



# LONDON & MIDDLESEX LOCAL IMMIGRATION PARTNERSHIP

## LMLIP Strategic Plan 2019-2022



### A Community Initiative of Individuals and Organizations

Funded by:

Financé par:

Co-led by:



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Submitted to: Immigration, Refugees  
and Citizenship Canada

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## I. Letter from the Co-chairs

April 2019

The London & Middlesex Local Immigration Partnership has been working since September 2009 to strengthen the community's capacity in facilitating the successful integration of immigrants in all aspects of life in our community.

One of the deliverables is the creation of an LMLIP strategy that outlines priorities, gaps, and opportunities for the successful integration of immigrants. In June 2010, the London & Middlesex Local Immigration Partnership (LMLIP) submitted its first *Community Immigrant Strategic Plan* to Immigration, Refugees and Citizenship Canada (IRCC). In December 2013, the LMLIP submitted its community's second strategy, *LMLIP Strategic Plan April 2013 - March 2016*. The third strategic plan was submitted in April 2016.

For the last ten years, LMLIP has partnered with all sectors, including system partners, settlement organizations, ethno-cultural associations, and faith groups to address issues that impede and or slow down the integration process of immigrants in our region. A number of projects have been implemented to ensure that our community is working in a collaborative way to address identified issues and maximize outcomes for the immigrants.

As the current strategic plan was coming to an end in March 2019, over the last few months, LMLIP has consulted the community to identify gaps and opportunities to draft the fourth plan: *LMLIP 2019-2022 Strategic Plan*. The planning process included:

- ⇒ Consultation with LMLIP members September 2018 through March 2019
- ⇒ Consultation with organizations funded by Refugees, Citizenship and Immigration Canada (IRCC), October 23, 2018 and Community Consultation: Immigration and Priority Setting with Service Providers, Community Members and Local Immigration Partnerships, October 24, 2018
- ⇒ LMLIP Community Consultation, November 5, 2018
- ⇒ Meeting with system partners, March 1, 2019

We are pleased to present to you the *LMLIP 2019-2022 Strategic Plan*, on behalf of the London & Middlesex Local Immigration Partnership Council and its five sub-councils. The new plan outlines our community's aspiration to advance the successful integration of immigrants in the community. The current plan includes five new strategic priorities which support IRCC's expected outcomes.

We continue to count on our volunteer members and the in-kind support from our partners, which include settlement, employment, health, education sectors, and the three levels of government to create a more welcoming city and region. We sincerely thank our volunteers and partners for their commitment, engagement, and valuable contributions.

Thank you for your continued support.

Jill Tansley  
LMLIP Co-Chair

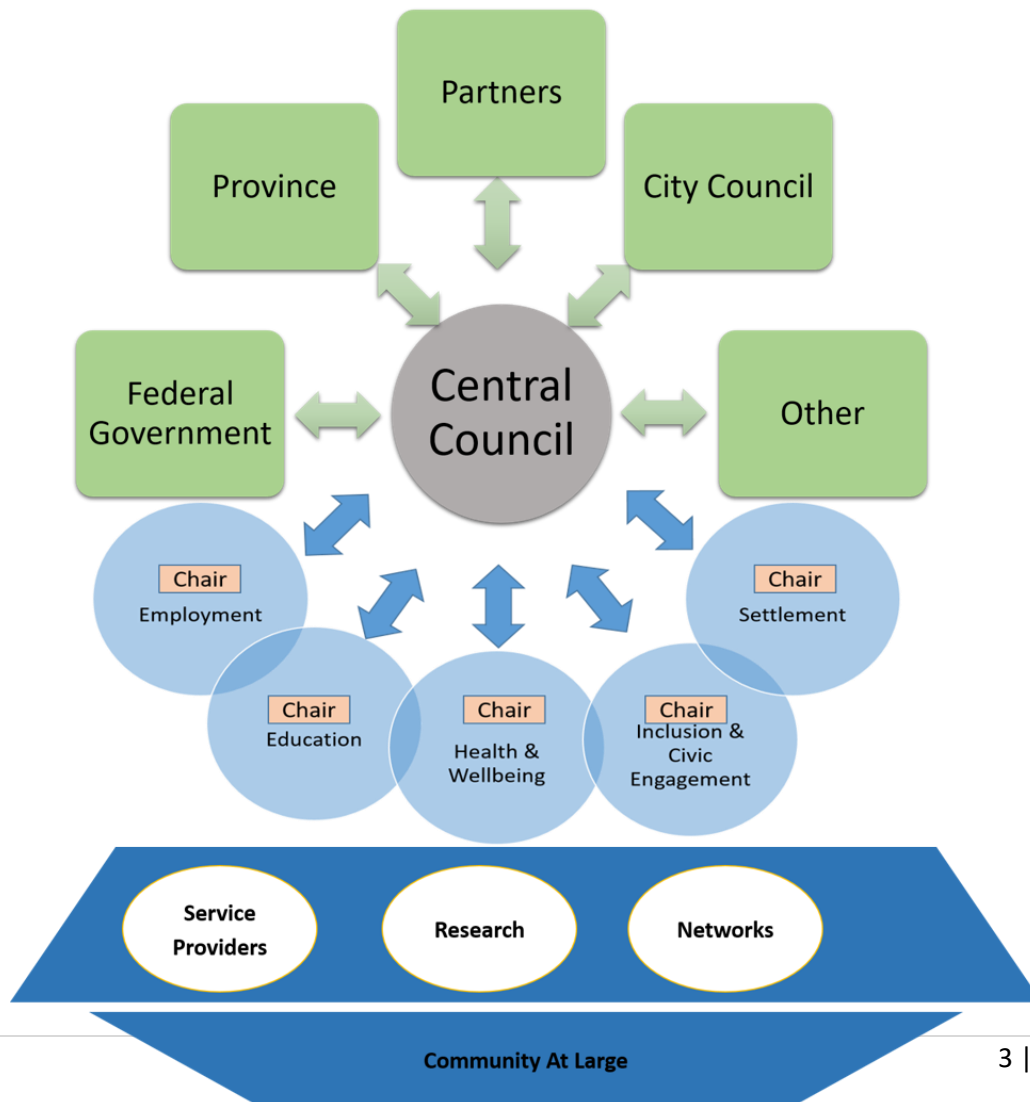
Dev Sainani  
LMLIP Co-Chair

## II. About the London & Middlesex Local Immigration Partnership (LMLIP)

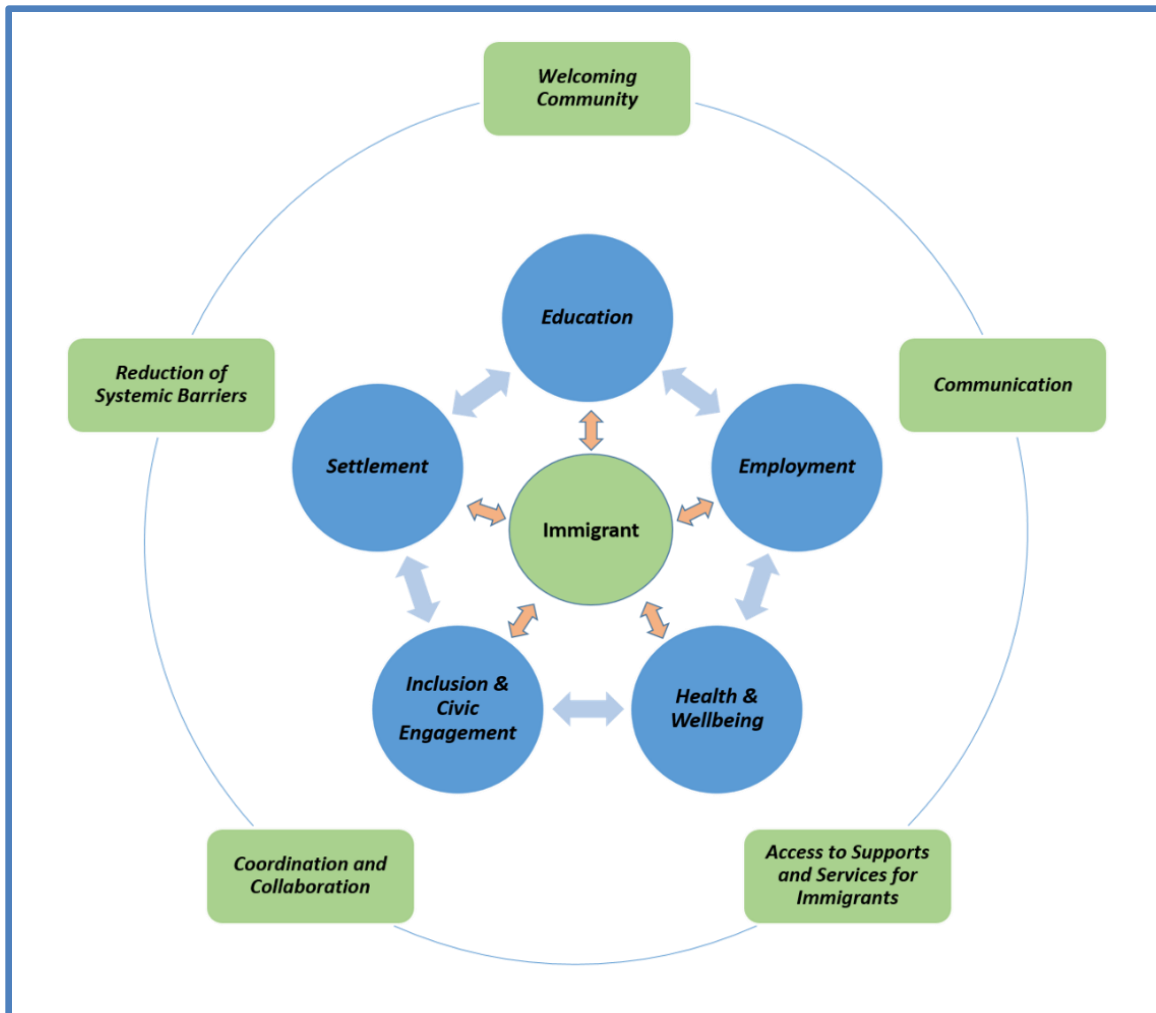
### a. Purpose and Vision

The London & Middlesex Local Immigration Partnership is one of 77 Local Immigration Partnerships (LIPs) across Canada, funded by Immigration, Refugees and Citizenship Canada (IRCC). The work of the LMLIP is supported by the Province and the Association of Municipalities of Ontario (AMO). LMLIP is co-chaired by the City of London and a member from the community.

The LMLIP is a collaborative community initiative designed to strengthen the role of local and regional communities in serving and integrating immigrants. LMLIP is guided by a Central Council and five issue specific Sub-councils and is supported by our post-graduate institutions, community services and volunteers across sectors as outlined in the following image.



## b. Overarching Themes



The image reflects the five issues specific sub-councils and the themes that will guide our work over the next three years:

1. **Welcoming community:** Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants into Canadian society and work together to eliminate racism and discrimination in all forms.
2. **Communication and access to information:** Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.
3. **Coordination and collaboration:** Optimizing outcomes for immigrants through improved coordination and collaboration among service providers.

4. **Access to supports and services for immigrants:** Providing Immigrants and immigrant families timely, clear and relevant information and tools to access and navigate supports and services.
5. **Reduction of systemic barriers:** Engaging all levels of government, funders and institutions to reduce systemic barriers that impede immigrants' ability to successfully participate in the London and Middlesex community.

### c. Immigration, Refugees and Citizenship Canada Outcomes

LMLIP Council and Sub-councils will strive to align their projects with the following Immigration, Refugees and Citizenship Canada (IRCC) outcomes, for the successful integration of immigrants:

#### **Immediate Outcomes:**

- Newcomers/immigrants are aware of or obtain the services they need

#### **Intermediate Outcomes:**

- Newcomers/immigrants are connected to the broader community and social network
- Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
- Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society

## **III. Highlights of LMLIP Strategic Plan 2016-2019**

The London & Middlesex Local Immigration Partnership's primary goals are to strengthen the capacity of the community in serving and integrating immigrants and to enhance delivery of integration services to all immigrants. LMLIP has been the strategic planning body in London and area for the last ten years that ensures that multiple stakeholders participate in this planning and coordination. LMLIP engaged communities and sectors to promote, coordinate and facilitate the integration of immigrants. LMLIP initiated projects in the last three years that have been adapted and or considered for the next plan by a number of LIPs across the country. LMLIP engaged landlords and tenants to understand issues related to renting, through the LMLIP Housing Work Group. Such conversation impacted the creation of a project by a community partner, *Hello Neighbour*. This project further assisted immigrants in neighbourhoods to understand their rights and responsibilities as renters, and learn more about services supported by IRCC. LMLIP also assisted non-settlement service providers and the community to develop a greater understanding of immigrants' needs and services.

In this section, some of the key activities that have been coordinated, facilitated, and/or hosted by the LMLIP under the 2016-2019 identified overarching themes are highlighted.

## Welcoming community

- ✓ Raised awareness on immigrants' contributions and successes through two campaigns of the *I am London 150* and *I am London 2018* social campaigns.
- ✓ To help foster a welcoming environment, championed the issue of welcoming all through: Bilingual #AllAreWelcomeHere lawn signs, 1000 Acts of Welcome and two events on welcoming all.
- ✓ Presented to the Thames Valley District School Board senior management teams on addressing issue of discrimination in all its forms.
- ✓ Presented at two Annual Pathways to Prosperity Conferences on #AllAreWelcomeHere lawn signs campaign.
- ✓ LMLIP Welcoming Campaigns, was adapted by Mission LIP, British Columbia.
- ✓ LMLIP provided input to the City's *Newcomer Strategy* and the City of London's *Community Diversity and Inclusion Strategy*.
- ✓ Supported the three Annual *Journeys of Migration* which is led by the Migration and Ethnic Relations Centre at Western University.
- ✓ In partnership with the Opening Doors Project, Canadian Mental Health Association Toronto, London Public Library, and My Sister's Place, coordinated the delivery of two Opening Doors Sessions on *Anti-Racism 101* and *Bridging the Gap: Generation & Immigration* to enhance support for service providers and immigrants.
- ✓ Coordinated a session on the 2016 Census to strengthen community engagement at all levels, in partnership with the City of London.
- ✓ Engaged faith institutions on immigration, its significance how we may support one another.
- ✓ Coordinated the delivery of a session on Enhancing Cross Cultural Awareness to parents who attend the Mutual Aid Parenting Groups across the city.

## Communication and access to information

- ✓ Facilitated the building of community connections by sharing information on engagement opportunities, job postings, events for integration, free workshops and recreational activities in the community, on a weekly basis.
- ✓ Established partnerships with the Community Engaged Learning Program at Western University, Big Brothers and Big Sisters and reached out to the the N'Amerind Friendship Centre to engage in welcoming and educating immigrants.
- ✓ Developed an LMLIP Newsletter which reaches 200 service providers and individuals. Myth busting on and about immigration is one of the main subject areas of the newsletter.
- ✓ Coordinated the delivery of a session on cultural diversity to service providers and established groups.  
Connected the City of London with 10 active ethno-cultural groups across the City to promote the City's new program, "Neighbourhood Decision Making" which would allocate funds to five geographic areas to implement ideas created by groups in their neighbourhoods.

- ✓ Immigrant Community Capacity and Engagement (ICCE) Project, which stemmed from the LMLIP Justice & Protection Sub-council's plan, and led by John Howard Society, has successfully engaged ethno-cultural communities and service providers.
- ✓ Organized with community partners two information sessions for private sponsors.

### Coordination and collaboration

- ✓ Collaborated with an elementary school and a Settlement Worker in School, to organize a human library as a platform to educate grades five to seven on immigrants' culture and contributions. Students were provided with an opportunity to ask and learn from the human libraries who represented 26 countries.
- ✓ Engaged faith groups with the research on Faith and Settlement Partnership, led by the Centre for Community Based Research, Waterloo, by organizing a session *Setting Immigrants Up for Success* for settlement and faith groups.
- ✓ Coordinated with the South London Neighbourhood Resource Centre, the delivery of an information session on the Canadian justice system to new immigrants in the neighbourhood. Children's Aid Society, the London Police Service and John Howard Society provided a participatory workshop on their services.
- ✓ Coordinated the delivery of an information session about the Canadian justice system to residents in the North East of London with the support of Networking and Empowering Communities through Conversations (NECC).
- ✓ Coordinated the delivery of three information sessions to the London & Area Association for Volunteer Administration on diversifying their volunteers and tapping into immigrants' talent.
- ✓ Established a new partnership with a business, rTraction. Through this partnership [www.1000actsofwelcome.ca](http://www.1000actsofwelcome.ca) was developed in English and French.
- ✓ Established a new partnership with the Centre Communautaire Regional de London. Through this partnership, the French site of [www.1000actsofwelcome.ca](http://www.1000actsofwelcome.ca) is maintained.
- ✓ In partnership with the City of London, Recreation and Age Friendly London, organized a session for seniors to raise awareness on mobility and access to services.

### Supports and services for immigrants

- ✓ Organized *Ready to Volunteer* Event where established immigrants were matched with service providers who were recruiting volunteers.
- ✓ In partnership with the London Intercommunity Health Centre, organized a session on the justice system to the Women of the World group.
- ✓ In partnership with the Thames Valley Parent Involvement Committee, presented at two annual conferences on engaging immigrant parents and shared the Welcoming All Voices resource to engage parent councils in recruiting immigrant parents.
- ✓ Coordinated the delivery of two sessions for new immigrants seeking opportunities in starting their businesses in collaboration with the Adult education, Thames Valley District School Board, the Small Business Centre, Scotia Bank, London Public Library, the City of London, the Business Help Centre, Middlesex County and Accounting Services.
- ✓ Facilitated the translation of the housing video, which provides information to first time renters into Arabic, French and Spanish along with the sub-titles, with the financial support of YMCA Western Ontario.



- ✓ Facilitated and supported the organization of two annual professional development events for front line staff in the settlement sector.
- ✓ Promoted the resources developed to educate renters and landlords on housing challenges; and the *Hello Neighbour* Project that further raised awareness on the issues faced by immigrants.
- ✓ To connect immigrants and raise awareness on opportunities, shared over 700 job opportunities and over 300 engagement opportunities.

### Reduction of systemic barriers

- ✓ Presented at the Ontario Home Economics Conference on the challenges faced by immigrants in renting their first homes as well as challenges faced by private sponsors in understanding the complex needs of privately assisted refugees.
- ✓ Participated in meetings hosted by Immigration, Refugees and Citizenship Canada and raised awareness among funders and decision-makers about the complexity and diversity of needs faced by immigrants and the need for a continuum of services.
- ✓ Bridged knowledge gap about immigrations, by sharing information on LMLIP social platforms on research regarding immigration, its significance and supports.
- ✓ Shared widely the “Speaking Freely: Professional Health Interpretation in London, Ontario”, by presenting at the Annual Conference organized by Western’s Migration and Ethnic Relations graduate program, the London Middlesex Health Providers Alliance, Pathways to Prosperity Annual Conference, through social media platforms and with Local Immigration Partnerships across Canada. Waterloo Region Local Immigration Partnership adapted this resource to raise awareness among the health care providers on the impact of professional interpretation in medical sites.
- ✓ Promoted opportunities for employment internships with the City of London among immigrants.
- ✓ Through the annual *I am London* social media campaigns, engaged local media outlets (CBC, CTV, Fanshawe Radio, and the London Free Press).

## **IV. Executive Summary: *London & Middlesex Local Immigration Partnership Strategic Plan April 2019– March 2022***

In its tenth year, the London & Middlesex Local Immigration Partnership mobilized the community, service providers, levels of governments, institutions, ethno-cultural and faith groups to draft its fourth Strategic Plan (2019-2022). In the next three years, our Council with its five issue specific sub-councils, will focus on the identified issues to:

- facilitate the successful integration of immigrants,
- inform and educate the receiving community and the immigrant communities,
- create a more welcoming community where immigrants thrive, contribute and feel welcomed in their adopted city and region.

Through the Welcoming Communities Campaigns, LMLIP will continue to engage citizens and residents in busting myths about immigrations and immigrants. Council will continue to engage the Réseau de soutien à l'Immigration francophone Centre-Sud-Ouest de l'Ontario to improve outcomes for Francophone immigrants in London and Middlesex. Council will work closely with Indigenous Peoples to educate immigrants on Indigenous communities.

Moving forward, each Sub-council will focus on a number of identified priorities. Key priorities will include engaging parents in the school system, recognizing employers who have successfully engaged in offering meaningful employment for immigrants through social media, raising awareness of local health resources including mental health supports services, enhancing knowledge within the receiving community about engaging immigrants and about immigrants' contributions to our community and enhancing awareness about services, targeted and universal, among newcomers. Our Council will continue to work together with sectors, residents and immigrants to achieve better outcomes for immigrants in our region.

## **V. LMLIP Strategic Plans 2019-2022**

The following section contains the LMLIP Central Council, and each issue specific Sub-council's plans for the next three years.

The Strategic Plan is the result of community consultation, meeting with system partners, faith and ethno-cultural groups, four bimonthly meetings of each Sub-council, seven Central Council meetings and ten meetings of the Governance Work Group who led the planning process for drafting the plan. This plan was also informed by the fourth *Community Capacity and Perceptions of the LMLIP 2019* that was prepared by Western University and the Measuring Outcomes Work Group.

# LMLIP Central Council Plan

April 2019 – March 2022

Planning Table Participants

## Members at this table include:

LMLIP Co-Chairs

Sub-councils Chairs

Members-at-large

Research Liaison, Western University

United Way Elgin Middlesex

Middlesex County

Réseau de soutien à l'Immigration francophone Centre-Sud-Ouest de l'Ontario

Ministry of Tourism, Culture and Sport/Ministry for Seniors and Accessibility

LMLIP Staff



Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<p><b>Welcoming community: Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants in Canadian society and work together to eliminate racism and discrimination in all forms.</b></p>			
<p>Strengthen understanding of and respect for diverse communities, and recognize barriers faced by immigrants</p>	<ul style="list-style-type: none"> <li>• Continue All Are Welcome campaigns</li> <li>• Educate via anti-racism campaigns, workshops</li> <li>• Educate public on issues related to the need for immigration and immigrants</li> <li>• Partner with Indigenous community when possible</li> <li>• Myth busting events (Myth busting sessions; create a fact sheet debunking common myths about newcomers/refugees that may be shared in sessions, social media outlets, etc.)</li> <li>• Partner with the City's Neighbourhood initiatives to provide opportunities to educate residents in neighbourhoods on inclusion, significance of immigration and how to connect with all.</li> </ul>	<p>2019-2022</p>	<p>Canadians provide a welcoming community to facilitate the full participation of newcomers in Canadian society</p>
<p><b>Communication: Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.</b></p>			
<p>Enhance the role of LMLIP as a convener of information (within the LMLIP community and the general community) about services and supports</p>	<ul style="list-style-type: none"> <li>• Improved use of technology to better share information among partners and with newcomers so they can access information when they need it.</li> <li>• Share one page infographic on the new Strategic Plan with City, County Councils,</li> </ul>	<p>2019-2022</p> <p>2019-2020</p> <p>2019-2022</p>	<p>Newcomers/immigrants are aware of or obtain the services they need</p> <p>Community partners are aware of newcomer needs</p>

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	MPs and MPPs as information. <ul style="list-style-type: none"> <li>Organize annual events to educate the public and immigrants on supports and services.</li> </ul>		and contributions and are engaged in newcomer settlement
Align governance structure of LMLIP to most effectively meet the needs of our community	<ul style="list-style-type: none"> <li>Ongoing review of the Terms of Reference.</li> <li>Evaluate the function and impact of LMLIP.</li> </ul>	2019-2022  2019-2021	All IRCC Outcomes
<b>Coordination and collaboration: Optimizing outcomes for immigrants through improved coordination and collaboration among service providers.</b>			
Build and strengthen partnerships with service providers	<ul style="list-style-type: none"> <li>Organize networking sessions with service providers as needed and as requested to facilitate coordination and collaboration among service providers, both settlement sector and non-settlement</li> <li>Facilitate conversations and events to raise awareness and profile issues facing immigrants, such as challenges in employment, housing etc.</li> </ul>	2019-2021	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
Continue to educate service providers on available resources, services and issues related to immigrants and integration	<ul style="list-style-type: none"> <li>Work with service providers, and systems<sup>i</sup> to look for opportunities of systemic integration.</li> </ul>		Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
Support ongoing relationships with Francophone partners to ensure inclusion of francophone perspectives and needs	<ul style="list-style-type: none"> <li>• Ongoing representation of the Réseau de soutien à l'Immigration francophone Centre-Sud-Ouest de l'Ontario on LMLIP Council.</li> <li>• Explore opportunity for LMLIP to be represented on the Réseau de soutien à l'Immigration francophone Centre-Sud-Ouest de l'Ontario.</li> <li>• Engage the local Francophone Immigration Committee on relevant sub-councils.</li> <li>• Promote Francophone immigration to London.</li> </ul>	2019-2022	All IRCC Outcomes
<b>Access to supports and services for immigrants: Providing Immigrants and immigrant families with timely, clear and relevant information and tools to access and navigate supports and services.</b>			
Enhance service providers' and residents' knowledge of local supports and services on cultural understanding and mental health	<ul style="list-style-type: none"> <li>• Disseminate tools created by LMLIP sub-councils.</li> <li>• Identify most common digital platforms used by immigrants and develop promotion strategies accordingly</li> <li>• Promote digital tools to support access and navigation to both targeted services, such as mental health and cultural understanding supports.</li> <li>• Facilitate intercultural competency training in French.</li> </ul>	2019-2022	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full participation of newcomers in Canadian society</p>
Foster cross system relationships and collaboration	<ul style="list-style-type: none"> <li>• Facilitate conversations among system partners, government, and other partners to explore opportunities for collaboration in</li> </ul>	2019-2022	Community partners are aware of newcomer needs

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	<p>maximizing services (for immigrants).</p> <ul style="list-style-type: none"> <li>Participate at systemic tables.</li> </ul>		and contributions and are engaged in newcomer settlement
Continue to develop an integrated & supportive system of services and supports for immigrants	<ul style="list-style-type: none"> <li>Work with service providers and systems* to look for opportunities of systemic integration.</li> </ul>		
<b>Reduction of systemic barriers: Engaging all levels of government, funders and institutions to reduce systemic barriers that impede immigrants' ability to successfully participate in the London and Middlesex community.</b>			
Raise awareness among funders and engage decision-makers about the complexity and diversity of needs faced by immigrants	<ul style="list-style-type: none"> <li>Raise the profile of key issues; address those that are faced in London &amp; Middlesex such as need for supports in housing, mental health, language training, employability and anti-racism<sup>1</sup> among engaged funders and key stakeholders.</li> </ul>	2019-2022	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society</p>

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1. *Community Capacity and Perceptions of the LMLIP 2019 pp 53-54.*

# Education Sub-council Plan

**April 2019- March 2022**

## **Planning Table Participants**

### **Community partners at this table include:**

Carrefour Communautaire Francophone de London  
City of London  
Conseil scolaire catholique Providence  
Conseil scolaire Viamonde  
Fanshawe College  
London Cross Cultural Learner Centre  
LUSO Community Services  
South London Neighbourhood Resource Centre  
Thames Valley District School Board  
YMCA Southwestern Ontario  
Western University





Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<b>Welcoming community: Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants into Canadian society and work together to eliminate racism and discrimination in all forms.</b>			
Improve understanding and acceptance of newcomers and immigrants across the school community	<p>Human Library (one location per year)</p> <ul style="list-style-type: none"> <li>• Access a school-level Champion</li> <li>• Create informational presentation(s) with SWIS/ TÉÉS and school-level Champion(s).</li> <li>• Seek outside support for initiative, such as the Age Friendly London Network, which would develop/enhance intergenerational potential of this strategy.</li> <li>• Develop promotional materials that will encourage engagement by school staff and community members.</li> <li>• Coordinate with SWIS and TÉÉS. (Travailleurs et travailleuses en établissement dans les écoles – French SWIS workers).</li> </ul> <p>Information workshops for the receiving community community</p> <ul style="list-style-type: none"> <li>• Continue to deliver information workshops to service organizations. (one per year)</li> </ul>	2019-2022	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society</p>
Support school community understanding and acceptance of newcomers and immigrants	<p><i>Welcoming All Voices</i></p> <ul style="list-style-type: none"> <li>• Revise this resource to ensure applicability to school communities.</li> </ul>	2019-2022	Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society
<b>Communication: Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.</b>			
Optimize communication strategies in order to facilitate the work of the LMLIP within the LMLIP network,	<ul style="list-style-type: none"> <li>• Leverage existing communication channels, which include LMLIP Newsletter, Central Council reports, social media platforms.</li> <li>• Establish communication channels with other sub-councils</li> </ul>	2019-2022	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
which includes the Central Council and the Sub-Councils	<p>about issues, services, and events that are co-relevant.</p> <ul style="list-style-type: none"> <li>Share relevant information with immigrants and service providers.</li> </ul>		Newcomers/immigrants are aware of or obtain the services they need
<b>Coordination and collaboration: Optimizing outcomes for immigrants through improved coordination and collaboration among all service providers.</b>			
Support school community understanding and acceptance of newcomers and immigrants	<ul style="list-style-type: none"> <li>Expand partnerships with education institutions to increase their engagement with LMLIP</li> <li>Reinforce and/or establish connections with local school boards (TVDSB, LDCSB, CSCP, CSV) and post-secondary institutions (Fanshawe &amp; Western, Collège Boréal)</li> <li>Collaboratively determine gaps and relevant needs in the education community to increase understanding and acceptance of newcomers and immigrants.</li> <li>Develop collaborative initiatives that address students' needs and education community needs and facilitate information sharing to increase understanding and acceptance of newcomers and immigrants.</li> </ul>	<p>2019-2020</p> <p>2020-2022</p>	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society</p>
Support initiatives that address issues of trauma and mental health	Collaborate with the Health & Well-Being Sub-council on an as-needed basis, according to the Education Sub-council capacity and expertise.	2019-2022	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Newcomers/immigrants are aware of or obtain the services they need</p>
Support initiatives that address issues of Education and Employment	Collaborate with the Employment Sub-council on an as-needed basis, according to the Education Sub-council capacity and expertise.	2019-2022	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
			Newcomers/immigrants are aware of or obtain the services they need
<b>Access to supports and services for immigrants: Providing Immigrants and immigrant families with timely, clear and relevant information and tools to access and navigate supports and services.</b>			
Address parents'/ caregivers' understanding of the Canadian education system	Support parents and caregivers from both Elementary and Secondary school communities to better understand the Canadian Education system, and awareness of services: <ul style="list-style-type: none"> <li>• Help parents and caregivers navigate transitions between high school and university in Canada</li> <li>• Understand family/caregiver needs in the context of the education system.</li> <li>• Develop and deliver workshop(s) for immigrant families, with the support of SWIS and TÉÉS workers.</li> </ul>	2019-2022	Newcomers/immigrants are aware of or obtain the services they need  Newcomers/immigrants are connected to the broader community and social network  Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society
<b>Reduction of systemic barriers: Engaging all levels of government, funders and institutions to reduce systemic barriers that impede immigrants' ability to successfully participate in the London and Middlesex community.</b>			
Gain understanding about issues and challenges of the adult LINC and ESL programs that do not meet the needs of students	Investigate the effectiveness of Adult LINC and ESL programs from the perspective of students <ul style="list-style-type: none"> <li>• Seek feedback about student satisfaction with adult LINC and ESL programming and curricula.</li> <li>• Communicate results.</li> </ul>	2019-2020	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
French newcomers and immigrants have access to support and resources	<ul style="list-style-type: none"> <li>• Development of French resources</li> <li>• Translate LMLIP resources into French so that both French-language School Boards have access to the same supports as both English School Boards.</li> </ul>	2020-2022	All IRCC Outcomes

# Employment Sub-Council Plan

**April 2019 - March 2022**

## Planning Table Participants

### Community partners at this table include:

City of London  
Community Employment Choices  
Elgin Middlesex Oxford Workforce Planning and Development Board  
IMMPLOY  
London Economics Development Cooperation  
London Employment Help Centre  
Middlesex County  
The Société Économique de l'Ontario (SÉO)  
WIL Employment Connections



Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<b>Welcoming community: Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants into Canadian society and work together to eliminate racism and discrimination in all forms.</b>			
<p>Raise awareness of successes related to immigrant employment</p>	<ul style="list-style-type: none"> <li>• Identify best employer practices and celebrate/recognize employers who have successfully engaged in offering meaningful employment for immigrants within the community through current community recognition events such as the London Chamber of Commerce Annual Business Achievement Awards and the Middlesex Chamber of Commerce Excellence Awards. Identify criteria within awards that achieves this outcome.</li> <li>• Identify best not for profit employer practices and celebrate/recognize those practices among not for profit sector and those in sector who employ a diverse cultural workforce and are welcoming to immigrants through their practices. Recognition potential through not for profit awards such as Pillar Innovation.</li> <li>• Hold a focus group of employers, particularly small to medium sized employers and micro businesses, to explore integration of #All Are Welcome initiative for</li> </ul>	<p>2019-2020</p> <p>2019-2020</p> <p>2020-2022</p> <p>2020-2022</p>	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian Society</p>

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	<p>businesses, share resources/fact sheets and identify others needs to attract global talent.</p> <ul style="list-style-type: none"> <li>Recognize employers who have successfully engaged in offering meaningful employment for immigrants through social media.</li> </ul>		
Collaborate with key initiatives to reduce discrimination and racism in all forms in the community and its workplaces	<ul style="list-style-type: none"> <li>Identify and support strategies and initiatives underway to strengthen diversity and inclusion for all job seekers.</li> </ul>	2019-2022	Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian Society
<b>Communication and access to information: Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.</b>			
Enhance communication between and among immigrants, service providers, employers and government	<ul style="list-style-type: none"> <li>Distribute fact sheet to LMLIP Council and Sub-councils and other agencies and community members.</li> <li>Distribute fact sheets to employers through appropriate business/employer conduits in the community at-large.</li> <li>Translate newcomer and community fact sheets into multiple languages.</li> </ul>	<p>2019-2020</p> <p>2020-2021</p>	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
Enhance communication within LMLIP, including LMLIP's Central Council and Sub-councils	<ul style="list-style-type: none"> <li>Identify co-relevant activities of other sub councils and how information can be shared and promoted to broaden knowledge base within LMLIP.</li> <li>Invite Chairs or designated guests from other LMLIP Sub-Councils to attend an Employment Sub-Council</li> </ul>	<p>2019-2020</p> <p>2020-2022</p>	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	meeting for a presentation or discussion where there are areas of alignment/shared objectives.		
<b>Coordination and collaboration: Optimizing outcomes for immigrants through improved coordination and collaboration among service providers.</b>			
Increase service providers' knowledge of available resources in community to support immigrants' successful employment	<ul style="list-style-type: none"> <li>Organize and host a professional development half-day session for service providers from the employment sector to provide training on available resources, eligibility criteria, referral pathways and best practices.</li> <li>Increase collaboration and communication with employment service providers and employer associations seeking to promote diversity and inclusion in the workplace.</li> <li>Increase collaboration and communication with other service provider sectors on available resources to support immigrants' successful employment.</li> </ul>	<p>2020-2021</p> <p>2020-2021</p> <p>2019-2022</p>	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
<b>Access to supports and services for immigrants: Providing Immigrants and immigrant families timely, clear and relevant information and tools to access and navigate supports and services.</b>			
Increase immigrant access to wrap-around employment, mentoring and licensure supports in the community to support successful labour market integration.	<ul style="list-style-type: none"> <li>Identify channels of information exchange in the community for newcomers seeking employment (in person connectors or digital apps/websites) such as libraries, family centres, government offices, lawyers, faith groups, health centres and future</li> </ul>	<p>2019-2020</p> <p>2020-2022</p> <p>2020-2022</p>	<p>Newcomers/immigrants are aware of or obtain the services they need</p> <p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p>

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	<p>welcoming centre for newcomers.</p> <ul style="list-style-type: none"> <li>Encourage service providers connected to the LMLIP to share information on their services with these connection points.</li> <li>Encourage service providers to provide information (web-based and/or print) in multi-languages to increase access.</li> </ul>		
<p><b>Reduction of systemic barriers: Engaging all levels of government, funders and institutions to reduce systemic barriers that impede immigrants' ability to successfully participate in the London and Middlesex community.</b></p>			
<p>Partner with government, their agencies and institutions to champion immigrant labour market integration</p>	<ul style="list-style-type: none"> <li>Engage all three levels of government and their representatives in London &amp; Middlesex in hosting information sessions on opportunities for immigrants to access employment, internships, placements and mentorship opportunities in public institutions.</li> <li>Identify who is currently excluded from getting services and identify the ineligibility barriers.</li> <li>Work with employers to identify systemic barriers to attracting and retaining immigrant talent in their workforce including barriers relating to government eligibility criteria.</li> <li>Communicate with funders and government to highlight opportunities</li> </ul>	<p>2019-2022</p> <p>2020-2021</p> <p>2020-2021</p> <p>2021-2022</p>	<p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian Society</p>



Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	to expand eligibility criteria for services where systemic barriers exist.		

# Health & Wellbeing Sub-council Plan

April 2019 - March 2022

## Planning Table Participants

### Community partners at this table include:

Addiction Services Thames Valley (French Services)  
Canadian Mental Health Association Middlesex  
City of London  
Freelance Interpreter  
King's University College  
London Cross Cultural Learner Centre  
London Public Library  
Muslim Resource Centre for Social Supports & Integration  
Platinum Leadership Inc.



Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<b>Welcoming community: Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants into Canadian society and work together to eliminate racism and discrimination in all forms.</b>			
Enhance supports for newcomer seniors, re: impact of changing roles and settlement on seniors' health and wellbeing	Work with the Age Friendly London Network to investigate whether the needs of older adult immigrants and newcomers are being met and identify gaps and priorities.	2019-2020	Newcomers/immigrants are aware of or obtain the services they need  Newcomers/immigrants are connected to the broader community and social network
	Sponsor <i>Opening Doors</i> workshop to provide key messages to peers and community leaders related to immigrant seniors.	2019-2021	Newcomers/immigrants are connected to the broader community and social network
<b>Communication and access to information: Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.</b>			
Enhance communication within LMLIP, including LMLIP's Central Council and Sub-councils	Identify co-relevant activities of other sub-councils and how information can be shared and promoted to broaden knowledge base within LMLIP.	2019-2022	All IRCC outcomes
<b>Coordination and collaboration: Optimizing outcomes for immigrants through improved coordination and collaboration among service providers.</b>			
Partner with service providers to improve health outcomes for immigrant children and youth target populations	Appoint a representative from HWB to sit on the London Child & Youth Network's Healthy Eating/Healthy Physical Activity (HEHPA) priority.	2019-2022	Newcomers/immigrants are aware of or obtain the services they need
	Explore, assess, and promote activities targeting the health & wellbeing of immigrant youth and children.	2019-2022	Newcomers/immigrants are aware of or obtain the services they need

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
Increase collaboration with faith groups	Continue to participate on the working group supporting engagement with local faith groups.	2019-2022	Newcomers/immigrants are aware of or obtain the services they need
	Collaborate with the settlement sector and faith groups to share information about local health services and accessibility.	2019-2022	Community partners are aware of newcomer needs and contributions, and are engaged in newcomer settlement
<b>Access to supports and services for immigrants: Providing Immigrants and immigrant families timely, clear and relevant information and tools to access and navigate supports and services.</b>			
Increase health service accessibility	Promote digital resources for local health services (e.g., Ontario 211, healthline.ca, etc.); crosslink to the Immigration Portal.	2019-2022	Newcomers/immigrants are aware of or obtain the services they need
	Distribute resources about local supports (e.g., settlement services brochures, <i>Guide to Your Health</i> brochure) to newcomers through transportation hubs (e.g., train and bus stations, airport, Robert Q, etc.).	2021-2022	Newcomers/immigrants are aware of or obtain the services they need  Newcomers/immigrants are connected to the broader community and social network
Increase awareness of local health resources	Finalize and distribute updated <i>Guide to Your Health</i> brochure (LMLIP website, Immigration Portal, healthline.ca, print resources, etc.)	2019-2020	Newcomers/immigrants are aware of or obtain the services they need
Enhance awareness of and access to mental health services	Assess and, if appropriate, promote available mental health first aid training programs.	2020-2021	Newcomers/immigrants are aware of or obtain the services they need
	Sponsor <i>Opening Doors</i> workshop on intergenerational aspects of mental health.	2019-2021	Newcomers/immigrants are aware of or obtain the services they need
	Explore opportunities to connect newcomer and immigrant groups to multi-lingual mental health services, including <i>Reach Out</i> telephone support services, <i>Bounce Back</i> skill-building program, and <i>Big White Wall</i> online peer support community.	2019-2022	Newcomers/immigrants are aware of or obtain the services they need

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<b>Reduction of systemic barriers: Engaging all levels of government, funders and institutions to reduce systemic barriers that impede immigrants' ability to successfully participate in the London and Middlesex community.</b>			
Enhance awareness of the need for professional health interpretation services for immigrants	Present <i>Speaking Freely</i> paper and its findings to system partners.	2019-2022	Community partners are aware of newcomer needs and contributions, and are engaged in newcomer settlement
	Re-establish the <i>Access to Health Interpretation (AHI)</i> working group; identify goals and tasks.	2019-2020	Newcomers/immigrants are aware of or obtain the services they need
Enhance awareness of and access to mental health services	Develop new communication strategy to further promote LMLIP HWB video <i>I'm a Londoner, and I am not alone.</i> ( <a href="https://www.youtube.com/watch?v=BhOKegFWDWw">https://www.youtube.com/watch?v=BhOKegFWDWw</a> )	2019-2020	Newcomers/immigrants are aware of or obtain the services they need
Enhance awareness of housing as a key social determinant of health	Develop Settlement-HWB working group to explore affordable housing deficits and its effects on newcomers' social determinants of health.	2019-2022	Newcomers/immigrants are aware of or obtain the services they need

# Inclusion & Civic Engagement Sub-council Plan

**April 2019 - March 2022**

**Planning Table Participants**

**Community partners at this table include:**

Brescia University College  
Chinese Community Member  
London Cross Cultural Learner Centre  
London Public Library  
Nigerian Association  
Pillar Non-Profit Network  
The Culture Office, City of London  
Western University



Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<b>Welcoming community: Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants into Canadian society and work together to eliminate racism and discrimination in all forms.</b>			
Improve leadership development and supports for immigrants	<ul style="list-style-type: none"> <li>• Post the <i>Leadership Inventory</i> on LMLIP Webpage.</li> <li>• Organize sessions about leadership (use materials created by CEL; videos of or about success stories) - one session per year.</li> <li>• Revamp or revive the <i>Success Stories Videos</i>.</li> </ul>	<p>2020</p> <p>2020-2022</p>	Newcomers/immigrants are connected to the broader community and social network
Strengthen community engagement by immigrants at all levels (Social, civic, political) (will remain a priority)	<ul style="list-style-type: none"> <li>• Organize information and education sessions for immigrants i.e., 2019 federal election</li> <li>• Connect and partner with established initiatives and services regarding strategic initiatives to enhance the engagement of newcomers.</li> <li>• Partner with Culture Office, City of London to coordinate focus group(s) with immigrants about barriers to engagement in cultural activities.</li> </ul>	<p>2019</p> <p>2020</p> <p>2019</p>	<p>Newcomers/immigrants are connected to the broader community and social network</p> <p>Newcomers/immigrants are aware of or obtain the services they need</p>
Enhance knowledge within the receiving community about engaging immigrants and about immigrants' contributions to our community	<ul style="list-style-type: none"> <li>• Continue to implement, promote and support the annual <i>I am London</i> social media campaign.</li> <li>• Explore new ways to publicize, circulate and engage immigrants and service providers with the <i>Civic Engagement Handbook</i>.</li> <li>• Educate the receiving community about</li> </ul>	2019-2022	<p>Newcomers/immigrants are connected to the broader community and social network</p> <p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p> <p>Canadians provide a welcoming community to facilitate the full</p>

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	immigrants and immigration, and immigrants about the history and immigration history of London, Middlesex, and Canada.		participation of newcomers into Canadian society
<b>Communication: Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.</b>			
Raise awareness of and access to supports for immigrants about inclusion and civic engagement	<ul style="list-style-type: none"> <li>Share information about available engagement opportunities at events and or electronically.</li> <li>Utilize LMLIP newsletter to share upcoming events.</li> </ul>	2019-2022  2019-2022	Newcomers/immigrants are aware of or obtain the services they need
Enhance Communication among networks which include Council and Sub-councils	<ul style="list-style-type: none"> <li>Provide monthly updates to Council and bimonthly updates to Inclusion &amp; Civic Engagement Sub-council.</li> <li>Provide updates about this sub-council in the LMLIP Newsletter.</li> <li>Establish communication channels with other sub-councils about issues, services, and events that are co-relevant.</li> </ul>	2019-2022	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
<b>Coordination and collaboration: Optimizing outcomes for immigrants through improved coordination and collaboration among all service providers.</b>			
<p>Access untapped immigrant volunteer participation, training and resources</p> <p>Help immigrants find a sense of belonging</p> <p>Increase knowledge about volunteerism in both the</p>	<ul style="list-style-type: none"> <li>Organize the <i>Ready to Volunteer</i> event yearly in collaboration with Settlement Sub-council</li> <li>Investigate and research the volunteering processes at institutions (e.g. hospitals, school boards, libraries, etc.) in partnership with the <i>Community Engaged Learning</i> program and share research results</li> </ul>	2019-2022  2020	<p>Newcomers/immigrants are connected to the broader community and social network</p> <p>Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement</p>





# Settlement Sub-council Plan

April 2019 - March 2022

## Planning Table Participants

### Community partners at this table include:

Centre communautaire régional de London,  
City of London  
Collège Boréal  
London Cross Cultural Learner Centre  
London Public Library  
LUSO Community Services  
London Police Service  
Romanian Community Member  
South London Neighbourhood Resource Centre  
North London Resource Centre  
YMCA Southwestern Ontario  
Western University



Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
<b>Welcoming community: Encouraging the London and Middlesex community to appreciate diversity and actively work to attract, support and retain immigrants. All residents welcome the full participation of immigrants into Canadian society and work together to eliminate racism and discrimination in all forms.</b>			
Involve established immigrants	Support engagement of immigrants by: <ul style="list-style-type: none"> <li>• Exploring opportunities for newcomers to have information on how to engage within their communities and neighbourhoods and learn from their peers;</li> <li>• Raising awareness about opportunities of engagement in collaboration with the Inclusion &amp; Civic Engagement Sub-councils.</li> </ul>	2019-2022	Newcomers/immigrants are connected to the broader community and social network
Engage receiving community in welcoming all	<ul style="list-style-type: none"> <li>• Support LMLIP <i>Welcoming Communities</i> campaigns.</li> <li>• Support and promote <i>I am London</i>.</li> <li>• Support and promote <i>Journeys of Migration</i>.</li> </ul>	2019-2022	Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society
<b>Communication: Enhancing communication between and among immigrants, the London and Middlesex community, service providers and government.</b>			
Enhance Internal communications	<ul style="list-style-type: none"> <li>• Provide monthly reports to Central Council; and bimonthly updates to this sub-council.</li> <li>• Establish communication channels with other sub-councils about issues, services, and events that are co-relevant.</li> </ul>	2019-2022	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
Enhance awareness about services, targeted and universal, among newcomers	<ul style="list-style-type: none"> <li>• Provide information about IRCC funded programs in different locations such as airports, bus stations, libraries, community centres and to clients during orientation sessions.</li> <li>• Organize two sessions in a couple of neighbourhoods densely populated with newcomers, about services and accessibility.</li> </ul>	2019-2022  2020-2021  2019-2022	Newcomers/immigrants are aware of or obtain the services they need

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
	<ul style="list-style-type: none"> <li>Promote the Immigration Portal among newcomers.</li> <li>Provide information as per need to immigrants about services and accessibility.</li> </ul>	2019-2022	
<b>Coordination and collaboration: Optimizing outcomes for immigrants through improved coordination and collaboration among all service providers.</b>			
Strengthen relationships with ethno-cultural and religious groups to support them in helping immigrants	<ul style="list-style-type: none"> <li>Collaborate with the Health &amp; Wellbeing Sub-council to reach out to faith groups.</li> <li>Organize an annual session with faith leaders to inform and engage in the settlement process.</li> <li>Partner with ethno-cultural groups to provide information about programs and accessibility.</li> </ul>	2019-2022  2019-2022  2019-2022	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement   Newcomers/immigrants are aware of or obtain the services they need
Enhance collaboration with the schools	<ul style="list-style-type: none"> <li>Partner with the schools to engage youth in activities targeting wellbeing of immigrant seniors.</li> </ul>	2021	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
<b>Access to supports and services for immigrants: Providing immigrants and immigrant families with timely, clear and relevant information and tools to access and navigate supports and services.</b>			
Increase awareness about housing issues	<ul style="list-style-type: none"> <li>Support and promote the education of landlords and tenants about rental issues.</li> <li>Organize 1-2 forums to educate landlords and tenants in collaboration with existing initiatives that address this issue.</li> </ul>	2019-2022  2020-2021	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
Support and engage immigrant seniors	<ul style="list-style-type: none"> <li>Partner with existing initiatives, to provide opportunities to bring together youth and immigrant seniors to learn from one another.</li> <li>Partner with existing seniors' programs to further educate about opportunities and interaction with other groups.</li> </ul>	2021  2019-2022	Canadians provide a welcoming community to facilitate the full participation of newcomers into Canadian society
Enhance Immigrant	<ul style="list-style-type: none"> <li>Partner with programs in neighbourhoods to educate</li> </ul>	2019-2022	Newcomers/immigrants are connected to the

Priority/Gap	Activity/Strategy	Timelines	Immigration, Refugees and Citizenship Canada Outcomes
youth's and women's knowledge about the Canadian Justice System	immigrant youth about the Canadian Justice System.		broader community and social network
	<ul style="list-style-type: none"> <li>In partnership with existing programs, provide 1-2 sessions on violence prevention, <sup>2</sup>abuse and the Canadian justice system.</li> </ul>	2019-2022	Newcomers/immigrants are aware of or obtain the services they need
Provide information about the cultural backgrounds of groups to service providers	<ul style="list-style-type: none"> <li>Promote the annual Immigrant <i>Community Capacity and Engagement (ICCE) Forum</i> to service providers.</li> </ul>	2019	Community partners are aware of newcomer needs and contributions and are engaged in newcomer settlement
	<ul style="list-style-type: none"> <li>Promote the ICCE workshops to ethno-cultural groups.</li> </ul>	2019-2020	

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<sup>2</sup> Community Capacity and Perceptions of the LMLIP p.51

## VI. Conclusion

Over the next three years, LMLIP Council and Sub-councils will continue to raise awareness on available resources funded by IRCC and others; highlight supports on mental health and accessibility; enhance coordination among service providers and engage faith groups, businesses, residents and ethno-cultural groups in the settlement process. Council will continue to explore establishing new partnerships and collaborations that will focus on facilitating the successful integration of immigrants.

In our role as the conduit for information, LMLIP will promote, share with and inform the community of opportunities that will strengthen the community's role in serving immigrants, resulting in the creation of a more welcoming community in our region. As a convener, LMLIP will continue to bring stakeholders and communities together to address the identified priorities and find local solutions as a community.

## VII. Acknowledgements

The London & Middlesex Local Immigration Partnership is thankful to Immigration, Refugees and Citizenship Canada (IRCC) for its continued financial support. The City of London continues to play a crucial role in providing leadership and support. We thank our Central Council and the Sub-councils members for their ongoing commitment, contributions and time, (LMLIP Council members, see page 38). Our sincere thanks to all those who participated on our work groups, attended our events, consultation meetings, and participated as panelists and as faces of London for the *I am London* social media campaigns (Other Participants, see page 39).

We are grateful to the in-kind support of organizations, service providers, faith institutions and institutions who supported their staff members to participate on the LMLIP Council, Sub-councils and Work Groups (Participating Organizations & Associations, see page 42).

LMLIP will continue to count on the community, service providers, researchers, students, faith groups and institutions for their support. Together, we can make a difference in the lives of those who choose London and area as their new homes.

## LMLIP Council Members

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- Abe Oudshoorn
- Abbey Duggal
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- Afshan Rais
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- Alain Kazadi
- Amy Wilkinson
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- Arla Longhurst
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- Ramona Lucan
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- Robert Collins
- Robin Armistead
- Robert Zuniga
- Rose Aquino
- Roxanne Riddel
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- Susannah Gergich
- Svetlana Galynskaya
- Taghrid Hussain
- Tam Dam
- Theresa Allott
- Trevor Johnson
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## Other Participants

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- Anne Read
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- Annie Sam
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- Aruba Mahmud
- Arwa Elshareif
- Arlene Thompson
- Assem Fadel
- Athithyan Umakanthan
- Ayan Aden
- Ayub Lutfee
- Barb Cxyz
- Baraa Alkos
- Basel Yazbek
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- Bruce Lee
- Burton Moon
- Camilla Alves
- Carlos Castillo
- Carlos Gutierrez
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- Carol Johnston
- Carole Ann Leith
- Catharine Clark
- Cathryn Hall
- Cathy Jenniskens
- Cielo Velasquez
- Chris Blain
- Chris Harrington
- Christine Le Dreff
- Chris Steven
- Christine Troughton
- Cody Thomas
- Corinne Davies
- Crystal Gaudet
- Dalia Elbargisy
- Dania Ajami
- David Cottrill
- Deana Ruston
- Deb O'Grady
- Debbie Douglas
- Debra Johnston
- Delmar Tobin
- Derek Groat
- Dillon Strasser Einish
- Diana Samoil
- Dobijoki Bringi
- Donna Robinson
- Mayor Ed Holder
- Ehsan Ali
- Eaman Fahmi
- Councillor Elizabeth Peloza
- Elrah Robinson
- Elyas Farooqi
- Emal Ketan
- Emilio Barbero
- Emily Wood
- Emma Wilson
- Erika Dickie
- Esam Alsafar
- Esra Ari
- Esther Banninga
- Eunju Yi
- Eva Jaberi
- Fanny Newport
- Farid Metwaly
- Fatima Attar
- Fatema Jamaly
- Firas Sefian
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- Gabriel Ndayishimiye
- Gary Brown
- George Perez
- Gertie Mai Muise
- Glenn McLeod
- Glynis Tucker
- Gordon Thane
- Guifang Lan
- Hamood Akrad
- Hanadi Al Akkad
- Hanan Gindi
- Hani AlShami
- Hassan Abu Hadeer
- Heather Stover
- Hosain Ebad
- Hussein Ghoneim
- Ian Soares
- Irina Chulkova
- Ivneet Sohi
- Jack Malkin
- Jacqueline Fraser
- James Shelley
- Jane Walker
- Janet Collins
- Janice Walter
- Jason Jordan
- Jenna Schlorff
- Jenn Earle
- Jennifer Martino
- Jennifer Jones
- Jennifer O'Brien
- Jennifer Von
- Jessica Hill

- Jessica Wallis
- Jill Barber
- Jim Boniferro
- Joanne Strasser
- Joanne Hutchison
- Joaquim Ballès
- Joan Sam
- Jocelyn Price
- Jody Lewis
- John Bannerman
- John Stevens
- John Ruhinda
- Jorge Herrera
- Jose Guillermo Torres
- Josette Amorim
- Judy Wright
- Julienne Simard
- Justine Patton
- Kaila Swain
- Kara McKeown
- Karima Balkaid
- Kate Kennedy
- Katelyn Harris
- Katie Stewart
- Keefer Wong
- Kelly Stevely
- Khowla Alharfi
- Kim Ryan
- Kinga Koltun
- Lameck Osinde
- Lamia Itani
- Lara Vlach
- Laszlo Morar
- Laura Monteiro
- Laura Vergara
- Laure Eldik
- Laura Mackenzie
- Lauren McLaughlin
- Leidy Verga
- Lena Janbaz
- Leshawn Benedict
- Lisa Poultney
- Lisa Harrison
- Liz Kano
- Liz Adema
- Lloy Wylie
- Lois Rose
- Lourdes Assis
- Lourdes Alvarez
- Lucy Quaglia
- Luna Pereanez
- Malia Omale
- Maggie Clendenning
- Manar Shakir
- Manon Leduc
- Mano D'Andrea
- Marcela Nieto
- Maria Vasquez
- Margaret Richings
- Margaret Hopkins
- Margo Ritchie
- Mark Hyrniw
- Mark Placide
- Martyn Hartley
- Mary Jane McLeod
- Mary-Catherine Bishop
- Mary Shakir
- Matthew Sereda
- May Ali
- Megan Paquette
- Megan Stratton
- Melanie Bertens
- Melbin James
- Melissa Costella
- Mervat Tadrus
- Meyis Heyzen
- Michael Goodmurphy
- Michael Bechard
- Michael Haan
- Michelle Dellamora
- Mohammed Al Farekh
- Mohamed Awad
- Moira Barnes
- Mouna Abbas
- Muhammet Heyzen
- Muriel Abbott
- Myrian Goyes
- Naheda Hassan
- Nancy Collister
- Nancy Needham
- Nancy Santos
- Natalee Wales
- Natalie DePaepe
- Nejat Ali
- Nicole Cpemem
- Nour Kachouh
- Olusola Obembe
- Omar Abu sharia
- Onakunle Onabanjo
- Onyekachukwu Asamaka
- Osama Ali-Ozkan
- Pat Hodgins
- Pat Boost
- Pat Foto
- Patricia Mooney
- Patricia Allison
- Patty McCarthy
- Patty Coenen
- Paul Grech
- Paula Marcotte
- Paula Vergara
- Pearlette Cassells
- MP Peggy Sattler
- Philip Kokicki
- Qingning Chen
- Qi Xue
- R Gidney
- Rachael Gorni
- Rael Wienburg
- Rafe Slewa
- Raghad Ebied
- Rajaa Al-Abed
- Raneem Ibrahim
- Raquel Budgard
- Raquel de Oliveira
- Ray John
- Rebecca Ruddy
- Reem Alkos
- Reem Alwani
- Rethabile Pelea
- Richard Hayes
- Rimas Lo
- Robert Edeni

- Ron Hill
- Roberts Regan
- Rachelle Roussel
- Ryan Craven
- Sabeell Khan
- Sacha Bragg
- Sahar Al-nuaimi
- Saleh Althamena
- Saleha Khan
- Salim Sunderji
- Samia Alnahdi
- Samantha Yang
- Sandhu Harvir
- Sandra Astaiza
- Sandra Ramirez
- Sandra Datars Bere
- Sandra Zarate
- Sara Dhurjon
- Sarah Whibley
- Scott Courtice
- Scott Stafford
- Sebastien Aka-Kouakou
- Senoli Reshele Perera
- Serin Issa
- Sereen Alkhayat
- Shana Kassam
- Shawna Lewkowitz
- Sheila Carson
- Shereen Al Rayes
- Stanislav Rajic
- Stephanie Trudeau
- Stephanie Donaldson
- Stephen Harrott
- Steve Johnston
- Sue Hill
- Sue Hocking
- Sukhi Brar
- Sulaiman Alhalbouni
- Susan Abdula
- Suzy Rajeh
- Sydney Brown-Charles
- Sydney Scott
- Tammy Denomme
- Terence Kernaghan
- Terry Poirier
- Tesfai Buzamlak
- Theshani De silva
- Tom Timmerman
- Tracey Whiteye
- Tracy Drenth
- Usama Shaker
- Victoria Parada
- Vincent Tao
- Walter Rogers
- William Wang
- Waseem Qazi
- Wendy Barbour
- Yam Gajmer
- Young Ho Hoon
- Yousef Al Hatoum
- Yusuf Gaya
- Zeba Hashmi
- Zelda Brown
- Zaid Attar Bashi

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# Participating Organizations & Associations

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- Access Centre for Regulated Employment
- Across Languages
- Addiction Services of Thames Valley
- African Canadian Federation of London & Area
- Al Hayat Mosque
- Al Mahdi Islamic Community Centre
- Baha'is of London
- Bell Media
- Big Brothers Big Sisters of London & Area
- Brescia University College
- Canadian Mental Health Association
- Centre for Addiction & Mental Health
- Carrefour Communautaire Francophone de London
- Centre for Life Long Learning
- Chalmers Presbyterian Church
- Chelsea Green Children's Centre
- Childreach
- Children's Aid Society of London & Middlesex
- Chinese Association
- Collège Boréal
- Communauté catholique Ste-Marguerite d'Youville
- Community Employment Choices
- Community Legal Education Ontario
- Or Shalom Congregation of London
- Conseil scolaire catholique Providence
- Conseil scolaire Viamonde
- Covent Garden Market
- Culture Office, City of London
- Diocese of London
- Diversity Inclusion and Anti Oppression Advisory Committee
- Elgin Middlesex Oxford Workforce Planning & Development Board
- Fanshawe College
- Glenn Cairn Community Resource Centre
- German Club
- Goodwill Circles London
- Holy Cross Romanian Orthodox Church
- Immigration, Refugees and Citizenship Canada
- IMMPLOY
- Investing in Children
- Islamic Centre of South Western Ontario
- Ismaili Muslim Community
- Jewish Community Centre
- John Howard Society of London & District
- Kala Manjari
- King's University College
- London Community Chaplaincy
- London Cross Cultural Learner Centre
- London Economic Development Corporation
- London Employment Help Centre
- London Environmental Network
- London Fire Department
- London French Day Care Centre
- London Intercommunity Health Centre
- London Muslim Mosque
- London Police Service
- London Public Library
- LUSO Community Services
- M & T Printing Group
- March of Dimes Canada

- Media Sonar
- Mennonite Church
- Merrymount Children’s Centre
- Metropolitan Community Church
- Middlesex County
- Middlesex-London Health Unit
- Migration and Ethnic Relations Centre
- Muslim Resource Centre for Social Support and Integration
- N’Amerind Friendship Centre
- Neighbourhood Watch
- Networking for an Inclusive Community
- Newcomer Settlement Services, South London Neighbourhood Resource Centre
- North Cut Studio
- Northview Apartment REIT
- Office of MP Irene Mathyssen
- Office of MP Peter Fragiskatos
- Office of MPP Peggy Sattler
- Ontario NDP
- Ontario Provincial Police
- OPSEU
- Pakistani Community
- Pathways to Prosperity, Western University
- Pillar Non-Profit Network
- Platinum Leadership Inc.
- Reforest London
- Réseau de soutien à l’immigration francophone Centre-Sud-Ouest de l’Ontario
- Réseau-femmes du sud-ouest de l’Ontario
- rTraction
- Sifton Properties
- Sisters of the Precious Blood
- Somali Association of London
- South London Neighbourhood Resource Centre
- St. Andrew Memorial Anglican Church
- St. George's Church
- St. James’ Church
- St. Joseph Chaldean Catholic Church
- St. Justin’s Church
- St. Thomas Rising
- Thames Region Ecological Association
- Thames Valley District School Board
- Unifor - Local 302
- United Way London & Middlesex
- Urban League
- Valleyview Mennonite Church
- Village Green Community Church
- West London Alliance Church
- Western University Canada
- WIL Employment Connections
- Women in Politics
- Women’s Rural Resource Centre
- World Wide Community Movement
- YMCA of Southwestern Ontario

## VIII. Appendices

### Summary: 2019 Community Capacity Report and Perceptions of the LMLIP

- Participation in the 2016 wave of the *Community Capacity and Perceptions of the LMLIP* survey was lower than in 2013
- For the organizations who responded to the survey, perceptions of the *LMLIP* are quite positive, and some positive changes are evident between 2013 and 2016:
  - Most of the organizations in 2016 report having familiarity with the *LMLIP*, and show moderate levels of participation with the *LMLIP*
  - Almost all organizations in 2016 report that the *LMLIP* has relevance and has played a moderate role in shaping service delivery
  - A sizeable proportion of organizations in 2016 report that the *LMLIP* has increased the coordination of services
  - A sizeable proportion of organizations in 2016 report that the *LMLIP* has improved services available in London and Middlesex
  - Most organizations in 2016 report that the *LMLIP* has improved the extent to which London and Middlesex is a welcoming community to immigrants
  - Most organizations in 2016 report that the *LMLIP* has changed the way in which their services are delivered
- Almost half of the organizations surveyed report providing services to immigrants (i.e., they provide at least some immigrant-specific services) with a subset of these organizations servicing immigrants exclusively
- London and Middlesex remains a community with many strengths in providing services to immigrants, with Community Connections as the most provided service for immigrants
- Along with the services each organization provides, many organizations report having connections with each other and referring immigrants to other organizations in order to best meet their needs
- Nearly 9 in 10 organizations evaluate the services they provide and have specific action plans to improve their services
- Additionally, the community has noted gaps in services provided for immigrants and newcomers to London and Middlesex, including a need for increased training, education, and networking opportunities to help immigrants attain meaningful jobs
- Organizations have also reported that more action should be taken to celebrate cultural diversity in London, and also to link new immigrants with immigrants who are long-time

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<sup>1</sup> These will include, but are not limited to, school boards, health system, justice system, child and family protection services, existing initiatives such as the City' Newcomer Strategy, the Child & Youth Network, Age Friendly London, Community Diversity and Inclusion Strategy, the Culture Plan, Middlesex Workplace Development Partnership strategy, the City's Diversity, Inclusion and Anti-oppression Advisory Committee, etc.