Recommendations for a Local Settlement Strategy

Final Report

January 2011

Local Immigration Partnership South Scarborough

A participatory, community and strengths-based approach to better serve newcomers to Canada

Lead Agency: Catholic Crosscultural Services

LIP South Scarborough serves the following three City of Toronto neighbourhoods:

Dorset Park

Kingston-Galloway/Orton Park

Scarborough Village

The LIP South Scarborough Team

Irmtraud Hutfless, LIP Program Manager

Anna Kim, LIP Program Worker for Dorset Park

Yumna Nabi, LIP Program Worker for Kingston-Galloway/Orton Park

Lakshmi Rajan, LIP Program Worker for Scarborough Village

ACKNOWLEDGEMENTS

This document reflects the outcome of an intensive and exciting process that included the contributions and commitment of many individuals and organizations who shared their knowledge and enthusiasm for developing a collaborative vision for newcomers in the City of Toronto neighbourhoods of Dorset Park, Kingston Galloway/Orton Park and Scarborough Village.

First and foremost, our sincere gratitude goes to all newcomers who have shared their stories, experiences, opinions and voices, and who engaged with us in the process of developing ideas and recommendations for enhancing newcomers' settlement and integration experience in our neighbourhoods.

Much appreciation goes out to our Newcomer Ambassadors, who have been a cornerstone to the success of this project. They have been instrumental not only in engaging the authentic voices of newcomers throughout our strategic planning process, but have also worked with us in the strategic planning groups to develop useful recommendations for our Local Settlement Strategy. Your dedication and hard work has been essential in the success of our project and helped to ensure that our recommendations reflect the realities of newcomers in our neighbourhoods.

We greatly appreciate the work and guidance of the members of the LIP South Scarborough Steering Committee, who have provided their input and support throughout the process by investing their time, offering direction and expertise and making invaluable suggestions for the development of this document.

Members of the LIP South Scarborough Partnership Council have been vital in guiding and developing this partnership project throughout the past year. Thank you for sharing your knowledge, ideas and resources, for your participation and discussions, and not least of all, for your enthusiasm and commitment to improving the lives of newcomers.

Our consultants from the Potential Group, Joanna Mackie and Danny Nashman, have with valuable expertise guided our strategic planning process and have supported us with their knowledge, experience and enthusiasm.

As well, we gratefully acknowledge Dorset Park Action for Neighbourhood Change, East Scarborough Storefront in Kingston-Galloway/Orton Park and YWCA Scarborough Village for providing members of the LIP team a home in the three neighbourhoods.

This report also reflects the input from many stakeholders who participated in our meetings and shared their expertise, ideas and recommendations.

We want to thank all of you for your energy and commitment throughout this past year and we look forward to working with you in the next phase of this project.

Irmtraud Hutfless
LIP Program Manager
on behalf of the Local Immigration Partnership South Scarborough

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EXECUTIVE SUMMARY

The majority of people who immigrate to Canada each year settle in the major urban centres of Toronto, Montreal and Vancouver, with Toronto being the top choice. In recent years in the City of Toronto, newcomers have increasingly chosen to settle in the city's suburban areas, including Scarborough, one of Toronto's largest suburbs. The Local Immigration Partnership South Scarborough has developed a Local Settlement Strategy that aims to enhance the settlement and integration experience of newcomers in three neighbourhoods in South Scarborough: Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village.

Background

Local Immigration Partnerships (LIP) are an initiative funded by Citizenship and Immigration Canada (CIC) to support local communities across Ontario in serving and integrating immigrants through the creation of collaborative partnerships. This initiative consists of two parts. Phase 1 of this project includes establishing a Partnership Council and developing a strategic approach with clear recommendations on how to enhance settlement and integration of newcomers at a local level. Following this, and contingent on future funding of the partnership initiative, objectives of LIP Phase 2 include implementation of the recommendations identified in Phase 1.

The Local Immigration Partnership South Scarborough was initiated in October 2009 by 23 partner agencies that comprised the LIP Partnership Council. From October 2009 to January 2011, the Partnership Council and the LIP team undertook a collaborative initiative to enhance partnerships with newcomers, agencies and community stakeholders in the three neighbourhoods in South Scarborough. Participants worked together collaboratively to co-design a community-based strategic plan with recommendations that build on what is currently working well to better serve newcomers in our communities. This strategy identifies and builds on community strengths, resources and partnership initiatives that already exist at a local level. Towards this end, the LIP Partnership Council and LIP team established a structure and methodology designed to actively engage newcomers, service providers and other community stakeholders to co-create a collaborative vision for the settlement and integration of newcomers.

The present document outlines the strategic planning process of LIP South Scarborough Phase 1. Moving forward, in Phase 2 the Partnership Council will work on implementing the proposed recommendations.

The context of the neighbourhoods

LIP South Scarborough encompasses three neighbourhoods in Scarborough, the easternmost suburb of Toronto: Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village.

All three are City of Toronto priority neighbourhoods[1] and are characterized by higher than average numbers of recent immigrants, visible minorities and lone-parent families along with higher low-income and unemployment rates as compared to the City of Toronto average. The infrastructure in the suburbs of Toronto has not kept up with the increasing population or changes in population needs. This has resulted in fewer services available relative to the number of newcomer residents than in the City's downtown core, and challenges in service accessibility due to insufficient public transit infrastructure

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[1] Priority Neighbourhoods are areas designated by the City of Toronto as Priority Areas through the Neighbourhood Action Plan.

and other barriers. While in the past few years efforts have been made to increase availability of services, accessibility remains an issue for newcomers in the three neighbourhoods. At the same time, through the Priority Neighbourhoods Initiative, structures such as the Neighbourhood Action Partnerships (NAP), Action for Neighbourhood Change (ANC) and others have been established in recent years. These neighbourhood-based initiatives aim to develop local partnerships and collaboration, enhance resident engagement and build stronger communities. There is much to be learned from best practices of such activities that currently aim to enhance the experience of residents living in the three neighbourhoods, and have tremendous future potential.

Partnership building and newcomer engagement

Two key dimensions supported the development of this strategic plan: partnership building and newcomer engagement.

To foster strong collaborative partnerships, the LIP South Scarborough Partnership Council met monthly to guide the work of the LIP team and to develop strategic directions. A Steering Committee was formed to provide oversight and guidance to the work of the Partnership Council and LIP team. In addition, the LIP South Scarborough organized a series of partnership building meetings for other stakeholders in the three neighbourhoods to share information and receive input from agencies and groups who are not represented on the Partnership Council.

> *"The pace in which LIP has moved in this year is amazing. You have grown very fast and managed to fit in all our voices."*
> *-Participant Community Summit*

A key strength and a major success of the LIP South Scarborough is our newcomer engagement. Newcomers were involved at every step of our strategic planning process to ensure recommendations are relevant and meaningful to their realities. This was achieved by using a participatory approach that included all partners in co-creating local solutions. The LIP South Scarborough placed emphasis on learning about what is working well, thereby building on successes in order to address identified challenges and develop viable local solutions. In addition, LIP Program Workers were based at partner agencies in each of the three neighbourhoods, thereby enabling strong local connections and community engagement. Such efforts have resulted in building mutual trust and relationships with local newcomers and service providers. This relationship-building is key to mobilizing the community for action around our shared vision for the future.

Towards this end, a total of 70 newcomer workgroup meetings were held in the three neighbourhoods where more than 800 newcomers shared their experiences and recommendations. In addition, LIP South Scarborough recruited newcomers from the three neighbourhoods as Newcomer Ambassadors to assist with outreach and engagement of the diverse newcomer communities in the three neighbourhoods. Eighteen Newcomer Ambassadors were engaged on an ongoing basis throughout the process. Furthermore, Newcomer Ambassadors actively participated in the strategic planning process by contributing their knowledge and ideas in the strategic planning groups, thereby helping to ensure that the recommendations developed by the LIP South Scarborough remain relevant to newcomers' needs.

> *"I like being an Ambassador because I don't feel I am alone with my problems, I meet the community, and I get to help other newcomers."*
> *-Newcomer Ambassador*

In addition, the LIP South Scarborough held three community summits to bring together newcomers, Partnership Council members and other stakeholders to analyze strengths that currently support newcomers in the community, and to jointly work on and prioritize strategic recommendations.

The strategic planning process

To develop recommendations for a Local Settlement Strategy that is grounded in the realities and hopes of the three neighbourhoods, the LIP South Scarborough carried out a comprehensive engagement process that included interviews with newcomers, service providers, employers and community leaders; newcomer workgroup, strategic planning group and Partnership Council meetings and community summits.

Four strategic directions or focus areas were identified based on the outcomes of all of the above:

1. Empowering local communities to provide welcome, support and connection, and supporting families

2. Providing the right information at the right time at the right place and delivering services in the best way possible

3. Addressing basic needs immediately

4. Generating Canadian experience and enhancing employment

Following the identification of the strategic focus areas, strategic planning groups formed to develop recommendations for each of these strategic priorities. Each group included members of the LIP Partnership Council and Steering Committee, Newcomer Ambassadors from each neighbourhood, and LIP team members.

The strategic planning groups developed priority themes and detailed recommendations for their respective focus areas. These were reviewed and prioritized by newcomers, community members, Partnership Council members, and other stakeholders at a community summit and finalized by the Steering Committee and Partnership Council.

Thus, the strategic planning process was very comprehensive with respect to including input from newcomers, Partnership Council members and other stakeholders active in the three neighbourhoods. It involved highly interactive conversations exploring strengths, challenges and hopes, collecting data, developing strategic recommendations and reviewing these recommendations jointly with the community to ensure that the voices of those engaged in the process are captured in the Local Settlement Strategy.

Throughout the strategic planning process there were several common themes that consistently emerged. First, it was identified that there is a need for supporting more collaboration and coordination among agencies to be more effective in service delivery. This will contribute to a greater degree of information-sharing, efficient use of existing resources and allow agencies to offer better referrals to local services.

Second, enhancing information and promotion of services is key for all focus areas. Many newcomers who participated in the LIP process indicated that they were not aware of services available to them in their communities, and they learned about them very late or did not know how to access them. Information must not only be available, but also shared in an easily accessible manner. Moving forward, it is important for newcomer voices to continue to be included in developing and enacting proposed solutions. Therefore, as we move ahead mechanisms will be established to continue to represent and empower newcomers in the process. This will allow for proposed actions to be implemented more effectively.

LIP South Scarborough Local Settlement Strategy

Following is an overview of the recommendations made by the LIP South Scarborough for a Local Settlement Strategy that will strengthen collaboration, enhance inclusion and contribute to building vibrant and welcoming communities in the three neighbourhoods.

Focus Area 1

Strategic Priorities

Empowering local communities to provide welcome, support and connection, and supporting families

- Develop a service coordination framework to enhance agency collaboration and coordination
- Enhance community engagement and capacity building
- Develop a newcomer input strategy
- Create opportunities for parents
- Create opportunities to coordinate space needs and resources

Focus Area 2

Strategic Priorities

Providing the right information at the right time at the right place and delivering services in the best way possible

- Enhance availability of comprehensive relevant information
- Maximize existing resources and tools for dissemination of information to newcomers
- Enhance existing programs and service delivery of agencies
- Engage newcomers in information-sharing and neighbourhood activities

Focus Area 3

Strategic Priorities

Addressing basic needs immediately

- Enhance access to and ability to maintain affordable housing
- Enhance healthcare access and information
- Enhance access to quality and affordable food

Focus Area 4

Strategic Priorities

Generating Canadian experience and enhancing employment

- Enhance information availability and information sharing
- Enhance direct and indirect employment supports
- Engage the business community
- Support small businesses and entrepeneurs

Action Plan for Local Settlement Strategy

Detailed recommendations to address each of these focus areas are outlined in Section Seven of this report.

This document presents the findings and recommendations for a Local Settlement Strategy developed by the LIP South Scarborough over the past year. However, the outcomes of LIP Phase 1 go beyond this report. Throughout our strategic planning process, newcomers and service providers have met and fostered relationships, connections and networks, and they have learned more about services available in the three neighbourhoods. Through newcomer workgroups, partnership building meetings and informal conversations they have become engaged and involved, thereby building capacity and confidence in themselves and in their communities.

Indeed, outcomes of this process have begun to inform community initiatives planned for the coming year, including activities of Neighbourhood Action Partnerships. The momentum created during LIP Phase 1 will support the project moving forward into the implementation phase and will undoubtedly continue to transform these leaders and neighbourhoods in South Scarborough.

1. INTRODUCTION

The majority of people who immigrate to Canada each year settle in the big urban centres of Toronto, Montreal and Vancouver, with Toronto being the top choice. In recent years in the City of Toronto, newcomers have increasingly chosen to settle in the city's suburban areas. Scarborough is one of Toronto's suburbs where a large proportion of new immigrants opt to settle. The Local Immigration Partnership South Scarborough has developed a Local Settlement Strategy that will enhance newcomers' settlement and integration experience in three neighbourhoods in South Scarborough: Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village.

1.1. About this document

From October 2009 to January 2011, the Local Immigration Partnership (LIP) South Scarborough undertook a collaborative initiative to build partnerships and engage newcomers in designing a vision and recommendations that will enhance newcomers' settlement and integration experience in three neighbourhoods in South Scarborough through sustainable joint efforts.

This document is the outcome of the collaborative process. It is organized in several sections. Firstly, it provides a background to Local Immigration Partnerships and describes the structure of the LIP South Scarborough. This is followed by an explanation of our methodological approach in Section Three, and demographic profiles of each of the three neighbourhoods in Section Four. Section Five presents key outcomes of our newcomer engagement strategy. Section Six outlines the strategic planning process undertaken to develop recommendations for development and implementation of sustainable solutions that will lead to strengthened collaboration between service providers and successful integration of newcomers in our neighbourhoods. Section Seven then presents our recommended Local Settlement Strategy and is followed by an outline of a proposed evaluation strategy for Phase 2 in Section Eight. The Appendix includes more detailed information about the strategic planning process, partnerships, and findings from the newcomer engagement per neighbourhood, as well as an inventory of services for newcomers in the three neighbourhoods and a glossary of terms used in this document.

1.2. Background to Local Immigration Partnerships

In 2008, Citizenship and Immigration Canada (CIC) initiated a request for proposals in partnership with the Ontario Ministry of Citizenship and Immigration (MCI) to strengthen the role of local and regional communities in Ontario in serving and integrating immigrants through Local Immigration Partnerships.

Local Immigration Partnerships (LIPs) provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to Ontario that are local and regional in scope.

Through the Local Immigration Partnerships, CIC intends to achieve the following objectives:

1. Improved access to, and coordination of, effective services that facilitate immigrant settlement and integration.

2. Improved access to the labour market for immigrants.

3. Strengthened local and regional awareness and capacity to integrate immigrants.

4. Establishment and/or enhancement of local partnerships and participation of multiple stakeholders in planning and coordinating the delivery of integration services (including settlement, language training and labour market integration).

The Local Immigration Partnership initiative consists of two phases: strategic planning (Phase 1) and implementation (Phase 2). Phase 1 includes establishing a Partnership Council and developing a strategic approach with clear recommendations on how to enhance settlement and integration of newcomers in communities across Ontario. In Phase 2 the Partnership Council will work on the implementation of the proposed recommendations and initiatives identified through the strategic planning process.

The present document is the outcome of LIP South Scarborough Phase 1, strategic planning, which was undertaken from October 2009 to January 2011. Following is the report on activities, outcomes and recommendations of the Local Immigration Partnership South Scarborough strategic planning process.

2. LOCAL IMMIGRATION PARTNERSHIP SOUTH SCARBOROUGH

The LIP South Scarborough provides a shared framework for building and developing sustainable partnerships to enhance service provision for immigrants in the following three City of Toronto neighbourhoods: Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village.

2.1. Objectives of the LIP South Scarborough

Twenty-three partner agencies submitted a proposal to coordinate, implement and oversee the Local Immigration Partnership in South Scarborough, and the project commenced in October 2009 with Catholic Crosscultural Services (CCS) as the lead agency.

The overall objectives of Phase 1 of the LIP South Scarborough initiative were:

- To identify groups that will coordinate and enhance local and regional service delivery to newcomers while identifying and minimizing duplication through the creation of strategic partnerships between service providers.

- To create and maintain formal partnerships with stakeholders in Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village in order to assess and analyze service delivery for newcomers.

- To actively engage newcomer communities in assessing needs and priorities through joint research and analyses.

- To produce a strategic plan with clear recommendations to improve the delivery of services for newcomers in Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village.

In order to achieve the objectives stated above, CCS contracted four individuals who comprised the LIP team to deliver the project and established a partnership structure and a process for engaging the voice of newcomers into the development of the strategic recommendations. From October 2009 to January

2011, the LIP team and partner agencies collected data, collaboratively developed a planning process and formulated strategic recommendations for a comprehensive, coordinated and strategic approach to immigration and integration that fits the needs of the three neighbourhoods.

2.2. Structure of the LIP South Scarborough

To achieve its objectives, the LIP South Scarborough developed the following structure for building partnerships and engaging newcomers to provide input into the development of the strategic plan.

2.2.1 Partnership building

The LIP South Scarborough established three different components with regards to partnership building:

 a. Partnership Council
 b. Steering Committee
 c. Other Stakeholders and supporters in the neighbourhoods

2.2.1.1 Partnership Council

The Partnership Council was established to guide the work of the LIP team in the development of the strategic plan and to listen to the perspectives of multiple stakeholders as they co-created the main strategic directions. Members of the Partnership Council worked together to identify new ways in assessing and analyzing the needs of newcomers, and to develop a strategic plan that is tailored around the realities, strengths and assets of newcomers in Dorset Park, Kingston-Galloway/Orton Park, and Scarborough Village.

Main responsibilities of the Partnership Council:

- To provide support to the LIP project by ensuring all project benchmarks are met according to CIC guidelines and expected outcomes.

- To participate and contribute in assessment and analyses of services for newcomers in order to build on current strengths, and identify gaps and opportunities for enhancement;

- To provide logistical support to LIP staff;

- To support the development of the strategic plan through active participation and recommendations.

The LIP South Scarborough Partnership Council is comprised of the partner agencies that initially supported the proposal for the Local Immigration Partnership South Scarborough with Catholic Crosscultural Services as the lead agency. It consists of 23 organizations that provide services in one or more of the three neighbourhoods. A list of Partnership Council members is included in Appendix A.

> *"I am looking forward to being part of the process and to bring positive changes in the solution process."*
> *- Partnership Council Member*

The Partnership Council met monthly to provide guidance to the LIP team and work on developing the strategic recommendations.

2.2.1.2 Steering Committee

The Steering Committee was formed out of members of the Partnership Council and the lead agency and consists of eight members: two representatives from each of the three neighbourhoods, and two representatives of the lead agency. The LIP South Scarborough Steering Committee mainly undertook the following responsibilities:

- Providing directional guidance to the Partnership Council in order to ensure all project objectives and deliverables are met according to CIC guidelines.

- Supporting the operations of the Partnership Council.

- Providing recommendations to hire and develop guidelines for the project consultant and supporting the development of the strategic plan by participating in strategic planning groups to ensure that the project is rooted in the local context.

- Supporting the coordination and facilitation of work groups and community-based research.

In addition, both Steering Committee and Partnership Council members undertook the following responsibilities:

- Developing Terms of Reference for Steering Committee and Partnership Council and a Conflict of Interest Policy.

- Developing a Memorandum of Understanding for all partner agencies.

- Assisting in identifying strategic themes and setting up strategic groups for the development of the strategic plan.

- Leading the strategic planning groups and providing summary reports.

- Actively participating in developing the strategic recommendations.

2.2.1.3 Other stakeholders

As part of the partnership building strategy, the LIP team organized a series of meetings for other stakeholders who are active in the three neighbourhoods but not members of LIP South Scarborough Partnership Council. The purpose of these meetings was to identify other key players in the three neighbourhoods to support the identification of services available to newcomers and strategies for coordination and collaboration, to share findings and to receive feedback on suggested recommendations. These meetings brought together a wide range of representatives of organizations, agencies, programs and community groups interested in newcomer issues in the three neighbourhoods.

> *"I look forward to disseminating information to other newcomers and how we can help newcomers in a new way."*
> *- Partnership Council Member*

From January 2010 to December 2010, a total of 18 partnership building meetings were held across the three neighbourhoods, and their outcomes contributed to enhancing recommendations for our strategic plan. At the same time, these meetings offered an opportunity for participants from different service provider agencies in the community to network and share information, and to brainstorm ideas on possible collaborative efforts in the future.

These meetings highlighted the importance of recognizing the flow of information and identifying who needs to be involved at which level in that process to ensure the right information is available at the right place. Direct information-sharing about programs and services offered in the community among frontline staff who work directly with clients is important to ensure newcomers receive the right information at the right time. Efforts in that direction must include building sustainable information-sharing structures.

 A list of stakeholders engaged through the partnership building meetings is included in Appendix B.

2.2.2 Newcomer engagement

To develop recommendations for a Local Settlement Strategy that is grounded in the needs and realities of the three neighbourhoods the LIP South Scarborough Partnership Council agreed that it is crucial to engage and incorporate the authentic voice of newcomers. Therefore, the LIP South Scarborough developed a strategy to engage newcomers throughout the process to inform the development of the strategic approach and directions.

Towards this end, newcomers participated in newcomer workgroups, took part in one-on-one interviews and worked together with Partnership Council members in strategic planning groups to develop the LIP South Scarborough Local Settlement Strategy.

2.2.2.1 Interviews

In spring 2010, 60 interviews were conducted with newcomers and representatives of the community (including employers, service providers and community leaders) in the three neighbourhoods of Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village. Both the process and the outcomes of these interviews informed the strategic directions of the project.

The interviews were tailored for each stakeholder group and included explorations of demographic information, perceptions of 'what has been most helpful' in enhancing the newcomer experience and why, what services have been most welcoming, accessible and useful and questions about participants' wishes for making the settlement process easier. See Appendix C for a sample interview guide.

The interview findings were analyzed by the Partnership Council and resulted in key themes for 'what is working best' and 'wishes' for enhancing the newcomer experience. These themes formed the framework for the development of the strategic plan.

2.2.2.2 Newcomer workgroups

Newcomer workgroups, also referred to as community gatherings, were organized differently from more traditional consultations such as focus groups. The purpose of newcomer workgroups was to create a safe, cross-learning environment for newcomers to share their settlement and integration successes and challenges, and to share with each other ways that might enhance their immediate settlement experience. Story-sharing allowed for the creation of rich holistic portraits of their experiences as newcomers, and the LIP team was able to facilitate conversations that enabled both newcomers and the LIP team to learn firsthand, genuine and valuable information on the services available, which services have been most helpful, accessibility to those services and how to gain knowledge and awareness on existing resources. Newcomers not only attended these sessions, but they were also actively engaged in identification of local services, analyses and in developing recommendations.

Feedback from newcomers engaged in this process highlighted the value of offering newcomers an opportunity to share and express their stories and experiences, and to network, receive information and discuss ideas on how to enhance their neighbourhoods. Thus the newcomer engagement process contributed to empowerment and capacity building at the local level. Following is a brief summary of the LIP South Scarborough newcomer workgroups and engagement strategy.

Statistics

A total of 70 newcomer workgroups were held from January 2010 to December 2010 in Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village. In addition, 9 smaller workgroups or mini-gatherings were held for in-depth discussion of specific outcomes and recommendations in a small group setting.

Through these gatherings, a total of 840 newcomers from all three neighbourhoods were consulted and engaged.

Group characteristics

As a result of a comprehensive outreach strategy, newcomer participants in the workgroups represented the ethno-cultural diversity of newcomers living within the geographical boundaries of the three neighbourhoods. Participants in newcomer workgroups included newcomers of Afghan, Tamil, Urdu, Bengali, Caribbean, Punjabi, Chinese, Roma, Latin American, Middle Eastern, Nigerian, and Filipino descent along with individuals of other ethno-cultural origins. About 60% of newcomers who attended the gatherings have been in Canada three years or less, and about 65% of participants were female.

Engagement strategy

The LIP team used a peer-model approach to achieve active and maximum participation from newcomers in the three neighbourhoods. Newcomer residents were recruited and trained to act as Newcomer Ambassadors. The Newcomer Ambassadors assisted the LIP team in reaching out to newcomer communities, sharing information about the LIP South Scarborough and in engaging newcomers during the workgroups to share their knowledge, experiences and recommendations. Newcomer Ambassadors played a vital role in bridging LIP South Scarborough with newcomer residents. They often shared a common language with newcomers, all Newcomer Ambassadors were at some point newcomers themselves, they offered expertise about the inner-workings of the neighbourhoods, and some had valuable volunteer experience and were in many ways community leaders. In addition, distribution of flyers throughout the community, presence at community events and information booths in different locations such as community recreation centres, supported the newcomer engagement strategy.

> *".... I am very happy that LIP came into existence in our community in order to help newcomers.*
>
> *The organization holds monthly gatherings in the community, to meet newcomers and to listen to their problems carefully. The purpose of the meeting is to meet with newcomers in the community, make friends, share problems they face in the Kingston Galloway / Orton Park. I like this project because through the gatherings people can share their concerns with the group, and they learn a lot as well. I have noticed a lot of newcomers have much hope from this LIP Project. A lot of newcomers in the neighbourhood attend the meetings and enjoy it. LIP Worker listens to all of the issues and puts it in the Strategic Plan for Citizenship and Immigration Canada.*
>
> *These gatherings have especially benefited me because I realized I am not the only one with the problems and other newcomers face them too. This new project gave me confidence and encouraged me that something will happen soon in our favour."*
>
> *-Newcomer Ambassador*

Interpretation was available during workgroups to facilitate communication and ensure inclusion of all voices. It was provided in the following languages: Tamil, Urdu, Gujarati, Mandarin, Arabic, Dari, Farsi, Pashto, Spanish, Cantonese and Bengali.

An accessible location for meetings is an important factor to facilitate newcomer participation. Newcomer workgroups were held at strategic locations around the three communities, including community recreation centres, schools, libraries, Toronto Community Housing Corporation (TCHC) apartment buildings, and service providers agencies.

Some challenges in newcomer engagement
The LIP team found some groups more difficult to engage in the newcomer gatherings, including men, seniors and youth. Male newcomers may often be working and supporting their families, and therefore are less available. As well, lack of child minding opportunities during the newcomer workgroups made it more difficult for newcomers with small children to get involved. Language ability was a barrier in some cases, if no interpreter could be found for that specific language or on short notice.

It should also be noted that some participants expressed 'research fatigue', as some had been consulted time and again by different stakeholders in the community without sufficient follow-up. As a result, newcomers expressed that despite being asked to give their input, their voices were not being heard. Newcomers appreciated the LIP newcomer workgroup model that allowed for an ongoing consultative process, while at the same time providing opportunities for networking, capacity building and information-sharing.

What worked well
The newcomer workgroups offered a platform for newcomers to voice their experiences and provide recommendations for improvement. At the same time, the meetings created a space for community building. The Newcomer Ambassador model applied by the LIP South Scarborough contributed to capacity building in the three neighbourhoods and proved to be a very successful outreach strategy, since Newcomer Ambassadors often work in close connection with new immigrants through their social gatherings and community events. Newcomers suggested keeping this model of newcomer workgroups and Newcomer Ambassadors in the future to offer opportunities for sharing information, building skills and networks, exercising leadership roles and community capacity building.

2.2.3 Community summits

Three community summits were held in May, September and December 2010 as part of the strategic planning process. The community summits brought together newcomers, Partnership Council members and other stakeholders from all three neighbourhoods to jointly review the data, identify and prioritize emerging themes and build on the recommendations for the strategic plan.

3. METHODOLOGY

In the overall approach to the strategic planning process, the LIP South Scarborough placed key importance on identifying what is already working well for newcomers' settlement and integration in our three neighbourhoods. Identifying existing strengths and resources through the active engagement of newcomers and stakeholders formed the basis of the strategic recommendations of LIP South Scarborough. This approach was grounded in Appreciative Inquiry and Participatory Learning and Action.

Furthermore, to assist this process and ensure strategic directions are based on local realities, LIP workers were placed with partner agencies in each of the three neighbourhoods. This structure ensured the development of in-depth knowledge of each neighbourhood and close connection with local networks, agencies and newcomers. Following is a description of the methodology applied by the LIP South Scarborough.

3.1. Appreciative Inquiry

Appreciative Inquiry (AI) formed the analytic framework to guide our strategic planning process. Many elements of this project were anchored in a generative approach, which draws on the principles of Appreciative Inquiry (AI). This orientation to research, planning and other stakeholder conversations is based on the idea that 'what you feed grows'. It locates and articulates what is working in an organization, group or system and creates future-focused possibilities that use existing strengths to reach new heights. AI assumes that people and groups are continually in the process of generating a new future, and that focusing energy in that direction allows us to bring that future to life.

What this means in practice is that in the interviews, summits and meetings, generative conversations gave key stakeholders opportunities to tell stories of times when the system worked well in effectively enhancing the newcomer experience. Building on this foundation of 'what's working well and why' participants were able to generate hopes and a shared vision for further enhancements to, and transformation of, the newcomer experience in our South Scarborough neighbourhoods. Conversations using an AI framework are designed to examine in detail what an individual or a group already knows about a question, drawing on the most useful insights and strengths, and to brainstorm broadly and creatively ideas and experiences that may lend insight to the situation. From these explorations, new levels of engagement, ideas, actions and commitments are generated and brought to life.

This approach was identified as particularly useful for this process, specifically because there often is a tendency to focus on challenges and barriers, which can bring our attention to a singular focus on what is not working well, reducing engagement and our ability to take positive action. Many of the challenges newcomers face have been identified through previous research, and there is a tendency to focus less on what enables newcomer success stories. AI allows us to depart from this approach to focus on what already exists in our communities and on a broader level that is working well, and build on that strength for future recommendations and strategies.

Generative conversations provide an opportunity to leverage what we know about newcomer challenges and transform them into a shared vision for the future. This not only creates efficiencies through leveraging systems, structures and processes that already exist, but also engages and builds capacity across the system in knowing how to reflect and take action in generative ways to enhance the newcomer experience.

3.2. Participatory Learning and Action

A primary goal of our newcomer engagement strategy was to include the authentic newcomer voice at every stage in the process. In order to draw from the rich experiences and knowledge newcomers bring, newcomer workgroups were facilitated using Participatory Learning and Action (PLA). PLA is a family of approaches that allows community members to actively engage, appraise, analyze and make decisions to change and/or improve their own context.

The focus of the workgroups was to create a learning process during which the complexity of any topic, e.g. integration of newcomers, is once again revealed through story-sharing, group analyses and interactions. PLA focuses on the process of the analyses and qualitative results rather than numbers and lists. It focuses on providing a space in which participants are 'the experts' and the only ones to provide recommendations and make plans to enhance or change their context. PLA uses a variety of informal and visual tools such as semi-structured interviews, flow diagrams, maps and other items to facilitate the process.

The combination of PLA and AI approaches resulted in work that was highly collaborative, engaging and newcomer-centred. All conversations and research were anchored in newcomers' voices and perspectives and focussed on empowering newcomers to reflect on and analyse their individual and collective experiences and hopes. This focus on learning and capacity-building of newcomers has not only created a rich set of strategic directions, but has also resulted in tangible positive growth and shifts for many of the newcomers involved in this project.

4. NEIGHBOURHOOD PROFILES

Map of the three neighbourhoods

The City of Toronto is often referred to as 'a city of neighbourhoods.' LIP South Scarborough encompasses three of those neighbourhoods: Dorset Park, Kingston Galloway/Orton Park, and Scarborough Village and can thus be similarly considered a project of neighbourhoods. While the neighbourhoods are geographically distinct, all three neighbourhoods are designated as Priority

Neighbourhoods by the City of Toronto.[2] Moreover, all three neighbourhoods are located in Scarborough, the easternmost suburb of Toronto.

In this context, it is worth highlighting the significance of LIP South Scarborough's focus on these neighbourhoods. As Priority Neighbourhoods, Dorset Park, Kingston Galloway/Orton Park, and Scarborough Village have higher than average numbers of recent immigrants, visible minorities and lone-parent families along with higher low-income and unemployment rates than the City of Toronto average. At the same time, many priority areas have a higher than average proportion of residents with post-secondary education from outside Canada.[3] Furthermore, the neighbourhoods are located in Scarborough, where the number of settlement agencies is disproportionately low relative to the number of newcomer residents.[4] And the three neighbourhoods are situated in a city where infrastructure investments in the suburbs have not been on par with older parts of the metropolitan areas nor have they kept up with the increasing population or changes in population needs. As a result, increasing demands are made on the neighbourhoods' infrastructure which in turn highlights the inadequacies of the local infrastructure. This also impacts newcomers' settlement experience and the degree to which they are able to access and make use of existing resources. As a project of neighbourhoods, LIP South Scarborough thus speaks to the importance of localized solutions.

Following are more detailed profiles of each of the three neighbourhoods.

4.1. Dorset Park

Dorset Park's north-south boundaries are Highway 401 and the green belt of Hydro Power lines that runs west-east just south of Lawrence Avenue East; the west boundary is Birchmount Road and the east boundary is Midland Avenue. Politically the neighbourhood is situated in two city wards and also includes part of the Kennedy Road Business Improvement Area.[5] The north part of Dorset Park is the area north of Ellesmere Road. The south generally refers to the area around Lawrence Avenue East. The north and south parts of Dorset Park are experienced as distinct areas by residents likely due to multiple factors: municipal ward boundaries, the distance between them and the lack of a community centre or space that might act as a meeting point between the two areas. Residents of the north and south do not generally relate to one another as sharing the same neighbourhood.

Population of Dorset Park

4.1.1. Demographic overview

The total population of the neighbourhood of Dorset Park according to the 2006 Census is 24,365.

In 2006, 61.4% of Dorset Park's population consisted of immigrants and 15.4% of the population was made up of

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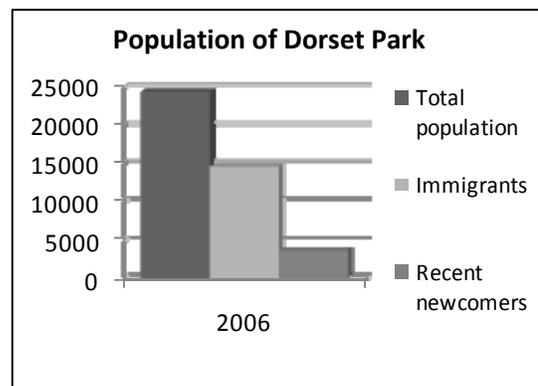
[2] Priority Neighbourhoods are areas designated by the City of Toronto as Priority Areas through the Neighbourhood Action Plan.
[3] City of Toronto. *Backgrounder. 2006 Census Update on Social Risk Factors in the City's 13 Priority Areas.* October 2008. Web. 10 Dec. 2010. http://www.toronto.ca/demographics/pdf/priority2006/backgrounder_socialriskfactors_priority.pdf
[4] Kareem D. Sadiq. *The Two-Tier Settlement System: A Review of Current Newcomer Settlement Services in Canada.* CERIS, Policy Matters No. 20. September 2005. Web. 10 Dec. 2010. http://ceris.metropolis.net/PolicyMatter/2005/PolicyMatters20.pdf
[5] Ibid.

recent newcomers.[6] The proportion of recent newcomers in Dorset Park is higher than the city average.

The proportion of immigrants of the total population in the neighbourhood increased from 56% in 2001 to 61.4% in 2006. As well, between 2001 and 2006, Dorset Park experienced a 9.3% increase in population.

4.1.2. Top non-official languages and ethnic groups

Dorset Park is a diverse neighbourhood linguistically, ethnically, culturally and religiously. In terms of ethnicity, the top three groups that residents self-identify with are Chinese, East Indian, and Sri Lankan.[7]

Visible minorities constitute a majority portion of the neighbourhood population (71.9%, %). Chinese, South Asian and Black are cited as the top three visible minority groups in Dorset Park.[8]

Service providers in Dorset Park noted that over the past few years, the neighbourhood has had an increase in the number of immigrant residents from the Middle East.

The portion of the population with a home language that is neither English nor French is 43%. The top five non-official languages spoken at home are Tamil, Chinese, Gujarati, Tagalog and Urdu.[9]

Dorset Park: Top Non-Official Languages Spoken
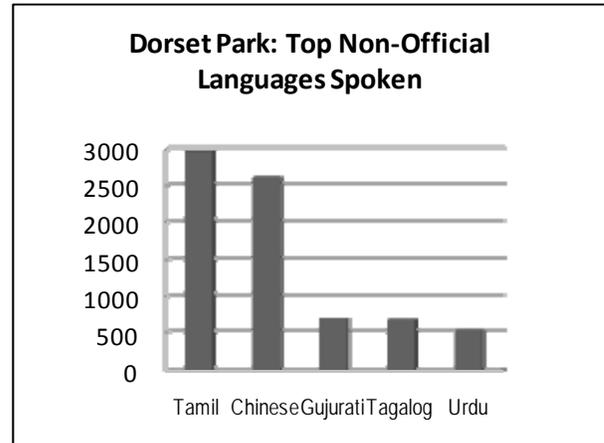
4.1.3. Neighbourhood infrastructure

The neighbourhood is accessible by bus as well as Light Rapid Transit and borders on Highway 401 to the north, which accounts for heavy traffic in that area. In the north there is a large shopping plaza and a number of service providers and community resources, which makes the area appealing especially for families. Dorset Park also includes several schools, a community centre, and a library and is in close proximity to two more community centres. A community hub in the north part of the neighbourhood is in planning and will open in 2011. There is also a shopping area in the south of Dorset Park.

4.1.4. Family composition and income

In 2006, there were a total of 6,640 families in Dorset Park of which 21.3% were lone parent families, which is about the same as the city average. The population also consists of 2725 seniors (65+) of which 23.3% live alone which is slightly lower than the city average.[10]

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[6] City of Toronto *Dorset Park Priority Area Profile*. August 2008. Web. 30 Nov. 2010.
http://www.toronto.ca/demographics/pdf/priority2006/area_dorset_full.pdf. (Hereafter referred to as *Dorset Park Priority Area Profile.)*
[7] City of Toronto. *Dorset Park (126) Social Profile #2 - Neighbourhoods Language & Ethnicity*. July 2008. Web. 30 Nov. 2010.
http://www.toronto.ca/demographics/cns_profiles/cns126.htm. (Hereafter referred to as *Dorset Park (126) Social Profile #2 - Neighbourhoods Language & Ethnicity*.)
[8] Ibid.
[9] Dorset Park (126) Social Profile #2 - Neighbourhoods Language & Ethnicity
[10] Ibid.

According to data cited in a study conducted by United Way, in 2001, 80% of all childbirths in Dorset Park were to women born outside of Canada.[11] Amongst newcomer residents of South Asian descent particularly in the north, there tend to be extended families: seniors live with their children and help to care for their grandchildren. It has been reported by newcomers and service providers alike that senior newcomers may be quite vulnerable as a result.

It should also be noted that 50.6% of Dorset Park residents between the ages of 25 and 64 years old obtained their post-secondary education outside of Canada which is significantly higher than the city average of 35.2%.[12]

Family income in Dorset Park is lower than the city average. From 2001 to 2006, Dorset Park saw a rise in the incidence of low income.[13]

4.1.5. Housing and mobility patterns

There are a total of 8305 private dwellings in Dorset Park. Of those private dwellings, more than half or 4570 are in apartment buildings (3690 are in apartment buildings with five or more storeys; 450 are in detached duplex apartment buildings and 430 are in apartment buildings with less than five storeys). About one quarter or 2045 dwellings are in single-detached houses, 1370 are row houses and 330 are semi-detached houses. Thus there exist disparities in terms of population density throughout the neighbourhood. In 2006, 5190 private dwellings were owned and 3115 were rented.[14]
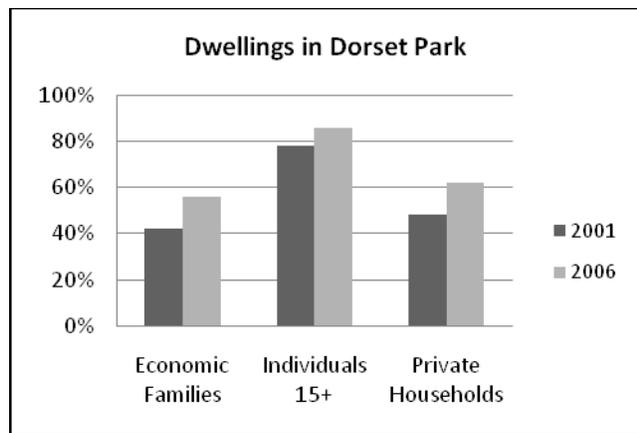
With regards to mobility patterns, overall, between 2001 and 2006, Dorset Park experienced a growth in population. However, when broken down according to age, the growth was not distributed across the board. That is, the population according to some age groups experienced a decrease, namely, 30-39 years and 65-74 years. All other age categories grew between 2001 and 2006.[15]

A study conducted by United Way found that five-year mobility rates for Dorset Park are slightly above the average city rate and that mobility rates in the neighbourhood are slightly higher (54%) in areas where there are a lot of high-rise buildings.[16] Moreover, according to the same study, high birth rates in 2001 could indicate that older families are moving out of the neighbourhood and young families and individuals are moving in.[17]

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[11] Ibid.
[12] United Way of Greater Toronto. *Report on Community Hub Development Grants*. November 2008
[13] Dorset Park Priority Area Profile
[14] City of Toronto. *Dorset Park (126) Social Profile #3 - Neighbourhoods Families & Dwellings*. October 2008. Web. 30 Nov. 2010. http://www.toronto.ca/demographics/cns_profiles/2006/pdf3/cpa126.pdf. (Hereafter referred to as *Dorset Park (126) Social Profile #3 - Neighbourhoods Families & Dwellings*.)
[15] Ibid.
[16] United Way of Greater Toronto. *Report on Community Hub Development Grants*. November 2008
[17] Ibid.

4.1.6. Other neighbourhood characteristics

While Dorset Park is not considered a large neighbourhood, walkability can be a challenge, and this impacts accessibility of services. Physical mobility throughout the neighbourhood is primarily designed for motorized vehicles and is characterized by the large roads that run through the area, which frequently act as barriers to walking.

As well, there is a noticeable divide between the north and the south areas, resulting in residents from the north rarely accessing the services, including community centre and library that are located in the south, and vice versa. The ward boundaries along with geographical distribution of elementary schools and shopping plazas may contribute to this dynamic. As well, the distribution of houses and high-rise buildings, with the former more located in the centre and the latter clustered mainly along the borders of the neighbourhood, may contribute to this dynamic as well.

### 4.1.7. Newcomers' experiences in Dorset Park

Dorset Park is a diverse and multicultural neighbourhood. Many newcomers have expressed feeling at home and comfortable in the area because the resident population is multicultural. Many informal social networks have been established amongst immigrants. Newcomers in Dorset Park are interested in getting involved in local activities and civic engagement, but may lack awareness and knowledge about how to do so, or are not familiar with the Canadian system of volunteering.

Often, newcomers are unaware of the institutional structure of public or community resources in the City of Toronto, which is also true for many newcomer residents of Dorset Park. Many participants engaged through the LIP process in Dorset Park expressed their eagerness to foster a sense of community, to get to know their neighbours, and to have more neighbourhood events, and they offered an abundance of ideas on how to do so. There is a dearth of available community spaces for social events and programs, or they are difficult for newcomers to access because of the bureaucracy involved.

Newcomers also feel 'over consulted'; many expressed frustration with being consulted time and again by different organizations without seeing any changes resulting from those consultations. At the same time, more recently there has been an increase in the number of service providers for newcomers in the area and it is anticipated that more services will be available with the planned opening of the community hub in 2011.

4.2. Kingston-Galloway/Orton Park (KGO)

Kingston-Galloway/Orton Park is a vibrant and diverse neighbourhood located towards the southeast end of Scarborough. The boundaries of Kingston Galloway/Orton Park are: Scarborough Golf Club Road on the west; Manse Road on the east; just north of Ellesmere form the north boundary; and the south boundary are the railway tracks south of Kingston Road. Politically the neighbourhood falls mostly in Ward 43 (Scarborough East).

Population of Kingston

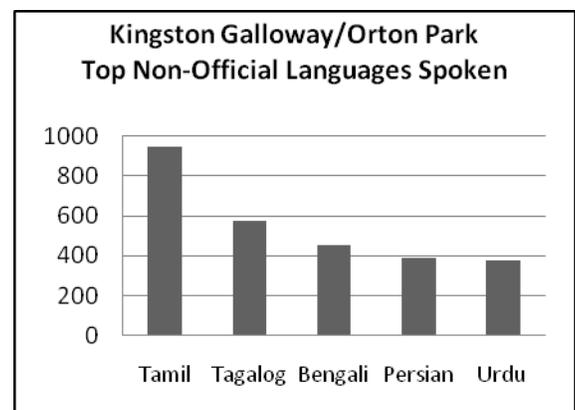**Galloway/Orton Par**
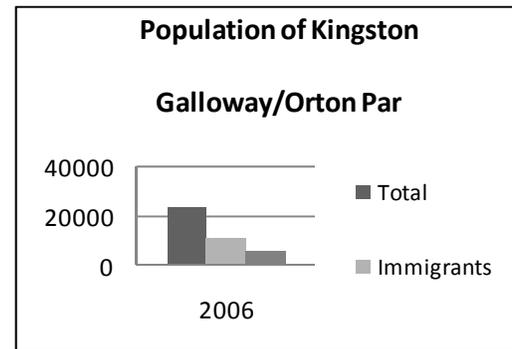
4.2.1. Demographic overview

The total population for this area according to the 2006 census is 23,042. 61.4% of the population are visible minorities.[18] 50% of the total neighbourhood population consisted of immigrants, and 22% of the population was made up of newcomers who immigrated to Canada between 2001 and 2006. Between 2001 and 2006, Kingston-Galloway/Orton Park experienced a 7.1% decrease in the overall population.[19]

4.2.2. Top non-official languages and ethnic groups

The population in KGO is very diverse. The top three ethnic groups that reside in the area are South Asian, Southeast Asian and from Western Central Asia and the Middle East. There is a significant visible minority population in KGO. Over 60% of the population is considered to be of visible minority status. The top three visible minority groups in the neighbourhood are Black, South Asian and Filipino.[20] According to the 2006 census, the top five non-official home languages spoken in Kingston-Galloway/Orton Park are: Tamil, Tagalog, Bengali, Farsi and Urdu.[21]

4.2.3. Neighbourhood infrastructure

Kingston-Galloway/Orton Park is accessible by bus and there is a GO train station at the border of the neighbourhood. The neighbourhood does not have subway or Light Rapid Transit access, which impacts resident's mobility. The community hub at the East Scarborough Storefront is a central access point for services and community events, including a community garden and market during the summer. Many agencies, community organizations and groups as well as resident representatives are active in the neighbourhood and in service coordination networks to coordinate planning and community development initiatives. As well, the proximity of the University of Toronto Scarborough campus has

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[18] City of Toronto. *Kingston-Galloway Priority Area Profile 2006*. August 2008. Web 14 Dec. 2010
http://www.toronto.ca/demographics/pdf/priority2006/area_kingston_full.pdf. (Hereafter referred to as *Kingston-Galloway Priority Area Profile 2006.)*
[19] Ibid.
[20] Ibid.
[21] Ibid.

resulted and continues to result in a number of collaborative initiatives in the neighbourhood.

4.2.4. Family composition and income

With 32.5%, the percentage of lone parent families in KGO is significantly higher than the city average. The average after-tax income of families in Kingston-Galloway/Orton Park is significantly lower than the average income across the City of Toronto. In line with profiles of other City of Toronto neighbourhoods, the percentage of residents who completed post-secondary education outside of Canada is slightly higher than the city average.

4.2.5. Housing and mobility patterns

About 43% of the population lives in apartment buildings of five storeys or more. Kingston-Galloway/Orton Park has the highest concentration of subsidized housing in all of Ontario. The majority of newcomers in this area live in lower-cost rental high-rise buildings. The neighbourhood also has a Family Residence Shelter of which many of the inhabitants are refugees.[22] In addition to this, a study conducted by University of Toronto students found that newcomer youth in the area saw housing and shelter as one of the top concerns. The study also identified low vacancy rates in affordable housing areas, over-crowded living conditions with extended families, and systemic discrimination among lenders as being some of the issues in the neighbourhood.[23]

Between 2001 – 2006 the area saw a decrease in the number of small children 0-9 years and residents who are in the working age group of 15 – 44 years. At the same time, a notable increase in the percentage of senior residents occurred. This may indicate that a significant proportion of families with young children are moving out of the area.

4.2.6. Other neighbourhood characteristics

Over the past years, many community initiatives and networks have been underway in Kingston-Galloway/Orton Park, with the East Scarborough Storefront (ESS) as the central community hub that offers a wide range of services as well as engagement and volunteer activities.

Research has identified walkability as an issue in KGO.[24] This neighbourhood was originally designed for those who drive; however the demographics of the neighbourhood have changed considerably over time and now the majority of residents rely on walking and using public transit. Those who live close to the East Scarborough Storefront and to the Kingston Galloway/Lawrence intersection have easier access to a variety of services.

At the same time, there are some pockets in the neighbourhood that have more difficulties accessing services due to distance and limited public transit facilities, such as residents of the Orton Park area. This has a disproportionate impact on vulnerable groups such as seniors, women and newcomers who live on low incomes and may not be able to afford or have difficulty using public transit. A study found that Tamil seniors, for example, identified transportation as one of the major issues in Kingston-

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[22] *Our Kingston Galloway/Orton Park Community.* 2010. Web. 30 Nov. 2010. http://www.ourkgocommunity.com
[23] University of Toronto Scarborough. *Citizenship and Urban Space: Intersections of Belonging, Housing, and Settlement for Newcomers to Kingston Galloway / Orton Park,* Conference. Funded by CERIS: The Metropolis Centre. Toronto. (Hereafter referred to as *Citizenship and Urban Space*.)
[24] Walkability Studies - Jane's Walk. *Jane's Walk.* Web. Dec. 2010. 5 Dec. 2010. http://www.janeswalk.net/walkability/studies

Galloway/Orton Park.[25] Thus the issue of walkability impacts the range of choices available to people in the neighbourhood.

4.2.7. Newcomers' experiences in Kingston-Galloway/Orton Park

Kingston-Galloway/Orton Park has experienced growth in the number of community services, initiatives and networks over the past several years. However, there remains a need to enhance access to such local resources through promotion and marketing of the existing services. Through the newcomer workgroups we learned that many newcomers are not aware of services offered in their neighbourhood. Newcomers who may access one of the programs at the local hub were not aware of the other services the local hub offers. While many newcomers are already involved in local activities and events, not all those who are interested in community involvement know how to connect with local volunteer opportunities.

In a conference organized by University of Toronto Scarborough, students of the City Studies Program identified the promotion of existing services as being one of the key recommendations for Kingston-Galloway/Orton Park.[26]

4.3. Scarborough Village

Scarborough Village is a small neighbourhood in the south of Scarborough, located between the Canadian Railway line in the north, the Lake Ontario shoreline to the south, and roughly Bellamy Road to the west and Scarborough Golf Club Road to the east. Politically, it falls into three different wards: 36, 38 and 43. The area of Scarborough Village covers 3.1 km^2.

4.3.1. Demographic overview

In 2006, the population of Scarborough Village was 15,590.[27] Between 2001 and 2006, Scarborough Village experienced an 8.5% decrease in population.

55% of the residents in Scarborough Village are immigrants, which is higher than the City of Toronto average of 46%.[28] The population of recent immigrants in the neighbourhood has dropped to 18.1% (2006) from 23.1% (2001).[29]

Population of Scarborough Village

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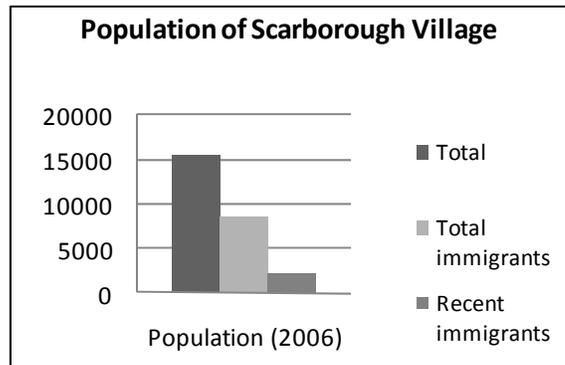
[25] Citizenship and Urban Space (details noted in previous reference)
[26] Ibid.
[27] City of Toronto. *Scarborough Village Priority Area Profile*. August 2008. Web. 30 Nov. 2010.
http://www.toronto.ca/demographics/pdf/priority2006/area_scarbvillage_full.pdf. (Hereafter referred to as *Scarborough Village Priority Area Profile*.)
[28] Piazza, C. (2008). Scarborough Village Needs Analysis. http://www.ywcatoronto.org/assets/pdf/employment/0805_svc_analysis.pdf
[29] *Scarborough Village Priority Area Profile*

4.3.2. Top non-official languages and ethnic groups

Scarborough Village is truly a multilingual neighbourhood: over twenty-six languages are spoken amongst the neighbourhood's residents. The top five non-official languages spoken at home are Tamil, Urdu, Persian, Tagalog and Chinese.[30] Overall, 33.8% of residents speak a non-official language at home.[31]

The top three ethnic identities that residents of Scarborough Village self-identify with are East Indian, English and Canadian.[32] Scarborough Village has a significantly higher visible minority population than the City of Toronto overall. 72.8% or nearly three quarters of the neighbourhood population is considered to be of visible minority status. In 2006, South Asians, Blacks, Filipinos and Chinese made up the top five visible minority groups. It is also of note that the South Asian population has grown significantly between 1996 (22.3%) and 2006 (31.2%).[33]

Scarborough Village: Top Non-Official Languages Spoken

Legend: Tamil, Urdu, Persian, Tagalog, Chinese
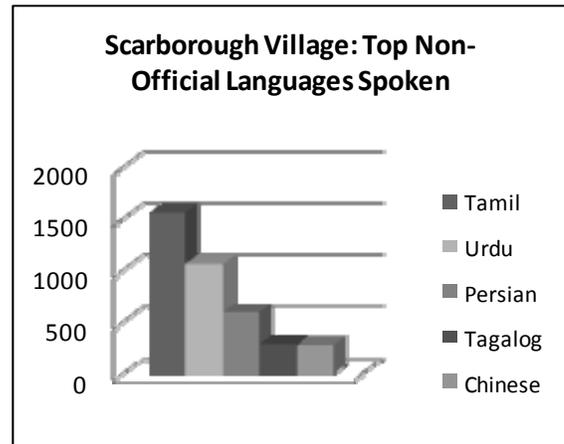
4.3.3. Neighbourhood infrastructure

Those living in the area who rely on public transportation face numerous challenges owing to the lack of subway service and the neighbourhood's far distance from a subway line, as is the reality for many parts of Scarborough as a whole. A report on Scarborough Village points out that Eglinton Avenue is a transit juncture, which makes it difficult to get quickly from one part of Scarborough to another.[34] At non-rush hour times the frequency of public transit in the neighbourhood decreases. Many residents of Scarborough Village rely on public transit, making mobility an access issue.[35]

Public facilities and community resources include Scarborough Village Recreation Centre, a community theatre, Scarborough Village Action for Neighbourhood Change, several service provider organizations offering settlement, employment and youth services, and five public schools. However, there is no high school in Scarborough Village. Strip malls constitute a predominant part of Scarborough Village's streetscape.[36] At the same time, the neighbourhood lacks an affordable grocery store, and residents as well as community groups and service providers express a continued need for space for programming and events.[37] Scarborough Village has been referred to as 'the immigrant corridor.'[38] There is a trend for newcomers after moving into the neighbourhood to migrate to the south of Scarborough Village which is greener and more attractive compared to the rest of the neighbourhood.[39]

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[30] Ibid.
[31] City of Toronto. *Scarborough Village Social Profile #2 Language and Ethnicity*. July 2008. Web. 30 Nov. 2010. http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa139.pdf.(Hereafter referred to as *Scarborough Village Social Profile #2 Language and Ethnicity*.)
[32] Ibid.
[33] Ibid.
[34] Action for Neighbourhood Change Scarborough Village (2005). Community Stories. ISBN #1-555382-150-5. Web 14 Dec. 2010. http://www.caledoninst.org/Publications/PDF/550ENG.pdf
[35] Ibid.
[36] Anne Makhoul. *ANC in Scarborough Village Sets a Good Example for Toronto Neighbourhoods.* Caledonist. 2007. Web. 10 Nov. 2010. http://www.caledoninst.org/Publications/PDF/627ENG.pdf
[37] *Scarborough Village Needs Analysis*
[38] Ibid.
[39] Quoted in *ANC Begins in Scarborough Village*

4.3.4. Family composition and income

According to the Scarborough Village Needs Analysis, 14.8% of Scarborough Village residents have five or more people in their households, compared to 10.6% for Toronto as a whole, and almost all residents reported the presence of children in their households.[40] About 27% of the families in Scarborough Village are single parent families, which is significantly higher than the city average. The percentage of children living in Scarborough is higher than in Toronto overall, while the proportion of persons aged 25-49 years is lower,[41] indicating the presence of larger families. Furthermore, 49.4% of 1-person households have an income of less than $20,000, and the median family income in Scarborough Village is $49,030. There are large income disparities in Scarborough Village, with 15.3% of families earning $100,000 and over, while at the same time 40.7% of families live on incomes of $39,999 or less.[42]

4.3.5. Housing and mobility patterns

More than half of residents (56%) in Scarborough Village live in rental homes and most of those dwellings are in high-rise apartment buildings (i.e. over five storeys).[43] Scarborough Village has a collection of high-rise social housing units and low-income apartments. Also, in stark contrast, the neighbourhood includes an area in the south with multi-million dollar houses which bear little resemblance to other residential areas in Scarborough Village.[44] The most densely populated low-income pocket within the neighbourhood is Cougar Court which is a cluster of high-rise apartments built in the 1960s that have acted as 'receiver housing' for successive waves of immigrants.[45] Overall, between 2001 and 2006, Scarborough Village experienced an 8.5% drop in population. Large declines were seen among children 0-14 years and persons within the 30-49 year age range. This may point to primarily families with young children moving out of the neighbourhood. At the same time there was a more than 20% increase among persons 55-59 years of age and 80 years and over.[46]

It is worth noting that newcomers tend to gravitate towards Scarborough Village because of the relatively low cost of apartment housing; this factor accounts for the comparably large influx of newcomers in this neighbourhood. Service providers in Scarborough Village have noted that people tend to leave the community as soon as their economic status changes or improves.[47]

4.3.6. Other neighbourhood characteristics

According to the 2008 Scarborough Village Needs Analysis conducted by the YWCA, the geography of the neighbourhood, compounded by a weak transportation infrastructure and lack of childcare facilities, makes it extremely difficult for residents to travel, let alone seek out multiple locations in order to access the services they require.[48] Many services are concentrated towards the centre of the neighbourhood. As well, most of the high-rise buildings where the majority of newcomer population reside are situated around the central part of the neighbourhood.

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[40] *Scarborough Village Needs Analysis*
[41] *Scarborough Village Priority Area Profile*
[42] City of Toronto. *Scarborough Village (139) Social Profile #4 – Neighbourhoods Income & Poverty*. 2006. Web 14 Dec. 2010.
http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa139.pdf
[43] *Scarborough Village (139) Social Profile #3 - Neighbourhoods Families & Dwellings*
[43] *ANC Begins in Scarborough Village*
[44] Ibid.
[45] *ANC begins in Scarborough Village*
[46] *Scarborough Village Priority Area Profile*
[47] *ANC Begins in Scarborough Village*
[48] *Scarborough Village Needs Analysis*

4.3.7. Newcomers' experiences in Scarborough Village

Newcomers in the neighbourhood experience mixed feelings in terms of settlement. On one hand, some are aware of facilities and resources available in the neighbourhood, but may face language barriers, challenges in accessing childcare and employment challenges. On the other hand, similar to the experience in other neighbourhoods, many newcomers are not aware that these services exist in their neighbourhood. It is also important to add that labour market participation is 8.8% lower in Scarborough Village compared to the City of Toronto as a whole, and the unemployment rate is 2.8% higher[49] and that, of the total population, amongst those who are 25 to 64 years old, nearly half or 44.7% earned a certificate, diploma or degree outside of Canada, compared to 35.2% across the City of Toronto.[50]

Many newcomers engage in volunteer work with the Scarborough Village Action for Neighbourhood Change. This is especially evident amongst the large number of newcomer women who play an active role in community engagement in Scarborough Village. Existing partnerships between service provider agencies and stakeholders through Neighbourhood Action Partnership (NAP) and a wide range of community engagement through ANC make up one of the core strengths of this neighbourhood. It is also worthwhile to mention that some schools in Scarborough Village make special efforts to help newcomer parents feel at ease with regard to their children's education and future which in turn invites active participation in schools for newcomer parents.

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[49] Ibid.
[50] Ibid.

5. KEY FINDINGS FROM NEWCOMER WORKGROUPS

The following section presents the consolidated outcomes of data gathered through the newcomer workgroups conducted in the three neighbourhoods. For the purpose of this project, 'newcomer' is defined as a person who has immigrated to Canada, who still has settlement-related needs and self-identifies as a newcomer. This also gives recognition to the fact that settlement is not a linear process, and many immigrants may experience settlement-related challenges several years after coming to Canada.

While newcomer workgroups were held separately in each of the three neighbourhoods, many similar themes emerged. The information below therefore includes a summary of the outcomes of all three neighbourhoods. At the same time, neighbourhood-specific findings from the newcomer engagement strategy may be of interest to some readers and are therefore included in Appendix F.

The LIP South Scarborough newcomer engagement process generated not only a multitude of ideas, but most importantly a sense of excitement, engagement and connection among newcomers in the neighbourhoods. Not surprisingly, many themes related to settlement and integration that participants shared in the workgroups are corroborated by other research on newcomer's needs and experiences.

Following below are the consolidated highlights of outcomes of the newcomer engagement process.

5.1. Information, services and accessibility

Access to information about services and resources and the lack of awareness about them emerged as a recurring theme in all three neighbourhoods. Many newcomers are not aware of services offered in their neighbourhood or how to access them. This may be exacerbated by newcomers' lack of familiarity with the institutional social infrastructure in Canada. As well, timely access to information is a pervasive issue; many participants shared that they found out about services available to them only after they had become Canadian citizens and were no longer eligible for them. It is important to note, and this has been reinforced by newcomers in our gatherings, that settlement is not a linear process, and immigrants may have settlement-related needs even after many years of living in Canada. This is especially true for many newcomer women, who often prioritize family before settlement.

> *Newcomers attended a meeting held by a public figure in one of the neighbourhoods. However, the meeting was highly inaccessible due to the formal level of communication along with the formal structure of the meeting and the fact that no translation services were offered.*

Newcomers highlighted a number of challenges associated with accessibility of services, including language issues, cultural sensitivity of service providers, and walkability, as many newcomers rely on walking or public transit. This is especially true for seniors.

What works well and recommendations
- Newcomer participants emphasized that community resources such as libraries, schools and settlement workers in schools play an important role in sharing information. Information from schools is usually considered trustworthy and is often read very carefully.

- Informal networks, including friends, family and community members are often the primary source of information for newcomers. Participants suggested neighbourhood hosting and

mentoring programs as a way to enhance information-sharing, and having an identified individual, such as an established immigrant, present in the community to whom newcomers can go with their needs and who can help them connect to resources and existing networks. This is less intimidating than accessing official services and agencies.

- Newcomers appreciate proactive engagement where they would be contacted regarding community events, services, volunteer opportunities and employment updates, as they often don't know what exists in their neighbourhood and thus do not always know what to look for. One suggested way of doing this was to develop and maintain a neighbourhood database of newcomers who wish to receive neighbourhood updates. As well, newcomers suggested a virtual community hub to enhance neighbourhood-based information sharing and offer virtual networking opportunities.

- Much information is available online on a variety of websites. Support to help newcomers identify trustable websites and authentic sources of information is appreciated.

- More promotion of existing services, including settlement and employment agencies and community health centres, helps newcomers be more aware of services. Newcomers suggested the following ways to promote services to them: send flyers home with kids at school, post flyers and speak to people at language classes, approach newcomers where they get together in big groups (e.g. community centers and libraries in some neighbourhoods, community events, worship areas, parks, malls, and stores), advertise in the newcomer magazine and 24 Hour newspaper, post flyers in building lobbies, bus stops, and at family doctors' offices, and promote information through settlement workers.

- Pre-arrival information is crucial; newcomers emphasized the importance of having realistic information about the Canadian labour market, credential evaluation, cost of living, health care, housing and information about the education system available prior to immigrating to Canada. Having access to this information in an easily understandable format helps new immigrants better prepare for immigration and settlement and can help develop more realistic expectations.

- Community programs that are welcoming to newcomers would have the following features, as suggested by participants:
  - ➢ they provide a direct benefit to the community in terms of programming
  - ➢ they are free and
  - ➢ offer childcare, snacks, and translation if necessary
  - ➢ are close to where newcomers live or provide transportation assistance and
  - ➢ provide an opportunity for residents to earn an income, gain work experience and obtain references for other employment.

- Onsite or satellite programs close to areas where newcomers live can greatly reduce challenges with accessibility.

- Participants in all three neighbourhoods suggested the idea of a community bus to get participants to programs, which would be especially useful during the winter time.

5.2. Building relationships and community engagement

Participants in the LIP community gatherings expressed a great desire to meet their neighbours through gatherings such as the LIP newcomer workgroups. Newcomers wish to build relationships and networks in their neighbourhood, but may need support in doing so. Local volunteer opportunities, for example, can help combat isolation, build networks, and can offer valuable Canadian work experience.

As well, participants shared a desire for opportunities for newcomers from similar ethno-cultural origins sharing the same language to get together to share information and support each other, as well as opportunities to foster cross-cultural networks and understanding.

> *"As my husband goes to work, and my son to school, I feel bored at home. I still feel very depressed, I am not aware of events, and I don't have any friends I can relate to about my experience in this country."*
> *-Newcomer participant*

What works well and recommendations

- Community leaders play an important role in reaching out to newcomers and helping them to connect with others and with services in the community. It was suggested to continue the 'LIP Newcomer Ambassador model' as it not only helps to engage newcomers and share information through informal channels, but also offers leadership opportunities to newcomers.

- Involvement in program design and development: newcomers are experts on the newcomer experience, and have many suggestions on how programs can work well for them. However, there are few opportunities for them to provide their feedback to agencies and groups to inform program development. Newcomers suggested developing a structure to provide feedback on local programming. This can at the same time build capacity and contribute to a strengthened community through community members who are more engaged.

> *"We have a lot of knowledge. It would be great if we could help people/organizations understand our culture."*
> *- Newcomer participant*

5.3. Awareness of legal rights

Being aware of one's rights and Canadian laws can prevent exploitation and reduce vulnerability. Newcomers highlighted several areas where there is great need for accessible legal information: housing and tenant's rights, employment and workplace rights, income tax support, the role of the police, traffic rules and regulations, women's rights, divorce and custody proceedings, and child protection legislation. Furthermore, participants suggested offering interactive workshops and making information on legal issues more practical.

> *"A woman was short by $10 in paying her rent, the next day the landlord told her to leave by the end of the day as he has given the place for rent to someone else. She spent the night in a shelter."*
> *- Newcomer participant*

5.4. Language services

Participants expressed the need for a broader range of language services, and enhanced accessibility of language services in terms of time (i.e. evening and weekend services are needed). Specifically highlighted was the need for conversation groups to practice language skills, as well as higher-level language classes and language instruction that helps newcomers address pronunciation issues.

5.5. Services for women

Many newcomer women expressed a desire for women-only services, such as women-only language classes or recreational programs. For women from some cultures this makes it much easier to access programs. As well, timing of programs for women is important, so they fit in with family responsibilities and schedules. Dietary and fitness counselling offered for women by women would contribute to more women accessing such programs and, ultimately, to healthier families, as women often make use of this information at home with their families. This could also be one way to help address the rising level of diabetes that has been identified in some immigrant communities.[51]

5.6. Supporting families

This section includes themes and recommendations related to newcomer parents, seniors, and youth. One frequently mentioned issue for newcomer parents is knowledge about the Canadian education system and being able to have a dialogue with their children's teachers. Schools often experience challenges in reaching out to newcomer parents, which speaks to the existence of barriers between newcomer parents and the school system. Often, there is a lack of interpreters available at school, even during parent-teacher meetings, which inhibits newcomers' relationship with the school.

For newcomer seniors, isolation and mobility are the two main areas of concern. There is a need for programs that offer seniors opportunities to meet and socialize. For many seniors it is difficult to move around the community and access services due to language barriers, unfamiliarity with the system, and mobility issues.

Much research has been done on the needs of newcomer youth and the specific challenges they face in the settlement and integration process. Participants in the newcomer gatherings emphasized the importance of providing opportunities for activities and volunteering for youth to gain leadership skills, offer guidance and support with regards to post-secondary education and ESL classes for newcomer youth.

Child care is another topic of significant importance as it directly affects many aspects of newcomers' lives and their ability to integrate into the Canadian labour market. Availability of quality child care has a direct impact, especially on newcomer women's ability to learn one of Canada's official languages, upgrade their skills, participate in training programs and to find employment. Child care in Toronto is very expensive, and there is insufficient access to child care subsidies. The fact that employment is a prerequisite to obtaining a child care subsidy makes it very difficult for newcomers, especially newcomer women, to access the labour market.

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[51] Creatore, M.I. et. al. (2010). Age- and sex-related prevalence of diabetes mellitus among immigrants to Ontario, Canada. Canadian Medical Association Journal, 10.1503/cmaj.091551

What works well and recommendations

- After-school programs for children and programs that offer parents an opportunity to meet other parents and learn more about school and education are appreciated by newcomers. As well, free homework clubs can offer newcomers invaluable support, especially newcomer parents who are not able to help their children with their homework due to language issues.

- There was generally great support for programs that are offered in schools. This is not only an opportunity to obtain information on a variety of topics, but is accessible for newcomer parents, and offers opportunities to connect with other parents.

- Some schools offer fitness classes for mothers, which was much appreciated.

- For seniors, it would be very helpful to have a contact person nearby who speaks their language, can take them to different places around the community and explain services to them.

- ESL programs for newcomer youth are very important and appreciated.

- With regards to child care, newcomer participants recommended creating opportunities for training and licensing of home-based child care. This has a number of potential benefits: it would create more child care spaces, it would give newcomers a sense of comfort knowing their kids are with someone they know or someone nearby, and it would provide newcomers with opportunities to earn a living.

5.7. Health care

Not surprisingly, the three-month waiting period for eligibility to the Ontario Health Insurance Plan (OHIP) poses a challenge for many newcomers, and newcomers recommend it be removed. An additional challenge is newcomers' lack of familiarity with the Canadian health care system. For example, many newcomers who participated in the workgroups were not aware of community health centres and, as a result, did not access their services.

In addition to the three month wait period, many newcomers work in low-paying or contract jobs or precarious employment situations without benefits. Obtaining prescription medication can be very expensive for them. Availability of female attendants at doctor's visits is very important as well; in some cultures health issues, especially around sexual health, can only be discussed with doctors of the same gender.

> *"I felt trapped in my home. I needed someone to come and lead me out into the community. My public health nurse did that."*
> *- Newcomer participant*

What works well and recommendations

- Public health nurses are experienced as very helpful, especially for post-natal care for isolated newcomer women; newcomers find them particularly helpful in connecting them to the community.

- Participants also appreciated healthcare for children, for instance, immunization shots given at schools.

5.8. Housing

Access to affordable housing is a big issue for newcomers. Lack of credit history and Canadian references as well as lack of awareness about tenant's rights make it difficult for new immigrants to access affordable and secure housing and also make them vulnerable to exploitation. As well, newcomers often don't know about the fair market value of housing, and may pay unreasonable prices due to lack of knowledge. Subsidized housing is very difficult to obtain, especially for recent newcomers, as there are waitlists of several years.

> *"When I first arrived to Canada, I had to stay with my relatives for about two weeks. Life becomes difficult and burdensome and expensive for the relatives that have taken you in. The newcomers feel forced to leave their relative's homes because they can't offer them money for room and board. My relatives found my family a home. We were asked to give a deposit, first and second month rent before looking at the place. When we looked and decided we don't like it, and asked for our money back, the landlord refused to return it, we lost $1700."*
>
> *- Newcomer participant*

What works well and recommendations
- Newcomers suggested an affordable interim housing option for when they first arrive to Canada so that they have time to choose the most suitable area to move to.

5.9. Food

In the City of Toronto, in 2001 one-third of children in families of recent immigrants were poor as compared to 16% for those with Canadian-born parents.[52] Poverty and, therefore, covering basic needs such as food and clothing is a concern for many newcomer families. Healthy food is costly and often difficult to afford. At the same time, there is great shame attached to not being able to feed one's family, which results in newcomers often not accessing the support they need for fear of social stigma. Many

> *"Even though I need to use the food bank for our family, my husband will not allow me because he is afraid one of the neighbours will see me getting help."*
>
> *- Newcomer participant*

newcomers suggested a private or confidential food bank system due to the stigma attached to seeking help at food banks.

5.10. Employment and skills development

It is a well-known issue that many newcomers, despite being highly qualified, face great difficulties in obtaining employment in Canada that is commensurate with their education and experience. This was strongly reaffirmed by participants in the LIP community gatherings. Participants expressed a strong wish for having realistic information about the Canadian labour market, recognition of credentials and employment prospects prior to arriving in Canada.

Newcomers often learn too late about the process of credential recognition, or institutions that conduct these assessments. This can have a significant impact on the settlement trajectory, as research has shown that language and training opportunities that are missed at the beginning of the settlement

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[52] http://www.toronto.ca/demographics/pdf/youth_immigrants.pdf

process are often impossible to regain. Even highly qualified newcomers who have to take on survival jobs to feed their family may get stuck in these jobs and find it very challenging to make the transition to their field later in the settlement process.

It is a goal for many newcomers to obtain a certificate or Canadian degree to help them in the search for employment. However, many newcomers find it difficult to access information about educational support such as grants, bursaries and the Ontario Student Assistance Program (OSAP).

> *"While working as a replacement for someone away on sick leave I was made to sign some documents. I was not given any money for the work I did. Later I found out that the documents I had signed showed I had agreed to work without pay."*
> *- Newcomer participant*

Workplace conditions and knowledge about employment rights and responsibilities is another topic mentioned by participants in the newcomer workgroups. Newcomers, especially those with precarious residency status and those who are not aware of their rights are vulnerable to exploitation by employers. Some newcomers in the workgroups shared their experience of being paid late by employers, or not receiving any remuneration at all. In addition to this, discrimination in the workplace continues to be an issue expressed by newcomers, either related to hiring practices or, as some newcomers expressed, some employers do not like employees wearing the *hijab.*

What works well and recommendations

- Low-cost or no-cost training opportunities are much appreciated. Newcomers mentioned the certified CPR training organized by the City of Toronto and offered for free as a good resource, along with other training opportunities offered by local agencies, such as leadership training.

- Employment services are useful if newcomers know about them, especially one-on-one employment support that allows for matching newcomers' skills and experience with appropriate employment prospects.

- Many newcomers are interested in establishing their own business, and would appreciate more information about how to go about this. They would like to obtain information on starting a business, and have a contact person to guide them through the process, help with selecting a location, and are looking for networking opportunities, financial and promotional support, and training to develop skills.

5.11. Support for refugees

While refugees are newcomers, it is important to be aware that refugees might face unique challenges and need additional support. They may lack educational and employment documentation, and may need additional health or mental health services due to adverse experiences in their home countries or during their flight to Canada.

5.12. Cultural sensitivity

There are two separate aspects to this theme: newcomers would like to better understand Canadian culture, and would like organizations to be more culturally sensitive. Newcomers suggested programs to learn about understanding Canadian culture to help them deal with cultural issues and culture shock.

6. THE STRATEGIC PLANNING PROCESS

This section provides an overview of the LIP South Scarborough strategic planning process. The Partnership Council and the LIP team collaborated extensively with local newcomers in the three neighbourhoods to ensure that the strategic approach and outcomes were grounded in local realities and solutions. The newcomer voice was involved in each and every stage of the strategic planning process. Each phase of the process built on insights from the previous phase, generating an increasingly clearer picture of ideas and recommendations to enhance the newcomer experience in South Scarborough.

6.1. Overview

The development of the Local Settlement Strategy included the following process:

Partnership Council and Steering Committee planning meetings – Oct. 2009 – Jan. 2011
To guide the development of the local settlement strategy

Research/Inquiry – throughout 2010

70 newcomer workgroups to engage newcomers and collect facts and demographics	**Interviews** with 60 community members and newcomers in spring 2010

Community Summits May and September 2010
To co-create and highlight key areas of focus for action and innovation and develop a vision for enhancing the newcomer experience in the three neighbourhoods

Four Strategic Planning Groups – Summer and Fall 2010
Create a settlement strategy for identified focus areas to review with the community

Community Summit December 2010
To jointly review recommendations developed by the strategic planning groups

Partnership Council and Steering Committee review final recommendations – Dec. 2010

Submission of Final Strategic Plan – January 2011

6.2. Strategic planning focus areas

The strategic planning focus areas evolved from several stages of inquiry including a visioning exercise conducted by the Partnership Council in March 2010 that generated five themes for a future state in which the newcomer experience, and community, in South Scarborough had transformed in positive ways. These themes initially included: 1) Service Awareness and Co-ordination, 2) Sense of Belonging, 3) Enhanced Efficiency and Accountability, 4) Empowering Parents and Youth and 5) Sustaining a Thriving Newcomer Culture. Many of these themes were aligned with the information obtained at the newcomer workgroups and they also informed the design of the interview questions.

The themes that emerged from the interviews, along with all of the other data generated to-date, informed the design of the Community Summit in May 2010, at which participants from all three neighbourhoods co-created six strategic focus areas for enhancing newcomers' settlement experience. These themes evolved as a result of consolidation and categorization of findings from the interviews, community summits, Partnership Council and LIP team meetings, and newcomer workgroups and were consolidated into the following four strategic planning focus areas:

1. Empowering local communities to provide welcome, support and connection, and supporting families

2. Providing the right information at the right time at the right place and delivering services in the best way possible

3. Addressing basic needs immediately

4. Generating Canadian experience and enhancing employment

6.3. Strategic planning groups

Following the development of the focus areas, four strategic planning groups formed to work on the identified strategic priorities. Each strategic planning group included Partnership Council and Steering Committee members, one LIP team member, and one Newcomer Ambassador from each of the three neighbourhoods.

6.3.1. Purpose of the strategic planning groups

The purpose of these strategic planning groups was to:

- provide context and analyses for the collected information;

- mould the information into a framework that is grounded on the realities in the three neighbourhoods;

- develop concrete recommendations for the Local Settlement Strategy.

The strategic planning groups analyzed the strategic focus areas in order to pull out commonalities and differences for each theme/neighbourhood and applied a three-fold approach to identify the following:

a. recommendations on 'how' to coordinate and enhance services for newcomers with the existing resources;

b. recommendations on 'how' to improve services by expanding and/or enhancing existing services;

c. recommendations on 'how' to change existing services, and add new services.

6.3.2. Strategic planning group process – contextual framework

The strategic planning groups met over the summer and fall of 2010 to co-create the recommendations for the strategic plan. Each group developed the following contextual framework:

- Goals/objectives: Why does this group exist?

- Existing situation: What is already working well? What are some challenges?

- Recommendations: How can we build on what is working well to address challenges?

- Generative vision: What is the ideal situation?

Outcomes of this strategic planning group process represent the foundation to the development of the recommendations for the South Scarborough Local Settlement Strategy. The contextual framework developed by the groups can be found in Appendix D.

7. RECOMMENDATIONS FOR A LOCAL SETTLEMENT STRATEGY

This section presents the recommendations for a Local Settlement Strategy that will enhance newcomers' settlement and integration experience in the three neighbourhoods of Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village. It represents the consolidated outcomes of the LIP South Scarborough newcomer engagement, partnership building and strategic planning process.

It is important to note that, while four strategic planning groups worked independently of each other on the development of recommendations for their respective strategic focus areas, several common themes emerged across all the outcomes of all four groups. It was emphasized that for any and all types of services to be effective and accessible in the three neighbourhoods, they need to be offered in culturally and linguistically appropriate ways. This applies to health care, employment, settlement and any other service accessed by newcomers.

In addition, both newcomers and service providers engaged in the process identified more information-sharing and connection amongst service providers and with newcomers as a need. Strategic planning group members agreed that, while there certainly is a need to establish more services in some areas, the most important step is to enhance awareness of existing services and programs among both service providers and newcomers, to maximize use of existing resources.

Following in sections 7.1. through 7.4. is the description of the LIP South Scarborough Local Settlement Strategy, organized according to the four strategic focus areas:

1. Empowering local communities to provide welcome, support and connection, and supporting families
2. Providing the right information at the right time at the right place and delivering services in the best way possible
3. Addressing basic needs immediately
4. Generating Canadian experience and enhancing employment

Each strategic focus area includes several strategic themes, followed by recommendations to address these themes. Recommendations include the following items:

> **Priority**: Is this a high, medium or low priority recommendation? How significant is the impact of this recommendation on newcomers' settlement experience?

> **Timeframe**: How soon can this recommendation be implemented? Short (1 year or less), medium (2 – 3 years) or long-term (4 years and more).

> **Implementation by**: Do we recommend implementation by agency stakeholders (i.e. service providers, government institutions, educational institutions, and umbrella organizations), community stakeholders (including newcomers, resident associations, community leaders, social and cultural clubs, and faith groups), does implementation require additional involvement of funders or does it need to be addressed at a systems level?

> **Success looks like**: What positive difference will this make in enhancing newcomers' experiences?

It is important to note that, while the Local Immigration Partnership focuses on newcomers and immigrants, who certainly face a number of very specific challenges, many of the outcomes of the recommendations outlined below will also benefit local communities as a whole.

A more detailed action plan for each focus area, including suggested activities to implement the recommendations and possible partners, is included in Appendix E.

7.1. Strategic Focus Area One: Empowering local communities to provide welcome, support and connection, and supporting families

The LIP South Scarborough Partnership Council agreed that local communities play a key role in settlement and integration of newcomers. Welcoming communities offer opportunities for newcomers to establish social networks, get involved and participate in local initiatives, practice leadership skills and develop a sense of belonging. Successful integration is achieved when newcomers feel at home and actively contribute to their communities. Therefore, empowering local communities to provide welcome, support and connections to newcomers and their families includes recommendations for capacity building, facilitating social networks and connections between newcomers and community members, and fostering such a sense of belonging, which in turn contributes to strong and vibrant local communities and helps build an inclusive society.

7.1.1. Generative vision

Success will be achieved when all newcomers to our neighbourhoods feel welcomed and have a sense of belonging and inclusion. Communities cultivate and sustain newcomer engagement that is thriving and includes offering programs and services beyond the provision of basic needs. They are offerings that empower and educate newcomer parents, and generate active involvement of newcomers in local networks regardless of age or background. Newcomer families, including children, youth, parents and seniors, have access to the support they need to become thriving, contributing members of the community.

Successful outcomes include a sustainable structure and approach for engagement with, and empowerment of, community leaders through training, the cultivation of peer mentors who have the capacity to assist newcomers, and successful ethno-cultural clubs that provide information, connection and support.

7.1.2. Strategic themes

The strategic planning group identified the following strategic themes to address strategic focus area one.

a. Develop a service coordination framework to enhance agency collaboration and coordination

This is a key item to the South Scarborough Local Settlement Strategy. The LIP South Scarborough Partnership Council recommends the development of a service coordination framework and vision that enhances information-sharing, maximizes the use of existing resources, minimizes duplication and provides opportunities to establish new partnerships and better collaborate on initiatives that will ultimately lead to more effective services for newcomers. This includes working together on funding applications. Partners in service coordination will be encouraged to share information and best practices

and build trust amongst each other. The Partnership Council also identified it as important to, among other stakeholders, include funders in service coordination to enable strategic funding activities, avoid duplication and minimize competition. Service coordination will benefit service providers through enhanced communication and availability of current information, sharing of best practices, and building of trust that will lead to deeper collaboration and better use of existing resources in service of an enhanced newcomer experience in South Scarborough. Newcomers benefit from service coordination as agencies are better equipped to connect clients with the most appropriate service at the right time.

This service coordination framework does not intend to duplicate existing efforts. A number of partnership initiatives and networks already exist in the three neighbourhoods of the LIP South Scarborough catchment area. This includes local networks established as part of the Priority Neighbourhood initiative, such as Neighbourhood Action Partnerships (NAP), Action for Neighbourhood Change (ANC) and Neighbourhood Action Teams (NAT), as well as partnership initiatives among individual service providers or committees that work on specific issues, such as space. There is a very active service hub, East Scarborough Storefront, in Kingston-Galloway/Orton Park, and in Dorset Park another community hub is currently in the process of being established. The makeup, direction and level of activity in these networks are unique to each of the three neighbourhoods. As part of service coordination, the LIP South Scarborough will work with existing networks and partnerships that exist in the three neighbourhoods and will raise awareness to the inclusion of newcomer issues at these tables. Please refer to Appendix E, Action Plan for Strategic Focus Area One, for more detailed information on suggested next steps and partners for implementation.

b. Enhance community engagement and capacity building

The LIP South Scarborough identified efforts to enhance community engagement of newcomers as an important part of the Local Settlement Strategy. Such engagement is mutually beneficial for new immigrants as well as their community as it helps newcomers to establish social networks and build connections in their neighbourhood, which in turn contributes to a more vibrant community. In Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village several initiatives exist for community and capacity building of residents in general, including Action for Neighbourhood Change (ANC), social clubs, and leadership and community based training programs funded by United Way. At the same time, newcomers may experience barriers when attempting to establish contacts in the community and will benefit from support to help them connect with other residents and build capacity in meaningful and useful ways, including undertaking local initiatives. The LIP Newcomer Ambassador model has proven to be a strong capacity-building initiative for immigrants and should be continued moving forward. The LIP South Scarborough aims to support sustainable community engagement by building on existing initiatives that will help reduce isolation and lead to more vibrant and inclusive communities.

c. Develop a newcomer input strategy

Newcomers have a lot of valuable expertise to offer on what works well for them, including thoughts and recommendations on how programs can be enhanced to be more accessible and effective for new immigrants. Agencies can benefit from this feedback to design and implement targeted programs that efficiently meet newcomer needs while maximizing the program's resources.

Some initiatives such as the Community Speaks in Kingston Galloway/Orton Park and Dorset Park provide a regular and ongoing mechanism for residents to provide input into local programming and planning. However, there are no regular newcomer-specific modes of input in the three neighbourhoods. At the same time, there is interest from a number of stakeholders to learn about

newcomers' needs. To date, consultations with newcomers have mostly been conducted in isolation and have often consisted of one-way communication in the form of focus groups, feedback forms or surveys with little or no follow-up which has left newcomers feeling 'over-consulted' and without a platform to provide ongoing input.

Throughout the LIP strategic planning process, service providers expressed great interest in hearing from newcomers to learn how their services can work well for them. As well, newcomers would like an avenue that allows them to offer suggestions on how services can be accessible and effective, and to identify service gaps and possibilities in the neighbourhoods. This goes beyond common avenues of obtaining client feedback, such as questionnaires and client satisfaction surveys, towards developing a consultative process that allows for meaningful exchange and conversations between newcomers and service providers. Therefore, the LIP South Scarborough recommends developing skill and a structure for engaging newcomer input at different stages of local program development and delivery. The proposed newcomer input strategy will also empower new immigrants to collaborate with stakeholders to co-develop creative and local solutions to identified challenges and to generate shared vision.

d. Create opportunities for parents

Newcomer families may need a wide range of support related to settling in a new country as they are faced with the challenging task of navigating the values of their country of origin as well as those of the Canadian society as they settle. Moreover, children, youth, seniors and parents all adapt differently to the new surroundings and require targeted and focussed support. In the LIP newcomer workgroups, many newcomer parents expressed the need for accessible information about how the educational system in Canada works, including child protection laws and regulations, and how to best support their children in this context. Schools experience challenges in engaging newcomer parents through Parent Councils or school initiatives; at the same time, newcomer parents also value their children's education and want to be involved with schools, but may experience barriers in doing so. Parents who participated in LIP newcomer workgroups expressed strong appreciation for programs that help them connect to other parents and assist them in communicating with the school system, such as workshops for parents on helping children with homework.

Service coordination can play a key role in establishing bridges between the educational system, newcomer communities and service providers. This will include working with school boards, local schools, Parent Councils and school settlement workers. Better collaboration will contribute to more awareness of newcomers' needs and how to address them, and enhance communication and effectiveness of existing parent support services.

In addition, social support is another factor that is key to newcomer families' success. Lack of extended family networks makes raising children more difficult for newcomers, who may for the first time need to rely on the formal child care system. It is recommended to create opportunities for training and recognizing informal day care services to expand existing child care opportunities and support parents.

e. Create opportunities to coordinate space needs and resources

There is an expressed need in some neighbourhoods for more physical space to organize events or local programs. At the same time, previous initiatives such as space inventories that sought to better coordinate available spaces with local programs have met with sustainability challenges. It is proposed to develop a collaborative structure that includes service providers, schools, city facilities and churches to help share information about space resources in the community, such as the Priority Schools initiative, and how to access them, thereby maximizing use of existing local resources.

7.1.3. Strategic recommendations

Strategic theme	Recommendations	Priority[53]	Timeframe	Implemen-tation by	Success looks like
a. Develop a service coordination framework to enhance agency collaboration and coordination	Develop a service coordination framework and vision to encourage collaboration and coordination of services and information-sharing among service providers and other stakeholders and maximize resources.	high	short	Agency stakeholders	Maximized use of existing resources and increased service awareness among newcomers and service providers.
b. Enhance community engagement and capacity building	Enhance and sustain momentum around successful newcomer capacity building models (clubs, gatherings, events).	medium	medium	Agency and community stakeholders, funders	Strengthened communities through capacity building and engagement.
	Sustain certified leadership training programs for newcomers (youth and adults) and create oppor-tunities to exercise leadership roles.	high	medium	Agency and community stakeholders, funders	Enhanced capacity to support newcomers through community leadership.
c. Develop a newcomer input strategy	Develop a newcomer feedback model to incorporate newcomer input into local service programming and delivery.	high	short	Agency and community stakeholders	Newcomers' voices are included in service design and delivery, resulting in programs that better meet newcomers' needs.
d. Create opportunities for parents	Facilitate connections between parents and information-sharing through school system and existing parent groups.	medium	medium	Agency, community and school stakeholders	Newcomer parents are connected and supported in the community.
	Create opportunities to recognize informal daycare services existing in the community through training programs.	medium	long-term	Agency stakeholders, systems level	More and quality child care opportunities available.
e. Create oppor-tunities to coordinate space needs and resources	Develop a collaborative structure to maximize access to space in the community.	low	short	Agency, community and school stakeholders	Maximized use of existing space for programs and events.

[53] Please refer to page 40 for definitions of these terms.

7.2. Strategic Focus Area Two: Providing the right information at the right time at the right place and delivering services in the best way possible

Access to relevant information at the appropriate time and place is crucial for a successful settlement and integration process. At the same time, it is important that services and programs are offered in a way that is accessible and meaningful for newcomers. Throughout the strategic planning process, service providers and newcomers emphasized the need for more information-sharing amongst agency staff and with newcomers in the three neighbourhoods. Participants in LIP stakeholder meetings, for example, greatly appreciated the opportunity to learn from each other and to network. The following section makes recommendations on how to utilize existing models for information-sharing, outreach and promotion, and build on them to maximize awareness of existing resources. It also includes recommendations for enhancing services so they work well for newcomers.

7.2.1. Generative vision

The ideal for each of the three neighbourhoods is to promote bridges and connections between newcomer residents and service providers through services and consultation networks specifically designed for that purpose. There is strong collaboration between service providers, and services offered are inclusive and culturally and linguistically accessible. Service providers and newcomers are knowledgeable about and make efficient, accountable and effective use of resources.

7.2.2. Strategic themes

The following is an outline of the strategic themes that were identified to address the above strategic focus area. For more details on each of the recommendations below, including suggested next steps and possible partners for implementation, please refer to Appendix E, Action Plan for Strategic Focus Area Two.

a. Enhance availability of comprehensive relevant information

Information is key for enabling newcomers to access the programs and services necessary for successful settlement and integration. This strategic theme targets both information-sharing among agencies and also information for newcomers. Several existing networks attempt to enhance neighbourhood-based information-sharing, including Neighbourhood Action Partnerships in all three neighbourhoods, ANC community engagement and outreach initiatives, or neighbourhood websites such as the ones developed in Kingston-Galloway/Orton Park or Dorset Park. In Kingston-Galloway/Orton Park, a neighbourhood resource guide has been developed that helps to enhance access to information about local services and initiatives. Yet, in all neighbourhoods there is an existing lack of information and knowledge among newcomers about local resources, and the issue has been raised by newcomers for a wide range of topics. Moreover, newcomers need interactive guidance and assistance so that they know how to actually use and apply information and knowledge and thus are empowered to make use of the choices available to them. Thus, there is a need to develop forms of information that are neighbourhood-based, relevant and accessible for newcomers, while at the same time avoiding duplication. LIP South Scarborough will work with existing initiatives to enhance newcomer-relevant information-sharing that includes frontline and agency management staff and newcomers in all three neighbourhoods.

b.   Maximize existing resources and tools for dissemination of information to newcomers

Timely access to relevant information is important for successful settlement and integration. Thus it is necessary to design a sustainable information-sharing strategy for newcomers taking into account the mobility of residents as well as the changing nature of information to ensure newcomers have the right information at the time they need it and in ways that are newcomer-friendly. We recommend building on the current tools and resources that are working well by transferring knowledge across the system. The LIP South Scarborough recognizes that informal means of communication may often be how newcomers access much of the information they need. Therefore, it is proposed to tap into the informal systems of sharing information, including local events, community gatherings and informal networks. Transferring knowledge would also involve enhancing the utilization of existing tools and resources such as existing community websites. We must also work together to maximize interpretation capacity and availability of information in different languages.

c.   Enhance existing programs and service delivery of agencies

This priority includes recommendations on how to build on and enhance services that already exist in the neighbourhoods so that they are welcoming and work well for newcomers. It offers recommendations on how to build on the strengths of current programs and to improve existing ones, such as English language programs and youth programs, to maximize their accessibility and effectiveness for newcomers. The resident-led 'English Circle' in Dorset Park may be a model for an inclusive and welcoming service; it proved to be an important language and social resource for newcomer women as it is diverse and culturally inclusive. The LIP South Scarborough Partnership Council will collaborate to identify and share best practices for user-friendly services for newcomers to assist agencies looking to enhance their service provision. In addition, to enable the LIP South Scarborough to be responsive to changing needs of the community, attention will be paid to ongoing identification of emerging issues that can be shared with appropriate service providers and funders for program development.

d.   Engage newcomers in information-sharing and neighbourhood activities

Informal networks such as family and friends are often the primary source of information for newcomers. In Scarborough Village many newcomers have expressed that the existing social clubs, such as the Bengali Social Club, have enabled them to learn and share lot of useful information and to network with their community. The LIP South Scarborough will look into ways to leverage this and other successful models of information-sharing and incorporate it into more conventional ways of information dissemination to maximize effectiveness. This also includes building the capacity of local leaders to facilitate information-sharing and engagement in neighbourhood activities.

7.2.3. Strategic recommendations

Strategic theme	Recommendations	Priority	Timeframe	Implemen-tation by	Success looks like
a. Enhance availability of comprehensive relevant information	Develop and maintain multilingual information welcome packages for each neighbourhood, including information on locally available services, housing, education, health, legal information and FAQs by building on existing resources.	high	short	Agency and community stakeholders	Newcomers are aware of existing services and how to access them when they need them.
	Enhance access to legal information, including workplace rights, parenting, tenant's rights, women's rights and safety; and enhance ability of newcomers to apply this information (i.e. through relevant applicable workshops).	medium	medium	Agency and community stakeholders	Newcomers are aware of their rights and Canadian laws and less vulnerable to exploitation.
b. Maximize existing resources and tools for dissemination of information to newcomers	Develop a collaborative structure of, and capacity around collaboration with existing service providers and volunteers to offer information in multiple languages.	high	medium	Agency and community stakeholders	Services available in more languages through maximized use of existing resources.
	Leverage community programs and places where newcomers already meet to disseminate information.	high	short	Agency and community stakeholders	Newcomers have better awareness and knowledge of services and resources.
	Enhance ability of local leaders (formal and informal) and groups to share information with newcomers.	medium	medium	Agency and community stakeholders	
c. Enhance existing programs and service delivery of agencies	Develop a best practices tool/guideline to assist agencies to provide friendly and welcoming services that meet newcomers' needs.	medium	medium	Agency and community stakeholders	Agencies have tools to offer welcoming services that meet new-comers' needs.
	Enhance quality and accessibility of English classes and English conversation groups by developing common standards for program delivery and certification, and offer women-only language classes.	high	long	Agency and community stakeholders, systems level	Accessible and appropriate language programs are available.

	Share identified program needs (e.g. pronunciation, discrimination/ bullying prevention) with agencies who have this as part of their mandate and with funders.	medium	short	Agency and community stakeholders, funders	Agency awareness about emerging needs is enhanced.
d. Engage newcomers in information-sharing and neighbour-hood activities	Incorporate informal communication channels (established newcomers, community leaders) in information dissemination and promotion of programs for newcomers.	high	short	Agency and community stakeholders	Newcomers have timely access to information and support.
	Increase capacity building through stronger involvement of newcomers in neighbourhood events and activities.	medium	medium	Agency and community stakeholders	Strong communities through active engagement of newcomers.

7.3. <u>Strategic Focus Area Three</u>: Addressing basic needs immediately

This strategic focus area identifies and makes recommendations to address basic and immediate needs of newcomers, with a focus on primary needs. Such primary needs include housing, health care and food; without these needs being met, newcomers will suffer significant adverse impacts. In this light, employment and income can arguably also be described as a basic need and have been identified as such by many newcomers. Indeed, employment is an area of such specific importance for newcomers and comes with its own unique set of challenges; it is therefore addressed in a separate strategic focus area. Recommendations in the present section aim to enhance newcomers' access to culturally competent and linguistically appropriate supports for securing the basic needs of housing, health care and food.

7.3.1. Generative vision

Newcomers have the knowledge and resources along with the range of options available to them in order to make the best choices for themselves in their everyday lives. Newcomers have access to sustainable and affordable housing and are equipped to make appropriate use of services necessary to lead healthy lives.

7.3.2. Strategic themes

The following is an outline of the strategic themes that were identified to address the above strategic focus area. While recommendations are made specific to the topic, many of them are interdependent and connected. For more details on each of the recommendations below, including suggested next steps and possible partners for implementation, please refer to Appendix E, Action Plan for Strategic Focus Area Three.

a. Enhance access to and ability to maintain affordable housing

Access to affordable housing and housing information is a major challenge for newcomers. This is especially the case for newcomers who do not have family or contacts in Canada to help them navigate the early stages after arrival which includes obtaining appropriate, sustainable and affordable housing. Newcomers may lack knowledge about the housing market, and rights and regulations. Further, they may lack documentation needed to sign a lease, such as references or credit history, and may need to know about affordable housing options and where to settle down. Recommendations to address this focus area are twofold. First, the LIP Partnership Council discussed that it is important to build on and enhance existing programs that offer newcomers information and support related to housing, so that those who need it have better access to the necessary information at the right time. Second, service providers as well as newcomers suggested developing an interim housing[54] option for newcomers. This can address many needed supports; for instance, it would provide newcomers with the time needed to find sustainable housing and obtain the necessary knowledge to make informed decisions, which in turn may avoid hidden homelessness and lead to more sustainable housing in the long term.

b. Enhance healthcare access and information

Newcomers are generally healthier than the average Canadian when they arrive in Canada. However, research has shown that the health of newcomers deteriorates rapidly over time in the country. This 'healthy immigrant effect' has been well documented in the research literature.[55] At the same time, there are certain illnesses such as diabetes that are on the rise in some immigrant communities. The healthy immigrant effect is to a large part attributed to social determinants of health, including income, social status, employment, physical and social environments, social support and others, that impact newcomer's overall health status. In addition, newcomers' familiarity with and timely access to the Canadian health care system are important cornerstones for better health outcomes.

The LIP South Scarborough acknowledges that improving the health status of immigrants requires on the one hand advocacy efforts to revise policy that will ensure better and faster access to health care for newcomers. On the other hand, many health support services already exist in the three neighbourhoods, such as the Scarborough Centre for Healthy Communities, Community Resources Connections of Toronto that offers mental health services, and Toronto Public Health that facilitates a number of health promotion and health support initiatives. However, as became evident in the LIP South Scarborough newcomer workgroups, many newcomers are not aware of these programs despite their proximity, or are not able to access them due to language and cultural differences or unfamiliarity with the system. It is important to leverage existing initiatives, such as community outreach through the ANC or women's health mobile to better promote services to both newcomers and service providers. In addition, the LIP South Scarborough will reach out to include more health care providers in the partnership to help raise awareness of newcomers' needs and assist in making health care services more accessible.

c. Enhance access to quality and affordable food

As the demographic neighbourhood profiles in section four of this report outline, poverty is an issue for newcomers in Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village. At the same time, newcomers are hesitant to speak about their need for food, as the lack of ability to support their family

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[54] For the purpose of this document, interim housing refers to the time of landing until the newcomer moves into stable housing.
[55] I.e. McDonald, Kennedy (2004). Insights into the 'healthy immigrant effect': health status and health service use of immigrants to Canada. Social Science and Medicine 59 (113-1627). doi:10.1016/j.socscimed.2004.02.004

carries shame and stigma. This can prevent new immigrants from accessing the support they need, which in turn can have adverse health outcomes in the longer term. Moreover, some newcomers are unfamiliar with the existence of food banks. Quality and affordable food for newcomers includes not only enhancing access to economical food for those who need it, but also to provide newcomers with information on and access to existing food security related initiatives. A number of such initiatives exist or are underway in the three neighbourhoods, including resident-led breakfast programs, nutrition and food security classes, a community garden, community kitchen, festival market or private food delivery initiatives from faith-based groups.

7.3.3. Strategic recommendations

Strategic theme	Recommendations	Priority	Timeframe	Implemen-tation by	Success looks like
a. Enhance access to and ability to maintain affordable housing	Promote awareness of existing affordable housing options and ensure availability of ongoing education on tenants' and landlords' rights and responsibilities in different languages.	high	medium	Agency and community stakeholders	Newcomers are knowledgeable about landlords' and tenants' rights and have capacity and ability to retain affordable housing.
	Enhance newcomers' ability to make informed decisions about housing by providing access to interim housing and educational workshops when they first arrive in Canada.	medium	medium	Agency stakeholders and systems level	Newcomers make informed decisions about where to live and are aware of their rights.
b. Enhance health care access and information	Work with health care providers to enhance newcomers' knowledge about and access to the Canadian health care system and existing services.	high	short	Agency and community stakeholders	Newcomers make appropriate use of health services in the neighbourhood.
	Work with health care providers to develop common standards for culturally and linguistically appropriate health care and towards offering more culturally and linguistically accessible health and mental health services, including specialized services for women.	high	long-term	Agency and community stakeholders, systems level	Better long-term health outcomes for newcomers through health care that meets their needs.
	Address the need for immediate health care services for newcomers through better information sharing and promotion, and advocate for elimination of the three-month wait period.	high	long-term	Agency stakeholders and systems level	Newcomers have access to health care when they need it.

c. Enhance access to quality and affordable food	Create opportunities to maintain privacy when accessing food banks for those who need it (e.g. food coupons).	medium	long-term	Agency and community stakeholders	Access to food without stigmatization.
	Enhance newcomers' and service providers' awareness of existing food and nutrition programs through coordinated information sharing.	low	short	Agency and community stakeholders	Maximized use of existing resources.

7.4. Strategic Focus Area Four: Generating Canadian experience and enhancing employment

This focus area addresses arguably one of the most important items in settlement and integration – employment and access to the labour market. Developing strategies for enhancing newcomers' access to the Canadian labour market has not only been identified by Citizenship and Immigration Canada as an objective for Local Immigration Partnerships, but newcomers also commonly refer to employment as the most important settlement need. Access to meaningful employment is a cornerstone to successful settlement and integration, and constitutes one of the primary factors that support newcomers' physical and mental health and their ability to become successful, contributing members of Canadian society.

7.4.1. Generative vision

Newcomers in all three neighbourhoods are informed about employment prospects, including self-employment and entrepreneurship, and have access to employment commensurate with their education, skills and work experience. Newcomers know about and have access to opportunities for local employment, and local businesses play a role in offering job and volunteer opportunities for newcomer residents.

There is increased awareness about and availability of employment support services that are tailored to the needs of newcomers, including knowledge about Canadian labour market norms, practices and rights. Sufficient and affordable childcare is available and enables newcomer parents to seek and access employment.

7.4.2. Strategic themes

The following is an outline of the strategic themes that were identified to address the above strategic focus area. A more detailed action plan, including suggested next steps and partners, can be found in Appendix E, Action Plan for Strategic Focus Area Four.

a. *Enhance information availability and information sharing*

Employment information includes both information about existing resources and support services and realistic, up-to-date information about the Canadian labour market, employment prospects and credential recognition options. This information is crucial for newcomers at the outset of their

immigration and integration process. It requires not only involvement of service providers on a local level, such as existing employment resource centres (ERC) that provide labour market information, but must also be addressed through strategies for pre-arrival information sharing.

b. Enhance direct and indirect employment supports

Direct employment support refers to services that assist newcomers directly in accessing the labour market, such as job search workshops or résumé writing skills. Indirect employment supports refer to services that support a newcomer's ability to find and obtain employment, such as the availability of child care services and understanding Canadian labour market norms. Many newcomers are in need of support and assistance to access the Canadian labour market and to familiarize themselves with Canadian workplace culture. At the same time, a variety of programs already exist that offer both direct and indirect employment support. In Dorset Park, for instance, the 'Hands on Trade' initiative enables residents to learn about apprenticeships. Enhanced collaboration and coordination between agencies and promotion of services can maximize their effectiveness and improve newcomers' access to them. Collaboration will allow emerging needs to be identified and referred to the appropriate agency for implementation.

c. Engage the business community

Access to local employment is an important resource for newcomers. Further, local businesses and employers are key players in developing a vibrant community. Outreach to and engagement of the business community offers opportunities to explore mutually beneficial strategies to support success of local businesses and newcomer employment. These include local hiring, local mentorship, training and volunteering opportunities. Businesses can be engaged in developing a collaborative model for recruitment of local talent. At the same time, experience has shown that engaging businesses is challenging and requires a strong strategy with identified benefits for all partners and a common language to bring these players to the table. Identifying best practices on engaging businesses, and common interests and mutual benefits will be the first step towards successful engagement of the private sector in the implementation of the LIP South Scarborough Local Settlement Strategy. As well, the LIP South Scarborough will identify and work with existing initiatives in the three neighbourhoods that are targeted at connecting with the private sector, including the Kennedy Road Business Improvement Area in collaborative efforts.

d. Support small businesses and entrepreneurs

Many newcomers are interested in establishing their own businesses and need support on Canadian regulations and administrative procedures, as well as start-up supports and training opportunities. Investing in initiatives to assist small businesses in the three neighbourhoods will benefit the community as a whole as small businesses create not only employment and income, but also contribute to a vibrant and attractive neighbourhood. So far there have been conferences held in the past in some of the neighbourhoods on financial literacy, business and entrepreneurship opportunities. For instance in Kingston-Galloway/Orton Park, there is a proposed plan for a business incubator project that would support local entrepreneurs. Existing initiatives can be expanded and better promoted to newcomers and service providers to support small businesses and create linkages to strengthen their effectiveness.

7.4.3. Strategic recommendations

Strategic theme	Recommendations	Priority	Time-frame	Implemen-tation by	Success looks like
a. Enhance information availability and information sharing	Identify and work with existing labour market and employment networks to develop a collaborative information dissemination strategy.	high	short	Agency and community stakeholders	Newcomers and agencies are better informed about employment resources.
	Create more awareness of and enhance newcomer's access to employment services and resources as well as up-to-date labour market information and employment prospects (in-Canada and abroad).	high	short	Agency and community stakeholders, systems level	Newcomers know about and access existing services and have realistic expectations about the Canadian labour market.
b. Enhance direct and indirect employment supports	Enhance access to training and bridging programs (incl. subsidies/bursaries) and establish new ones to address identified needs (employer/university partnerships).	high	long-term	Agency stakeholders and systems level	Newcomers have enhanced skills and connections to obtain employment in their field.
	Enhance access to existing and establish additional childminding and senior care resources (incl. formal and informal supports), and advocate for more and better child care services, including informal childcare.	high	long-term	Agency, community stakeholders and systems level	Newcomers access training and work opportunities with a sense of security around family issues.
c. Engage the business community	Engage local employers, businesses and business improvement areas to develop a local labour market strategy.	medium	medium	Agency and community stakeholders	Newcomers have enhanced access to local employment opportunities.
	Develop a local businesses registry.	medium	medium	Agency stakeholders	Newcomers have access to relevant local information.
d. Support small businesses and entrepre-neurs	Enhance access to financial and information support for start-up and development of small businesses.	high	long-term	Agency and community stakeholders, funders	Small businesses are sustainable and able to compete.
	Offer affordable educational and skills development programs for newcomer entrepreneurs (e.g. how to write a business plan, accounting etc.).	high	short	Agency stakeholders, funders	Newcomers effectively use their entrepre-neurial skills to establish small businesses.

8. EVALUATION PLAN

LIP is a relatively new initiative. When developing and implementing a program, it is important to establish an evaluation mechanism that will measure how well the program activities achieve the intended outcomes. Therefore, moving forward into Phase 2, the implementation of the South Scarborough Local Settlement Strategy, an evaluation framework will be developed and incorporated as an integral part of the process from the outset. This will help to ensure that the work of the LIP South Scarborough Partnership is effective, meaningful and works towards the attainment of its desired outcomes. As well, this will help to identify areas that require adjustment along the way and will thereby act as a tool for helping to achieve an effective implementation process.

The LIP South Scarborough Partnership Council has agreed that the evaluation plan for Phase 2 must be resident-focused, i.e. it must identify how the partnership initiative contributes to the enhanced settlement and integration of newcomer residents in the three neighbourhoods.

An evaluation plan for LIP South Scarborough Phase 2 will include assessment of the following components:

- Process: what worked well in the partnership building process, and what areas are in need of improvement?

- Structure: how does the structure of the LIP South Scarborough impact the planned outcomes?

- Outcomes: to what degree have the intended outcomes been achieved?

Tools for carrying out the evaluation may include key informant interviews, document reviews, surveys or focus groups for newcomers, partner agencies and other stakeholders who participated in the process.

The development of the LIP South Scarborough evaluation plan will commence with the start of the implementation phase. The LIP South Scarborough Partnership Council will jointly, with guidance from consultants, establish indicators to measure the outcomes of implemented activities. Benchmarks for measuring the success of Phase 2 of the LIP South Scarborough will be tied to the outcomes that have been identified in the strategic recommendations of the Local Settlement Strategy.

Developmental Evaluation is one potential evaluation framework that would suit the needs of the LIP South Scarborough as it provides an approach that allows for ongoing inquiries into measurable indicators of success, while also allowing for the indicators to be updated in response to changes and insights that emerge throughout the implementation process.

Evaluation of the LIP program will thus support the activities of the LIP South Scarborough Partnership Council and help ensure that the intended outcomes are achieved. Moreover, it will help to identify what works well in the partnership building process and areas for improvement and will ultimately enrich the partnership that forms the LIP South Scarborough.

9. CONCLUSION

From October 2009 to January 2011, the LIP South Scarborough undertook a collaborative strategic planning process in the three City of Toronto neighbourhoods of Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village. This process brought together newcomers, partner agencies and community stakeholders to co-create a vision and concrete recommendations for a Local Settlement Strategy that aims to enhance newcomers' settlement and integration in our neighbourhoods.

This process has genuinely been a collaborative one as members of the Partnership Council, stakeholders in the community and numerous individuals from all three neighbourhoods have worked together and contributed their energy and expertise throughout the development of the LIP South Scarborough Local Settlement Strategy.

At the same time, over the past year the LIP South Scarborough created more than a strategic plan. Some of the most meaningful and important outcomes have been the formation of a collaborative and adaptive community which is more mobilized and ready to jointly take positive action. Since we began this initiative, the settlement and integration experience of newcomers in the three neighbourhoods has already been enhanced. Through the newcomer workgroups, newcomers were able to find out about local services and get to know their neighbours, thus addressing the need for newcomers to have more information and connections. And through our partnership building endeavours where we were fortunate to have the active involvement of numerous stakeholders in the three neighbourhoods who engaged in critical conversations and explorations that raised awareness about newcomers' settlement and integration experiences in our neighbourhoods on a broader level. In addition, Newcomer Ambassadors have not only assisted the LIP team and Partnership Council in facilitating newcomer engagement and ensuring the newcomer voice is reflected in the strategic recommendations, but have also built capacity and skills that will benefit the communities they are involved in.

Moving forward, the LIP South Scarborough will build on the momentum and excitement created over the past year as we put forth the steps for Phase 2 where we will collaboratively engage in developing concrete solutions to implement the recommendations identified in the LIP South Scarborough Local Settlement Strategy.

Finally, we hope that our work during Phase 1 that is presented in this document may be a useful resource for future collaborative endeavours amongst agencies, community groups and other stakeholders, not only for the benefit of newcomers, but also for efforts that will contribute to the creation of vibrant, inclusive communities as a whole.

10. APPENDICES

10.1. Appendix A. LIP South Scarborough Partnership Council

ACCESS Employment

Agincourt Community Services Association

Action for Neighbourhood Change – Dorset Park

Action for Neighbourhood Change – Scarborough Village

Canadian Tamil Youth Development Centre (CanTYD)

Catholic Crosscultural Services (CCS) - Lead Agency

Centennial College

Centre for Information and Community Services (CICS)

City of Toronto Social Development, Finance & Administration Division (SDFA)

East Metro Youth Services

East Scarborough Storefront

Progress Career Planning Institute (PCPI)

Scarborough Housing Help Centre

Scarborough Centre for Healthy Communities

Tamil Eelam Society of Canada

Toronto District School Board

Toronto Community Housing Corporation

Toronto Public Health

Toronto Public Library

Woodgreen Community Services

Youth Assisting Youth

YouthLink

YWCA Toronto

10.2. Appendix B. List of Other Stakeholders

Aisling Discoveries-Diversity in Action Scarborough (DIAS)

Action for Neighbourhood Change Kingston-Galloway/Orton Park

Alternate Youth Centre for Employment (AYCE)

Bengali Social Club

City of Toronto – Cedar Ridge Community Centre

City of Toronto Parks & Recreation - McGregor Park Community Centre

Crime Prevention Association of Toronto

Dorset Park Youth Network

East Scarborough Boys and Girls Club

Elizabeth Fry Society

Glamorgan Junior Public School

Heart Beatz/Cliffcrest Family Resource Centre

Jobskills- 'Simplicious' Practice Firm

Jumblies Theatre

Live Green Toronto

Office of the Local MPP

Operation Springboard

Polycultural Immigrant Community Services

Resident Rising Kingston-Galloway/Orton Park

Rosalie Hall

Scarborough Centre for Healthy Communities Health Promotion

Service Canada

St. Lawrence Catholic School

Scarborough Village Neighbourhood Association (SVNA)

TDSB – Newcomer Services for Youth (East)

TDSB - Employment Accessibility Exchange

TDSB Priority School Initiative

Toronto Employment & Social Services

Toronto Newcomer Initiative

Toronto Public Library - McGregor Park Public Library

Tropicana Community Services

10.3. Appendix C. Sample Interview Guide

Local Immigration Partnership of Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village

Engaging Community Leaders

to Enhance Newcomer Integration

Interview Guide – March, 2010

Interview Script

Sample Opening

Thanks for meeting with me. I'm (name), and I work (or volunteer) at (place).

I am part of the Local Immigration Partnership Project in the Dorset Park, Kingston-Gallowy/Orton Park and Scarborough Village neighbourhood. Our project has been initiated to strengthen and explore enhancements to how newcomers are integrated into our communities and neighbourhoods. Our hope is to identify ideas and solutions that build local awareness and capacity to successfully integrate newcomers and enhance their experience as newcomers to Canada.

As a key step in this process, we want to gather input and ideas from newcomers, service providers, employers and community members to find out their perspectives on how we can work in partnership to improve the newcomer experience. We are going to find out about what is working best for newcomers in our existing system – the success stories – so that, where applicable, they can be replicated and expanded upon throughout this community and beyond as we move into the future.

This interview will take about 20 minutes. Your answers will remain anonymous. We will be sharing information about the community you come from and the elements of the stories and ideas you tell me but I will not reveal your name at any time. Before we begin, do you have any questions?

Okay, let's begin…

The Interview Questions for Community Leaders, Residents and Faith Based Groups:

1.   **Introductory Demographics:**

   A)   Do you live or work in the Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village neighbourhood?

   B)   How long have you been a part of this community?

   C)   How are you connected to newcomers to Canada? What experience have you had with newcomers to this country?

2.   **What is Working Best In Our System Already**

Newcomers to Canada have many kinds of experiences both positive and negative. I would like you to think about the most positive story you have heard or were a part of when a newcomer / immigrant was well supported and integrated into the community. Services were provided in a way that was in their best interest.

   A)   Tell the story of that individual or family's settlement. What happened?

   B)   What worked for the newcomer(s) and why?

   C)   What was provided for them and by whom?

   D)   Why does this story stand out in your mind as a more positive experience?

3.   **Residents as Leaders and Change Agents**

One of the other hopes of this project is that residents are inspired and supported to help one another with the complexities of settlement. Can you think of a time when you witnessed or heard about residents and community members helping newcomers in a way that empowered them and created a sense of belonging. Tell one story that sticks out in your mind. What happened?

   A) What did you or other community leaders / residents do for the newcomer(s) that was so helpful or supportive?

   B) What was the outcome for the newcomer(s)?

   C) What in your opinion supported you or others to offer this assistance?

4.   **Images of the Future** As you think about the future, what wishes do you have for how we could bring the local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

This is the end of the interview, thank you very much for your time. I am going to be creating a summary of our interview for use at our planning meeting in May. You would be most welcome to join us for the evening session if you are available. If you are interested attending, please contact _____.

I would like to invite you to our Planning Summit on May 4, 2010 from 4:30 – 8:30 pm at (location). At the Summit we will build on the key themes from these interviews to co-create a vision for the future of the newcomer experience in our neighbourhood. We will also focus on building on current strengths to generate innovative ideas and specific priorities going forward. All of this will inform the development of our strategic plan intended to support the newcomer experience through enhanced access, coordination, capacity, community development and other approaches in our neighbourhood. We'd really like to have your perspective/voice as part of these important conversations.

Please RSVP to:

In the meantime, can you help me create a summary of our conversation to ensure that I have captured your thoughts accurately …

Summary Sheet

(to be completed along side your interviewee)

Your name:_____

Date of interview/focus group:_____

Interviewee's stakeholder group(s):_____

What story or stories told by the interviewee stood out most for you in this interview? (use the back of this page if necessary)

What were the 3-5 themes that stood out the most from this interview about:

1. What is working best in the settlement process today?

2. What the person you interviewed was most wishing for to bring this local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

10.4. Appendix D. Strategic Planning Group Process – Contextual Framework

Strategic Planning Group Process – Contextual Framework

1. **Group 1: Empowering local communities to provide welcome, support and connection and supporting families**

Part 1. Empowering local communities

a.   **Why does this group exist? Our goals/objectives**

- To identify potential community leaders and other key stakeholders
- To define what empowerment means to newcomers
- To see how communities are already empowered
- To identify what resources or supports are needed in order to build the capacity of the community

b.   **Existing models working well in the community**

- Summer reading clubs, facilities for computer use at libraries
- ESL Programs at school through TDSB (childcare available in one neighbourhood and not in the other)
- Ethno-cultural groups in Scarborough Village, past models of successful programs through funding in Scarborough Village by community leaders
- Training for residents on leadership and community work
- Festivals/events organized once a year in the neighbourhoods
- Cultural gatherings of ethnic communities
- Cultural classes offered through religious groups
- Recreation centre offering some programs such as soccer clubs
- LINC programs offered through settlement agencies
- English conversation groups run by service providing agencies
- Information on all programs available at the Action for Neighbourhood Change office and volunteer opportunities to all newcomers
- LIP Community gatherings providing opportunity for cross-learning to newcomers

c.   **Issues identified**

- There are not enough programs available in the community to combat isolation
- Lack of social clubs and opportunities for newcomers to make friends and meet new people
- Lack information about programs available to newcomers in the community
- Newcomers lack opportunities to offer their resources and expertise in designing and planning community programs and projects that would improve newcomers' integration process

d.   **Recommendations to enhance and coordinate the existing model**

- Reading clubs be made ongoing through libraries
- ESL classes be made available at more accessible locations with childcare
- More computers in the library
- Settlement work in all libraries
- More cultural events and gatherings
- Leadership training programs to build capacity and identify community leaders to provide support and connection to newcomers
- Use residents as ambassadors to establish welcome programs in the neighbourhoods

- Make soccer club program ongoing and open to all age groups
- LINC schools in accessible locations and offer evening classes
- Space made available for community programs/events
- Pronunciation classes for newcomers to provide support with language issues

e. **Generative vision (the ideal situation)**

Service providers' perspective

In 5 years from now, the vision in the three neighbourhoods is as follows:

- There is a hub in an accessible location for all priority neighbourhoods
- Community leaders are regularly provided with training and new leaders emerge among newcomers
- Accurate connections and directions are provided in one location
- Newcomer mentors assist peer newcomers in neighbourhoods with high populations of new immigrants

Newcomers' perspective

In 5 years from now, the newcomer arriving in Canada gets to see the following:

- Good language support is available in the neighbourhoods
- Schools are providing homework help and after school clubs for newcomer children
- All newcomer parents are connected to adult ESL classes
- Interpretation services are available at all agencies
- Cultural balance exists in the community through different programs and there is no culture shock to newcomers
- Successfully run ethno-cultural clubs provide information, connection and support to newcomers

Part 2. Supporting families

a. **Youth**

Existing models working well in the community
- Leadership Pathway programs for high school students (in Scarborough Village)
- Youth workshops for certain age groups

Recommendations to enhance and coordinate the existing model
- Pathway programs open to all
- Youth mentoring youth program be accelerated in all neighbourhoods targeting the newcomer communities
- Make info on youth programs available to all newcomers
- More youth leadership programs

b. **Parents**

Existing models working well in the community
- Parent project with limited space for registration
- LIP Community gatherings providing information on existing resources and also a space for learning from peer parents

Recommendations to enhance and coordinate the existing model
- Parenting programs that ran successfully in the past be made possible in the community helping newcomer parents adjust to the new culture
- Homework clubs to help newcomer students with academics
- More creativity activities and character education in curriculum
- More space for Parent project in DP so that more parents would be able to register and benefit by the

program

c.   Seniors

Existing models working well in the community
◆   Programs at community recreation centres
◆   Senior's group through Settlement Integration Place
◆   'Vasantham' in Kingston-Galloway/Orton Park running programs for seniors
◆   Tamil senior drop-in at Dorset Park
◆   Intergenerational seniors programs such as cooking classes

Recommendations to enhance and coordinate the existing model
◆   More services for people with physical or mental challenges
◆   Seniors' conversation groups for newcomers
◆   Seniors' health information made available in all languages

2.   Group 2: Providing the right information at the right time at the right place and delivering services in the best way possible

Part 1. Providing the right information at the right time at the right place

a.   Why does this group exist? Our goals/objectives

◆   To explore the best ways on how and when to provide information to newcomers (newcomer and agency provider perspective)
◆   To identify successful existing models in providing the right information at the right time
◆   To provide recommendations on how to enhance those models

b.   What do newcomers need to know?

Services
◆   List of service agencies
◆   Existence of settlement agencies and range of services
◆   How to obtain health care if you don't have a health card
◆   Existence of East Scarborough Storefront, community agencies and hubs
◆   How to engage communities and find volunteers

Education
◆   Education system, best schools
◆   Information about OSAP, scholarships
◆   Adult night schools, LINC, ESL classes
◆   English and French language education

Neighbourhood
◆   Welcome Policy
◆   How to use public transit, maps, parking expenses etc.
◆   How to create change in their neighbourhoods
◆   Where to obtain affordable clothing, food, housing and entertainment
◆   Before arrival: location of neighbourhoods
◆   Neighbourhood and ward boundaries

Administrative
◆   Childcare subsidies

♦ Legal information (taxes, housing, and other), free legal services and how to find a lawyer
♦ How to apply for a health card
♦ How to apply for landed status or citizenship
♦ Their rights and how to assert them

Community/social support
♦ How to access information about social support, how to make friends
♦ Faith institutions, women's groups, social clubs/groups
♦ Knowledge about community including resources, informal networks, neighbourhood programs
♦ Social behaviour norms in Canada

Employment
♦ Where to find a job
♦ How find out about qualifications for employment
♦ Evaluation of credentials

Safety
♦ How to find protection if needed, Crimestoppers
♦ Local safety issues

c. Where/how do newcomers find out?

♦ Friends
♦ Libraries
♦ Schools (SEPT workers)
♦ Neighbours
♦ Media, newspapers
♦ Ads on TTC
♦ Agencies, social clubs
♦ Community health centres
♦ Childcare centers
♦ Internet
♦ Settlement agencies
♦ Community centres

♦ Stores
♦ Walking in neighbourhood
♦ Community info board
♦ Experience
♦ By meeting people
♦ Police
♦ Community events
♦ Info booth in malls
♦ By accident
♦ CLEO
♦ During a crisis

d. How to improve the flow of information?

♦ Pre-arrival package
♦ Package at airport upon arrival
♦ Government website
♦ Community centre
♦ Support using the Internet to easily manoeuvre and to know that websites are official or legitimate
♦ Multilingual information booklets

♦ Translators
♦ Pictorial maps
♦ Guide book
♦ Audio tapes/videos 211 – translated
♦ Ads in TTC
♦ Brochures in libraries, schools, etc.
♦ Community theatre
♦ Multicultural spaces

Part 2. Ensuring we provide the right services in the best way possible

a. Existing services working well for newcomers

Settlement
♦ ISAP: services in many languages; helps refer newcomers to other services; convenient locations; advocacy assistance in appropriate language and culturally sensitive manner; free extra services such as Internet, use of fax machine, resume workshops; free ESL classes

- ♦ SEPT Workers come to newcomers
- ♦ Provides support for different stages of immigration
- ♦ Gateways to other programs
- ♦ Itinerant services: settlement in many different languages

Education
- ♦ LINC: TTC tokens, childcare, chance to make new friends
- ♦ Education: skill development, networking with other newcomers, sharing information
- ♦ Schools in all communities
- ♦ Provide education to children: ESL available in schools
- ♦ Programs offered at different times: night school; daytime programs
- ♦ United Way has preschool and daycare programs

Legal services
- ♦ Partnerships that offer affordable Pro Bono legal services,
- ♦ Weekly legal clinics offering a range of legal information and follow up by a lawyer
- ♦ Scarborough Housing Help Centre provides information about housing rights
- ♦ Women's groups including legal information

Community services
- ♦ Catholic Crosscultural Services offering a range of programs for newcomers, including seniors' programs, ESL and computer classes
- ♦ Neighbourhood Action Partnerships (NAP): coordinated information sharing
- ♦ Action for Neighbourhood Change (ANC) offers volunteer opportunities; newcomers can learn how to engage others
- ♦ Scarborough Centre for Healthy Communities provides help for newcomers who don't have a health card; "one stop shop" with many facilities

Recreation
- ♦ Free afterschool recreation programs
- ♦ Free skating and sports programs that are neighbourhood run and close to home

Employment
- ♦ Resume-writing, information and employment services at YWCA

Parenting
- ♦ Provincial daycare subsidies
- ♦ Parent centres
- ♦ Free services for children and parents at community agencies
- ♦ Public Health offers free parenting programs
- ♦ Father's groups where fathers can learn from each other are welcomed

Youth
- ♦ Free youth recreation services
- ♦ TDSB youth programs, host programs
- ♦ East Metro Youth Services: integration; English conversation; workshops/skills development; academic support; community recreation; mentorship
- ♦ Dorset Park Tropicana program provides jobs for youth
- ♦ YWCA in Scarborough Village has newcomer youth specific programs; it offers many practical programs
- ♦ Youth Vision in Dorset Park: culturally specific youth volunteers

Seniors
- ♦ Sewing Club, English Circle and yoga for seniors in Dorset Park

b.   Recommendations to enhance the existing model

Services in general
♦   More relationships between all service providers so that newcomers can be referred to the right place at the right time

Settlement
♦   Have more established newcomers design, assist and implement programs for assisting more recent newcomers
♦   More interpretation services need to be available throughout the community
♦   Provide information to newcomers about all services provided by agencies in a clear way through a book, flyers and/or a website

Education
♦   Advertising and information dissemination

Legal services
♦   More information needs to be provided to newcomer women as they don't always know their rights; the right info can help to mitigate cultural clashes and legal conflicts
♦   Newcomers need more information and knowledge about laws on purchasing a home; without such information, newcomers are vulnerable
♦   More legal services about women's rights, laws on parenting and children's rights

Community services
♦   More volunteer opportunities are needed for newcomers; this will provide more social and cultural interaction

Recreation
♦   Make Welcome Policy more accessible to newcomers

Parenting
♦   More parenting support programs dealing with health, education and parenting laws offered in multiple languages

Youth
♦   More summer educational programs are needed for newcomer youth in order for them to understand the area/neighbourhood

Seniors
♦   Provide more senior-focused services in multiple languages
♦   Engage senior newcomers through programs such as walking programs in the neighbourhood

c.   Generative vision (the ideal situation)

Three years from now, settlement of newcomers in the three neighbourhoods will be improved by creating a program of newcomers helping newcomers. This vision can be achieved by different agencies in the neighbourhoods working together to identify community leaders who are established newcomers. These community leaders will be trained to learn how to connect with recent newcomers and also be given the necessary information about services in the neighbourhood. They will reach out to as many newcomers as possible and share their networks. They will be able to act as mentors so that newcomers can see their experiences, including challenges, as a normal feature of settling into a new country and thereby mitigate isolation and vulnerability and improve newcomers' confidence in their ability to live autonomously.

3.   **Group 3: Addressing basic needs immediately**

a.   **Why does this group exist? Our goals/objectives**

♦   To identify existing primary supports to meet the basic needs of newcomers
♦   To coordinate primary supports in new ways to provide culturally competent support for newcomers
♦   To identify mechanisms for promoting primary supports for newcomers

b.   **Existing situation**

Housing
♦   Lack of knowledge of tenants' rights and responsibilities
♦   Lack of affordable subsidized housing

Health
♦   Lack of female physicians (esp. OB/GYN)
♦   Need for better access to healthcare information for refugees
♦   Lack of multilingual service and health card information

Food
♦   Insufficient nutrition/food information
♦   Need for religious-appropriate food access and culturally specific foods
♦   Lack of economical grocery stores in some neighbourhoods (i.e. Scarborough Village)

Income
♦   Newcomers arrive with high expectations; however, when they arrive they face a lot of difficulties such as job and other employment/economic issues; many only survive with minimum wage jobs
♦   Big business entrepreneurs make it difficult for small businesses to compete

c.   **Recommendations on how to build on existing situation**

Housing
♦   Enhance knowledge of tenant's rights and responsibilities; multilingual information
♦   Enhance access to affordable subsidized housing & temporary housing
♦   Hire managers with multilingual skills
♦   Coordinated service network
♦   Case managers assigned to newcomers upon arrival
♦   Support to form tenant's associations

Health
♦   Improved access to information about interim health services
♦   Services for newcomers without health card
♦   Culturally specific health care services
♦   Coordinated service network
♦   One stop shop for all needs
♦   Newcomers are informed of services like community health centres that serve new immigrants without health card
♦   Information package in different languages consisting of health care services and information on their location in each neighbourhood
♦   Health care information made available at the Service Canada Centres
♦   Newcomer orientation on health care services take place regularly at public places, libraries, schools etc.

Food
♦   Develop connections with key players to have more economical grocery stores in all neighbourhoods
♦   Offer individual appointments at food banks to help address stigma

Income
- Immediate evaluation of international degrees
- Legal response to abolishing discrimination on the basis of lack of Canadian employment experience
- Local small businesses are encouraged by the government

d.   Generative vision (the ideal situation)

Housing
- There is strong collaboration between housing help centres and newcomer serving agencies
- Newcomers have access to knowledge of tenants' rights and responsibilities through legal clinics and Housing Help Centres
- Temporary housing is offered for new arrivals

Health
- Health cards are issued immediately
- Newcomers are properly informed and have access to community health centres
- Female doctors are available in the communities for those who need them

Food
- Newcomers have access to the food they need, including cultural and traditional food

Group 4: Generating Canadian experience and enhancing employment

a.   Why does this group exist? Our goals/objectives

- To explore the dynamic between newcomers and employers with respect to the expectations around Canadian experience
- To remove barriers to newcomers achieving employment

b.   Existing situation

- Difficult for newcomers to obtain Canadian work experience
- Lack of information or knowledge about Canadian employment culture and standards
- Lack of local employment services and resources (agencies, programs, information, etc.)
- Lack of awareness of worker's rights and employment standards
- Daycare subsidy currently requires that one be working or in school which limits the ability of jobseekers to do an active job search

c.   What specific employment services do we need?

- **Women's training center**: A women-focused employment geared and certificate granting program for a wide range of occupations and involves women with employment experience who can share their expertise. This program helps to build the confidence of newcomer women.
- **New to work**: Employment programs for newcomers who have never worked in paid employment.
- **Volunteer club**: A program that allows newcomers to grow, learn and to empower themselves. Newcomers who are specialists in a particular field and have Canadian work experience are invited to help other newcomers with English and their skills' development.
- **Fit for the right job program**: A threefold program that involves (1) curriculum vitae preparation that is field specific; (2) appropriately matching a newcomer's skills and a job; and (3) skill development to obtain the desired dream job!
- **Transcripts/degree evaluation information**: This program links people from different countries to share information about transcripts and degree evaluation once a week.

♦   **Specific job listings from employers**: Centralize information about local jobs and volunteer positions.

d.   **Recommendations on how to build on existing situation**

♦   Have up-to-date information about professional qualifications and upgrading more readily available
♦   Work with local employers to encourage local hiring
♦   Make more bridging programs (and other sector-specific co-op or volunteer positions that can lead to paid employment) available and enhance awareness of existing programs
♦   Employment services easily accessible in all three neighbourhoods
♦   Offer more funded training opportunities
♦   Enhance support for small businesses and those looking to start up a small business
♦   Make subsidized daycare available to more people

e.   **Generative vision (the ideal situation)**

♦   There is no settlement without employment. Newcomers are informed about employment prospects and have access to employment commensurate with their experience, including self-employment and entrepreneurship.
♦   Local businesses are engaged and offer job opportunities for local newcomer residents.
♦   There is sufficient childcare available for both, persons seeking employment and those who are employed.
♦   Employment services are easily accessible and offer a 'one stop shop'. Volunteer opportunities exist in the neighbourhoods for newcomers to gain experience and connections and give back to their communities.

10.5. Appendix E. Detailed Action Plan of the Four Strategic Focus Areas

Recommended Plan of Action – Group 1

Strategic Theme: Empowering Local Communities and Supporting Families

Strategic theme	Recommendations	Priority	Time-frame	Proposed activities/next steps	Implementation by	Success looks like
Develop a service coordination framework to enhance agency collaboration and coordination	Develop a service coordination framework and vision to encourage collaboration and coordination of services and information-sharing among service providers and other stakeholders and maximize resources.	high	short	- Engage agencies and networks - Identify best practices - Develop communication system - Organize collective inter-agency training - Engage agencies in collaborative efforts to share language resources; develop database of language/translation resources	Settlement service providers, community agencies, faith groups, business sector, networks, social clubs, other stakeholders	Maximized use of existing resources by newcomers and service providers
Develop a newcomer input strategy	Develop a newcomer feedback model to incorporate newcomer input into local service programming and delivery.	high	short	- Engage agencies in this idea - Develop a communication system to channel the newcomer voice	Existing social clubs, community leaders, agencies, "Diverse Cities", service providers	Newcomer's voice included in service design and delivery, resulting in programs that better meet newcomers' needs
	Enhance and sustain momentum			- Identify and analyze successful programs that have been sustained	Neighbourhood associations, i.e. ANC,	Strengthened

Enhance community engagement and capacity building	around successful newcomer capacity building models (clubs, gatherings, events).	medium	medium	- Identify ways in which newcomers are currently supporting each other	Resident Rising, funders (i.e. United Way), community-based agencies, community leaders, social clubs	communities through capacity building and engagement
				- Share information and best practices through service coordination		
	Sustain certified leadership training programs for newcomers (youth and adults) and create opportunities to exercise leadership roles.	high	medium	- Identify and build on existing models and best practices	Neighbourhood associations (ANC, Resident Rising) funders, community agencies, local leaders, social clubs	Enhanced capacity to support newcomers through community leadership
				- Identify ways to enhance outcomes of existing programs (i.e. mandatory attendance and certification upon completion)		
Create opportunities for parents	Facilitate connections between parents and information-sharing through school system and existing parent groups.	medium	medium	- Through service coordination model facilitate connections between schools, service provider agencies and parent groups	School council, TDSB, service provider agencies	Newcomer parents are connected and supported in the community
	Create opportunities to recognize informal daycare services existing in the community through training programs.	medium	long-term	- Raise awareness to this issue and develop strategy for addressing it	Levels of government, educational institutions, service providers, funders	Newcomer parents have access to affordable daycare when they need it
				- Work with service providers, government and funders to develop collaborative response		
Create opportunities to coordinate space needs and resources	Develop a collaborative structure to maximize access to space in the community.	low	short	- Identify and contact stakeholders	Community hubs, community centres, churches, mosques, service provider agencies, TCHC, schools	Maximized use of existing space for programs and events
				- Develop collaborative structure for information-sharing between stakeholders to enhance access to space		

Recommended Plan of Action – Group 2

Strategic Theme: **Providing the right information at the right time and the right place and ensuring we provide the right services in the best way possible**

Strategic theme	Recommendations	Priority	Time-frame	Proposed activities/next steps	Implementation by	Success looks like
Enhance availability of comprehensive relevant information	Develop and maintain multilingual information welcome packages for each neighbourhood, including information on available services, housing, education, health, legal information and FAQs by building on existing resources.	high	short	- Consult with existing agencies, networks and community groups to identify existing resources and complete a neighbourhood inventory	NAP, ANC, LIP, libraries, City of Toronto Parks, Forestry & Recreation, settlement agencies, community agencies and hubs	Newcomers are better aware of existing services and how to access them when they need them
				- Consult with newcomers regarding structure, content and format		
				- Work with agencies and service providers for translation into multiple languages		
				- Develop collaborative system for distribution and updating of information package		
	Enhance access to legal information, including workplace rights, parenting, tenant's rights, women's rights and safety; and enhance ability of newcomers to use this information (i.e. through workshops that enable newcomers to apply this information effectively).	medium	medium	Complete a neighbourhood inventory of existing programs/ workshops	Police, schools, ANC, Settlement Workers in Schools, Toronto Community Housing Corporation, legal clinics, agency	Newcomers are aware of their rights and Canadian laws and less vulnerable to exploitation
				- Work with legal clinics, legal aid and networks to better share of information about existing services		
				- Share identified program needs with local agencies who have this as part of their mandate		

				- Establish regular schedule for workshops/ programs in different languages	and neighbourhood networks	
				- Enhance newcomers' ability to make use of available legal information through methods that produce practical knowledge		
Maximize existing resources and tools for dissemination of information to newcomers	Develop a collaborative structure of, and capacity around collaboration with existing service providers and volunteers to offer information in multiple languages.	high	medium	- Engage agencies in collaborative efforts to share language resources	Settlement service providers, community agencies, social clubs	Services available in more languages through maximized use of existing resources
				- Develop database of local language and translation resources		
	Leverage community programs and places where newcomers already meet to disseminate information.	high	short	- Identify programs and locations	Networks, community hubs, community agencies, TDSB	Newcomers have better awareness and knowledge of services and resources
				- Share information through service coordination		
	Enhance ability of local leaders (formal and informal) and groups to share information with newcomers.	medium	medium	- Identify and engage resident ambassadors to establish welcome programs in the neighbourhoods	Networks, community agencies, social clubs, resident associations, cultural clubs	
				-Identify formal and informal networks in community and utilize them to share information		
Enhance existing programs and service delivery of agencies	Develop a best practices tool/guideline to assist agencies to provide friendly and welcoming services that meet newcomers' needs.	medium	medium	- Define criteria for "friendly & welcoming"	Community leaders, service provider agencies, facilitated by RAP, NAP, LIP	Agencies have tools to offer welcoming services that meet new-comers' needs
				- Identify and build on existing tools		
				- Design tool to assist agencies in developing friendly& welcoming services		
	Enhance quality and accessibility of English classes and English conversation groups by developing common standards for program delivery and certification, and offer women-	high	long	-Analyze best practices	TDSB, LINC schools, language service providers	Accessible and appropriate
				- Identify and share quality teaching techniques and resources		

	only language classes.			- Increase availability of English language classes (conversational and ESL classes and women-only classes)		language programs
	Share identified program needs (e.g. pronunciation, discrimination/ bullying prevention) with agencies who have this as part of their mandate and with funders.	medium	short	- Utilize service coordination model to share identified program needs with relevant stakeholders and funders	Relevant service providers, community leaders, funders, facilitated by LIPs, NAPs, agency networks	Enhanced agency awareness about emerging needs
Engage newcomers in information-sharing and neighbour-hood activities	Incorporate informal communication channels (established newcomers, community leaders) in information dissemination and promotion of programs for newcomers.	high	short	- Identify informal communication channels - Work with community leaders, agency networks and community agencies to develop a communication and information-sharing system - Continue to use the LIP Newcomer Ambassador model - Enhance volunteer opportunities in neighbourhoods to involve newcomers	Cultural clubs, neighbourhood networks, ANC, resident groups, community hubs, community leaders, faith groups	Newcomers have timely access to needed information and support
	Increase capacity building through stronger involvement of newcomers in neighbourhood events and activities.	medium	medium	- Create networks through established newcomers - Work with agencies to build on local volunteer opportunities - Create multicultural spaces to meet	Cultural clubs, neighbourhood networks, ANC, resident groups, community hubs, community leaders, faith groups	Strong communities through active engagement of newcomers

Strategic Theme: **Addressing Basic Needs Immediately**

Strategic theme	Recommendations	Priority	Time-frame	Proposed activities/next steps	Implementation by	Success looks like
Enhance access to and ability to maintain affordable housing	Promote awareness of existing affordable housing options and ensure availability of ongoing education on tenants' and landlords' rights and responsibilities in different languages.	high	medium	- Work with service providers to build on and promote existing services in the community through service coordination - Develop linguistically and culturally accessible workshops on housing - Develop relations with landlords and building managements to help newcomers retain housing - Ensure ongoing education around tenants' rights and landlords' rights	Non-profit organizations, landlords, housing counsellors, co-op housing agency, TCHC, property management, organizations that provide affordable housing, resident groups and tenants	Newcomers are knowledgeable about landlords' and tenants' rights and access and retain affordable housing
	Enhance newcomers' ability to make informed decisions about housing by providing access to temporary housing and educational workshops when they first arrive in Canada.	medium	medium	- Engage community and settlement service providers, government agencies and housing service providers in this idea - Work with existing vacant housing options and landlords - Design and offer a series of workshops on rights and settlement information, including housing and tenants' rights, for new arrivals in multiple languages	Non-profit organizations, Citizenship and Immigration Canada, Ministry of Municipal Affairs and Housing, legal clinics, lawyers interested in pro-bono work, landlords, LIP Partnership Council	Newcomers make knowledgeable decisions about where to live and are aware of their rights
	Work with health care providers			- Involve clinics and pharmacies in this approach	Provincial and federal government, TPH, CHC,	Newcomers make

Enhance health care access and information	to enhance newcomers' knowledge about and access to the Canadian health care system and existing services.	high	short	- Develop a framework to better share information about interim services, community health centres and public health programs (i.e. newcomer orientation on health care services in accessible locations, i.e. libraries, schools etc.)	LHIN, hospitals, pharmacists, community and settlement service provider organizations	appropriate use of health care services in their neighbourhood
	Work with health care providers to: - develop standards for culturally and linguistically appropriate health care and - towards provision of more culturally and linguistically accessible health and mental health services, including specialized services for women.	high	long-term	- Engage health care providers - Identify, share and build on existing best practices - Develop culturally and linguistically appropriate health information and a distribution strategy (i.e. health care information available at Service Canada Centre, social media) - Work with health care providers to develop more culturally and linguistically appropriate health education, health and mental health services	TPH, CHC, LHIN, hospitals, pharmacists, local CHC as a lead, service provider organizations	Better long-term health outcomes for newcomers through health care that meets their needs
	Address the need for immediate health care services for newcomers through better information sharing and promotion, and advocate for elimination of the three-month wait period for newcomers.	high	long-term	- Make centralized information about health care available to newcomers at the airport - Increase availability and accessibility of health care services for newcomers without additional health coverage through enhanced information-sharing and advocacy - Advocate for elimination of the three-month wait period for newcomers' access to OHIP	Provincial and federal government, TPH, CHC, LHIN, hospitals, pharmacists, local CHC as a lead, service provider organizations	Newcomers have access to health care when they need it
	Create opportunities to maintain privacy when accessing food banks for those who need it (e.g.	medium	long-term	- Raise awareness that stigma and privacy may prevent newcomers from accessing food even though they may need it	Food banks, community centres, community health	Access to food without stigmatization

Enhance access to quality and affordable food	food coupons).			- Make food coupons available for newcomers who need it and involve community centres in distribution	centres and agencies	
	Enhance newcomers' and service providers' awareness of existing food and nutrition programs through coordinated information sharing.	low	short	- Work with service providers to enhance promotion of existing services in the community through service coordination	Community health centres, Public Health, community agencies, community hubs, settlement agencies	Maximized use of existing resources through more knowledge about what is offered.
				- Work with service provider organizations, grocery stores and food banks to enhance access to healthy and culturally appropriate food options, including 'halal' food		

Recommended Plan of Action – Group 4

Strategic Theme: Generating Canadian experience and enhancing employment

Strategic theme	Recommendations	Priority	Time-frame	Proposed activities/next steps	Implementation by	Success looks like
Enhance information availability and information sharing	Identify and work with existing labour market and employment networks to develop a collaborative information dissemination strategy.	high	short	- Work with existing networks to coordinate an information system to address identified strategies on improving access to labour market services	3 levels of government, newcomers, service providers, funders, employers, ANC, neighbourhood networks (NAP, resident groups, service provider networks)	Newcomers and agencies are better informed about employment resources
				-Introduce weekly or bi-weekly info sessions to share, update and engage		
				- Prepare a neighbourhood-based employment services/resources package for newcomers		
				- Use existing networks to share information (i.e. neighbourhood newsletters)		
	Create more awareness of and enhance newcomer's access to employment services and resources as well as up-to-date labour market information and employment prospects (in-Canada and abroad).	high	short	- Work with existing networks to coordinate an information system to address identified strategies on improving access to labour market services	3 levels of government, service providers, CIC, funders, employers, ANC, neighbourhood networks (NAP, resident groups, service provider networks	Newcomers know about and access existing services and have realistic expectations about the Canadian labour market
				- Use websites, electronic and social media to distribute information		
				- Have publications in different languages		
	Enhance access to training and bridging programs (incl. subsidies/bursaries) and	high	long-term	- Work with existing programs and service providers to establish satellite services in the three neighbourhoods	LIP, service providers, World Education Services (WES),	Newcomers have enhanced

Enhance direct and indirect employment supports	establish new ones to address identified needs (employer/university partnerships).			- Develop a volunteer and mentorship strategy across the three neighbourhoods	University of Toronto, colleges, sector specific training providers, Volunteer Toronto, local businesses, TRIEC	employment skills and connections to obtain employment in their field.
				- Promote awareness of existing resources and advocate for more funded training and bridging programs		
	Enhance access to existing and establish additional childminding and senior care resources (incl. formal and informal supports), and advocate for more and better child care services, including informal childcare.	high	long-term	- Establish or connect with network of existing services	MCSS, LIP, daycares, senior citizen's support services, resident groups, ANC, NAP, City of Toronto	Newcomers access training and work opportunities with a sense of security around family issues
				- Advocate with the Ministry of Community and Social Services to establish new policies and modify existing policies around subsidy supports and recognition of informal child care support		
Engage the business community	Engage local employers, businesses and business improvement areas to develop a local labour market strategy.	medium	medium	- Engage businesses and employers in this idea	Local businesses, employment centres, community agencies and hubs, local MP, ANC, City Councilors, Board of Trade	Newcomers have enhanced access to local employment opportunities
				- Develop a collaborative structure to facilitate local hiring, volunteering and mentorship opportunities		
	Develop a local businesses registry.	medium	medium	- Develop local strategy for establishing and maintaining business registry	Service providers, LIP, businesses	Newcomers have access to relevant information in the neighbourhood
Supporting small businesses and entrepreneurs	Enhance access to financial and information support for start-up and development of small businesses.	high	long term	- Conduct a needs assessment with newcomers and small business owners regarding support needed and successful practices for small businesses	Different levels of government for funding, private funders (i.e. Maytree, United Way) , and governing body, Canadian Youth Business Foundation,	Small businesses are sustainable and able to compete
				- Enhance access to information and support for small businesses (i.e. Self-Employment Benefit Program) through service coordination		

			- Connect with local agencies and funders to enhance existing and establish more financial support programs for small businesses	community-based agencies	
	Offer affordable educational and skills development programs for newcomer entrepreneurs (e.g. how to write a business plan, accounting etc.).	high	short	- Identify training needs and existing programs	Youth Business Foundation, levels of government, private funders, universities and colleges, community-based agencies, neighbourhood networks	Newcomers effectively use their entrepreneurial skills to establish small businesses
				- Share identified needs with agencies/groups who have this as part of their mandate for program development		
				- Collaborate with potential funders		

Consolidated Report:

Findings from Newcomer Gatherings

Dorset Park

The present document represents the consolidated report on the outcomes of newcomer workgroups held in Dorset Park from January, 2010 – November, 2010. 25 community gatherings with newcomers were held, and a total of 259 newcomer participants provided input into the outcomes below.

Findings

<u>Theme 1:</u> Empowering local communities to provide welcome, support and connection and supporting families

Issues

a. **Involvement and engagement of newcomers in community programs, services and events**

- Newcomers repeatedly expressed a lack of opportunities to get to know their neighbours. They would like opportunities to meet their neighbours to create a safe and welcoming feeling in the neighbourhood and to cultivate a larger community.
- Many newcomers mentioned that volunteer work is common in their countries of origin but it is not as formalized as it is here in Canada.
- Participants repeatedly expressed the need for more multicultural events to create more cross-cultural ties and communication in the neighbourhood.
- While participants had an expansive set of ideas to enhance the neighbourhood for newcomers, they did not have knowledge and experience about the means on how to achieve these local changes. Many newcomers looked to formal institutions such as the government to implement their ideas. Local or grassroots' community organizing was not a tangible idea to most.

b. **Information about community and community resources**

- Newcomers expressed a lack of knowledge about community services in the neighbourhood.
- Many newcomers were not familiar with the concept of 'community service provider' and the institutional social infrastructure in Canada.
- Newcomers need to know how to obtain access to community resources (i.e. who to talk to, what procedures are involved, etc.).
- Newcomers expressed that there is a need to enhance literacy amongst newcomer parents to help them understand school newsletters and community information.

c. **Cultural barriers**

- Newcomers spoke about other newcomers who are isolated and reluctant to access services due to lack of English speaking skills.

- Newcomers would like community service providers to know about the diversity amongst the newcomer population. For example, amongst Muslims, there are important distinctions that community service providers need to be sensitive about.

d. Community programs
- Participants repeatedly expressed the need for more language classes to target a wide range of levels and newcomers. Having language classes at schools, nearby high rise apartment buildings, and at McGregor Park Community Center and McGregor Park Public Library was suggested.
- Newcomer expressed the desire for more informal language classes where they could drop in according to their schedules, socialize with other newcomer residents and develop their language skills.
- Many newcomers did not know about language resources in the neighbourhood, particularly, the TDSB ESL classes offered at Glamorgan Junior Public School on Wednesdays, LINC classes, and the conversation programs at the Newcomers' Centre.
- There is a desire for more educational programs that provide certificates as certificates would help them find employment.

e. Walkability and accessibility
- Many community programs and resources are available at McGregor Park Community Centre and McGregor Park Public Library. However, for newcomers in the north, those places are too far and physically out of reach especially for seniors and particularly during the winter months.
- In the north, newcomers identified their neighbourhood as the Glamorgan area (i.e. bound by Kennedy and Dundalk and Antrim and Ellesmere).
- Newcomers in the south of Dorset Park don't know about community resources in the north.
- Transportation affordability is an issue, especially for newcomer seniors.

f. Community infrastructure (space, etc.)
- Newcomer participants frequently expressed the need for a community centre or space in the north of Dorset Park. Large community spaces are needed to hold cultural events.
- Better maintenance of Glamorgan Park (cleanliness, safety and actual space for residents to sit together) would enhance the usefulness of the space.
- Seniors would like more benches in the park.
- The maintenance of the walkway by Glamorgan Junior Public School remains an issue. Newcomers said this is an important access route for them and their children.
- Most participants did not know about community spaces available in the neighbourhood such as 6 or 7 Glamorgan or the TDSB Priority Schools' Initiative.

g. Parents and education
- Newcomer parents want more information about 'Canadian rules' about parenting, the education system and laws.
- Some newcomers are frustrated with the quality of teaching in schools and desire a more rigorous and challenging curriculum. They expressed worries that their children are being disadvantaged.
- Newcomer parents spoke about students facing discrimination by teachers.

h. Seniors
- Many senior newcomers were vocal about the lack of space for seniors in the neighbourhood.

- Participants shared the impression that there is a growing senior newcomer population in Dorset Park.

i. **Childcare**
- Lack of affordable childcare with convenient schedules.
- Newcomers also experienced challenges with finding childcare facilities close to home and information about subsidies.

What is working well

a. **Community**
- Dorset Park is multicultural which is attractive; it is a lively and friendly neighbourhood.
- Community leaders are vital to reaching out to newcomer residents to get them involved in community programs and events.
- Community spaces include not only formal structures but also parks and building roof gardens.
- Community is an important settlement and integration tool.

b. **Infrastructure**
- Close proximity to amenities such as shops, TTC, roads, parks and schools.
- The park is an organic community hub where parents can share information and friends and family can socialize.

c. **Programs and Services**
- Afterschool programs (for example, ACSA Boys and Girls Club)
- Soccer Program: The Soccer Program held at Glamorgan Junior Public School was hailed as a model for community programs, as the coach for this program lives in the neighbourhood and receives an income for his help, the program allows kids to benefit, parents are given an opportunity to gather and spend time together, it is affordable and it's close by.
- SEPT Worker at Glamorgan Junior Public School is an important resource.
- Kids and parenting programs are very good.
- The City of Toronto Welcome Policy has greatly benefited some families.

Newcomers' wishes/recommendations

a. **Newcomer involvement**
- Newcomers want more opportunities to start up programs that will educate children and enrich the community.
- Established newcomers can (1) provide guidance and mentorship to recent newcomers and (2) promote access to community resources by creating a resident group to help disseminate information about the resources available in the neighbourhood.
- Enhance the work of the SEPT Worker by having a newcomer group that can help other newcomers.
- Incorporate opportunities for residents to be employed in community services and programs.
- Community programs that are welcoming to newcomers would have the following features
- are a benefit to the community in terms of programming
    o offer childcare
    o offer translation if necessary
    o provide snacks

- o no fee and
  - o provide an opportunity for residents to earn an income, gain work experience and obtain references for other employment. Community programs can play a role in providing newcomers with access to employment.
- Foster an active idea of community. Community involves everyone being committed to working together over time to build trust and relationships; it is not something one can 'order' like food in a restaurant.
- Create more youth-led and youth-involved programs.
- Create a local registry to link newcomer residents to volunteer and local employment opportunities.
- Create a Dorset Park newsletter which contains community programs and events.
- Create an information guide for newcomers and a welcome package.
- Hold more community events: garage sales, trips to explore the city, BBQs, etc. The presence of community events will help to reach out to isolated newcomers.

b. Walkability and accessibility
- A community bus was proposed to deal with the issue of walkability. In winter, it is especially hard to access community programs and services.
- Create onsite/satellite programs in places near the homes of newcomer residents.

c. Community programs, services and events
- Volunteers assisting newcomers should come from all cultural communities in the neighbourhood. They should be familiar faces in the community because this is a way to build trust.
- Dorset Park needs more programs where newcomers can volunteer, do a work placement or work with a mentor.
- Parenting, health, and homework help programs were welcomed.
- Programs for men are needed.
- Community programs that provide social support to newcomers are needed.
- A community sports day was suggested. This is an event that could include everyone and thereby benefit the whole community.
- More multicultural events are needed to create more cross-cultural ties and communication in the neighbourhood and to mitigate discrimination and ignorance.
- Cultural events could also be a way for cross-cultural relationships to develop and stronger neighbourhood ties to form. Everyone in the neighbourhood can be invited to them and they can be an opportunity to educate neighbours about their culture, history and values.
- Newcomers expressed the desire to have opportunities to share their culture with others to generate understanding and to mitigate discrimination.
- A community garden was suggested as a means for newcomers to get to know each other.
- More social opportunities to help newcomers develop confidence and ability to speak English.
- Community programs can be a great way to provide newcomers with hope and confidence. They can provide hope by involving newcomers with work opportunities and by giving newcomers an active role in community programs.
- Share more information on eligibility and how to access Museum passes at the library.
- More affordable and local opportunities for children to learn the native language of their parents.
- Newcomer seniors expressed the need for a space for social activities and interactive guided programs (and not just a space to sit) and desire for a social network and an indoor space with active programs, language development and transportation especially during the winter.

- More ESL programs for newcomer youth as they do not necessarily have the opportunity to speak English at home.
- More activities and volunteer opportunities for female and male teenagers are needed during the summer where they can gain leadership skills.

d. Parenting support and education

- There is great desire for more dialogue between teachers and newcomer parents. Newcomer parents want to play an active role in their children's education, but often are unsure about how to be involved with schools. More direction from the school about how to play an active role in supporting the education of their children is appreciated, as many newcomers are unfamiliar with the Canadian system and experience language barriers. Participants proposed a more formal school parent council and readily available translation to bridge this communication.
- More parenting classes where newcomer parents can meet with other parents to discuss issues and share ideas and other opportunities to meet with newcomer parents (for example, once a month).
- Newcomer parents expressed the desire for more school programs like homework help clubs to help newcomer youth as some feel they are not sufficiently equipped to help their children with school assignments.
- Newcomer parents also expressed the need for more support for learning disabilities and physical disabilities. Newcomer parents talked about not knowing how to identify a disability and therefore not seeking assistance when needed.
- More integration efforts for newcomer children and children of newcomers; newcomer children need to know how to make friends; in some cases, it is so difficult that they don't want to go to school.
- Newcomers suggested creating a walking school bus for children.

Theme 2: Providing the right information at the right time at the right place to connect people to services and ensuring we provide the right services in the best way possible

Issues

a. Information

- Settlement: Newcomers lack knowledge about the existence of settlement agencies and about programs and services offered. Settlement services need to be better advertised. Newcomers need to be able to learn about services at a time when they are eligible for them. Many participants spoke of finding out about programs too late (i.e. after becoming citizens).
- Education: Newcomer parents expressed the need for more awareness about bullying and ways to deal with it. More information about financial assistance for post-secondary studies. School newsletters are an important avenue for accessing information about the school. However, many parents are inundated with information and do not always know how to discern information that may be crucial for them.
- Legal/Administrative Procedures: Newcomers need information about tax forms and rights concerning employment, housing, safety, policing and parenting. Newcomers need information about domestic abuse (how to deal with it, rights, etc.).
- Community: Lengthy period for newcomers to get to know about community resources. Many newcomers do not know about local community organizations like the ANC, the Hub, etc. As well, newcomers would like to be consulted about community programming.

o   Newcomers often feel that flyers or posters about community events are a way to sell them something.

- Recreation: Many newcomers do not know about the Welcome Policy.
- Employment: Newcomers expressed the need to understand Canadian customs and norms in terms of the employment process. Newcomers are often not aware of free credential recognition services available to them and how to have their degrees evaluated.
- Parenting: Newcomer parents want information about parenting laws in Ontario.
- Youth: Information about volunteer positions in the community would be helpful.
- Seniors: Some seniors expressed that they lack information about support services and how to deal with elder abuse. Isolation is an issue for newcomer seniors.
- Safety: Newcomers would like more information about traffic rules, parking, accidents, etc. There exists a lack of trust in police and a fear of reporting crimes to police. Programs such as CrimeStoppers are not well known. Newcomers would like information about safety in accessible ways (language, culturally appropriate forms).
- Health: Newcomers did not know about community health centres. They also said they need more information about health coverage.

b.   Services
- Services and programs in walking distance are much more accessible; it is better to bring the services to newcomer residents.
- Settlement: Many newcomers do not access settlement agencies' services as they often don't know about them. Some newcomers voiced frustration with having to fill out forms at settlement agencies.
- Education: Language classes need to be accessible in terms of location and time (i.e. have classes during the time when kids are in school and in the evening), and offer child-minding services. More levels are needed.
- Legal/Administrative Procedures: Newcomers need more information and legal guidance in matters of divorce and child custody arrangements.
- Community: Some newcomers are reluctant to use services due to lack of knowledge of English or because they don't know who to ask for assistance.
- Parenting: Newcomer parents want more local parenting programs. Some newcomers do not know how to apply for daycare subsidies.
- Some newcomer women supported the idea of a parenting program specifically for fathers.
- Youth: Newcomer youth need social support at schools. Many are not aware of the Dorset Park Youth Network.
- Seniors: There are few programs and services available for seniors. Seniors would like more social and health programs.
- Safety: Newcomers expressed interest in having more safety workshops in the neighbourhood.
- Health: The 3-month waiting period to obtain a health card creates many problems. Some newcomers have paid thousands of dollars in medical fees because they did not have a health card and they didn't know about community health centres.

What is working well

a.   Information
- Settlement: Pre-arrival information (from the Internet or other resources).
- Education: School newsletters.

- Legal/Administrative Procedures: Newcomers obtain information informally (i.e. from family, friends and neighbours).
- Community: Community centers are an important settlement tool for newcomers as they offer programs and information about activities in the community. Community programs are a good way to share information. Friends, neighbours and children are also important means of obtaining information. Further, newcomers found libraries, parks and malls are a useful way to get information about resources in the community.
- Parenting: Informal networks provide information about daycares.

b. Services

- Settlement: Computer classes at ISAP Newcomers' Centre. SEPT Worker at Glamorgan Junior Public School. Women-only language classes are very helpful for some newcomer women.

*The opportunity for a newcomer to attend a women-only language class was more accepted by her family. She also mentioned that because her family members saw that language classes were accepted by their peers, they were more open to her taking such classes. By attending those women-only classes, she was able to greatly develop her English communication skills and to gain more independence.

- Education: Centennial College Basic Skills Program. Bridging Programs.
- Community: Glamorgan Park is a community hub for newcomer residents especially in the summer. Libraries are a good place to offer programs to newcomer parents. The English Circle in the north part of Dorset Park provided women with the opportunity to learn English, develop their confidence in communicating and to get to know their community.

*One participant spoke of having serious problems with her husband. She shared that by having access to information about community services she was better able to deal with her family problems.

- Recreation: Free programs for kids. City community centres help newcomers and their children to settle and adapt to life in Canada.
- Parenting: Participants found that local parenting programs are a good opportunity for newcomers to learn about the Canadian education system and parenting resources.
- Safety: Neighbourhood safety audit.
- Health: Toronto Public Health nurses are very helpful for post-natal care, especially for those newcomers who are without family or friends. Some newcomers had very positive experiences with care at Sick Kids Hospital.

Newcomers' wishes/recommendations

a. Information
- Improving access to information for newcomers in Dorset Park:
    - o Creation of an information package specifically for newcomers which would include maps
    - o Community information sessions for newcomers to be held in the summer and on holidays so that newcomers can learn about the education system, laws, and health and employment resources
    - o Making use of meeting rooms in high rise apartment buildings so that newcomers have a space to meet
    - o Creating a neighbourhood hosting and mentoring program
    - o Using the Internet to disseminate information
    - o Finding better ways to pro-actively seek out newcomers
- Settlement: Ways to improve access to information:
    - o Provide information to family sponsors

- o Hold more community events
- o Distribute information when newcomers apply for their health card or when they visit a physician, and include schools to play a more central role in disseminating information
- o Multilingual information was emphasized by participants
- Education:
  - o More and faster orientation to the Canadian education system
  - o Newcomers need to know more about free credential recognition services and how to evaluate their degrees
  - o More information about OSAP. Teachers can play an important role in supporting and guiding newcomers.
- Legal/Administrative Procedures: Community information sessions intended for newcomers to be held in the summer and on holidays so that newcomers can learn about the education system, laws, along with health and employment resources.
- Community: Newcomer residents want more opportunity to start up local programs and to be employed by local programs.
- Parenting: Workshops on legal and social systems in Canada for newcomers. Newcomers need to know about Canadian child protection laws.
- Youth: Participants expressed a desire for schools to promote more respect for newcomers amongst staff.
- Safety: Newcomers expressed the need for a better system for disseminating information locally and knowledge about safety like an information centre, a website, notices in apartment buildings and multilingual newsletters.
- Health: Use the library to distribute information about doctors, health centres, and other relevant information.

b. Services
- Settlement:
  - o Create a one-stop shop so newcomers can access a wide range of services at a central location.
  - o Better advertisement of services.
  - o Increase the time newcomers can have access to services.
  - o Recognize that refugees may need more assistance.
  - o Newcomers need more opportunities to develop confidence in communicating in Canada. They expressed the desire for more language classes and social events.
  - o Newcomers expressed the need for assistance with daily matters such as shopping, opening a bank account, using public transportation, and navigating the city during the initial settlement period. Increased confidence in navigating the systems will help newcomers make better use of available services. A suggested way to facilitate this integration is by having someone accompany newcomers in these tasks, which can help them settle faster.
  - o Newcomers also expressed the desire for assistance and direction on budgeting to manage their expenses. They require perspective on the cost of living, how to meet their basic needs, etc.
- Education: Newcomers want more support services for children in special education or with learning disabilities.
- Legal/Administrative Procedures: Newcomers suggested having informational workshops at the school or at places close to their homes.

- Community: Newcomers expressed the desire for more parenting programs, more volunteer opportunities and more multicultural events. They also recommended training workshops on how to use the library.
- Youth: More opportunities for newcomer youth to be involved in community and leadership programs and to have their voices heard. Support for newcomer youth at schools.
- Safety: Create a bridge between newcomer residents and the police so trust can be established. Newcomers wished for police to be more discreet; uniforms and police cars draw a lot of attention, which impacts on the neighbourhood. Police need to use more accessible language and not 'police language' when communicating with newcomers. These measures could help newcomers feel more comfortable about communicating with the police and feeling safe about reporting crimes. Encourage a better relationship between the police and the neighbourhood by inviting the police to neighbourhood events and events at the school through community service providers. Organize a BBQ event inviting all community members including residents, police, local politicians, and community agencies.
- Health: Create a community health centre in Dorset Park. More support services are needed for counseling and coping with depression. There is a desire for more fitness and health programs for adults and seniors (too many programs are for kids and youth).

Theme 3: Addressing Basic Needs Immediately

Issues

- Newcomers face challenges in finding adequate housing when they first arrive due to lack of documents such as the need for a bank statement and/or a reference.
- Basic needs for newcomers are what many Canadians take for granted: language, education, informal social connections, employment information and information and knowledge about everyday life, customs and norms in Canada.
- Some newcomers expressed negative perceptions about subsidized housing. This made them reluctant to see social housing as an option for them.
- Newcomers lack knowledge about non-profit housing assistance agencies and services.
- Newcomers are quite vulnerable when they first arrive if they lack adequate information about securing housing as well as their rights. Newcomers spoke of having to spend a lot of money on hotels and not knowing about the range of options available to them.
- Housing costs are very high. Newcomers are unaware that they can challenge rent increases.
- Dorset Park lacks a food bank. Newcomers said there are newcomers who likely are in need of access to a food bank but are ashamed to seek help or do not know about ways to obtain help. Further, newcomers may not know what a food bank is or that food banks exist in the city.
- Many newcomers may not know about secondhand shops such as the Goodwill.
- Newcomers lack knowledge about community health centres. Many did not know about the Mid-Scarborough Hub located at Brimley Road and Eglinton Avenue.
- As well, long wait times to see a family physician or to obtain care in the emergency ward are an issues.

What is working well

- Informal networks (friends and family) are helpful to newcomers.

Newcomers' wishes/recommendations

- Shorter wait time for health card.
- Multilingual health care.
- Newcomers expressed their interest in participating in programs for their health to enhance their knowledge.
- Newcomers expressed the desire for more health-related programs about fitness and nutrition.
- Support and assistance for doing research on the Internet so that newcomers can distinguish authentic and fraudulent information.
- Affordable daycare.
- Community health centre.
- A food bank that is confidential.

<u>Theme 4:</u> Generating Canadian experience and enhancing employment

Issues

a. Access to employment
- Recognition of credentials, experience and ability
  - Newcomers come to Canada with positive expectations in terms of employment and life in general but upon arrival they find themselves quite disappointed. This was a recurring theme throughout several LIP Community Gatherings. Many newcomers, despite having an educational background in a specific field, have been unable to find work that relates to their educational training.
  - Highly skilled and well-educated newcomers with extensive work experience struggle to find employment commensurate with their experience and ability and are required to 'start all over again'.
  - Newcomers face numerous challenges with respect to education: finding affordable education programs in order to get a job in their field; finding the right program in order to work in their field in Canada and obtaining information about funding resources such as grants, OSAP and scholarships.
  - Refugees lack educational and employment documentation and have numerous challenges in pursuing educational or employment opportunities in Canada.
  - Newcomers often learn too late about how to obtain credential recognition which in turn may render them ineligible to work in their fields.
  - Credential recognition is a lengthy and costly process.
  - Many participants expressed their frustration with the 'Canadian experience' conundrum which many newcomers face when seeking employment.
  - Disillusionment and frustration with employment services.
  - Senior newcomers lack access to employment related to their work experience; some have taken jobs in factories but have found such work to be too difficult.

b. Job search and applying for a job
- Newcomers seek employment by informal means.
- Even with Canadian university education, newcomers face difficulties in finding employment.

- One woman obtained a Personal Support Worker (PSW) license but was unable to find full-time work so she switched paths and began to take a license-granting food program.
- Communicating with job agency staff is difficult.

c. Information about employment resources
- Some newcomers do not know settlement agencies exist and some are not informed about the range of services provided by settlement agencies.

d. Canadian labour market culture
- Some newcomers do not know about labour market norms in Canada (for example, the value of establishing credibility and references; formal means of applying for a job; how to conduct a job search, etc.).
- Many newcomers did not know about establishing credibility through volunteer or part-time work or finding work in areas indirectly related to their fields or parlaying their skills into other areas of work.
- Newcomers spoke of facing discrimination based on their names, accents, religious garb; Muslim women who don the hijab spoke of being denied the opportunity to apply for a job in the neighbourhood.
- Newcomers have witnessed preferential hiring based on ethnicity.

a. Employment conditions
- Labour market
  - o There is a perception amongst newcomers that local businesses in Dorset Park do not hire local residents.
  - o Many newcomers are only able to secure survival employment in factories.
- Workplace conditions
  - o Newcomers said that some employers refuse to allow employees to wear the hijab.
  - o Newcomers spoke of being taken advantage of by employers (for example, being paid two months late).
- Self employment
  - o Newcomers who immigrate as Business Class immigrants need more guidance.
  - o Newcomers need information and support about starting their own businesses.

b. Employment support
- Employment services
  - o There is a lack of awareness about employment services in the community.
  - o Some newcomers expressed disillusionment and frustration with employment services. They found resume workshops and job fairs not very useful to them.
  - o Newcomers lack knowledge and information about mentoring, bridging and training programs and resources such as www.settlement.org.
  - o Newcomers may be misinformed by rumors and hearsay.
- Language
  - o For those who work, it is a challenge to take classes and to study. One man spoke about trying to study English but he was too tired after work.
  - o Newcomers said that LINC instruction needs to be more rigid, substantive and student-focused; some newcomers expressed that LINC instructors are 'not real teachers'; newcomers want a meaningful learning experience.

- Childcare
  - o More affordable daycares with convenient schedules are needed. Newcomers expressed the need for daycares that accommodate a work schedule (i.e. open at early hours) and daycares that admit children younger than the age of three.
  - o To obtain a childcare subsidy, employment is a prerequisite which makes it difficult to actually find employment
  .

What is working well

a. **Access to employment**
  - Recognition of credentials, experience and ability
    - o A planned, methodical and individualized approach to employment.
    - o Setting realistic expectations and goals.
    - o Bridging programs have helped newcomers to get jobs in their fields.
    - o In terms of pathways to Canadian work experience, newcomers were not familiar with mentorship programs for newcomers, bridge to work and occupation-specific language programs such as the Enhanced Language Training (ELT) funded by Citizenship and Immigration Canada, job shadowing, networking forums, and work placement programs.
  - Job search and applying for a job
    - o Goodwill Employment Center provides assistance with individual needs and staff are responsive to individual employment goals and supporting those goals (rather than trying convince newcomers to pursue other employment paths); this creates a supportive and informative relationship; this point of contact also opens up other opportunities such as bridging programs.
    - o Friends and family provide guidance.
  - Information about employment resources
    - o An annual government job fair held at the Scarborough Town Center provides newcomers with an opportunity to see the array of employment possibilities in Canada, to speak with employers and to hone interview and resume skills.

b. **Employment support**
  - Employment services
    - o Job agencies such as Adecco were helpful to some participants.
    - o Centennial College Basic Skills Program.
    - o TDSB Language, Skills, Training and Employment preparation program is a good model.
    - o Employment programs at settlement agencies provide a lot of information.

Newcomers' wishes/recommendations

a. **Access to employment**
  - Recognition of credentials, experience and ability
    - o More bridging programs in the neighbourhood
    - o Funded training programs
    - o Up-to-date and readily available information about professional qualifications and upgrading opportunities
    - o Newcomers need to have realistic employment expectations prior to coming to Canada
    - o Faster recognition of foreign credentials
    - o More volunteer opportunities in the neighbourhood are needed

- Job search and applying for a job
  o More access to local employment
  o Create a local registry for job and volunteer opportunities.
  o Job fairs need to offer real employment opportunities
- Information about employment resources
  o Create a neighbourhood newsletter; the library is a good place for distribution or a good source of information since it is trusted by the community
  o Educate newcomers about employment assistance programs and employment resource centers
- Canadian labour market culture
  o Create actual programs in the neighbourhood where newcomer residents can volunteer, do work placements, work with a mentor, network and learn about Canadian employment customs, norms and expectations
  o End discrimination based on lack of 'Canadian experience'

b. **Employment conditions**
  - Labour market
    o Work with local employers to promote hiring of local residents.
    o Create tax incentives so that local employers will hire local residents.
  - Workplace conditions
    o Educate newcomers about employment laws, standards and work culture.
  - Self employment
    o More information and guidance.

c. **Employment support**
  - Increase the time newcomers have to access services.
  - Have settlement workers based at McGregor Park Public Library.
  - Draw on local expertise and invite successful newcomer residents to be guest speakers at neighbourhood events.
  - Special programs are needed for those who have never had paid employment.
  - Newcomers suggested the creation of a general website for all newcomers; many did not know about www.settlement.org. More direction on how to obtain information is needed; some of the newcomers who knew about www.settlement.org said they found out about it by chance.
  - Newcomers need more one-on-one individualized support for finding employment and for creating a long term strategy for obtaining their desired employment.
  - More professional support to ensure newcomers are obtaining the right information about employment.
  - Provide services in the neighbourhood (for example, at McGregor Park Community Center).
  - Employment services and programs need to provide childcare and translation.
  - Improve quality of instruction at LINC classes.
  - Broaden daycare availability.

Consolidated Report:

Findings from Newcomer Gatherings

Kingston Galloway / Orton Park

The present document represents the consolidated report on the outcomes of newcomer workgroups held in Kingston Galloway/Orton Park from January, 2010 – November, 2010. 20 community gatherings with newcomers were held, and a total of 208 newcomer participants provided input into the outcomes below.

Findings

<u>Theme 1:</u> **Empowering local communities to provide welcome, support and connection and supporting families**

A. *Empowering local communities*

Issues
- Desire for parents to better connect with other parents.
- Newcomers are lacking awareness of programs taking place in the community.
- Desire to make friends in the community.
- Newcomers want a greater role in the planning and assessment of programs.
- Negative media portraits about the neighbourhood make newcomers feel uneasy about living in the area.
- Some participants spoke about feeling isolated and depressed. Many newcomers are afraid to leave the house alone as they do not know where things are and are afraid of getting lost. Also, many newcomers do not have family or friends in the neighbourhood which contributes to feelings of isolation.

What is working well
- Some participants expressed that staff at the airport was very helpful and made them feel welcome.
- Some community members or building superintendents in the community are taking the initiative to informally help newcomers to integrate by introducing them to others, offering them free used items and using their contacts to help them find a job.
- Some participants explained that the public health nurses are very helpful in connecting them to the community.
- Newcomers feel that local mental health support groups are effective in helping them make friends.
- The local Community Speaks organized by Storefront are working well, newcomers were able to meet people there and eat a meal.

Newcomers' wishes/recommendations
- As a way to address the issue of parents wanting to be better connected to other parents, some newcomers suggested facilitating connections through the school system. Schools can hold gatherings were newcomer parents can come together to just talk to each other. Schools are useful for this as many newcomers see them as being a safe environment, trustable, and they are familiar with the location as their kids go there.

- To combat lack of awareness of programs and to make friends, newcomers suggested the following: Having a virtual community hub just for newcomers to deal with the issues of lacking awareness of services and needing help in making new friends. This could be a place to view current events in the community, community meetings, research / news articles written on the neighbourhood, forums to chat with other newcomers, a comment or suggestion box, a listing of the different services offered for newcomers within the community, links to other websites on information that newcomers need (eg. where to get a health card from). This website should be managed by the community hub.
- Newcomers would like to be more involved in planning and assessing the programs provided in the community and have suggested two models:
  - Model A: newcomers come together and use a collaborative approach to decide issues that impact them in the community and design a plan on how they can be resolved. One representative from the newcomer group will present the newcomers voice before community leaders and seek help in making their visions a reality. The newcomer group should meet once every month or once every three months.
  - Model B: there can be gatherings for newcomers in which all the service providers that provide newcomer-specific services get together to present on what they offer. The newcomers will provide feedback on services and suggest what can be improved.
- Immigrants would like to see programs that bring immigrants of the similar ethnic backgrounds together. This could encourage those who do not know how to speak English to meet others from their homeland, reduce the fear of losing their culture, and reduce isolation and depression.
- A program to give newcomers a tour around the neighbourhood. This will empower newcomers as they will know where things are and will be more comfortable of going around on their own.

B. Supporting Families

Issues
- Many families are accustomed to family-centred childcare, with extended family looking after children; with little family support here, they are not comfortable leaving their children in the care of others.
- Parents feel there isn't enough support to help their children to succeed in school, for instance there need to be more elementary level homework clubs to help newcomer children in their learning.
- Newcomer parents want to be integrated into the high school system so that they are aware of what is expected of their children.
- Not everyone has access to SEPT workers who provide a lot of resources for families.

Newcomers' wishes/recommendations
- Perhaps subsidy could be provided in situations where a family member is available to provide child care (include a basic training module to ensure adequate standard of care).
- More family resource or parenting centres, where newcomer parents can "try out" having their children in informal childcare settings prior to leaving them all day.
- Workplace daycares would solve a number of issues with one solution.
- Newcomer parents want more orientation around the intersection of the school system and the child protection system.
- More subsidized daycare options.
- Need for support for caregivers who are looking after senior relatives at home; with no extended family nearby, caregivers and those they care for become isolated.

<u>**Theme 2**</u>**: Providing the right information at the right time at the right place to connect people to services and ensuring we provide the right services in the best way possible**

A. Providing the right Information at the right time

Issues
- The current process of applying for day care subsidy is overwhelming and confusing for new English speakers.
- Newcomers do not have a sense of what fair market value for housing is so they become vulnerable to exploitation.
- Many newcomers are not aware of free services in the community, i.e. Parks, Forestry and Recreation welcome policy or the Toronto Library museum pass program.
- Many do not know about the Canadian laws regarding children.

What is working well
- SEPT workers are extremely useful for families with school-aged children but this service is not available at every school

Newcomers' wishes/recommendations
- As people arrive at the airport, provide info packages on the various neighbourhoods in Toronto, including demographics and local services available in each area.
- Provide information about leasing and landlord/tenant rights and responsibilities either at or pre-arrival.
- Simplify the tenant tribunal process to make it more accessible to new English speakers.
- Many immigrants prefer having an individual present in the community they can go to, to help them with their needs. Some alternatives include: hiring SEPT workers for all schools, hold information sessions, handout educational material, or for those who are good with computers, direct them to websites. The following information should be provided:
  - General information on sexual health education, learning disabilities and other health issues such as depression symptoms
  - Education system, children's school expectations, and better interpretation at parent-teacher meetings
  - Parental rights and laws governing children, child subsidies and different types of daycares
  - Tenant rights
  - Workers rights
  - Community profiles of the different neighbourhoods in Toronto and demographics
  - List of local services provided by different agencies in the communities
- Information packages should be prepared and made available to assist newcomers with filling out different forms such as: daycare subsidies and Ontario Rental Housing Tribunal process. Residents of KGO express the difficulty in filling out such forms due to the language barriers.
- The majority of newcomer participants in the newcomer workgroups expressed a need for an information package to be given to them prior to immigrating. This package should be made available through a government (trustable) source, also a hard and soft copy should be made available. The package should include information for new immigrants on the following topics:
  - Information on the housing market, fair market value of rentals, different forms of affordable housing, and tenant rights

- o Education system, information on their credentials not being recognized and children's school expectations
- o Parental rights and laws governing children, child subsidies and different types of daycares
- o Weather
- o Community profiles of the different neighbourhoods and demographics
- o List of local services provided by different agencies in the communities
- o How the tax system works
- o Informed that there is no free health coverage for the first three months
- o Life expenses (transportation, cost of prescription drugs, car insurance, and hydro)
- o Employment hiring rate for newcomers in the different sectors
- o Prior to immigrating, they should be presented with a better picture so they can understand the actual value of the Canadian dollar relative to their country's currency.

B. *Ensuring we provide the right services in the best way possible*

Issues
- The concept of commercially run daycare is new to many newcomers.
- Newcomer youth need help with filling out OSAP application and applying for university.
- There is a need for a policy around translation in the schools, i.e. some parent council meetings do not have adequate interpretation.
- Sometimes people at the front desk do not provide the correct information and some are not friendly on the phone.
- Participants expressed that many government service providers do not return their calls for weeks and some do not call at all.
- For some women, it is difficult to leave home to gain education as they have young children to care for. Their husbands want them to take care of the family, maintain the home and feed the family. In their cultures, they show respect by listening to their husbands.
- Walkability is an issue that arises in KGO. This neighbourhood was originally designed for those who drive, however the demographics of the neighbourhood have changed considerably as a majority of the residents now rely on walking and using public transit. Those who live closer to the East Scarborough Storefront, and to Kingston Galloway and Lawrence intersections have easier access to various services. However, residents of Orton Park have trouble accessing the service hub. It is far, they cannot walk to it, it is costly to use bus tickets, and the bus (54A) does not come frequently on Lawrence Avenue. Newcomers expressed difficulty accessing the following services:
    - o Halal meat stores are not at a walking distance
    - o Recreational programs are far
    - o Women only swimming classes are outside of the community
    - o Employment services should be made accessible
    - o Some residents are afraid to travel beyond the community as they are concerned about getting lost, injured or being left stranded
    - o It is difficult to access a playground for children

Newcomers' wishes/recommendations
- Newcomers say, "We have a lot of knowledge. It would be great if we could help people/organizations understand our culture."
- Encourage giant stores such as Walmart or Zellers to move into the community. This is important as it will create jobs, and make it easier for newcomers to access what they need in one location.

- English learning classes: some participants expressed that separate language classes for women with female instructors would encourage more women to feel comfortable to go out.
- While ELT classes are helpful, additional supports to learn English are required, i.e. English conversation classes.

Theme 3: Addressing basic needs immediately

A. Food

Issues
- Healthy food is very expensive.
- Some participants expressed that most of the money they make goes towards rent so they cannot provide adequate food for their kids.
- Some events in the community do not have vegetarian or Halal options and some newcomer participants therefore go home hungry.
- Some participants shared that they do not feel comfortable with being asked to pray before eating at local Hot Meal programs.
- Can't use food banks even though they need it because they are public.

Newcomers' wishes/recommendations
- Need "nutritional cooking on budget" classes. Also, newcomers would like to learn about ways to prepare cultural food in a healthy way; recipes in different languages would be helpful as well. Some women expressed that female instructors help them feel more comfortable.
- Halal and vegetarian options available at all community events, including the KGO Festival Market.
- Food Banks: no cultural food available, Halal meat options be available more often
- People need private food banks so that those from their culture do not see them obtaining help. Gaining help from such places is looked down upon in many cultures and it may result in isolation by friends.

B. Clothing and furniture

Issues
- Clothing banks do not usually have traditional clothing. For instance, some of the Muslim women wear abbayah and shalwar kameez on a regular basis and they cannot get these there.
- Difficult to find cheap furniture and kitchenware for homes.

Newcomers' wishes/recommendations
- People would like private clothing banks so that those from their culture do not see them obtaining help. Gaining help from such places is looked down upon in many cultures and it may result in isolation by friends.
- Work with local landlords/building managers to create recycle bank for furniture and kitchenware.

C. Housing

Issues
- Muslim religion prohibits mortgages because interest is involved, this can make it difficult to buy a house.
- Housing is very expensive, some homes have a number of individuals all living together in one home.
- The waiting list for Toronto Community Housing is so long that newcomers do not even have a chance to get subsidized housing.

- Laundry is expensive, and many buildings do not allow private washing machines. Some landlords who rent basement apartments impose restrictions to do the laundry only once a week because of associated costs such as heat / hydro / water.
- Newcomers expressed that they would have started doing their housing search online before coming to Canada if there was more reliable info on the internet.
- Newcomers are vulnerable to exploitation by landlords because they are not provided with information related to tenant rights and responsibilities
- Eviction prevention is hampered by language barriers and a lack of knowledge around tenant rights.
- Some newcomers expressed frustration about the difficulty to find rental housing when they first arrived because they did not have a banking history or references.
- Participants also discussed the need for enhanced security and shared the story of an adult who was followed from Nofrills to his building and robbed in the building lobby.
- Parents spoke about being afraid for the safety of their children (kidnapping, robbed, beaten or asked for drugs)
- Very little police patrol evident in the community.

Newcomers' wishes/recommendations
- Muslim religion prohibits mortgage, more knowledge needed around "Islamic loans" for homes.
- When signing the lease it would be good to have a translator present to ensure the newcomers know what it is that they are signing.
- Have multi-faith areas in shelters where people can go to pray, or to teach children about culture and religion. It is important for the newcomers that children do not forget their culture and religion.
- CMHC (Canadian Mortgage Housing Corporation) condition be removed for newcomers who don't have a lot of money saved up to help newcomers obtain their own home.
- For the government to arrange for a temporary place for newcomers to stay in when they first arrive to help them in the transition period.
- Have a security guard in building more visible.
- To have a camera that connects to the home television channel from building entrance so newcomers can see who wants them to open the door

D. Health

Issues
- It is important that female attendants be available at doctor's visits; for many it is a religious restriction to discuss sexual health with male doctors.
- Many physicians are not accepting new patients, and the wait times in walk-in clinics are very long.
- Some newcomers expressed that they cannot afford to buy medicine for their children when they are sick.
- Parenting classes: many newcomers were not taught about various health issues in their countries, they wish to gain more knowledge about information presented in parenting classes. It would be good to have books they can take out on loan to read at home.
- Wait times for specialist appointments are very long.
- Even when health coverage is available, often newcomers cannot comply with treatment due to the prohibitive cost of prescription drugs.
- Many feel more comfortable going to those of the same gender for health advice and even more so if they speak their mother tongue.

Newcomers' wishes/recommendations

- Parenting classes should take place before children return home from school. It would be good to have books parents can take out on loan to read at home.
- Government should consider offering medication for free or at a subsidized cost.
- There is a great need for culturally specific mental health support and education, both for individuals and for families who are supporting individuals who are living with mental health issues.
- Education/advocacy needed related to environmental pollutants (this relates also to adequate, safe housing).
- There is a great need for reliable culturally appropriate sexual health education, to counteract misinformation; information should be available in a variety of ways and translated broadly.
- The three month waiting period for health coverage should be removed in the case of recently arrived women who are pregnant.

What is working well

- Newcomers reported that primary health care is generally provided in culturally sensitive ways.

E. Recreation

Issues

- During Ramadan or times when people are fasting, it is difficult for them to engage in recreational activities due to their lack of energy.
- It is difficult for women wearing shalwar kameez to participate in outside programs when it is cold as the material for shalwar kameez is very thin.
- Drama / acting programs: many newcomers cannot participate in activities that involve touching opposite gender, some people cannot bow before the audience at the end of the play as they are only allowed to bow down before their God, and some women do not feel comfortable acting in front of a mixed group.
- There is a need for fitness and swimming classes for women that ensure privacy and modesty.

Newcomers' wishes/recommendations

- Many women feel more comfortable to participate in recreational programs if the instructor is of the same gender.
- For those women who wear the hijab, it would helpful if windows to the room they are working out in can be covered so males are not able to see them if they remove their hijab.
- One on one dietary and fitness counseling for women by women would be helpful.
- Having recreational programs offered in apartment buildings or offered in schools would enhance accessibility. Some women are not comfortable going to recreational programs far from their home (safety net), and have to take care of their home and family.
- Having daycares available in recreational centres, so mothers can drop their kids while they participate in the programs.
- Offer recreational programs in the morning when children go to school; this can make them more accessible for newcomer mothers with child care responsibilities.
- Some female newcomers are not comfortable with taking co-ed programs due to religion and culture.

Theme 4: Generating Canadian experience and enhancing employment

Issues
- Newcomers are having difficulties to sustain themselves and their families with low-skilled and irregular jobs and temp work.
- Newcomers work in odd-jobs for free very often for a period of time. For example, they work for free for 3 months, if they do a good job then maybe the owner will hire them.
- Many newcomers are forced to take "under the table" jobs to survive; paid less than minimum wages and working in unsafe conditions with no right of refusal.
- Many highly qualified newcomers are working odd-jobs / survival jobs, and don't have time to do training as they have to support their family
- Additional challenge of working through job agencies is the lack of benefits, as many are either employed on contract or on temporary positions.
- Newcomers wish they had realistic information about their chances of finding employment in their field available prior to arriving in Canada.
- Some newcomers expressed that job recruiters have been blatantly racist, commenting on accented English as being a problem in the workplace.
- Foreign credentials assessment is unwieldy and often requires money for "equivalency" courses.
- It is important that employment services are available locally, as bus fares are often difficult to afford for newcomers.
- Many newcomers feel ashamed, depressed and look down upon themselves for not being able to find a job and being unable to provide for their family.
- Some newcomers shared that they have to send their wife and children back home since they cannot financially afford to keep them here.
- Some newcomers experienced employment agencies as unresponsive and difficult to reach, i.e. employment agencies not answering or returning their calls.
- Some newcomers expressed their disappointment with the lack of follow-up by agencies after they completed employment seminars (i.e. Employment Accessibility Exchange seminar). Without the follow-up newcomers felt that these seminars were of little benefit for them.
- Small businesses are failing as it is hard to compete against big franchises.
- Newcomers want to learn about Canadian interview customs but to also stay true to their customs. For example, in Islam it is not acceptable to shake the opposite genders hand.
- Employers demand Canadian experience, however they cannot get this experience if no one is willing to hire them or if their international experiences does not go recognized.

Newcomers' wishes/recommendations
- Job search could be facilitated pre-arrival through teleconferencing.
- Allow newcomers who are receiving social assistance to earn money without clawback as an incentive to gain employment.
- More support is needed for newcomers who would like to start businesses. Micro-loans can be offered.
- Having subsidies or other programs that could help small businesses compete with large corporations.
- More support for newcomer entrepreneurs in: obtaining information, one-on-one advice in person, getting help with selecting a location, networking opportunities, financial support, promotional support, and training.

Consolidated Report:

Findings from Newcomer Gatherings

Scarborough Village

The present document represents the consolidated report on the outcomes of newcomer workgroups held in Kingston Galloway/Orton Park from January, 2010 – November, 2010. 20 community gatherings with newcomers were held in Scarborough Village, and a total of 302 newcomer participants provided input into the outcomes below.

Findings

Theme 1: **Empowering local communities to provide welcome, support and connection and supporting families**

A. Empowering local communities

Issues
- Participants would like to see more programs for community capacity building to empower the community.
- Culture shock and racial discrimination experienced at school, at work, and in other public places impacts the settlement experience.
- Safety & security in buildings and surroundings affects the newcomer settlement process, as newcomers feel uncomfortable moving around the community to access programs and information about the existing resources and mingle with the community.
- Participants also shared that improper hygiene in and around some areas in the neighbourhood impacted their well-being.
- There is a lack of libraries and high school access in Scarborough Village.
- Participants expressed that there is a lack of leadership to form ethnic groups, specifically for Tamil and Urdu speaking populations.
- There is a lack of space for independent programs/classes/groups organized by newcomers.
- Newcomers would like to see more active community engagement through some of the faith and cultural groups.

What is working well
- Schools in the neighbourhood are very supportive - ESL classes for parents who are no longer eligible for LINC classes are a great resource.
- Settlement programs through SEPT workers and other workshops at schools help support newcomers in their integration process.
- Newcomers found there are many programs at school that support youth, such as ESL for newcomer students.
- Clubs, fellowships, and other extra-curricular activities available for high school students are very helpful.

- The new "Women's Club" run by a local settlement agency with the Partnership of ANC is working on bringing all newcomer women together irrespective of their ethnicity.
- LINC schools provide information and workshops for newcomers.
- The neighbourhood watch that was launched on the west side has contributed a lot to the safety in that location.
- Newcomers feel that some of the local religious/faith groups are very resourceful and are very useful to the community and specifically the newcomers in a lot of aspects such as obtaining information, social networking and also raising children with cultural awareness.
- The Bengali social club is providing support to newcomers - irrespective of their cultural background and creates a room for socializing and networking.
- Self-employment training in hair styling, cake-icing and dressmaking for newcomers by the Tamil women's group that was offered two years ago through quick-start funding in partnership with CCS and ANC helped women start businesses from home.
- South-Asian women's group provided training in arts and computers.
- Capacity building for residents provided by partnership programs in SV that trained the residents, many of them newcomers, in leadership, resident advocacy and confidence building was found to be very helpful.
- Many newcomers are actively involved through Scarborough Village Neighbourhood Association (SVNA). The SVNA has helped many newcomers to get engaged in neighbourhood activities.
- Support through local businesses like Tim Horton's and McDonald's is found to be beneficial, as they provide job opportunities to newcomers.
- Churches offer space for many programs irrespective of religious background
- Some schools provide peer nutrition programs, parenting classes and workshops which newcomers found helpful
- As well, newcomers appreciated training opportunities offered through agencies in Scarborough Village such as United Way's upcoming 'Training the trainer' program, or certified CPR training by the City of Toronto.
- There are a number of volunteering opportunities available through agencies in Scarborough Village which helps newcomers get involved and gain understanding and work experience in the community.
- Newcomers expressed that TAVIS has helped build a considerably safer environment in the community.

Newcomers' wishes/recommendations
- Newcomers would like to see more capacity building programs for newcomer residents as were offered in the past, and training for community leaders to provide support and connection to newcomers in the community.
- Participants recommended to work on safety, security, cleanliness and maintenance of all buildings through a safety committee and safety programs in the neighbourhood and ensure proper police patrolling.
- Introduce programs that create community networking opportunities in Scarborough Village; events/festivals at different locations in summer and winter can provide more volunteer opportunities to youth.
- Newcomers recommended for service providing agencies to conduct case studies to improve the situation concerning employment and racism.

- Facilitate faith group leaders to get together and collaborate to encourage multi-cultural programs and activities supporting welcome to diverse groups, thereby enhancing newcomer's settlement experience in the community.
- Schools be made accessible to all residents by opening admissions based on accessibility and not the addresses/street locations.
- Make transportation free for seniors.
- Have newcomer pronunciation classes.
- Participants would like an ongoing newcomer orientation program in schools and libraries and English conversation groups for newcomers in schools/libraries.
- Need to have sports clubs through schools since Scarborough Village has no gyms or other fitness facilities.
- Launch more cultural/ethnic groups similar to the Bengali Social Club in the community for other ethnicities such as Tamil and Urdu population.
- Make the leadership training programs more effective by:
  - Providing training at suitable timings-evenings or weekends
  - Making attendance to these training sessions compulsory in order to obtain the certificate.
  - Identify opportunities for community leaders to practice their leadership skills and find ways to offer small honoraria.
- Participants suggested to use seniors' time and experience by providing training and letting them help with daycare; this could help them overcome isolation.

B. *Supporting Families*

Issues
Youth:
- Youth experience challenges at school and home, especially pressure due to cultural issues arising as youth attempt to navigate the Canadian society and their families' expectations.
- Community: challenges in adapting/adjusting or fitting in with the community
- Scholarships in the form of financial support through programs' funding such as the 'Leadership Pathway' program for high school students is not available to all due to funding criteria/lack of sufficient funding; many families do not qualify for this program due to eligibility based on their addresses.
- Most information on youth programs does not reach newcomers.
Parenting: Newcomer parents in Scarborough Village expressed the following challenges:
- There are insufficient recreational facilities for children in Scarborough Village.
- It can be difficult for newcomer parents to connect with other parents; there is a desire for a more mutually supportive environment or opportunities for parents to get to know other parents.
- Communication challenges between parents and their children due to language barriers. Newcomer children may lose their native language proficiency due to their adaptive nature, which in turn makes it difficult for their parents to communicate with them.
- There is a lack of tutoring support for newcomer children in the community.
- Parents experience challenges with the Canadian child protection laws and disciplining their children.
- Participants expressed the importance of learning how 911 works and understanding when to use it.
- Childcare is expensive, which poses a barrier to many parents who would like to pursue a career or education.

Seniors:
- Newcomers are unaware of programs and services available for seniors through CCS, libraries and the community recreation centre.
- There is a lack of space to organize programming and social activities for newcomer seniors.

What is working well
- Developing social networking within communities, i.e. the Bengali community has greatly benefited through social networking facilitated by the Bengali Social Club.
- Applying for child care subsidy through LINC schools.
- Leadership Pathways program is seen as very beneficial for those who are eligible.
- Existing services by YouthLink through the 'Youth Council' at the youth lounge along with the support of the City of Toronto such as workshops at the community centre for youth, job fairs and volunteer hours for high school students are appreciated; as well as employment opportunities for youth and other services such as resume writing and interviewing skills.
- Newcomers found the services provided by the Family Resources Centre in Scarborough Village, such as summer programs, occasional child drop-off facility, workshops, volunteer opportunities, resource library and location of the parenting drop-in service very useful.

Newcomers' wishes/recommendations
- Newcomers would like programs to learn more about understanding Canadian culture to help them deal with cultural issues and avoid cultural shock.
- Encourage home daycare programs, provide subsidized childcare or child minding opportunity as a profession to residents with subsidized payment.
- Childcare provided during volunteering and training opportunities
- Free daycare programs until 2 or 3 years after arrival would allow newcomers to take training and upgrade their skills.
- Facilitate community networking opportunities to help each other.
- Provide more resources for newcomer youth, including youth mentoring programs, and promote drug prevention programs through service providers.
- Newcomers would like to have more education on food hygiene, and seniors' health care programs (like TaiChi and yoga).
- 'Parenting' workshops to all newcomer parents offered through schools and parenting centres would be very helpful.
- To have the Leadership Pathway funding support and scholarships for education for all high school grades.
- Recreational facilities such as swimming pool, indoor activities/clubs in accessible locations with sufficient promotion of the services.
- Offer ESL classes at recreational spaces.
- Having access to counselors from similar ethno-cultural background can enhance understanding of issues and avoid discrimination and intimidation.
- Workshops on 911 for children and for teachers to clarify the procedure.
- Tutoring and homework clubs in accessible locations that are 'walk-able' to most kids such as schools, ANC space and community centre).
- All info made available through schools.
- Educate the parents and students on how to deal with peer pressure, bullying and discrimination.
- Continue to organize social gatherings like LIP Community Gatherings to share information and learn to deal with parenting and other issues.

- Recreational programs for children and summer sports activities and play grounds in the neighbourhood would help newcomer parents reduce their concerns over children's engagement.

Theme 2: Providing the right information at the right time at the right place to connect people to services and ensuring we provide the right services in the best way possible

Issues
- There is a lack of awareness and information among newcomers about resources on education (second career information), employment resource centre, recreation, health care sector (especially the 3 month OHIP card issues and services that help immigrants during that period), employment, parenting support, and senior services.
- Newcomers experience difficulties in accessing information on family learning centers, medical assistance (while waiting for the health card), religious activities for the children and other essential services. Lack of this information causes stress for newcomers.
- Lack of knowledge of rights with regard to housing.
- Timely access to information is a big challenge. Newcomers frequently find out about existing services or programs very late.
- Language is a barrier in accessing information.
- There is a lack of support to improve specifically language style (to address the 'accent' issue) and awareness on local terminologies.
- Insufficient information on support for newcomers with regard to legal rights in the work place.
- The majority of residents were unaware of the following in the neighbourhood:
  - YWCA Employment Resource Centre providing employment services
  - Scarborough Centre for Healthy Communities community health services which provide immediate health care services for newcomers before obtaining their health card and also family doctors
  - Family resource centre and services
  - ESL classes at the Cedar Drive Public School with child-minding facility.
  - Recreation programs for seniors and youth at the recreation centre and also the general programs for the community.
  - There is no single access point for obtaining all the required information about services in Scarborough Village.
- There is a lack of LINC classes for lower levels in SV in the evening slot.
- In addition, there is a lack of some key services in Scarborough Village such as post office, gas station and bank.

What is working well
- The YouthLink workshop on basic rights of residents was very helpful and informative.
- Newcomers expressed that LINC schools provide good parenting help with workshops and language support.
- SEPT workers at school are a key resource for newcomer parents.

Newcomers' wishes/recommendations
- Offer information to immigrants prior to arrival in multiple languages to raise awareness about community services and resources in Scarborough Village.

- Improve awareness among new immigrants on their rights and information regarding the role of police and how to facilitate a beneficial relationship.
- Information in multiple languages on existing education services (such as OSAP and other higher education facilities), about rights of the people with regard to housing concerns (through tenants association), senior's programs, welfare support, youth programs, and job search programs.
- Active settlement consultation to parents through schools to provide timely information.
- Use established immigrants' talents and expertise to share information about community resources with newcomers and connect them to existing networks. The Newcomer Ambassador model works very well.
- Mandatory language classes, strict assessment rules at LINC schools and most of all more ESL classes in SV (rather than LINC since they aren't open for citizens with newcomer needs).
- Offer mentoring programs, training and apprenticeship opportunities for newcomers in the community.

Theme 3: Addressing basic needs immediately

Issues
Healthcare:
- Lack of information on medical insurance and facilities to deal with health-care issues and expenses.
- No walk-in clinics in the neighbourhood that are open 7 days per week.
- Most newcomers are completely unaware of the services for immigrants without OHIP card offered in Scarborough Village by SCHC.
- There are no female specialist doctors (like gynecologists) and pediatricians.
- Prolonged waiting time at the clinics.
- Lack of mental health clinics.
- Unhygienic surroundings in some clinics.
- Lack of fitness (yoga) facilities and other stress release programs- the ones provided by the Parks and Recreation are expensive.

Housing:
- The co-signer rules for newcomers are a big barrier in finding housing.
- Landlord conditions and lack of awareness about tenant's rights and responsibilities.
- Participants expressed frustration about delayed PR cards, housing allotment delays, as well as legal issues and formalities related to housing.
- Subsidies delayed and welfare money insufficient for housing.

Food:
- Many newcomers are unaware of the food bank at 'Markanna Church'.
- There is no affordable grocery store (No Frills, Price Choppers etc) within the boundaries of the neighbourhood.
- Organic healthy food is not affordable and many processed food items (esp. meat items) are past expiry date in some stores - some newcomers aren't aware of these, and this can create health issues.
- Participants would like more information on healthy cooking for newcomers.
- Food safety concerns are not addressed properly with newcomers - many are unaware of the dangers of some preservatives used in food items.
- Some schools in the neighbourhood lack a safe lunch environment; as a result new immigrants are forced to take their kids home for lunch.

What is working well
- School settlement workers provide timely information on immediate needs such as vaccination requirements for the kids and also the info on community health services that help new immigrants who do not have the health (OHIP) card.
- Free health care- shots/needles at school.
- Many programs by agencies support newcomers in terms of transportation - they are at accessible locations or they provide tokens.

Newcomers' wishes/recommendations
- Newcomers would like health promoters to go around the community to educate and spread awareness
- bring sufficient fitness equipments and provide appropriate health care support
- Health information made available in multiple languages: there is a lack of interpretation support available at clinics to help the patients with translation and as a result it is difficult for newcomers to explain their health concerns.
- Service providing agencies facilitate tenant's associations and also provide sessions on rights of newcomers with regard to housing concerns.
- Frequent nutrition classes through agencies to help newcomers learn about food safety and methods.
- The school boards work together to provide safe lunch space at school.
- Services to encourage growing vegetable and fruits in the homes and community spaces such as in community garden with facilities donated by sponsors.
- Have a 'window management' facility for the 3 months health-card waiting period.

<u>Theme 4</u>: Generating Canadian experience and enhancing employment

Issues
- Volunteer opportunities not available for all fields, i.e. nursing and banking professions do not provide any volunteering/placement opportunities for newcomers.
- Lack of training and apprenticeship opportunities in the community.
- Long waiting periods for child-care subsidies are a big issue.
- Lack of employment agencies and mentoring services in the neighbourhood.
- Lack of recognition of international education and training.
- Skills not related to the jobs that newcomers can obtain.
- Participant feels job search facilities are insufficient in the neighbourhood
- There's not sufficient information available on credential evaluation centres in Scarborough.
- Resumes are done and redone by different agencies but no proper guidance or connection to move further after this.
- Some of the local employers ask for Canadian experience even for small survival jobs.
- There is no local training in any specific field available for skilled immigrants in Scarborough Village.

What is working well
- Active volunteers getting jobs in the agency where they volunteered through good networking in the community.

- Practice Firm - 'Simplicious' offered by JobSkills was found to be a good model to newcomers, where they could practice their skills in related fields and get recognition as Canadian experience for employment purposes.
- Local businesses (like McDonald's and Tim Horton's) do offer jobs to newcomers.
- Some employment programs have a lot of services for newcomer youth helping them with credential evaluation and volunteer experience & training.

Newcomers' wishes/recommendations
- Utilize the expertise of immigrants (doctors) in the neighbourhood to serve the respective community with relevant and short term training methods.
- Have a government - run employment agency in the neighbourhood to enable matching of the right opportunities with the right candidates.
- Set up job finding clubs in the neighbourhood.
- Provide recognizable volunteering opportunities to newcomers and also a small honorarium for volunteering.
- Recognize internationally trained professionals and volunteer experiences.
- Provide mentoring with professionals in specific fields and training and apprenticeship opportunities.
- Some of the co-op opportunities be open to all newcomers - not only to students.
- Affordable courses for licensed child minding.
- Accessible ERC for men and women in the neighbourhood.
- Generating Canadian experience through training programs would be a great support to newcomers.
- Business info and opportunities available in SV through seminars inviting newcomers to participate and learn which could be a substitute for Canadian experience.
- Encourage local employers by means of associations to provide weekend jobs for newcomer youth.
- Programs similar to ELT with placements in different fields.
- Ongoing seminars for newcomers who would like to start their own businesses.

10.7. Appendix G. Inventory of Services

Following is an inventory of services for newcomers or accessed by newcomers in the neighbourhoods of Dorset Park, Kingston-Galloway/Orton Park and Scarborough Village. The purpose of this inventory is to provide an overview of services that exist in the neighbourhoods to help support our partnership building activities, identify opportunities for joint efforts and identify possible service gaps. This inventory has been produced by LIP workers in the three neighbourhoods with input from community stakeholders and Partnership Council members and is current as of January 2011. While we have made efforts to compile a comprehensive inventory of services, this document does not claim to be an exhaustive listing of all organizations, institutions and agencies that provide services accessed by newcomers in the three neighbourhoods.

I. Dorset Park

AGENCY	SERVICE AND/OR PROGRAM DESCRIPTION
Agincourt Community Services Association (ACSA)	• Immigration and Settlement Adaptation Program (ISAP) at the ACSA Newcomers' Centre (1911 Kennedy Road) • Community Engagement Projects (Civic Awareness, Healthy Eating Active Living) • Early Years Parent/Child Drop In (Big Kids Club, Early Childhood Learning, After School Program) • Youth Programs (Youth Council, Youth Crisis Response) • Parenting Project • Community garden development project
Action for Neighbour-hood Change (ANC) Dorset Park	• Supports resident-led projects (The English Circle, Play and Learning, Tamil Sewing Group, etc.) • Organizes community events (Dorset Park Day, Multicultural Night) • Supporting development of Dorset Park Neighbourhood Association
Catholic Children's Aid Society Scarborough Branch	• Support programs aimed at helping parents to care for their children • Child and family assessments, parenting skills trainings such as health care and child management • Child Access Program, Parent Support and Health Specialist Program
Catholic Crosscultural Services (CCS)	• Settlement and Education Partnership in Toronto (SEPT) staff at Glamorgan Junior Public School, Highbrook Learning Center, and Winston Churchill Collegiate Institute, David and Mary Thomson CI, Knob Hill Junior PS. • Job Search Workshops at ACSA Newcomer Centre
Centennial College	• English for Academic Purposes: certificate program for students for whom English is a second or additional language wishing to improve their English language skills in order to advance their education. • General Arts and Science (GAS) diploma programs
City of Toronto: Toronto Newcomers' Initiative	• Settlement Worker based at McGregor Park Community Centre (2231 Lawrence Avenue East) • Rec-Connect will provide recreation programming for newcomers in Dorset Park
City of Toronto: Parks,	• McGregor Park Community Centre o Health, parenting, preschool, seniors and sports programs

Forestry and Recreation	o City of Toronto Welcome Policy
City of Toronto: Police	• Workshops for children through schools • Workshops for parents on request • Neighbourhood officers • Summer employment for youth
City of Toronto: Public Health	• Peer Nutrition Programs • Early Years Programs • Healthy Communities
City of Toronto: Crisis Response	• Youth Crisis Response • Workshops on dealing with crisis • Provides support for youth and families
City of Toronto Social Development, Finance & Administration Division (SDFA)	• CPR-First Aid training • Conflict resolution and capacity building training • Leadership , diversity and other community (CBE) training programs • Employability Enhancement Training
Dorset Park Baptist Church	• English conversation classes

Elizabeth Fry Society	• Free legal workshops on:
	    o Substance Use and the Law
	    o Domestic Violence and the Law
	    o Sex Work and the Law
	    o Parenting and the Law
	    o Shoplifting, Theft and Fraud and the Law
	    o Immigration and the Law
	• Individual referrals

Government of Canada: Service Canada	• Information on Service Canada services including a foreign credential service program at McGregor Park Community Centre twice a month • Free information seminars for Service Canada topics • Wide range of grants for service providers which are intended to help youth at risk, small businesses, etc.
Kennedy Grace Medical Clinic	• Family physicians
Kumon Math and Reading Centre	• After-school math and reading program
Operation Springboard	• Programs on justice, employment and developmental disability services for youth
Rosalie Hall	• Youth outreach workers work in cooperation with staff from other youth serving agencies to refer residents to services
Scarborough Hospital: Kennedy Road Clinic Assertive Community Treatment Team	• Comprehensive community based treatment to individuals with severe and persistent mental illness

Scarborough Housing Help Centre (SHHC)	• Housing counselling • Rent bank program • Streets to Homes program • Hidden Homelessness Among Newcomers Project • Outreach workers offer information on current rentals, community services and facilitate workshops for Mandarin and English-speaking clients and seniors
Tamil Eelam Society of Canada (TESOC)	• Settlement services, LINC Instruction • Job Search Workshops • Women Aiding Women • Family counselling, senior services • Youth services: Settlement and Job Search Workshops
Toronto Catholic District School Board (TCDSB)	• Language Instruction for Newcomers to Canada (Aldebrain LINC) • Languages spoken: English, Arabic, Spanish
Toronto Community Housing Corporation (TCHC)	• Summer camp programs for children and youth • Community meeting room
Toronto District School Board (TDSB)	• English as a Second Language (ESL) classes: Highbrook Learning Centre and Glamorgan Junior Public School • Language Instruction for Newcomers to Canada (Scarborough-LINC) • International language school for children up to Grade 8 for Tamil, Arabic and Gujurati
Toronto Employment Social Services (TESS)	• Employment specialists • One-on-one counselling • Jobs Incentives Program (JIP) which arranges volunteer positions for 4-6 months • Investing in Neighbourhoods Program • Ontario Works program • Investing in Youth Program
Toronto Public Library: McGregor Park Branch	• Reading and homework clubs • Employment resources • General information resource
Toronto Public Library: Book Mobile	• Delivers books and materials to residents every Thursday
Transcare	• Senior health and social programs offered at McGregor Park Community Centre
Tropicana Community Services	• Summer Jobs for Youth Program operates out of Dorset Park Action for Neighbourhood Change from June to August
YMCA Scarborough	• Operates a daycare at Glamorgan Junior Public School for children in Grades 1-6 (ages 6-12) • Runs a summer program/camp at Glamorgan Junior Public School
YouthLink	• Offers a range of community services that promote mental health and social well-being throughout Dorset Park including Fathers Count

II. Kingston-Galloway/Orton Park

AGENCY	SERVICES AND/OR PROGRAM DESCRIPTION
ACCES Employment Services	• Employment counseling • Resume writing • Job Search Workshops • Employment Ontario • Bridging programs
Action for Neighbourhood Change Kingston-Galloway/Orton Park	• Resident engagement • Connects residents with resources and opportunities to participate in the community
Arising Women's Place	• Services for women affected by domestic violence • Yoga, belly dancing, self-defense classes • Educational workshops on legal topics • Events, seminars, conferences
Catholic Crosscultural Services (CCS)	• Settlement and Education Partnership in Toronto (SEPT) workers , St Margaret's PS, West Hill PS, West Hill CI, Sir Robert Borden BTI, and Willow Park PS • Settlement counseling, settlement services and itinerate services at East Scarborough Storefront
City of Toronto - Cedar Ridge Creative Centre	• Arts programs • Art gallery and exhibitions • Free outdoor garden
City of Toronto – Children's Services	• Childcare services in fee subsidy and wage subsidy • Family resource centres and special needs resourcing • Summer day camps • Childcare

City of Toronto – Parks, Forestry and Recreation	• Curran Hall Community Centre
	• Heron Park Community Centre
	   o Recreational programming
	   o Shared public space
	   o City of Toronto Welcome Policy

City of Toronto: Police	• Workshops for children through schools • Workshops for parents on request • Neighbourhood officers • Summer employment for youth
City of Toronto Social Development, Finance & Administration Division (SDFA)	• CPR-First Aid training • Conflict resolution and capacity building training • Leadership , diversity and other community (CBE) training programs • Employability Enhancement Training
East Scarborough	• Social, recreational and educational programs for children and youth

Boys and Girls Club	• Teen programs, youth outreach • Early Years Centre • Childcare services • After-school programs in science / fitness / homework / arts and craft / cooking and nutrition
East Scarborough Storefront (community hub)	• Employment services • Settlement, education, housing, legal counseling services • Health and mental health services • Youth, seniors, and cultural programs • Food security related initiatives • Recreational services • Internet, faxing, photocopying
Family Outreach and Response Program	• Offers recovery-oriented mental health support services to families
Pine Tree Seniors Centre	• Recreational activities for seniors
Resident Rising	• Encourage residents to identify and contribute ways to improve and ultimately build a more welcoming, respectful and diverse community • Local events, outreach • Resident-led
Scarborough Centre for Healthy Communities	• Community health centre • Food bank, clothing bank, furniture bank • Family resource centre • Social support programs • Homelessness outreach and intervention • Programs for seniors and the disabled: friendly visiting, home maintenance, meal-on-wheels, adult day program, and transportation
Scarborough Community and Legal Services	• Free legal service on: Tenant Rights, Ontario Works, Ontario Disability Support Program, Employment Insurance, Canada Pension Plan, Disability and Old Age Security
Scarborough General Hospital – Community Outreach Program	• Inpatient and crisis services
Scarborough Housing Help Centre	• Housing support programs • Drop-in programs • Eviction prevention • Information workshops
Scarborough Step by Step Program	• Housing support programs • Rent-subsidized accommodation • Support to people living with mental health challenges in the Scarborough community
TDSB Newcomers	• Services for youth • Information on: settlement and integrating into the educational system • Mentorship, employment counselling

Services for Youth	• Phone, internet café, fax, photocopier • Homework club • Referral to community services
Toronto Employment Social Services (TESS)	• Employment specialists, one-on-one counselling • Jobs Incentives Program (JIP) • Investing in Neighbourhoods: funds non-profit groups to hire an Ontario Works client for one year which provides client with work experience • Ontario Works • Investing in Youth program
Toronto Community Housing Corporation	• Provide affordable housing
Toronto Hostel Services – Family Residence	• Short term emergency shelter • Counseling, support groups, assistance in finding housing • Referrals, outreach • Children and youth programs
Toronto Public Health	• Health promotion and protection • Advocacy • Health assessment and prevention programs
Toronto Public Library – Morningside Branch	• Settlement worker • Health related workshops • Children and youth programs
Tropicana Community Services	• Employment support • Counseling services • Training programs • Recreational programs
Youth Employment Toronto	• Employment assessment • Career planning assistance • Counseling support and referrals

III. Scarborough Village

AGENCY	SERVICE AND/OR PROGRAM DESCRIPTION
Aisling Discoveries	• Parenting workshops • Family counselling services
ANC Scarborough Village	• Community engagement and outreach • Information and volunteering opportunities • Space for neighbourhood events/gatherings • Clubs/ groups to address various neighbourhood issues • Scarborough Village Neighbourhood Association (SVNA): brings residents together to address issues facing the neighbourhood
Bengali Social Club	• Social Club for Bengali speaking residents of Scarborough Village • Provides connection and social networking opportunities for newcomers
CanTYD (Canadian Tamil Youth Development Program)	• Scarborough East Circle – program for young women • Program for Tamil youth
CARES GED Program	• Program to assist newcomers and students seeking secondary education • Provides academic coaching in all subjects

Catholic Crosscultural Services	• Settlement Integration Place (SIP)
	  o Information and referral and settlement counselling
	  o Information sessions , workshops and Community Education sessions
	  o English & French conversation groups
	  o Seniors program
	  o Computer classes (training)
	• Settlement Education Partnership Toronto (SEPT) workers in Cedar Drive and Mason Road Junior Public Schools

City of Toronto Social Development, Finance & Administration	• CPR-First Aid training • Conflict resolution and capacity building training • Training initiatives - leadership , diversity and other community (CBE) training programs • Employability Enhancement Training • Community garden

City of Toronto Employment and Social Services	• Outreach through community partners in Scarborough Village for programs such as:
	  - Job finding clubs, resume and interview help
	  - Training and academic upgrading information and workshops
	▪ Youth programs in partnership with Youthlink and Boys and Girls Club

City of Toronto Parks, Forestry and Recreation	• Scarborough Village Recreation Centre offers a range of programs for youth, adults and seniors • City of Toronto Welcome Policy
City of Toronto: Police	• Workshops for children through schools • Workshops for parents on request • Neighbourhood officers • Summer employment for youth

East Scarborough Boys and Girls Club	• Youth programs in Scarborough Village • Leadership programs in summer • Boys and Girls groups
Jobskills	• Info sessions on Simplicious – Practice Firm
Polycultural Immigrant and Community Services	• Settlement services • LINC school • Newcomer Club for women • Newcomer Computer Club • Enhanced Language Training (ELT) program • Newcomer resource centre • Pre-employment development (PED) program
Scarborough Bluffs United Church	• Literacy and Basic Skills Center • Provide English classes open to all cultures on a regular basis
Scarborough Centre for Healthy Community (SCHC)	• Health care services for persons without OHIP card • Diabetes education programs • Youth services • Counselling services • Computer skills for seniors through the Learning Disabilities Association of Toronto District (LDATD)

Scarborough Village Family Resource Centre (Facilitated by Heart Beatz/Cliffcrest Community Centre)	• Programs & services for families with young children
	   - Parent relief
	   - Books & resource library
	   - Parenting workshops
	   - Volunteering opportunities for parents

Toronto Community Housing Corporation	• Provides affordable housing
Toronto District School Board (TDSB)	• Counselling through social workers at school • Parent Council • ESL Programs for parents • Peer nutrition program in partnership with Toronto Public Health • Space for heritage language classes • TDSB Practice Firm: Info sessions on Employment Accessibility Exchange Program
Toronto Public Health	• Peer Nutrition Programs • Early Years Programs • Healthy Communities • Reunification and Adaptation Project (RAP)
Toronto Public Library – Bookmobile	• Delivers books and materials to residents every other week • Scarborough Village Family Resource Centre programs run in Cedarbrae Library
Tropicana	• Info sessions and outreach through community partners on - Employment and youth services

Community Services	- Transitional housing and support
	• Alternate Youth Centre for Employment (AYCE): Division of Tropicana, conducts outreach on employment services like
	  - Credential evaluation for youth,
	  - Bridging Business Careers program

YouthLink	• Youth Council offers networking opportunity for youth • Skill-building workshops • Job search support for youth (resume workshops etc.) • Leadership programs in summer • Homework club for high school students • Pathway Program - scholarship for low-income residents of Scarborough Village • Positive Parenting Program (PPP) for parents of teenagers
YWCA Scarborough Village	• Employment Resource Centre • Intake, career counselling services, employment support • Newcomer orientation, resume help and support • Workshops and information sessions on employment • Career upgrading opportunities • Women-focused • Paid and unpaid job placements • Referral, training opportunities

10.8. Appendix H. Glossary of Terms

The following is a description of terminology commonly used in the LIP South Scarborough strategic plan. Please note that definitions below may differ from official definitions that may be found elsewhere, and are described as they apply to the LIP South Scarborough context only.

Accessibility: refers to the ability to obtain services. The LIP South Scarborough operates with an expansive definition of accessibility which includes physical cultural, social and economic dimensions.

Appreciative Inquiry (AI): an action-oriented research methodology based on the idea that 'what you feed grows'. AI aims to identify best practices or what is working well in an organization, group or system through diverse dialogical inquiry and to build on those existing strengths. AI assumes that people and groups are continually in the process of co-generating a new future and that focusing energy in that direction by means of a generative vision allows to bring that future to life (see also Section 3.1).

Business Improvement Area: an association of business people within a specified district who join together, with official approval of the City, in a self-help program aimed at stimulating local business and improving the attractiveness of the area.

Community Gathering: the public name given to LIP South Scarborough newcomer workgroup meetings. See Newcomer Workgroup.

Immigrant: a person who immigrated to Canada at some point in their lives.

Informal Childcare: home daycare services provided by some immigrant families to their local friends/neighbours in an informal way to help each other.

Interim Housing: refers to the housing situation of newcomers from the time of landing until the newcomer moves into stable housing.

Newcomer: In the strategic planning process, LIP South Scarborough applied a more expansive definition of newcomer to recognize the fact that settlement and integration is not a linear process. For the purpose of this report, a newcomer is defined as an individual who has recently immigrated to Canada, and self-identifies as a newcomer as he or she may have settlement and integration-related needs.

Newcomer Ambassador: a resident of one of the three neighbourhoods recruited and trained by the LIP South Scarborough to assist with outreach to and engagement of newcomers in newcomer workgroups.

New Immigrant: for the purpose of this report, the terms 'newcomer' and 'new immigrant' are used interchangeably.

Newcomer Workgroup: meetings organized by LIP in the three neighbourhoods where newcomers jointly explore specific topics identified by newcomers as priority issues for settlement and integration with the aim of identifying and analyzing best practices, challenges and local viable solutions.

Other Stakeholders: representatives of agencies, organizations, institutions, programs, etc. in the three neighbourhoods which are not members of LIP South Scarborough's Partnership Council, who participated in partnership building meetings organized by the LIP team to learn about LIP South Scarborough's activities and goals and provide input on developing collaborative efforts and recommendations for enhancing newcomers' settlement and integration in our neighbourhoods.

Outreach: promotion of and registration for LIP South Scarborough newcomer engagement activities in the three neighbourhoods.

Participatory Learning and Action (PLA): a family of facilitation approaches used in the LIP South Scarborough strategic planning approach designed to enable participants to actively engage, appraise, analyze and make decisions to change and/or improve their own lives.

Partnership Council: a key component in the governance structure of LIP South Scarborough; responsible for guiding the work of the LIP team in the strategic planning process and jointly co-creating recommendations for the LIP South Scarborough Local Settlement Strategy.

Priority Neighbourhoods: traditionally underserved areas designated by the City of Toronto and United Way as priority areas through the Neighbourhood Action Plan. Currently, there are 13 Priority Neighbourhoods across the City of Toronto.

Steering Committee: a key component of the governance structure of LIP South Scarborough consisting of two Partnership Council member agencies from each of the three neighbourhoods along with two members from the lead agency, and responsible for providing policy, protocol and directional guidance.

Strategic Planning Group: workgroup comprised of Partnership Council and Steering Committee members, the LIP team and Newcomer Ambassadors to jointly explore collaborative possibilities and make concrete recommendations for enhancing collaboration and service coordination to ameliorate the settlement and integration process for newcomers in the three neighbourhoods.

Strategic Planning Process: the collaborative process undertaken by the Partnership Council, LIP team and Newcomer Ambassadors to develop a Local Settlement Strategy for the three neighbourhoods (see Section 6).