





## Community Action Plan 2017-19




### Progress Update September 2019-February 2020



	Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
Settle	<b>1. Educate service providers to effectively support immigrants and refugees</b> 	Ssg partners and staff	<p><b>Weekly info briefs</b> to service providers and others re settlement programs, events and other information.</p> <p>Provided information/connections to community partners regularly about related services and potential partnerships, and to community groups/individuals looking for data, potential partnerships, funding options or supports.</p>	<p>A fresh format for the Weekly was launched in response to subscriber feedback to be more readable and effective. Response have been very positive. The Weekly is a valuable tool for sharing information with over 340 people from more than 90 local organizations.</p> <p>immigrationwaterlooregion.ca remains an up-to-date and relevant community resource.</p>
	<b>2. Collaborate and coordinate with relevant sectors to ensure that systems, policies and programs meet the needs of immigrants and refugees</b> 	Ssg partners, staff, broader community partners	<p>Hosted discussion at SSG with Region of Waterloo Employment and Income Support staff to explore newcomer issues, OW processes and recent changes.</p> <p><b>Interpretation:</b> KWMC, LHIN and others continue to promote and recruit health partners/practitioners to register for interpretation. A list of registered practitioners was compiled and shared with partners for referrals. Partners and staff drafted promotional information for health providers not yet signed up, to be shared by immigrant-serving partners. Information was shared with the Guelph-Wellington LIP.</p> <p>Facilitated a meeting of LHIN, St Mary's Hospital, Grand River Hospital and local organizations serving newcomers to discuss interpretation and promoting more consistent use.</p> <p><b>Health:</b> IP staff and partners provided information about refugees and health to support the development of a refugee profile for the KW4 Ontario Health Team development (refugees</p>	<p>Follow-up conversations happening as appropriate.</p> <p>An updated list of registered health providers was shared with partners that serve newcomers (and private refugee sponsors) so they know where to ask for available interpretation. Currently 8 mental health/addictions organizations, 20 community service orgs, 120 physicians, plus 79 orgs &amp; physicians in Guelph-Wellington are registered for the service.</p> <p>A guidance document will be developed to outline common commitments across all health partners, which will be based in part on <a href="#">IPs interpretation principles</a>.</p> <p>Activities to promote consistent interpretation were suggested as possible KW4 OHT first year actions. Should this go ahead it</p>

Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
			<p>is one of the proposed focuses of the OHT proposal) and met with OHT proposal team to explore OHT first year actions.</p> <p><b>Language Learning:</b> The Language Learning Task Group met in mid February to discuss workplace language learning options available and what employers may need to support this.</p> <p><b>Housing:</b> The <u>2019 Newcomer Landlord Award</u> was awarded to 5 landlords at the local National Housing Day celebration on November 21. Profiles of the winners have been shared on IPs social media. IP staff and partners continue to connect and contribute to broader affordable housing efforts: in Jan they met City of Kitchener staff about their Affordable Housing Strategy work, sharing IP data and insights.</p> <p><b>Settlement:</b> Supported settlement EDs in exploration of an integrated service hub model. Convened commitment and visioning meetings of CEOs (Dec) and management staff (Feb). Planned a first lunch and learn for front-line staff in mid-Feb – this will be a regular opportunity to learn and build connections for stronger referrals and working relationships.</p>	<p>will further root responsibility for medical interpretation within health system planning.</p> <p>This was the first time we convened formal (LINC, ESL) and informal (conversation circles and tutoring) language learning partners with Region of Waterloo Home Child Care and WSG staff and partners (Workforce Planning Board, Reception House). Working across IP pillars to bring together language and employment responds to recurring community feedback.</p> <p>City of Kitchener staff were impressed with the data and it will be used in their future work.</p> <p>WRs three main settlement organizations are committed to working towards an integrated service model and established an MOU. Plans are being put in place for wider staff engagement and roll-out.</p>
Work	<p><b>1. Develop tools that promote the hiring of immigrant and refugee talent to employers</b></p> 	WSG partners, staff	<p><b>Promotional tools</b> were distributed to employers throughout Waterloo Region and used at recent networking and business events to promote the work of IP.</p> <p><b>#HireImmigrantsWR:</b> Continue to promote the #HireImmigrantsWR through exhibits at different locations throughout the Region.</p> <p>WSGs action group continued</p>	<p>Employers are provided with an excellent resource to support hiring immigrants and refugees.</p> <p>The volume of employers reaching out has declined compared to while the campaign was actively running on the radio but we have built more awareness and as a result are hearing from more employers than before the campaign. We hear from employers that they</p>


Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
			working on the Waterloo Region Immigrant Talent Hub business plan. A survey is open to gather further insight on direction from employers.	continue to struggle to find talent especially entry level, skilled trades in many sectors i.e.: hospitality, retailers and any service type of industry. As a result, plans for the Immigrant Talent Hub continue. The committee distributed an input survey to HR professionals and most recently an Request for Information and Questions (RFIQ) via the Greater KW Chamber of Commerce to approx. 1,000 people. We are connecting with the Cambridge Chamber of Commerce to engage leaders in that community to respond.
	<b>2. Engage, educate and support employers to recruit, hire and retain immigrant and refugee talent</b> 	WSG employer partners, job developer group, WFPB, staff	<p><b>Employer engagement and connections:</b> Continue to meet with employers and meet new employers at Chamber of Commerce and other business/employer related events. Some employers continue to reach out for ideas on how to access talent and to provide job postings which are shared with partners working directly with newcomers. Continue to promote the hiring of immigrants and refugees.</p> <p>IP again joined a steering committee for the CELC Employer Awards breakfast in May. We will receive exposure to bring further awareness to IPs work and the value of hiring immigrants. Employers will receive awards for their commitment to going the extra mile to hire immigrants and others who may have challenges accessing meaningful employment.</p> <p><b>Employer education:</b> IP partnered with the Greater KW Chamber of Commerce to present a breakfast educational event in late January for approximately 70 people. Local lawyers Jennifer Roggemann and Bill MacGregor shared info on immigration processes, do and don'ts</p>	<p>We are actively sharing information to assist in their employee search, and referring to Reception House, the Connector and Mentorship programs and some Employment Ontario agencies on a selective basis to ensure employers find the right talent.</p> <p>Planning meetings have just begun. Last year over 80 people attended and hoping for growth this year.</p> <p>Many positive comments about this event. We were able to bring awareness to Immigration Partnership and related events and follow up with those in attendance to promote events.</p>

Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
		<p>for employers wanting to invest in their talent pool from abroad and locally.</p> <p>An employer education event with HRP A will be held in October.</p> <p><b>Employer / immigrant networking:</b></p> <p>IP supported an Immigrant Entrepreneur Expo in September at Kitchener City Hall held by New Horizons Media, passed on prior successful events in Toronto.</p> <p>IP partnered with the Workforce Planning Board to host a Manufacturing Day bus tour for immigrants and refugees in Oct. 2019. Participants toured manufacturers and networked with business leaders. We also partnered on a part-time job fair in November.</p> <p>IP hosted a booth at Communit ech's Tech Jam in the Fall. We created space for the Connector Program Mentorship Program and Reception House. Staff and partners were able to connect with over 70 employers present, promote messages/programs to these employers via a collaborative folder with designated programs and contacts. We will partner again with Communit ech on Tech Jam – March, 2020.</p> <p>We partnered with HRP A to deliver a panel event to over 70 HR professionals in the fall. Panelists talked about various programs available to support participants in accessing immigrant talent. An employer shared their success in hiring refugees through work with a local service provider.</p> <p>The 12<sup>th</sup> Global Skills Conference will take place in March. IP is on a Steering Committee and will host a networking event.</p>	<p>The organizer was pleased with results for a first time event, but local partners suggested it be held mid week vs. weekend in future to increase participation.</p> <p>Thirty employers exhibited at the part-time job fair attended by over 200 job seekers, the majority being immigrants and refugees. Attendees were able to will learn about job opportunities and workplace cultures.</p> <p>Service partners were able to engage with employers and provide information/support to immigrants/refugees in attendance.</p> <p>This event was a huge success with great presentations. Attendees were quite engaged will stay in touch to participate in other IP learning opportunities.</p> <p>Immigrant job seekers who are attending the conference plus others who are not will be able to meet approx. 30 employers who are hiring or planning to hire.</p>

Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
Belong	<b>1. Promote awareness and networking of formal and informal organizations and groups addressing immigrant and refugee isolation</b> 	City of Kitchener, KW Multicultural Centre, Carizon, Volunteer Action Centre, Social Dev. Centre, Shore, KW Art Gallery and staff	The Social Inclusion Working Group organized the 3 <sup>rd</sup> WR Multicultural Connections on Nov 30 at the WR Civic Hub. The event included a panel with members of the Portuguese Club of Cambridge, Islamic Centre of Cambridge, Arab Women of Waterloo Region and Afghan Association. The group had an opportunity to network and discuss issues related to access to space, knowledge and resources and advocacy tools.	<p>The event was attended by 20 members of various ethno-cultural groups. Feedback to this event was very positive and relationships among members of different ethno-cultural groups are being strengthened.</p> <p>IP supported local Rotary Clubs hosting Chair Karen Redman's first State of the Region address in Jan to facilitate the participation of more than 35 of the ethno-cultural leaders IP has connected with through this work.</p>
	<b>2. Develop and implement public education initiatives that promote belonging of immigrants and refugees to the broader community</b> 	City of Kitchener, YMCA, KW Multicultural Centre, community members, staff	<p>The working group organized the third Waterloo Region Global Migration Film Festival. Nine films on migration were screened from Dec 5 – 18 in Cambridge, Kitchener and Waterloo.</p> <p>At the invitation of the City of Waterloo, on Nov. 2<sup>nd</sup> staff delivered a presentation on the importance of inclusive neighbourhoods at the City's first Neighbourhood Summit. Information from IP's community survey and other work was shared.</p> <p>Staff continued to support organization of the 3<sup>rd</sup> annual <i>Speak Up: A Forum on Anti-Racism</i> event in recognition of the International Day for the Elimination of Racial Discrimination at KPL.</p>	<p>Around 250 community members took part in the 2019 WR Global Migration Film Festival. Relationships with the IOM and local partners are consolidating and the festival grows incrementally each year.</p> <p>Waterloo residents and neighbourhood organizations are more aware of the changing demographics of the city and show interest in making their neighbourhoods more inclusive.</p>
	<b>3. Support local municipalities to provide leadership in the welcoming and inclusion of immigrants and refugees</b> 	ROW, Cities of Cambridge, Kitchener, Waterloo, community members, staff	This working group has been meeting regularly and has provided important insights into the planning of IP's new Community Action Plan.	The group continues to strategize for further engagement between IP and the area municipalities, with tangible improvements in the past year due to their outreach with colleagues and IP staff/partner efforts (i.e., Council delegations, strat plan submissions, etc.). The City of Cambridge has committed to host its 2 <sup>nd</sup> Welcome Newcomer Day in 2020. IP will continue

Collaborative Actions		Who's engaged	Activities	Progress/ Outcomes
				supporting the organization of this event.
Partnership-wide	<b>1. Advise all levels of government and systems leaders about desired changes and resource needs in Waterloo Region</b> 	IP Council, SG partners and staff	<p><b>Advising government/elected official engagement:</b> Submitted a letter to area MPPs about impact of potential transitional child benefit elimination in the fall. IP staff delivered oral presentations and written submissions to the federal and provincial governments outlining regional immigration priorities in their Feb 2020 Pre-Budget consultations. IP Council Chair/ED delegated to North Dumfries and Woolwich Municipal Councils. Staff met Cambridge's new City Manager to explore deeper connections between IP and the City. Staff participated in monthly meetings of the Kitchener Mayor's Task Force on Diversity, Equity and Inclusion.</p> <p>Partners and staff participated in <b>Wellbeing Waterloo Region</b> meetings.</p> <p>Survey responses of candidates for <b>federal election</b> were shared publicly in the fall.</p>	<p>MPPs aware of community concern re social assistance changes. Government ultimately decided to maintain transitional child benefits. Federal and provincial governments aware of WRs immigration priorities in setting 2020 budgets. Urbana and rural municipal councillors participated in IPs Fall Immigration Forum, are more aware of the work of the Partnership and the importance of deeper municipal engagement on immigration matters. Engagement with municipal staff is deepening.</p> <p>Wellbeing WR informed by immigrant experiences.</p> <p>Interested residents were able to read the results to inform their voting in the Oct federal election.</p>
	<b>2. Implement communication strategies to educate the general public about immigration matters</b> 	IP Council, SG partners and staff	<p>Promoted the <b>Immigration Waterloo Region website</b> and use of the site with partners' among clients. Developed IP social media presence.</p> <p>Disseminated the Fall 2019 <b>IP Newsletter</b> on <u>Ethno-Cultural Groups</u>. Developed the next issue on immigration data.</p>	<p>Community partners shared the website and used the community calendar. IP Twitter and Facebook following grows. Balanced immigration info shared with Waterloo Region public.</p> <p>Newsletter emailed to 900 recipients, 450 copies mailed or shared in person, extensive social media promotion by IP and partners. Excellent feedback received.</p>



Collaborative Actions	Who's engaged	Activities	Progress/ Outcomes
<p><b>3. Cultivate opportunities for collaborative learning and development</b></p> 	<p>IP Council, SG partners and staff</p>	<p>Analyzed data and published findings from IPs <b>2019 Immigration Matters Survey</b>. Published the <b>Immigration in Waterloo Region Primer 2019</b> which compiled findings from our recent surveys, custom data requests from IRCC and Statistics Canada, as well as other sources.</p> <p>Presented our Immigration Matters survey experience at the <b>Pathways to Prosperity national conference</b> in Toronto (Nov), and a <b>capacity building workshop</b> on community-based evaluation with LIP organizations in Toronto (Feb).</p> <p>Hosted the <b>2019 Forum on Immigration and the Economy</b> on Nov 13 with the Greater KW Chamber of Commerce. Perrin Beatty, Canadian Chamber of Commerce President was the keynote speaker, followed by a panel with Regional Chair Karen Redman, Woolwich Mayor Sandy Shantz and Waterloo EDC CEO Tony Lamantia. <b>Profiled immigration and the economy and the work of IP on AM 570 News (Nov 10, start 24:50 and Nov 17, start 9:10 feat Perrin Beatty).</b></p> <p>Prepared background materials and facilitated a retreat for partners to plan IPs <b>Community Action Plan 2020-2025</b>. Following retreat, 2020-2025 draft plan prepared and shared with partners for feedback in Jan/Feb.</p>	<p>Shared information and findings from the Immigration Matters Survey stakeholders across Waterloo Region and Canada (via local immigration partnership networks). Followed up with those interested in using IPs immigrant or partner surveys in other communities. IP partners and community are more educated about immigration, immigrant experiences and trends. We are becoming a centre of learning for communities across Canada in community-based data approaches when it comes to immigration.</p> <p>Around 130 community and business leaders attended the Forum. Deeper engagement of the business community. Excellent keynote by Perrin Beatty and further messaging to the business community and beyond on radio.</p> <p>Evidence-based planning taking place. Wide involvement of IP partners from all pillars.</p>

## Welcome New Partners!

**IP Council:** Chief Bryan Larkin (Waterloo Region Police Services), Elaine Ranney (Superintendent, Waterloo Region District School Board. Alternate: James Bond, Principal), Margaret Walton-Roberts (Professor, Wilfrid Laurier University, International Migration Research Centre)

**SSG:** Barb Van Giessen & Sarah Badran (The Working Centre), Crystal Swinton (Public Health), Sheri Follett (Big Brothers Big Sisters)

**WSG:** Sandi Little (City of Waterloo, Economic Development), Swati Sharma (YMCA Mentorship Program), Charlene Hofbauer (Workforce Planning Board Waterloo Wellington Dufferin), Michelle Hollis (University of Waterloo)

**BSG:** N/A at this time.

## Context and cross-referrals

### Contributors to success

- IPs engagement with municipal partners is IP. Economic development staff from the cities of Kitchener and Waterloo are now engaged in WSG. IP staff have had several conversations with City of Cambridge leadership about deepening connections. IP Council's Municipal Council delegations built awareness and engagement in our work – we have seen more engagement of elected officials in our forums, etc, as a result, and they are more often reaching out to connect.
- The significant body of immigration data developed by IP and its partners are further strengthening IPs position as a credible and important partner to many groups in Waterloo Region and Canada.

### Challenges and how we're responding

- N/A at this time.

### How Council or other Steering Groups can support

- Council/SG partners should promote the #HireImmigrantsWR campaign on social media (retweet @ImmigrationWR or tweet yourself) (see WSG action 2 and connect with [Nora](#)).
- Council/SG partners should share and use the Immigration Primer and Immigration Matters Survey findings in their organizations/networks. IP staff are available to present or support use of the data (see PW 3; connect w Dan or Tara).

### Other community initiatives and how to they relate

- Together with the Region of Waterloo CAO, IP's ED co-convenes the Wellbeing Waterloo Region Systems Change Champion Table. In addition to systems change focus, this table will serve as the Advisory Committee to Region Council on development of its Community Safety and Wellbeing Plan in 2020. Engagement at this table is tangible way to influence systems change from an immigration perspective in Waterloo Region and influence community wellbeing approaches in the future.



## PARTNERSHIP-WIDE

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Champion advocacy and engage with elected officials, policy and systems leaders</b>	IP Council members, IP staff	<ul style="list-style-type: none"> <li>Advocated for immigrant-responsiveness within regional pandemic response structures across sectors resulting in significant attention to specific challenges, language access and culturally appropriate responses.</li> </ul>
<b>2.</b> <b>Build awareness of the Immigration Partnership and beneficial impact of immigration</b>	IP Council members, partners, staff	<ul style="list-style-type: none"> <li>Awareness of IP growing within pandemic tables due to partners and staff engagement across Council and Steering Groups. Attentiveness to immigrants also growing accordingly.</li> <li>Significant social media engagement via Twitter and Facebook to promote the importance and contributions of immigrants to Canada. Some attention to immigrants as essential workers in the context of the pandemic.</li> </ul>
<b>3.</b> <b>Lead collaborative learning and community education</b>	Partners, IP staff	<ul style="list-style-type: none"> <li>Regular updates to IPs Covid-19 and Immigration landing page with 2,376 page views by 1,429 unique visitors</li> <li>14 Weekly Updates on Covid-19 and Immigration, with a 46% open rate, 6,164 sends and 2,504 opens.</li> <li>In partnership with the Region of Waterloo, secured new research by the University of Waterloo on perceptions of immigration in the midst of the pandemic to track trends (forthcoming).</li> </ul>
<b>4.</b> <b>Break down silos within the Partnership and the community to promote immigrant success</b>	SG partners, IP staff	<ul style="list-style-type: none"> <li>Based on partner feedback, staff moved quickly to address gaps with respect to newcomers in the pandemic response and secure the engagement of partners and staff in various working groups.</li> <li>With language access and the importance of interpretation/translation growing in importance across</li> </ul>

Strategic Direction	Who's Leading	Progress Update
		<p>sectors through the pandemic, and esp. municipalities, facilitated resource sharing, connections, sharing and support between BSG and SSG partners and staff, and connection to pandemic groups.</p> <ul style="list-style-type: none"> <li>• BSG and SSG partners have nudged interest in anti-racism responses. Staff are therefore sharing information and planning upcoming cross sharing and engagement across the SGs.</li> <li>• Regular staff engagement with peers in WR Crime Prevention Council, Children and Youth Planning Table and Wellbeing Waterloo Region, with a view to sharing information, collaboration and more effective alignment. Joint social media engagement using the #StrongerTogetherWR hashtag.</li> </ul>

## SETTLE STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Develop communication strategies and tools to simplify service systems and pathways for immigrants</b>	ROW Citizen Service and Public Health, settlement partners, IP staff	<ul style="list-style-type: none"> <li>Based on partner input, engaged with Region of Waterloo pandemic response leads to secure adaptations and improvements to ROW pandemic communications in order to better reach immigrants and residents that do not understand English (i.e. translation of key resources on COVID-19 into multiple languages, promotion of virtual interpretation, website translation tools, etc.). Streamlining access to multilingual information via IP's <a href="#">COVID-IP landing page</a> and sharing across ROW and other partner's websites.</li> <li>Engaged with other LIPs in SW Ontario regarding WRs regional medical interpretation model and the Ontario Health – West-driven WeSpeak medical interpretation initiative started in Windsor Essex. Planning for how to help scale across SW Ontario via LHINs and LIP colleagues.</li> </ul>
<b>2.</b> <b>Drive collaboration and innovation within the settlement sector</b>	YMCA, KWMC, Reception House, Carizon, MCRS, IP staff  All partners, IP staff Settlement, language and municipal partners, Carizon, IP staff  IP partners and staff	<ul style="list-style-type: none"> <li>In discussion with settlement EDs, created a virtual collaborative workspace for settlement/other partners using Slack to simplify info sharing between organizations and facilitate collaboration. Sharing/discussion about 8 mental health topics, 18 multilingual resources, 4 pandemic supports and 31 general topics since early April.</li> <li>Monthly SSG and ad hoc working group meetings have been an invaluable space for sharing between partners.</li> <li>With the start of the new federal funding period, convened a meeting of all IRCC-funded organizations to share info about continuing and new programming and discuss how to collaborate further. Partners want to continue developing understanding of how services together and collaborate. In follow-up, IP staff are compiling a summary of all IRCC-funded and other newcomer serving programming in WR.</li> <li>Tech access and literacy has been identified as a challenge for many newcomers during the pandemic. Hosted a webinar with an organization providing affordable refurbished computers for non-profits and individuals on low income. Most service providers have been using multiple methods to reach people beyond just computers – phone calls, WhatsApp messaging, some in-person, etc.</li> </ul>

<p><b>3.</b></p> <p><b>Leverage service providers and planning tables as effective immigrant supports through strong relationships and collaboration</b></p>	<p>Settlement partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Supported the Pandemic Psychosocial Supports Working Group with information on local tech supports as they compile a list of tech access resources for low income individuals.</li> <li>• Connected regularly with the Pandemic Response Housing &amp; Homelessness working group. Several partners (MCRS and Reception House) joined that group to bring forward immigrant perspectives.</li> <li>• Connected regularly with Leadership Waterloo Region (which is partnering with Wellbeing Waterloo Region) to develop innovative affordable housing solution ideas for community consideration. Presentation by LWR to Regional Council this year.</li> <li>• Partners and staff continue to participate in Ontario Health Team (OHT) - KW4; WR Oral Health Coalition and other community tables to bring forward immigrant perspectives.</li> </ul>
<p><b>4.</b></p> <p><b>Engage networks of private stakeholders in supporting immigrants</b></p>	<p>Settlement and other partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Opened nominations for the 2020 Newcomer Landlord Award to recognize landlords that go above and beyond to house immigrants during these pandemic times.</li> </ul>

## WORK STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> Develop campaigns and tools to amplify the value proposition and economic contribution of immigrants to employers	WSG members/IP staff	<ul style="list-style-type: none"> <li>Utilized existing marketing tools and materials. Ongoing work to place strategic ads in Chamber newsletters and directories, social media and events for awareness building and message sharing, including:               <ul style="list-style-type: none"> <li>Full page ad in the Cambridge Chamber Spectrum</li> <li>Greater KW Chamber business directory ad</li> <li>Displays and participation in upcoming Greater KW Chamber of Commerce events (manufacturing innovation summit, others).</li> </ul> </li> </ul>
<b>2.</b> Foster cohesive service to employers and immigrant job-seekers across sectors and the talent spectrum	WSG members/IP staff	<ul style="list-style-type: none"> <li>Worked closely with employment service partners and employers to build the bridge for immigrants to access meaningful employment.</li> <li>Worked closely with the Workforce Planning Board to market their new FindyourJob.ca job board.</li> <li>With Covid-19, the process to develop a one stop immigrant talent hub has slowed down. Findyourjob.ca is an invaluable tool for employers and immigrant job seekers at this time.</li> </ul>
<b>3.</b> Engage networks of employers to hire and retain immigrants	WSG members/IP staff	<ul style="list-style-type: none"> <li>WSG's role is to bring awareness to employers that immigrants are invaluable to their organization, that they are here and ready to work. Also to look at processes and systems that will allow for employers to easily access this talent and make connections. During COVID the message stays the same: Immigrants are a great source of talent. But, what employers need has changed. Currently engaging employer partners to see what their current hiring needs are and connect with Findyourjob.ca. Working closely with the Workforce Planning Board to plan virtual job fairs later in 2020.</li> </ul>
<b>4.</b> Collaborate with leaders and organizations (public, private and not-for-profit) to foster immigrant attraction, employment and entrepreneurship	IP staff	<ul style="list-style-type: none"> <li>Worked closely with Small Business Centre leaders (regarding entrepreneurship programs), the KW and Cambridge Chambers of Commerce and during COVID have been working more closely with Economic Development leaders of all three municipalities and the Region of Waterloo around employment. The pandemic has shifted priorities of many leaders in these areas. Participated in a Business and Economic Supports Team WR working group to bring focus to immigrant employment.</li> </ul>

## BELONG STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Build connections, capacity and civic engagement among ethno-cultural groups and the community at large to increase immigrant influence in policy making and social connectedness</b>	BSG partners, IP staff	<ul style="list-style-type: none"> <li>The working group met to discuss plans with the new CAP in place and plan follow-up to previous multicultural connections work with ethno-cultural leaders.</li> <li>Ongoing phone and zoom meetings with various ethno-cultural leaders across the region to check-in on their Covid-19 strategies, gather input and take direction as to what to do next to help fill gaps and address their needs/wishes. Also, what are they offering to the community, and what they would like BSG to do next to bring the previous work forward.</li> <li>Ethno-cultural leaders were all added to IPs Weekly Update recipient list to ensure they are receiving relevant information to help them support their communities during the pandemic.</li> </ul>
<b>2.</b> <b>Work with municipalities and other public sector partners as leaders and advocates to strengthen immigrant welcoming, inclusion and engagement</b>	City of Waterloo, City of Cambridge, IP staff	<ul style="list-style-type: none"> <li>The welcoming and inclusive municipalities working group met twice to discuss plans with the new CAP in place and plan follow-up to previous work. Discussion mainly focused equity of access issues and interpretation/translation services in light of IP partners and staff engagement in pandemic response groups.</li> <li>It was recognized that some urban and rural municipal websites are not enabled with a translate – this was brought to the respective municipalities' attention and now they are working to enable this.</li> <li>The importance of interpretation and translation services and the availability of key messages in non-English languages has been placed at the fore of pandemic discussions. IP partners and staff have been promoting that language be treated with similar importance as accessibility or other equity lenses in service planning.</li> <li>Municipal partners are reviewing internal translation and interpretation policies.</li> </ul>
<b>3.</b> <b>Increase public support for immigration, and action to address racism, discrimination and foster immigrant belonging through campaigns and initiatives</b>	IP Staff and Public Education Working Group	<ul style="list-style-type: none"> <li>The public education working group met twice to discuss plans with the new CAP in place and plan follow-up to previous work. Discussion has mainly focused on developing anti-racism strategies and campaigns.</li> <li>On behalf of BSG members and IP staff, a solidarity postcard was sent to the <a href="#">family in Waterloo subjected to hate incidents</a> on Mother's Day weekend.</li> <li>The group also discussed its commitment to proceed with the 4<sup>th</sup> annual Global Migration Film Festival in Nov/Dec 2020.</li> </ul>



Strategic Direction	Who's Leading	Progress Update
<p><b>4.</b></p> <p><b>Collaborate with systems and community tables and leaders</b></p>	<p>Municipal partners, IP staff</p>	<p>Participated in the Pandemic Psychosocial and Spiritual Supports Working Group to:</p> <ul style="list-style-type: none"> <li>• Gathered list of culturally-adapted services and translated COVID-19 related resources that were shared through Immigration Partnership webpage.</li> <li>• Participated in discussions which identified vulnerable populations that may require additional psychosocial and spiritual supports during the COVID-19 pandemic, the community supports to be provided to them and which organizations will coordinate and provide the supports.</li> <li>• Participated in discussions to identify innovations and community impacts that will require further work/considerations post-recovery (COVID-19).</li> </ul>

# Welcome New Partners!

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**IP Council:** Brittney Emslie (BSG Chair, KW Multicultural Centre)

**SSG:** Carolyn Beukeboom (Centre for Family Medicine), Jarvis Sparks (Kitchener Public Library), Rana Shami (KidsAbility) and Christine Buuck (Conestoga College). New working group members: Sarah Gillies (Region of Waterloo Housing), Kristen Thompson (Waterloo Region Community Legal Service) and Andrew Ramsaroop (City of Kitchener).

**WSG:** None at this time.

**BSG:** None at this time.

## Context and cross-referrals

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### Contributors to success

- Partners have been keen to know what others are doing and partner when possible (though this is tempered by the demands of simply adapting to this quickly changing environment).
- Solid foundation of partnership and collaboration within IP has enabled us to move quickly to engage in pandemic response and address gaps.

### Challenges and how we're responding

- Partners have been challenged to continue programs virtually but have moved many programs/events to virtual space using multiple methods. Outreach to individuals who are not connected to specific programs or who lack tech access/skills to connect virtually is a challenge but partners are reaching out on a one-on-one basis. Virtual programming presents some challenges and also many opportunities.

### How Council or other Steering Groups can support

- Promote the Newcomer Landlord Awards call for nominations and nominate landlords that have gone the extra mile in these challenging times:  
[www.immigrationwaterlooregion.ca/LandlordAward](http://www.immigrationwaterlooregion.ca/LandlordAward).

### Other community initiatives and how to they relate

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## PARTNERSHIP-WIDE

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Champion advocacy and engage with elected officials, policy and systems leaders</b>	IP Council members, IP staff	<ul style="list-style-type: none"> <li>Advocated for immigrant-responsiveness within regional pandemic response structures across sectors resulting in significant attention to specific challenges, language access and culturally appropriate responses. Advocated for immigrants with challenges with return to school plans stemming from inequities, language barriers, difficulties with distance learning due to technology/internet access and larger family sizes, lack of choice for families in survival jobs, etc.</li> <li>Informed City of Cambridge strategic planning from an immigration perspective through participation in two focus groups on people (BSG) and prosperity (WSG).</li> <li>Advised the Regional Chair and Kitchener Mayor's Task Force on Equity, Diversity and Inclusion on anti-racism developments.</li> <li>Presented IPs new <a href="#">Community Action Plan 2020-2025: Building Community Through Immigration</a> (CAP) to Region Council, securing their endorsement of the plan, commitment to advocating for immigrants and ongoing investment in the work of IP.</li> </ul>
<b>2.</b> <b>Build awareness of the Immigration Partnership and beneficial impact of immigration</b>	IP Council members, partners, staff	<ul style="list-style-type: none"> <li>Awareness of IP growing within pandemic tables due to partner and staff engagement across Council and Steering Groups. Attentiveness to immigrants growing.</li> <li>Significant social media engagement via Twitter and Facebook to promote the importance and contributions of immigrants to Canada. Some attention to immigrants as essential workers in the context of the pandemic.</li> </ul>
<b>3.</b> <b>Lead collaborative learning and community education</b>	Partners, IP staff	<ul style="list-style-type: none"> <li>Regular updates to IPs Covid-19 and Immigration landing page with 950 page views by 656 unique visitors</li> <li>12 Weekly Updates on Covid-19 and Immigration, with a 41% open rate and 1,979 opens. Shared relevant research reports via the Immigration Weekly.</li> <li>Prepared on a new report on perceptions of immigration in Waterloo Region based on survey research commissioned with the University of Waterloo (forthcoming).</li> </ul>

Strategic Direction	Who's Leading	Progress Update
		<ul style="list-style-type: none"> <li>Held discussions researchers to map data strategies related to immigrants, race, etc. (i.e. race-based employment data, accessing data on temporary residents, and new Statistics Canada longitudinal data on secondary migration, economic outcomes, etc from IMDB database).</li> <li>Planned for Evaluation Advisory Committee engagement in developing IP's evaluation strategy to align with the new CAP.</li> </ul>
<b>4.</b> <b>Break down silos within the Partnership and the community to promote immigrant success</b>	SG partners, IP staff	<ul style="list-style-type: none"> <li>Continued to share resources, connections, provide support between BSG and SSG partners and pandemic groups on language and interpretation issues.</li> <li>Shared information and sought input on IPs emerging Anti-Racism work with all Steering Groups and incorporated feedback into the AR Commitment approved by Council.</li> <li>Developed and shared widely IP Council approved <a href="#">Immigration Partnership Anti-Racism Commitment</a>.</li> <li>Regular staff engagement with peers in WR Crime Prevention Council, Children and Youth Planning Table and Wellbeing Waterloo Region, to share information and explore collaboration and effective alignment. Joint social media engagement using the #StrongerTogetherWR hashtag.</li> </ul>

## SETTLE STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Develop communication strategies and tools to simplify service systems and pathways for immigrants</b>	ROW Citizen Service and Public Health, settlement partners, IP staff	<ul style="list-style-type: none"> <li>Continued to collaborate with ROW pandemic communications to respond to immigrant needs (i.e., multilingual resources on face coverings, etc). Streamlined access to multilingual information via IP's <a href="#">COVID-IP landing page</a> and sharing across ROW and other partner's websites.</li> <li>Collaborated with local partners to develop a high-level summary of <a href="#">Immigrant/Newcomer Services in Waterloo Region</a> – highlighting IRCC funded and other programs – to support local referrals and collaboration.</li> <li>Shared local experiences on language interpretation with Local Immigration Partnerships around Southwestern Ontario (Guelph LIP, Windsor-Essex WeSpeak initiative) and Ontario Health West.</li> </ul>

<p><b>2.</b></p> <p><b>Drive collaboration and innovation within the settlement sector</b></p>	<p>YMCA, KWMC, Reception House, Carizon, MCRS, IP staff</p> <p>IP partners and staff</p>	<ul style="list-style-type: none"> <li>• IP staff and partners continued to collaboratively contribute to a virtual Slack workspace for settlement/other partners to share information, resources, research, and to facilitate collaboration.</li> <li>• Supported YMCA, KWMC and Reception House in exploring service coordination and integration initiatives.</li> <li>• Continued to connect organizations supporting immigrants to nurture further collaboration (e.g. Ontario Works and settlement organizations, collaborative initiatives between local settlement organizations)</li> </ul>
<p><b>3.</b></p> <p><b>Leverage service providers and planning tables as effective immigrant supports through strong relationships and collaboration</b></p>	<p>Settlement partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Staff and partners supported the KW4 Ontario Health Team proposal groups, which have identified refugees as a priority population, to determine health, mental health, and language interpretation resources and pathways for refugees in the <a href="#">KW4</a> area. IP will co-lead KW4 interpretation working group with LHIN staff, and together with many local partners.</li> <li>• Maintained connection to and contributed to various sector initiatives including City of Kitchener Housing Strategy, KW Community Foundation housing discussions, etc.</li> <li>• Connected regularly with Leadership Waterloo Region, which is partnering with Wellbeing Waterloo Region, to develop innovative affordable housing solution ideas for community consideration. Presentation by LWR to Regional Council this year.</li> <li>• Partners and staff continue to participate in Ontario Health Team (OHT) - KW4; WR Oral Health Coalition and other community tables to bring forward immigrant perspectives.</li> </ul>
<p><b>4.</b></p> <p><b>Engage networks of private stakeholders in supporting immigrants</b></p>	<p>Settlement and other partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Engaged previous Landlord Award recipients to <a href="#">create a video series</a> (watch here!) for social media to share their experiences, encourage other landlords to house immigrants and promote the 2020 award. <ul style="list-style-type: none"> <li>◦ In the first month, videos have been viewed more than 500 times with around 2,800 impressions on social media and almost 130 likes.</li> </ul> </li> <li>• Promoted the 2020 Newcomer Landlord Award and received nominations to recognize landlords that go above and beyond to house immigrants during these pandemic times.</li> </ul>

## WORK STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> Develop campaigns and tools to amplify the value proposition and economic contribution of immigrants to employers	WSG members/IP staff	<ul style="list-style-type: none"> <li>Utilized existing marketing tools and materials. Ongoing work to place strategic ads in Chamber newsletters and directories, social media and events for awareness building and message sharing, including:               <ul style="list-style-type: none"> <li>Full page ad in the Cambridge Chamber Spectrum</li> <li>Greater KW Chamber business directory ad and article</li> <li>Displays and participation in upcoming Greater KW Chamber of Commerce events (manufacturing innovation summit, others). We will be partnering with the Greater KW Chamber fall/winter/spring on webinars for employers.</li> </ul> </li> </ul>
<b>2.</b> Foster cohesive service to employers and immigrant job-seekers across sectors and the talent spectrum	WSG members/IP staff	<ul style="list-style-type: none"> <li>Worked closely with employment service partners and employers to build the bridge for immigrants to access meaningful employment.</li> <li>Worked closely with the Workforce Planning Board (WFPB) to market their new FindyourJob.ca job board and currently working with a steering team via the WFPB to deliver 3 job fairs between Fall 2020 and Spring 2021.</li> <li>With Covid-19, the process to develop a one stop immigrant talent hub had slowed down. But the task group have been meeting again and looking at various options including utilizing Findyourjob.ca via the WFPB or another platform to ensure there is a clear pathway for employers to access immigrant talent.</li> </ul>
<b>3.</b> Engage networks of employers to hire and retain immigrants	WSG members/IP staff	<ul style="list-style-type: none"> <li>WSG's role is to bring awareness to employers that immigrants are invaluable to their organization, that they are here and ready to work. Also to look at processes and systems that will allow for employers to easily access this talent and make connections. During COVID the message stays the same: Immigrants are a great source of talent. But, what employers need has changed. Engaging employer partners to see what their current hiring needs are and connect with Findyourjob.ca. The competition with job market has grown with limited job postings and many jobs not being in the desired sector for immigrants. We continue to share job postings and create opportunities with partners to create a bridge for immigrants to access employers.</li> </ul>



Strategic Direction	Who's Leading	Progress Update
		<ul style="list-style-type: none"> <li>Working closely with the Workforce Planning Board to plan a series of virtual job fairs to create allow for connections to employers.</li> <li>Continue to participate in Reception House's Working Together Program to recommend and create connections to employers.</li> <li>Working with WFPB on a virtual Manufacturing Day event this Fall whereby immigrants will be able to tour manufacturer locations and have direct contact with HR and job opportunities.</li> </ul>
<b>4.</b> Collaborate with leaders and organizations (public, private and not-for-profit) to foster immigrant attraction, employment and entrepreneurship	IP staff	<ul style="list-style-type: none"> <li>Worked closely with regional economic development reps via Best WR and other opportunities including a prosperity focus group via the City of Cambridge strategic planning process.</li> <li>Deepened connections and interactions with economic development during COVID with both City of Waterloo and City of Kitchener ED reps as part of the WSG.</li> <li>Participated in regular 'All Hands On' economic development meeting with business and community leaders sharing status of supports and advocating through COVID.</li> <li>Continue to work with the Small Business Centre, promote their workshops and make connections with immigrant service providers.</li> <li>Liaised with other business leaders regarding sectoral initiatives including one for the construction industry whereby a pilot will allow these businesses to connect with immigrant talent.</li> <li>Continue to work closely with both Chambers including a partnership with KW Chamber on a series of webinars for employers.</li> </ul>

## BELONG STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> Build connections, capacity and civic engagement among ethno-cultural groups and the community at large to increase immigrant influence in policy	BSG partners, IP staff	<ul style="list-style-type: none"> <li>Continued phone/zoom meetings with ethno-cultural leaders to check-in on their Covid-19 strategies, gather input and take direction as to how to help fill gaps and address their needs/wishes. It has been a challenge to connect during Covid-19.</li> <li>The connections have been made and are on going with groups/organizations/individuals who are making reassurance phone calls to address isolation and offer help and support on the need basis.</li> </ul>

Strategic Direction	Who's Leading	Progress Update
making and social connectedness		<ul style="list-style-type: none"> <li>• Ongoing phone and zoom meetings to build a rapport and relationship by the IP staff to IP partners and ethno-cultural leaders and members: with the new CAP in place and follow-up to previous multicultural connections work. Ongoing work to update, sort and develop the previous ethno cultural groups contact list.</li> <li>• Successfully made connections with most members of the Cambridge Mobilization Team.</li> <li>• Connected more Cambridge-based ethno-cultural leaders and Cambridge Mobilization Team members to the IP mailing list to ensure they receive relevant information to support their communities.</li> <li>• Ongoing work to update, sort and develop the previous ethno cultural groups contact list.</li> </ul>
<b>2.</b> Work with municipalities and other public sector partners as leaders and advocates to strengthen immigrant welcoming, inclusion and engagement	City of Waterloo, City of Cambridge, IP staff	<ul style="list-style-type: none"> <li>• The welcoming and inclusive municipalities working group will meet in the Fall to discuss plans and ideas for urban and regional development.</li> <li>• Initial conversation with Waterloo Region Police Service reps to support them in organizing a First Response Service information sharing session for immigrants.</li> <li>• Continue work of support and follow-up discussions mainly about equity of access issues and interpretation/translation services in light of IP partners and staff engagement in pandemic response groups.</li> <li>• Continued connecting with area municipality working to enable a translate widget on its website. They are continuing to resolve this issue but facing some hold ups.</li> <li>• The importance of interpretation and translation services and the availability of key messages in non-English languages has been placed at the forefront of pandemic discussions and is ongoing. IP partners and staff have been promoting that language be treated with similar importance as accessibility or other equity lens' in service planning.</li> </ul>
<b>3.</b> Increase public support for immigration, and action to address racism, discrimination and foster immigrant belonging through campaigns and initiatives	IP Staff and Public Education Working Group	<ul style="list-style-type: none"> <li>• The three working groups' (Social Isolation, Public Education and Welcoming &amp; Inclusion Municipalities working groups) common theme of discussion was elimination of racial discrimination and to be proactive and reactive to support and respond to situations of hate crime, hate incidents, racism at the individual, organizational, and community level.</li> <li>• The Public Education Working Group (PEWG) agreed to plan and develop anti-racism strategies and campaign – plan a #RacialEquityWR lawn sign campaign. Consulted on development with Coalition of Muslim Women-KW, Spectrum, Mennonite Church Eastern Canada, the London Local Immigration Partnership and a constable with Wellbeing Waterloo Region/First National Metis and Inuit Advocacy/Advisory Circle - all believed lawn signs can be a</li> </ul>

Strategic Direction	Who's Leading	Progress Update
		<p>positive way to spread messages condemning racism but that it should be connected to a broader action plan. Funding and logistics being sorted out.</p> <ul style="list-style-type: none"> <li>• The PEWG decided to compile all anti-racism work/resources/connectors taking place in Waterloo Region on one webpage. Research and compiling of resources is in progress.</li> <li>• Planning will soon begin for the 4th annual Waterloo Region Global Migration Film Festival in Nov/Dec 2020 in collaboration with the International Organization for Migration.</li> </ul>
<p><b>4.</b></p> <p><b>Collaborate with systems and community tables and leaders</b></p>	<p>Municipal partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Continued to participate in the Pandemic Psychosocial and Spiritual Supports Working Group and Cambridge Mobilization Team to: <ul style="list-style-type: none"> <li>• Help update list of culturally-adapted services and translated COVID-19 related resources.</li> <li>• Identify vulnerable populations and connect community supports to them.</li> <li>• Participate in discussions with faith group leaders to support the opening of services and faith organizations in person following the safety protocols and considerations post-recovery (COVID-19).</li> </ul> </li> <li>• Presented to around 30 Conestoga College English language learners about the importance of volunteering in Canada. Shared resources and demonstrated virtual tour of the Kitchener, Waterloo and Cambridge website and how to search for specific information. Shared the information about the translation feature on these websites. Most students did not know about the translate feature and were very happy to know about it.</li> </ul>

# Welcome New Partners!

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**IP Council:** Brittney Emslie (BSG Chair, KW Multicultural Centre), Brian Kamm (United Way Waterloo Region Communities)

**SSG:** Linda Terry (community member)

**WSG:** None at this time.

**BSG:** None at this time.

## Context and cross-referrals

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### Immigration Data and Trends

- Permanent resident arrivals in Waterloo Region were down nearly 20% in the first half of 2020 compared to 2019 (1,690 permanent residents arrived from Jan-Jun 2020 compared to 2,100 in 2019): 62% were destined to Kitchener, 27% to Waterloo, 10% to Cambridge and 1% to rural townships ([IRCC data, 2020](#))

### Contributors to success

- Partners have been keen to know what others are doing and partner when possible (though this is tempered by the demands of simply adapting to this quickly changing environment).
- Solid foundation of partnership and collaboration within IP has enabled us to move quickly to engage in pandemic response and address gaps.

### Challenges and how we're responding

- Partners have been challenged to continue programs virtually but have moved many programs/events to virtual space using multiple methods. Outreach to individuals who are not connected to specific programs or who lack tech access/skills to connect virtually is a challenge but partners are reaching out on a one-on-one basis. Virtual programming presents some challenges and also many opportunities.

### How Council or other Steering Groups can support

- Promote the Newcomer Landlord Awards call for nominations and nominate landlords that have gone the extra mile in these challenging times:  
[www.immigrationwaterlooregion.ca/LandlordAward](http://www.immigrationwaterlooregion.ca/LandlordAward).

### Other community initiatives and how they relate

- The City of Cambridge is engaged in strategic planning and it is an opportunity to engage and help shape development and services that are welcoming and inclusive of immigration and immigrants.
- Regional Council is working towards a regional anti-racism plan. This relates directly to the Belong Steering Group's goal in CAP 2020-2025 that "Immigration is widely supported and racism and discrimination are addressed through a regional Anti-Racism Strategy."

## PARTNERSHIP-WIDE

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Champion advocacy and engage with elected officials, policy and systems leaders</b>	IP Council members, IP staff	<ul style="list-style-type: none"> <li>Urged the Ontario Government to invest in Waterloo Region's immigration priorities in a written submission to the 2020 Fall Budget Consultation.</li> <li>Continued to advocate for immigrant-responsiveness within the regional pandemic response across sectors resulting in significant attention to specific challenges, language access and culturally appropriate responses.</li> <li>Continued to advise the Regional Chair and Kitchener Mayor's Task Force on Equity, Diversity and Inclusion on anti-racism developments. With the Mayor's Task Force, focus on disaggregated data strategy, equitable hiring and retention strategies and community fund development.</li> </ul>
<b>2.</b> <b>Build awareness of the Immigration Partnership and beneficial impact of immigration</b>	IP Council members, partners, staff	<ul style="list-style-type: none"> <li>Awareness of IP growing within pandemic tables due to partner and staff engagement across Council and Steering Groups. Attentiveness to immigrants growing.</li> <li>Significant social media engagement via Twitter and Facebook to promote the importance and contributions of immigrants to Canada. Attention to immigrants as essential workers in the context of the pandemic.</li> <li>Launched an IP profile on LinkedIn with a content focus on economic impacts of immigration and supporting employers in the employment of immigrants; 202 followers and 2,660 impressions to date.</li> </ul>
<b>3.</b> <b>Lead collaborative learning and community education</b>	Partners, IP staff	<ul style="list-style-type: none"> <li>Regular updates to IPs Covid-19 and Immigration landing page with 483 page views by 359 unique visitors. Nine Weekly Updates on Covid-19 and Immigration to 476 subscribers, with a 39% open rate and 1,398 opens. Shared relevant research reports via the Immigration Weekly.</li> <li>Launched the 2020 report on <b><u>Perceptions of Immigration in Waterloo Region</u></b> based on survey research commissioned with the University of Waterloo and leveraged social media to raise awareness and promote positive attitudes.</li> </ul>

Strategic Direction	Who's Leading	Progress Update
		<ul style="list-style-type: none"> <li>Refreshed and conducted IP's 2020 Partner Survey, with Evaluation Advisory Committee (EAC) members. Introduced specific anti-racism questions. Data currently being analyzed.</li> <li>Refreshed EAC membership and began development of IP's data and evaluation strategy to align with the new CAP and incorporate anti-racism data/research.</li> <li>Organized a partnership wide Anti-Racism 101 training for mid-Nov to support implementation of IPs Anti-Racism Commitment.</li> <li>Helped build data and research knowledge and capacity among community partners (i.e., multilingual survey design/promotion with Region of Waterloo Community Services staff; Arab &amp; Muslim data availability with Arab Women of Waterloo Region; patient experience measures with Grand River Hospital; etc.).</li> </ul>
<b>4.</b> <b>Break down silos within the Partnership and the community to promote immigrant success</b>	SG partners, IP staff	<ul style="list-style-type: none"> <li>Implementing Council and Steering Group-wide approach to implementation of <a href="#">IP's Anti-Racism Commitment</a> and evaluation framework development.</li> <li>Continued to share resources, connections, provide support between BSG and SSG partners and pandemic groups on language and interpretation issues.</li> <li>Regular staff engagement with peers in WR Crime Prevention Council, Children and Youth Planning Table and Wellbeing Waterloo Region, and other immigration partnerships across Ontario and Canada to share information and explore collaboration and effective alignment. Joint social media engagement using the #StrongerTogetherWR hashtag.</li> </ul>

## SETTLE STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Develop communication strategies and tools to simplify service systems and pathways for immigrants</b>	ROW Citizen Service and Public Health, settlement partners, IP staff	<ul style="list-style-type: none"> <li>IP partners and staff are working with the Ontario Health Team (OHT) KW4 region partners on an Interpretation Services working group. The group will be targeting outreach to primary health care providers to register/use the free LHIN-funded interpretation and drafting a common OHT interpretation commitment, promotional materials for hospitals/primary care providers, and patients. The group will also be identifying/removing interpretation barriers in acute care/hospital processes.</li> </ul>



<p><b>2.</b></p> <p><b>Drive collaboration and innovation within the settlement sector</b></p>	<p>YMCA, KWMC, Reception House, Carizon, MCRS, IP staff</p> <p>IP partners and staff</p>	<ul style="list-style-type: none"> <li>• IP staff and partners piloted Slack as a virtual space for collaboration and information sharing (Mar-Oct 2020). During the early pandemic months when many things were changing quickly it was a useful tool for sharing information between Weekly issues with the partners that were part of the pilot. It was not well used for inter-agency collaboration as partners were very busy and it was just one more place to login to and check. IRCC and others are pushing SettleNet.org as a similar forum for collaboration and information sharing across Canada – though much bigger than our previous pilot with information from many additional groups. This may become a more regular source of information for newcomer-supporting groups. IP is now piloting a SettleNet subgroup with YMCA, KWMC &amp; Reception House.</li> <li>• Supported YMCA, KWMC and Reception House in exploring service coordination and integration initiatives. The organizations are developing a shared Google folder for sharing joint documents such as a staff list with languages spoken, list of programs at each organization with key contacts for referrals, etc. They are also testing a quarterly brown bag lunch series to build connections and share information between frontline workers from all organizations. They have streamlined some referral processes and are developing a coordinated pathway/process for GARs that move to WR from other communities in Canada.</li> <li>• Continued to connect organizations supporting immigrants to nurture further collaboration (e.g. language learning/settlement organizations re Chromebook/laptop access for virtual learning, <a href="#">Kind Minds Family Wellness</a> focused on Black-identifying individuals/newcomers, collaborative initiatives between local settlement organizations)</li> <li>• Staff and partners continue to participate on advisory groups for provincial/national research projects (e.g. Allies in Refugee Integration exploring settlement-private sponsor collaboration in Ontario, Virtual Mental Health Access national research project) and provided letter of support for potential involvement in a project on Arabic-speaking patient needs in primary care.</li> </ul>
<p><b>3.</b></p> <p><b>Leverage service providers and planning tables as effective immigrant supports through strong relationships and collaboration</b></p>	<p>Settlement partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Staff and partners are supporting the KW4 Ontario Health Team (OHT) groups, which have identified refugees as a priority population, to determine health, mental health, and language interpretation resources and pathways for refugees in the <a href="#">KW4</a> area. IP is co-leading KW4 Interpretation Services working group with LHIN staff, and together with many local partners. IP staff and partners are also part of the KW4 OHT Refugee Health working group and the Refugee Mental Health Working Group.</li> <li>• Connected with the International Student Advisory Group (UW, WLU, Conestoga and a few other SW Ontario communities) regarding intersection of settlement and international students and future collaboration.</li> </ul>

		<ul style="list-style-type: none"> <li>• Maintained connection to and contributed to various sector initiatives including City of Kitchener Housing Strategy, KW Community Foundation affordable housing discussions, etc.</li> <li>• Connected regularly with Leadership Waterloo Region, which is collaborating with Wellbeing Waterloo Region, to develop innovative <a href="#">affordable housing solution ideas</a> for community consideration. Presentation by LWR to Regional Council this year.</li> <li>• Submitted a response by IPs Immigrant Housing Working Group to the City of Kitchener Affordable Housing Strategy consultation.</li> <li>• Partners and staff continue to participate in Ontario Health Team (OHT) - KW4; WR Oral Health Coalition and other community tables to bring forward immigrant perspectives.</li> </ul>
<b>4.</b> <b>Engage networks of private stakeholders in supporting immigrants</b>	Settlement and other partners, IP staff	<ul style="list-style-type: none"> <li>• Continued to promote a social media <a href="#">video series</a> featuring Engaged previous Landlord Award recipients to share their experiences, encourage other property owners to house immigrants and promote the 2020 award. <ul style="list-style-type: none"> <li>○ The videos were viewed more than 1,000 times with over 7,000 impressions on social media and more than 200 likes.</li> </ul> </li> <li>• Vetted nominations and selected winners of the 2020 Newcomer Landlord Award. Two local landlords will be recognized at the Nov 20 Housing Day virtual event. Developing new videos to with the new award winners to share, celebrate and encourage other landlords.</li> </ul>

## WORK STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> Develop campaigns and tools to amplify the value proposition and economic contribution of immigrants to employers	WSG members/IP staff	<ul style="list-style-type: none"> <li>Utilized existing marketing tools and materials. Ongoing work to place strategic ads in Chamber newsletters and directories, social media and events for awareness building and message sharing, including:               <ul style="list-style-type: none"> <li>Full page ad in the Cambridge Chamber Spectrum</li> <li>Greater KW Chamber business directory ad and article on the importance of anti-racist organizational change.</li> <li>Displays and participation in upcoming Greater KW Chamber of Commerce events via collaborating with the Greater KW Chamber during fall/winter/spring on webinars for employers.</li> <li>Collaborated with Business and Economic Support Team WR (BESTWR) on webinars for restaurant/food sector, increasing awareness of the work of Immigration Partnership.</li> <li>Supported City of Kitchener, Communitech and Region on a webinar focused on displaced workers.</li> </ul> </li> </ul>
<b>2.</b> Foster cohesive service to employers and immigrant job-seekers across sectors and the talent spectrum	WSG members/IP staff	<ul style="list-style-type: none"> <li>Worked closely with employment service partners and employers to build the bridge for immigrants to access meaningful employment.</li> <li>Continue to work closely with the Workforce Planning Board (WFPB) to market their new FindyourJob.ca job board and currently working with a steering team via the WFPB to deliver 3 job fairs between Fall 2020 and Spring 2021. The first one was held in October and was quite successful with 20 employers and over 250 job seekers.</li> <li>With Covid-19, the process to develop a one stop immigrant talent hub had slowed down. But the task group have been meeting and have concluded that they need this project to move to a different group or groups in the community so that the resources necessary can be accessed. Ian Mclean, CEO of Greater KW Chamber and WSG Chair, agreed to reach out to key leaders in the community to discuss the need for a Talent Hub, as well as the Ontario Chamber of Commerce. It is still agreed that a Talent Hub is required but who and how still need to be determined.</li> </ul>
<b>3.</b>	WSG members/IP staff	<ul style="list-style-type: none"> <li>WSG's role is to bring awareness to employers that immigrants are invaluable to their organization, that they are here and ready to work. Also to look at processes and systems that will allow for employers to easily access this talent and make</li> </ul>

Strategic Direction	Who's Leading	Progress Update
Engage networks of employers to hire and retain immigrants		<p>connections. During COVID the message stays the same: Immigrants are a great source of talent. Engaging employer partners to see what their current hiring needs is challenging but many sectors are still hiring and are in need of talent. Sometimes the roles are not what immigrants are looking for but we continue to share any job postings received within our network so that a bridge can be created for immigrants to access employers.</p> <ul style="list-style-type: none"> <li>• Working closely with the Workforce Planning Board to plan a series of virtual job fairs to create allow for connections to employers.</li> <li>• Continue to participate in Reception House's Working Together Program to recommend and create connections to employers to create job opportunities for refugees.</li> <li>• Worked WFPB on a virtual Manufacturing Day event this Fall whereby immigrants visited area manufacturers via video. These videos were well done and it was promoted to service providers so they could encourage their clients to watch.</li> </ul>
<p><b>4.</b></p> <p>Collaborate with leaders and organizations (public, private and not-for-profit) to foster immigrant attraction, employment and entrepreneurship</p>	IP staff	<ul style="list-style-type: none"> <li>• Worked closely with regional economic development reps via Best WR. Continue to address various sectors and what they are facing during COVID and how this group can support them.</li> <li>• Deepened connections and interactions with economic development during COVID with City of Waterloo, City of Kitchener and City of Cambridge ED reps.</li> <li>• Participate in regular 'All Hands On' economic development meeting with business and community leaders sharing status of supports and advocating through COVID.</li> <li>• Continue to work with the Small Business Centre, promote their workshops and make connections with immigrant service providers.</li> <li>• Partnered with other Immigration Partnerships across Southwestern Ontario to deliver a webinar for employers featuring employers speaking to best practices for hiring immigrant talent, trends and how and if COVID has impacted their hiring.</li> <li>• Continue to work closely with both Chambers including a partnership with KW Chamber on a series of webinars for employers and raise awareness of the work of the Immigration Partnership.</li> <li>• Entered a partnership with Worldwide Education Services (WES) on a program called Immigrants Works. Originally launched as a national social media campaign, numerous programs are now being delivered as an extension. We will work closely beginning in 2021 to develop an employer playbook for Waterloo Region re: hiring immigrants and more.</li> </ul>

## BELONG STEERING GROUP

Strategic Direction	Who's Leading	Progress Update
<b>1.</b> <b>Build connections, capacity and civic engagement among ethno-cultural groups and the community at large to increase immigrant influence in policy making and social connectedness</b>	BSG partners, IP staff	<ul style="list-style-type: none"> <li>Delivered a presentation to around 20 women from various ethno cultural groups about the importance of mental health and self-care during the pandemic. Shared relevant resources and websites in Waterloo Region.</li> <li>We continue to work on engaging ethno-cultural groups through the pandemic. It has been a challenge. Many organizations are closed temporarily and are not delivering their services, while new groups are starting up. We continue to work at making connections and update contact lists.</li> <li>Ongoing phone and zoom meetings to build a rapport and relationship by the IP staff to IP partners and ethno-cultural leaders and members.</li> <li>Continue to connect with and support groups/organizations/individuals who are making reassurance phone calls to address isolation and offer help and support.</li> </ul>
<b>2.</b> <b>Work with municipalities and other public sector partners as leaders and advocates to strengthen immigrant welcoming, inclusion and engagement</b>	City of Waterloo, City of Cambridge, IP staff	<ul style="list-style-type: none"> <li>Supported planning of the upcoming Welcome Cambridge Virtual Event focused on immigrant inclusion and belonging. Will host a virtual booth at the event to make connections and provide support.</li> <li>Continued support to Waterloo Region Police Service reps to organizing a First Response Service information sharing session for immigrants. It will launch in January/February 2021.</li> <li>Continued to promote equity of access issues and interpretation/translation services in pandemic response groups. IP partners and staff have been promoting that language be treated with similar importance to accessibility or other equity lens' in service planning.</li> <li>The welcoming and inclusive municipalities working group will meeting in the New Year to discuss plans and ideas for urban and regional development.</li> </ul>
<b>3.</b> <b>Increase public support for immigration, and action to address racism, discrimination and foster immigrant belonging through campaigns and initiatives</b>	IP Staff and Public Education Working Group (PEWG)	<ul style="list-style-type: none"> <li>Worked with New Horizons Media and the KW Multicultural Centre to prepare a webinar for immigrants profiling life and opportunities in Waterloo Region, to encourage them to move here. The event featured KWMC staff/BSG Chair Brittney Emslie and numerous newcomers sharing their experiences.</li> <li>Planned for the fourth annual Waterloo Region Global Migration Film Festival (GMFF) in Nov/Dec 2020, in collaboration with the International Organization for Migration (IOM). Promoted the GMFF on social media.</li> </ul>

Strategic Direction	Who's Leading	Progress Update
		<ul style="list-style-type: none"> <li>• The communication between IOM-GMFF, various filmmakers, IP partners, and recruitment for new film screening hosts/partners was successful and is on going. <ul style="list-style-type: none"> <li>○ 14 confirmed film screenings to take place between November 28<sup>th</sup> and December 18<sup>th</sup>.</li> <li>○ Eight Canadian films to be screened.</li> <li>○ IP will host two screenings: The first will be on Nov. 30<sup>th</sup> for IP Council, BSG, WSG, SSG, and IP staff, on the subject of trauma and migration. The second will be on Dec. 18<sup>th</sup> for all IP partners and the community at large. This film will highlight the subject of Paralympics and migration.</li> <li>○ Both films will be screened/hosted on the Zoom webinar digital platform in partnership with Waterloo Public Library. The filmmakers have accepted the invitation to participate as a guest speaker for the screenings. The screening will also have a Q &amp; A session and an audience discussion about migration.</li> </ul> </li> <li>• IP staff and PEWG members are supporting the Finding Hope Movement, launched by Wellbeing Waterloo Region in partnership with The Blend (a media production company from Cambridge). The aim is to spark a “Finding Hope” movement to help support and connect the community through the second wave of the pandemic. The website has now been soft launched. Webpage: <a href="#">Finding Hope</a></li> <li>• IP staff and partners have participated in workshops and trainings on hate crime, hate incidents, racism at the individual, organizational, and community level.</li> <li>• The PEWG continues to develop anti-racism strategies and campaign – a #RacialEquityWR lawn sign campaign. Funding and logistics are being sorted out.</li> <li>• A webpage with all anti-racism work/resources/connectors taking place in Waterloo Region is completed. Research and adding of additional resources is ongoing. This webpage will be housed on the IP website.</li> </ul>
<p><b>4.</b></p> <p><b>Collaborate with systems and community tables and leaders</b></p>	<p>Municipal partners, IP staff</p>	<ul style="list-style-type: none"> <li>• Continued to participate in the Pandemic Psychosocial and Spiritual Supports Working Group and Cambridge Mobilization Team.</li> <li>• Attended the Waterloo Neighbourhood Summit: Asset Map Discussion to bring forward the newcomers, language barrier, pandemic grief, transportation barriers etc. perspectives.</li> <li>• Continue to participate in the Cambridge Mobilization Team to maintain the connections, share information and highlight newcomer experiences.</li> </ul>



# Welcome New Partners!

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**SSG:** Joe-Ann McComb (Kinbridge Community Association), Vanessa Lopak (City of Cambridge), Linda Gomez (English at First). New SSG Chair is Laura Stoutenburg and the new Vice Chair is Stephanie Schreuders.

**BSG:** None at this time. The new Vice Chair is Vanessa Lopak (City of Cambridge).

## Context and cross-referrals

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### Immigration Data and Trends

- Permanent resident arrivals in Waterloo Region are down by over 35% in the eight months of 2020 compared to 2019 (1,960 permanent residents arrived from Jan-Aug 2020 compared to 3,080 in 2019). Since the pandemic started (Apr-Aug), only 865 permanent residents have been admitted in Waterloo Region. ([IRCC data, 2020](#))
- IRCC announced a plan to welcome over 1.2 million permanent residents to Canada from 2021-2023 (an increase over previous levels to account for declines in arrivals due to the pandemic). ([IRCC, 2021-2023 Immigration Levels Plan](#))

### Contributors to success

- Partners have been keen to know what others are doing and partner when possible (though this is tempered by the demands of simply adapting to this quickly changing environment).
- Solid foundation of partnership and collaboration within IP has enabled us to move quickly to engage in pandemic response and address gaps.

### Challenges and how we're responding

- Partners have been challenged to continue programs virtually but have moved many programs/events to virtual space using multiple methods. Outreach to individuals who are not connected to specific programs or who lack tech access/skills to connect virtually is a challenge but partners are reaching out on a one-on-one basis. Virtual programming presents some challenges and also many opportunities.

### How Council or other Steering Groups can support

- Participate in the BSG's Nov 30 GMFF screening.
- Refer employers seeking talent to WSG.
- Promote the Newcomer Landlord Awards and landlords that have gone the extra mile in these challenging times: [www.immigrationwaterlooregion.ca/LandlordAward](http://www.immigrationwaterlooregion.ca/LandlordAward).
- Participate in anti-racism training offerings provided by IP.

### Other community initiatives and how they relate

- The City of Cambridge is engaged in strategic planning it is an opportunity to engage and help shape development and services that are welcoming and inclusive of immigration and immigrants.
- Regional Council is working towards a regional anti-racism plan. This relates directly to the Belong Steering Group's goal in CAP 2020-2025 that "Immigration is widely supported and racism and discrimination are addressed through a regional Anti-Racism Strategy." We continue to explore ways of aligning.

## ED Report to the Immigration Partnership Council

18 Nov 2020

This report is provided to the Immigration Partnership Council as an update on the strategic and operational aspects of overseeing the Immigration Partnership.

### Previous Council Meeting Action Item Updates

- ED to engage fundraisers to draft options for Immigration Partnership Fund growth: To do.

### Support to IP Council

- Organized the 16 Sep Immigration Partnership Council meeting and two meetings of the IP Council ad hoc anti-racism governance review group.
- Communicated with the Chair and Vice-Chair to plan agendas and actions.

### Strategic Relationship Development, Advising Policy and Systems

- MPs/MPPs: Ongoing communication on immigration matters. Submitted a briefing on immigration priorities to the Government of Ontario's Fall 2020 Budget Consultation (see appendix).
- Municipal Engagement:
  - Consulted with the Regional Chair and CAO on regional anti-racism efforts.
  - Participated in the following on behalf of IP:
    - Region of Waterloo Community Safety and Wellbeing Advisory Committee (co-convenor); Pandemic Community Supports Control Group and Family and Children's Working Group; Community Services Coordinating Committee.
    - City of Kitchener Mayor's Task Force on Equity, Diversity and Inclusion (almost weekly meetings of working groups on disaggregated data, workforce hiring and retention, and community fund development).
- Research partnerships: Community co-chair of a study on migrant resilience led by Dr Jenna Hennebury/IMRC; Steering Committee member for wider network (Montreal, Ottawa, Sherbrook, Toronto, Windsor).
- Community Partnerships:
  - Co-convenor of Wellbeing Waterloo Region's Systems Change Champion Table.
  - Member of the International Migration Research Centre Board.
  - Bi-weekly alignment meetings with staff leads from WR Crime Prevention Council, Children and Youth Planning Table and Wellbeing Waterloo Region.
- Communicated with Local Immigration Partnership (LIP) managers Canada to share information and practices. Participated in monthly virtual meetings of Southwestern Ontario LIPs and various working groups focused on pandemic responses, regional collaboration opportunities and anti-racism work. Sharing input on local immigration concerns with the federal government via LIP representatives to the National Settlement Council.

### Immigration Partnership Communications

- Ongoing updates to the Immigration Waterloo Region website. Monitored site analytics. Ongoing promotion of new website via social media and with partners.
- Developed the Immigration Partnership profile and following on Twitter and Facebook.

#### Analytics update for 8 Sept – 10 Nov:

- 5,864 visits to the Immigration Waterloo Region website (4,796 unique visitors).
- Most common pages: Homepage (17.5%), COVID-19 Information and Resources (6.9%), Immigration Partnership (6.0%), English Language programs (5.5%).
- Immigration Partnership's Twitter following grew by 47 to 2,106 with 189 tweets, 178 retweets, 388 likes, 2,323 profile visits and 106,100 tweet impressions in that time.
- Immigration Partnership's Facebook following grew by 88 to 835 followers, with 766 likes and 16,990 engagements.
- Launched Immigration Partnership's LinkedIn profile. Oct 1- Nov 10, gained 202 followers, with 40 posts, 2660 impressions, 81 unique visitors, 68 likes
- For the Covid-19 landing page (8 Sept-Nov 10): 407 visits, 483 page views and 359 unique visitors.
- For the COVID-19 and Immigration Weekly: 9 COVID-19 Weeklies sent, 476 subscribers, 39% open rate and 1,398 opens (88% desktop-11% Mobile)

#### Administration and Staffing

- Supported staff in their work with Steering Groups; participated in IP meetings and events.
- Convened regular IP team and 1:1 meetings to discuss CAP implementation, progress reporting, trouble shooting, planning and cross-pollination of work. Focus on team connectedness and wellbeing, especially during the time of COVID.
- Facilitated staff participation in professional development opportunities (national immigration conference, equity data training, plain language communications, leadership training) and team building (launching reading club on How to Be Anti-Racist).
- On boarded and supported integration of Conestoga College Social Worker Program placement student.

#### Finance/Funding/Reporting

- Communicated with IP funders and monitored IP budgets and cash flows.
  - Secured \$10,000 in general operating support for Oct-Dec 2020 from United Way Waterloo Region Communities.
  - Together with Greater KW Chamber (agreement holder), seeking clarity of provincial funding commitment beyond Mar 2021.
  - Communicating with IRCC re potential need for funding increase in light of uncertainty of other funding sources.
- Submitted financial and narrative reports to the provincial government. Participated in 2021 budget preparations with the Region of Waterloo.

### **Upcoming Dates and Events**

29 Nov-18 Dec, Waterloo Region Global Migration Film Festival

30 Nov, BSG meeting and GMFF screening

18 Dec, IP GMFF screening and International Migrants Day celebration