

2011
May



WELCOMING
COMMUNITIES
INITIATIVE

bulletin

In this issue...

*SSHRC Partnership Grant
Letter of Intent A Success*

*Taking Stock of a Turbulent
Decade and Looking
Ahead: Immigration to North
America 2000-2010*

*Perceptions of Discrimination
in Health Services
Experienced by Immigrant
Minorities in Ontario*

*Update on the Policing
Newcomers: Policy, Training
and Practice Study*

*Exploring the Effectiveness of
Place-Based Program
Evaluations*

*Recent and Upcoming
Conference Presentations*

*Update on the Making
Ontario Home Project*

*Spotlight on Student
Research*

SSHRC Partnership Grant Letter of Intent A Success

We are pleased to report that our Letter of Intent in the SSHRC Partnership Grants competition was successful, and we have now been invited to prepare the full application. The goal of "Pathways to Prosperity: New Policy Directions and Innovative Local Practices for Newcomer Attraction and Integration" is to build an inter-regional network of researchers, policy-makers, and practitioners in order to equip smaller centres with the analytic capacity to devise evidence-based plans to address critical challenges with respect to immigration, inclusion, local development, and economic and social sustainability. Thank you to all our partners, co-investigators, and collaborators for their contributions to date. We look forward to working with all interested parties on the full application.

Taking Stock of a Turbulent Decade and Looking Ahead: Immigration to North America 2000-2010

The Western Centre for Research on Migration and Ethnic Relations, in partnership with the Canada-US Institute, hosted the conference "Taking Stock of a Turbulent Decade and Looking Ahead: Immigration to North America 2000-2010" on April 28-30, 2011 in London, Ontario. The conference was an inter-disciplinary event, with Canadian and American panelists speaking on five related themes. It also featured poster presentations showcasing recent findings in the area, and two keynote addresses sponsored by the Harold Crabtree Foundation Award in Public Policy. The two keynote speakers were John Biles, Citizenship and Immigration Canada, who spoke on "Canadian Immigration, Integration and Diversity in the Early Years of the Twenty-First Century," and Pia Orrenius, Federal Reserve Bank of Dallas, who presented "From Brawn to Brains: How Immigration Works for America." The five thematic panels focused on Economic Aspects of North American Immigration, Precarious Migration, North American Immigration Politics and Policies, The International Context of North American Migration, and Sociocultural Aspects of North American Migration. Discussions among the over 70 attendees were lively and ranged from analysis of immigration policy and practice during the past decade to the future of immigration to North America. The presentations from the conference are being posted at: <http://ir.lib.uwo.ca/wmc/>

Perceptions of Discrimination in Health Services Experienced by Immigrant Minorities in Ontario

Recently, there has been growing interest in discrimination and its effect on the provision of health care to immigrant newcomers and refugees. Very little research has been done, however, to explore how discrimination influences newcomers' relations with health care providers and the health care system in Ontario. This three-part study sought to address this gap by reviewing the health literature; by interviewing health care providers in Hamilton; and by interviewing immigrant newcomers and refugees in five small- and medium-sized Ontario cities to gauge their perceptions of discrimination based on their personal interactions with the health system.

Results of the literature review were presented in a previous summary so this brief report will share results from the latter two parts of the study. These proved interesting. Key informant interviews with health care providers revealed instances where providers did not accept new patients based on language ability or insurance. This was viewed by respondents as evidence of discriminatory treatment that accorded with perceptions of wider discrimination within Canadian society.

Interviews with immigrant newcomers and refugees of ethnic and racial minority backgrounds identified discrimination associated with negative interpersonal encounters with health care service providers. These included denial of service based on immigrant or refugee status; accent discrimination; language discrimination; cultural discrimination and insensitivity; discrimination based on country of origin; and religious discrimination. Systemic discrimination, including a lack of appropriate services (i.e., access to cultural interpreters) leading to unmet health needs, was also noted. In response, newcomers may eschew additional health care services, change health care providers, seek care and medications in other countries, seek alternative forms of health care, and engage in advocacy for themselves and others.

Perceived discrimination has harmful health effects that compound the already significant amount of stress experienced by newcomers as they struggle to integrate into Canadian society. Addressing systemic and interpersonal barriers to effective and sensitive communication between health care providers and immigrants would ameliorate this situation, producing both near and long-term health benefits for newcomers by reducing the potential for misjudgments and perceptions of unfair treatment. It is essential that health care providers and policymakers not dismiss issues of racism and discrimination as matters of "subjective perception" or "miscommunication," thereby treating service users as the problem. Instead, what is required is a careful and sustained examination of how various experiences, sources and contexts of discrimination create and perpetuate inequities in health care access and in the quality of care received by immigrant minorities in Ontario.

Update on the Policing Newcomers: Policy, Training and Practice Study

The original goals of this research project were to examine:

- ◆ How police services in small and medium sized cities in Ontario understand the challenges and opportunities newcomers pose for policing in their respective communities;
- ◆ The extent to which newcomer issues, including perceptions and experiences of racism, have been incorporated into the policies and mission statements of police service organizations, and into the training that police services provide their staff;
- ◆ The possible discrepancies between policies and the training that is in place to deal with newcomers; as well, the degree to which policy and diversity officers within the police force believe the policies and training to be effective.

Based on an analysis of mission statements and interviews with members of police services in Kingston, Hamilton, Ottawa, Thunder Bay, Waterloo Region, and Windsor, it would appear that police organizations recognize the need to modify their services to better serve diverse populations. As such, they have begun to incorporate programs, strategies, and goals which address immigration-related diversity within their policy frameworks.

From an operational point of view, police services members report confronting a variety of challenges associated with providing police services to newcomers. Some of the central challenges that police report include: language barriers, the establishment of trust, and the development within newcomer communities of a better understanding of the nature of police services and police organizations in Canada.

In an effort to develop strategies to attend to these challenges, police services are establishing, among other initiatives, diversity training programs whose complexity and intensity reflect the magnitude and diversity of the surrounding immigrant population. At the same time, there are limits to what more formal training can provide. On-the-job training and experiences continue to be important avenues by which police officers informally learn how to provide effective services to newcomers.

Diversity officers within police services believe that training can be an effective mechanism to help police provide better services to newcomers. However, they also note that a wider commitment to the promotion of diversity in hiring, promotion and job performance evaluation is necessary in order for police services to effectively deal with the challenges and opportunities associated with the presence of newcomers in their communities.

Exploring the Effectiveness of Place-Based Program Evaluations

In the past two decades, governments have begun to recognize that policy interventions do not occur in a vacuum but, rather, affect people in *places*. Added to this is a sense that most policy problems cannot be adequately addressed by one level of government or a single organization working in isolation. Because of this, governments are turning increasingly to collaborative programs and are involving local agencies and citizens in the development, design, and delivery of interventions. Place-based programs allow for policy variation and flexibility, and they encourage local capacity-building and sustained, transformative change; as a result, they are viewed by many as a promising practice.

In spite of this attention to place-based programs, there has not been an adequate cataloguing of the frameworks, approaches, and methods that have been adopted to evaluate these programs. As such, we do not know enough about what works and what does not. In this context, the Policy Research Initiative asked members of the WCI to explore the evaluation of a number of federal place-based programs. Case studies were conducted for nine place-based programs, with data drawn primarily from 24 qualitative interviews with program evaluators, program officials, and community partners. The interviews were conducted by José M'Bala, Joseph Lyons, and Robert Waterman, and focused on the ways in which place-based programs have been assessed, the involvement of local communities in designing and delivering these evaluations, and how evaluations have been used to improve place-based interventions.

The report, prepared by Meyer Burstein and Erin Tolley, catalogues existing approaches to the evaluation of place-based programs, and discusses the factors that affected the choice of particular methods of evaluation; it also enumerates best and emerging practices in the evaluation of place-based initiatives. More than this, however, the report points to the somewhat uneasy tension between traditional approaches to evaluation, which have tended to focus on accountability, efficiencies, and value-for-dollar, and the desire to adapt evaluations so that they serve a learning function. This desire appears to be particularly evident when programs emphasize local involvement, capacity-building, and partnership. Here, there is a sense that in order to reap the full benefits of a place-based intervention, evaluations must be collaborative and part of an ongoing feedback loop that encourages adjustments to a program's parameters and delivery mechanisms in response to identified strengths and weaknesses. Traditional assessment tools are not easily adapted to this challenge. Moreover, evaluation is often not integrated into program design early on, but rather occurs as more of an after-thought, which diminishes the opportunity for learning, the engagement of local communities, and the collection of appropriate data. Many interviewees were enthusiastic about the potential for place-based policy-making, but admitted that the benefits have not yet been fully reaped.

A copy of the report is available [here](#). It identifies some of the lessons learned, with a focus on better aligning the evaluation of place-based programs with the very objectives that prompted the initial adoption of a place-based approach. Thanks are extended to the Policy Research Initiative for involving the WCI in this project and to Imran Arshad and Teresa Bellefontaine who provided valuable guidance and support.

Recent and Upcoming Conference Presentations

Andrew, Caroline. (2011, May). *Les métropoles dans le système politique canadien*. Présentation au séminaire Des règles communes pour les communautés au Canada : pari impossible? Institut des Amériques, Paris, France.

Andrew, Caroline. (2011, May). *La Ville, la justice sociale et la voix des femmes*. Association canadienne-française pour l'avancement du savoir, Sherbrooke, Québec, Canada.

Annis, R. C., & Ashton, W. (2011, March). *Responding to Labour Market Needs in Rural Canada through immigration to welcoming communities*. Presented at Metropolis Conference, Vancouver, BC, Canada.

Ashton, W. (2011, April). *Rural Immigration*. Poster presented at Taking Stock of a Turbulent Decade and Looking Ahead: Immigration to North America 2000-2010, London, Ontario, Canada.

Bird, Karen. (2011, May). *Diverse Cities? Assessing the Scope and Causes of Underrepresentation of Visible Minorities and Women in Ontario Municipal Elections*. Presented at the 83rd Annual Conference of the Canadian Political Science Association, Wilfrid Laurier University, Waterloo, Ontario, Canada.

Bradford, Neil. (2011, March). *Urban Development Agreements: A Poverty Prescription for Hamilton?*. Invited Speaker at the Code Red Rx: Prescription for Healthy Neighbourhoods Speaker Series, Hamilton, Ontario, Canada.

Bradford, Neil. (2011, March). *Ontario's Local Immigration Partnerships Councils: Renewing Multiculturalism from Below?*. Paper presentation at Conference Celebrating the Scholarly Career of Dr. Jane Jenson, Montreal, Québec, Canada.

Bradford, Neil. (2011, April). *Place-based Policy in Canada: An Emerging Paradigm?*. Paper presentation at International Conference on Neighbourhood Effects or Neighbourhood Based Problems? A Policy Context, Glasgow, Scotland.

Bradford, Neil. (2011, April). *The Social Dynamics of Economic Governance in Canadian City-Regions: Theory and Practice*. Paper presentation at Conference on Civic Engagement and Economic Development in Canadian Cities, Toronto, Ontario, Canada.

Bucklaschuk, J. (2011, March). *Temporary Migration & Transitions to Permanency: Foreign Workers in Manitoba*. Presented at Metropolis Conference, Vancouver, BC, Canada.

Gibson, R., Annis, R.C., & J. Berry. (2011, April). *Understanding Welcoming Communities and Multiculturalism: Implications of Intercultural Relations in a Prairie Canadian City*. Presented at Migration: Economic Change, Social Challenge, London, England.

Gordon, M. & Zinga, D. (2011, April). *Student Perceptions of School Experiences in a Multicultural Context*. Paper presented at the 2010 Annual Meeting of the American Educational Research Association, New Orleans, Louisiana, USA.

Mata, Fernando. (2011, April). *Religion-Mix Growth in Canadian Cities: A Look at 2006-2031 Projections Data*. Paper presented as poster at Taking Stock of a Turbulent Decade and Looking Ahead: Immigration to North America 2000-2010, London, Ontario, Canada.

McLeod Rogers, Jaqueline. (2011, April). *Immigrant Parents, Rhetoric Daughters, and Intergenerational Storytelling: Whose Stories?* Presentation at College Composition and Communication Conference (CCCC), in Atlanta, Georgia, USA.

Styres, S. & Zinga, D. (2011, May). *Bringing a Good Mind to Indigenous Educational Research: The Community-first Land-centred Research Method*. Paper accepted for presentation at the annual conference of The Canadian Society for Studies in Education, Fredericton, New Brunswick, Canada.

Taylor, Shelley. (2011, March). *Examining the Multilingualism in TESOL's "E."* Invited Session, BEIS/ TEDS Special Academic Session. TESOL 2011, New Orleans, Louisiana, USA.

Taylor, Shelley. (2011, April). *Introducing CEFR-based Student Assessment into FSL Programs across the K-12 Ontario School System: Results of a Feasibility Study*. Colloquium on Assessment in the perspective of the Common European Framework of Reference for Languages organized by Alister Cumming. Conference on Evaluation in a Context of Individual and Global Mobility. Canadian Centre for Studies and Research on Bilingualism and Language Planning/CCERBAL, University of Ottawa, Ottawa, Ontario, Canada.

Tolley, Erin. (2011, May). *Immigrant Settlement in Canadian Cities*. Roundtable presentation at the annual meeting of the Canadian Political Science Association, Waterloo, Ontario, Canada.

Tolley, Erin. (2011, May). *The Colour of Your Skin or the Content of Your Character? Race Framing in the 2011 Canadian Election*. Paper presented at the annual meeting of the Canadian Political Science Association, Waterloo, Ontario, Canada.

Walton-Roberts, M. (2011, May). **Settling, Working and Belonging: An Innovative and Collaborative Approach to Integrating Newcomers.** With T. Kramer and Y. Dildar, Centre for Community Based Research. CU Expo, Wilfrid Laurier University, Waterloo, Ontario, Canada.

Zinga, D., & Styres, S. (2011, May). *Power and Privilege in the Classroom: Aboriginal and Non-Aboriginal Perspectives*. Paper accepted for presentation at the annual conference of The Canadian Society for Studies in Education, Fredericton, New Brunswick, Canada.

Zinga, D. (2011, April). *Lessons Learned From Working with Indigenous Youth and Communities*. Paper presented at the Society for Research in Child Development. Montreal, Québec, Canada.

If you have any recent or upcoming presentations that you would like to have included in future issues of the WCI E-bulletin, please email the information to wci@uwo.ca. For the next issue you may submit any presentation which occurred between April 1st and July 31st 2011.

Update on the Making Ontario Home Project

The Making Ontario Home Project recently completed its survey of newcomer usage and satisfaction with immigrant services in Ontario. This project was funded by the Ministry of Citizenship and Immigration (MCI), and administered by OCASI (Ontario Council of Agencies Serving Immigrants). Mehru Ali (Ryerson and CERIS), Audrey Kobayashi (Queen's and WCI), Joanna Ochaka (Wilfred Laurier, Centre for Community Based Research) are conducting the research. With the survey finished, the study will now focus on analysis and report writing. A final report is expected in June 2011. The lengthy and detailed survey captures information on a large number of services delivered by settlement organizations, including services related to language training, bridging, the acquisition of employment skills, and settlement, as well as informal services provided by friends, ethnocultural organizations, faith groups, libraries, schools, and municipal services. In addition to establishing newcomer usage and satisfaction with services, the report will touch on newcomer needs and access to services by recent immigrants in both large and small cities across Ontario. This is an area that is also being examined by other WCI baseline projects. Upon acceptance by OCASI and MCI, WCI researchers will be able to obtain access to the information that has been collected. The timelines for data release have not yet been established.

Spotlight on Student Research

This month's spotlight on student research within the WCI is on Doug Hagar of Brock University in St. Catharines. Doug can be reached at dhagar@brocku.ca.

Doug received an MA in political science, specializing in Canadian politics, from Brock University in 2009. His involvement with the Welcoming Communities Initiative and research on immigration stem from his interest in municipal politics, as well as political and social inclusion. Doug is the co-author, along with Victoria Esses and Livianna Tossutti, of a recent report on how the Local Immigration Partnerships have addressed the social, cultural and political inclusion of immigrants.

Doug's past research has focused on municipal government, poverty, and media and cultural policy. After graduating from Brock, he worked on poverty asset mapping for the Niagara Prosperity Initiative, Regional Municipality of Niagara. The report, 'The Goods in the Hoods: Poverty Asset Mapping in Two Niagara Neighbourhoods,' analyzed the assets, gaps and needs of individuals living in poverty and organizations providing support or services to individuals living in poverty. Doug is currently employed with the Niagara Community Observatory at Brock, where he has researched or authored policy briefs on local economic development, the use of social media in municipal elections, the aging of service clubs, and other interdisciplinary issues. This fall he will be starting a PhD program in political science at Carleton University, and is looking forward to moving to the national capital region.

Thank You

We would like to thank the Social Sciences and Humanities Research Council of Canada and Citizenship and Immigration Canada, Ontario Region for their continued financial support.