



# Neighborhood-based community development to enhance housing support for Syrian refugees

**Nancy Needham**, Executive Director, Community Development Co-ordinator, South London Neighbourhood Resource Centre (SLNRC)

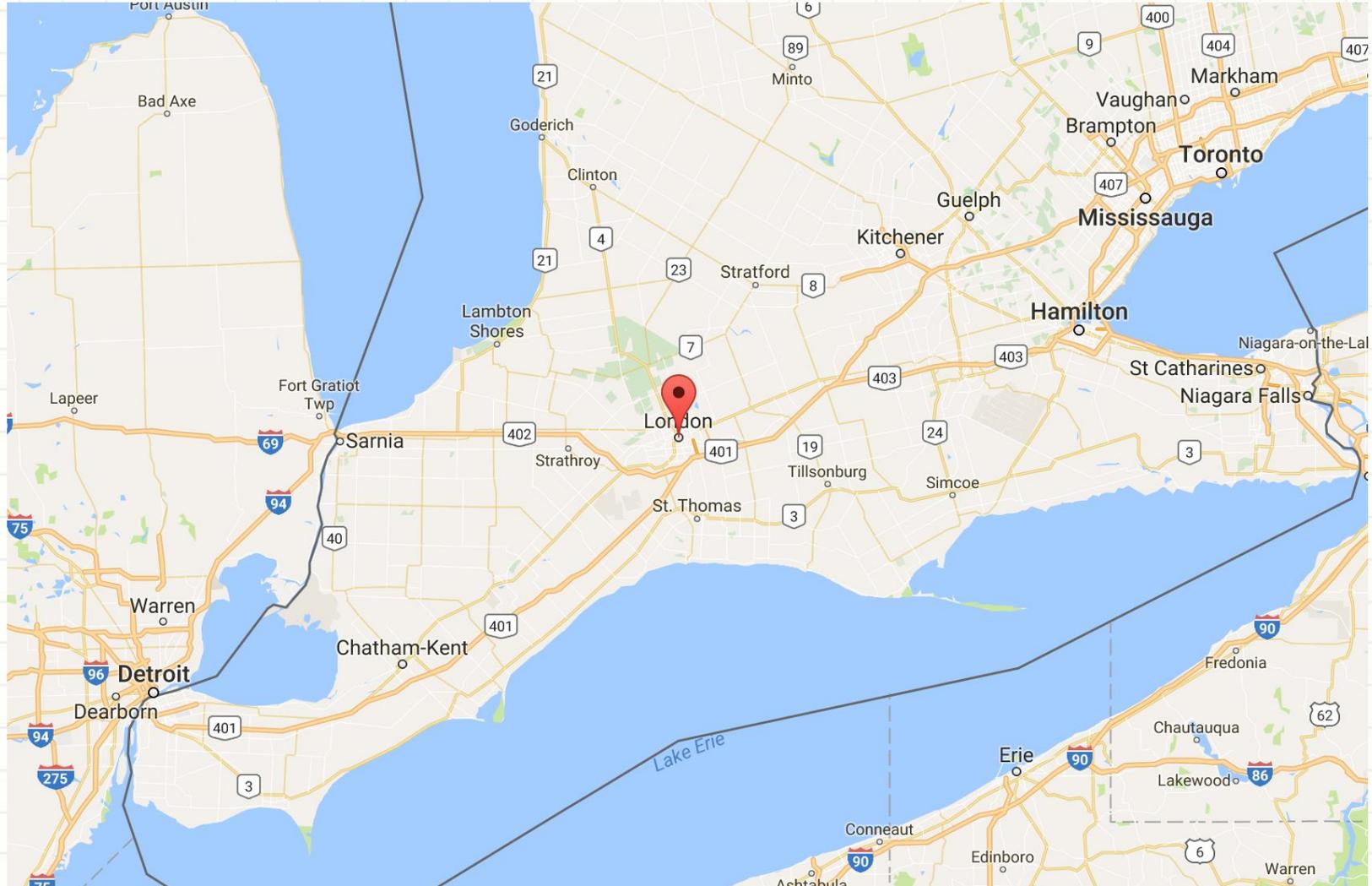
**Mohamed Al-Adeimi**, Director, Newcomer Settlement Services, SLNRC, Chair – LMLIP Settlement Sub council

**Chris Green**, Supervisor I, Area Services Neighbourhood, Children, and Fire Services City of London

**Jason Brown**, Faculty of Education, Western University

**Jennifer Perkins**, MA Candidate, Counselling Psychology, Western University

# London, Ontario





# Background

- London has a population of approximately 383,000
- The 11<sup>th</sup> biggest city in Canada
- 3<sup>rd</sup> largest recipient of Syrian Refugees
- Over 1400 Syrian refugees have settled in London
- After one year Government Assisted and Private Sponsored Refugees are expected to become more independent financially
- Some families face a transition to provincial income support and, for those who are ready, employment
- Many will also change residences but have limited knowledge of tenant rights and responsibilities



# Numbers admitted in London as of January 29, 2017

- Number of GARS: 1250
  - Number of PSRs: 428
  - Number of BVORs: 75
- |       |      |
|-------|------|
| TOTAL | 1753 |
|-------|------|

<http://www.cic.gc.ca/english/refugees/welcome/map.asp>



## ***Trust Building and Outreach***

Mohamed Al-Adeimi, South London Neighbourhood Resource Centre

## ***Settlement of Newcomers through a Community Development Approach***

Nancy Needham, South London Neighbourhood Resource Centre

## ***Partner Perspective – Advisory Committee Member***

Chris Green, City of London

## ***Evaluation of Hello Neighbor, London from an Academic Perspective***

Jennifer Perkins, Western University

# Hello Neighbour 2016 -2017



- London & Middlesex Local Immigration Partnership (LMLIP) Settlement Sub-council (2013 - 2016)
- LMLIP Housing Working Group
- Resources
- Forum

# Newcomer Tenants & Landlords Engagement Forum



# Trust building with Newcomers



- Impact of the LMLIP Housing Work Group:
  - On newcomer tenants
  - On landlords
  - Service providers
  - Creation of Hello Neighbour



# Reaching out and Trust building

- **Newcomer Settlement Services**
  - Settlement Workers in Schools (SWIS)
  - Library Settlement Partnership (LSP)
  - Information & Orientation Team
  - Community Engagement Worker
- **Basic Needs**
  - Emergency Food Cupboard
  - Give Cold Feet the Boot
  - Census and income tax filing
  - Welcome Pack
  - Distribution of laptops through Renewed Computer Technology Program

# Reaching out and Trust building



- English Language Classes
  - Language Skills Program (Formerly LINC)
  - English as a Second Language (ESL)
- Communications
  - Phone calls



**WhatsApp**

# Neighbourhood Based Settlement



- Community readiness
- Newcomers knowledge
- Opportunity to learn from one another
- Opportunity to physically participate

# Making Connections



- the children are enrolled in neighborhood schools across London and have begun to make connections with other children and youth
- the adults have not had as many opportunities to gather to discuss issues of common interest and build connections both within and outside of their communities



# South London Neighbourhood Resource Centre

## **Mission:**

Empower and enrich the neighbourhood in an inclusive environment

## **Vision:**

Providing opportunities that engage and empower residents to achieve their personal potential and healthy quality of life.

# The South London Community Centre 1119 Jalna Blvd., London ON



# SLNRC PROGRAMS AND SERVICES

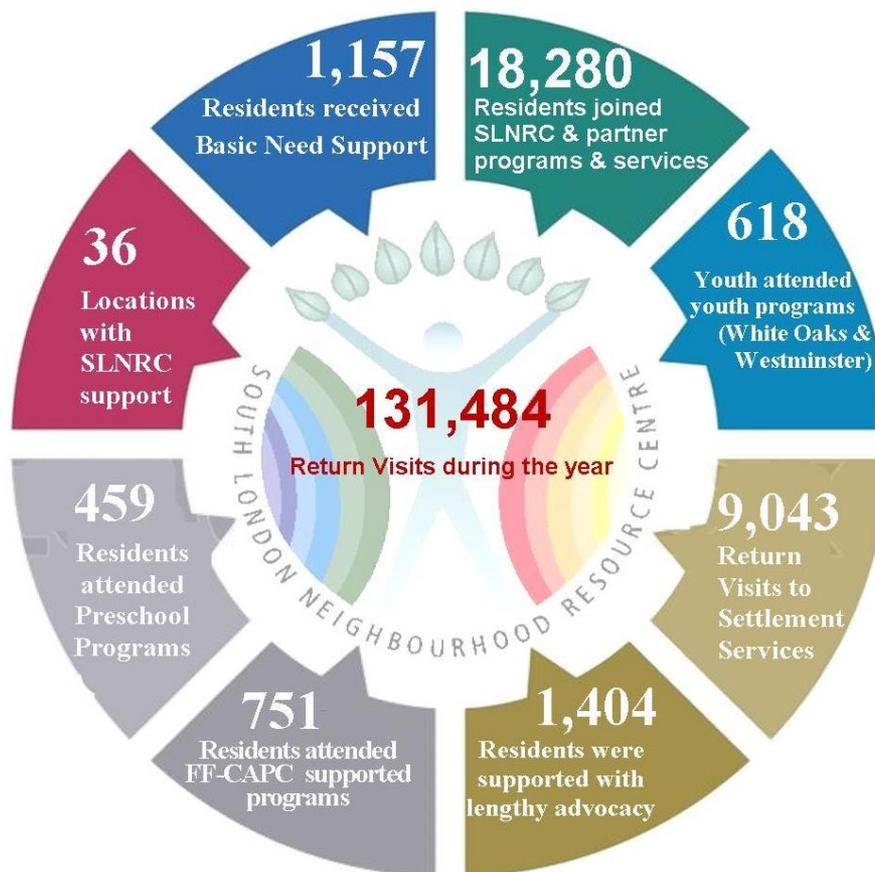


- Families First CAPC (0- 6yrs)
- Youth Services (11-24 years)
- Resident Engagement (family events & activities)
- Emergency Services (food cupboard, advocacy)
- Volunteer Services (11- seniors)
- Adults Services (25 to seniors)
- Newcomer/Immigrant Settlement Services (all)





# SLNRC 2017 OVERALL STATS





# Partnerships

London and Middlesex Housing Authority		Networking for an Inclusive Community
London and Middlesex Local Immigration Partnership		New Horizon's for Seniors
London Children's Connection		Knights of Columbus
London Community Resource Centre		Nokee Kwe
London District Catholic School Board		Optimist Club of Westminster Park
London Fire Department		Pathways
London Iraqi Chaldean Community		Payless Shoes
London Intercommunity Health Centre		Pillar Non-Profit Network
London Lawyers Feed the Hungry		Rotary Club of White Oaks
London Muslin Mosque		Southwest Ontario Aboriginal Health Access Centre
London Police Services		Salvation Army
London Public Library		Second Stage House
London Ski Club		Serve London
London Transit		Shoppers Drug Mart
LUSO Community Services		Leap
Jesus Fest Ministry		Starbucks
Maycourt of London		St. Josephs Chaldean Church
Merrymount Children's Centre		St. Justin's Catholic Church
Ministry of Transportation		St. Vincent De Paul
Middlesex London Health Unit		Southdale Chaplaincy
Muslim Family Services		SWIM (Single Women in Motherhood)
NRAWP		TD Canada Trust (Ernest Ave.)
Youth Opportunities Unlimited		Thames Valley Children's Centre
YMCA of Western Ontario		Tim Hortons
	Canada Revenue Agency	United Way – GeNex
	Canadian Tire Jumpstart	UWO
	Child and Youth Network	Waste Free World
	Childreach	
	Children's Aid Society	
	City of London	
	Community Council of White Oaks	
	Community Living London	
	Council for London Seniors	
	Crouch Neighbourhood Resource Centre	
	Earl and Mary Ross	
	Fanshawe College	
	Giant Tiger	
	Glen Cairn Community Resource Centre	
	Health Zone Nurse Practitioner Led Clinic (Southdale)	
	Investing in Children	
	Islamic Centre of Southwestern Ontario	
	Jalna Branch Library	
	John Howard Foundation	
	Libro Financial Group	
	London and Area Food Bank	
	White Oaks Optimist	
	White Oaks United Church	
	WIL Employment Centre	
	London Cross Cultural Learner Centre	

# Community Development Approach



- **Residents are integral** in the implementation of successful community development
- Service providers embracing the input of residents and modifying how they operate based on resident input creates successful outcomes



# Three main steps

Welcoming Newcomers is everyone's business

**1. Sharing** with service providers “Being a welcoming community”

**2. Hello Neighbour** (Build on the work of LMLIP-”Landlord, Tenant Housing brochures, & video)

**3. Final report** with next steps directed from independent reviewer

# Being a welcoming community



## Educate Social Service Agencies on Syrians background

- \* London Public Library
- \* Family Centre White Oaks
- \* Family Centre Westmount
- \* CAPC regional conference

## Welcome new Syrians to all services

- \* Shared drop-in calendar
- \* encouraged other neighbourhoods to create the same

## Support integration and next steps

- \* We learned that London's front line staff felt more informed and ready to welcome newcomers after our presentation
- \* Syrians were struggling with their initial settlement into their homes



# Westmount Community Programs

## Westmount Community Programs

February-March 2016 (Neighbourhood Programs)



Westmount Public Branch Library  
3200 Wonderland Rd. S 519-473-4708



Family Centre-Westmount  
1019 Viscount Rd. 519-473-2825



South London Community Pool  
565 Bradley Ave. 519-661-0920

Birth  
To  
6  
Years

Children  
& Youth

Adults

Family

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Birth To 6 Years		<ul style="list-style-type: none"> <li>Drop-in Playgroup 9:30 am - 11:30 am</li> <li>Infant Growth/Development &amp; Breastfeeding Drop-in 1:30 pm - 3:30 pm (offered by MLHU)</li> <li>Parent &amp; Tot Swimming 2:30 pm - 3:30 pm</li> </ul>	<ul style="list-style-type: none"> <li>Drop-in Playgroup 9:30 am - 11:30 am</li> <li>Parent &amp; Tot Swimming 10:00 am - 11:00 am</li> <li>Drop-in Playgroup 1:00 pm - 7:30 pm</li> <li>Books for babies 10:00- 10:30 am</li> <li>Storytime 11:00-11:45 am</li> </ul>	<ul style="list-style-type: none"> <li>Parent &amp; Tot Swimming 10:00 am - 11:00 am</li> <li>2:30 pm - 3:30 pm</li> <li>French Drop-in Playgroup 9:30 am- 11:30 am</li> <li>Drop-in Playgroup 1:00 pm - 3:00 pm</li> </ul>	<ul style="list-style-type: none"> <li>Drop-in Playgroup 9:30 am - 11:30 am</li> <li>Westmount Library Drop- in Playgroup 9:45 am-10:45 am OR 11:00 am-12:00 pm</li> <li>Parent &amp; Tot Swimming 10:00 am -11:00 am</li> <li>Drop-in playgroup 1:00 pm -3:00 pm</li> <li>Drop-in playgroup 5:30 pm - 7:30 pm</li> <li>Mutual Aid Parenting 1:00 pm -3:00 pm (childminding available)</li> </ul>	<ul style="list-style-type: none"> <li>Drop-in playgroup 9:30 am - 11:30 am</li> <li>Drop-in Playgroup (birth to 12 months) 1:00 pm -3:00 pm</li> <li>Parent &amp; Tot Swimming 2:30 pm -3:30 pm</li> </ul>	<ul style="list-style-type: none"> <li>Drop-in Playgroup Men Can Play too (Men only and the children in their lives) 9:30 am - 11:30 am</li> </ul>
Children & Youth			<ul style="list-style-type: none"> <li>Vanier (3-14 years with parent) and Craigwood (12-18 years with or without parent) Talk-in Clinics 2:00 pm-5:00 pm</li> </ul>				
Adults	<ul style="list-style-type: none"> <li>Women Only Swimming 11:00 am - 12:30 pm</li> </ul>		<ul style="list-style-type: none"> <li>Bookclub 2<sup>nd</sup> /month 7:00pm-8:00pm</li> </ul>	<ul style="list-style-type: none"> <li>Housing Stability Bank 9:00am-12:00pm</li> <li>Knit n' Stitch 7:00pm-9:00pm</li> </ul>	<ul style="list-style-type: none"> <li>Women of the World 2<sup>nd</sup> &amp; 4<sup>th</sup>/month 5:30pm-7:30pm</li> <li>Book Club 4<sup>th</sup>/month 7:00 pm - 8:00 pm</li> <li>Arabic/English 2nd &amp; 4th/month 7:00pm-8pm</li> <li>Conversation Circle 7:00pm-8:00pm</li> </ul>	<ul style="list-style-type: none"> <li>Book club - 3<sup>rd</sup>/month 10:00am-11:00am</li> </ul>	<ul style="list-style-type: none"> <li>1:1 eBook Help 10:00am-11:00am</li> <li>Quick Pick 4<sup>th</sup>/month 2:00pm-4:00pm</li> </ul>
Family	<ul style="list-style-type: none"> <li>Family Swim 1:00 pm - 2:30 pm</li> <li>Recreational Swimming 2:30 pm - 4:30 pm</li> <li>6:00 pm - 8:00 pm</li> </ul>	<ul style="list-style-type: none"> <li>Recreational Swimming 7:15 pm - 9:00 pm</li> </ul>	<ul style="list-style-type: none"> <li>Recreational Swimming 7:15 pm - 9:00 pm</li> </ul>	<ul style="list-style-type: none"> <li>Recreational Swimming 7:15 pm - 9:00 pm</li> </ul>	<ul style="list-style-type: none"> <li>Recreational Swimming 3:30 pm - 5:00 pm</li> <li>Joy of Reading 3rd/month</li> <li>Book Club 7:00pm-8:00pm</li> </ul>	<ul style="list-style-type: none"> <li>Recreational Swimming 7:15 pm - 9:00 pm</li> </ul>	<ul style="list-style-type: none"> <li>Recreational Swimming 2:00 pm - 4:30 pm</li> <li>6:00 pm - 8:00 pm</li> </ul>



# Westmount Community Programs

## Photo Board for Community Programs



Birth to 6 years



Children 7-10 years



Youth 11-17 years



Adults over 18 years



Seniors over 55 years



Family

بعض برامجنا تُجرى باللغة العربية  
Some of our programs are facilitated in Arabic



Reading



Food



Information



Music



Dance



Gymnastics



Soccer



Computer



Swimming



Toys



Crafts



Skating



# Hello Neighbour Objective:

Deliver an 8 month Outreach Project :

- newly arrived Newcomer families
- improving an understanding of Canadian Rights and Responsibilities
- integration in neighbourhoods



**United Way**  
London & Middlesex  
Change starts here.

# Advisory Committee



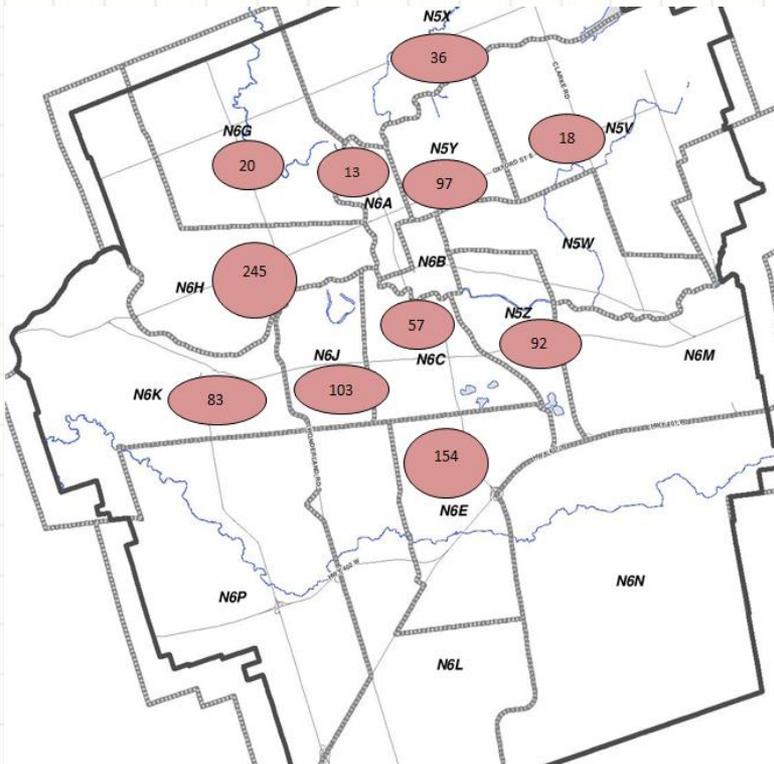
Provide Advice & Support for the Direction of the Hello Neighbour Project & Maintain A collaborative Community Response & Inter-agency Partnerships to Insure Success

- Executive Directors of (SLNRC, LUSO, CROUCH & GLEN CAIRN)
- City of London Recreation Department Rep
- London Police Force Diversity Officer
- SLNRC- LMLIP Housing Initiative Rep
- LUSO - Housing Project Rep
- Former client of SLNRC (Struggled with Housing as a newcomer)
- Resident connected with SLNRC (Struggled with Housing)
- Outsourced Evaluation Expert
- Project Coordinator
- Project Assistant



# Postal Code Map has 885 individuals

## How do we move from numbers to people



1<sup>st</sup> Pilot Aug 16<sup>th</sup> SLNRC



# Planned Program Delivered



- Implemented series of 18 events, by meeting the families in their neighbourhoods twice to educate and promote safety and responsibility in the home and the community.
  
- **How to reach them?**
  - Word of mouth through Neighbourhood Resource Centres
  - Partner agencies
  - Settlement teams identified families
  - Invitation Calls
  - Confirmation Calls
  - Follow up is important

# Partners & Activities?



**Day #1** : (All family members are invited to join a community meal then go into breakout groups)

## **Break Out Groups consisted of:**

- **Early Years Agency** (from each neighbourhood)
  - ✓ Childminding and Imagination Crafts
- **City of London Area Services dept.**
  - ✓ Tour of community spaces and education around safety in public spaces
- **Neighbourhood Resource Centre-Youth Services**
  - ✓ Promotes exploring self interests-volunteering, and healthy safe cooking on a grill.
- **Children Hospital**
  - ✓ Distributes Home Safety Kits
- **Resident Engagement Facilitator**
  - ✓ Parents gain information, slideshow presentation about tenant's Rights and Responsibilities.



# Media



This is **هنا لندن**  
**London**

A vertical advertisement for Hana London, featuring a grid of small images and text in Arabic and English. The text includes "ONTARIO", "هنا لندن London", and "تواصل ونزودو بأكبر على الحالة الاستثنائية بين بلدينا".



A screenshot of the London Free Press website. The top navigation bar includes "HOME NEWS SPORTS ENTERTAINMENT LIFE MONEY OPINION HOMES SHOPPING CONTESTS VIDEOS MORE". The main content area features a news article titled "With population growth midding, youth leaving and boomers set to retire, affordable London could use lots more newcomers". To the right of the article are several promotional boxes: "How I Healed Nail Fungus", "Find Birth Records Online", "New View Senior Moving", "6 Stocks to Hold Forever", and "CONTRIBUTE Send Your Scoop!". The bottom of the page shows social media sharing options and a "Weekend Specials Start at \$1000" advertisement.



# Day #1 What will be our Focus

- **Sending a clear message about**
  - Importance of being involved, engage into activities and gain respect of the community ( 1<sup>st</sup> steps towards integration)
  - Connecting with closest Neighbourhood Resource Centre, Family Centre and or Library – source of all help
  - Share experience and express opinion
- **Feedback Surveys**
  - Issues that families care most, open up, give suggestions
  - Not to be shy about sharing opinions
  - Have a say in future planning
  - Implement new paths to serve them

# Day #1



**2<sup>nd</sup> Pilot Aug 24<sup>th</sup> Boyle**



**4<sup>th</sup> Event Oct 3<sup>rd</sup>  
@ Village Green Com. Church**



**12<sup>th</sup> Event Jan 10<sup>th</sup>  
@ Kinsmen**



**8<sup>th</sup> Event Nov 22<sup>nd</sup>  
@ Kinsmen Recreation Centre**



**8<sup>th</sup> Event Nov 22<sup>nd</sup>  
@ Kinsmen Recreation Centre**



**8<sup>th</sup> Event Nov 22<sup>nd</sup>  
@ Kinsmen Recreation Centre**



# Partners & Activities?



## Day #2 : (after input from first day)

- WIL Employment Connections
- Pathways Skill Development
- London Training Centre
  - ✓ Addressing 1<sup>st</sup> steps in Employment Career Planning
- Children Hospital – Home Safety Kits
  - ✓ Build safety at home & Evaluate effect of tools used
- City of London – Spectrum
  - ✓ Information for recreation programs and services
- Early Years Agencies
  - ✓ Childminding
- Neighbourhood Resource Centre Youth Services
  - ✓ literacy based games and youth activities
- Neighbourhood Resource Centre Staff
  - ✓ Circle Discussion Group
  - ✓ Connectedness with Service providers nearby

# Day #2



**11th Event Dec 14th  
@ White Oaks P. School**



**11th Event Dec 14th  
@ White Oaks P. School**



**11th Event Dec 14th  
@ White Oaks P. School**



**7th Event Nov 16th  
@ Jean Vanier C. School**



**9th Event Nov 23th  
@ Jean Vanier C. School**



**1st Pilot Aug 16th SLNRC**





# Resources

- **Full-time Employee**
- **Part-time Assistant**



**Thanks to:**

**Volunteers / Partnering agencies Staff (20+ individuals /event)**



# ACADEMIC PERSPECTIVE

*Evaluation of Hello Neighbor, London  
from an Academic Perspective*  
Jennifer Perkins, Western University

# Social Capital



- Community building requires social capital
- Two types: bonding and bridging
  - Similarities bring people together to share support and information, as well as other resources
    - Making connections across the city
  - Bridging is generated when a group connects with another for mutual benefit

# Interviews with Participants



- Interviews consisted of 8 questions all focused on participants settlement experiences. Responses to these questions were written down in Arabic and later translated to English.
- Questions included: (1) How settled do you feel in London? (2) **What causes you to feel settled?** (3) What causes you to feel unsettled? (4) **What would help you feel more settled?** (5) How helpful are the services in London? (6) What do you like about the services? (7) **What don't you like about the services?** (8) How well do the services serve you and your family?

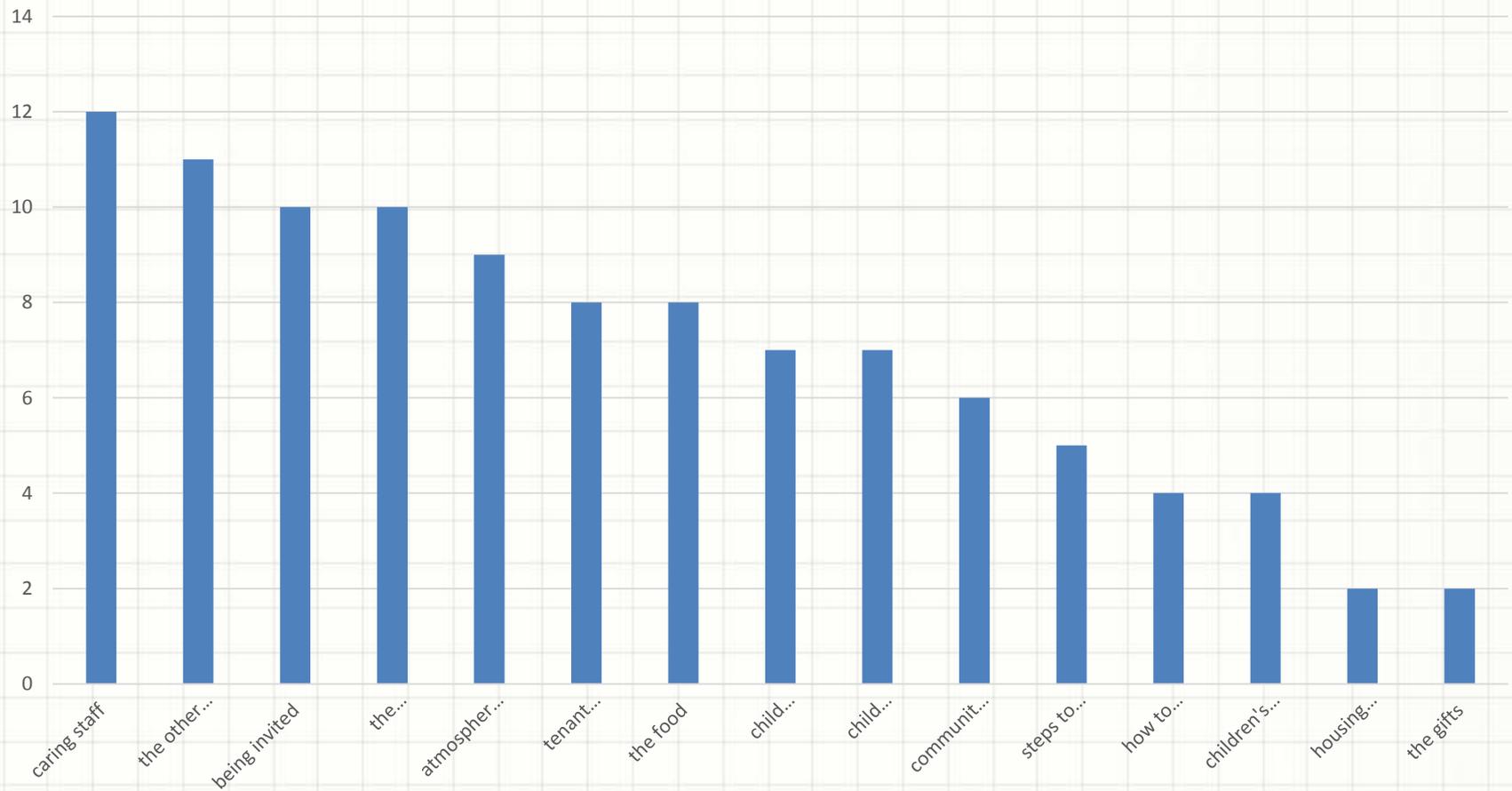


# Results of the Questions

- Needed Skills and Resources
- Sense of Community
- Available Resources
- Positive Feelings About the Future

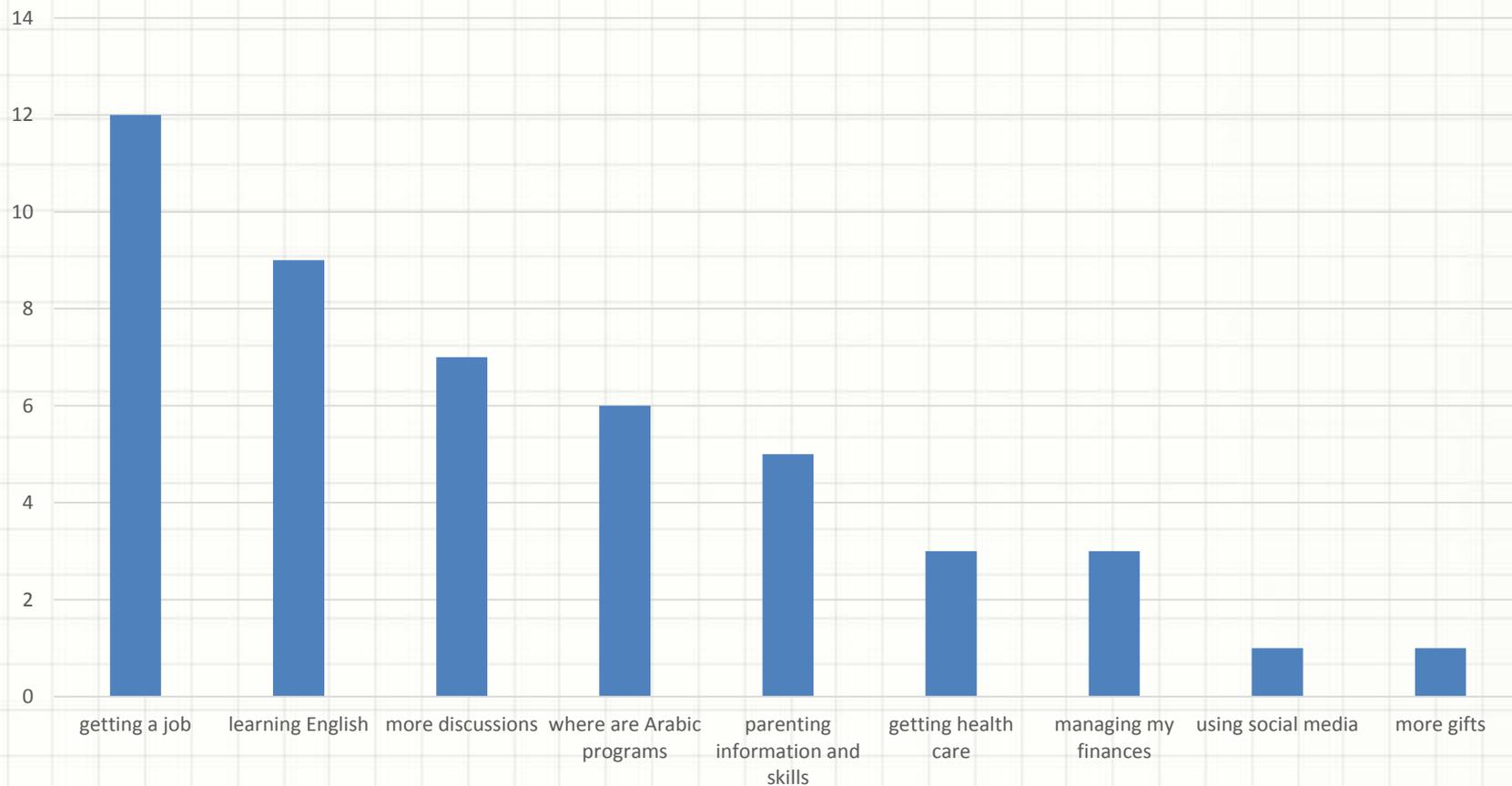


# Positives (number of events where was identified)





# Suggested Changes





# Overall results

- When compared to the literature the project lined up well.
  - Bringing immigrant families together
  - Separating children and parents for workshops
  - Housing, employment and language issues are central for adjustment and to some extent interrelated
- There is a gap in the literature emphasizing the building blocks of diverse communities as family units.
  - Western research tends to emphasize the individual without a family. Refugees from collectivist cultures view the family as fundamental to the community
  - Family based community development is an important way forward in the creation and support of healthy, diverse communities.



# Welcoming: Inclusivity

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Bonnie Jean Wasmund



Thank you