



CO-DESIGNING FOR AN INCLUSIVE TOMORROW: EMPOWERING THE SETTLEMENT SECTOR TO BUILD ANTI-RACIST SETTLEMENT SERVICES

P2P 2023 National Conference

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Julie Rodier, Marthe Foka, and Sol Park

Social Research and Demonstration Corporation (SRDC)

Images:

<https://www.newmarkettoday.ca/local-news/york-region-school-board-releasing-anti-black-racism-strategy-3513720>

<https://blog.fracturedatlas.org/a-welcoming-environment-next-steps-in-our-anti-racism-and-anti-oppression-work-c47a5a0f7b0b>

Share your insights by completing this survey

- Are you someone who works in the settlement sector?
- Does your organization provide services to newcomers, either directly or indirectly?

If you answered yes to the two questions above, we'd love to hear from you!

While we're getting set up, we invite you to access a short survey using the QR code or by typing:

<https://survey.srdc.org/SE/99/CARES/>

Thank you!



Our Gratitude and Land Acknowledgement

With gratitude and respect, we acknowledge that the lands on which we work, live and play, are the traditional unceded territory of the Algonquin Anishnaabeg People.

Our acknowledgement of this truth is a small but important part in honouring and showing respect for the diverse histories and cultures of First Nations peoples in Canada.

We also acknowledge colonial structures and the impact it has on all of our work in the settlement area.

Outline for our session together

What is co-design?

Co-design in practice:
Tri-Cities Community-
Based Funding and
Planning Project

Co-design in practice:
the CARES project

Mini-co-designing
session with you

Comments and
Questions



WHAT IS CO-DESIGN? LITERATURE REVIEW HIGHLIGHTS

Differing Needs of Newcomers

- Newcomer settlement encompasses the initial period of adjustment to life in Canada, involving various tasks and processes that newcomers undertake during the years following their arrival.
- The intersection of characteristics of newcomers may influence their settlement experiences in Canada.
- Some settlement and integration barriers for newcomers in Canada may include:
 - Housing
 - Employment opportunities
 - Language barriers
 - Racism and discrimination
 - Knowledge of settlement services

Experiences of newcomers with settlement services

- According to Statistics Canada (2022), almost 50% of adult newcomers who migrated to Canada between 2016 to 2020 accessed at least one type of settlement services.
- Newcomers' experiences and satisfaction with settlement services in Canada may include:
 - Newcomers report gaining knowledge of life in Canada, including law and justice, housing, healthcare, finances, and education since landing in Canada.
 - Language services can provide improvements to newcomers' language acquisition.
 - Through employment services, newcomers acquire knowledge, skills and connections to prepare for the Canadian labour market.
 - Many newcomers face **language barriers** to accessing needed services.
 - Newcomers may perceive **racism and lack of understanding** by settlement service providers, and experience being treated with bias, stereotype, or prejudice by service providers.

Existing Gaps Within Settlement Services

- **Settlement services may not be tailored enough to meet the diverse needs of newcomers.**
- Many settlement services may not be accessible to newcomers due to inadequate funding, geographical and other limitations to service provision.
- Improvements to increase awareness of settlement services are needed.
- **Settlement services may be provided to newcomers that do not account for cultural differences, and a lack of respect for the unique language and cultural backgrounds of newcomers.**

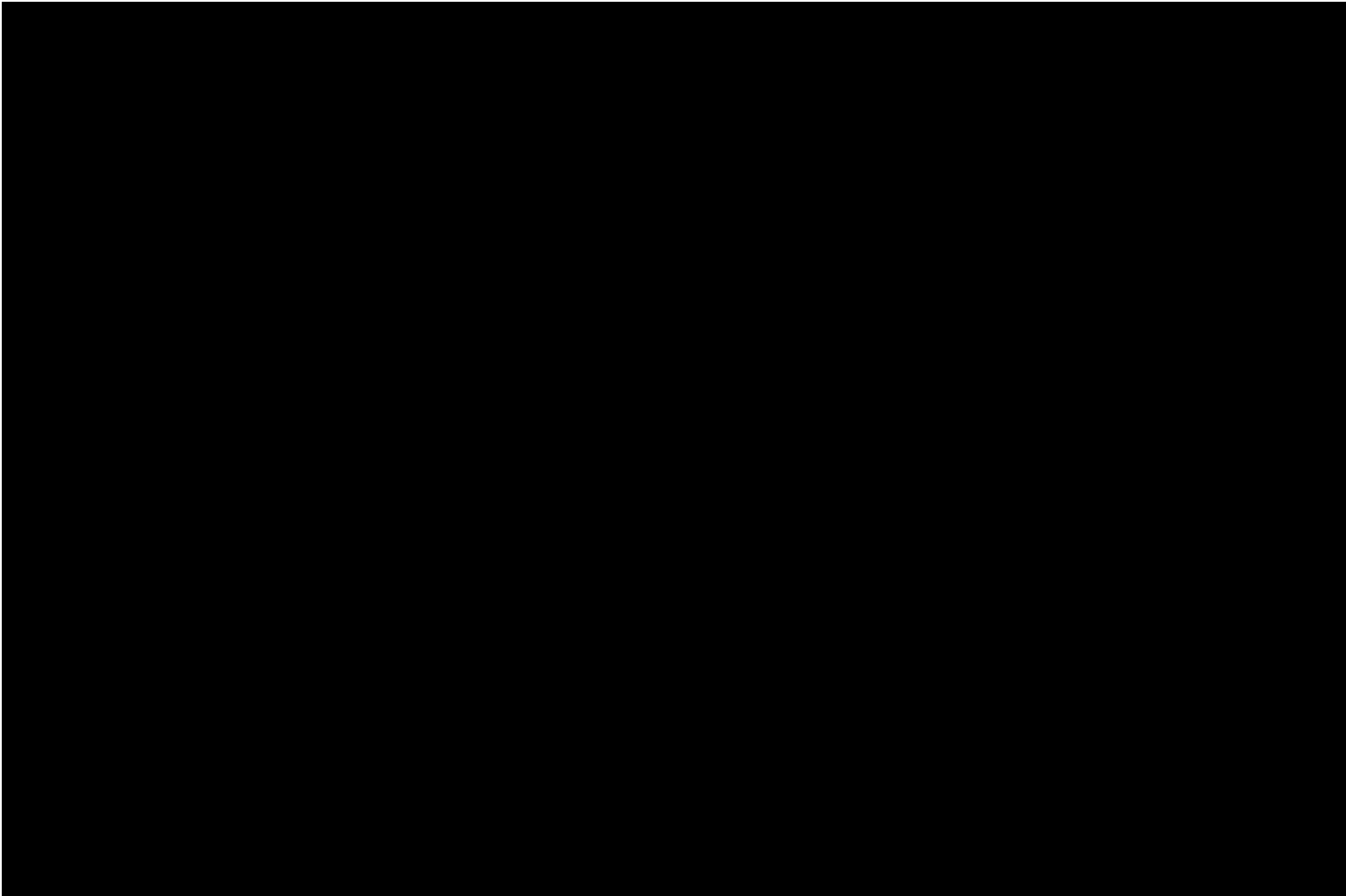
Co-design Approaches for Anti-racism and Equity in Settlement

- Co-design holds the capacity to empower and place emphasis on the perspectives and lived experiences of marginalized communities, supporting them to assert their autonomy and take the lead in identifying effective solutions for the issues they perceive significant.
- In the context of Canada's multicultural landscape, the significance of co-design approaches has become an imperative strategy for fostering anti-racism, equity and inclusion.
 - E.g., Peel Newcomer Strategy Group (PNSG) & North York Arts
- The use of co-design with community leaders, newcomers, and other stakeholders have been gaining traction to improve the settlement journeys of newcomers to Canada.

Best Practices and Guiding Principles of Co-design

- **Recognize different identity factors** – social, economic, cultural, gender and family dynamics – that can influence participants with lived experience and be prepared to accommodate the co-design based on their needs.
- **Clarify the expectations of co-design**, ask participants with lived experience and stakeholders for their expectations, and need for accommodations and adjustments throughout the process.
- **Determine priorities and processes** in partnership with participants with lived experience and stakeholders.
- **Maintain collaboration that promotes two-way learning.** Seek input from the stakeholders throughout the co-design process and incorporate them whenever it is within the scope.

Co-design in Practice:



Research questions

- What can we learn from racialized newcomers about their experiences with systematic racism, prejudice and all forms of discrimination in their access to settlement and integration services and opportunities?
- What can we learn from ISOs about the work they have done or are doing to provide anti-racist services and in their organizations? What has been effective? What more can be done?
- How can the input and perspectives of newcomers and ISOs along with learnings from the literature be included to co-design recommendations and drive changes for equity, anti-racism and anti-oppression in settlement services that meet the needs of racialized newcomers?

Co-design in Practice: The CARES Project



Be part of CARES

Co-designing for Anti-racism and Equity in Settlement!
HELP ENVISION SETTLEMENT SERVICES FREE OF SYSTEMIC RACISM

What is CARES?

CARES is a research and co-design project funded by Immigration, Refugees, and Citizenship Canada - IRCC.

The Social Research and Demonstration Corporation (SRDC) is investigating how racism and discrimination affect newcomers' access to and experiences with settlement services, including the institutional effects of programs and services.

Together with practitioners in the settlement sector and people



Project has 2 phases

Phase 1: Inquiry and synthesis

- Insights and input from newcomers and their lived experience
- On the ground information from practitioners (you are part of this)
- Existing literature

Phase 2: Co-design

- Grounded in evidence from phase 1
- Bring ISOs/LIPs/RIFs/Newcomers together to identify and develop ideas, priorities and actionable insights to remove barriers in services related to racism and discrimination

We will be carrying out the following key activities



Literature Review



Focus Groups with Newcomers



Survey with Immigrant-Serving Organizations



Co-designing Sessions in English and French



Online Discussion Boards



Dissemination

GBA PLUS
GENDER-BASED ANALYSIS PLUS

Work currently in progress:

- Literature review
- Online survey with practitioners
- Focus group with newcomers



How will results be used?



- Insights from the lived experiences of newcomers as well as input from immigrant serving organizations and the existing literature will generate knowledge about the current state of settlement services as well as best practices and directions for the future.
- The co-design sessions will identify essential, meaningful, and achievable changes to settlement services that would support anti-racism and newcomer inclusion.

ACTIVITY TIME!

Guiding principles for our discussion

- Open minded
- Non-judgement
- Discovery
- Curiosity—seek to understand
- Sincere
- Be sensitive to others and their time
- Brevity (when possible)



Experiences of Discrimination from CPRNW participants

“I was asked to hand out flyers. I was asked to give directions for the TTC for another position. I was asked to do some filing. None of which I did, because that, of course, leads to depression. Once you’ve studied for that many years, and that’s what employment service agencies are calling you for. I applied for numerous jobs that were on their websites and that I thought would be best for me based on my work experience and my qualifications. And I was never called to be interviewed for one of those positions. It was always an entry level position, even though I came here with over a decade of experience and very qualified.”

(Participant, Focus group)

Reflection

Take a few minutes to reflect on the issues related to racism and discrimination for newcomers in settlement services:

- Access to services
- Use of services
- Referrals

What are some words/phrases that come to mind when thinking about challenges related to racism and discrimination that newcomers may face?

Enter your responses on Slido: **Slido.com** with the code #3065249 or scan the QR code



Immigrant perspective – imagining anti-oppressive services

Develop empathy

Let us make decisions

Culturally sensitive

Learn the way we communicate

Aware of diversity and inclusion

Understanding root causes of issues

Put more effort into educating themselves

Client-centric

Trauma-informed practice

Culturally adaptive

Collaborative relationship

Patience

Don't be patronizing



Design Thinking Activity

- Split into groups!
- Within your group, imagine you're developing a new settlement organization that is **anti-racist and anti-discriminatory**. First, decide together and note it in the post-it paper:
 - What is your organization called?
 - What is your organization's focus (e.g., language and skills, employment, welcoming communities)?
- You'll have 20 minutes to pool your ideas together in the post-it paper to come up with one settlement service. Reflect on the following:
 - How will your organization address the challenges of racism and discrimination?

Considering your organization's focus:

 - Rose: What will work well?
 - Bud: What are the areas of opportunity yet to be explored?
 - Thorn: What won't work well or is risky?
- Each group will take 5 minutes to present and explain their anti-racist settlement service.

Further discussion

What do you think is needed to address and end racism and oppression in settlement services for diverse groups of newcomers?

- Identify a small but impactful change that can be made to make settlement and integration services anti-racist and anti-oppressive?
- Identify a bigger and perhaps an action that would be a more long-term change?

Questions and Follow-up Details

We need your help

We want to hear from people with lived experience, our context experts, as well as from organizations and practitioners working in the sector.

Building equitable, inclusive and truly accessible services is an opportunity and commitment we can all share!

There are different ways for you to get involved based on your expertise:

- You can join a focus group with other newcomers from across Canada, which will be conducted in both English and French.
- Alternatively, you can respond to an online survey for immigrant-serving organizations or practitioners. If you have more time, you can participate in two-session co-designing workshops, though space is limited.
- Additionally, you can share your thoughts on online discussion boards.

With help from the LIPs, RIFs, and provincial/territorial associations of immigrant serving agencies, we will be reaching out to participants for the various project activities this fall. However, if you are interested, please do not hesitate to contact us.

For more information contact: cares@srdc.org or Julie Rodier, project manager jrodier@srdc.org

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