

# Working Together Better

March 2018    Volume 4 Issue 2



**LIP** LOCAL IMMIGRATION  
PARTNERSHIP  
TORONTO SOUTH

## The Year in Review

1. Collaborations and Partnerships
2. Capacity Building Activities
3. Resources, Tools & Communications
4. Research Activities

## Collaborations and Partnerships

### Strategic Planning

Our Strategic Plan was approved by our Council in May 2017 and will guide our work over the next 3 years. Twenty four members of our Partnership Council and Working Groups collaborated on the development of the plan. The planning process involved identifying key issues for Working Groups to address. The broader membership also had opportunities to provide input through email updates and surveys. A truly collaborative process! Here is our [Strategic Plan 2017-2020](#).

### Newcomer Council

The development of the Newcomer Council is a collaboration among all 4 LIP projects (North, South, East and West). We applied and received funding through the City of Toronto to develop a Council that would give feedback on local issues within each LIPs' neighbourhood and also collaborate as whole to address City-Wide issues and learn about municipal government processes. [The Toronto East Quadrant LIP](#) is the project lead for this initiative.

### Being an Active Citizen

The Social Inclusion working group has been designing and developing a civic engagement curriculum specifically for newcomers for the past 2 years. The partner agencies are: St. Stephen's Community House, Dixon Hall Neighbourhood Services, Children's Aid Society of Toronto, Access Alliance Multicultural Health and Community Services, Parkdale Queen West Community Health Centre and YMCA Toronto. The curriculum is undergoing final editing and design and should be ready for distribution by May 2018.



## Collaboration Award

Every year the TSLIP chooses a member project to receive our Collaboration Award. The award is presented during Newcomer Week and recognizes organizations who exemplify the collaborative process. This year the award went to CultureLink, WoodGreen Community Services and ACCESS Employment for developing the [Guide for International Students in Toronto Secondary Schools](#). A small ceremony with refreshments and plaque presentations was held to honour the recipients. Congratulations!!

## Newcomer Welcome Fair

In November, the Kensington Chinatown Hub Network, a champion project of the TSLIP, held its annual Newcomer Fair. The fair brought together 12 west downtown Toronto immigrant-serving agencies and was attended by close to 250 newcomers. Newcomers received free health screenings and information on health and community resources.



## Collaborations with other Toronto LIPs

- **Systemic Issues and Social Change**

A sub-committee has been developed to work with [Innoweave](#), using a Collective Impact approach, to address the systemic issues in the Accreditation and Licensing process for internationally trained newcomers.

- **Mental Health Ambassadors Project**

We worked with the Toronto North LIP to build capacity and form working partnerships between Settlement workers and Mental Health workers.

- **Bridges Forum**

We worked with the Toronto East Quadrant LIP in planning their 6<sup>th</sup> annual Bridges Forum. Staff also assisted with set up and facilitated workshops and roundtable discussions.

- **Welcome2School Website**

We continue to work with the other LIPs to maintain the [Welcome2School](#) website. The site assists frontline staff to engage newcomer families and help them navigate the education system. It is designed to connect staff and newcomer families with helpful information, resources, workshops and programs.

- **Women Against Violence Group**

Working with the Toronto West LIP to promote the campaign against gender-based violence. [150 Ways to End Gender-Based Violence](#).

- **Newcomer Council** (see above)

- **The Way Forward – Improving Quality of Service for Vulnerable Newcomers Through Enhanced Frontline Worker Training** (see below)

## Capacity Building Activities

- **The Way Forward – Improving Quality of Service for Vulnerable Newcomers Through Enhanced Frontline Worker Training**

We secured funding to develop a series of workshops for frontline staff who work with vulnerable populations. In collaboration with the Toronto area LIPs, we are developing a curriculum of 9 modules on a variety of topics from self-care to developing creative outreach strategies. We will present a total of 12 workshops, one workshop on each of the 9 modules and repeating the 3 most popular workshops. The Toronto South LIP is the lead on this project.



## Righting Relations

As part of our responsibility to address the Truth and Reconciliation Commission's 94 Calls to Action, we held a workshop with our Council members on building relations between Newcomer and Indigenous communities. A Public Educator with Righting Relations, spoke about bridge-building and guided our Council through conversational exercises that encouraged reflecting on why and how to support bridge-building work between newcomer and Indigenous communities and the settlement sector. Another workshop is planned for May 2018 to further explore how to support Indigenous and newcomer communities. Find some resources from our Nov 2017 session [here](#).

## Mental Health Trainings

### • Journey to Promote Mental Health

As part of a training series presented in partnership with Hong Fook, we provided a series of 4 training sessions to enhance the capacity of settlement service workers to address the mental health issues and make timely referrals to appropriate services. Fourteen frontline staff completed all four sessions and received a certificate.

### • A Panel Discussion on Immigrant Health in Canada

Presented in collaboration with CATIE, this panel discussion addressed some key health issues among immigrants and newcomers. Speakers from CATIE, Toronto Public Health and Access Alliance Multicultural Health and Community Services answered questions for the thirty attendants and participated in networking sessions.

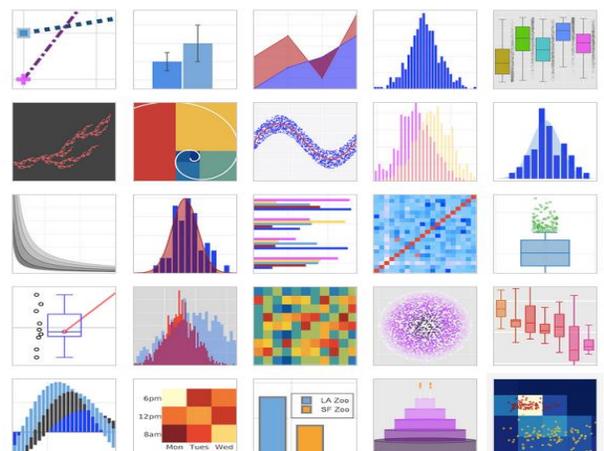
## Resources, Tools and Communications

### Infographics

We developed a number of infographics to illustrate statistics in an easy to understand format. This includes a graphic on [Family Size of Syrian Refugees](#) and [Use of IRCC Services](#) for Ontario and Toronto.

### Income Tax Clinic Resource

Our annual Income Tax Resource is developed to help frontline staff help their clients find a free income tax service. This year we developed both a Community Calendar and a Map. They can be found [here](#).



## TDSB Data

Using recent information from the Toronto District School Board we were able to compile maps showing the [Percentage of Recent Immigrants in TDSB Schools](#) as well as charts to show the [percentage by Ward](#). We also developed a series of charts showing the [Top Ten Non-English Language Spoken](#) in each TDSB Ward.

## Census Maps

The release of the census data gave us an opportunity to develop a number of maps focusing on immigrants and refugees in Toronto. A series of 15 maps can be found [here](#). More to come as we analyse the data more closely.

## Housing Worker Resource/ Settlement Worker Resource

We developed 2 resources for frontline staff to build understanding and partnerships between two sectors. The resource for [Housing Workers](#) explains the work of the settlement worker – what they can and cannot do. The resource for [Settlement Workers](#) explains the different types of Housing Workers and their roles and responsibilities. In the upcoming year, we will continue this relationship building with a networking session and discussion on effective referrals between the two sectors.

## Communications

### • Website

Over 2000 users have accessed information on our website this year! Also, we now post all working group and committee minutes, agendas and documents on our site. This assists us with onboarding new members and keeping our materials efficiently archived. A recent website analysis & evaluation has given us a solid plan for upgrades and the addition of new features.

### • Weekly Updates

This year we distributed 47 Weekly Updates to over 290 recipients each Friday (that's over 13,000 updates distributed!). The updates include all the latest postings from our website including news, events, resources, announcements, job postings and more. You can find recent updates [here](#).

### • Newsletters

This year we published two newsletters, one in the summer and one in March. The summer edition featured our new Strategic Plan, highlighting information on our process, strategic directions and ongoing work plans. You can find it [here](#). The March edition is our Year in Review.

### • Twitter

We are active Twitter users with over 950 followers. We use this platform to support members' activities and keep up with timely, relevant sector news and announcements. We post recent items from the sector locally and globally. Follow us @torontosouthlip.



## Research Activities

### Citizenship and Employment Precarity

We are participating in a research project on [Citizenship and Employment Precarity](#) that will study how citizenship and legal status trajectories shape newcomer employment and wellbeing over time. The project, a partnership between York University, University of Toronto and community agencies, consists of surveying persons who arrived in Canada with precarious legal status, are employed and have lived in Canada for at least 3 years. Three stories will be selected to feature in a documentary film.



### Ongoing Census Data Analysis

Immigration data from the 2016 Canadian census was presented at the February TSLIP Council Meeting. The layout of the maps will be refined on an ongoing basis. Overall, the TSLIP catchment area is home to some longstanding legacy migrants, especially in the northwest pocket of the TSLIP boundaries. Presented maps are available online at: [www.torontolip.com/Publications/Resources/Maps.aspx](http://www.torontolip.com/Publications/Resources/Maps.aspx).

### Identified research issues

The Systemic Issues and Social Change committee, along with our Working Groups and Partnership Council have identified two areas of research to focus on for the upcoming year.

- **Accreditation and Licensing**

A sub-committee has been formed and has started working with [Innoweave](#) to develop a workplan using a collective impact approach. An environmental scan is also underway to identify services and barriers.

- **Mental Health Supports**

This sub-committee is exploring the types of non-medical mental health supports that are available. Currently the sub-committee is supporting a Wellness Forum being held by Afghan Women's Organization. The forum will help the sub-committee learn about existing mental health supports and plan next steps.

### Membership survey on Training Needs

We developed and distributed a survey to all Toronto area LIP members to determine the training needs for frontline staff. The results of this survey will inform the curriculum development of frontline staff training modules for *The Way Forward* project.



Comments? Question? Contact us at [communications@torontolip.com](mailto:communications@torontolip.com)