



Neighborhood-based community development to enhance housing support for Syrian refugees

Nancy Needham, Executive Director, Community Development Co-ordinator, South London Neighbourhood Resource Centre (SLNRC)

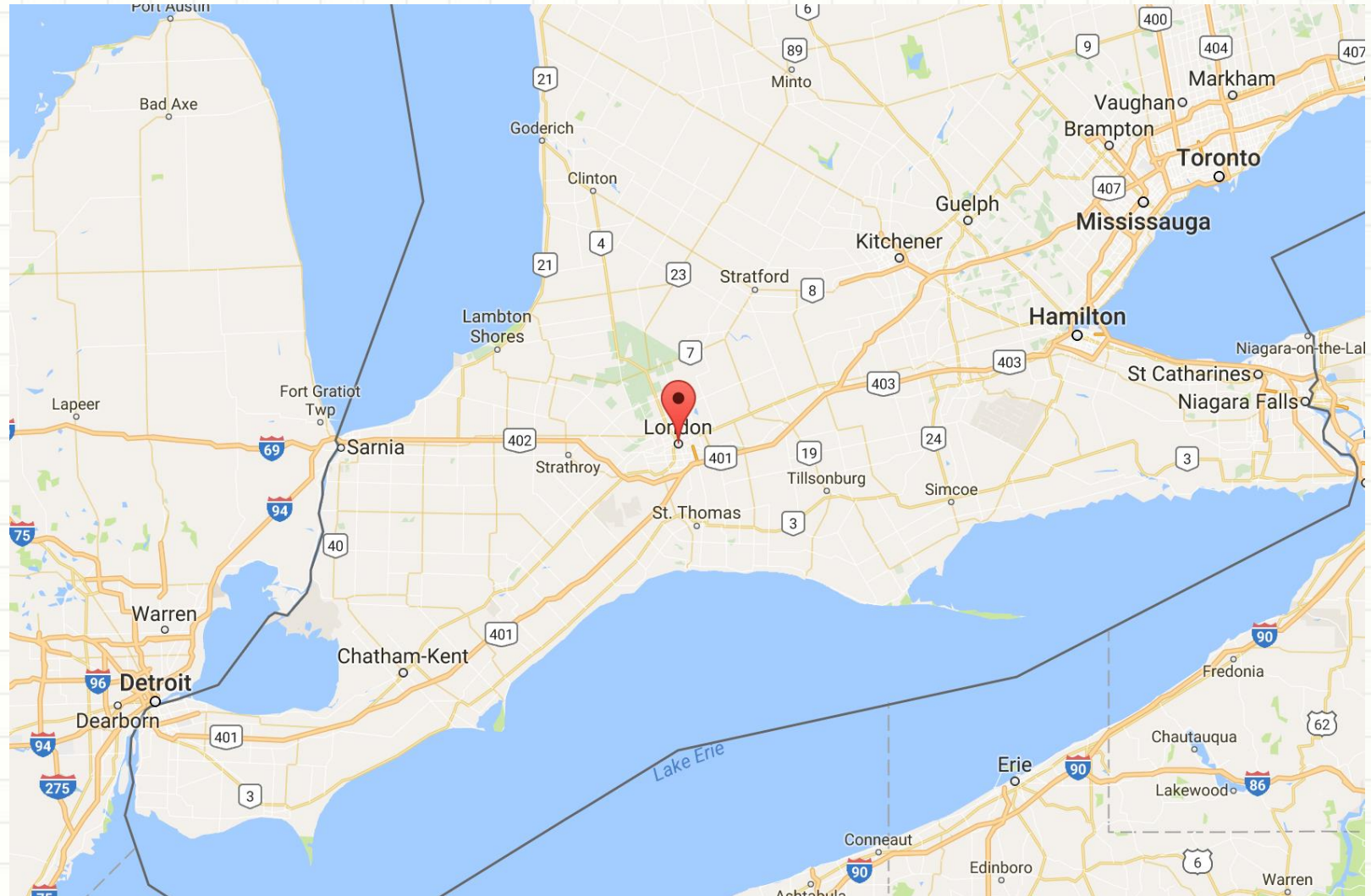
Mohamed Al-Adeimi, Director, Newcomer Settlement Services, SLNRC, Chair – LMLIP Settlement Sub council

Chris Green, Supervisor I, Area Services Neighbourhood, Children, and Fire Services City of London

Jason Brown, Faculty of Education, Western University

Jennifer Perkins, MA Candidate, Counselling Psychology, Western University

London, Ontario



Background



- London has a population of approximately 383,000
- The 11th biggest city in Canada
- 3rd largest recipient of Syrian Refugees
- Over 1400 Syrian refugees have settled in London
- After one year Government Assisted and Private Sponsored Refugees are expected to become more independent financially
- Some families face a transition to provincial income support and, for those who are ready, employment
- Many will also change residences but have limited knowledge of tenant rights and responsibilities



Numbers admitted in London as of January 29, 2017

- Number of GARS: 1250
 - Number of PSRs: 428
 - Number of BVORs: 75
- | | |
|-------|------|
| TOTAL | 1753 |
|-------|------|

<http://www.cic.gc.ca/english/refugees/welcome/map.asp>



Trust Building and Outreach

Mohamed Al-Adeimi, South London Neighbourhood Resource Centre

Settlement of Newcomers through a Community Development Approach

Nancy Needham, South London Neighbourhood Resource Centre

Partner Perspective – Advisory Committee Member

Chris Green, City of London

Evaluation of Hello Neighbor, London from an Academic Perspective

Jennifer Perkins, Western University

Hello Neighbour 2016 -2017



- London & Middlesex Local Immigration Partnership (LMLIP) Settlement Sub-council (2013 - 2016)
- LMLIP Housing Working Group
- Resources
- Forum

Newcomer Tenants & Landlords Engagement Forum



Trust building with Newcomers



- Impact of the LMLIP Housing Work Group:
 - On newcomer tenants
 - On landlords
 - Service providers
 - Creation of Hello Neighbour



Reaching out and Trust building

- **Newcomer Settlement Services**
 - Settlement Workers in Schools (SWIS)
 - Library Settlement Partnership (LSP)
 - Information & Orientation Team
 - Community Engagement Worker
- **Basic Needs**
 - Emergency Food Cupboard
 - Give Cold Feet the Boot
 - Census and income tax filing
 - Welcome Pack
 - Distribution of laptops through Renewed Computer Technology Program

Reaching out and Trust building



- English Language Classes
 - Language Skills Program (Formerly LINC)
 - English as a Second Language (ESL)
- Communications
 - Phone calls



WhatsApp

Neighbourhood Based Settlement



- Community readiness
- Newcomers knowledge
- Opportunity to learn from one another
- Opportunity to physically participate

Making Connections



- the children are enrolled in neighborhood schools across London and have begun to make connections with other children and youth
- the adults have not had as many opportunities to gather to discuss issues of common interest and build connections both within and outside of their communities



South London Neighbourhood Resource Centre

Mission:

Empower and enrich the neighbourhood in an inclusive environment

Vision:

Providing opportunities that engage and empower residents to achieve their personal potential and healthy quality of life.

The South London Community Centre 1119 Jalna Blvd., London ON



SLNRC PROGRAMS AND SERVICES

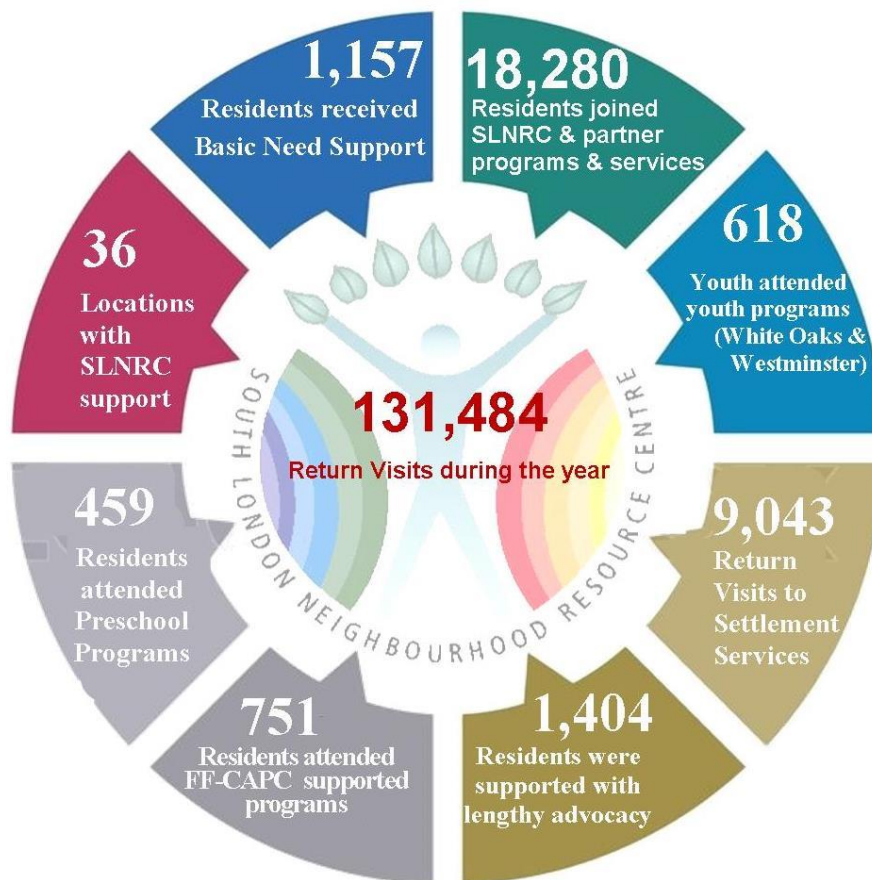


- Families First CAPC (0- 6yrs)
- Youth Services (11-24 years)
- Resident Engagement (family events & activities)
- Emergency Services (food cupboard, advocacy)
- Volunteer Services (11- seniors)
- Adults Services (25 to seniors)
- Newcomer/Immigrant Settlement Services (all)





SLNRC 2017 OVERALL STATS





Partnerships

London and Middlesex Housing
Authority
London and Middlesex Local
Immigration Partnership
London Children's Connection
London Community Resource
Centre
London District Catholic School
Board
London Fire Department
London Iraqi Chaldean Community
London Intercommunity Health
Centre
London Lawyers Feed the Hungry
London Muslin Mosque
London Police Services
London Public Library
London Ski Club
London Transit
LUSO Community Services
Jesus Fest Ministry
Maycourt of London
Merrymount Children's Centre
Ministry of Transportation
Middlesex London Health Unit
Muslim Family Services
NRAWP
Youth Opportunities Unlimited
YMCA of Western Ontario

Canada Revenue Agency
Canadian Tire Jumpstart
Child and Youth Network
Childreach
Children's Aid Society
City of London
Community Council of White Oaks
Community Living London
Council for London Seniors
Crouch Neighbourhood Resource Centre
Earl and Mary Ross
Fanshawe College
Giant Tiger
Glen Cairn Community Resource Centre
Health Zone Nurse Practitioner Led Clinic
(Southdale)
Investing in Children
Islamic Centre of Southwestern Ontario
Jalna Branch Library
John Howard Foundation
Libro Financial Group
London and Area Food Bank
White Oaks Optimist
White Oaks United Church
WIL Employment Centre
London Cross Cultural Learner Centre

Networking for an Inclusive
Community
New Horizon's for Seniors
Knights of Columbus
Nokee Kwe
Optimist Club of Westminster Park
Pathways
Payless Shoes
Pillar Non-Profit Network
Rotary Club of White Oaks
Southwest Ontario Aboriginal
Health Access Centre
Salvation Army
Second Stage House
Serve London
Shoppers Drug Mart
Leap
Starbucks
St. Josephs Chaldean Church
St. Justin's Catholic Church
St. Vincent De Paul
Southdale Chaplaincy
SWIM (Single Women in Motherhood)
TD Canada Trust (Ernest Ave.)
Thames Valley Children's Centre
Tim Hortons
United Way – GeNex
UWO
Waste Free World

Community Development Approach



- **Residents are integral** in the implementation of successful community development
- Service providers embracing the input of residents and modifying how they operate based on resident input creates successful outcomes



Three main steps

Welcoming Newcomers is everyone's business

1.Sharing with service providers “Being a welcoming community”

2.Hello Neighbour (Build on the work of LMLIP-”Landlord, Tenant Housing brochures, & video)

3.Final report with next steps directed from independent reviewer

Being a welcoming community



Educate Social Service Agencies on Syrians background

- *London Public Library
- *Family Centre White Oaks
- *Family Centre Westmount
- *CAPC regional conference

Welcome new Syrians to all services

- *Shared drop-in calendar
- *encouraged other neighbourhoods to create the same

Support integration and next steps

- *We learned that London's front line staff felt more informed and ready to welcome newcomers after our presentation
- *Syrians were struggling with their initial settlement into their homes



Westmount Community Programs

Westmount Community Programs

February-March 2016 (Neighbourhood Programs)



Westmount Public Branch Library
3200 Wonderland Rd. S 519-473-4708



Family Centre-Westmount
1019 Viscount Rd. 519-473-2825



South London Community Pool
565 Bradley Ave. 519-661-0920

Birth
To
6
Years

Children
& Youth

Adults

Family

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Drop-in Playgroup 9:30 am - 11:30 am Infant Growth/ Development & Breastfeeding Drop-in 1:30 pm - 3:30 pm (offered by MLHU) Parent & Tot Swimming 2:30 pm - 3:30 pm	Drop-in Playgroup 9:30 am - 11:30 am Parent & Tot Swimming 10:00 am - 11:00 am Drop-in Playgroup 1:00 pm - 7:30 pm Books for babies 10:00- 10:30 am Storytime 11:00-11:45 am	Parent & Tot Swimming 10:00 am - 11:00 am 2:30 pm - 3:30 pm French Drop-in Playgroup 9:30 am - 11:30 am Drop-in Playgroup 1:00 pm - 3:00 pm	Drop-in Playgroup 9:30 am - 11:30 am Westmount Library Drop- in Playgroup 9:45 am-10:45 am OR 11:00 am-12:00 pm Parent & Tot Swimming 10:00 am - 11:00 am Drop-in playgroup 1:00 pm - 3:00 pm Drop-in playgroup 5:30 pm - 7:30 pm Mutual Aid Parenting 1:00 pm - 3:00 pm (childminding available)	Drop-in playgroup 9:30 am - 11:30 am Drop-in Playgroup (birth to 12 months) 1:00 pm - 3:00 pm Parent & Tot Swimming 2:30 pm - 3:30 pm	Drop-in Playgroup Men Can Play too (Men only and the children in their lives) 9:30 am - 11:30 am
		Vanier (3-14 years with parent) and Craigwood (12-18 years with or without parent) Talk-in Clinics 2:00 pm-5:00 pm				
Women Only Swimming 11:00 am - 12:30 pm		Bookclub 2 nd /month 7:00pm-8:00pm	Housing Stability Bank 9:00am-12:00pm Knit n' Stitch 7:00pm-9:00pm	Women of the World 2 nd & 4 th /month 5:30pm-7:30pm Book Club 4 th /month 7:00 pm - 8:00 pm Arabic/English 2nd & 4th /month 7:00pm-8pm Conversation Circle 7:00pm-8:00pm	Book club - 3 rd /month 10:00am-11:00am	1:1 eBook Help 10:00am-11:00am Quick Pick 4 th /month 2:00pm-4:00pm
Family Swim 1:00 pm - 2:30 pm Recreational Swimming 2:30 pm - 4:30 pm 6:00 pm - 8:00 pm	Recreational Swimming 7:15 pm - 9:00 pm	Recreational Swimming 7:15 pm - 9:00 pm	Recreational Swimming 7:15 pm - 9:00 pm	Recreational Swimming 3:30 pm - 5:00 pm Joy of Reading 3rd/month Book Club 7:00pm-8:00pm	Recreational Swimming 7:15 pm - 9:00 pm	Recreational Swimming 2:00 pm - 4:30 pm 6:00 pm - 8:00 pm



Westmount Community Programs

Photo Board for Community Programs



Birth to 6 years



Children 7-10 years



Youth 11-17 years



Adults over 18 years



Seniors over 55 years



Family

بعض برامجنا تُجرى باللغة العربية
Some of our programs are facilitated in Arabic



Reading



Food



Information



Music



Dance



Gymnastics



Soccer



Computer



Swimming



Toys



Crafts



Skating



Hello Neighbour Objective:

Deliver an 8 month Outreach Project :

- newly arrived Newcomer families
- improving an understanding of Canadian Rights and Responsibilities
- integration in neighbourhoods



Advisory Committee



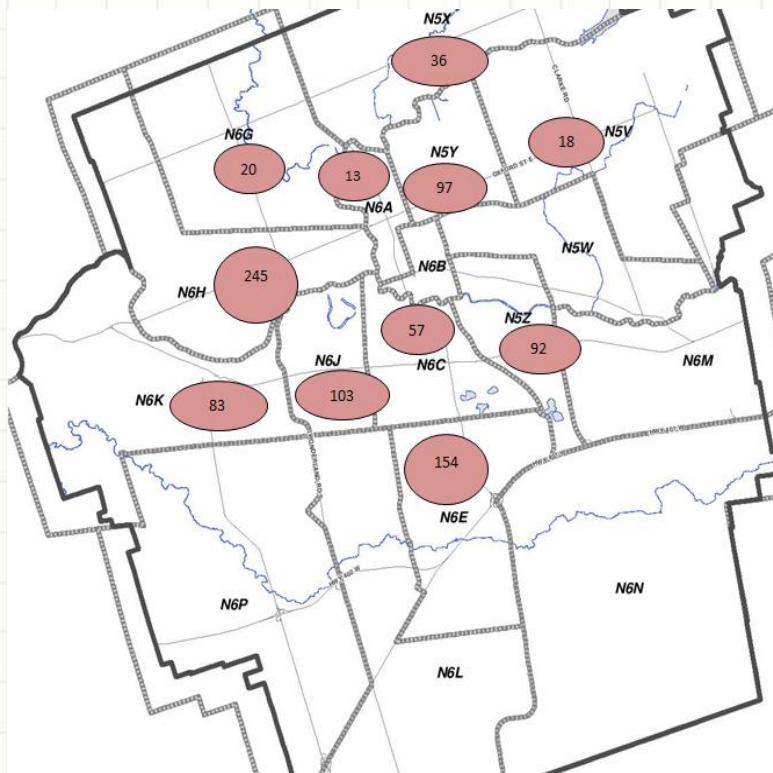
Provide Advice & Support for the Direction of the Hello Neighbour Project & Maintain A collaborative Community Response & Inter-agency Partnerships to Insure Success

- Executive Directors of (SLNRC, LUSO, CROUCH & GLEN CAIRN)
- City of London Recreation Department Rep
- London Police Force Diversity Officer
- SLNRC- LMLIP Housing Initiative Rep
- LUSO - Housing Project Rep
- Former client of SLNRC (Struggled with Housing as a newcomer)
- Resident connected with SLNRC (Struggled with Housing)
- Outsourced Evaluation Expert
- Project Coordinator
- Project Assistant



Postal Code Map has 885 individuals

How do we move from numbers to people



1st Pilot Aug 16th SLNRC



Planned Program Delivered



- Implemented series of 18 events, by meeting the families in their neighbourhoods twice to educate and promote safety and responsibility in the home and the community.
- **How to reach them?**
 - Word of mouth through Neighbourhood Resource Centres
 - Partner agencies
 - Settlement teams identified families
 - Invitation Calls
 - Confirmation Calls
 - Follow up is important

Partners & Activities?



Day #1 : (All family members are invited to join a community meal then go into breakout groups)

Break Out Groups consisted of:

- **Early Years Agency** (from each neighbourhood)
 - ✓ Childminding and Imagination Crafts
- **City of London Area Services dept.**
 - ✓ Tour of community spaces and education around safety in public spaces
- **Neighbourhood Resource Centre-Youth Services**
 - ✓ Promotes exploring self interests-volunteering, and healthy safe cooking on a grill.
- **Children Hospital**
 - ✓ Distributes Home Safety Kits
- **Resident Engagement Facilitator**
 - ✓ Parents gain information, slideshow presentation about tenant's Rights and Responsibilities.

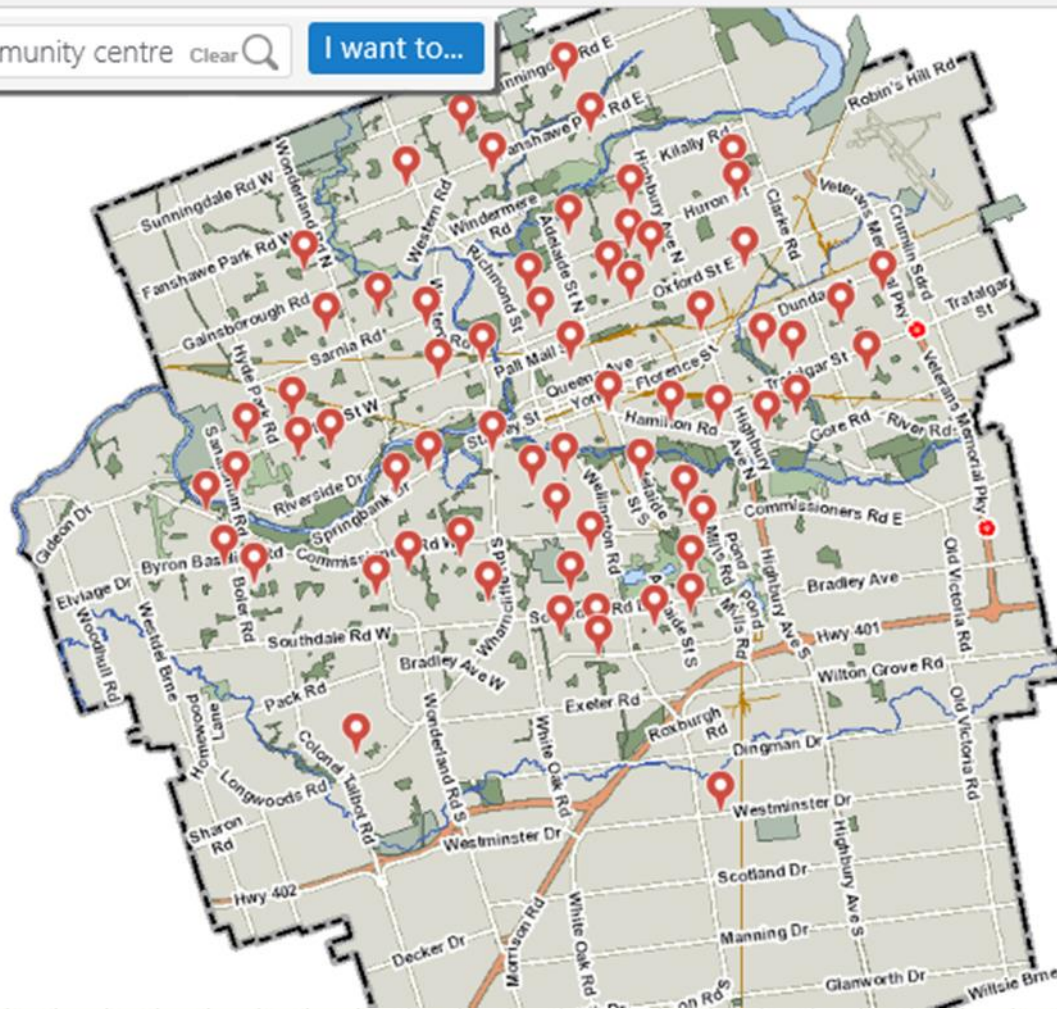
Securing a location



maps.london.ca/CityMap

community centre clear

I want to...



4 Community Centres

4 Public Schools

7 Catholic Schools

3 Places of Worship

Media



This is **هنا لندن**
London





London, ON
2°
Light snow greins
SPONSORED BY: LONDON GOLD BUYER

HOME NEWS SPORTS ENTERTAINMENT LIFE MONEY OPINION HOMES SHOPPING CONTESTS VIDEOS MORE

LOCAL ONTARIO CANADA WORLD

TRACKSIDE JULY 1 & 2, 2017 BUY TICKETS

NEWS LOCAL

With population growth middling, youth leaving and boomers set to retire, affordable London could use lots more newcomers

By Mark Desikowski, The London Free Press
Friday, December 2, 2016 9:21:58 EST PM



Emmal and Meirav Eynik and their son, Alex, chat with Maymora Ahmed, right, as she shows the new Londoners the City of London's Spectrum programming guide at a Hello Neighbour event at Jean Vanier Catholic school. (CRAIG GLOVER, The London Free Press)

Recommend 500

Tweet

+

We're good at picking up in London to help newcomers — so good, we've drawn one of the largest groups of Syrian refugees of any Ontario city.

Problem is, we're talking down hanging onto our young, and immigrants who could be the solution are leaving London behind.

Crunch the numbers, and the results are sobering for London's future.

How I Healed Nail Fungus" - Do This Daily
"I was able to reverse my toe fungus infection in 10 min by doing this"
thefungusremover.com

Find Birth Records Online
Billions of Online Records. Find birth records - Easy and Free!
myheritage.com

New View Senior Moving
Senior moving relocation specialist
We specialize in senior moves
seniormovingsolutions.ca

6 Stocks to Hold Forever - Generate Retirement Income.
Looking to retire? These 6 stocks will generate regular income.
wealthyretirement.com

UR CONTRIBUTE
Send Your Scoop!
Share your story, photo or video about something you've seen.
SEND YOUR STORY

Weekend Specials Start at \$10.00



Day #1 What will be our Focus

- **Sending a clear message about**
 - Importance of being involved, engage into activities and gain respect of the community (1st steps towards integration)
 - Connecting with closest Neighbourhood Resource Centre, Family Centre and or Library – source of all help
 - Share experience and express opinion
- **Feedback Surveys**
 - Issues that families care most, open up, give suggestions
 - Not to be shy about sharing opinions
 - Have a say in future planning
 - Implement new paths to serve them

Day #1



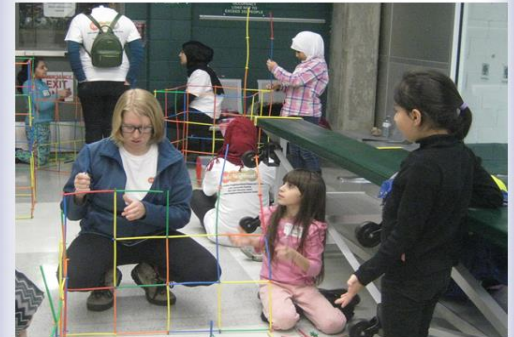
2nd Pilot Aug 24th Boyle



**4th Event Oct 3rd
@ Village Green Com. Church**



**12th Event Jan 10th
@ Kinsmen**



**8th Event Nov 22nd
@ Kinsmen Recreation Centre**



**8th Event Nov 22nd
@ Kinsmen Recreation Centre**



**8th Event Nov 22nd
@ Kinsmen Recreation Centre**



Partners & Activities?



Day #2 : (after input from first day)

- WIL Employment Connections
- Pathways Skill Development
- London Training Centre
 - ✓ Addressing 1st steps in Employment Career Planning
- Children Hospital – Home Safety Kits
 - ✓ Build safety at home & Evaluate effect of tools used
- City of London – Spectrum
 - ✓ Information for recreation programs and services
- Early Years Agencies
 - ✓ Childminding
- Neighbourhood Resource Centre Youth Services
 - ✓ literacy based games and youth activities
- Neighbourhood Resource Centre Staff
 - ✓ Circle Discussion Group
 - ✓ Connectedness with Service providers nearby

Day #2



**11th Event Dec 14th
@ White Oaks P. School**



**11th Event Dec 14th
@ White Oaks P. School**



**11th Event Dec 14th
@ White Oaks P. School**



**7th Event Nov 16th
@ Jean Vanier C. School**



**9th Event Nov 23th
@ Jean Vanier C. School**



1st Pilot Aug 16th SLNRC



Resources

- **Full-time Employee**
- **Part-time Assistant**



Thanks to:

Volunteers / Partnering agencies Staff (20+ individuals /event)



ACADEMIC PERSPECTIVE

*Evaluation of Hello Neighbor, London
from an Academic Perspective*
Jennifer Perkins, Western University

Social Capital



- Community building requires social capital
- Two types: bonding and bridging
 - Similarities bring people together to share support and information, as well as other resources
 - Making connections across the city
 - Bridging is generated when a group connects with another for mutual benefit

Interviews with Participants



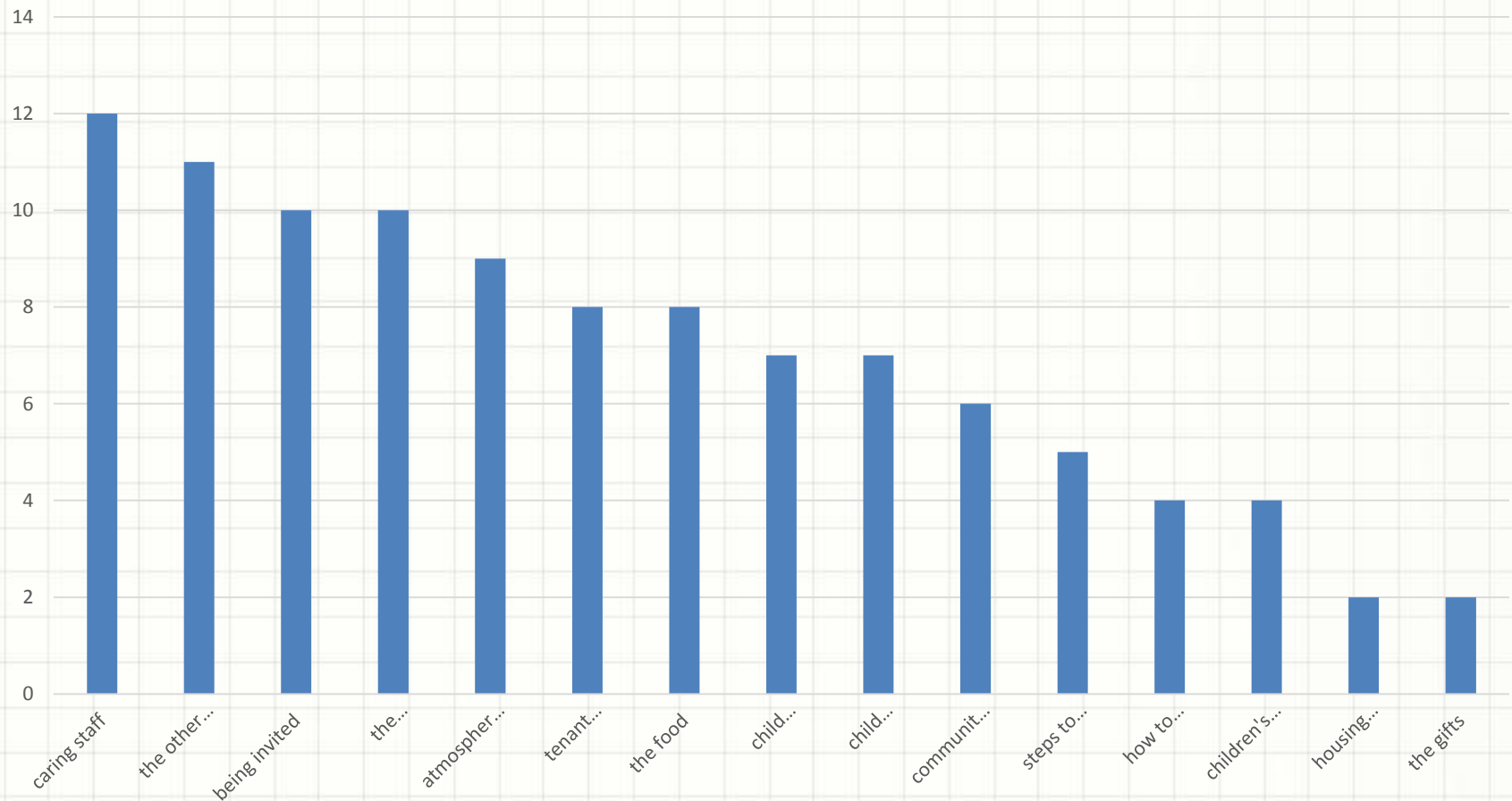
- Interviews consisted of 8 questions all focused on participants settlement experiences. Responses to these questions were written down in Arabic and later translated to English.
- Questions included: (1) How settled do you feel in London? (2) **What causes you to feel settled?** (3) What causes you to feel unsettled? (4) **What would help you feel more settled?** (5) How helpful are the services in London? (6) What do you like about the services? (7) **What don't you like about the services?** (8) How well do the services serve you and your family?



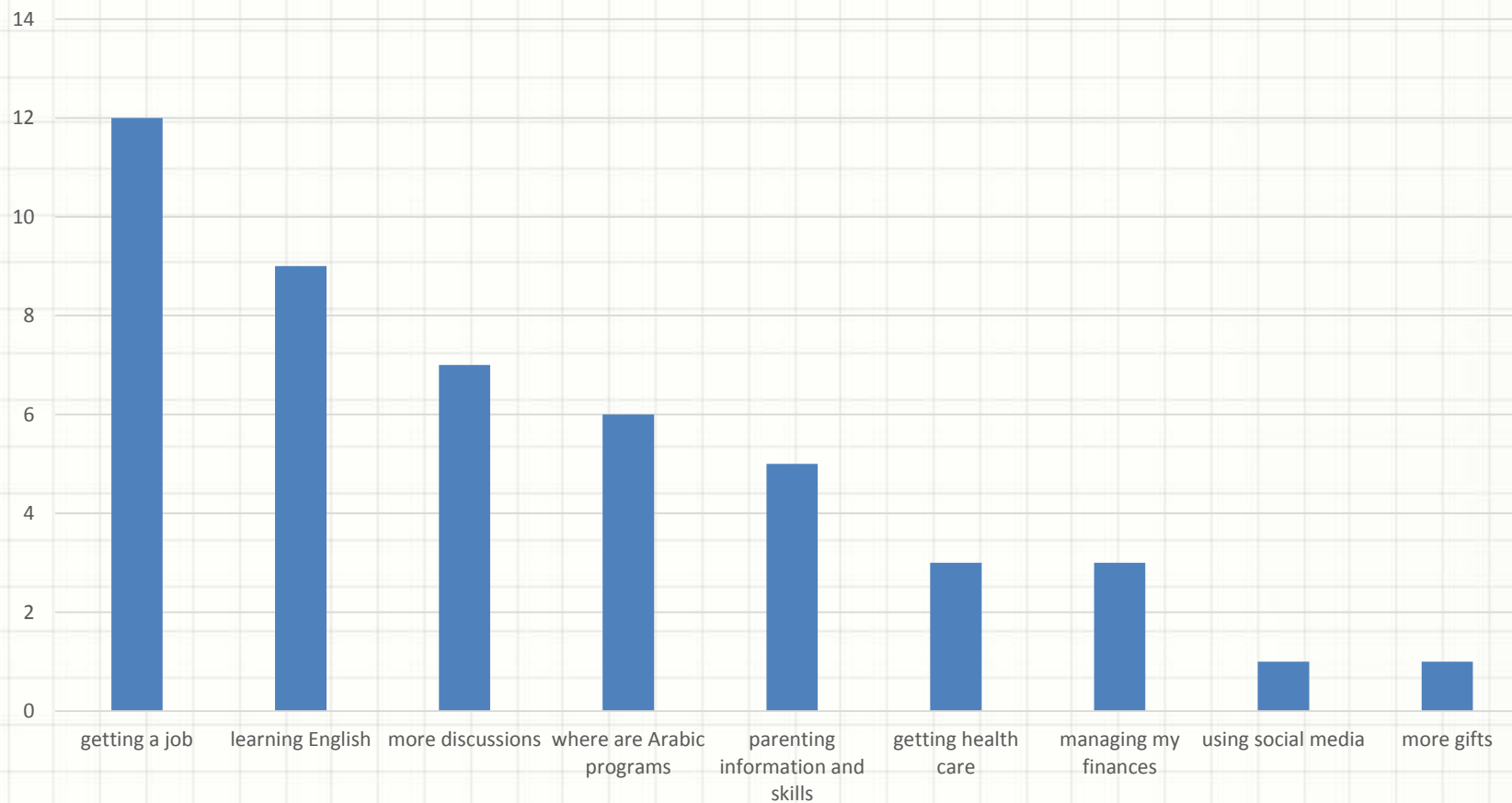
Results of the Questions

- Needed Skills and Resources
- Sense of Community
- Available Resources
- Positive Feelings About the Future

Positives (number of events where was identified)



Suggested Changes





Overall results

- When compared to the literature the project lined up well.
 - Bringing immigrant families together
 - Separating children and parents for workshops
 - Housing, employment and language issues are central for adjustment and to some extent interrelated
- There is a gap in the literature emphasizing the building blocks of diverse communities as family units.
 - Western research tends to emphasize the individual without a family. Refugees from collectivist cultures view the family as fundamental to the community
 - Family based community development is an important way forward in the creation and support of healthy, diverse communities.



Welcoming: Inclusivity

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Bonnie Jean Wasmund



Thank you