

Southwest Scarborough Local Immigration Partnership

A COMMUNITY PLAN TO PROMOTE THE SETTLEMENT AND INTEGRATION OF IMMIGRANTS IN SOUTHWEST SCARBOROUGH



● ● ●
*Promoting innovative and inclusive opportunities for immigrants to
succeed economically, socially and culturally.*
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**Submitted to Citizenship and Immigration Canada
Submitted by the Southwest Scarborough Local Immigration Partnership Council**

A Local Immigration Partnership Initiative

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ACKNOWLEDGEMENTS

This document and the developed Local Settlement Strategy for the Clairlea-Birchmount, Oakridge, Birchcliffe-Cliffside, Cliffcrest and Kennedy Park neighbourhoods reflects the input of many stakeholders over the past 14 months. Our stakeholders were comprised of a diverse list of settlement service providers, public school board members, and health and city representatives who shared their expertise and experiences in realising this project. For this I would like to sincerely acknowledge them in their shared passion and commitment of working to create a welcoming community for newcomers.

First, I would like to sincerely thank Citizenship and Immigration Canada (CIC) for providing the financial support for the development of this document. This support provides a forum for immigrants, service providers and businesses to broaden our understanding of the significant contributions, experiences and expertise in our neighbourhoods. We greatly appreciate the opportunity and support by CIC to research, dialogue and plan recommendations that reflect the realities of newcomers in our neighbourhoods.

Secondly, I would like to thank members of the Southwest Scarborough Partnership Council, who have devoted their time throughout the past 14 months. Thank you for sharing your knowledge, ideas and resources, through meetings, surveys and outreach. Most of all though, I would like to thank you for your enthusiasm and commitment to improving the lives of newcomers in a true spirit of partnership and collaboration.

Thirdly, special gratitude goes to our consultants Effie Vlachoyannacos and Sean Meagher of Public Interest Strategy & Communications, who have guided our strategic planning process and supported us with their expertise, experience and enthusiasm.

Lastly, I would like to thank the community of Southwest Scarborough, particularly its immigrants, who have been the cornerstone in developing this document and providing strategic direction for the Local Immigration Partnership. Their stories, experiences and circumstances have proven to be instrumental in providing an authentic voice for the newcomer population. The input of these immigrant individuals at all stages of the Local immigration Partnership, from research to the strategic planning process, has been essential in ensuring the promotion of innovative and inclusive opportunities for current and future immigrants to succeed economically, socially and culturally.

On behalf of the Southwest Scarborough Local Immigration Partnership Council, we want to thank all of you for your commitment and contributions to completing the first part of the project. The upcoming months will mark the beginning of the real work of the Partnership Council, in implementing our plans and creating a more welcoming community that we all envision. I look forward to working with you in the next phase of this exciting project.

Sincerely,

Martin Kengo

Coordinator, Southwest Scarborough Local Immigration Partnership

INTRODUCTION

The Southwest Scarborough Local Immigration Partnership (LIP) is a community-led initiative to identify and recommend strategies that will enhance the capacity of the service delivery system in Southwest Scarborough for the successful social and economic integration of newcomers (immigrants and refugees).

The Southwest Scarborough LIP is funded by Citizenship and Immigration Canada (CIC), to develop settlement and integration recommendations in the following catchment area: Victoria Park Avenue to Bellamy Road, and from Eglinton Avenue East to Kingston Road.

The mandate of the Southwest Scarborough LIP is managed by Warden Woods Community Centre and local partners through a Partnership Council that consists of immigrants, settlement service providers, community partners, regional agencies, organizations and institutions throughout the community of Southwest Scarborough.

The goals of the Southwest Scarborough LIP are to:

- Understand and appreciate the contributions to the local community made by newcomers and immigrants in the past, as well as the potential future contributions that newcomers can continue to make to our neighbourhoods if provided proper services and supports.
- Identify and minimize areas of service and programme duplication for newcomers. Understanding what has worked better in the past, and what needs changing in the present and also in the future to create more opportunities for newcomers and their families through the services and supports available.
- Strengthen the capacity of the community in serving and integrating immigrants with complementary, holistic and innovative services that respond to their changing needed throughout their life cycle.
- Create and sustain a welcoming community for newcomers by providing uncomplicated access to services and supports, as well as providing opportunities for newcomers to gain and retain meaningful employment or to start and sustain successful businesses through skills training, bridging programmes, job placements and English language training.

The creation of a settlement strategy for Southwest Scarborough was developed by the Southwest Scarborough LIP Partnership Council with support from staff at Public Interest Strategy and Communications. Research was conducted and analyzed by Public Interest, in collaboration with the Partnership Council, and highlights some of the challenges and opportunities facing newcomers and settlement services in Southwest Scarborough.

The research and strategy development was conducted using three methods:

- 1) An analysis of available statistical data (mainly Statistics Canada census data),
- 2) A review of available literature,
- 3) A series of community consultations, including focus groups and meetings with newcomers and service providers (focus group participants were recruited by Partnership Council member agencies).

Based on the findings of the research and community consultations, a local settlement strategy has been developed for Southwest Scarborough. This report provides the research conducted, the local settlement strategy recommendations and key steps for moving forward towards a successful implementation plan for Southwest Scarborough.

IMMIGRATION PROFILE OF SOUTHWEST SCARBOROUGH

The borders of the Southwest Scarborough Local Immigration Partnership (LIP) are Victoria Park Avenue to the west, Eglinton Avenue to the north, Bellamy Road and Ravine Drive to the east and Lake Ontario to the south. The LIP is composed of 5 neighbourhoods: Clairlea-Birchmount, Oakridge, Birchcliffe-Cliffside, Cliffcrest and Kennedy Park, and is home to 96,311 residents, of which 45% of all residents are immigrants and 11% of all residents are recent immigrants.



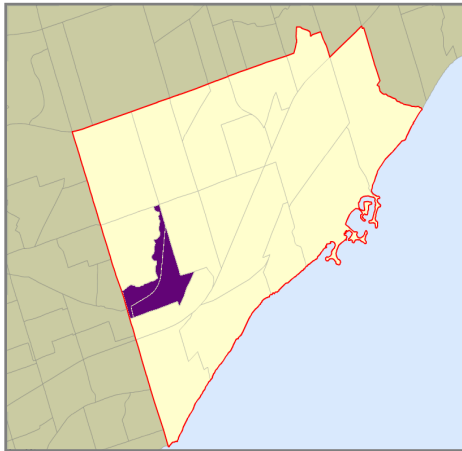
(Map 1, Map of Southwest Scarborough)

The data gathered in this document was derived from 2006 census data and the Community Social Data Strategy. In this research, recent immigrants are defined as any person who immigrated to Canada between 2001 and 2006. The data was compiled for all 21 census tracts included in Southwest Scarborough. However it should be noted that the census tracts do not completely overlap with the LIP area. The portion of the LIP missing from the census tracts is, however, quite small.

Data was gathered to identify potential trends relating to poverty (language, employment and income) across different periods of immigration where possible. Census data is helpful in identifying trends in the area but it should be noted that the last census was completed in 2006. Therefore, the data is five years old and may not reflect the impacts of the economic recession. For comparative purposes, data from the LIP is compared to the Census Metropolitan Area (CMA) of Toronto.

UNIQUE CENSUS AREAS

The Southwest Scarborough LIP is comprised of 21 census tracts. From the data gathered, Oakridge, the Bluffs and Golden Mile neighbourhoods stood out with consistent patterns and characteristics which may be helpful to future programme planning and service delivery. These distinct pockets in the catchment area suggest very diverse patterns of need, and are highlighted in the following section.

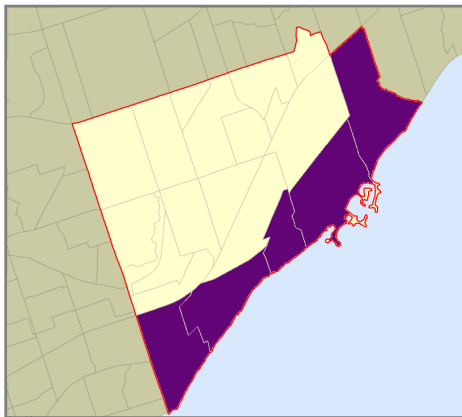


(Map 2, Census Tracts 341.03 & 341.04)

Oakridge

The census tracts 341.03 and 341.04 revealed significant issues. Census tracts 341.03 and 341.04 are where the neighbourhood of Oakridge is located - north and west of Danforth Road and Warden Avenue. In these tracts, a higher than average number of people reported no knowledge of either official language.

In addition, individual incomes of less than \$10,000 a year were reported higher than average for the LIP at 24.8% with unemployment being an issue for young people between the ages of 15-24 years old at 22%. Oakridge has a higher rate of individuals that live in rental properties and has a higher rate of individuals living in lone parent families.

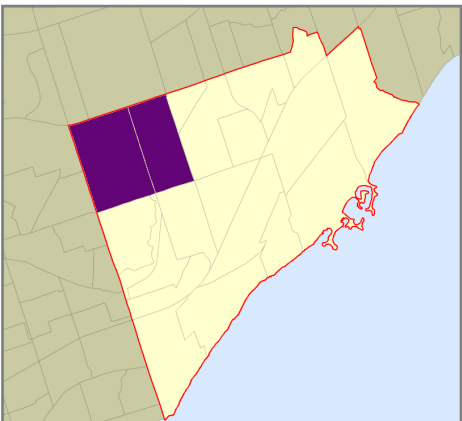


(Map 3, Census Tracts 339.00, 338.00, 337.00, 334.00, 333.00)

Bluffs

The census tracts adjacent to Lake Ontario (339.00, 338.00, 337.00, 334.00, 333.00), also known as the Bluffs, showed that the average value of dwellings are significantly higher than the rest of the LIP and that median incomes are relatively high.

As well, within these tracts, there are a low number of visible minorities.



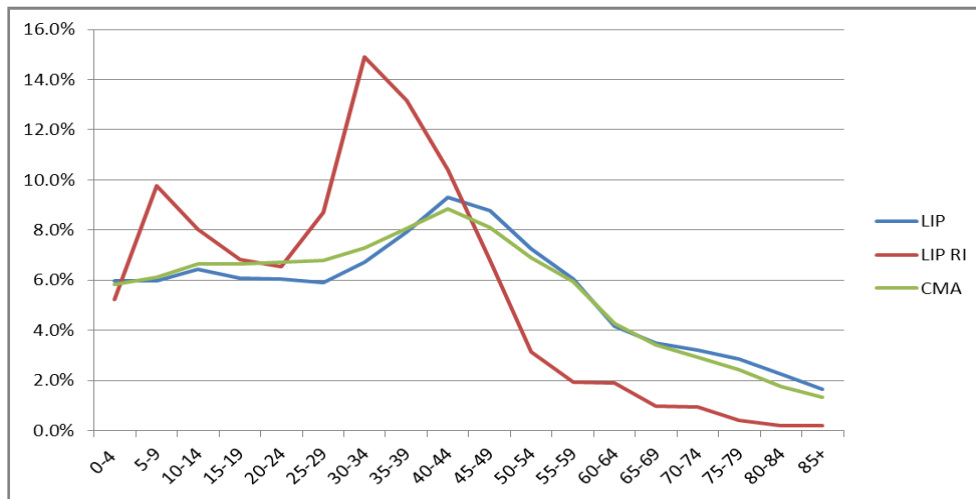
(Map 4, Census Tracts 347.00 and 348.00)

Golden Mile

Census tracts 347.00 and 348.00 are bordered by Victoria Park Avenue, Eglinton Avenue, St. Clair Avenue and Birchmount Road, where the Golden Mile shopping district is located. Neighbourhoods in the Golden Mile census tracts report low levels of unemployment and high median income.

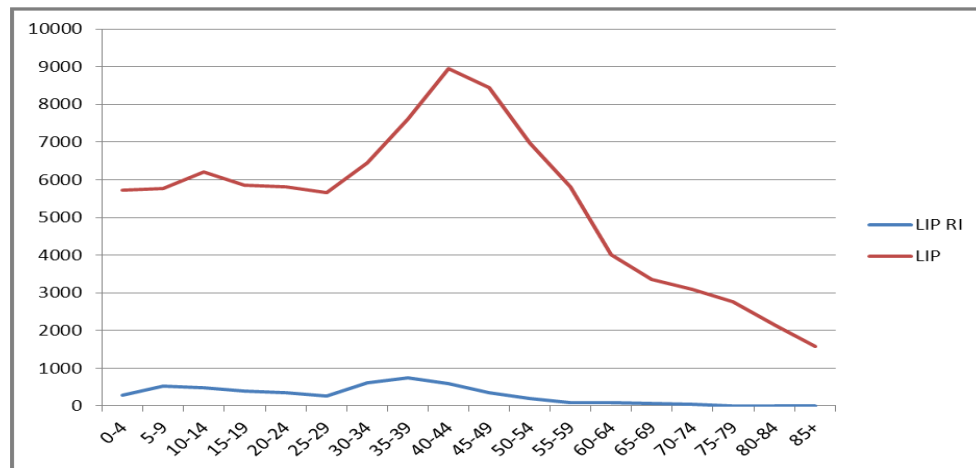
These census tracts also report high proportion of Filipinos as compared to other neighbourhoods in the overall LIP. These census tracts also report most of the recent construction in the LIP. In the past, the Golden Mile was heavily industrial but now is the site for many commercial properties.

AGE DISTRIBUTION AND FAMILIES IN THE LIP



(Figure 1, Age Distribution of Southwest Scarborough)

The overall age distribution of the LIP is similar to the trend in the CMA. As demonstrated in Figure 1, the age range for all LIP residents peaks at 40-44 years of age and then declines gradually. There is a modest difference between the CMA and the LIP in the proportion of people between the ages of 10 and 39 years of age with slightly fewer people in these age groups in the LIP compared to the CMA.



(Figure 2, Age Distribution of Recent Immigrants Compared to all residents of Southwest Scarborough)

The age distribution patterns of recent immigrants in the LIP is, however, very different from that of the overall population. There is a small spike in the proportion of 5-9 years olds and the proportion of 30-34 years olds is significantly higher than both the CMA and the LIP as a whole. A higher proportion of recent immigrants are married (67.3%) when compared to the entire LIP population (46.8%). The spike in ages of recent immigrants coupled with the higher proportion of married couples indicates that families with young children are immigrating and settling in Southwest Scarborough.

When compared to the overall LIP population, Southwest Scarborough has relatively few recent immigrants. According to Figure 2, the age distribution of recent immigrants is slightly flatter and spikes in the ages 29-39 whereas age distribution of all residents in Southwest Scarborough spikes from ages 29-44.

IMMIGRATION AND ETHNICITY

The top five ethnicities in the LIP are English (17.6%), Scottish (12.6%), Irish (12.6%), Chinese (8.6%) and Filipino (7.8%). The ethnicities of recent immigrants to Southwest Scarborough are Filipino (17.8%), Chinese (13.9%), East Indian (13.0%), Bangladeshi (12.7%), and Sri Lankan (5.6%). Ethnicities that are not English speakers and that are visible minorities are clearly increasing in prominence in the community.

Top Five Ethnicities in the LIP	
English	17.6%
Scottish	12.6%
Irish	12.6%
Chinese	8.6%
Filipino	7.8%

(Table 1, Top 5 Ethnicities in Southwest Scarborough)

Ethnicities of Recent Immigrants in LIP	
Filipino	17.8%
Chinese	13.9%
East Indian	13.0%
Bangladeshi	12.7%
Sri Lankan	5.6%

(Table 2, Top 5 Ethnicities of Recent Immigrants to Southwest Scarborough)

In Southwest Scarborough, 47.7% of the overall population is a visible minority and is slightly higher than the CMA (42.9%). Of recent immigrants, 81.9% are visible minorities in the CMA and 93.6% in Southwest Scarborough. The four most prominent visible minorities in Southwest Scarborough are South Asian (15.3%), Black (9.4%), Filipino (7.4%) and Chinese (7.2%).

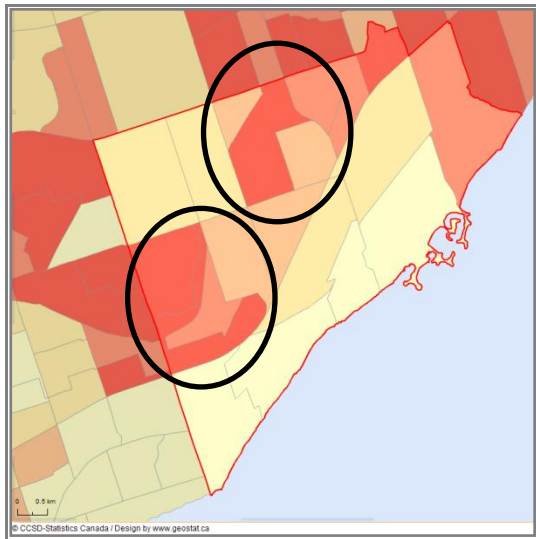
Of recent immigrants arriving to Southwest Scarborough, South Asians are by far the leading visible minority at 44.4%. Filipinos (17.4%), Chinese (12.6%), Black (7.7%) are also arriving to Southwest Scarborough but in smaller numbers. This data suggests a rapidly growing South Asian community, as well as an increasing Chinese and Filipino community and a shrinking Black community in Southwest Scarborough.

Top Four Visible Minorities in the LIP	
South Asian	15.3%
Black	9.4%
Filipino	7.4%
Chinese	7.2%

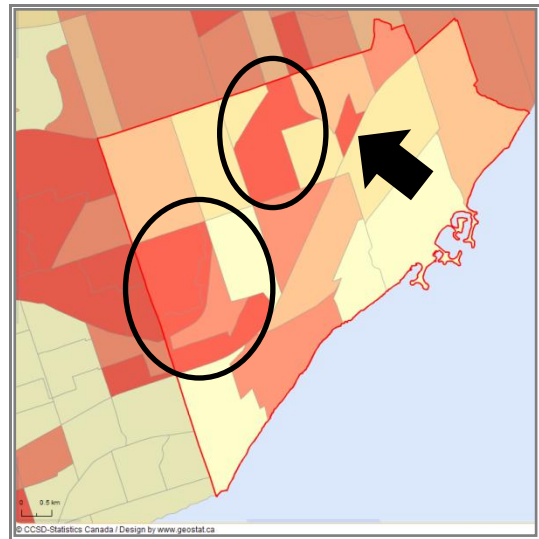
(Table 3, Top Four Visible Minorities in Southwest Scarborough)

Top Four Visible Minorities Of Recent Immigrants	
South Asian	44.4%
Filipino	17.4%
Chinese	12.6%
Black	7.7%

(Table 4, Top Four Visible Minorities of Recent Immigrants to Southwest Scarborough)



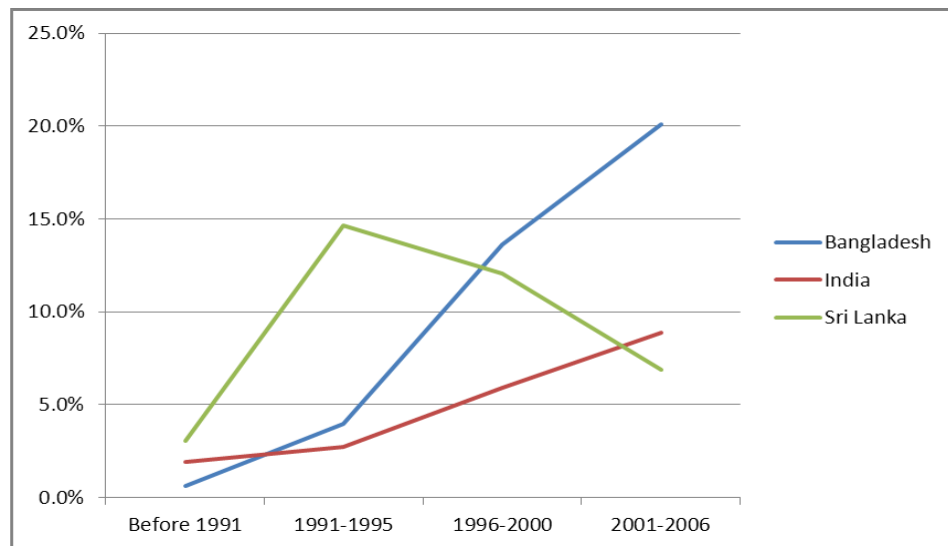
(Map 5, Immigrants - South Asian)



(Map 6, Recent Immigrants - South Asian)

South Asians are settling in census tracts 340.00, 341.02, 341.03, 341.04, 345.00, and 355.04. However, recent South Asian immigrants are settling in census tract 344.02 which may indicate a new area of need for service. Census tract 344.02 contains the major intersection Danforth Road and Midland Avenue as well as the Toronto Community Housing community of Gordonridge Place.

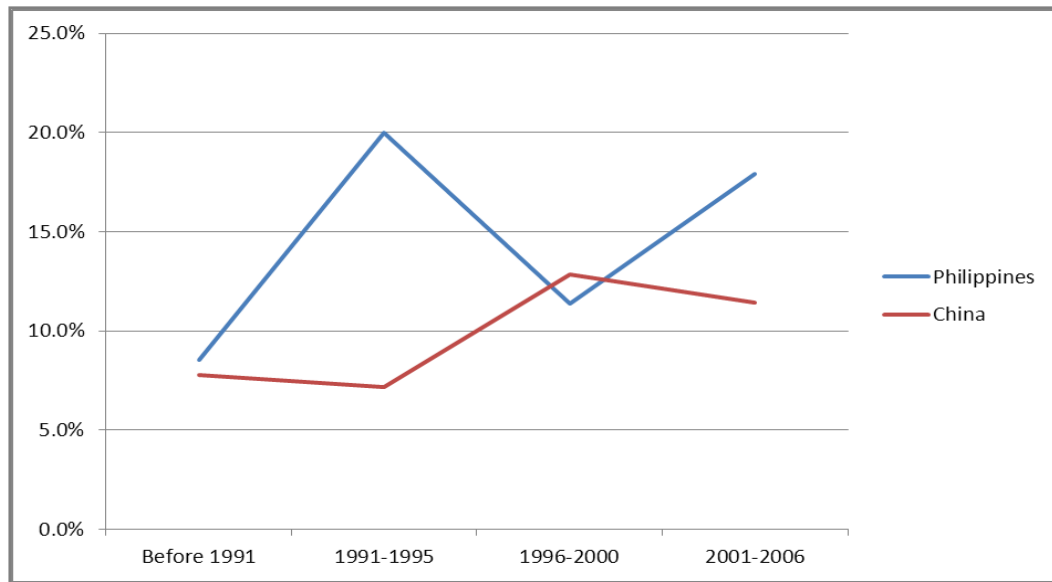
PATTERNS OF IMMIGRATION



(Figure 3, Place of Birth by Period of Immigration - Bangladesh, India, and Sri Lanka)

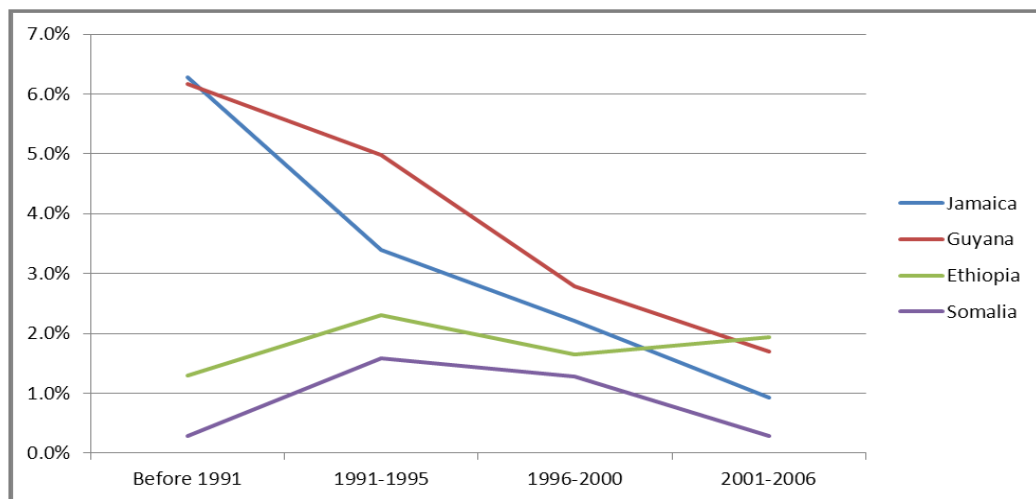
Figure 3 shows that the patterns of immigration of immigrants from Bangladesh, India and Sri Lanka in Southwest Scarborough. Immigrants from Sri Lanka rose steadily until 1995 and have been declining since then. The number of immigrants from India has been rising steadily since 1995. The number of immigrants arriving from Bangladesh has been rising rapidly since 1995. These two growing communities are in contrast to the Sri Lankan Tamil community which grew rapidly in the

early 1990s but sharply declined since, suggesting that emerging Tamil enclaves elsewhere in Scarborough are proving more attractive destinations.



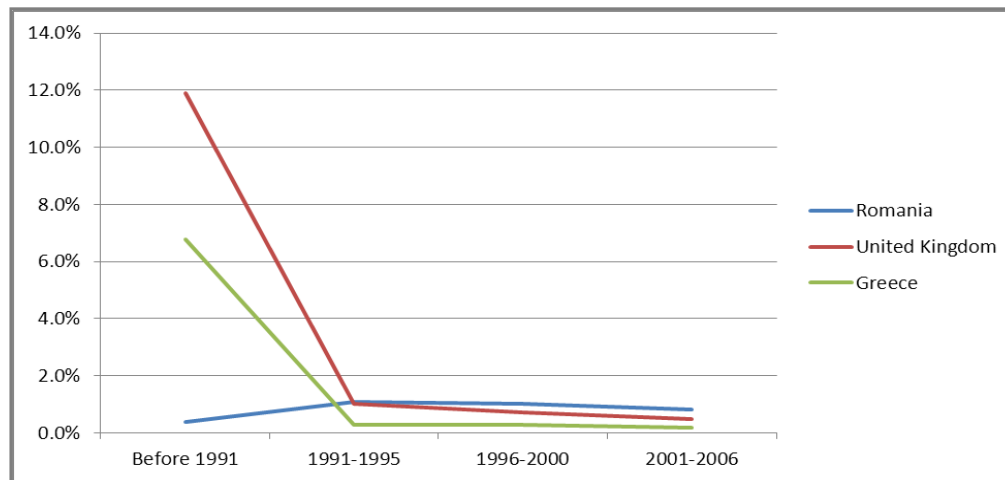
(Figure 4, Place of Birth by Period of Immigration - Philippines and China)

The number of immigrants from the Philippines arriving to Southwest Scarborough experienced a sharp increase in 1991-1995, quickly fell between 1996-2000 and rose again during 2001-2006. This pattern may suggest varying conditions in the country of origin affecting overall immigration patterns. Immigrants coming from China had a sharp spike from 1995-2000 but declined again from 2001-2006.



(Figure 5, Place of Birth by Period of Immigration – Jamaica, Guyana, Ethiopia and Somalia)

Overall, the numbers of immigrants from Jamaica, Guyana, and Somalia arriving to Southwest Scarborough have been declining since 1991-1995. The number of Ethiopian immigrants arriving to Southwest Scarborough peaked in 1991-1995, declined until 1996-2000 but has slowly risen since then. The gradual decline in the Black population of Southwest Scarborough appears to be explained largely by the steep and steady decline in Caribbean immigration, with no matching increase in the rates of immigration from African nations.



(Figure 6, Place of Birth by Period of Immigration – Romania, United Kingdom and Greece)

The number of immigrants arriving from the UK and Greece to Southwest Scarborough sharply dropped in 1991-1995 and has remained steady since then. The number of immigrants arriving from Romania to Southwest Scarborough peaked between 1991-1995 and has remained small but steady since then. This pattern shows that immigrants arriving from European countries such as Romania, United Kingdom and Greece spiked prior to 1991 and has dropped dramatically since 1991.

MOBILITY RATES

Mobility rates in Southwest Scarborough are lower than the CMA. Residents in Southwest Scarborough are moving slightly less than their counterparts in the CMA for both the 1 year and 5 year categories. However, recent immigrants to Southwest Scarborough have a significantly higher rate of mobility in the 5 year category, at almost 93% suggesting that very few recent immigrants are making their permanent home in Southwest Scarborough, despite high rates of stability for other residents.

Mobility Rates	LIP	CMA	LIP RI	CMA RI
1 Year	13.3%	14.1%	35.8%	35.9%
5 Year	40.7%	44.9%	92.8%	89.0%

(Table 5, 1 year and 5 Year External Mobility Rates for residents of Southwest Scarborough)

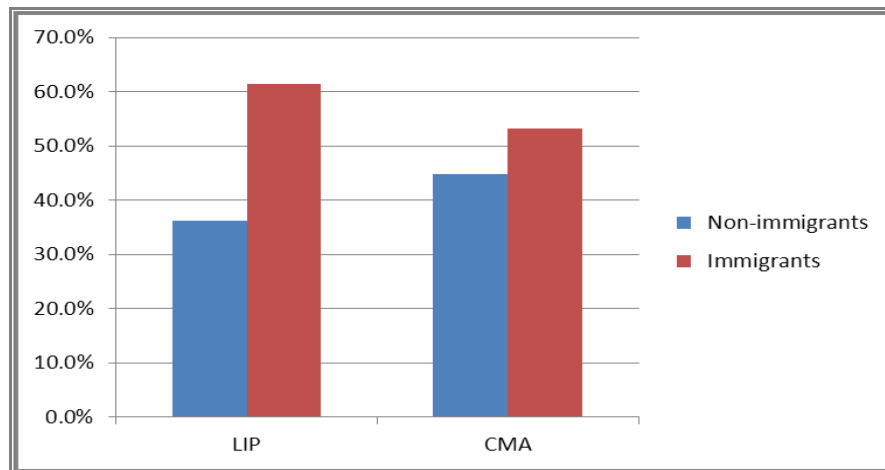
	LIP	CMA
Rentals	16.9%	32.4%
Major Repair	3.2%	6.0%
High Rises	12.9%	26.6%
Recent construction	0.7%	12.5%

(Table 6, Housing Data for residents of Southwest Scarborough Compared to CMA)

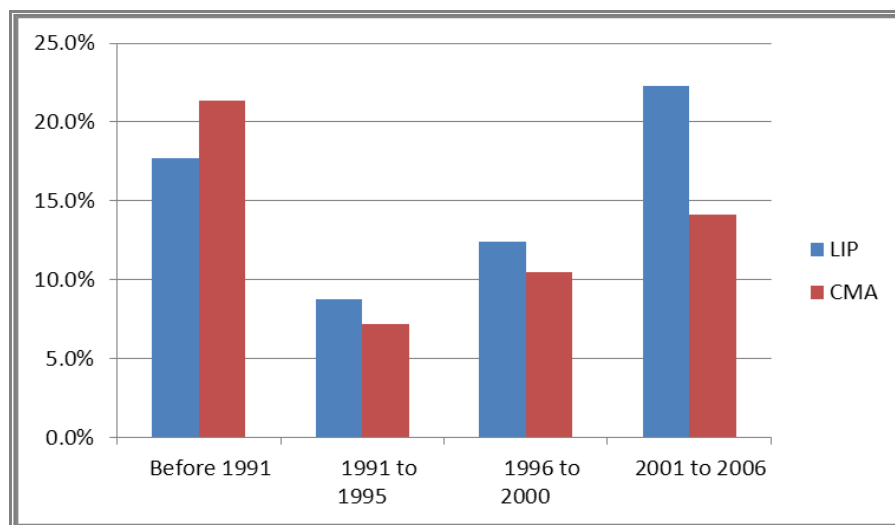
Only 16.9% of homes in Southwest Scarborough are rental housing, which is about half of the CMA average. Only about 3% of Scarborough homes are reported as needing major repairs, slightly over half the rate common in neighbourhoods across the CMA, and Southwest Scarborough has a rate of less than 1% of recent construction. High rises in Southwest Scarborough represent less than a fifth of the CMA average. The majority of the housing stocks in Southwest Scarborough are houses and buildings less than 5 stories tall.

EDUCATION, WORK AND INCOME

In the LIP and in the CMA, immigrants are more likely to have university degrees. The difference in educational attainment between non-immigrants and immigrants in the LIP (25.2%) is three times larger than the average difference between non-immigrants and immigrants in the CMA (8.4%).

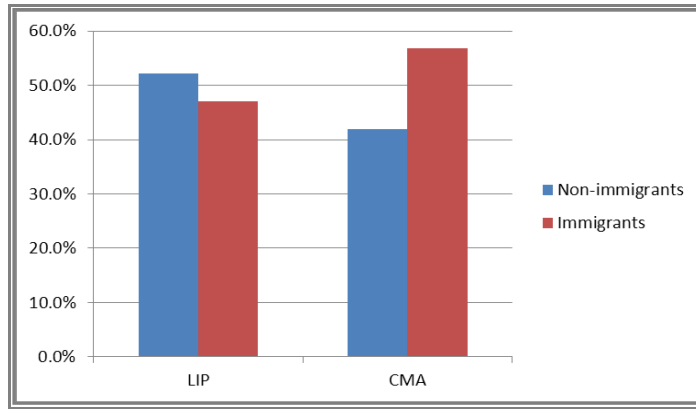


(Figure 7, Residents of Southwest Scarborough with University Degrees, compared to CMA)



(Figure 8, Residents of Southwest Scarborough with University Degrees, by Period of Immigration)

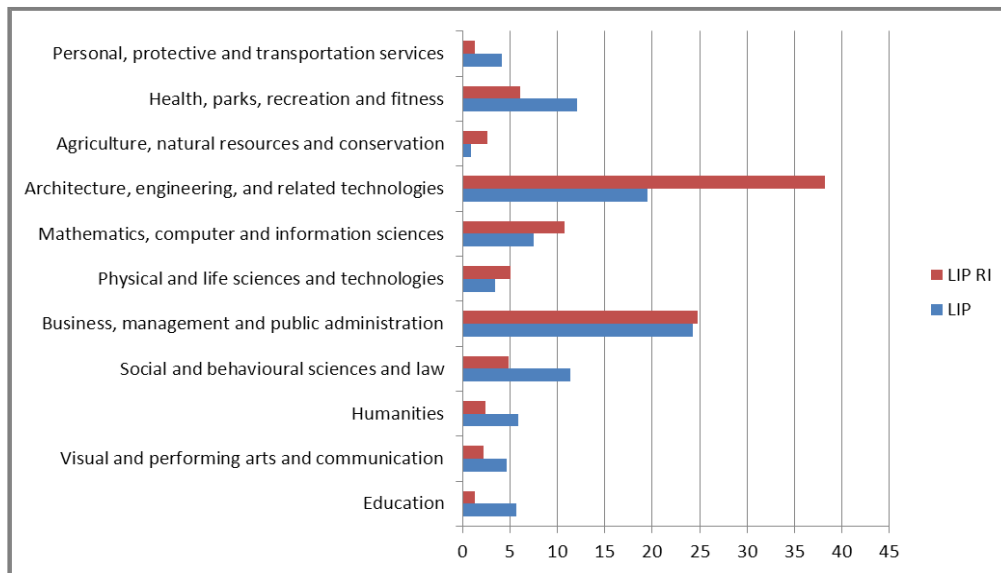
Figure 8 shows the proportion of people in the LIP and the CMA with university degrees, by period of immigration. Among immigrants, and especially among recent immigrants, all are more likely to have university degrees as compared to their counterparts in the CMA. Prior to 1991, immigrants were less likely to have university degrees. After 1991, immigrants in Southwest Scarborough are more likely to have university degrees than their counterparts in the CMA.



(Figure 9, Residents of Southwest Scarborough who did not complete high school diplomas, compared to CMA)

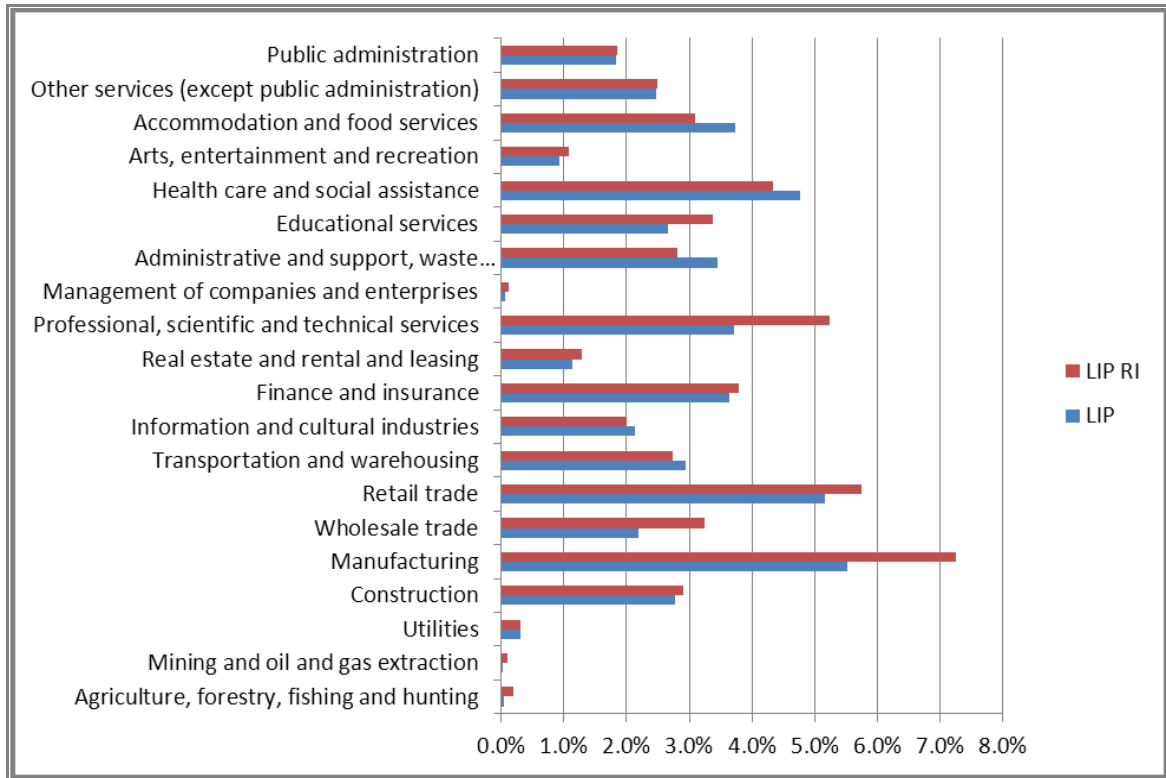
In Southwest Scarborough, non-immigrants are more likely to not have completed high school than immigrants. Immigrants in Southwest Scarborough are better formally educated than non-immigrants in Southwest Scarborough.

The comparatively high levels of educational attainment reflect shifting immigration policies that put greater emphasis on education after 1991, but also reflect a tendency of more educated newcomers to come to Southwest Scarborough. The high mobility rates identified for the area, and the relatively lower rates of education attainment for more settled immigrants suggest, however, that these well-educated newcomers may not remain in the area over the long term.



(Figure 10, Education of residents in Southwest Scarborough in percentages)

Figure 10 shows education areas among Southwest Scarborough residents and recent immigrants to the LIP. Recent immigrants are significantly more likely to be educated in the area of architecture, engineering and related technologies, and less likely to be educated in the social sciences, humanities, visual and performing arts and education. Residents of the LIP are more likely to be educated in health, parks, recreation and fitness, social, behavioural sciences and law, humanities, visual and performing arts and communication, and education.



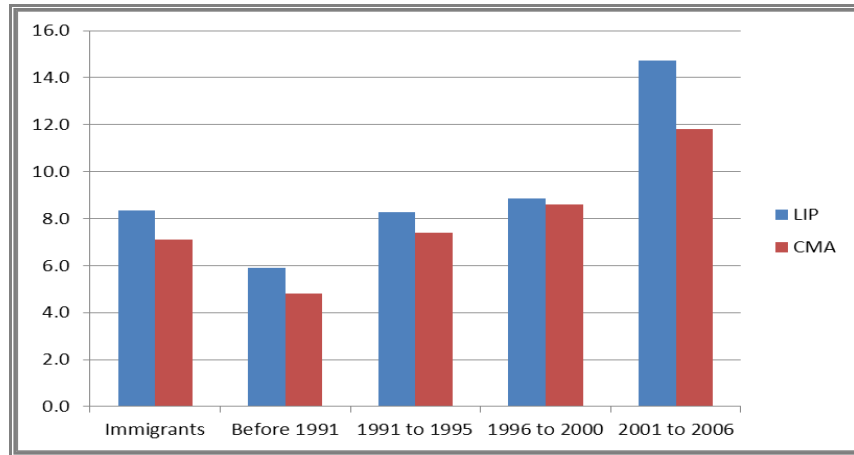
(Figure 11, Occupations of Residents in Southwest Scarborough)

A large proportion of recent immigrants are employed in the manufacturing sector. This is unexpected given the relatively high number of recent immigrants with university education. 7.3% of recent immigrants work in manufacturing compared to 5.1% of LIP residents. Recent immigrants to Southwest Scarborough are slightly more likely to be employed in professional, scientific and technical services. This area of employment is not surprising given the education trends of recent immigrants, though we might expect a higher proportion of recent immigrants to be found in this area. Figure 11 indicates that while some recent immigrants are finding employment in their field, a significant number are not.

The unemployment rate in Southwest Scarborough is higher across the board for non-immigrants, immigrants and recent immigrants. However, this trend is exacerbated for immigrants and even more so for recent immigrants.

Unemployment rate	LIP	CMA
Non-immigrants	9.1	6.2
Immigrants	8.4	7.1
Recent Immigrants	14.7	11.8

Table 7, Unemployment rate by immigration status



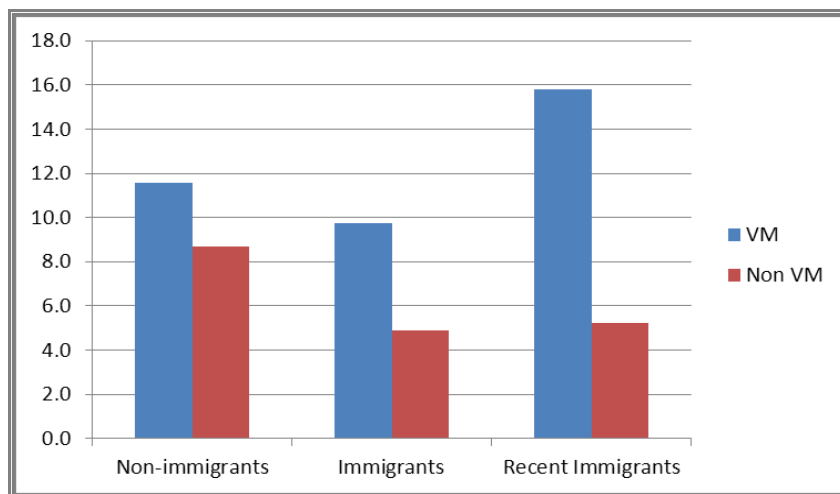
(Figure 12, Unemployment rate by period of immigration)

Regardless of period of immigration, unemployment rates in the LIP tend to be higher than the CMA. Overall, immigrants in Southwest Scarborough have a higher unemployment rate than their counterparts in the CMA. The general trend shown in Figure 12 is that unemployment rates are lower the earlier the person arrived and recent immigrants have the highest unemployment rates amongst all immigrants.

Visible Minority Unemployment Rate	LIP	CMA
Non-immigrants	11.6	11.2
Immigrants	9.7	8.1
Recent Immigrants	15.8	12.2

(Table 8, Unemployment rate of visible minorities in Southwest Scarborough compared to the CMA)

Recent immigrants have the highest unemployment rate, but it should be noted that non-immigrants in both the LIP and CMA have a higher unemployment rate than immigrants.



(Figure 13, Unemployment rate of visible minorities and non-visible minorities within Southwest Scarborough)

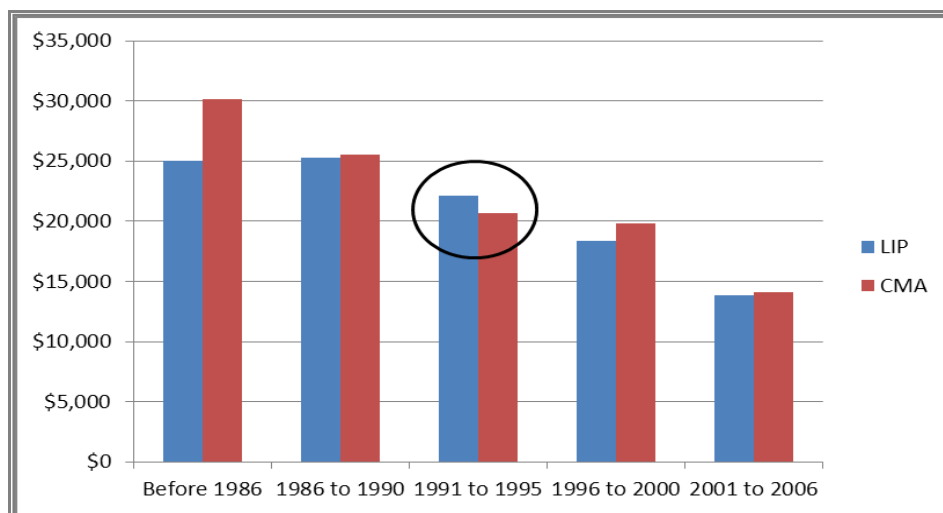
Unemployment rates show a stark picture when comparing visible minorities and non-visible minorities. Overall, visible minorities have a higher unemployment rate in all groups. However, people who are Canadian born still have a higher unemployment rate than settled immigrants regardless of visible minority status and even have higher unemployment rates than

recent immigrants who are not visible minorities. The most striking comparison is the difference between visible minority and non-visible minority recent immigrants. The unemployment rate for recent immigrant visible minorities is three times that of non-visible minority recent immigrants. Figure 13 suggests that immigration is not the key factor when explaining unemployment rates. Instead visible minority status appears to make more of a difference when explaining unemployment rates.

	South Asian	Black	Filipino	Chinese
Non Immigrants	6.0	14.0	1.4	5.0
Immigrants	9.0	8.9	4.2	7.8
Recent Immigrants	15.2	8.7	6.4	9.8

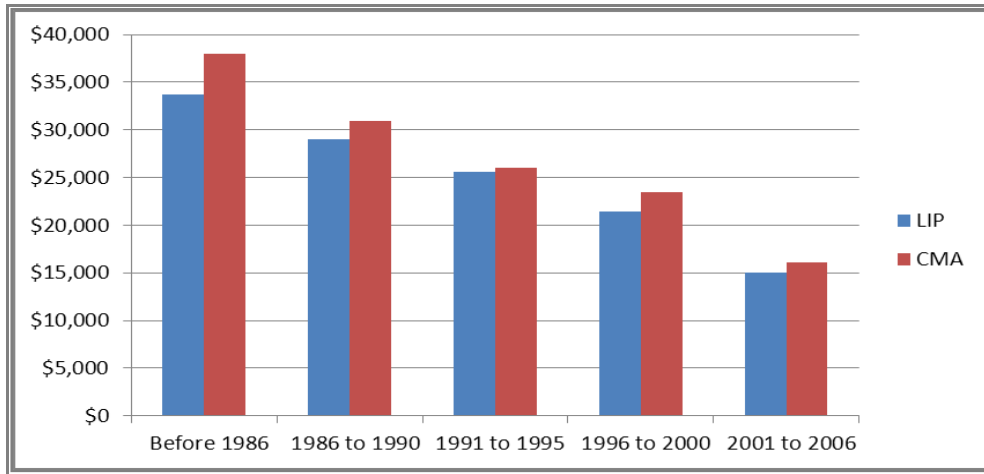
(Table 9, Unemployment rates for three largest visible minority groups in Southwest Scarborough)

Among the top four visible minorities in Southwest Scarborough, South Asian recent immigrants have the highest unemployment rates. The unemployment rates among South Asians, Filipinos and Chinese are reflective of the trend that unemployment rates are highest among recent immigrants and lowest among native born residents. However, the trend is completely reversed for Blacks in Southwest Scarborough. Non-immigrant Blacks have the highest unemployment rates and recent immigrant Blacks have the lowest unemployment rates. The shift between a Caribbean-born population among more settled immigrants and an African-born population among more recent immigrants may be at the root of the divergent treatment among the two periods of immigration for this visible minority group.



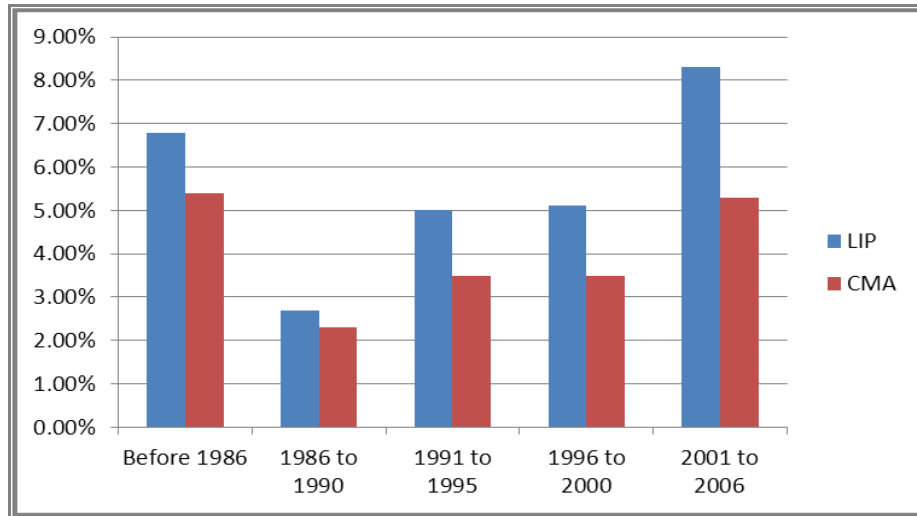
(Figure 14, 2005 Median total income for immigrants of Southwest Scarborough compared to the CMA)

Median incomes among immigrants in Southwest Scarborough are generally lower than the CMA, but have been closer since 1986, at times reversing their historic trends.



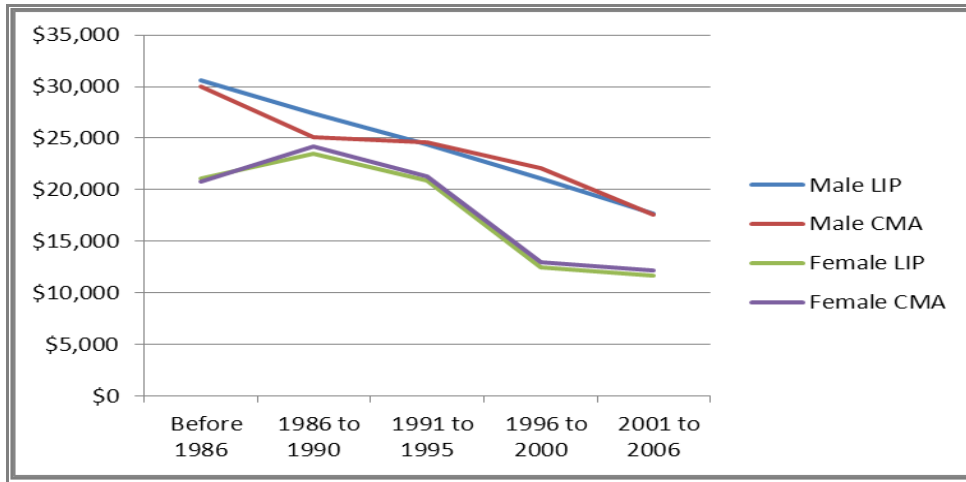
(Figure 15, 2005 Median employment income for residents of Southwest Scarborough compared to the CMA)

Figure 15 shows the general downward trend of employment incomes among all immigrants the more recently they arrived. Employment incomes for residents of Southwest Scarborough are lower than their counterparts in the CMA across the board.



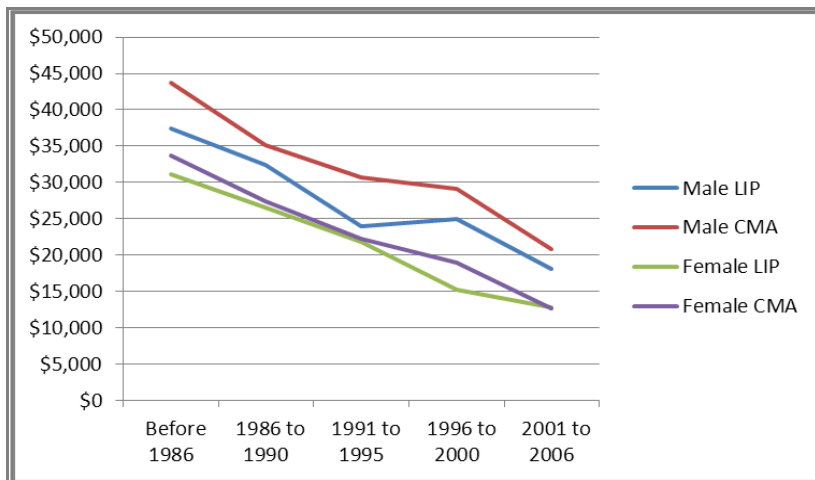
(Figure 16, Percentage of immigrants with low incomes in Southwest Scarborough compared to the CMA)

Figure 16 shows the percentage of immigrants with low incomes in Southwest Scarborough. Immigrants in Southwest Scarborough are more likely to have low incomes across all periods of immigration compared to the CMA. Immigrants in Southwest Scarborough who arrived between 2001-2006 are much more likely than their counterparts to have low incomes. Figure 16 shows that recent immigrants, who are predominately more formally educated, are still facing poverty and serious employment barriers.



(Figure 17, Median 2005 immigrant total income by sex compared to the CMA)

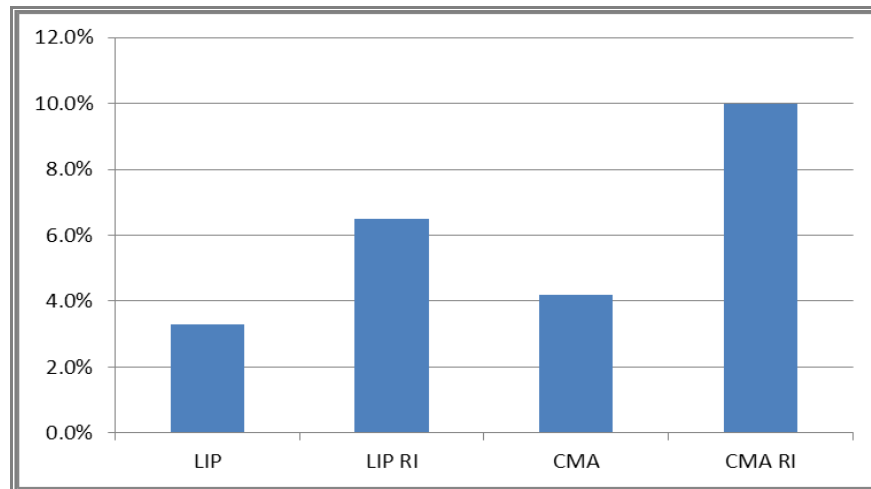
When median incomes are broken out by sex, two trends are striking. First, there is a consistent downward trend with newer immigrants earning less than those more settled (with the sole exception of women arriving before 1986, a period when women were less likely to have formal employment). Second, women are consistently earning less than men. Female immigrants in Southwest Scarborough are earning only slightly less than their counterparts in the CMA. Incomes among women in both the CMA and Southwest Scarborough are significantly lower for those who arrived between 1995-2000. The earnings gap between men and women is at its worst for immigrants arriving between 1996-2000. Male immigrants in the CMA who arrived between 1986-1991 are earning significantly less than male immigrants in Southwest Scarborough from the same cohort. Total median income is slightly lower for male immigrants in Southwest Scarborough than the CMA if they have arrived after 1991.



(Figure 18, 2005 Median immigrant employment income by sex compared to the CMA)

Overall income levels can be affected by unemployment, but even for those employed; incomes for immigrants follow a downward trend for the more recently arrived. Employment incomes for immigrant men and women in Southwest Scarborough are lower than their counterparts across the CMA. The higher educational attainment of recent immigrants, coupled with lower incomes, points to immigrants, especially recent immigrants, having to take jobs that are less challenging than their education might qualify them for.

LANGUAGE



(Figure 19, Residents who have no knowledge of English or French)

Figure 19 shows residents in Southwest Scarborough are slightly less likely than the average to know neither English nor French. However, recent immigrants to Southwest Scarborough are twice as likely as all residents in the LIP to have no knowledge of English or French. Figure 19 demonstrates that there are significant language barriers for recent immigrants in Southwest Scarborough.

	No Knowledge of English nor French	Proportion of the LIP
Chinese	15.0%	8.7%
Korean	14.0%	0.5%
Czech	9.1%	0.2%
Pakistani	8.7%	1.4%
Sri Lankan	8.7%	3.0%
Serbian	4.8%	0.3%
Iranian	3.6%	0.6%
East Indian	3.0%	6.4%
Filipino	1.1%	7.9%

(Table 10, Ethnic group by no knowledge of official languages and proportion of Southwest Scarborough)

According to Table 10, residents of Southwest Scarborough of Chinese, Korean, Czech, Pakistani, Sri Lankan, Serbian, Iranian, East Indian and Filipino origins are experiencing significant language barriers. Of particular interest are residents of Korean, Czech, Serbian and Iranian origin. Ethnic communities that make up less than 1% of the overall community, and lack language skills connecting them to the broader community points to isolation issues. Residents of those communities are less likely to be able to overcome their language barrier given the size of the community they can communicate with.

	LIP	CMA
Sri Lankan	35.3%	8.8%
Serbian	21.4%	9.9%
Pakistani	12.7%	6.6%
Iranian	8.8%	6.9%

(Table 11, Proportion of residents by ethnicity who have no knowledge of official languages and also have low incomes)

Table 11 shows that Sri Lankans, Serbians, Pakistanis and Iranians show significant language barriers and low incomes. Table 10 coupled with Table 11 show that ethnic communities with small proportions of the overall community are at a higher risk of experiencing language barriers and low incomes.

CONCLUSION

Southwest Scarborough shows a diversity of population and need. The Bluffs and Golden Mile are areas in the catchment area which demonstrate low levels of need with low levels of unemployment, and high incomes or dwelling values. In contrast, the neighbourhood of Oakridge demonstrates high rates of families that are led by lone parents, no knowledge of English nor French and individual incomes of less than \$10,000.

The immigration in Southwest Scarborough is also changing. European immigrants and immigrants from the Caribbean are less likely to move to the area than they were in the past, while immigrants from Asian countries are coming in larger numbers. The rapidly diversifying community suggests volatility and less internal support within newcomer communities. Furthermore, the high mobility rates of newcomers suggests that newcomers are arriving to Southwest Scarborough but do not remain in the area.

As illustrated in Figure 1, the population in Southwest Scarborough has a large number of adults with young children. This suggests that services will need to accommodate young families.

Southwest Scarborough has limited rental housing, little sign of growth in the rental housing market, and a large number of very expensive private homes, making it a challenging environment for people living on low incomes.

Newcomers have high rates of educational attainment, but lower incomes and higher unemployment. These two factors indicate extensive underemployment for newcomers. Unemployment and lower incomes are also further impacted by race as the unemployment rates for visible minorities are much higher than non-visible minorities. Newcomer women are facing the largest barriers to employment and are earning the least when compared to their male counterparts.

Language barriers are high and much more likely to be a barrier for smaller cultural communities (Sri Lankan, Serbian, Pakistani, and Iranian) where there is significant isolation. Language is a significant area of need for newcomers and directly impacts their earning potential.

Service planning in Southwest Scarborough will have to take into account the volatility, mobility, fragmentation, isolation and limited employment and rental housing prospects in the area in assessing the best service infrastructure.

IMMIGRANT AND IMMIGRATION LITERATURE REVIEW

The newcomer experience in Southwest Scarborough is varied and complex. Settlement is affected by a number of determining factors including gender, ethnicity, race, citizenship, and the length of time newcomers have lived in Canada. Since the implementation of the point system in 1993, newcomers have arrived in Canada with increasingly higher levels of education. However, research on recent immigrants (those who came to Canada within the last 5 years) demonstrates that recent immigrants encounter the greatest challenges of all newcomers in terms of language, employment, discrimination, and health. While period of immigration is an important indicator of the level of settlement and integration of a newcomer other issues like language and race can significantly affect settlement.

This review explores the various ways immigrants are excluded from their new communities and identifies the resources that can facilitate successful inclusion, settlement, and integration. Overall, the literature indicates that immigrants today are more qualified and yet facing greater challenges than immigrants in the past.

OVERVIEW

For the purposes of this report, the term “immigrant” refers to any individual born in a country other than Canada, who has either moved to Canada and currently resides in Canada, not including visitors who intend to leave Canada or foreign students who intend to leave Canada. The term “newcomer” is generally used to refer to immigrants that arrived in Canada within the last 5 years. The terms “immigrant” and “newcomer” are sometimes used interchangeably, when citing evidence that uses the terms more or less synonymously.

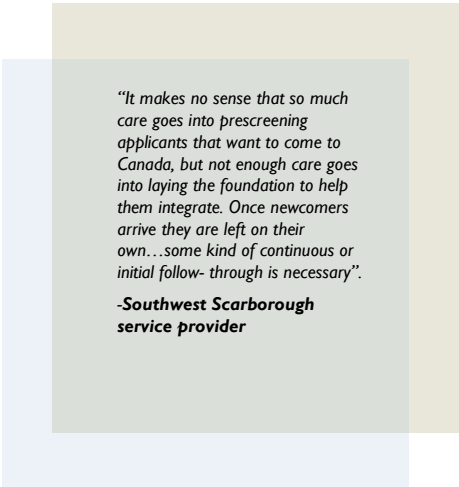
Various intersecting institutional, personal, and environmental factors may influence an immigrant’s settlement and integration into a new community. This review explores some of the shared challenges and barriers that consistently prevent immigrants as a group from participating fully in society. The sources considered in this review include peer-reviewed journal articles, government documents and other published materials, and other documents. The various sources tend to provide different information about this topic: journal and government documents tend to provide information about and insights into some of the broader trends impacting immigrants; peer-reviewed journal articles tend to focus on findings from studies about specific groups distinguished by age, gender, or ethnicity, and about specific topics (for example, care-giving, labour market participation, mental health, cultural identity, and language). Though some of the research was conducted among populations that live in Toronto, little of the literature focuses specifically on immigrants to Southwest Scarborough or even Toronto.

It would be misleading to suggest that the experiences of all newcomers are the same. However, research does point to some common barriers and challenges newcomers as a group tend to face. This literature review looks at current literature and research about newcomers and immigrants and some common issues they encounter during processes of settlement and integration. The literature identifies a number of issues. This review includes language, poverty and unemployment, information and access, housing, discrimination, and health. This review also looks at the literature on specific groups including women, youth, seniors and newcomers with precarious immigration status.

Settlement and integration are often considered to be the markers of success in discussions of newcomers and immigrants. The Canadian Council for Refugees refers to settlement as “acclimatization and the early stages of adaptation when newcomers make the basic adjustments to life in a new country, including finding somewhere to live, beginning to learn the local language, getting a job, and learning to find their way around an unfamiliar society” (1998). Some newcomer needs are related to initial arrival, but research has also shown that even though settlement needs change over time spent in Canada they are still present. For example, CultureLink’s newcomer needs assessment found that 23 per cent of surveyed clients have lived in Canada for more than three years (Bhardwaj 2009). Mwarigha identified three broad phases of settlement: immediate, intermediate and long-term (2002).

Integration, on the other hand, can be defined as “the process by which newcomers become part of the social, cultural, and institutional fabric of the community or society” (Anisef and Lanphier, 2003 citing Breton 1992). Integration implies the involvement of both the host country and newcomers in the process. It implies reciprocal relationships where both the host country and newcomers facilitate integration.

In their introduction to a volume of essays about immigration in Toronto, Anisef and Lanphier use the concept of social exclusion and inclusion as their starting point for understanding the settlement and integration of newcomers (2003). While social exclusion is experienced at the individual level, it can often occur at the systemic level, in the institutions and ‘norms’ of behaviour that newcomers encounter when they move to a new community (i.e. Gaszo et al. 2010). These barriers to participation can lead to various types of disadvantage, including economic, social and/or cultural. While social inclusion refers to a broad “equality of opportunity and life chances of individuals...” (Wayland and Agrawal 2008 citing Sen 2001), social exclusion processes actively block the integration of newcomers, restricting their ability to fully participate in society. In light of the threat social exclusion presents, efforts to facilitate the integration of newcomers often consider how they can encourage social inclusion, and what social inclusion means at the individual and systemic levels.



“It makes no sense that so much care goes into prescreening applicants that want to come to Canada, but not enough care goes into laying the foundation to help them integrate. Once newcomers arrive they are left on their own...some kind of continuous or initial follow- through is necessary”.

**-Southwest Scarborough
service provider**

The focus of this review is on the various and all too common ways newcomers may experience social exclusion. It reviews some of the resources people need to be able to successfully integrate and the challenges facing newcomers in being able to access these resources. It looks at both the ways newcomers may be socially excluded and what they are excluded from. Successful settlement and integration can be impacted by any number of intersecting institutional, personal and environmental factors that manifest themselves in diverse individual experiences. In this review we discuss some of the shared challenges and barriers cited in literature as consistently preventing newcomers as a group from fully participating in society. The next sections explore the literature on the topics of language, poverty and unemployment, housing, information and access, discrimination, as well as health and well-being. As well, certain groups within the newcomer and immigrant populations have been found to face additional challenges. Therefore, this review also covers some of the literature on women, youth, seniors, and newcomers with precarious immigration status.

LANGUAGE

Key Points:

- Language barriers are more predominant among women, family class immigrants and refugees.
- Language can be a major barrier and top settlement need for newcomers.
- Language affects employment outcomes including earnings and access to services, including health care.
- Funding has fallen for federal language programmes and ESL programmes in schools.

Language is usually prominent in most discussions of newcomers and the barriers they face in accessing and navigating services, finding employment and generally being able to participate in their new communities. In one study of the information needs of newcomers, the author found that for both newcomers that had recently arrived, and those that had been in the country for a longer period, language information and language learning information were consistently listed as top settlement needs (Caidi 2008). Information about employment was the only other top information need for both groups (Caidi 2008).

Canadian immigration policy is currently having an effect on the language proficiency levels of newcomers entering Canada. Under Canada's immigration system, language proficiency in either English or French is considered during the application process for 'economic immigrants,' a category that includes skilled workers. This category includes principal applicants and spouses/dependents. The other two main categories are family and refugees. Language is not a requirement for admission in these categories. Thus those entering Canada under the family class and refugee class tend to be less likely to speak either English or French.

According to CIC figures on individuals granted permanent residency in 2008, 91.3% of those entering as principal applicants within the economic class spoke either English or French. Meanwhile, among those entering under the family class, as economic class spouses or dependents and refugees, the rates were 67%, 63.6% and 53.9% respectively. These figures also suggest a gendered aspect to language proficiency. In the family class and spousal/dependent category of the economic class, women account for 60% and 57% of the total number (CIC 2009). (It's important to note that these figures do not include non-permanent residents including work and student visa holders or refugee claimants.)

In their discussion of the service needs of newcomers, Wayland and Agrawal point out that language is the largest single barrier to accessing community and government services including health care, education and legal services (2008). Without knowledge of French or English, newcomers often find it difficult to communicate with service providers outside the settlement service sector.

The effects of language as a barrier in accessing services is perhaps best exemplified in studies on newcomers and their ability to access health services (see for example Bowen 2001, Guruge et al. 2009, AAMCHC 2005, Pottie et al. 2008). In her comprehensive review of research into language barriers and access to health care, Bowen found that language barriers can impede the delivery and quality of health care services in numerous, compounding ways (Bowen 2001). Evidence suggests that language barriers may lead to delays in initial health care and undermine the ability to utilize promotion and prevention programmes (Bowen 2001, Pottie et al. 2008). As well, Bowen points to

a handful of research studies that have shown how language barriers negatively affect the outcomes of health care. Language barriers have been associated with increased risk for hospitalization and adverse drug reactions. Language barriers can also affect the types of services accessed. For example, individuals that don't speak either of Canada's two official languages do not tend to access mental health and counselling services as often.

The literature reviewed also talks about language as a key barrier to employment. Studies have linked higher employment earnings in Canada with proficiency in either English or French (Wayland 2006). However, language alone, does not account for the difficulties newcomers as a group have encountered in being able to secure employment commensurate with their education and skill level. The evidence points to a number of potential overlapping factors.

In her overview of the needs, programmes and policy barriers to learning one of the two official languages of Canada, Wayland summarizes the state of language learning programmes and policies for newcomers. Writing in 2006, Wayland noted that since 1996 federal funding for settlement and language services had failed to increase. This underfunding has led to long waiting lists, poorly paid instructors and inflexibility as to when courses are offered. Along with the underfunding, researchers also point out that federally funded settlement programmes are only available to permanent residents (Alboim 2009). This means that temporary workers, refugee claimants and newcomers that have already become citizens are not entitled to receive these programmes (Alboim 2009).

For children and youth, English or French language classes are usually delivered through schools. Over the past decade budgets in all provinces for ESL programmes have been cut. According to People for Education, between 1997 and 2005, though there was a 13.5% increase in the numbers of newcomers to urban Ontario, elementary schools in these areas have witnessed a 15% decline in ESL teachers (Wayland 2006 citing People for Education 2005).

In their look at the experiences and concerns of newcomer youth in Toronto, Kilbride et al. (2001) state that language challenges constitute a major struggle for newcomer youth as they attempt to integrate into Canadian society. The authors point out that learning a new language, and being able to communicate and have oneself understood requires more than learning new words and how to construct sentences. The authors note that language "tends to be embedded in the traditions, values and cultural understandings of a society." Language barriers can therefore also impact newcomers that speak English or French with a different dialect and jargon.

Language barriers can affect newcomers in multiple and various ways. Language barriers consistently emerge as a common theme in almost all of the literature on newcomers and newcomer issues. With funding lower than demand and the gap growing, this area of need seems likely to present ongoing challenges.

POVERTY AND UNEMPLOYMENT

Key Points:

- Canadian immigration policy favours education, skills and language proficiency.
- Historically, immigrants to Canada experienced poverty during their first years of arrival but then experienced financial mobility. In the last three decades, this pattern has changed – newcomers taking longer to get out of the initial stages of poverty.
- Newcomers are over-represented among population facing poverty and unemployment, in certain low-wage industries and in precarious employment.
- Research shows that poverty and unemployment are also racial and gendered phenomena.

Poverty limits the choices people are able to make and prevents them from fully participating in society (AAMCHC 2005). A recent publication by Social Planning Toronto (2009) found poverty rates of 46% among recent newcomers in Toronto. Unemployment may be one aspect of poverty, but it's important to recognize that poverty and unemployment are not one in the same. Poverty can make it difficult for individuals to access the services they need to find employment. For example, lacking the resources required to access things like childcare and transportation can create a downward cycle and undermine access to services and supports (Mawani and Hyman 2008). Childcare, in particular has been noted as a serious issue. Other dimensions of poverty are the structural and institutional barriers that make it difficult for people experiencing poverty to

"We do not have jobs because we have no Canadian experience, as a result of inadequate training. We can't afford more training... where does this cycle stop? Out of 100 resumes we send out a month, we hear back from only one or two... if we are lucky. We want relevant and affordable services and resources that will enable us to build a successful life here in Canada!"

- Southwest Scarborough immigrant

access resources. In Gazso et al's (2010) study of low income racialized mothers in Toronto, the authors found that institutional and structural factors (such as those related to the intersections of race, colonization and barriers related to place and space) produced barriers to meeting needs such as childcare and employment

An important insight from the research reviewed is that poverty and unemployment tend to be racialized (AAMCHC 2005 citing Galabuzi 2001) and gendered phenomena. Newcomers that are not of European descent are more likely to experience lower earnings and non-recognition of their skills (Reitz 2005). In

Toronto, research has shown that racialized women are far more likely to have incomes below Statistics Canada's low-income cut-off (Gazso et al. 2010). Newcomer women and refugees are also more likely to work in precarious and underpaid employment (Workers' Action Center 2007).

Results from the Canadian Immigrant Labour Force Survey show that compared with their Canadian-born counterparts, a higher percentage of recent newcomers worked in the manufacturing, professional scientific and technical services, and the accommodation and food services (Zeitsma 2007). Alternatively, newcomers tend to be under-represented in the fields of public administration, health care and social assistance and educational services (Zeitsma 2007).

Newcomers living in Canada for less than five years have shown to be three times as likely as their Canadian-born counterparts to earn less than ten dollars an hour and twice as likely to be in temporary positions (Gilmore 2009). According to de Wolff, Toronto's economy has "been able to rely on an under-employed immigrant labour force to fill low-waged precarious jobs" (2006). It's important to note that poverty is experienced by the employed as well as the unemployed (AAMCHC 2005). In 2008 the Canadian Centre for Policy Alternatives calculated that for a two parent, two child families living in Toronto, both parents would need to make at least \$16.60 an hour working full time in order to fully participate in their communities (Mackenzie and Stanford 2008). As of March 31, 2010 the minimum wage in Ontario is \$10.25.

Historically, immigrants to Toronto have commonly experienced poverty during the initial stages of settlement, usually followed by social and economic gains. Over time, newcomers were able to achieve parity with their Canadian-born counterparts. However, during the 1980s and 1990s, this trend began to change and longer-term newcomer earnings began to deteriorate (Preston et al. 2003, Wayland 2006, Omidvar and Richmond 2003, Picot et al. 2007). This trend continues. Among newcomers that entered Canada between 2000 and 2003, the poverty rates during the first-year were higher than at any time during the 1990s (Picot et al. 2007).

This shift is surprising given the progressively higher qualifications of newcomers entering Canada. Since the early 1990s, immigration policy in Canada has focused on skilled workers and professionals. The point system currently used takes education as a key factor. 50% of all newcomers and their dependents who came to Canada in 2005 were part of the Federal Skilled Worker Programme (Alboim 2009), and the educational level of recent newcomers tends to be higher than that of the Canadian-born population (Weiner 2008). However, research has shown that this policy shift has not led to improved incomes for newcomers (Picot et al. 2007). Picot et al's 2007 study of income dynamics among newcomers showed that for those entering Canada in 2000 and 2001, between 31-36% of newcomers that experienced low income in their first year continued to do so after three years in Canada.

Proportion of Newcomers that Exit Low-Income After First Year and that Remain in Low Income After Three Years by Year of Arrival		
Year entering Canada	Proportion exiting low-income after first year	Proportion remaining in first low income spell after 3 years
1992	38.4%	34.0%
1995	38.1%	33.1%
1997	40.0%	31.3%
2000	38.1%	35.9%
2001	34.9%	36.2%
2002	33.9%	---
2003	34.7%	---

From Picot et al. 2007, 21.

Though newcomers have already been experiencing low incomes, the situation has declined rather than improved in recent years. The recent recession has disproportionately affected newcomers in Canada and Ontario. Across Canada employment fell for recent newcomers (less than five years since arrival) by 5.7%, for newcomers that had been in Canada between five and ten years the rate fell by 3%, while Canadian-born workers faced a 1.5% decline (Grant and Yang 2009). Part of the explanation lies in the fact that when newcomers can't secure employment in their chosen field, they're forced to take 'survival jobs' in the very industries that have been most affected by the recession. In four industries (manufacturing, transportation and warehouse, construction and educational services) hit hardest by the recession, recent newcomers in Canada are bearing a

disproportionate share of job losses. For example, in the manufacturing sector, very recent and recent newcomers account for 5-7% of the labour force, but have experienced 13-23% of the job losses (Pitts 2009). In the Toronto CMA, in the positive economic climate that occurred between October 2008 and 2009, the only group to experience net employment decline were newcomers that had been in Canada for less than ten years (Pitts 2009).

A broad body of research has shown the main barriers in finding suitable employment for newcomers include:

- Lack of recognition of foreign credentials and foreign experience,
- Language and communication skills,
- Requirements on the part of some employers that employees have Canadian experience,
- Discrimination (Weiner 2008).

Despite the fact that many newcomers are accepted as immigrants to Canada based on their previous education and skill set, upon arrival many find that their credentials are not actually recognized. Between 1991 and 2001, 25% of new university-educated immigrants were working in jobs that required no more than a high school education (Weiner 2008). Recent evidence from the Longitudinal Study of Immigrants to Canada (conducted between 2001-2005) suggests that over a four-year period in their lives, newcomers were only able to make modest improvements in their ability to find work matching their skill level (Shields et al. 2010). In comparing newcomer men with their host country counterparts, statistics show that newcomers in the knowledge sector tend to earn between 12-16% less than their counterparts while in all other occupations they earn about 25-34% less (Reitz 2005). A different study showed that after four years of working, female principal applicants earned an average wage of \$18.70 per hour, compared to their male counterparts who earned \$21.43 an hour (Preston et al. 2010). Not surprisingly, this gender/wage gap widens for spouses and dependents and refugees.

Newcomers attempting to become certified in regulated trades and professions by professional associations face a complex, bureaucratic and costly process overseen by a fragmented professional regulatory regime. As well newcomers face challenges, in non-licensed professions, where experience and education are required (Reitz 2005). Compounding this non-recognition of foreign credentials is the fact that many employers require “Canadian experience” (Reitz 2005).

Evidence also suggests that attempts at obtaining credentials within Canada are sometimes unrewarding. A survey of 432 internationally trained immigrants in Ontario found that many of these newcomers had poor experiences with the employment services they had accessed. These services included free programmes provided by settlement agencies and courses at colleges and universities in which newcomers paid tuition. Newcomers reported that the programmes were too generic, lacked individual attention and failed to place them in an appropriate level of work (Rasheed 2009).

The persistent “de-skilling” of newcomers is considered by some to be a form of systemic discrimination (Kelly et al. 2009). As Rasheed points out, the discourse around immigrant skills tends to emphasize the need for additional training and education. This discourse sends the message that newcomer skills aren’t as valued as their Canadian counterparts, or that they are somehow deficient (2009).

DISCRIMINATION

Key Points:

- Increasingly, newcomers to Canada are members of racialized groups.
- Discrimination can operate at various levels. Discrimination is not always obvious, can be subtle.
- Studies show strong associations between types of jobs obtained and ethno-cultural background.
- Discrimination also has impacts on health.

One of the most serious ways newcomers are socially excluded is through discrimination. Discrimination can operate at various levels. With employment and the labour market, individual employers may choose not to hire newcomers because of discrimination based on race or ethno-culture, at the same time, the system as a whole seems to exclude newcomers by refusing to recognize their credentials. Discrimination is not always blatant; in one study participants reported they experienced racism in “subtle and elusive” forms (Noh et al. 1999). In a report on focus group discussions among frontline workers involved in assisting newcomer and visible minority women who have experienced domestic violence, participants made the important point that racism “must be recognized as part of the context in which minorities in Canada live” (CCSD 2004a). A number of community-based reports that looked at specific groups and issues recorded the different ways newcomers and racialized individuals have experienced discrimination and racism on a day-to-day basis (ACCHO 2006, Ethno-Racial People with Disabilities Coalition of Ontario and Ontario Women’s Health Network 2008, Walker and Agatiello N.D., Gazso et al. 2010).

“The biggest roadblock to the integration of newcomers is a lack of understanding and awareness. There is scepticism to integration as people think they would lose out in some way when we talked about being more diverse. The message that we advocate is that: it’s not about losing anything, but offering everyone equal opportunities and that can benefit the company. Getting the job can be easy, implementing ideas can also be easy but changing people’s mind is tougher.”

- Southwest Scarborough business owner

As the literature points out, changing immigration policy in Canada has led to an increase in the number of newcomers that are members of racialized groups. According to Teelucksingh and Galabuzi, 75% of recent newcomers are members of racialized groups (2005). The literature reviewed often cites discrimination as a pervasive barrier facing newcomers, particularly in the labour market (Reitz 2005) but also in the education system (Kilbride et al. 2001) as well as in accessing settlement and mainstream human services.

In their study of the connection between race, immigration status and employment opportunities and outcomes, Galabuzi and Teelucksingh (2005) looked at a number of key indicators of labour market participation including occupation status and sectoral participation, income levels, employment and unemployment rates and access to professions and trades. In all areas, they found strong patterns of “racially distinctive experiences.” Based on their findings, the authors conclude that racial discrimination to be a major factor in how opportunities are distributed in Canada’s labour market.

Bauder and Cameron’s (2002) study represents a different approach to the issue of discrimination in labour markets. Using survey research, the authors examined and compared the labour market experiences of newcomers from the former territory of Yugoslavia and South Asia. The authors found that newcomers from Yugoslavia had a cultural advantage of fitting in due to perceptions based on skin colour and dress.

Despite individual experiences and skills, newcomers of specific ethno-cultural backgrounds may encounter stereotypes that relegate them to specific types of work. For example, in Kelly et al.'s qualitative study, Filipino newcomers described a number of ways they encountered specific stereotypes and expectations about the kinds of work they were suited for, despite previous qualifications (2008). These stereotypes did not only prescribe the kinds of jobs that Filipino newcomers were expected to fill, but also acted as a barrier to advancement within workplaces (Kelly et al. 2009).

Much of the literature also points to the effects of discrimination on the health of newcomers (AAMCHC 2005 citing multiple sources). An analysis of the National Population Health Survey revealed that declining health status of newcomers was only evident among newcomers who were not of European origin (Wayland 2006 citing Ng 2005). Researchers have found links between discrimination and various mental health issues including depression, anxiety and psychosis (Wente 2008, Guruge et al. 2009, Noh et al. 1999).

Researchers also looked at the discrimination newcomers have experienced when trying to access settlement services (Kithinji 2006, Reitz and Banerjee 2006). The broad range of needs of newcomers, insufficient cultural understanding and lack of linguistic capacity of agencies, as well as a lack of culturally and linguistically trained staff create adverse conditions that end up excluding newcomers. These findings highlight the importance of recognizing the difference among newcomer groups and illustrate the numerous levels at which discrimination and social exclusion occur (Galabuzi and Teelucksingh 2008).

NEWCOMER HOUSING

Key Points:

- Poor housing is related to declining employment and economic outcomes.
- Poor housing is persistent for many newcomers.
- There are wide variations in housing trajectories: some newcomers rush in to home ownership.
- Housing needs are not addressed in settlement services.

Finding

suitable housing is typically one of the first priorities for newcomers arriving in Canada, and is widely considered one of the indicators of successful settlement. Housing provides a stake in the community and affects access to services, social networks, and opportunities for employment. Adequate housing facilitates a more effective and faster integration process. Wide variations in the housing trajectories of newcomers exist. Variables such as social networks and status, economic resources and household size may influence outcomes.

One of the paradoxical findings in the research on housing and newcomers is that even though the economic fortunes of newcomers as a group has declined, newcomers continue to experience relatively high rates of homeownership (Hiebert 2009). Using the Longitudinal Study of Immigrants in Canada (2001-2005), Hiebert explores this contradiction. After three years of living in Canada, 52% of surveyed newcomers lived in homes they owned. Not surprisingly, newcomers coming to Canada under the Business and other economic classes had the highest rate of home ownership after four years at 73.6%. However, even among those entering as refugees, the homeownership rate was 19.3% after four years.

Some authors raise questions about the notion of success among newcomers in terms of homeownership, cautioning that homeownership is not always a clear indication of housing success. Some newcomers, for example, are “propelled into homeownership ‘prematurely’ because of the difficulty in finding rental housing suitable for children” (Rose 2009, 5). Settlement workers support this concern, reporting that for some newcomers, housing difficulties began only once they started to have a family or second child (Rose and Charette 2009). Hiebert further suggests that newcomers may be pushed into home ownership as a result of low vacancy rates in the rental market, particularly in large cities such as Toronto (Hiebert 2009).

Despite high rates of homeownership, a significant number of newcomers access housing through the rental market. In Toronto, being constrained to the rental market means finding accommodations in a housing market characterized by low vacancy rates, high housing costs, and limited provision of social housing. As the economic outcomes of newcomers have declined in recent years, it’s not surprising that an increasing number of newcomers find themselves in “vulnerable” housing conditions (defined as more than 50% of income spent on housing) (Murdie et al. 2006). More than half of Toronto’s “vulnerable” homeowners and renters are newcomers (Preston et al. 2006). Although newcomers with low incomes face similar housing challenges as their host country counterparts, these challenges may be exacerbated by language barriers and a lack of information about strategies for accessing housing.

Generally, affordability, lack of income and unemployment may make it difficult for newcomers seeking rental housing to pay deposits equivalent to a month’s rent, a requirement in most provinces. Demands for references or guarantors can create additional barriers, as can requirements for documentary evidence such as bank statements or identification. Rose (2009) suggests these factors contribute to a higher concentration of immigrants in poorly-maintained housing for which there is less demand (3).

As well, discrimination has been found to be an issue in housing outcomes. Visible minority immigrants also face greater housing difficulties (Preston et al. 2006). One study of the experiences of newcomers in Toronto reported that 68% of participants had experienced some form of housing discrimination including discrimination based on level of income, source of income, number and age of children and language difficulties. 9% stated that they experienced racial discrimination in attempting to find housing (Zine 2002).

A recent study of more than 1000 homeless individuals, a third of which were newcomers had some important insights into the housing challenges facing newcomers. Compared with their host country counterparts, homeless newcomers were more likely to be female, visible minorities, accompanied by dependent children and married (Chiu et al. 2009). The study demonstrated that homelessness is a very real threat for refugees and for recent newcomers in general. Chiu et al. (2009) describe recent newcomers who participated in the study as “more likely to report insufficient income, lack of employment and lack of suitable housing as primary factors [leading to homelessness], and less like to report mental health, alcohol use or drug use” (946). (It should be noted that the sample did not include refugees, undocumented migrants or those who did not speak English.)

The housing experiences of newcomers in Toronto have been well documented in the literature, but less is known about the experience of refugees. Refugees face the biggest challenges to obtaining adequate housing (Wayland 2006) and are far more likely to live in an overcrowded situation, in order to reduce costs, as compared to immigrants admitted in other categories (Rose 2009). Recent research has compared the housing experience of sponsored refugees - who arrive with refugee status – to those who claim refugee status upon arrival (Wayland 2006, Murdie 2008,

Rose and Ray 2001, Teixeira 2006). Both groups relied heavily on informal social networks to assist them in the search for housing. Sponsored refugees found housing much more quickly than the claimants, who were shown to be at greater risk for homelessness (Murdie 2008).

Studies have shown that lack of services, accessibility of services, and service coordination contribute to housing challenges. Wayland writes “few if any immigrant serving agencies are explicitly mandated to deliver housing-related services to the general immigrant population” (2007). Despite the variety of services available to immigrants in Toronto and the efforts of many agencies to support newcomers in their search for adequate housing, needs are not consistently being met.

Wayland casts a critical eye on the policies which influence housing success:

There is very little connection [at the policy level] between housing and services to newcomers. Current immigrant settlement policies do not attempt to address housing needs in any systemic fashion. The primary means by which affordable housing policies attempt to address immigrant settlement needs is through shelter and transitional housing for refugees. (2007, 7)

For newcomers, access to information may be a significant challenge in a number of areas, but may also have particular implications when it comes to housing. According to Preston et al. newcomers rarely understand their rights in the housing market (2006). Canadian studies have shown the tendency of newcomers to rely on social networks in the search for suitable housing. While this can be helpful to newcomers who face language barriers and other difficulties navigating services, this tendency generally leads to poorer outcomes (Rose 2009, Preston et al. 2006). Rose (2009) suggests newcomers relying on friends and acquaintances for information “may not be getting nearly full and accurate information, compared to that which can be provided by specialized settlement agencies.”

INFORMATION AND ACCESS

Key points:

- Information and access to a range of services is key to successful settlement.
- Settlement is a long process that can extend beyond first three years after arrival.
- Availability, accessibility and adequacy are criteria of services.
- Newcomers use networks to obtain information.
- Not all networks are the same, it’s important to recognize variations in quality of networks.

It stands to reason that successful settlement and integration depend on information about and access to education services, employment opportunities, language programmes and available settlement services as well as human services outside the settlement sector. The focus of this section is on the various types of services newcomers need to successfully integrate and some of the barriers newcomers may experience to obtaining the services and information they need. Research suggests that immigrants do not access their “fair share” of services (Wayland and Agrawal 2008). Even when services are accessed, the services may not be provided in ways that are culturally or linguistically appropriate (Wayland and Agrawal 2008 citing Reitz 1995).

Access speaks directly to the goal of social inclusion. A social inclusion approach recognizes that there may be multiple barriers to access. These barriers may include language, but can also include

things like cost, lack of available childcare, transportation, distance and culturally inappropriate service delivery that exclude participation. A study involving racialized mothers in Toronto found that even where women were able to communicate, confusion around policy rules and regulations prevented them from accessing supports through community and government programmes (Gazzo et al. 2010). Similarly Caidi and Allard (2005) point out that access alone does not increase social inclusion, but that it's important to consider the knowledge, fluencies and skills required to make use of access opportunities.

Recent newcomers need a number of immediate supports to help them settle, including orientation, interpretation and basic language training (Wayland and Agrawal 2008). Recent newcomers also need general information related to day-to-day living in Canada such as where to shop, what's considered important in their new country, norms around appropriate dress and how to deal with formal institutions (George and Chaze 2009). Newcomers also need access to the same services as the rest of the population: i.e. education, employment, childcare, housing, health and transportation (Wayland and Agrawal 2008).

While funding for settlement specific services is provided by the federal and provincial governments, the actual services are usually delivered by a range of non-governmental and community-based organizations. The goal of these programmes is to quickly facilitate newcomers' settlement and integration, while funding restrictions mean these organizations tend to only address a limited range of newcomer needs (Wayland and Agrawal 2008). As well, there can be restrictions about who is eligible to receive services. Most CIC-funded services are only available to permanent residents and Convention refugees. Newcomers that have become citizens are ineligible.

"Relevant and up-to-date information is necessary because the structures and needs of newcomers is very fluid. Agencies need to have a continuous and collaborative understanding of newcomer's complex and changing needs. By broadening our information sources to include institutions such as universities and the informal sector, agencies, frontline staff and the government we can gain a better cultural understanding of the mentality, trends and perceptions of newcomers and create effective means of information delivery channels"

**-Southwest Scarborough
Service provider**

For Omidvar and Richmond, the focus on the immediate stages of settlement (the first three years) is a serious weakness in the settlement system (2003). Settlement is a long process. Even after immediate survival needs have been met, stresses related to the process of migration (for instance those related to discrimination) may surface and persist years down the

road (Wayland and Agrawal 2008). For example, a survey of service use and needs of seniors commissioned by St. Stephen's Community House in Toronto found significant variations in the service needs and use of seniors based on ethnicity and length of stay in Canada, and to a lesser extent gender (St. Stephen's Community House 2007).

As well as limiting access to services, the current funding regime is also having an impact on the organizations delivering services. In his review of settlement services in Toronto and Ontario, Sadiq (2004) argues that the current funding system has led to a two tier structure of dependency comprised of large multi-service organizations dependent on government contracts and smaller ethno-specific organizations which lack the resources needed to compete for government contracts, and rely on the large multi-service organizations for funding. This system has also led to a "spatial mismatch" between the location of these services and where newcomers actually live (see also Truelove 2000). Fiscal constraint drives the location decisions of multi-service organizations, while smaller ethno-specific organizations often co-locate with these larger organizations, and because of tied funding, generally follow the policies of the larger organizations (Sadiq 2004). This negates some of the benefits of ethno-specific organizations, specifically their ability to address gaps

in other services in part due to their appropriate geographic location (Agrawal et al. 2007 cited in Galabuzi and Teelucksingh 2008).

Wayland and Agrawal (2008) argue that the most important features of human services are availability, accessibility and adequacy. There should be a wide range of services available to newcomers from various backgrounds and with various needs. The services should be accessible in terms of languages used, eligibility and location of services. As well, accessibility needs to take into account literacy and fluency around the programmes and the information provided. Wayland and Agrawal (2008) also note that services need to use different modes of delivery. In its review of best practices for newcomer programmes, the United Way recommended using a variety of programme formats including drop-in programmes, job shadowing, train the trainer and on-line programmes (Sahay and Glover 2005). Services should be adequate and take a needs-based approach, recognizing the different needs among newcomers. Such needs may be related to age, gender and ability.

Independent of when they arrive, newcomers, just like their Canadian counterparts, not only need access to services and support, but they also require information about how to access these. Caidi's (2008) literature review of the information needs and behaviours of recent newcomers in Canada found friends and family to be the number one information source of ethno-cultural communities (2008). While the common sources of information are thought to be well understood, Caidi and Allard (2005) note that little is actually known about how newcomers locate and access the information they need. In part, this gap in knowledge could be explained by the fact that newcomers are a diverse group with varying social resources, fluencies and experiences, and that the informational needs of newcomers may change over time (Caidi and Allard 2005). George and Chaze's (2009) study of how South Asian newcomer women in Toronto access information helps to fill this gap. Through focus groups and interviews, the researchers found that information and orientation to be the most often cited need among this group. In terms of how the women accessed the information they needed, the study found that both formal and informal networks including religious institutions were important sources and that friends and relatives were the most important.

Acknowledgement of the role of social networks in providing information to newcomers has some implications for service delivery. At the neighbourhood level, social networks could be leveraged to ensure that services are culturally sensitive, more efficiently delivered and less costly if they're able to tap into resources and language skills in the community (Snowden et al. 1995, Galabuzi and Teelucksingh 2008).

As beneficial as social networks can be to newcomers, research into housing suggested that networks may not always provide the best information. Researchers have also observed that network quality is not always consistent and varies among communities (Galabuzi and Teelucksingh 2008). For some newcomers social networks offer access to economic opportunities and informal services, as well as connections to the broader community. Indeed the presence of friends and family are often found to be key factors for newcomers as they decide where to settle. However, not all newcomers are able to exercise choice about where they live. In some areas, the location decision is determined by economic constraints. In these cases the networks may not be able to provide the same economic opportunities or the same access to informal services (Galabuzi and Teelucksingh 2008). Galabuzi and Teelucksingh (2008) also point out that for racialized newcomers, networks may actually end up working against integration into the broader communities. Racialized newcomers may find it more difficult to use their networks to get better jobs and increase their socio-economic status.

Other researchers have suggested that social networks and neighbourhoods based on cultural ethnicity may, in some cases, also restrict individuals in certain ways. Some newcomers may avoid seeking information and support from community and government agencies because of cultural taboos around accepting assistance or the nature of the issue they wish to address (i.e. mental health, abuse) (Wayland and Agrawal 2008).

HEALTH

Key Points:

- Overall, researchers have found that immigrants are often in better health than the host population when they arrive, but over time, this health advantage disappears.
- Newcomer health, and access to health care, may be determined by social and economic factors.
- Important to ensure that health services offered in culturally and linguistically appropriate ways.

Language barriers, poverty and employment, information and access and discrimination interact and impact newcomers in various ways. This section discusses research into the health of newcomers and how these factors impact newcomer health status and their ability to access services. Research on health and newcomers often begins by referencing the 'healthy immigrant effect': though newcomers are often in better health than their Canadian-born counterparts upon arrival, over time they lose this health advantage and health outcomes decline (Mawani and Hyman 2008, Pottie et al. 2008, McDonald and Kennedy 2004).

Research has shown the importance of social and economic factors as determinants of health and health access (Dunn and Dyck 2000, AAMHS citing Raphael 2004, Mawani and Hyman 2008). As mentioned in other sections, newcomers tend to be at greater risk of unemployment, underemployment, poverty, inadequate housing and discrimination. In their review of racialized communities and health, the AAMHS cites a wide body of research that reveal the links between poverty and physical and mental health, precarious work and stress and exhaustion, poverty, housing and health, as well as racial discrimination and mental health. Other research has also shown that social networks with strong ties are positively associated with newcomer health (Mawani and Hyman 2008). Unfortunately, for many newcomers, migrating to Canada this means leaving behind family members and social support systems. This was an important issue in both a study of racialized mother's in Toronto (Gazso et al. 2010), as well as a report on the experiences of African and Caribbean people living with HIV (ACCHO 2006). As well the literature noted the importance of pre-migration factors in newcomer health, highlighting in particular the physical and emotional health needs of refugees (Gagnon, Hyman and Mawani 2008, Pottie et al.).

A social determinant of health approach suggests that policies on newcomer health must move beyond simply treating the illness and include measures that target the structural conditions that lead to poor health outcomes among newcomers. Based on her research into the mental health of newcomer female youth, Khanlou advocates for approaches that take into account individualized differences (i.e. pre-migration circumstances, individual strengths and abilities) as well as the social contexts in which these differences are embedded (2008).

An important social determinant of health is access to health services. In terms of access, there are a number of barriers that newcomers may face. One is financial since Ontario legislation requires three months of residency before newcomers are eligible for provincial health insurance. Newcomers without legal status don't have any access to provincial health insurance. As discussed in its own section, language is also an important barrier to health care for newcomers (Bowen 2001).

Another often cited barrier to health access are cultural differences including a lack of culturally appropriate services (Mawani and Hyman 2008). Specifically, research into mental health service access among newcomers has highlighted how cultural differences may hinder access. Mental health issues may have negative connotations in some communities preventing members from accessing services. Cultural differences may also impact treatment. For example, cultural differences may impact individual understandings of their symptoms and practitioners may not understand how symptoms are being described (Wente 2008).

As mentioned in the section on information and access, promoting social inclusion through access means more than simply providing a service. Service providers also need to consider the knowledge and fluencies required to make use of the services. A growing body of research is beginning to look at how newcomer health and access to health services are conditioned by 'health literacy' (Zanchetta and Poureslami 2006, Simich 2009). Health literacy speaks to the idea that in order to make use of and navigate health services and health promotion activities, health care has to be 'legible' in multiple ways for diverse groups (Simich 2009). According to Simich, "Having good health literacy skills involves understanding health issues, knowing how to use the health care system, having the ability to advocate for health care and having access to information and resources that help to promote physical and mental health in everyday life" (3).

Health literacy is conceived as a two way process and involves both service providers and recipients and it integrates participatory approaches. Simich (2009) lists plain language, good translation practices and the use of non-written forms of communication such as pictures, theatre and video as examples of health literacy approaches. The Mental Health Commission of Canada Service System Advisory Committee also recommends that health planners engage with communities (2009). This

would allow for a two-way exchange of knowledge between planners and the communities they're supposed to serve. It would also hopefully allow planners to better attune their services to the needs of communities.



NEWCOMER WOMEN

Key Points:

- Disparities between women and men found in language proficiency, income and employment.
- Women may face multiple roles based on cultural expectations.
- Women may also be more vulnerable to domestic abuse as a result of isolation and fear of deportation.

A recurrent theme within the literature reviewed is that key indicators of successful settlement and integration (i.e. participation in the labour market and income) show a disparity not only between newcomers and the Canadian-born population, but also between newcomers of various ethnic backgrounds and genders. In this section, we discuss some of the research on newcomer women and highlight specific challenges they may face. It's important to note that the category 'newcomer women' is a very broad category. Women migrating to Canada possess a diversity of backgrounds and experiences. However there are trends that seem to affect newcomer women more than their male counterparts.

As mentioned in the section on language, newcomer women are less likely than their male counterparts to speak either French or English upon arrival. However research has also shown the difficulties women face in trying to acquire English and French skills. For example, Pottie et al. (2008) cite a study of refugees from Vietnam which showed women behind men in language learning 10 years after arrival. Kouritizin (2000) argues that women are less likely to learn a new language because they face a duality of socially constructed identities of working women and as the retainers of home culture, values and norms. Women have to prioritize their roles as mother, wife and bread winner. Guruge et al. (2009) looked at language proficiency among Mandarin, Cantonese, Urdu and Punjabi speaking women in Toronto. (These language groups were identified as the ones which contained the highest numbers of women not proficient in English for at least five years after migration). Through interviews and focus groups, the researchers uncovered some of the barriers women face in learning both conversational and advanced-level English. These barriers included finances, household work, family expectation, lack of information and lack of childcare (Guruge et al. 2009).

In terms of labour market, statistical figures show that newcomer women earn less than their male counterparts, even when they are principal applicants. The research suggests that newcomer women enter not only a racialized labour market, but a gendered one as well (Man 2004, Kouritizin 2007). The length of time it takes for newcomers in the economic class to find appropriate work may also affect women differently than men. In de Wolff's research, one Toronto manager of a non-profit agency noted that highly skilled men will take a number of years to obtain jobs commensurate with their experience. However, in order to support them during this process, their wives will take any job they can get, including precarious employment (de Wolff 2003). As the manager pointed out, the professional advancement of these women is neglected in favour of their husband's.

"I decided to come to Canada in 2008, to join my husband, because I felt that Canada had a lot of opportunities for immigrants, especially in terms of education. Gaining an education in Canada is only useful if it is applied in a practical environment. Canadian employers need to give recent immigrants a chance to gain the Canadian experience that they speak of!"

- Southwest Scarborough immigrant

In terms of health, newcomer women face the same barriers as newcomer men (language and cultural barriers). Researchers also suggest that newcomer women may face increased burdens

leading to stress and ill health. Both women and men may have culturally prescribed roles that aren't supported by the structures, institutions and supports found in their new country. Spritzer et al.'s (2003) study of South Asian and Chinese newcomer women found care giving to be problematic for these women. While the cultural expectations remained after migration, the resources available to meet those expectations (i.e. family and friends, paid family help) were no longer available. As well, to help support their families these women often worked after migrating to Canada. When women not only have to maintain their roles as caregivers and retainers of the home culture, as well as work to support their families, this situation can be a significant source of stress (Chundamala et al. 2007).

Newcomer women may also be particularly vulnerable to domestic abuse. Losing their support networks, navigating a new society, discrimination, linguistic and cultural barriers can all lead to the isolation and vulnerability of women. In addition to the same problems that non-newcomer women face when suffering from abuse, the same barriers that isolate newcomer women can also make it extremely difficult for them to access services and supports they need. In addition, newcomer women may fear deportation if they report the abuse (CCSD 2004b).

NEWCOMER YOUTH

Key Points:

- Youth face the dual challenge of adapting to a new culture and adolescence.
- Challenges associated with immigration including language barriers and experiences of parents may put newcomer youth at greater risk of dropping out.

It used to be widely believed that the integration of newcomers was a function of the amount of time newcomers spent in their host country (Anisef et al. 2008). Accordingly, the beliefs, norms and socioeconomic status of newcomers, though different at arrival, would eventually converge with those of their host country counterparts over time and over generations. This theory implied that newcomer youth¹ would have an easier time of assimilating to Canadian life as a result of migrating at an earlier age. There are a number of problems with this theory. For one it ignores diversity



among newcomers, and assumes that all newcomers will encounter a straight, linear path towards full participation and belonging regardless of the challenges they face. Recent research into the experiences of second and third generation youth has also shown that over generations, integration may actually decline and social exclusion may increase. In some cases, second and third generation youth may in fact be having a harder time with integration, in part, as a result of experiencing higher levels of discrimination (Khanlou 2006 citing Reitz

¹ In terms of age, different authors use different age ranges in their discussion of youth. Anisef and Kilbride (2000) and Kilbride et al. (2001) looked at youth aged 16-20, while the Hospital for Sick Children (2005) report defined youth as between the ages of 14-21, though they stressed the flexibility of this range.

and Somerville 2004, Abouguendia and Noels 2001, Hall and Carter 2006). Generally, the research cited in this section discusses first and second generation newcomer youth (born outside of Canada or born to parents who were born outside of Canada).

In most studies of newcomer youth, education is understood as a key factor to successful integration. However, researchers have shown that the challenges facing newcomer youth may put them at greater risk of dropping out. Ages at migration, as well as language are often cited as key factors impacting newcomer youth and their success in school. However, Anisef et al. (2008) argue that their research demonstrates that age at arrival alone cannot explain newcomer youth drop-out rates. Their findings indicate that school success among newcomer youth may be conditioned by a number of overlapping, complex factors. Anisef et al. also found a number of other factors in their examination of drop-out rates for newcomer youth in Toronto (2008). Region of origin was a significant predictor of newcomer youth drop-out rates, but was tempered by other variables including gender, age of entry into secondary school, family structure, stream (i.e. academic or vocational) as well as risk of not completing courses. Neighbourhood socioeconomic profile was also found to be correlated with drop-out rates, but only when region of origin, gender and family structure were also measured.

A more qualitative study by the Ministry of Education and Training sheds light on some of the risk factors newcomer youth experience (Hospital for Sick Children 2005). The study of youth and school disengagement included results of interviews with first and second generation newcomer youth in Toronto and Kitchener-Waterloo who had either left secondary school or were at risk of doing so. The newcomer youth interviewed cited the need to learn a new language, language barriers and the difficulties of learning a new school system as factors in their disengagement with schools (Hospital for Sick Children 2005). The youth interviewed also cited stresses related to resettlement including acculturation, loneliness, isolation and a lack of friends. Other factors included inappropriate grade placement that ignored prior education and linguistic assessments based on accents rather than English ability. ESL classes appear to be something of a double edged sword for newcomer youth. In some cases youth find them helpful, in others they find them to be a source of stigma and isolation (see also Kilbride et al. 2001). As well, newcomer youth cited discrimination within schools as a factor. In another study of newcomer youth, violence, bullying and extortion were also realities facing newcomer youth at school (Anisef and Kilbride 2000).

Youth also cited the experiences of their parents as impacting their risk of becoming disengaged with school. Though socioeconomic status was not found to make a difference in whether youth dropped out or not, parents struggling to find work in their field, taking survival jobs that require them to work long hours, means less parent supervision for youth, and perhaps increased responsibility at home. As well, in focus groups with mothers, respondents expressed how they had lost power in their relationship with their children, and that children often felt angry and disillusioned with their parent's decision to move to Canada (Anisef and Kilbride 2000). Coming to Canada meant being reunited with parents they barely remembered (Hospital for Sick Children 2005). In other cases, where newcomer youth were able to learn English more quickly than their parents, they may find themselves taking on new roles as intermediaries between their parents and the host society (Anisef and Kilbride 2000).

Outside of school, newcomer youth reported similar problems as other newcomers in finding employment, accessing services and encountering discrimination (Anisef and Kilbride 2000).

Research on newcomer youth also looked at cultural identity and self-esteem issues. In particular, researchers such as Khanlou (2005, 2006) are interested in integration processes and their impact on cultural identity. In his research on acculturation and newcomer youth, Berry (2006) argues that for youth the process of acculturation may be distinct from other age groups as they attempt to

sort out features of their families and cultures and the features of their new host society. According to Berry, acculturation is “a process of cultural and psychological change that involves learning to live in new social and cultural contexts after one has been socialized into an earlier one.” (2006, 50). An international study of more than 5000 newcomer youth found that most youth preferred acculturation processes in which they were able to develop positive identities with both the culture of their families and parents, and the host country (Berry 2006). In terms of the factors that can impact identity formation, Khanlou et al.’s study of four cultural groups (Afghanistan, Iran, Portugal and Italy) revealed complex, fluid cultural identities that were “significantly influenced by different contexts, including the broader socio-political context, in which it was constructed” (Khanlou 2006).

As with newcomers more generally, newcomer youth may also face barriers related to language, cultural differences, poverty and discrimination, though these barriers may have specific implications for this age group. As Kilbride et al. point out, newcomer youth face the same challenges as their host-country counterparts – negotiating adulthood and identity formation – but also face the compounding difficulties of leaving familiar settings, friends and family and having to fit in with a new education system, new social system, new norms and a different culture (2001).

SENIOR NEWCOMERS

Key Points:

- Seniors are a diverse group across age, length of stay in Canada, gender, ethnicity and support systems.
- Seniors may face specific age-related factors including loss of autonomy and loss of networks.

With Canada’s aging population and increasing newcomer population, researchers are just beginning to look into senior newcomers and some of the specific needs and issues affecting this group. According to 2005 figures, 18.9% of all seniors (aged 65 and over) in Canada are immigrants. The majority (68%) migrated from Europe, 19% came from Asia, 5% came from the US, 3% came from the Caribbean and 2% came from Central and South America as well as Africa (Durst 2005). It’s important to note that these figures do not tell us when these immigrants arrived to Canada.

Researchers point out that senior newcomers are a diverse group. Important differences based on age, length of stay in Canada, gender, ethnicity and support system are just some of the factors that may influence the needs and issues faced by newcomer seniors. As Durst points out, “chronological age is a weak criterion for clustering or classifying newcomers” (2005, 2).

Newcomer seniors that migrated to Canada later in life may face specific issues. In their review of literature on older newcomer women’s health, Chundamala et al. (2006) reference a number of studies that point to distinct challenges faced by newcomer seniors. For example, as with newcomer youth, newcomer seniors also face stresses related to age (i.e. loss of autonomy and loss of networks). However, for newcomer seniors, these losses can be compounded by experiences of loneliness and isolation, and new unfamiliar social settings and contexts. The loneliness and isolation of newcomer seniors occurs even though newcomer seniors are twice as likely as their Canadian born counterparts to live in multi-generational families (Bernhard et al. 2008).

One study of South Asian senior women found that feelings of loneliness and isolation were exacerbated by language barriers and the fact that these women felt left out of the hectic lives of their children (Chundamala et al. 2006 citing Choudhry 2001). Another study that looked at social

conditions of elder abuse within Chinese communities found that newcomer seniors experienced extreme loneliness and isolation as a result of coming to Canada late in life and leaving their social networks. Other factors contributing to their isolation included language barriers, lack of information about their rights, and their children having busy, stressful lives as a result of having to work in numerous, low-wage jobs.

PRECARIOUS IMMIGRATION STATUS

Key Points:

- Newcomers that lack “full status” are excluded from accessing a number of services and supports.
- Issues around working conditions, housing and fear of deportation are common amongst people with precarious immigrations status.

Often referred to as ‘non-status immigrants’, individuals and families residing in Canada with precarious immigration status lack the rights associated with full citizenship, or even the “nearly full” status and attendant rights of a permanent resident or convention refugee (Goldring et al. 2007). People with precarious status can include refugee claimants who are waiting to be recognized as convention refugees or whose claims have expired, family sponsored newcomers that have experienced a breakdown in their relationship, people who entered Canada on student visas, visitor visas or temporary work permits which have since expired (Khandor 2004). In this section, we follow Goldring et al. and use the term ‘precarious’ to reflect the various ways individuals can experience ‘less-than-full’ immigration status and helps us avoid discussing the issue of legality and status in strict either/or terms (2007). It also recognizes the different ways Canada’s immigration system creates conditions by which newcomers may move between status designations.

Individuals with precarious status are excluded from accessing a number of services and supports (i.e. health care, education, social services, legal supports and personal security). In Toronto, an important exception to restricted access to health care are provincially funded Community Health Centres (Goldring et al. 2007).



In two focus groups facilitated by Women’s Health in Women’s Hands Community Health Centre (2009), women without legal status shared some of their daily realities. The women spoke of partner’s taking advantage of them due to their lack of status, being forced to work in low-paying, exploitive jobs, worrying about providing for their children, not being able to access programmes for their children even if they had given birth in Canada (i.e. recreation programme, Child Tax Benefit, RESPs), cramped living conditions and fear.

For the most part, provincial and federal governments exclude individuals with precarious status from accessing services. However, the City of Toronto has argued that excluding residents (regardless of status) is outside the jurisdiction of municipalities. Under its “Don’t Ask Don’t Tell” policy, the City of Toronto allows non-status individuals access to services that the City pays for alone, though it cannot apply the same standard to services in which costs are shared or which are governed by provincial law.

City of Toronto Accessible Service Examples	City of Toronto Non-accessible Service Examples
<ul style="list-style-type: none"> • Libraries • Recreation programmes • Fire and EMS • Public health/some CHCs • Children and youth programmes • Information services • Public transit • Water and waste services 	<ul style="list-style-type: none"> • Ontario Works • Rent-geared-to-income housing • Subsidized child care • Homes for the Aged • Business licenses • Hospital care, most family doctors

City of Toronto 2007

An increasing number of newcomers experiencing precarious status may be those entering Canada under federal and provincial temporary foreign worker programmes. Until 2002, the federal Temporary Foreign Worker Programme mostly allowed employers to hire highly skilled specialists for specific jobs. The two exceptions were the live-in caregiver programme and the seasonal agricultural worker programme. Since 2002, the federal government has allowed employers to hire temporary workers to work in a number of industries such as the hospitality, construction and manufacturing (Contenta 2002). According to Alboim, nearly 251,235 individuals were in Canada in late 2008 as part of the temporary worker programme (2009). A series of articles in the Toronto Star in late 2009 reported the first-hand experiences of individuals who had come to Canada under the temporary foreign worker programme and were since working in the Toronto's underground economy (Contenta 2009). The individuals in the article cited a number of reasons for leaving their employment. Reasons given included abusive working conditions, wages below what they were promised, and employers going bankrupt during the recession, resulting in their dismissal. In one case 20 people from the Philippines had each paid a recruiter \$5,000 plus their own airfare to work in a factory, only to discover upon arrival that it had burnt down.

One way individuals with precarious status may become permanent residents is through an application under Humanitarian and Compassionate grounds (H & C). In 2009 Women's Health in Women's Hands CHC conducted two focus groups involving 15 women some of whom had applied for H & C or were considering it. Reasons for applying for H & C were to allow these women more opportunities within Canada and make their lives better for their families. Reasons for not applying mostly stemmed from the "overwhelming" and expensive process of doing so. As the women noted, precarious status meant they were only able to get low-paying jobs, therefore meeting their family's basic needs and paying the fees associated with the application process was very difficult.

As Bernhard et al. (2007) point out, a consistent theme in the literature around precarious status is that the barriers and social exclusion faced by newcomers are compounded when individuals face precarious status. The authors also point out that status is an important determinant of well-being, including social and economic well-being.

COMMUNITY CONSULTATIONS

In order to develop the necessary strategic recommendations required for immigrants choosing to settle in Southwest Scarborough, the LIP initiative conducted an assessment of the current services, needs, capacities and gaps from the perspective of immigrants and service provider agencies. The research was carried out through a *Newcomer Survey* and *Service Provider Questionnaire* in addition to eight community focus group consultations, to understand the points of view of all stakeholders involved in the LIP initiative throughout Southwest Scarborough.

The anonymous usage of “quotable quotes” was drawn from respondents by participants in either conducted surveys or focus groups, where quotations are used.

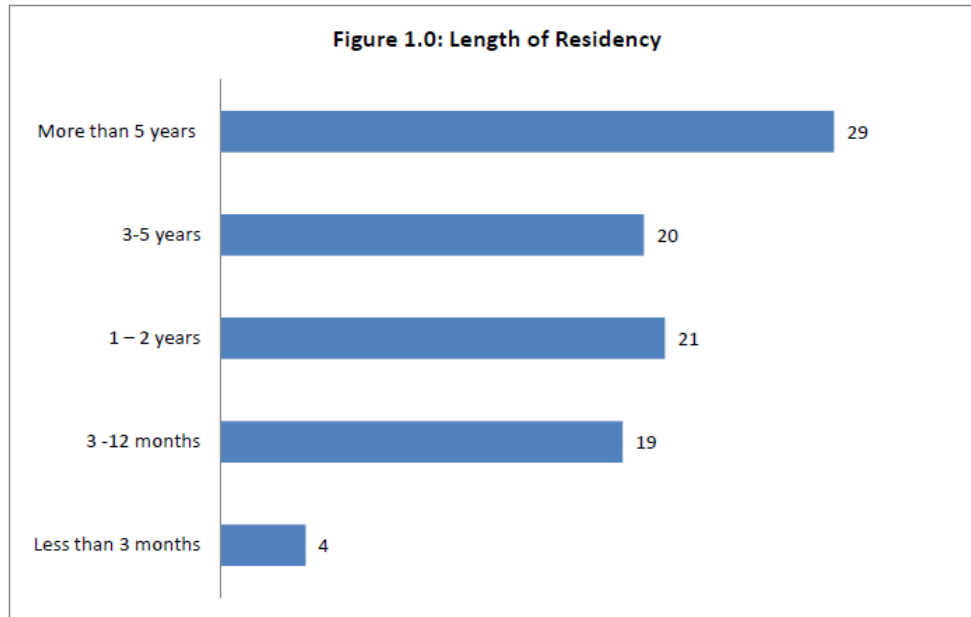
Consultations with immigrants and service providers were premised on the following criteria’s:

- To highlighting some basic demographic information about each immigrant individual’s background;
- To assess the types of support and services needed and used by immigrants upon arriving and settling in Canada;
- To provide an overview of employment circumstances;
- To provide responses and recommendations for future immigrants choosing to settle in Canada.
- To discuss key issues regarding service delivery to immigrants in the areas of; *Knowledge, Awareness and Coordination; Service Delivery; Social Inclusion and Community Engagement; Health; Language Training and Development; and Labour Market Integration*
- To assess existing programmes and resources available in the community by members of the Partnership Council, as well as identifying the perceived challenges faced and areas of opportunity;
- To determine recommendations on cross-cutting issues across the City of Toronto regarding the integration of newcomers and marginalized groups.

Over four hundred individuals were consulted, locally and regionally, in producing the strategic settlement and integration recommendation for Southwest Scarborough, sharing their experiences and expertise to identify greater opportunities for collaboration in programme and service delivery.

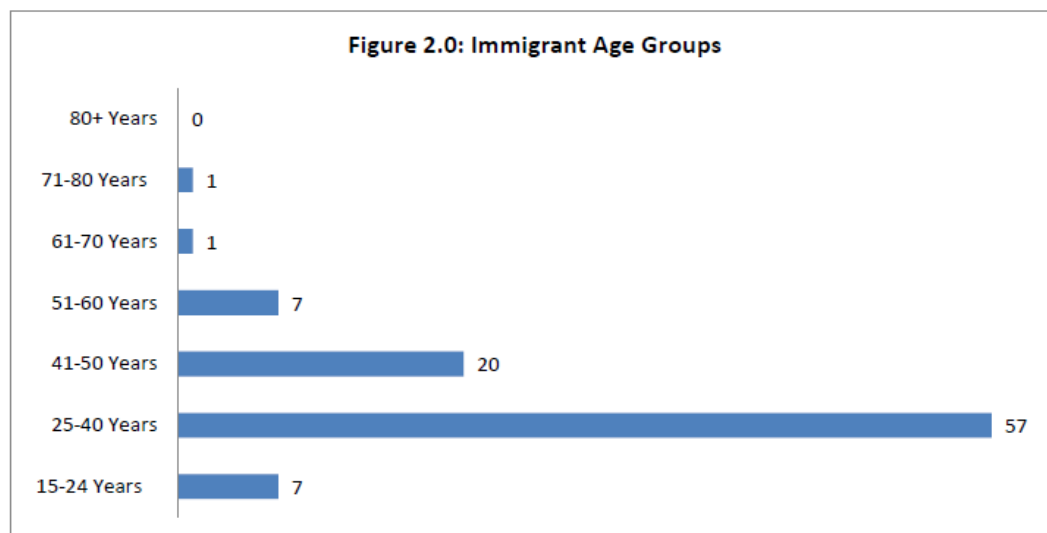


NEWCOMER SURVEY RESULTS

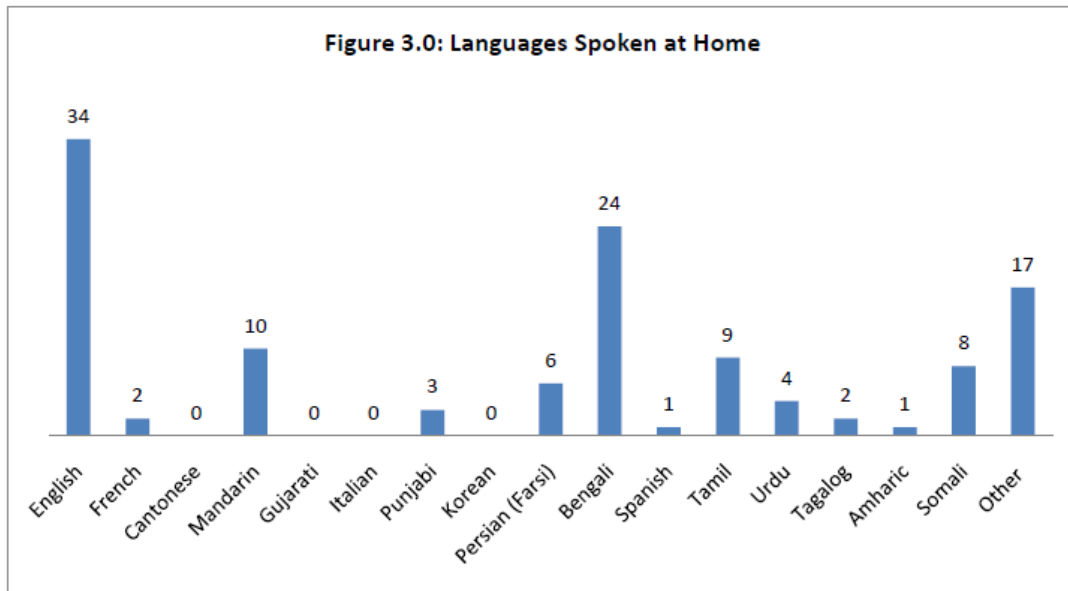


A total of ninety three (93) people were interviewed, of which 59 (64%) were female and 34 (36%) were male. All figures represent the total number of responses generated, unless otherwise stated.

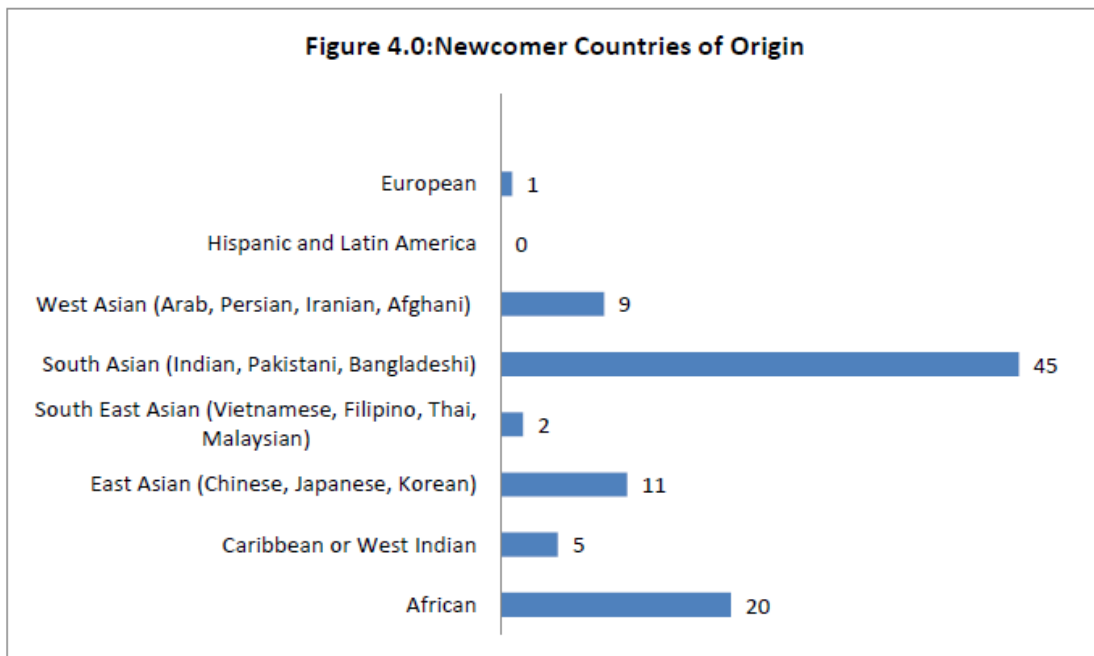
Four percent (4%) of residents surveyed in Southwest Scarborough have immigrated to Canada as recent as 3 months or less, a further 20% have a length of residency between 3-12 months, 23% for a period of 1-2 years and 22% for a period of 3-5 years. Collectively, sixty nine percent (69%) of all respondents surveyed have a length of residency in Canada that is less than 5 years. Thirty one percent (31%) of respondents have resided in Canada for over 5 years, but nevertheless are either receiving or participating in integration services and supports at the time the survey was conducted (*Figure 1.0*).



Sixty one percent (61%) of those surveyed were between the age 25 to 40 years old, 22% between 41 to 50 years, 8% between 51 to 60 years, 8% between 15 to 24 years, and only 1% of immigrants between 61 to 70 years old (*Figure 2.0*).

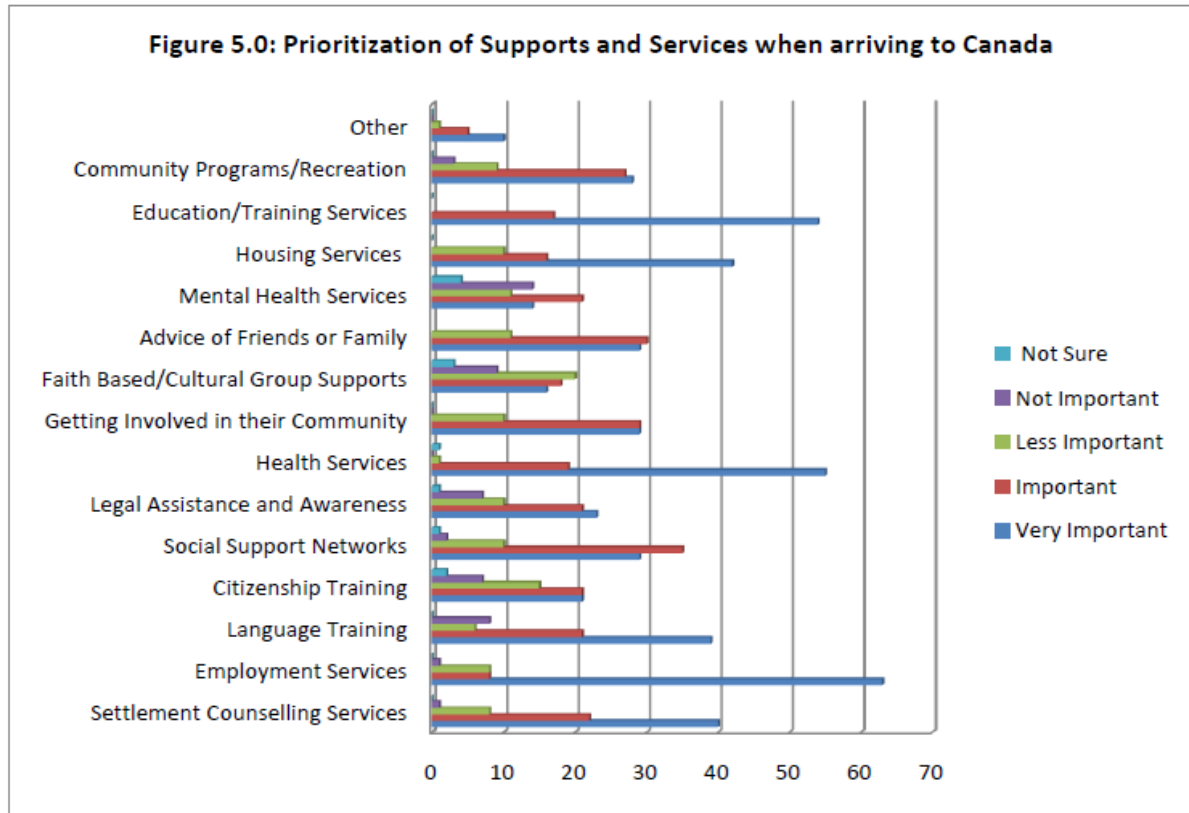


The main languages spoken at home by immigrants were English (37%), Bengali (26%) and Mandarin (11%). Twenty percent (20%) of immigrants in Southwest Scarborough speak another language other than English at home, this includes Tamil, Tagalog, Urdu, Persian, Arabic, Punjabi, French Arabic, Swahili, Tigrina, Czech, Creole, Persian French, Amharic, Kinyarwanda and Hindi (Figure 3.0).



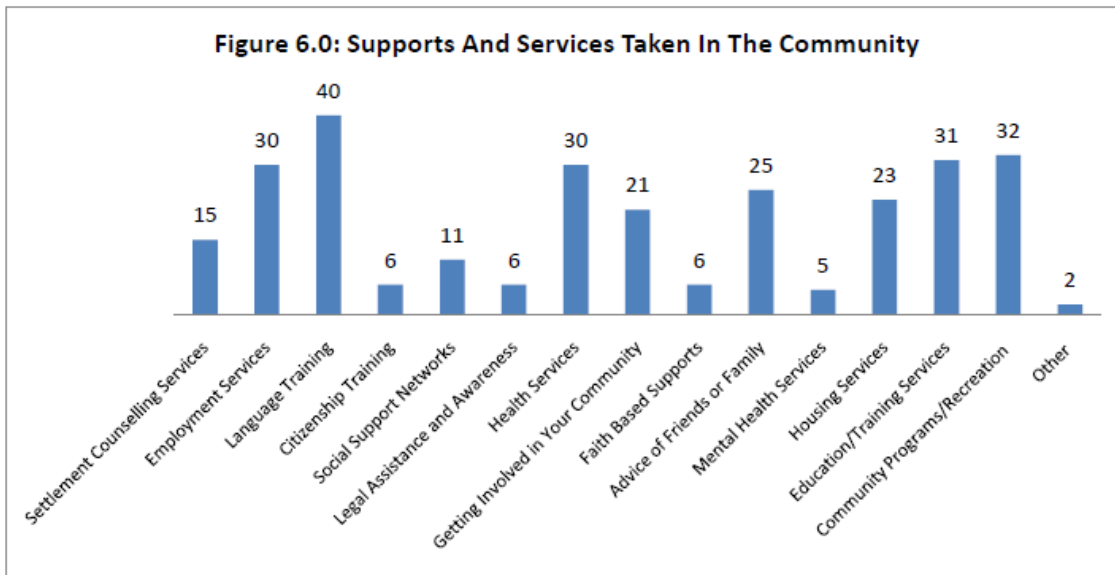
The countries of origin of immigrants choosing to settle in Southwest Scarborough do not differ greatly from the general immigrant source countries of newcomers to the City of Toronto. Southwest Scarborough's immigrant demographic mainly comprises of South Asian's (48%) from countries such as India, Pakistan and Bangladesh, followed by 22% from African such as Ethiopia, Sudan, and Kenya, and a further 10% from China, Japan and other East Asian countries (Figure 4.0).

ASSESSMENT OF SERVICE AND SUPPORT TYPES

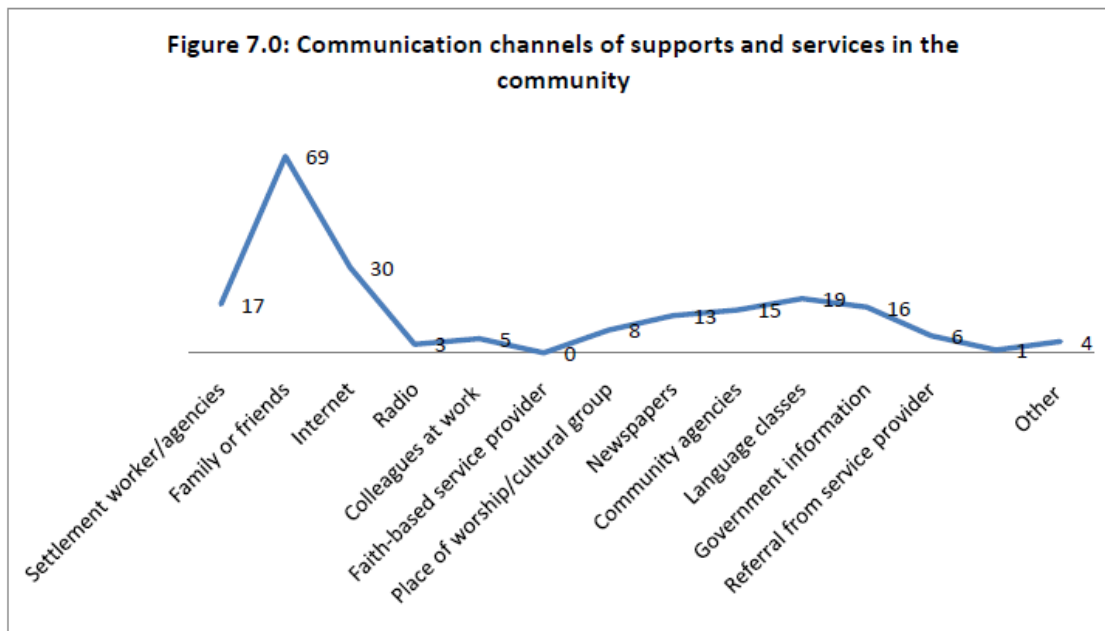


Respondents were asked what services and supports they needed upon arriving in Canada and to what extent they felt it was important to have these services for future immigrants choosing to settle in Canada.

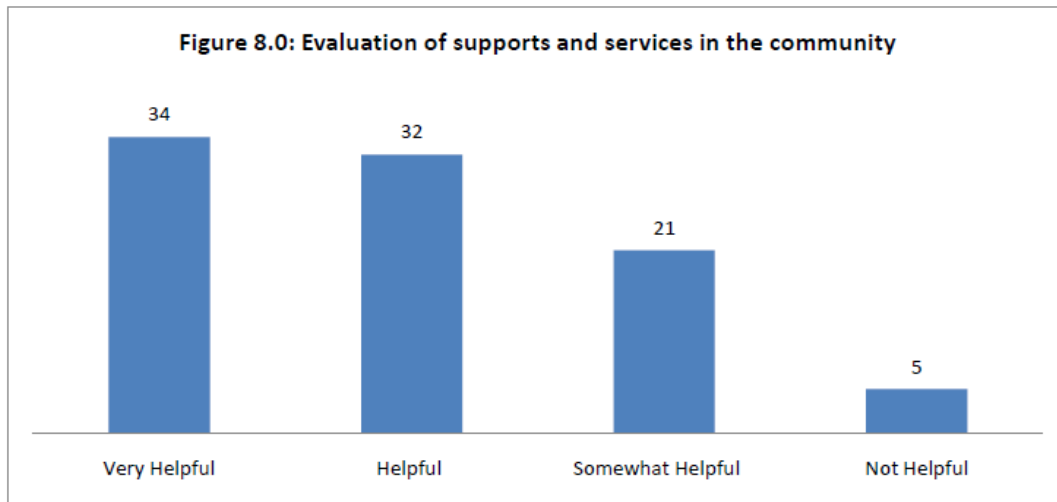
During the initial stage of immigration and settlement, most newcomers are primarily concerned with securing immediate employment (69%), furthering their education and training (58%), health care provisions (59%) and housing (45%) as essential concerns that need to be addressed (Figure 5.0). As one respondent state, “We have moved here, and it is very troubling to keep a straight mind when I have responsibilities back home and here. Almost all my savings that I had brought here is gone towards rent and food for my family. I am also paying to get certified. I knew it would not be easy, but not this hard”. The immediate needs of newcomers need to be taken into consideration when planning and assisting them during the first initial periods of settlement in Canada. Other responses included; mentoring help, free transportation for newcomers, free day care, Ontario Works assistance, skill enhancement training and better accessibility to services as other initial supports required once they (newcomers) have made the decision to immigrate.



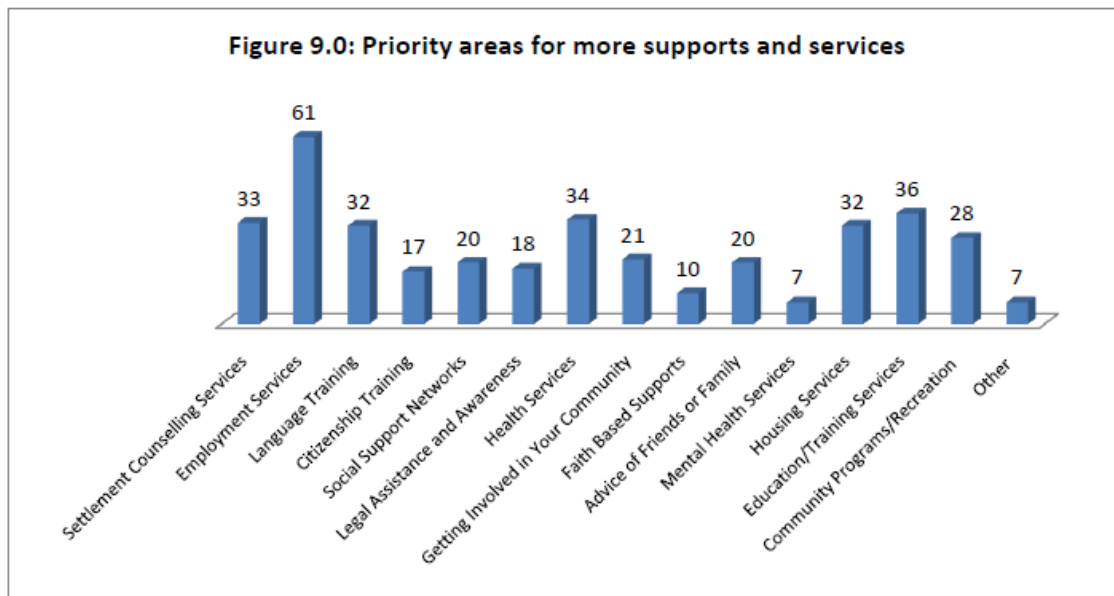
With regards to current types of support and services received in the community, respondents identified language training (43%), community and recreational programmes (34%), education and training workshops/ classes (33%) as types of support and services which they have received through service providers in Southwest Scarborough since immigrating to Canada. Other service and supports types received by newcomers were in the area of developing personal businesses and volunteer opportunities at agencies and organizations (Figure 6.0).



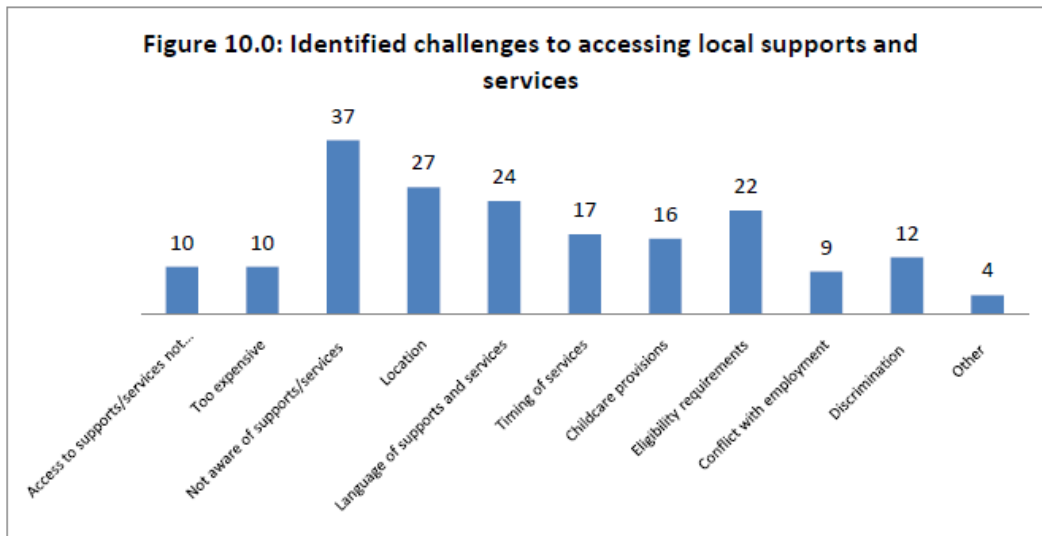
The most common channels of communicating services and support to newcomers about local services and programmes, as identified by newcomers are through family and friends (74%), the internet (32%), language classes (24%) as well as government sources such as settlement.org, OCASI and Employment Ontario (22%). Other responses included obtaining information from the public library and parenting centres throughout the community (Figure 7.0).



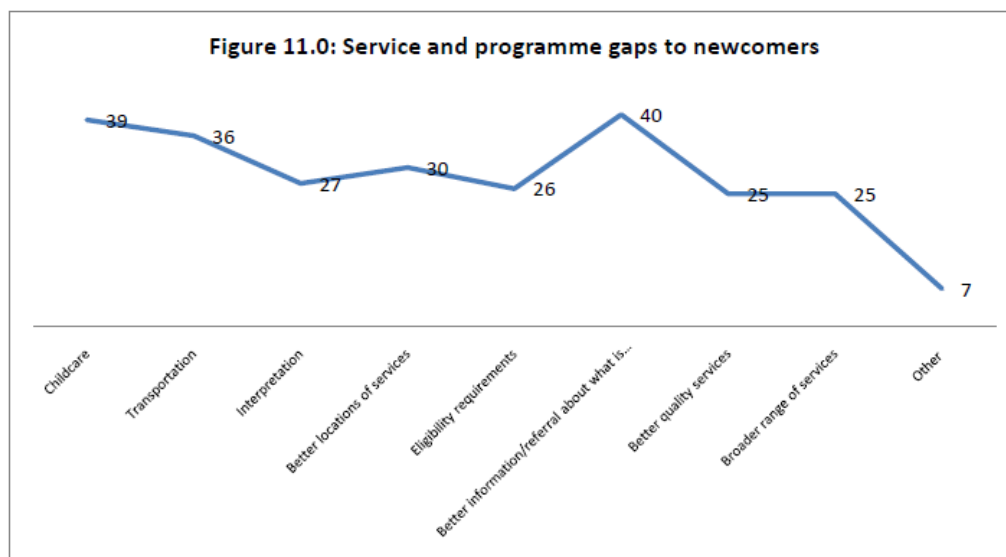
Newcomers' assessment of the effectiveness of services and supports offered, both formal and informal generated the following responses in meeting their concerns: 37% stated that service providers/ services were very helpful, 34% said helpful, 24% said the assistance was somewhat helpful, while 5% felt that various types of support and services were not helpful in addressing their concerns (Figure 8.0).



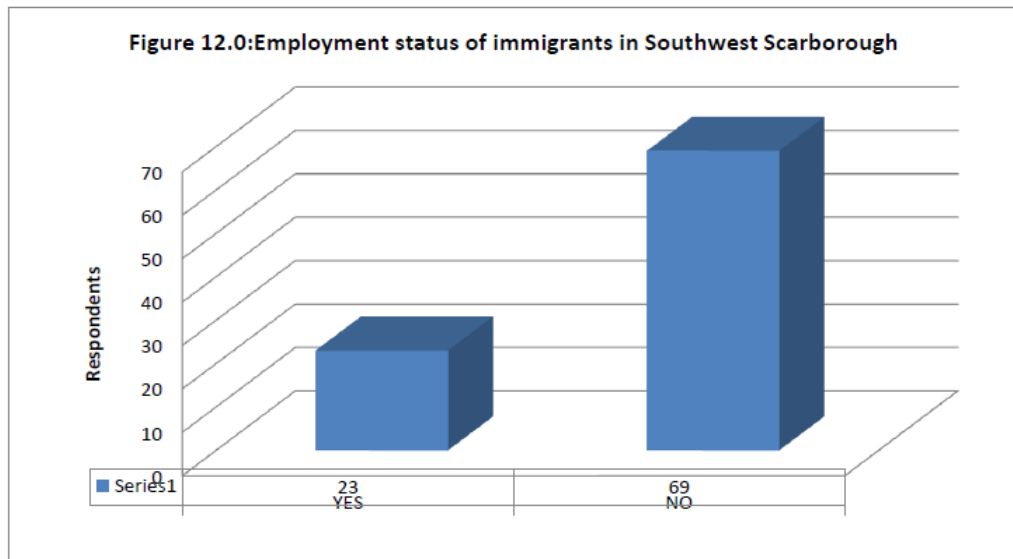
Respondents were asked to prioritize support and service areas where planning and service delivery should /could be enhanced; with employment (67%), education and training (39%), health and wellness services (37%), housing (34%), and settlement counselling(35%) services identified by most respondents as essential areas of planning and programme importance (Figure 9.0).



Respondents attributed the following factors that either discouraged or prevented them from accessing local services and support; 40% were not aware of the services provided, 29% had difficulties accessing the location of services, 25% felt that the eligibility requirements were discriminatory for programmes and activities, 26% claimed language difficulties as a deterrent, whereas 19% would like the hours of operations to be more accommodating at agencies and organizations in the community (Figure 10.0). Other responses included support types offered were not geared towards gaining direct employment opportunities with employers from job related programmes and multiple services resulting in similar unsatisfactory outcomes.



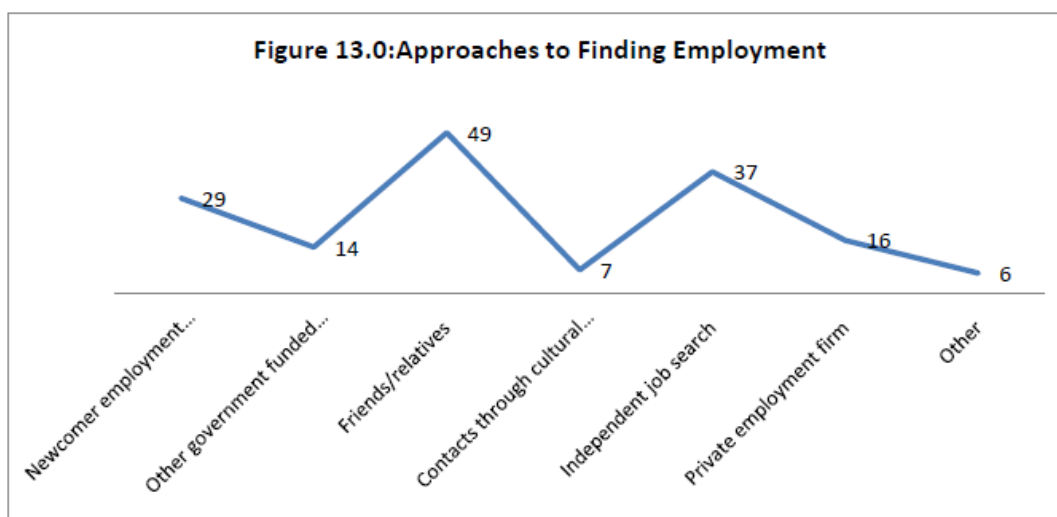
Service and programme gaps identified by newcomers that were a source of anxiety in participating, accessing and knowledgeable of the services and programmes in their community included a lack of awareness of information and referral services available, child care provisions and better accessibility options using public transportation to access service providers throughout Southwest Scarborough (Figure 11.0)



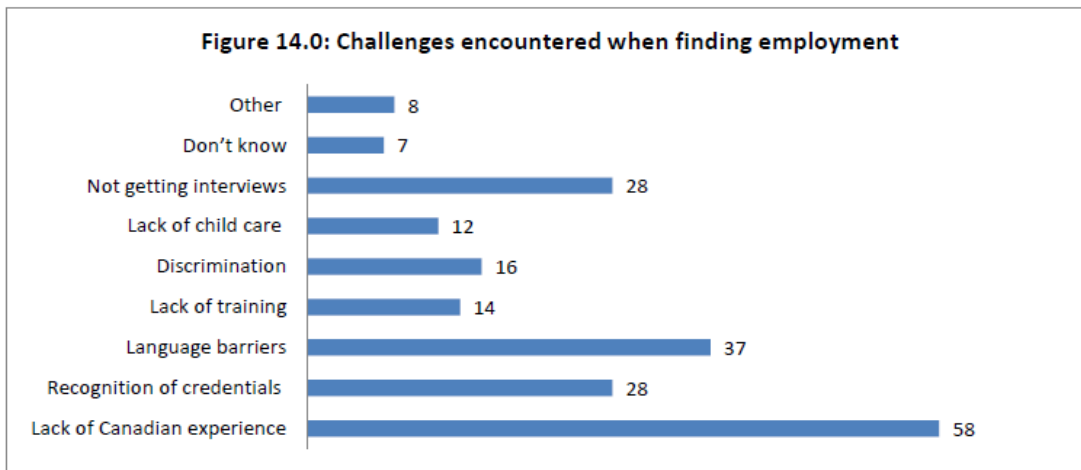
Of the 93 individuals surveyed, 92 chose to comment on their employment status. Twenty five percent (25%) of respondents were presently employed, with 75% presently unemployed.

While immigrants have had higher unemployment rates than their Canadian-born counterparts since March 2006, the gap has widened since the recession. When looking at unemployment rates, immigrants now rate 5.3% higher than the Canadian-born population. 2

Amongst those employed, 69% of respondents stated that their current occupation is not commensurate to their foreign skills and/or education levels. Furthermore, 53% of those currently employed stated that they needed to upgrade their foreign skills or had to further their education in order to acquire their current occupation since immigrating to Canada. 47% of those presently employed did not have to upgrade their skills or further their education for their current occupation, however they did express difficulties in finding employment (*Figure 12.0*).



The various means of finding employment for newcomers in Southwest Scarborough were mostly through friends and relatives (53%), conducting independent job searches (40%), through newcomer employment assistance programmes (31%), hiring private employment firms and through agencies and organizations (17%) as the main avenues for employment (*Figure 13.0*).



Respondents were asked to identify the challenges encountered with finding employment in Canada. Most respondents rated a lack of Canadian experience (62%), language barriers (40%), and credential and license recognition (31%) as the main barriers to finding employment in Canada. Other responses included being over qualified, earning less salary, unsuitable working conditions, not enough English qualification, timing of employment, age factor and favouritism by Canadian employers. (Figure 14.0)

IMMIGRANT RESPONSES TO SETTLING IN CANADA

Respondents were given an opportunity to provide advice and recommendations to potential newcomers who may be considering immigrating to Canada. This section of the survey also provided an opportunity for respondents to discuss and identify the challenges and barriers they faced since immigrating to Canada. The responses from newcomers offer service providers an opportunity to understand the context in which settlement and integration challenges exist, through the experiences of newcomers in the community of Southwest Scarborough.

The responses collected cannot be generalized to the entire population of newcomers to Southwest Scarborough. Nonetheless, the information and quotes collected provide some concrete examples of the experiences amongst immigrants who have chosen to settle in Southwest Scarborough. A summary of the responses are provided below:

Survey Question:

What were the important things you had to learn or found helpful when adjusting to life in Canada?

- *“Networking and employment.”*
- *“Acquiring license.”*
- *“The lifestyle of the people, culture and the environment.”*
- *“Make friends to get help, which is very important; have an open mind; don’t just limit yourself in one area; and improve your English.”*
- *“To understanding the public transportation system.”*
- *“To speak English and to have Canadian experience.”*
- *“To understand how the culture, services, dress code, regulations, workplace culture and systems work”*
- *“Canadians are very helpful, never hesitate to ask for help”*

- *“Some of the important things I had to learn that I found helpful were the services available for me such as language training and support service in the community”*
- *“I found it helpful to talk to people that arrived in Canada years before me, who have the experience to guide me to what needs to be done.”*
- *“Starting a job, whether it is your profession or not, try to save your money”*

Survey Question:

What advice would you give to a newcomer if they were thinking of immigrating to Canada?

- *“Research Canadian requirements, be prepared and trained to face realities, accept situations and work hard to achieve goals.”*
- *“Good opportunity and good country to live with no corruption.”*
- *“Canada is a wonderful place to live, full of opportunities, excellent living standards and warm friendly people.”*
- *“Think the worst about Canada before immigrating, think the best after immigrating.”*
- *“Better your education...till supports and benefits come your way.”*
- *“You must know the facts about the opportunity in your field, do not rely on phoney dreams.”*
- *“The best country in the world.”*
- *“To gain an opportunity to better your skills and education.”*
- *“Do not leave your country!”*
- *“New immigrants should learn about Canada, its history and culture and become Canadian citizens as soon as possible.”*
- *“Look for the nearest Chinese grocery store, for cheaper grocery prices. Always use Service Canada for information.”*
- *“1) Weigh the pros and cons before making the big decision, 2) finding a suitable job is the “most” difficult thing, 3) Canada is not all a bed of roses, and 4) it is more struggle for the more educated with overseas experience.”*
- *“The Canadian dream is not as easy as it looks. It takes a lot to build yourself and provide what is needed to your family.”*
- *“New immigrants should get at least one year free transportation assistance right from landing at the airport and free government assisted housing.”*
- *Maintain good credit at all times, further your education, try not to adapt to living in the system and be independent.”*
- *“Canada has its ups and downs and you will need lots of support to adjust well.”*
- *“Newcomers have to leave their degree back home, because they have to start studying again.”*
- *“Come to Canada with financial resources for at least one year while you adjust in Canada.”*
- *“Although I have improved my skills, it is almost impossible to get interviews. Financial assistance to do exams in immigrant’s field is needed.”*
- *“Confirm job availability in your area of trade or profession, do some homework for recognition of your education and experience gained overseas.”*
- *“There is light at the end of the tunnel.”*

FOCUS GROUP SUMMARY

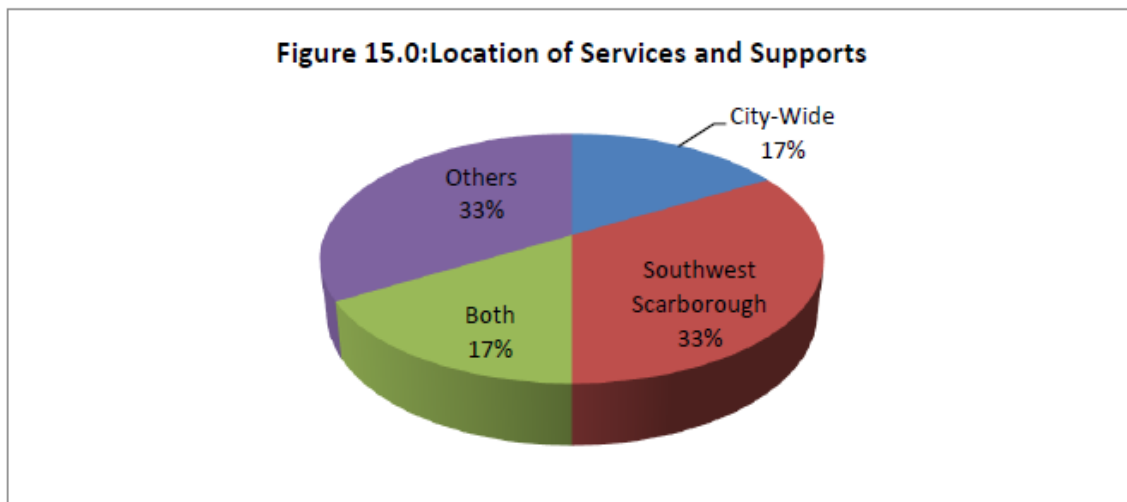
Eight focus groups were held with newcomers and members of the community to discuss local settlement issues and experiences within Southwest Scarborough. The findings from these focus groups are categorized into six thematic areas.

Thematic Areas	Summary Of Findings
Knowledge, Awareness And Coordination	<ul style="list-style-type: none"> • The information is available, but not effectively communicated and/or distributed. • Legal, immigration, housing, and citizenship information need to be more accommodating to immigrants with less complex verbiage. • There is a lack of trust and understanding between clients and service provider,
Service Delivery	<ul style="list-style-type: none"> • Intake systems are intrusive for some cultural/ ethnic clients, • Financial cost of enrolling in programmes and services conflict with other priorities such as housing, relatives back home and employment.
Social Inclusion And Community Engagement	<ul style="list-style-type: none"> • Newcomers are unfamiliar with Canadian traditions and norms, creating cross-cultural anxieties in integrating with other 'Canadian' groups. • Documentation barriers; drivers license, health card and SIN card create limits or restrict civil engagement. • Issues of trust, discrimination and stereotype between host communities towards newcomers occur. • Cultural groups and friends remain the main channels of social engagement.
Health And Wellness	<ul style="list-style-type: none"> • Medical procedures to get appointment too extensive; and walk in clinic do not provide sufficient services. • Newcomers more susceptible to illnesses and other medically related concerns while adjusting to a new climate and socio-economic conditions. • Culturally specific mental health and wellness support and education needed, both for individuals and their families. • Medication, dental, optical services are expensive for individuals and families who have limited healthcare options. • Lack of staff with cultural competency in dealing with patients from diverse and religious backgrounds. • Social determinants of health of newcomers linked with social, cultural, financial and religious factors.
Language Training And Development	<ul style="list-style-type: none"> • Finding and cost of interpretation services difficult. • Language confidence a factor to accessing services and attending social activities. • Flexible teaching methods to match diverse backgrounds and learning styles required. • Eligibility and assistance to language classes should be extended, even after receiving citizenship.
Labour Market Integration	<ul style="list-style-type: none"> • Lack of Canadian experience, means no work provided. • Limited knowledge of Canadian labour market requirements and workplace cultures. • Exploitation in the workplace; hours worked, benefits, entitlements etc. • Childcare limitations results in forced casual employment. • Upgrading and credential recognition challenging and costly for professionals. • Employment programmes and supports do not match actual employer needs.

SERVICE PROVIDER QUESTIONNAIRE AND ANALYSIS SUMMARY

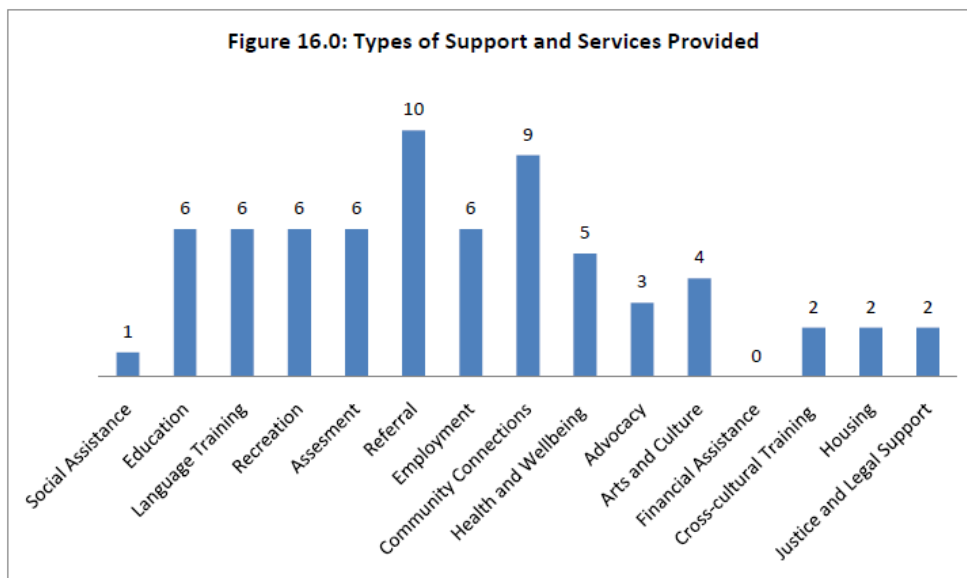
The service provider questionnaire was sent out to several partnering agencies, organizations and community representatives within the Southwest Scarborough Partnership Council. The questionnaire was completed by Partnership Council representatives online, allowing participants to identify a number of key planning principles and priorities; recognizing and building on what is currently working; continuing to provide ways for stakeholders to inform policy and planning priorities; balancing local and regional priorities with funder interests; and ensuring client needs are met by effective and responsive programmes. Below is a compilation and brief analysis of the findings.

1. Organizations were asked to indicate the operating boundaries of their services and supports. Results were as follows:



Other locations of services and supports: *Toronto - East End, Scarborough / Durham and Agency wide: several offices in Toronto, Markham; schools in North York, and 3 libraries in Scarborough*

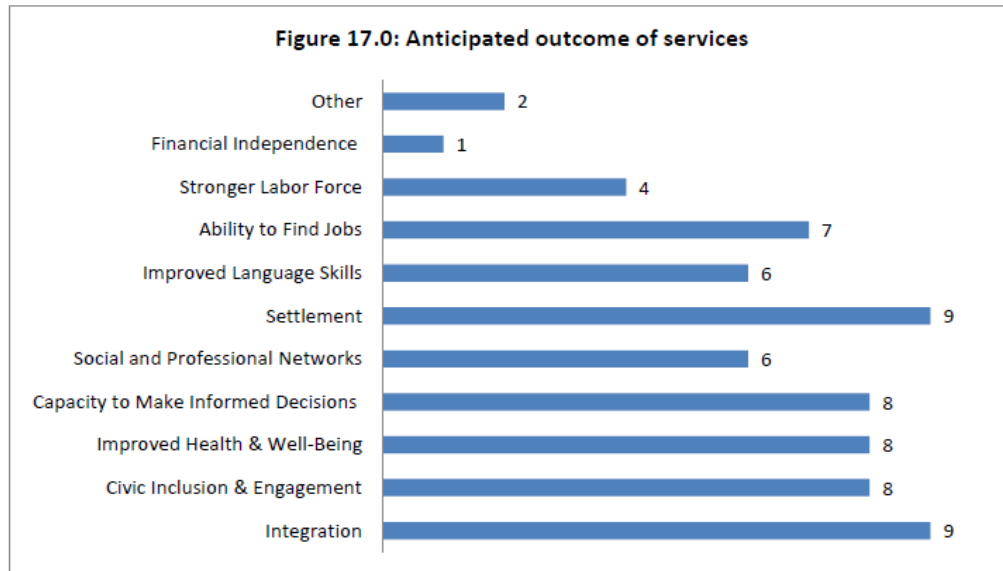
2. Organizations were asked to indicate types of support and services provided by their agency/organization. Results were as follows:



Other types of support and services provided:

- Settlement services to newcomer youth; leadership training and workshops for girls; family and parenting programmes; shelter and housing support for women.
- Interpretation and Translation
- Medical services and Community Health and wellness programmes
- Information & referral services on settlement issues

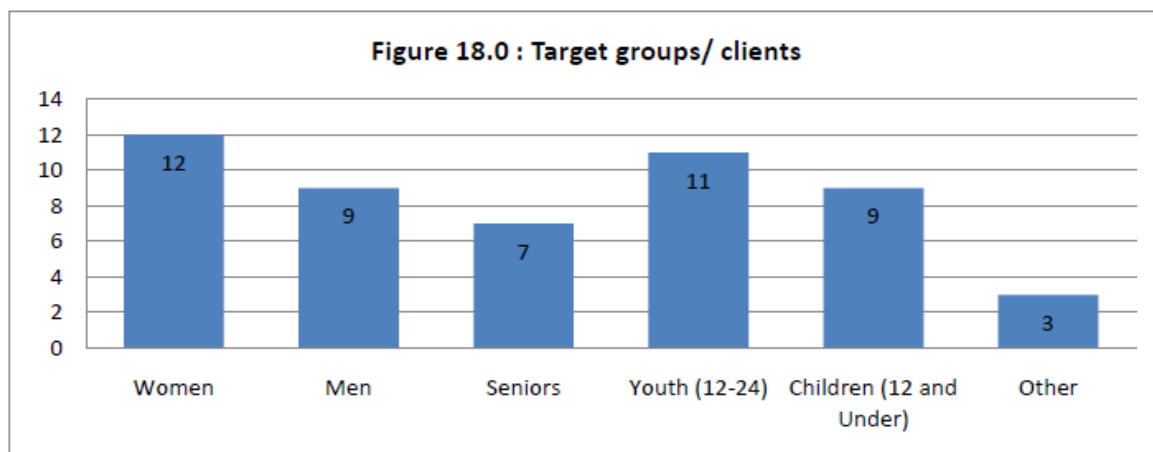
3. Organizations were asked to indicate the anticipated outcomes of their services for clients. Results were as follows:



Other anticipated outcomes of services:

- Helping youth have a safe environment to learn and play
- Awareness

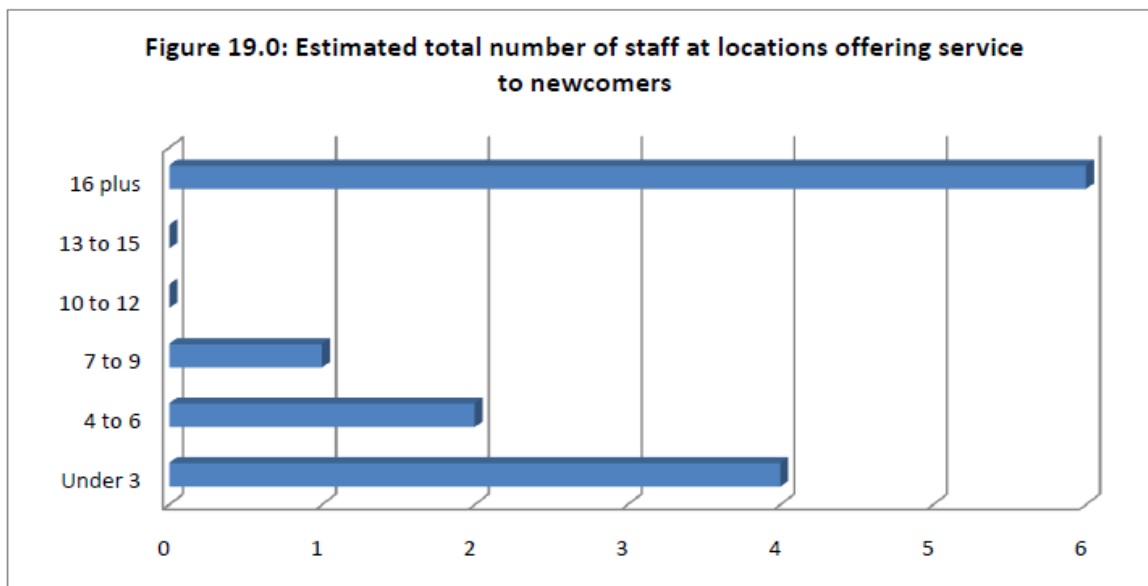
4. The target client group of organizations in the Southwest Scarborough LIP Partnership Council are as follows:



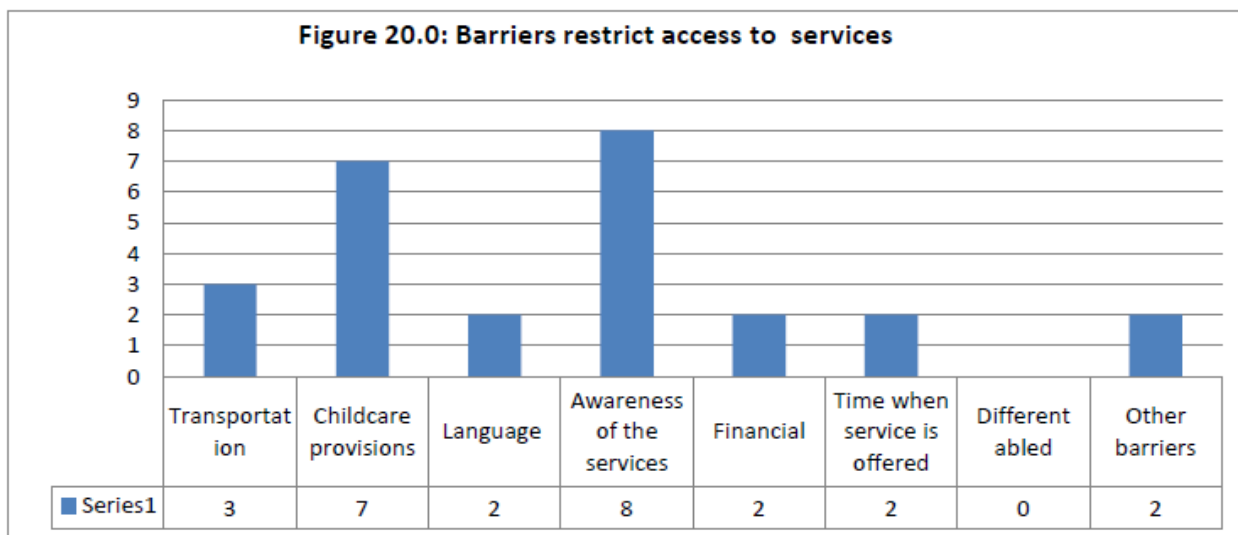
Other target groups/clients:

- Ethno specific groups who won't access other services - ex. Muslim women
- People with disabilities
- Newcomers in particular

5. Respondents were asked to indicate the estimated total number of staff at the locations where services and supports were provided to immigrants. Responses were as follows:



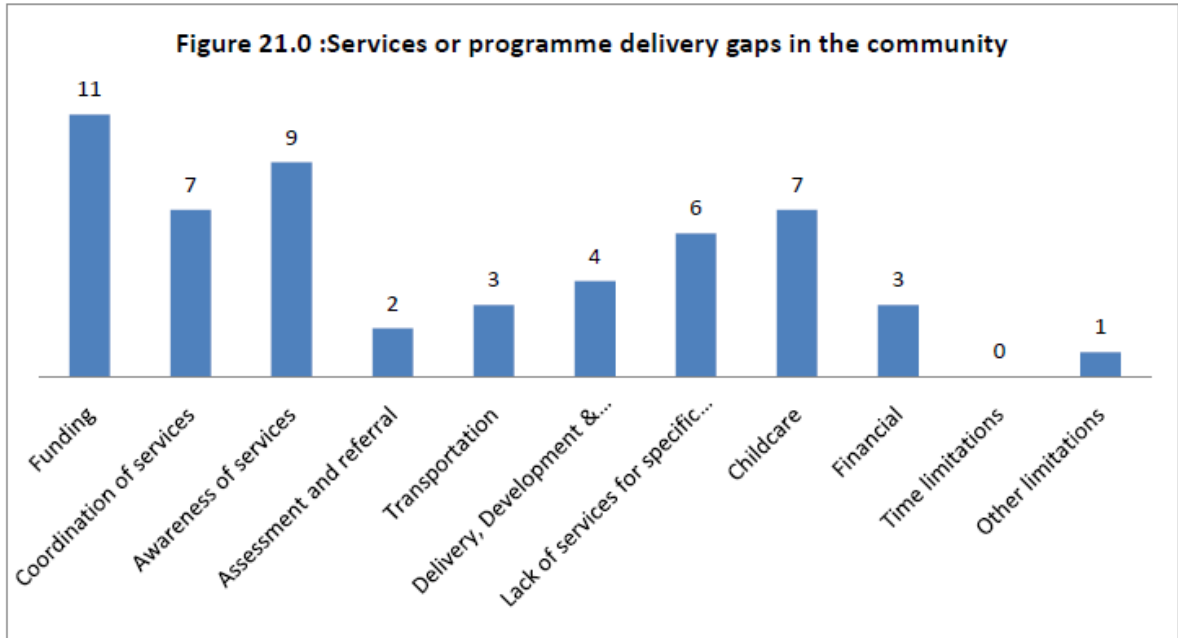
6. Organizations were asked to identify perceived barriers that restricted access to their services and programmes. Responses were as follows:



Other barriers:

- Inability to offer some services e.g. direct employment support
- We have different services at different locations. Most of the services are geared towards newcomers as mandated by the funders.

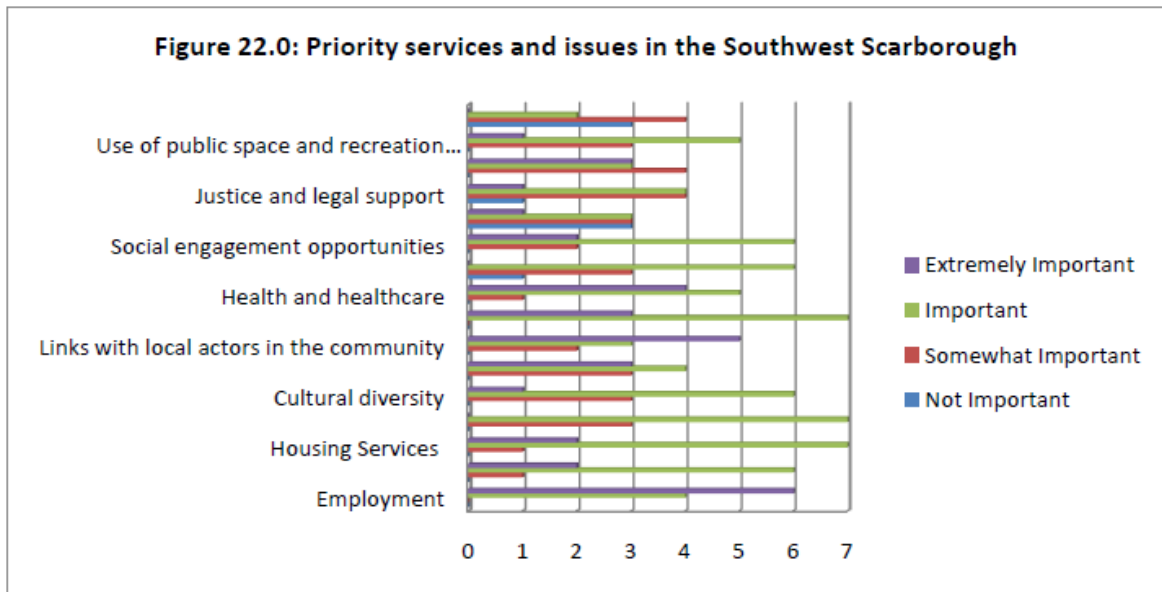
7. Identification of barriers that impede the implementation of programmes or services generated the following responses:



Other services and programmes:

- “Our services are located in an area which is not a newcomer hub. Although we are located on the subway line and very accessible, clients have to travel farther to access our services and we lose many clients as a result.”

8. Respondents were asked to indicate specific issues which they considered were important to address within the Southwest Scarborough community. Responses were as follows:



9. The comments and recommendations summarize the main themes or ideas articulated by local and regional service providers in tackling immigration and immigrant related issues throughout Toronto.

Below is a list of topic areas discussed and the proposed solutions by service provider representatives to tackle such issues:

Topic Area 1: Integrating Newcomers

Issue: It now takes immigrants arriving to Toronto twice as long to integrate into the local economy. How can we accelerate this process? What programmes or supports are needed? What models are working?

Proposed solutions:

- Develop a clear cut strategy for integrating newcomers and preparing them for life in Canada before their arrival.
- Break down silos between agencies serving newcomers-collaborate and partner more across sectors.
- Replicate programmes that have been successful in integrating newcomers, i.e. mentorship and internship programmes, co-op programmes and speed mentoring/ interview programmes
- Develop corporate incentives for investing in newcomers as employees

Topic Area 2: Increasing polarization of incomes

Issue: The economy is becoming increasingly polarized, with more people at the extremes and fewer in the middle. Is it possible to change that dynamic? What policy approach might be implemented?

Proposed solutions:

- Streamlining those who have credentials versus those who don't (in Trades in particulate).
- Bring all levels of government together, break down silos and collaborate to develop a cross sectoral approach to labour and economic investment.
- Covenant Human Resource groups, professional associations and unions to tackle issues.

Topic Area 3: High Level of Youth Unemployment

Issue: Youth unemployment is consistently high in Toronto, and currently, twice that of adults in some areas. Many of these unemployed youth have not completed high school or college. What are the pathways, (options) that ought to be available for these youth? Are the trades an option? What other solutions are available or ought to be in place?

Proposed solutions:

- Invest in developing good co-op programmes at various levels of education.
- Develop in-depth pre trade programmes or pre-apprentice programme for youth to participate in as early as grade 7.
- Develop some ways of giving youth feedback, focus on assets and promote career pathways i.e. insurance, accounting, financial planning, business administration, project management, in construction.
- Promote skills and assets of racialized people amongst employed groups.
- People in contact with youth need to act as advocates and dispel stereotypes.

Topic Area 4: Working with employers in a coherent and coordinate way.

Issue: We know that employers don't want to be approached by many different groups and organizations. We know that there are agencies and organizations doing this well such as mentoring programmes, speed mentoring, and sector-specific job fairs. How can we build on those and replicate them?

Proposed solutions:

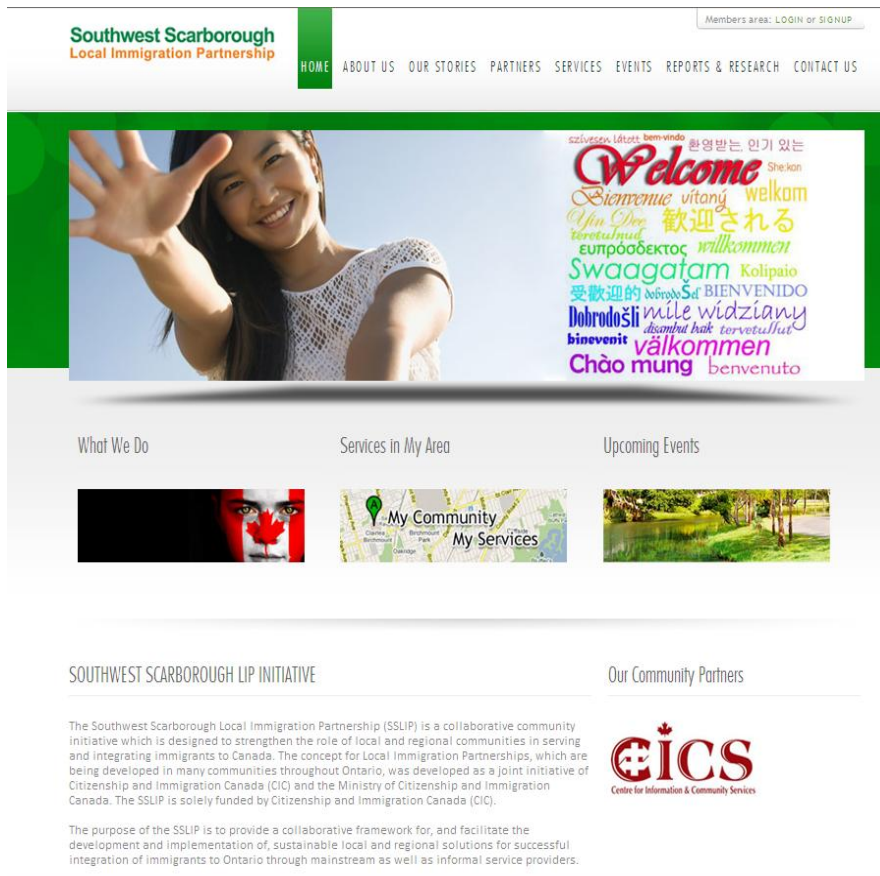
- Employers need to understand the benefits of working with government / non-profits for recruitment.
- Government / non-profits have to learn what business need / want/ are capable of doing in relation to hiring.
- Innovation is about making space to allow it to happen.
- Working with employers in cohesive and coherent way is the essential.
- Ensure that career pathways are transparent to immigrants.
- Employers have to be involved at all levels of decision making in relation to training, labour market planning.

WEBSITE OUTLINE

The Southwest Scarborough Local Immigration Partnership has developed a website that will provide information for immigrants, service providers, funders and researchers who are interested in immigrant and immigration services and issues within Southwest Scarborough.

The site, www.swslip.org, was developed after consultations with service providers and immigrants through focus groups regarding the potential usage of the site for all potential audiences and users. Comments and recommendations from service providers and immigrants regarding the construct of the site have been incorporated by the web designers at Eleven Media Group to ensure the following:

- That the site would provide all necessary information regarding the activities and progress of the Southwest Scarborough Local Immigration Partnership i.e. documents, events, services, programme listings and additional resources.
- To ensure the site is easy to navigate for immigrants as well as service providers, locating information.
- To allow for Partnership Council members, subcommittee members and all other project partners increase their knowledge of other local and regional settlement and integration resources that could be helpful in service delivery to immigrants at their respective agencies.



From the homepage, users are provided with an easy to navigate screen, with eight section tabs. The homepage also provides a quick overview of the LIP project, current developments as well as links to other sections of the site contains further information (Figure 1.0).

An essential component of the Southwest Scarborough LIP website is the integrated Google maps application. The site integrates local service and supports from various mainstream and community service providers into thirteen (13) categories that include children and youth services, education and training, family supports, women's service etc, and indicates the location, contact information and website link, if applicable for users to obtain required information and services.

Figure 1.0- Southwest Scarborough (swslip.org) Homepage

The Southwest Scarborough LIP website will strengthen local and regional awareness and capacity of service providers in the community, through:

- A greater understanding of immigrant population in the community through available research and reports;
- Enhanced referral, communication and service coordination through increased understanding and access to available service in the community (Figure 1.1); and
- Ongoing communication and consultation with local and regional stakeholders

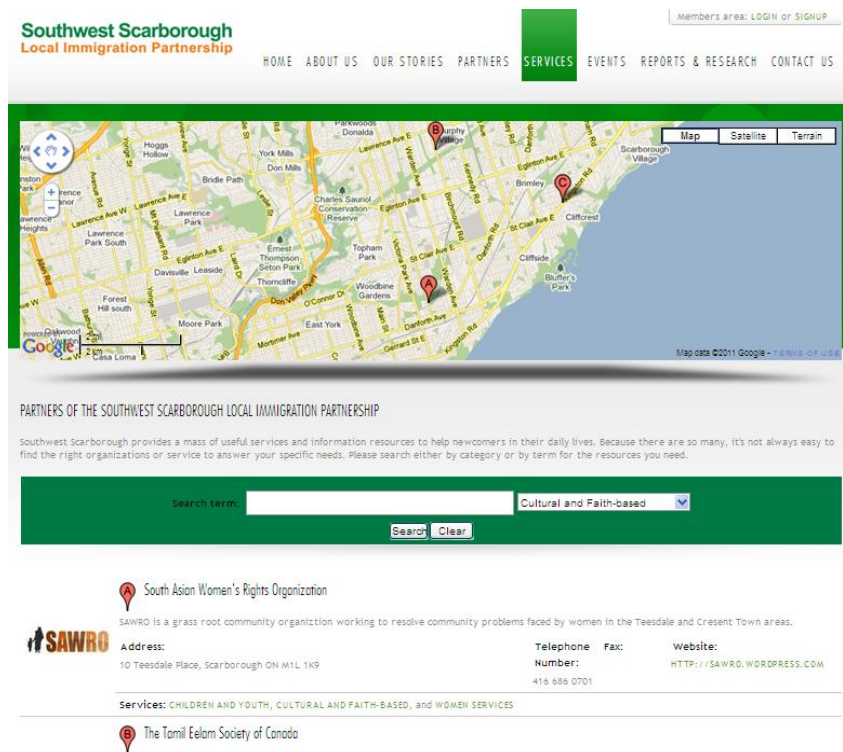


Figure 1.1-Southwest Scarborough website-Services Page

Several additional planned for the website include, but is not limited to:

- Developing a logo that matches the determined color scheme of the Southwest Scarborough LIP (green and orange) and symbolizes collaboration and partnership;
- Include links to Provincial Ministries (Health, Education, Labour, Transportation etc) as well as to immigration sites i.e. OCASI, Settlement.org, and CIC.
- Review and update local service and programme inventory;
- Review of usage and creation of communication plan for increased website awareness and usage by newcomers within Southwest Scarborough.

DEVELOPING THE LOCAL SETTLEMENT STRATEGY

The primary goals of the Southwest Scarborough LIP are to strengthen the capacity of the community in serving and integrating immigrants, and to enhance service delivery to all immigrants, while identifying and minimizing areas of services and programme duplication.

Using information gathered through secondary research including the community profile and literature review, as well as community consultations with both newcomers and local settlement service providers, the Partnership Council developed a strategy six strategic recommendation areas to help tackle some of the challenges and barriers that newcomers face when settling in Southwest Scarborough.

The strategy recommendations developed by the Partnership Council focus on six key areas for settlement and integration improvements for Southwest Scarborough's immigrants. These areas include:

- Increased information and communication of existing programmes/services through informal and formal networks,
- Support for navigating and understanding existing programmes/services in the LIP and outside it,
- Addressing service gaps through increased systemic advocacy, collaboration, adjustments to existing programmes, partnerships with mainstream services,
- Expansion of employment programmes and supports,
- Further exploration of neighbourhoods across Southwest Scarborough,
- Ongoing collaboration with inter-LIP network.

Three principles were used to develop the local settlement strategy for Southwest Scarborough, which include the rationale for the strategy, the functions of the Partnership Council and the roles and resources that would be required for the strategy's success.

Rationale for Strategy

How the specific strategy relates to the local research and community consultation undertaken by the Partnership Council to ensure that this reflects local needs and gaps

Functions of the Southwest Scarborough Partnership Council

The types of activities that need to be undertaken by members of the local Partnership Council, to ensure that the intent of the specific strategy is met.

Roles and Resources Required for Success

Roles of Partnership Council members, local groups and organizations, and individuals, as well as resources necessary to ensure the success of the specific strategy.

An Action Plan was created using the strategic recommendations developed by the Partnership Council, organizing the activities/ actions needed into three main working groups/ subcommittees, who will be responsible for instigating the activities during the implementation period of the Local Immigration Partnership.

SOUTHWEST SCARBOROUGH SETTLEMENT AND INTEGRATION STRATEGIES

STRATEGY AREA 1: ADDRESS SERVICE AND PROGRAMME GAPS

Identification of service and programme gaps for priority communities in Southwest Scarborough.

Rationale for Strategy

- Service and programme gaps were identified for priority communities,
- Systemic challenges newcomers face require support and broader advocacy,
- Barriers to access in settlement services and programmes include eligibility requirements that are defined by external decision-makers,
- There are limited resources which constrain the local service range for newcomers to access,
- Range, volume and accessibility of services in Southwest Scarborough cannot meet the needs of newcomers.

Functions of the Southwest Scarborough Partnership Council

- Coordination of services and programmes in Southwest Scarborough,
- Advocacy with, and on behalf of newcomers for increased settlement programmes and services that reflect local needs,
- Language needs analysis and alteration,
- Link newcomers and local service providers to large scale and mainstream services,
- Link newcomers to external service providers where local services cannot meet need.

Roles and Resources Required for Success

- Partners' commitment to collaborative research, planning and solutions to identify and address service gaps.
- Identify new internal and external partners required for service provision,
- Potential resources may be required to address service gaps for newcomers in Southwest Scarborough.

STRATEGY AREA 2: BROADEN INFORMATION AND COMMUNICATION SYSTEMS

Support better communication and information sharing with newcomers and service providers.

Rationale for Strategy

- Access to information was raised as a barrier to programmes and services through both the community consultation and the secondary research,
- Dispersed pockets of newcomer settlement in Southwest Scarborough makes it difficult to locate services in the catchment area,
- There are higher rates of mobility amongst newcomers in Southwest Scarborough which makes getting information out into the community difficult for service providers.

Functions of the Partnership Council

- Collaboration and exploration of new strategies amongst local service providers to tackle emerging issues,
- Assist newcomers to navigate services and programmes within Southwest Scarborough,
- Link newcomers to programmes and services outside of Southwest Scarborough to address service and programme gaps,
- Build relationships with local and regional service providers, placing an emphasis on seniors associations and housing providers to address the needs that emerged in the research and consultations.

Roles and Resources Required for Success

- Partners to participate in communication planning and networking with local service providers and groups,
- Partners to develop relevant and appropriate materials for coordinated distribution to neighbourhoods across Southwest Scarborough,
- Use a coordinated Southwest Scarborough LIP website to support learning and sharing of information and services for newcomers, service providers and groups which would assist with the accessibility of and referral to programmes,
- Resources for materials development and printing would be required for an enhanced and aggressive outreach communication programme,
- Expand outreach and settlement workers in selected neighbourhoods may require new funding resources.

STRATEGY AREA 3: EXPANSION OF EMPLOYMENT PROGRAMMES AND SUPPORTS

Build on employment programmes and supports to provide more practical and skills experience and reduce barriers to employment.

Rationale for Strategy

- Access to employment was identified through the community consultation as the primary concern for newcomers upon arrival,
- Access to employment, language and job training programmes that provide meaningful experience identified as a gap in programmes and services in Southwest Scarborough through the research and community consultations,
- There is a good foundation of organizations already providing employment programmes in Southwest Scarborough,
- There is a 14.7% unemployment rate for newcomers in Southwest Scarborough which is higher than the CMA average of 11.8%.

Functions of the Partnership Council

- Develop and implement strategies to address gaps in employment, language and training programmes for newcomers in Southwest Scarborough,
- Emphasis on developing bridging, internship and mentoring programmes to support newcomers,
- Develop links to, and relationships with, local employers to develop better employment strategies and supports for newcomers that reflects current needs and gaps,
- Explore and implement further supports for newcomer participation in programmes and services which would include travel and child care subsidies,
- Explore opportunities and supports for self-employment and entrepreneurship programmes in Southwest Scarborough.

Roles and Resources Required for Success

- Partners to participate in broader networks to ensure a better understanding of services and programmes available for newcomers,
- Expansion of Partnership Council to include local employers to help develop employment and training strategies,
- Partners to make deliberate attempts to have representation in employer networks and organizations (i.e. Business Improvement Areas),
- Potential funding resource exploration for implementation of additional supports, such as travel and child care subsidies, for programme participation.

STRATEGY AREA 4: LIAISE AND COLLABORATE WITH INFORMAL AND FORMAL NETWORKS

Create new and/or build on existing relationships with service providers, community groups and informal networks to support settlement in Southwest Scarborough.

Rationale for Strategy

- Community consultations and literature identified newcomers are accessing information through informal networks,
- There are higher rates of mobility amongst newcomers in Southwest Scarborough which makes getting information out into the community difficult for service providers,
- Access to information was raised as a barrier in the local community consultations.

Functions of the Partnership Council

- Facilitate networking of informal groups and community leaders with mainstream services,
- Develop and maintain communication and engagement avenues for informal networks,
- Build reciprocal links with service providers, with emphasis on the health and wellness sector,
- Explore joint training and service and programme initiatives with informal networks.

Roles and Resources Required for Success

- Partners to make deliberate attempts to build relationships with local informal networks and community leaders,
- Partners to make deliberate attempts to build relationships with mainstream service networks and leaders,
- Partnership Council to host frequent roundtables and discussion venues with formal and informal networks to assist with local settlement service planning.

STRATEGY AREA 5: FURTHER EXPLORE NEWCOMER COMMUNITIES ACROSS SOUTHWEST SCARBOROUGH

Conduct further research into the Midland Ave. and Danforth Rd. neighbourhood, and other local neighbourhoods to develop a better understanding of newcomer needs.

Rationale for Strategy

- Dispersed pockets of newcomer settlement in Southwest Scarborough makes it difficult to locate services in the catchment area,
- Research indicates an emerging South Asian community at Midland Ave. and Danforth Rd. that requires further exploration.

Functions of the Partnership Council

- Deepen primary research of the neighbourhoods surrounding Midland Ave. and Danforth road to understand their composition and needs,

- Develop and implement local strategies to address service needs and gaps as communities develop in Southwest Scarborough.

Roles and Resources Required for Success

- Partners to participate in planning, research and outreach for Southwest Scarborough.

STRATEGY 6: LINKAGES WITH INTER-LIP NETWORK

Build partnerships and collaborations with service providers across Toronto to address larger systemic challenges and barriers.

Rationale for Strategy

- Acknowledgment that particular issues and challenges have larger and broader implications beyond Southwest Scarborough,
- Systemic challenges newcomers face require support and broader advocacy,
- Barriers to access in settlement services and programmes include eligibility requirements that are defined by external decision-makers,
- Effective use of resources required to research, plan and implement strategies.

Functions of the Partnership Council

- Participate in inter-LIP initiatives and activities to inform regional strategies with local research and experiences, and to inform local strategies with regional research and experiences,
- Participate and support professional development and learning opportunities for settlement workers and organizations in Southwest Scarborough.

Roles and Resources Required for Success

- Commitment of partners to participate in regional initiatives,
- Commitment of partners to invest resources in regional initiatives.

SOUTHWEST SCARBOROUGH STRATEGIC ACTION PLAN

STRATEGY AREA I: ADDRESS SERVICE AND PROGRAMME GAPS

RATIONALE FOR STRATEGY:

- Service and programme gaps were identified for priority communities,
- Systemic challenges newcomers face require support and broader advocacy,
- Barriers to access in settlement services and programmes include eligibility requirements that are defined by external decision-makers,
- There are limited resources which constrain the local service range for newcomers to access,
- Range, volume and accessibility of services in Southwest Scarborough cannot meet the needs of newcomers.

INTENDED OUTCOME: Improved access to information, services, programmes and supports for immigrants locally and regionally.

ACTIONS NEEDED	TIMEFRAME		RESOURCES	RESPONSIBILITY
	SHORT TERM (within 6 months)	LONG TERM (6 months -1 year)		
Establish/Review databases of existing community programmes, services and events, and their accessibility and relevance to newcomers and community agencies.	Short term		<ul style="list-style-type: none"> • Planning/research • Community groups/informal organizations • Poster and Handout • Website Visibility • Website Updates • Editorial review of principal documents 	<ul style="list-style-type: none"> • Sub-committee members • Website Administrator • Partnership Council members • Project Management Committee • Sub-committee members • Political Representative/ Advocacy Groups
Explore collaborative opportunities to maximize access to space and resources in the community between local agencies.	Long term			
Promote/ develop outreach materials identifying a listing of local services and supports in the community (website, newsletters, cards etc).	Short term			
Establish a feedback model to incorporate newcomer input into local service planning and delivery.	Short term			
Outreach to and connect with existing local partnerships/networks within Southwest Scarborough to explore their opportunities to better serve immigrants.	Short term/ Long term			
Advocate to municipal, provincial and federal stakeholders on revising eligibility criteria's to languages classes (ESL, LINC), health and wellness coverage and employment accessibility to immigrants.	Long term			
Assess opportunities to train local outreach teams that represent ethno-specific groups.	Short term			

STRATEGY AREA 2: BROADEN INFORMATION AND COMMUNICATION SYSTEMS

RATIONALE FOR STRATEGY:

- Access to information was raised as a barrier to programmes and services through both the community consultation and the secondary research,
- Dispersed pockets of newcomer settlement in Southwest Scarborough makes it difficult to locate services in the catchment area,
- There are higher rates of mobility amongst newcomers in Southwest Scarborough which makes getting information out into the community difficult for service providers.

INTENDED OUTCOME: To build a culture of information sharing and communication amongst service providers that encourages an awareness of services and promotion of opportunities to all residents and agencies in the community.

ACTIONS NEEDED	TIMELINE SHORT TERM (within 6 months) LONG TERM (6 months -1 year)	RESOURCES	RESPONSIBILITY
Increase the presence of service organizations at ethno-cultural celebrations and community gatherings in community to reach out to residents.	Short term	<ul style="list-style-type: none"> • Poster and Handout • Target Audience E-Mail List • Web-Based E-Newsletter • Website Updates • Website Visibility • Strategic planning sessions • Translators • Outreach strategy/workers • Review of principal documents 	<ul style="list-style-type: none"> • Sub-committee members • Website Administrator • Partnership Council members • Project Management Committee • Sub-committee members • Political Representative/ Advocacy Groups
Develop an internet-based portal for sharing and gathering information.	Long term		
Work to expand outreach and engagement opportunities between community/informal groups and mainstream service providers to develop best practices across the various sectors.	Short term		
Develop partnerships with non-settlement service providers such as libraries, clinics, hospitals and supermarkets to inform and raise awareness of community programmes and supports.	Long term		
Create and promote regular forums to share ideas and learn about community engagement amongst local service providers.	Short term		
Develop a standardized communication and media plan (i.e. logo, tag-line and key messages) for immigrant and service provider audiences in the community.	Short term		

STRATEGY AREA 3: EXPANSION OF EMPLOYMENT PROGRAMMES AND SUPPORTS

RATIONALE FOR STRATEGY:

- Access to employment was identified through the community consultation as the primary concern for newcomers upon arrival,
- Access to employment, language and job training programmes that provide meaningful experience identified as a gap in programmes and services in Southwest Scarborough through the research and community consultations,
- There is a good foundation of organizations already providing employment programmes in Southwest Scarborough,
- There is a 14.7% unemployment rate for newcomers in Southwest Scarborough which is higher than the CMA average of 11.8%.

INTENDED OUTCOME: To increase the engagement of employers, unions, institutions and professional associations in promoting pathways for international educated persons (IEP's) to gain meaningful 'Canadian experience', that matches their skills and educational background through pilot projects and programmes.

ACTIONS NEEDED	TIMELINE SHORT TERM (within 6 months) LONG TERM (6 months - 1 year)	RESOURCES	RESPONSIBILITY
Bring together employers, employment service providers and international educated persons (IEP's) so that all are informed of employment opportunities and training services that exist in Southwest Scarborough.	Long term	<ul style="list-style-type: none"> • Local business leaders/champion • Human services / Employment institutions • School boards , College and Universities 	<ul style="list-style-type: none"> • Immigrant/ community members • Local and regional businesses • Community groups/informal organizations • Partners /Partnership Council members • Political Representative/ Advocacy Groups • Regional/ Municipal organizations
Determine effective marketing strategies that are best suited to spread information of existing employment and training opportunities that exist for immigrants in the community	Short term		
Develop communication strategies to educate newcomers about requirements, norms and networking tactics in the Canadian workplace.	Short Term		
Attend/build relationships with employers in business improvement area (BIA's), network tables and local retailers.	Short term		
Explore the challenges that local businesses face in hiring and retaining immigrants, and develop opportunities to bridge those gaps.	Short term		
Advocate for increase childcare and transportation supports for clients accessing employment services.	Short term		
Advocate for financial support available to immigrants for accreditation of their education and training to municipal, provincial and federal stakeholders	Long term		
Develop / promote opportunities for newcomer to gain meaningful 'Canadian experience' - regardless of their time in Canada and immigration status in Southwest Scarborough.	Long term		

STRATEGY AREA 4: LIAISE AND COLLABORATE WITH THE INFORMAL AND FORMAL SECTOR.

RATIONALE FOR STRATEGY:

- Community consultations and literature identified newcomers are accessing information through informal networks,
- There are higher rates of mobility amongst newcomers in Southwest Scarborough which makes getting information out into the community difficult for service providers,
- Access to information was raised as a barrier in the local community consultations.

INTENDED OUTCOME: To build sustainable relationships between service providers and community groups/networks to support the integration of immigrants in Southwest Scarborough and fight social exclusion.

ACTIONS NEEDED	TIMELINE SHORT TERM (within 6 months) LONG TERM (6 months -1 year)	RESOURCES	RESPONSIBILITY
Develop stronger linkages and involvement of local leaders on immigrant and immigration issues in the neighbourhood.	Short term	<ul style="list-style-type: none"> • Poster and Handout • Website Visibility • Tracking of Issues, Inquiries and Comments • Website Updates • Workshops • Research tools 	<ul style="list-style-type: none"> • Immigrant/ community members • Local and regional businesses • Community groups/informal organizations • Partners /Partnership Council members
Establish leadership, volunteer and mentoring opportunities between ethno-specific groups and mainstream service providers.	Short term		
Develop joint learning opportunities for best approaches to working together in meeting newcomer needs (outreach, messaging, and referrals) with community groups.	Short term		
Promote /create training opportunities for community groups (taxi drivers, faith based groups, cultural groups etc) to be more involved in the consultation, planning and service delivery for aspects of mainstream organizations.	Long term		

STRATEGY AREA 5: FURTHER EXPLORATION OF RECENT NEWCOMER COMMUNITIES IN SOUTHWEST SCARBOROUGH

RATIONALE FOR STRATEGY:

- Dispersed pockets of newcomer settlement in Southwest Scarborough makes it difficult to locate services in the catchment area,
- Research indicates an emerging South Asian community at Midland Ave. and Danforth Rd. As well as other neighbourhoods that requires further exploration.

INTENDED OUTCOME: To meaningfully engage and connect isolated immigrant communities, with mainstream or community groups of interest.

ACTIONS NEEDED	TIMELINE SHORT TERM (within 6 months) LONG TERM (6 months -1 year)	RESOURCES	RESPONSIBILITY
Promote awareness of existing newcomer communities in the neighbourhood to stakeholders for future service and programme planning purposes.	Short term	<ul style="list-style-type: none"> • Poster and Handout • Website Visibility • Tracking of Issues, Inquiries and Comments • Website Updates • Workshops • Research tools 	<ul style="list-style-type: none"> • Immigrant/ community members • Community groups/informal organizations • Partners /Partnership Council members
Identify newcomer communities for targeted distribution of information.	Short term		
Develop frameworks for maintaining relationships with newcomers from identified neighbourhoods such as volunteer opportunities and relocating special events and other forms of outreach to identified neighbourhoods.	Short term		
Establish regular forums with newcomers and service providers to share ideas and learn about better way to sustain community engagement.	Short term		
Increase the presence and visibility of service providers at ethno-specific organizations locations through innovative communication channels to reach out to immigrant residents.	Short term		

STRATEGY AREA 6: LINKAGES WITH INTER-LIP NETWORK

RATIONALE FOR STRATEGY:

- Acknowledgment that particular issues and challenges have larger and broader implications beyond Southwest Scarborough,
- Systemic challenges newcomers face require support and broader advocacy,
- Barriers to access in settlement services and programmes include eligibility requirements that are defined by external decision-makers,
- Effective use of resources required to research, plan and implement strategies.

INTENDED OUTCOME: To leverage municipal and provincial issues such as housing, health and wellness and employment to stakeholders at both the Toronto Newcomer Initiative or Inter LIP groups to advocate for systemic and policy changes.

ACTIONS NEEDED	TIMELINE SHORT TERM (within 6 months) LONG TERM (6 months -1 year)	RESOURCES	RESPONSIBILITY
Assess current policies frameworks and eligibility requirements for services to immigrants.	Short term	<ul style="list-style-type: none"> • Research tools • Tracking of Issues, Inquiries and Comments 	<ul style="list-style-type: none"> • Local and regional businesses • Partners /Partnership Council members • Political Representative/ Advocacy Groups • Regional/ Municipal organizations
Establish standardized methods of information and resources sharing at all levels of governance (local, municipal and provincial) regarding the Local Immigration Partnerships in Ontario.	Long term		
Advocate for more comprehensive 'needs based' assessment processes that take into qualitative factors in accessing and providing employment, health, language training and education services throughout Ontario/ Canada.	Long term		

S**SOUTHWEST SCARBOROUGH- LOCAL IMMIGRATION**
PARTNERSHIP: SHORT TERM WORK PLAN (APRIL 2011 -
SEPTEMBER 2011)

2011

ACTIVITIES	APR	MAY	JUN	JUL	AUGUST	SEPT
Partnership Council approves settlement strategy and report is submitted to Citizenship and Immigration Canada (CIC)	x					
Sub-committee working groups <ul style="list-style-type: none"> • Membership Recruited • Terms of Reference drafted • Preliminary work plan drafted • Goal and outcome measures • Activation of action items • Production of interim report on activities 		x	x	x	x	
Partnership Council meetings	x		x		x	x
Project management Committee (PMC) meetings to review progress towards goals		x		x		x
Communications (narrative updates on work groups, PMC and Partnership Council meetings) Also includes; <ul style="list-style-type: none"> • Website updates • Newsletter • Meeting minutes 	x	x	x	x	x	x
Community consultation meeting towards achieved goals of the LIP					x	

MOVING FORWARD

The settlement strategy recommendation and action plans developed for Southwest Scarborough will require further work and development to turn the strategy into an action plan which will gauge the viability and timelines of implementation of the settlement strategy for immigrants in Southwest Scarborough.

Three subcommittees have been formed: (1) Research, Advocacy and Policy Design (2) Communication and Outreach Systems, and (3) Employment Access Supports. These groups will ensure the implementation of the various aspects of the settlement strategy. The report identifies the need for the developed strategy and action plans to remain a living document which is flexible enough to reflect the changing demographics and needs of newcomers in Southwest Scarborough.

It will be important for the Partnership Council to ensure that there is a commitment to collaborative research, planning and innovative solutions to identify and address emerging service needs and gaps in Southwest Scarborough moving forward.

A priority of expanding the Partnership Council to reflect the community, both in residents and service providers, including the health and wellness sector as well as employers, is necessary to ensure that settlement services are reflective of needs. This also ensures that better communication amongst service providers and community groups is possible. Exploration into better systems of referrals amongst service providers should be explored to ensure that the navigation of services in Southwest Scarborough is as seamless as possible for newcomers. These issues and several others outlined in the strategic recommendations for the Southwest Scarborough LIP will be tackled by the Research, Advocacy and Policy Design subcommittee.

Exploring more effective and efficient methods of communicating with newcomers will be a priority task for the Partnership Council in the implementation phase. The Partnership Council must make deliberate attempts to build relationships with both formal and informal networks of newcomers and should explore the viability of new methods of outreach and information sharing which focuses on reaching newcomers in the community, with methods which could include residence door-knocking and interceptions at gathering places such as faith institutions, grocery stores and libraries. Linking informal newcomer networks with formal service provision networks will help fill the information gap which currently exists in Southwest Scarborough amongst newcomer communities. These issues and several others outlined in the strategic recommendations for the Southwest Scarborough LIP will be tackled by the Communication and Outreach Systems subcommittee.

A key priority for the Partnership Council of the Southwest Scarborough LIP as well as several LIP's and settlement service provider agencies moving forward is premised on creating innovative employment opportunities for newcomers, to gain meaningful pathways to sustained and relevant employment that matches their skills and education. These issues and several others outlined in the strategic recommendations for the Southwest Scarborough LIP will be tackled by the Employment Access Supports subcommittee.

Further exploration of additional resources may be required for moving the Southwest Scarborough settlement strategy forward. However, the Partnership Council is fully committed to refocusing outreach methods, increasing communication with both newcomers and service providers, addressing service gaps and reducing barriers for newcomers to access programmes and services, during the implementation phase, ensuring that as a council we are 'promoting innovative and inclusive opportunities for immigrants to succeed economically, socially and culturally'.

APPENDIX I: PARTNERSHIP COUNCIL, PHASE ONE -TERMS OF REFERENCE

SOUTHWEST SCARBOROUGH LOCAL IMMIGRATION PARTNERSHIP TERMS OF REFERENCE

The Southwest Scarborough Local Immigration Partnership (LIP) is a community-led initiative to identify and recommend strategies that will enhance the capacity of the service delivery system in Southwest Scarborough for the successful social and economic integration of new immigrants.

The Southwest Scarborough LIP initiative is funded by Citizenship and Immigration Canada (CIC), to develop settlement and integration strategies in the following geographic area: Victoria Park Avenue to Bellamy Road, and from Eglinton Avenue East to Kingston Road.

The creation of settlement and integration strategies for this initiative will be developed through the active engagement of a Partnership Council, made up of a diverse range of local and regional stakeholders. The Partnership Council and Project Management Committee oversees the LIP project; ensuring deliverables are met to CIC standards, promote local and regional collaboration amongst local, municipal and federal stakeholders.

OUR VISION

The vision of the Southwest Scarborough LIP is to work together in “promoting innovative and inclusive opportunities for immigrants to succeed economically, socially and culturally”.

OUR MISSION

The mission of the Southwest Scarborough LIP is to work together in “promoting welcoming communities through coordinated, comprehensive and collaborative partnerships that assist the settlement and integration of immigrants.”

DEFINITIONS

For the purpose of the Southwest Scarborough LIP, the definition of newcomer is any immigrant who is in the process of permanently settling in Canada, this includes, but is not limited to:

- Sponsored family members
- Internationally trained professionals
- Internationally trained skilled workers
- Convention refugees
- Refugee claimants
- Temporary workers
- Live-in caregivers
- Business immigrants
- Provincial nominees
- Protected persons
- Foreign students who intend to stay in Canada
- Immigrants after having become Canadian citizens

SECTION I: COMPOSITION

PARTNERSHIP COUNCIL

The Partnership Council may comprise of representatives from immigrant and refugee serving agencies, language training providers, community organizations, newcomers, social service agencies, healthcare providers, local and regional institutions, local employers, faith groups, associations or bodies and regional employment networks. Composition of the Partnership Council should ensure appropriate representation of immigrant services being provided in southwest Scarborough.

All members of the Partnership Council acknowledge and accept the following guidelines of the Southwest Scarborough LIP initiative:

1. The Council will have a minimum of 10 members. All members of the Council must support and be committed to actively pursuing the fulfilment of the LIP's Statement of Strategic Vision, developed Settlement Strategies and related Action Plans.
2. Council members must sit on the Partnership Council as representatives of an agency or organization, and not as an individual unless the following exceptions apply to their membership on the Council:
 - a. The Council member is a newcomer, local resident or community leader residing in the Southwest Scarborough catchment area

The inclusion and representation of additional members to the Council will be determined by the Partnership Council through a majority vote.

PROJECT MANAGEMENT COMMITTEE (PMC)

The Partnership Council will appoint a Project Management Committee that will work with the Project Co-ordinator and consultants to oversee the implementation of the work plan and priorities as determined by the Council.

The PMC will consist of at least 5 members from the Partnership Council that are either newcomers or representatives of immigrant services providers in southwest Scarborough, in addition to the LIP Coordinator, and consultants where appropriate.

Membership in the PMC will be a one year term. The LIP Coordinator will seek interest for participation on the PMC from the Partnership Council annually. Should it be required and should there be more interest than spaces available, the Partnership Council will appoint members to the PMC.

SECTION 2: PROJECT MANDATE

The Partnership Council will oversee the LIP process, ensuring the fulfilment of its Local Settlement Strategy, related Action Plans and all other deliverables. The Partnership Council will seek to establish a long-term, sustainable strategy and action plan.

Specifically, as a member of the Partnership Council, members:

3. Will meet at least five (5) times per year.
4. Will participate in the planning, implementation, monitoring and evaluation process related to the fulfilment of its Local Settlement Strategy and related Action Plans, through meetings, workgroups and other forms of communication.
5. Will ensure that Partnership Council processes are undertaken in a participatory and inclusive manner.
6. Will communicate with, and are accountable to the Project Management Committee which will support the work of the Partnership Council.
7. May liaise and consult with local and regional organizations or networks to fully support the social, economic, political, educational and civic inclusion of newcomers and their families regardless of their immigration status.
8. May liaise and consult with local labour market entities in the community to advance the labour market component of the Local Settlement Strategy.
9. May liaise and consult with local Francophone organizations and networks as required by Citizenship and Immigration Canada.
10. May coordinate and establish linkages with any relevant community planning initiatives being conducted by any level of government during the term of the Partnership Council.

SECTION 3: DELIVERABLES

The Partnership Council and Project Management Committee will work collaboratively in delivering the following items for the Local Immigration Partnership project:

1. Data collection and consultation of/with newcomers in the community of Southwest Scarborough. (will need to flesh out the purpose and kinds of data)
2. Development of a Local Settlement Strategy and Action Plan; detailing tasks, activities, roles and responsibilities. The Local Settlement Strategy must also detail sustainable planning, communication, monitoring, and evaluation frameworks for evaluating the overall success of the LIP process.

The Partnership Council and Project Management Committee is committed to ensuring that the Local Settlement Strategy is developed in a participatory manner, wherein as many Partnership Council members as possible can endorse or support the outcomes of the LIP initiative.

SECTION 4: PARTNERSHIP COUNCIL OPERATING GUIDELINES

These Guidelines shall apply to all standing Council members, ad hoc committees, workgroups and Project Management Committee members:

1. Quorum for Council meetings shall be constituted by a minimum of ten (10) Council members, including at least two (2) Project Management Committee members present, to have the authority to act on behalf of the Council.
2. Minutes of all Council meetings will be taken, and will be openly available to all project partners.
3. Council meetings will be facilitated by hired Project Facilitators, if resources permit. In the event that Project Facilitators are unavailable, meetings will be chaired by two (2) members of the Project Management Committee.
4. Council, ad hoc committees, workgroups and Project Management Committee will develop their own meeting agendas. The Project Management Committee will confirm meeting agendas with the membership prior to meetings. Members may bring items to meetings, but will require consensus or majority consent to add items to the agenda, at the start of meetings.
5. Council members must attend meetings. If three (3) consecutive meetings, whether in person or by conference call, are missed without notification, the member may be requested to leave the Council.
6. Council members will make all efforts to respond to requests and complete tasks taken on by the Council or Project Management Committee in a timely manner.
7. Meetings will elicit dialogue and work towards seeking consensus. In the event that consensus is not achieved, the Council decisions shall be made by a simple majority vote.
8. Council members may leave the Council: (1) by being declared removed under Section 4.6; or (2) being declared removed by vote of Council for non-compliance with the Terms of Reference.
9. In the event of justifying circumstances (such as job changes, maternity leave, or other similar situations), an organization may replace its sole designated representatives(s) on the Council with another representative.

SECTION 5: CONFLICT OF INTEREST POLICY

Those who choose to serve as Council and Project Management Committee members are held to the highest standards of conduct. These individuals assume an obligation to subordinate individual interests to the interests of the Partnership Council.

Members must participate and commit to the Partnership Council without personal gain, without regard to personal relationships and without financial gain to their employers, organizations and products, and must behave in such a way so as to enhance Council members and the public's trust and confidence in Local Immigration Partnership project.

Examples of circumstances creating a conflict of interest include any of the following, if conducted for or in connection with the Council and/or the Southwest Scarborough Local Immigration Partnership:

- A Council member, or their organization, are hired to perform paid services;
- A Council member's organization is paid for use of rental facilities;
- A Council member or their organizations is paid for the use of their products or services;
- A Council member/member agency makes a decision motivated by considerations other than the "best interests of the community";
- A Council member or close family member enters into a contractual agreement with the Southwest Scarborough Local Immigration Partnership Council with respect to the current CIC-LIP initiative;
- Due to Council membership, a member learns of an opportunity for profit which may be valuable to her/him personally or to an organization of which she/he is a member;
- A Council member assists a third party in their dealings with the organization, where such assistance could result in favourable or preferential treatment being granted the third party; or
- Due to Council membership, a member receives gifts or loans

Where conflicts are unavoidable, members and observers will disclose any conflict or potential conflict, including:

- Potential for funding for their organization as a result of a decision by the Council
- Intention to seek funding independently under programmes discussed by the Council

All actual and potential conflicts of interest or unethical behaviour shall be disclosed by such individuals to the Project Management Committee whenever a conflict or unethical behaviour arises. The Project Management Committee shall make a determination as to whether a conflict exists or unethical behaviour has occurred, and what subsequent action is appropriate (if any) including the following:

- Ask the member to abstain from discussing and/or voting on the issue creating a conflict of interest;
- Invite discussion/resolution whether member who disclosed a conflict;
- Invite discussion/resolution with the member who believe another member is in a conflict of interest situation; and/or
- Seek the involvement of the Project Management Committee

**SOUTHWEST SCARBOROUGH LOCAL IMMIGRATION PARTNERSHIP (LIP)
PARTNERSHIP COUNCIL TERMS OF REFERENCE**

The Southwest Scarborough Local Immigration Partnership (LIP) is a community lead initiative to identify and recommend strategies that will enhance the capacity of the service delivery system in Southwest Scarborough for the successful social and economic integration of new immigrants.

The Southwest Scarborough LIP initiative is funded by Citizenship and Immigration Canada (CIC), to develop settlement and integration strategies in the following geographic area: Victoria Park Avenue to Bellamy Road, and from Eglinton Avenue East to Kingston Road.

The creation of settlement and integration strategies for this initiative will be developed through the active engagement of a Partnership Council, made up of a diverse range of local and regional stakeholders. The Partnership Council and Project Management Committee oversees the LIP project; ensuring deliverables are met to CIC standards, promote local and regional collaboration amongst local, municipal and federal stakeholders.

I the undersigned, have fully read and acknowledged the responsibilities pertaining to my involvement in the Southwest Scarborough Local Immigration Partnership initiative, and agree to comply with these terms and conditions as described in this Agreement.

Name (Please Print) _____

Signature of Council Member _____

Organization: _____

Date (DD-MM-YYYY) ___ / ___ / 201__

Signature of LIP Coordinator _____

Signature of Manager of Resource Development _____

APPENDIX 2: LIST OF SOUTHWEST SCARBOROUGH LIP-PARTNERSHIP COUNCIL MEMBERS

First Name	Last Name	Agency/Organization
Judith	Allen	Birchmount Bluffs Neighbourhood Centre
Cyril	Ayeobore	TDSB-Newcomer Services for Adults - Malvern
Shankari	Balendra	Access Alliance MHCS
Lisa	Bishop	Catholic Children's Aid Society of Toronto
Mabel	Chow	Centre for Information and Community Services (CICS)
Rosamma	George	Warden Woods Community Centre
Donna	Hanson	Toronto District School Board (TDSB)
Tracy	Hardinge	Kennedy House Youth Services
Mohammad	Hayat	Woodgreen Community Services
Sultana	Jahangir	SAWRO
Cian	Knight	Scarborough Arts Council
Natalia	Koroleva	YMCA Newcomer Information Centre
Penny	Karanis	Woodgreen Community Services
Zohrain	Mandan	Kennedy House Youth Services Inc
Ken	Martin	Frontier College
Sue	McMahon	Toronto Intergenerational Partnerships (TIGP)
Negla	Elkhalifa	Cataraqui Community Council
Sherry	Phillips	City of Toronto, Community Development Unit
Olethea	Pimenta	Warden Woods Community Centre
Margaret	Profit	Grade Learning
Waheeda	Rahman	The Scarborough Hospital
Honey	Rosenbaum	Youth Link
Muna	Sheikh	Cataraqui Community Council
Tsering	Tsomo	YWCA Toronto
Jolanta	Styla	West Scarborough Neighbourhood Community Centre
Nazly	Sultana	Harmony Hall Centre For Seniors
Susan	Zadek	Albert Campbell District Library
Bibi	Zaman	Canadian Centre for Women's Education and Development

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