs and services that will help you gain basic employment skills so that you will be ready for employment
- 3. Access to Employment** - programs and services that will help to find the right job
- 4. Post Employment Development** - programs and services that will help you keep your employment and advance in your career
- 5. Self Employment** - programs and services to help you start up and support your small business

Once you select one of the 5 categories - **click on the + sign** and a drop down menu will appear. Choose the specific category you are interested in (a + beside a category indicates that there is another drop down menu for that category).
Once you make your final selection, a list of agencies that provide those services will appear on the right hand side of the page.

Check out our [Terms and Definitions](#) if you need clarification of terms.

Employment Pathway for Newcomers

- + 1. Assessment and Goal Setting
- + 2. Pre-Employment Preparation
- + 3. Access to Employment
- + 4. Post-Employment Development
- + 5. Self Employment

The tool includes the following categories and sub-categories of employment programs and services for newcomers:

1. Assessment and Goal Setting
 - Employment Counselling & General Assessment
 - Language Assessment
 - Credential Assessment
 - Basic Skills Assessment
 - Prior Learning Assessment & Rec. (PLAR)
 - Vocational Assessment
2. Pre-Employment Preparation
 - Language Training
 - Workplace Culture Training
 - Technical Training and Upgrading
 - Volunteering Programs
 - Vocational Training/Diploma

- Professional Degree/Diploma
 - Job Search Workshop/Support
3. Access to Employment
 - Apprenticeship Programs
 - Internship Programs
 - Bridging Programs
 - Mentoring and Networking
 4. Post-Employment Development
 - Job Retention Service
 - Skills Upgrade/Job Coaching
 - Mentoring
 - Licensing
 5. Self-Employment
 - Small Business Start-Up
 - Small Business Support

By selecting the relevant sub-category (or sub-sub-category, if required), the user will then be presented with a detailed listing of service providers in Toronto that provide the selected service. For each service provider listed, the listing sets forth the service provider's name, address, website link, telephone number, and contact email address. The tool also allows users to search for specific programs or services using a valuable built-in search function.

Newcomer Employment Services - Catalogue & Maps

The comprehensive database of information underlying the Newcomer Employment Pathways Interactive Online Tool is available as a printed Catalogue & Maps document dated August 2014. Although the information contained in the printed document is static as of August 2014, and have not been updated, it is a useful starting point for many service providers supporting newcomer clients. The **Employment Service Maps** contained in this document are not available in the Newcomer Employment Pathways Online Tool.

To download this 150-page document, please go to

<http://www.torontolip.com/Portals/0/Resources/Employment/Employment%20Services%20Catalogue.pdf?ver=2014-11-25-122733-630>.

Shadow Economies Research

The former Toronto East Neighbourhood LIP, now part of the Toronto South LIP, led a research project funded by the Wellesley Institute entitled "**Shadow Economies: Economic Survival Strategies of Toronto Immigrant Communities,**" in collaboration with additional research partners. The Shadow Economies report – which focuses on the informal economy – explores how newcomers survive poor labour market access, adverse working conditions, and the broader conditions that make them vulnerable to exploitation. It also looks at the resiliency of newcomers and how they may build new economic opportunities for themselves when conventional ones are denied. Three ethno-cultural

newcomer communities in Toronto's downtown east end were targeted in this study: Bangladeshi, Chinese, and Somali. The original Shadow Economies report was launched on October 22, 2013.

This original research project resulted in a wealth of data generated from a series of in-depth interviews and a survey instrument. However, only a limited amount of this original data was used in the first Shadow Economies report. A rich source of data remained dealing with issues such as the health impacts, civic involvement and other dimensions of the social and economic activities of newcomers living and working in precarious conditions. Given the context of tough economic times and government austerity agendas, it was critical to get a better understanding regarding the resilience and risks that confront newcomer populations at the social and economic levels.

As a result, the Toronto South LIP developed an inclusive **Shadow Economies II** research partnership with Ryerson University and other associated community organizations to work in collaboration to further mine this valuable data set and to conceptually develop a policy as well as community-relevant, evidence-based publications. A social inclusion/exclusion and place-based framework was utilized to identify further themes to deepen the research analysis. The Shadow Economies II research has now been published as a book chapter entitled "Paving Their Way and Earning Their Pay" in the edited volume, *Precarious Work and the Struggle for Living Wages* (2016) available for download at www.alternateroutes.ca. The findings have also been presented at academic conferences.

Changing Workplaces Review: Deputation to Ministry of Labour

The Employment Subcommittee of the citywide Systemic Issues & Social Change Committee led by the Toronto South LIP engaged in discussions in 2014 and 2015 to explore potential activities to address precarious employment among newcomers in Toronto. The Subcommittee decided to participate in the Ontario Ministry of Labour's Changing Workplaces Review of the Employment Standards Act and the Labour Relations Act. This is the first review of its kind in over 16 years, and in 2015 the Ministry appointed Special Advisors mandated to accept both oral deputations and written submissions from the public.

As part of this consultation process, Sandra Guerra – on behalf of the Systemic Issues & Social Change Committee – made an **Oral Deputation to the Ontario Ministry of Labour** on June 16, 2015 and also put forward a written submission in September 2015. The recommendations contained in the oral deputation and written submission were based on the discussions regarding precarious employment by the Employment Subcommittee as well as on the "Still Working on the Edge" report by the Workers' Action Centre, a Subcommittee member organization. Although the Deputation approached the issues from a newcomer perspective, the suggestions it contained focused on closing some of the gaps that allow employers to shirk their responsibilities as a way to ensure that all employees are protected.

A copy of the June 16, 2015 oral deputation can be downloaded from our website by going to <http://www.torontolip.com/Portals/0/Resources/Employment/Deputation%20for%20Changing%20Workplace%20Review.pdf?ver=2015-06-23-115308-347>.

To foster the settlement and inclusion of newcomers and immigrants regardless of their immigration status by supporting increased access to local, high-quality 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.

The Toronto South LIP has engaged in a variety of activities and initiatives to support the settlement of newcomers in Toronto South.

Mini-Travelling Service Hubs Pilot Project

Out of the Toronto South LIP's Collaboration Lab process initiated in 2014, a Collaborative Champion Project was created to bring free services to newcomers in underserved neighbourhoods in Toronto South by hosting Mini Service Hubs in these neighbourhoods. This pilot project was originally championed by WoodGreen Community Services, and has since moved forward with WoodGreen and the Canadian Centre for Victims of Torture, FCJ Refugee Centre, Fred Victor, The Salvation Army, and the YMCA of Greater Toronto.

During the Mini Service Hubs, frontline workers from a variety of partner agencies go to a location in an identified underserved neighbourhood in Toronto South to provide:

- Employment Services;
- Settlement Services, including information and referrals relating to housing, immigration, health services, education/language classes, legal information, and trauma counselling; and
- General appointment bookings and referrals.

To date, three Mini Service Hub events have been held at a Toronto Public Library location to provide services to newcomers living or working in the Bloor-Junction neighbourhood. We are currently identifying and consolidating the learnings from these initial three events in order to improve and adjust the Mini-Travelling Service Hubs Model before implementing it in additional neighbourhoods and locations.

In addition, we are currently exploring the possibility of working with service providers in other parts of the Greater Toronto Area to implement our mini-travelling service hubs pilot project in specific apartment buildings or other locations that have recently received significant numbers of refugees.

Support for Resettled Refugees from Syria and Other Countries

In the fall of 2015, the Toronto South LIP became aware of the need to coordinate and collaborate to support the significant wave of refugees being welcomed to the Greater Toronto Area from Syria and other countries.

The following table sets forth our ongoing collaborative responses to this situation:

ITEM	TORONTO SOUTH LIP RESPONSE
Refugee Pathway Tool for Sponsoring Syrian Refugees	Developed a Refugee Pathway Tool that provides an overview of the steps to be taken when sponsoring Refugees from Syria. Distributed at Syrian refugee sponsorship events and available on our website at http://www.torontolip.com/Portals/0/Resources/Settlement%20Services/Settlement%20Pathway%20for%20Privately%20Sponsored%20Refugees2.pdf?ver=2015-12-08-102432-753
Online Resources to Support Resettled Refugees	A webpage inventory of online resources and website links on sponsoring or supporting Syrian refugees is available on our website at http://www.torontolip.com/Home/SyrianRefugees-Copy.aspx
Frontline Staff Workshop on Effectively Engaging with Refugees from Syria (YouTube video coming soon)	Worked with the Canadian Centre for Victims of Torture and the Arab Community Centre to host a free staff workshop at the Yonge Street Mission in February 2016. The session informed frontline staff regarding the typical profiles and expectations of Syrian Refugees as well as how to effectively engage with refugees after arrival, by: <ul style="list-style-type: none"> • Understanding lived experiences of refugees, including pre-migration, migration & post-migration trauma; • Learning about mental health impact of torture, war and organized violence on refugees, families, and communities; and • Learning to develop holistic strategies, best practices, for engaging and supporting survivors. A video recording of the session is currently being edited, and will be posted to our YouTube Channel in April/May 2016.
TSLIP Newcomer Welcome Brochure Translation into Arabic & French	Translated the Toronto South LIP Newcomer Welcome Brochure into Arabic and French to better support resettled refugees entering Toronto from Syria. Will be distributed at Syrian refugee sponsorship events, and starting in April/May 2016 it will also be available for download on our website.
April 2016 Information Fair for Refugee Sponsors	In partnership with Lifeline Syria and the City of Toronto, we will be hosting an Refugee Sponsorship Information Fair in April 2016. A large number of our member organizations will present information on the services and supports available in Toronto South for refugees and refugee sponsors.

ITEM	TORONTO SOUTH LIP RESPONSE
Anti-Rumour / Anti-Xenophobia Campaigns and “Myths & Facts” Sheet	The Toronto South LIP has developed a “Myths & Facts” sheet designed to dispel fear and misinformation about refugees and immigrants. Once finalized, we will make this sheet available on our website at www.TorontoLIP.com and through social media. We have also become involved in the anti-rumour campaign being led by the City of Toronto and the Ontario Council of Agencies Serving Immigrants. This is a public education campaign to dispel racist claims and hateful rumours against Syrian refugees.
Toronto South LIP Trauma Subcommittee	We are creating a Trauma Subcommittee of our Health and Mental Health Working Group. The Subcommittee will focus on effectively serving resettled refugees and will also seek to address specific issues, share best practices and fill gaps around serving clients that have experienced trauma or sexual violence.
Itinerant Services Around the Greater Toronto Area	We are currently exploring the possibility of working with service providers in other parts of the Greater Toronto Area to implement our mini-travelling service hubs pilot project in specific apartment buildings or other locations that have received significant numbers of refugees from Syria or other countries.

Settlement Trajectories of Immigrant Families Research Project

The Toronto South LIP and WoodGreen Community Services have been involved in a partnership project with Ryerson University to study the settlement trajectories of newcomer families in Toronto. The aim of this three-year project is to study the support systems of newcomer families both within Canada and outside of Canada, and assess how these supports impact the settlement process for family members.

A team of Ryerson students and academics have been responsible for conducting data collection and preliminary data analysis, while at the same time consulting with the Toronto South LIP and other community partners throughout the process. The Toronto South LIP and other community partners involved will take a substantial role in disseminating the results to the settlement service sector in 2016. The Toronto South LIP presented on the results of this research project at the March 2016 Metropolis Conference.

Frontline Staff Training on Immigration Policy

There have been significant changes to immigration policy in Canada since the creation of the Toronto South LIP in 2012. In order to support our member organizations, we have periodically held free workshops for frontline staff relating to immigration policy.

The following table sets forth frontline staff workshops that we have hosted regarding changing immigration policy:

TITLE	DESCRIPTION	DATE
Changes in Citizenship Law: What You Need to Know (Bill C-24) Session Leader: Neighbourhood Legal Services	Workshop on the new changes to Canadian citizenship law. Bill C-24, the <i>Strengthening Canadian Citizenship Act</i> , which was passed in June 2014, contains a variety of changes which dramatically reshape citizenship in Canada. Some of the provisions came into effect on August 1, 2014, while other provisions were scheduled to come into force later. The workshop explains these changes, the steps to follow, and what to include when applying for citizenship. The presenters also discussed what to expect after the application is submitted and advised on potential pitfalls, including misrepresentation, cessation, and vacation. This workshop also highlighted who will be most affected by these changes, and provided practical tips for completing citizenship applications.	March 2015
Workshop on Bill C-31 Session Leader: West Neighbourhood House (formerly St. Christopher House)	A free frontline staff workshop providing information on the policy changes proposed in Bill C-31, an <i>Act to Amend the Immigration and Refugee Protection Act</i> .	2013

Language Training Services

From 2012 to 2014, the Toronto South LIP's Employment & Language Services Working Group (now incorporated into the Settlement Services Working Group) continued an online mapping system of language training services in Toronto South that had previously been started by the former West Downtown Toronto LIP (now part of the Toronto South LIP). This process was discontinued in 2014 after the Working Group participants agreed that the Coordinated Language Assessment and Referral Service (CLARS), and the YMCA's Language Assessment and Referral Services in downtown Toronto, would effectively fulfill that function. The Employment & Language Services Working Group also continued the use of a Conversation Circles online calendar that had been developed by the former West Downtown Toronto LIP. This calendar has since been discontinued.

The Toronto South LIP now obtains periodic updates regarding the operation of the Coordinated Language Assessment and Referral Service in the Toronto South area.

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.

In the development of our 2013-2016 Settlement Strategies, the Toronto South LIP recognized that health, mental health and dental services for newcomers are not a neighbourhood-based issue. As a result, our strategy indicated that the Toronto South LIP would support existing or newly developed citywide efforts led by Toronto Public Health or other relevant stakeholders to advance equitable and culturally competent health services for newcomers.

In addition, as part of our Health & Mental Health Working Group, we also engaged in a variety of activities and hosted a series of frontline staff trainings to support newcomer access to health, mental health and dental services.

Newcomer Mental Health

Since our inception in 2012, our members have consistently identified newcomer mental health as a top priority in effectively serving newcomers in Toronto South.

In response, the Toronto South LIP has hosted frontline staff trainings and workshop sessions led by experts from our member organizations. The following table lists some of the free workshops and trainings we have hosted for frontline staff relating to mental health:

TITLE	DESCRIPTION	DATE
<p><i>Here I am: Youth Navigating Mental Health Through Trauma & Migration</i></p> <p>Session Leaders: Canadian Centre for Victims of Torture and Hincks-Dellcrest Centre</p>	<p>This workshop was designed to provide an overview of the mental health concerns of newcomer youth who have fled war, torture and/or persecution in their countries of origin. The workshop was aimed at frontline service providers and offered pragmatic tools as well as space for dialogue around best practices to facilitate and support mental wellness.</p> <p>Topics covered include engaging youth and building therapeutic alliances while recognizing stigma around mental health concerns; concepts of distress, disorder, coping and resilience; understanding the political, social, family and individual contributors to youth mental health; and recognizing signs and symptoms of the most common mental health presentations.</p>	<p>March 2015 & September 2015</p>

TITLE	DESCRIPTION	DATE
<p><i>Taking Care of Ourselves: Self-Care and Vicarious Trauma</i></p> <p>Session Leader: Canadian Centre for Victims of Torture</p>	<p>An interactive workshop providing knowledge of the concepts of Vicarious Trauma, Secondary Traumatization and Compassion Fatigue. Also offered a common understanding of the factors involved in the development of such conditions.</p> <p>Key components of this session included tools for self-assessment, case studies and resources. Participants also had an opportunity to discuss and share best practices on how to prevent and cope with Vicarious Trauma. Designed for frontline workers, social workers, caregivers or managers.</p>	<p>January 2015</p>
<p><i>Care for the Care Giver: Occupational Stress in the Care giving Professions</i></p> <p>Session Leader: Toronto Public Health</p>	<p>An all-day session provided by Mental Health Nurse Consultants from Toronto Public Health that introduced staff to the concepts of vicarious trauma and occupational stress as well as equipping staff with the information that they need to be able to manage potential occupational stress reactions as a result of their work with clients. Designed to:</p> <ul style="list-style-type: none"> • raise and/or increase awareness of vicarious trauma and occupational stress reactions and their potential effects on staff in helping professions; and • enhance the existing repertoire of personal and professional self-care strategies in order mitigate the possible effects of vicarious trauma and other occupational stress reactions amongst staff in helping professions. 	<p>July 2014</p>
<p><i>Vicarious Trauma and Self-Care</i></p> <p>Session Leader: Canadian Centre for Victims of Torture</p>	<p>An interactive workshop opportunity for frontline staff to learn, be reflective, and share knowledge with one another, about Vicarious Trauma and Self-Care strategies. Included:</p> <ul style="list-style-type: none"> • Defining and differentiating between Vicarious Trauma, Compassion Fatigue, Burnout, Secondary Trauma; • Recognizing the impact of vicarious trauma on an individual and organizational level; • Assessing for signs and symptoms associated with vicarious trauma; • Understanding personal, organizational and systemic risk factors, and protective factors, for vicarious trauma; • Tools to assess personal levels of vicarious trauma and self-care; • Individual and organizational prevention and intervention strategies, to mitigate effects of vicarious trauma; and • Enhancing resilience and reflective practice. <p>Video summary of workshop learnings are available on our YouTube Channel at https://www.youtube.com/watch?v=PbayYK_iTnI</p>	<p>June 2014</p>

TITLE	DESCRIPTION	DATE
<p>Newcomer Mental Health Capacity Building Forum for Frontline Staff: Practical Tools for Impactful Practice</p> <p>Session Leaders: Canadian Centre for Victims of Torture, Hong Fook Mental Health Association, and Toronto Public Health</p>	<p>A full-day interactive session designed to provide participants with critical knowledge, skills and practical tools to address issues related to mental health for newcomer clients. This workshop session was specifically designed to:</p> <ul style="list-style-type: none"> • Facilitate concrete skill building for frontline workers through resource sharing and best practices; • Provide participants with critical mental health promotion knowledge and techniques with a focus on intervention strategies and the social determinants of health; • Highlight practical, culturally sensitive intervention methods and anti-oppressive approaches to address mental health related issues with newcomer clients; and • Address stigma as a barrier to service and offer effective mitigation strategies. <p>Comprehensive resources provided. To download, go to our website and look up “Mental Health Forum 2014” at http://www.torontolip.com/Publications/Resources/MentalHealth.aspx.</p>	<p>January 2014</p>
<p>Opening Doors Project customized for Toronto South LIP members</p> <p>Session Leader: Canadian Mental Health Association – Toronto</p>	<p>A special 5-session series of workshops tailored to the needs of frontline staff serving newcomers in Toronto South. The Opening Doors Project was designed to:</p> <ul style="list-style-type: none"> • Strengthen mental health, anti-racism and anti-discrimination literacy in Ontario communities; • Foster the participation of new immigrants and refugees with mental health issues; and • Cultivate more inclusive and welcoming environments for new immigrants and refugees who face mental health challenges. <p>Participants who attended all 5 sessions received a Certificate of Completion.</p>	<p>September to November 2013</p>

In addition, we have assembled a **Comprehensive Inventory of Newcomer Mental Health Resources**. These resources are available on our website and include:

- Newcomer Mental Health Service Navigation Guides,
- Self-Care Self-Assessment Tools,
- Resource Lists & Inventories,
- Research Reports,
- Training Course Manuals,
- Symposium PowerPoint Presentations, and
- Other relevant materials.

Please go to <http://www.torontolip.com/Publications/Resources/MentalHealth.aspx> to review and download any of these documents.

Together Healthier - Health Equity Campaign and Website

In 2015, the Toronto South LIP, in partnership with Toronto Public Health and the Toronto North LIP, created a Health Equity campaign entitled “**Together Healthier.**” The goal of this campaign and its website has been to raise awareness of Newcomer Health and Health Equity issues in the City of Toronto, and to promote the philosophy that health is not only an issue of the individual but affects all members of this city. Healthy individuals mean a healthy city.

Development of a Health Equity Social Marketing Campaign

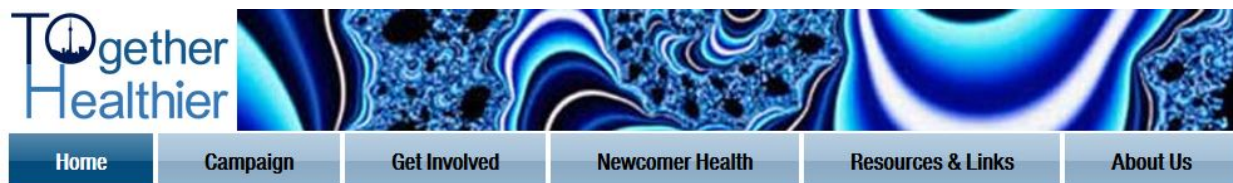
Sandra Guerra (Toronto South LIP), Systemic Issues and Social Change Working Group, Sara Farrell (Toronto Public Health) and Renira Narrandes (Dalla Lana School of Public Health). For more information contact Sandra at sguerra@woodgreen.org



The initial objectives of the Together Healthier Health Equity Campaign and website were:

- To raise awareness of newcomer health and health equity issues;
- To start a conversation about newcomer health on Twitter, with at least 100 #togetherhealthier mentions; and
- To have 500 people sign the online letter which asks political leaders to put a newcomer lens on new policies.

The initial campaign also included the distribution of Together Healthier postcards and posters encouraging people to join the twitter campaign and check out the website at www.bit.ly/togetherhealthier.




Promoting Newcomer Health

Sign the Letter





Newcomers arrive in Canada healthy. Within 5 years their health declines.

Do you care enough to push the conversation?

Coming to Canada Shouldn't be a Health Risk



bit.ly/togetherhealthier
#togetherhealthier

The Together Healthier campaign website hosted by the Toronto South LIP provides an array of valuable information, including information on:

- The campaign rationale and objectives;
- The social determinants of health;
- Newcomers and access to health care;
- Barriers to accessing health care;
- Myths and facts relating to newcomer health; and
- A variety of resources and links.

To view the Together Healthier website, click on the Health Equity Campaign button on the TorontoLIP.com homepage, or go to www.bit.ly/togetherhealthier.

Uninsured Newcomers

In 2014, the Toronto South LIP conducted a research project into health services for uninsured newcomers, leading to creation of the **“Free to Some: Examining the Landscape of Health Services for Uninsured Residents in Toronto”** research report. The purpose of the “Free to Some” report was to add to the research on the landscape of health services for uninsured newcomers in Toronto in order to inform efforts to improve access for this population.

The main project findings include recommendations on:

- barriers to accessing services (financial barriers, knowledge and information gaps, administrative delays);
- key health issues for the uninsured (mental health issues and reproductive issues); and
- available services and service challenges (long wait lists, limited walk-in-clinic hours, underfunded services, and services offered on ad-hoc basis).

To view or download the report, go to:

<http://www.torontolip.com/Portals/0/Resources/Health/Free%20to%20Some%20-%20Examining%20the%20Landscape%20of%20Health%20Services%20for%20Uninsured%20Residents%20in%20Toronto.pdf?ver=2014-12-09-144545-297>.

In response to a number of recommendations contained in the report:

1. ***Refugee Health Ontario Website Created in 2015*** – The Toronto South LIP worked with a team of McMaster University students to support the creation of the Refugee Health Ontario website (<http://www.refugeehealthontario.ca>) and to develop a series of tools for frontline staff and volunteers to reduce administrative confusion associated with health service accessibility for uninsured clients and for refugees. The tools include an Eligibility Tool, a Billing Tool, and a Client Application Tool.
2. ***Interim Federal Health Program*** – We supported the reinstatement of the Interim Federal Health Program to pre-2012 levels by the new federal government; and
3. ***Together Healthier Campaign*** – We used the Together Healthier Health Equity Campaign to increase public awareness of health challenges faced by newcomers, including uninsured newcomers, and to present myths and facts to reduce discrimination and harassment.

The Toronto South LIP also continues to support the elimination of the three-month wait period for OHIP (Ontario Health Insurance Plan). The “Free to Some” report continues to act as a reference point for potential collaboration among member organizations to pursue its recommendations.

Cultural Competency among Health Service Providers

The Toronto South LIP has considered the question of cultural competency among health service providers in Toronto South. In 2014, a preliminary student review was conducted to identify any training gaps in cultural competency training for health service providers.

In 2016, the Health & Mental Health Working Group intends to confirm any existing gaps in cultural competency/sensitivity training for health service providers in Toronto South and explore ways to support the filling of these gaps by hosting trainings or supporting existing experts in this area.

Other Activities Related to Newcomer Health

In addition to the activities and accomplishments highlighted above, the Toronto South LIP also:

- ***Dental Care*** – Identified or developed resources on free and low-cost dental services available to low-income newcomers in the Toronto South area, and made them available at a 2014 Health Forum and on the Toronto South LIP website.
- ***Webinar on Free Foot Care*** – Partnered with the Michener Institute for Applied Health Sciences, Chiropody Clinic, to host a Toronto South LIP webinar on the topic of free foot care services available to newcomers (March 2014);
- ***Immunization of Newcomer Children*** – Worked with Toronto Public Health on information sharing to address barriers surrounding the immunization of newcomer children and to reduce immunization-related school suspension rates (2013); and
- ***Toronto West LIP Health Forum*** – Assisted in the development, planning and facilitation of "Supporting Newcomer Health Together: A City-Wide Learning and Networking Symposium" led by the Toronto West LIP (2013).

Strategy 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; and Social, Cultural and Recreational Services & Sports Programs

Our activities since 2013 have included initiatives focused on social inclusion and providing the tools needed to effectively connect newcomers in Toronto South with key support services, such as education, legal advice, etc. The following describes some of these initiatives.

Education & School Systems

Research Report: Newcomers and Ontario Private Career Colleges

The Toronto South LIP conducted a research study in 2013 leading to a report entitled **“Hard Lessons: Newcomers and Ontario Private Colleges.”**

This report uses interviews from frontline staff in the settlement and employment sectors to learn about experiences newcomers have had with private career colleges in Ontario. The report discusses newcomers’ motivations for seeking out private colleges, the recruitment and admissions practices of private colleges, financial issues, the educational and training process, and eventual outcomes.

A Toolkit for Students was also developed to assist newcomers in make decisions about private career colleges. The Fact Sheet topics covered in this Toolkit include:

- Report’s Recommendations;
- Executive Summary of Findings;
- Top 5 Challenges ;
- Private Colleges: Student Rights;
- More Information on Community and Private Colleges;
- Private College Checklist; and
- Glossary of Terms.

A poster summarizing the findings and recommendations of the report was also presented by the Toronto South LIP at the Pathways to Prosperity Conference in Ottawa in 2013.

The research report, the student toolkit, and the poster can all be downloaded by going to: <http://www.torontolip.com/Publications/Resources/TorontoSouthLIPResearch.aspx>.

Welcome2School.ca: Online Education Resources for Newcomer Families

Among the many transitions that newcomer families make as they settle in Canada is the adjustment to a new school and a new educational system. Learning new day-to-day routines, making sense of the roles of teachers and principals, understanding how students' progress is tracked and reported, or when and why students get homework are just some of the things that newcomer parents need to learn when they enroll their children in school.

Welcome to School

Programs & Resources for Newcomer Student Success

- Home
- About
- Programs
- Resources
- Submit Information
- News
- Contact Us

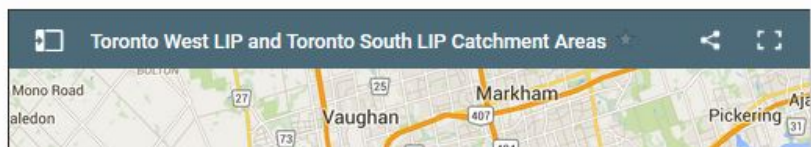


Information on the website is constantly being added and updated. We welcome your additions through the "Submit Information" button.

Helping Newcomer Families Navigate the Education System

The information in this guide is intended to help settlement counsellors, teachers, community support workers, school council members and other frontline professionals connect newcomer parents, children and youth with helpful information, resources, workshops and programs.

Frontline workers can play an important role in encouraging newcomer families' to become engaged in their school and in their children's learning. By becoming better informed about the range of resources and programs available for newcomer families, you will have the knowledge and information to help make these connections. Programs and services listed on the website are located within the catchment areas shown below.



Quick links

- Toronto South Local Immigration Partnership
- Toronto West Local Immigration Partnership

Latest News

- The 5 Best Canadian Universities for International Students
- TDSB to hire 600 students for Focus On Youth Toronto (FOYT) – Apply by April 10.
- Spend a once-in-a-lifetime semester at the Ontario Science Centre Science School!
- Harbord CI Students Raise Money for Syrian Newcomer Families
- High School students, pitch your business ideas by March 23 to win!



In 2013, the Toronto South LIP and Toronto West LIP partnered to create a web-based inventory of educational programs and resources called “Welcome 2 School” for service providers who work with newcomer families. The website is intended to help settlement workers and other frontline professionals support their clients in understanding the education system and in making informed decisions about their children’s learning.

The Welcome2School.ca website was officially launched on March 21, 2016. Please check it out online at Welcome2School.ca.

Guide for Newcomer High School Students

The International Students Task Group is a Collaborative Champion Project co-championed by CultureLink and WoodGreen Community Services, with the participation of ACCES Employment, and The Cross-Cultural Community Services Association. The Group is currently developing a Guide for Newcomer High School Students to provide newcomers and service providers with information on the services available to newcomer secondary students in Toronto.

It is expected that the Guide for Newcomer High School Students will be completed in 2016. Once it is completed, it will be available on the Toronto South LIP website.

Newcomer Housing

Research Report: Reducing Risk of Homelessness for Newcomer Women

The Toronto South LIP, along with a number of community agencies, worked with the Ontario Council of Agencies Serving Immigrants on their research project: **“The Intersection of Settlement and Housing Services and Policies: Reducing the Risk of Homelessness for Immigrant and Refugee Women.”** The project focused on studying the linkages between settlement services and housing services in an attempt to find and document best practices in coordination and collaboration, and to develop collaborative programs and services to support the efforts of newcomer women to secure affordable housing.

To view or download a copy of the report, please go to http://www.torontolip.com/Portals/0/Resources/Housing/Housing_and_Settlement_Service_Study_final_30-06-2015.pdf?ver=2015-09-11-153249-110.

Guide for Settlement & Housing Workers

The citywide Systemic Issues & Social Change Committee led by the Toronto South LIP is currently exploring the development of a Guide or Toolkit to enable settlement workers to collaborate more closely with housing workers to support newcomer access to housing, and to build on the work conducted by Fred Victor’s Housing Access and Support Services for Newcomers program as well as the recommendations contained in the Ontario Council of Agencies Serving Immigrants’ research report – *“The Intersection of Settlement and Housing Services and Policies: Reducing the Risk of Homelessness for Immigrant and Refugee Women.”*

Newcomer Civic Engagement

Newcomer Leadership Development & Civic Engagement Curriculum

Our Social Inclusion Working Group has identified newcomer civic engagement and leadership development as a key social inclusion priority. The Working Group is currently identifying gaps in existing leadership development and civic engagement training sessions available to newcomers, and intends to develop a collaborative curriculum to address these gaps. It is expected that this new training curriculum for newcomer leadership development and civic engagement will be completed in the 2016 to 2017 fiscal year.

Social Change Fair

The Systemic Issues & Social Change Committee hosted a “Social Change Fair” on June 11, 2013 at the Metro Hall Rotunda. The goals of the event were to:

- increase civic engagement among newcomers;
- highlight the variety of public education campaigns active in the City of Toronto; and
- assist groups in recruiting volunteers to their campaigns.

The Fair was a successful collaboration between all four Quadrant LIPs in Toronto, and was attended by 14 different organizations representing over 20 unique public education campaigns. Campaign topics included tenant issues, workers’ rights, civic participation, mental health and disability issues, and food security. Approximately 100 visitors were welcomed to the event, and were given the opportunity to learn about important issues.

Legal Information

The Toronto South LIP has hosted a number of free information workshops for frontline staff relating to the legal aspects of support newcomers. These sessions have included:

- Frontline staff workshops on changes to immigration policy (see Strategy 5); and
- A frontline staff information workshop – **“Helping Your Clients Find Good Legal Information”** – hosted by the Toronto South LIP and led by Community Legal Education Ontario in July 2014. The session was designed to help frontline workers:
 - decide if there is a legal issue involved in a client's problem;
 - direct clients to dependable sources of legal information;
 - assess the reliability of legal information;
 - understand the difference between legal information and legal advice;
 - learn where to find legal advice and representation; and
 - suggest ways to help clients identify steps they can take to deal with a legal problem.

Sports and Recreation for Newcomer Youth

The Toronto South LIP worked with the Toronto Newcomer Office, Toronto Parks, Forestry & Recreation, WoodGreen Community Services, the Toronto Quadrant LIPs, Toronto Public Health, and Social Planning Toronto to organize a research conference on promoting newcomer youth participation in meaningful sports and recreation across the City of Toronto. The conference – **“Connecting with Newcomer Youth through Meaningful Recreation and Arts: Expand, Embrace and Enhance”** – was held in April 2015.

At the conference, 150 youth and staff from community service agencies, government, and funders were able to:

- Learn about new and emerging community-based research;
- Hear perspectives and best practices on newcomer youth programming; and
- Connect with colleagues working in this field.

Newcomer Seniors

The Toronto South LIP has engaged in a number of activities relating to newcomers seniors in Toronto South. These have included:

- The planning and hosting of a Newcomer Seniors Information and Service Coordination Forum in 2013 for frontline staff focusing on the unique serve needs of older newcomers;
- Toronto South LIP representation at a Mid-West Toronto Health Links Seniors Fair in November 2013; and
- The initiation of a public education campaign in 2013 – **“Our Canada includes Grandparents”** – in response to proposed changes to immigration policy affecting the ability to sponsor parents and grandparents.

Financial Advice: Calendar of Free Income Tax Clinics

Each year, the Toronto South LIP posts a Calendar of Free Income Tax Clinics in Toronto South to our website to assist service providers in directing low-income newcomers to free services to assist them in completing and submitting their annual tax returns.

Strategy 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; and Other newcomer groups as may be identified

The Toronto South LIP recognizes that many newcomers experience some type or level of marginalization after arriving in Canada. As a result, the LIP included this specific Strategy 8 relating to marginalized newcomers in its 2013 to 2016 Settlement Strategies. Nevertheless, we are committed that all of our settlement strategies be viewed with a commitment to including and addressing the perspectives and needs of the most marginalized newcomers.

Inclusion Self-Audit Tool

In light of the Toronto South LIP's commitment to including the perspectives and needs of the most marginalized newcomers in all of our activities and initiatives, we developed an Inclusion Self-Audit Tool to serve as a guide for all of our Committees and Working Groups.

The Inclusion Self-Audit Tool seeks to ensure that the needs of marginalized and underserved newcomers are integrated into the actions and planning of all our Working Groups. The tool also serves as an opportunity to track and improve efforts of inclusivity. Whenever possible, the tool suggests that this review be conducted as a group to encourage conversation and dialogue. Rationales are provided for each question to help frame discussions and emphasize the importance of considering action in each area. The tool includes questions on inclusion as it relates to:

- Group membership,
- Information sharing, and
- Collaborative planning.

The Inclusion Self-Audit Tool is not intended to be a standalone solution. The Toronto South LIP designed this tool to be used in conjunction with other techniques to encourage an anti-racism / anti-oppression framework and practice.

To view or download the Toronto South LIP Inclusion Self-Audit Tool, please go to our website at www.TorontoLIP.com.

Training on Serving Marginalized Newcomers

To support professional development in the area of serving marginalized newcomers, the Toronto South LIP has hosted a variety of frontline staff trainings and workshop sessions led by experts from our member organizations and other key stakeholders.

The following table lists some of the free workshops and trainings we have hosted for frontline staff related to effectively serving marginalized newcomers:

TITLE	DESCRIPTION	DATE
<p><i>Serving Newcomers with (dis)abilities</i></p> <p>Session Leader: Accessibility Initiative, Ontario Council of Agencies Serving Immigrants</p>	<p>Through two full-day workshops, frontline staff had the opportunity to learn more about immigrants with disabilities and their diversities; gain a greater understanding of the different legislation that exists internationally, nationally, provincially/territorially as it relates to the rights of people with disabilities; examine the relationship between disability, race, immigrant/refugee status and other layers of marginalization. Moreover, participants were provided with information on the requirement of the Accessibility for Ontarians with Disabilities Act (the Act) and what their organizations need to do to become accessible in the long term.</p>	February 2014
<p><i>Positive Spaces Workshops on Serving LGBTQ Newcomers</i></p> <p>Session Leader: Ontario Council of Agencies Serving Immigrants</p>	<p>The Toronto South LIP hosted two Positive Spaces training sessions: one for frontline staff, and one for managers. The Positive Spaces sessions focused on:</p> <ul style="list-style-type: none"> • providing participants with an understanding the particular needs and realities of LGBTQ newcomers (Module 1), and • deepening awareness and knowledge and using this to create organizational standards and best practices for LGBTQ service provision for newcomers within the participant's agency (Module 2). 	November 2013 & December 2013
<p><i>Newcomers Facing Domestic Violence and its Impact on Immigration</i></p> <p>Session Leader: Neighbourhood Legal Services</p>	<p>This session provided frontline service providers with detailed information on the potential immigration consequences of domestic violence, including possible citizenship refusal or revocation in the event of a criminal conviction or finding of guilt in domestic violence proceedings.</p>	October 2013

In 2016, we will also be exploring possible workshops for frontline staff on how to effectively serve newcomers with precarious immigration status.

Unaccompanied Newcomer Youth

The Toronto South LIP's former Underserved Newcomers Working Group (now a part of the Social Inclusion Working Group) identified in 2013 that unaccompanied newcomer youth are particularly vulnerable and marginalized.

As a result, the Toronto South LIP has engaged in a series of collaborative activities to support access to services for these youth and to increase understanding of their needs and strengths among service providers. These activities have included:

- ***Unaccompanied Newcomer Youth Guide 2016*** – The Toronto South LIP has worked with a team of University of Toronto medical students to develop a Guide to provide unaccompanied newcomer youth with information on key services and supports available to them in Toronto. This Guide is expected to be completed in April 2016, and will be available on the Toronto South LIP website for viewing or download.
- ***Unaccompanied Newcomer Youth Resources*** – Since 2013, the Toronto South LIP has made a variety of resources and links for newcomer youth alone in Canada available on our website at <http://www.torontolip.com/Publications/Resources/NewcomerYouth.aspx>.
- ***Super Youth Night 2013*** – The Toronto South LIP worked with a variety of our member organizations to plan and host a newcomer youth forum at The 519 Church Street Community Centre focusing on the needs of unaccompanied newcomer youth in Toronto. This event was financially supported by the Children's Aid Society Toronto's Community Initiative Fund and United Way Toronto. To view a presentation from this event, go to the Toronto South LIP YouTube Channel at <https://www.youtube.com/watch?v=SSnmmAoaurk>.

(intentionally left blank)

Our Membership



Our Current Members

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

MEMBER ORGANIZATIONS (As of March 2016)	
<i>ACCES Employment</i>	<i>Neighbourhood Link Support Services</i>
<i>Access Alliance Multicultural Community Health Services</i>	<i>New Circles</i>
<i>Afghan Women's Organization</i>	<i>Newcomer Women's Services Toronto</i>
<i>AIDS Committee of Toronto</i>	<i>OASIS Centre des Femmes</i>
<i>Bangladeshi-Canadian Community Services</i>	<i>Parkdale Community Health Centre</i>
<i>Canadian Centre for Language & Cultural Studies</i>	<i>Parkdale Community Information Centre</i>
<i>Canadian Centre for Victims of Torture</i>	<i>Parkdale Intercultural Association</i>
<i>CARE Centre for Internationally Educated Nurses</i>	<i>Polycultural Immigrant & Community Services</i>
<i>Cecil Community Centre</i>	<i>Salvation Army, Florence Booth House</i>
<i>Central Neighbourhood House</i>	<i>Salvation Army, Harbour Light Ministries</i>
<i>Centre for Addiction and Mental Health</i>	<i>Scadding Court Community Centre</i>
<i>Centre for Education and Training</i>	<i>Schizophrenia Society of Ontario</i>
<i>Centre francophone de Toronto</i>	<i>Sherbourne Health Centre</i>
<i>Children's Aid Society Toronto</i>	<i>Sojourn House</i>
<i>Christie Ossington Neighbourhood Centre</i>	<i>South Riverdale Community Health Centre</i>
<i>City of Toronto, Social Development Finance & Administration</i>	<i>St. Stephen's Community House</i>
<i>Collège Boréal</i>	<i>The 519 Church Street Community Centre</i>
<i>Conseil scolaire de district catholique centre-sud</i>	<i>The Cross-Cultural Community Services Association</i>
<i>COSTI Immigrant Services</i>	<i>Times Change Women's Employment Service</i>
<i>CultureLink</i>	<i>Toronto Community & Culture Centre</i>
<i>Dixon Hall Neighbourhood Services</i>	<i>Toronto Community Housing Corporation</i>
<i>Eastview Neighbourhood Community Centre</i>	<i>Toronto CRC</i>
<i>Epilepsy Toronto</i>	<i>Toronto District School Board</i>
<i>Family Service Toronto</i>	<i>Toronto Employment & Social Services</i>
<i>FCJ Refugee Centre</i>	<i>Toronto Newcomer Office</i>
<i>Four Villages Community Health Centre</i>	<i>Toronto Public Health</i>
<i>Fred Victor</i>	<i>Toronto Public Library</i>
<i>George Brown College</i>	<i>Toronto Western Hospital</i>
<i>Hong Fook Mental Health Association</i>	<i>University Settlement</i>
<i>JobStart</i>	<i>Vietnamese Association, Toronto</i>
<i>Kababayan Multicultural Centre</i>	<i>West Neighbourhood House</i>
<i>KCWA Family and Social Services</i>	<i>WoodGreen Community Services</i>
<i>La Passerelle</i>	<i>Workers Action Centre</i>
<i>Madison Community Services</i>	<i>Working Skills Centre</i>
<i>Massey Centre</i>	<i>Working Women Community Centre</i>
<i>Mennonite New Life Centre of Toronto</i>	<i>YMCA Korean Community Services</i>
<i>Neighbourhood Centre</i>	<i>YMCA of Greater Toronto</i>
<i>Neighbourhood Legal Services</i>	<i>Yonge Street Mission</i>

Our Committees and Working Groups

The work of the Toronto South LIP relies substantially on the active participation of our members in various Committees and Working Groups. We would like to thank everyone who has participated in any of our Committees and Working Groups, including:

- Council
- Partnership & Service Coordination Committee
- Systemic Issues & Social Change Committee (citywide)
- Settlement Services Working Group (including Employment and Language Services)
- Health & Mental Health Working Group
- Social Inclusion Working Group

We would also like to thank everyone who led or participated in any of the Collaborative Champion Projects. For full details, please see pages 18 and 19 of this report.

Resolution of LIP Member Commitment - Signatories

In addition, we would like to thank the following organizations for signing the Toronto South LIP's Resolution of LIP Member Commitment. By signing the Toronto South LIP Resolution, these organizations specifically agree to demonstrate their commitment to the LIP by:

- Leading, “championing,” and/or actively participating in collaborative projects (such as collaborative service delivery, joint funding proposals, coordinated outreach, etc.) that we create or that otherwise emerge;
- Building on current partnerships and establishing new partnerships for the benefit of newcomer clients utilizing the services of participating agencies;
- Engaging in the work of the Toronto South LIP and its committees and workgroups; and
- Actively participating in meetings and sharing information, planning data and best practices in collaboration and partnerships.

<i>ACCES Employment</i>	<i>Parkdale Community Information Centre</i>
<i>Bangladeshi-Canadian Community Services</i>	<i>Parkdale Intercultural Association</i>
<i>Canadian Centre for Language & Cultural Studies</i>	<i>St. Stephen's Community House</i>
<i>Canadian Centre for Victims of Torture</i>	<i>The Cross-Cultural Community Services Association</i>
<i>CARE Centre for Internationally Educated Nurses</i>	<i>Times Change Women's Employment Service</i>
<i>CultureLink</i>	<i>Toronto Public Health</i>
<i>Dixon Hall Neighbourhood Services</i>	<i>Toronto Western Hospital</i>
<i>FCJ Refugee Centre</i>	<i>West Neighbourhood House</i>
<i>Fred Victor</i>	<i>WoodGreen Community Services</i>
<i>George Brown College</i>	<i>Working Women Community Centre</i>
<i>Massey Centre</i>	<i>YMCA of Greater Toronto</i>
<i>Neighbourhood Centre</i>	<i>Yonge Street Mission</i>
<i>Parkdale Community Health Centre</i>	

(intentionally left blank)

APPENDIX:
2016/17 Action Plan



SECTION 1 PARTNERSHIPS & SERVICE DELIVERY COORDINATION
YEAR 4 FOCUS STRATEGIC & EMERGING ISSUES

• **Strategic & Emerging Issues**

- Facilitate discussions at Toronto South LIP meetings and other forums or events to identify and proactively address key strategic issues or emerging issues relating to newcomers in Toronto South

• **Partnership Support**

- Continue to build the Toronto South LIP role in generally supporting collaborative or partnership projects among Toronto South LIP member organizations
- If requested, the Partnership and Service Coordination Committee will provide specific support and input to the following projects:
 - Common Referral Tool Pilot Project in Parkdale
 - Neighbourhood Service Networks, including:
 - Bloor-Junction Service Agency Network
 - Kensington-Chinatown-Annex Service Agency Network

• **Organizational Member Certificate**

- Continue the process of providing Toronto South LIP organizational membership certificates to organizations that sign the resolution of member commitment

• **Client Data Collection**

- Explore the possibility of increased consistency in newcomer client data collection within and across sectors. May include follow-up to the 2014 Client Postal Code Research Project that mapped newcomer clients by postal code at a number of Toronto South organizations to determine newcomer service access patterns and statistics in Toronto South.

• **Receive Reports from and Provide Guidance to TSLIP Working Groups**

- The Partnership and Service Coordination Committee will continue to receive written and/or oral update reports from the TSLIP Working Groups. Upon request, the Committee will provide guidance, input and/or approval of key Working Group items.

- **Communications Strategy**

- Adopt and maintain a Toronto South LIP Communications Strategy to develop communications approaches to ensure the accessibility and quality of information directed or available to the LIP's various stakeholders, including organizational members, frontline staff, newcomers, the media, and the general public

- **Collaborative Marketing and Social Media Campaigns**

- Support any collaborative marketing efforts engaged in by the Mini-Travelling Service Hubs, the Champion Service Agency Networks, and any other Toronto South LIP Task Groups
- Continue to implement the Toronto South LIP's Social Media Strategy, including:
 - **Twitter** – Engage and generate conversations (live event tweeting, strategic re-tweeting of member and non-member content, seeking out relevant information)
 - **YouTube** – Expand and enhance TSLIP's YouTube Channel (recorded TSLIP workshops & webinars, YouTube Channel promotion, effective SEO tagging, playlists of member agency videos, live YouTube webinars, joint marketing)
 - **LinkedIn** – Continue to explore the possible development of a Community of Practice (build base of members, demonstrate/model capacity of LinkedIn platform, identify member leads to generate & guide conversations)

- **Newcomer Welcome Brochures**

- Complete the translation and printing of the Toronto South Newcomer Welcome Brochure into Arabic and French, and distribute them through appropriate channels. Explore possible translation of the brochure into additional languages.

- **Enhance Access to Information through TSLIP Website**

- Conduct ongoing enhancements to the TSLIP website's existing web tools, publications, and resources, including the following:
 - Any newly developed Toronto South LIP tools and resources,
 - Periodic updating of key tools (as feasible), including:
 - Newcomer Employment Pathways & Services Mapping Web Tool;
 - Collaborative Meeting Space Bank for areas in downtown Toronto;
 - Income Tax Clinics calendar;
 - Toronto South LIP research reports;
 - TSLIP agency profiles & TSLIP agency service inventories and maps;
 - TSLIP member events and collaborative program calendars;
 - Training information and resources; and
 - Job Postings.

• Collaborative Community Planning

- Participate in Citywide planning processes, including:
 - Participation in the City of Toronto's: (a) Newcomer Leadership Table; and (b) Health Pillar Table
 - Participation in quarterly meetings of the five Toronto-based LIPs; and
 - Continuation of the Toronto South LIP's citywide initiative – The Systemic Issues & Social Change Committee
- Work with the other Quadrant LIPs on identified citywide initiatives
- Conduct annual action planning processes for the Toronto South LIP with the TSLIP members, and participants in a Newcomer Advisory Forum or Event

• LIP Research

- Where appropriate, participate in and/or conduct a review of relevant research conducted by other organizations and researchers.
- Continue to support the Newcomer Family Trajectories research being conducted in partnership with Ryerson University
- If feasible, facilitate a Newcomer Advisory Consultation to obtain ongoing newcomer input into the LIP's action items
- If necessary, and budget permitting, update the available demographic information for the Toronto South area and conduct additional research initiatives that may be identified and prioritized by the LIP Council, Committees, or Working Groups

• LIP Evaluation & Sustainability

- Communicate with other Toronto LIPs regarding the annual use and data analysis from the common Toronto LIP Evaluation Survey
- Conduct an Annual Evaluation Survey of Toronto South LIP Members
- If necessary, review and update the Sustainability Guidelines adopted by the Toronto South LIP Council
 - Pursuant to the Sustainability Guidelines, implement a process for a voluntary Toronto South LIP annual membership fee to support newcomer consultations and honoraria

- **Changing Workplaces Review**

- Work with the citywide Systemic Issues & Social Change Committee to provide feedback on the Changing Workplaces Review Interim Report being prepared by Ontario Ministry of Labour, reflecting the needs and considerations of newcomers in Toronto South

- **Inventory of Paid Placement Programs**

- Explore the possible development of an Inventory / Guide of Paid Placement Programs available to newcomers in Toronto South

- **Youth Employment Services**

- Identify ways to support information-sharing and coordination relating to youth employment services available to newcomers in Toronto South

- **Local Community Benefits Agreements**

- Consider the potential use of local Community Benefits Agreements in Toronto South to support equitable access to paid work for newcomers. Consider the possible development of resources to help others create local CBA Coalitions in Toronto South

- **Holistic Job Retention Supports for Newcomers**

- Support Toronto South LIP discussions to explore providing a variety of job retention supports for newcomers, including low-skilled and moderately skilled newcomers as well as internationally trained professionals. Project may include soft skills workshops, language and workplace culture coaching, as well as web-based and telephone services, among other supports.

- **Informal Economy**

- Where appropriate, continue to participate in research projects relating to newcomers and the informal economy in Toronto South.

• Resettled Refugees

- Continue to implement the Toronto South LIP activities to support information and services relating to resettled refugees from Syria and other countries, including:
 - Information Workshops for frontline staff on effectively engaging with Syrian Refugees
 - Information Fair(s) for Private Sponsors
 - Distribution of the "Myth Busting" Fact Sheet
 - Distribution of Newcomer welcome brochure (translated to French and Arabic)
 - Ongoing information-sharing and coordination with all 5 LIPs
 - Ongoing update of Refugee Resources link on Toronto South LIP Website
 - Dissemination of Pathways to Settlement tool for Sponsored Refugees
 - Trauma Subcommittee to be led by Members of the Health and Mental Health Working group (see Section 6)

• Mini-Travelling Service Hubs

- Continue to support a pilot project to explore and implement mini-travelling service hubs to different agencies & agency locations, apartment buildings, shelters, etc. Project to provide both one-on-one services and group services.

• Language Service Coordination

- Explore possible language service coordination to support access to language training for refugees from Syria and other countries
- Obtain periodic updates on the Coordinated Language Assessment and Referral Service (CLARS)

• Frontline Staff Training

- Continue to leverage existing expertise within the LIP and across service sectors to host information or training sessions on key issues relating to newcomer settlement and language services, possibly including:
 - Ongoing Changes to Immigration Policy (including express entry, growth in temporary workers, international students, changes for refugees and live-in caregivers, etc.); and
 - Trainings relating to legal matters affecting newcomers and refugees.

- **Newcomer and Refugee Mental Health**

- Create a Trauma Subcommittee of the Health and Mental Health Working Group, to focus on effectively serving resettled refugees and to address specific issues, share best practices and fill gaps around serving clients with trauma
- Provide resources, information and support to help develop the newcomer mental health portion of the newcomer health service mapping tool “iamsick.ca”
- Continue to provide staff training, resources, and information relating to:
 - Vicarious trauma, compassion fatigue, staff self-care, and how to deal with occupational stress;
 - Existing mental health services and supports for newcomer clients;
 - Practical tools for supporting newcomers with mental health challenges; and
 - Comprehensive cultural sensitivity training for health and mental health service providers.

- **Uninsured Newcomers**

- Continue to participate in the Health Network on Uninsured Clients
- Work with the Systemic Issues & Social Change Committee to support the “OHIP for All” campaign, including the elimination of the 3-month OHIP waiting period, being conducted by Health for All

- **Newcomer and Refugee Access to Health Services**

- **Interim Federal Health Program** – Look for ways to support or lead advocacy initiatives around the usage of the IFHP by healthcare professionals
- **Toronto Public Health** – Continue to work with the Toronto Public Health and the other quadrant Local Immigration Partnerships to implement the Toronto Newcomer Office’s Health Pillar Strategy
- **Monitor and Support Existing Initiatives** – Wherever appropriate, support other organizations or initiatives addressing access to health services for newcomers, including the following:
 - *Health Interpretation Services* – If feasible, coordinate presentations and/or conduct Roundtable Discussions regarding the status and effectiveness of LHIN-funded initiatives to develop system-wide health interpretation services
 - *Primary Care* – If feasible, coordinate presentation(s) by local Health Links on their primary care innovations

- **Together Healthier Website**

- Continue to promote the Together Healthier website, using social media or other affordable processes

- **Newcomer Leadership and Civic Engagement**

- Continue the collaborative development of modules for the Civic Engagement and Newcomer Leadership curriculum while concurrently conducting ongoing consultations with newcomers for program feedback. Upon completion of program development, implement pilot through member agencies
- Support and attend the Civic Community of Practice meetings to gain insight on best practices and current research around Civic Engagement
- Disseminate research and provide support in the creation of civic literacy and political participation materials for newcomers to agencies such as Samara Canada
- Promote newcomer engagement in the 2016 Canada Census

- **Newcomer Access to Affordable Housing**

- Work with the Systemic Issues & Social Change Committee to develop a Guide or Toolkit to enable settlement workers to collaborate more closely with housing workers to support newcomer access to housing, and build on the work conducted by Fred Victor's Housing Access and Support Services for Newcomers program as well as the recommendations contained in the Ontario Council of Agencies Serving Immigrants' research report – "The Intersection of Settlement and Housing Services and Policies: Reducing the Risk of Homelessness for Immigrant and Refugee Women"
- Consider possible approaches for the citywide Systemic Issues & Social Change Committee to address newcomer access to affordable housing

- **Welcome2School.ca Website**

- Continue to work with the Toronto West LIP to maintain and promote the Welcome2School.ca online inventory of existing tools and resources to support newcomer navigation of the education system

- **Overall Social Inclusion**

- If feasible, select Toronto South LIP Liaisons to communicate with other organizations or groups regarding their activities and opportunities for LIP support in the area of:
 - *Newcomer Family Supports* - Identify existing resources and supports for newcomer families (e.g., regarding family reunification, post-immigration relationship breakdown, children's services, sports and recreation, afterschool programs, etc.). Post resources and information to the TSLIP website.

- **Unaccompanied Newcomer Youth Digital Guide**

- Distribute the Unaccompanied Newcomer Youth Digital Guide to a variety of services (i.e., settlement, employment, health, etc.) for newcomer youth living alone in Toronto South

- **International Students**

- Continue to support the International Students Discussion and Task Group and its development of a Guide for Newcomer Secondary Students

- **Inclusion Checklist**

- Continue to support the use of the Toronto South LIP Inclusion Checklist by all Working Groups and Collaborative Projects

- **Frontline Staff Training regarding Marginalized Newcomers**

- Leverage existing expertise within the Toronto South LIP and across service sectors to host information or training sessions to support social inclusion and to better serve marginalized newcomers. Topics may include:
 - Serving marginalized newcomers;
 - Human rights, including but not limited to discrimination based on sexual orientation, race, gender, religion, etc.

**LIP LOCAL IMMIGRATION
PARTNERSHIP**

T O R O N T O S O U T H

Planning together for welcoming neighbourhoods