

Settlement Services Working Group
Meeting Minutes
Woodgreen Community Services
815 Danforth Avenue
January 29th, 2014. 10:00 a.m. – 12:00 p.m.

Agenda

1. Welcome and Introductions	10 min
2. Approval of Minutes	5 min
3. Joint Orientation to Ontario (O2O)Sessions	20 min
• French/English Workshop	
4. Final Review of Draft Welcome Brochure	15 min
5. Update on Neighbourhood Selection	20 min
6. Identifying Top Languages	10 min
7. Recruitment of Brochure Sponsors	10 min
8. Action Planning for Next Year	20 min
9. Action Items	10 min

Attendance

Present:

Ermelina Ball	Canadian Centre for Victims of Torture
Ruichun Tang	WoodGreen Community Services
Shaida Addetia	WoodGreen Community Services
Nishanthini Nagaratnam	Toronto Newcomer Office (City LIP)
Ansuya Chetty	Working Skills Centre
Maria Delgado	Collège Boréal
Rudy Purwanto	YMCA Newcomer Information Centre
Andrea Lagios	Epilepsy Toronto
Jerush Nava (Seneca Student)	Kababayan Multicultural Centre

Regrets:

Bill Sinclair	St. Stephen's Community House
Peter Chiu	The Cross-Cultural Community Services Association
Michelle Adams	East York East Toronto Family Resources

Staff: Nicole Watson, Raj Rajathiran

1. Welcome and Introductions

Members were welcomed to the meeting and were asked to introduce themselves and the agency they represent. Members were also given the option to mention any interesting initiatives, programs or news happening at their agencies

2. Approval of Minutes

Members had the opportunity to review and approve the Minutes of the previous meeting.

3. Joint Orientation to Ontario (O2O) Sessions

Members discussed progress in organizing the joint Orientation to Ontario sessions in both English and French. English sessions will take place at Woodgreen Community Services, February 19th and 20th. French sessions will take place at Collège Boréal, March 17th and 18th. It was noted that the ideal number of participants per session is 8-10. Sessions are open to all newcomers (permanent residents, convention refugees, citizens, refugee claimants, foreign workers, international students). Tokens and refreshments are served on both days. Sessions are tailored to fit the needs of the group, topics include: health, housing, job searching, education, childcare, international training, taxation, small business and social benefits. All members were asked to advertise these sessions, share this information with their colleagues and (where possible), refer at least two people to attend.

As noted on the TSLIP eventbrite page: "The Orientation to Ontario Workshop seeks to help newcomers identify key settlement activities, locate immigrant-serving agencies, and design their own personal settlement plans. Every newcomer's settlement experience is different, and every newcomer to Ontario will have unique needs and circumstances. These workshops will be tailored to meet the needs of participants and involved the development of a personalized settlement plan. The workshop will provide basic information for settlement on a number of key topics including health, housing, job searching, education, international training, childcare, banking and personal finances. They also provide additional resources and useful settlement tools to help newcomers organize information and develop a settlement plan."

4. Final Review of Draft Welcome Brochure

The group reviewed the most up-to-date draft of the newcomer Welcome Brochure. TSLIP staff reviewed all changes that were made. The group felt confident about the brochure's current iteration –commenting on its effectiveness as a tool for settlement counsellors. The group was informed that the brochure will now be going to the Executive Committee for review and approval.

5. Update on Neighbourhood Selection

The group was given an update on neighbourhood selection for the brochure pilot Phase I. First, members reviewed the results of the poll conducted in December 2013 used to identify neighbourhoods of interest. The poll indicated that members were particularly interested in piloting in Regent Park, Bloor-Junction (Bathurst to Keele, College to St. Clair) and East York (including underserved areas North of Danforth). Additional options from the poll included: East Downtown (Yonge to Don Valley); Chinatown-Kensington-Annex (Yonge to Bathurst, South of College); South of Danforth (Don Valley to Victoria Park); and Parkdale-Trinity (Bathurst to High Park, South of College).

The group was also informed that the results of the poll were taken back to the LIP Executive Committee to establish strong leads in these areas, CCVT and Fred Victor jointly decided to support the pilot in the East Downtown area (including Regent Park). St. Stephen's stepped forward to lead the project in the Bloor-Junction area. For the time being, it was decided that East York (NODA) could be introduced in Phase II of the pilot. Working group members were in agreement with this. No assessment criteria or timeframe has been established thus far.

Neighbourhood Insert

There has been ongoing discussion around the inclusion of a neighbourhood insert with the brochure. It was decided that an insert would not make sense in highly service-dense areas such as East Downtown Toronto, but may be adequate for less serviced areas such as in Bloor-Junction. Overall the group felt that an online, interactive mapping tool would be of more use to settlement workers than a hard copy map. It was agreed that a hard copy map would be tested in the Bloor-Junction area during the pilot.

6. Identifying Top Languages

TSLIP staff put together a listing of the most common newcomers languages based on City of Toronto data. The document outlined:

1. Top Ten Mother Tongue Languages/Home Languages in the Toronto South LIP Region
2. Top Ten Mother Tongue Languages/Home Languages in Bloor-Junction
3. Top Ten Mother Tongue Languages/Home Languages in East Downtown (including Regent Park)

The group felt that although this list was a good start, but did not accurately reflect the clientele agencies were encountering. In follow-up TSLIP staff was asked to explore additional languages from the Top 62 languages in the City of Toronto reflecting key regions of the world (Asia, South Asia, Africa, South America, Europe).

Update: Upon further research and discussion the following top 20 languages were established.

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| 1. English | 11. Urdu |
| 2. French | 12. Gujarati |
| 3. Spanish | 13. Farsi |
| 4. Portuguese | 14. Russian |
| 5. Mandarin (Chinese) | 15. Somali |
| 6. Tagalog | 16. Amharic |
| 7. Vietnamese | 17. Tigrigna |
| 8. Korean | 18. Twi (Akan-Twi) |
| 9. Tamil | 19. Arabic |
| 10. Bengali | 20. Punjabi |

7. Recruitment of Brochure Sponsors

As the TSLIP does not have a budget for printing the brochures, the group discussed the possibility of soliciting brochure sponsors to help fund printing costs. The group had some hesitation relating to sponsorship and felt that this was an idea that required thoughtful consideration and an established process. Discussions will be continued on an as-needs basis in the new fiscal year.

8. Action Planning for Next Year

The group was informed of items likely to be included in next year's action plan. Members were encouraged to send any feedback and additional suggestions to TSLIP staff.

9. Action Items

Action		Who
Eventbrite Registration	Create and handle registration for English O2O Sessions	Sevgul Topkara-Sarsu, Woodgreen with TSLIP Staff Support
Eventbrite Registration	Create and handle registration for English O2O Sessions	Maria Delgado, Collège Boréal with TSLIP Staff Support
Neighbourhood Insert	Work on creating a draft copy of the neighbourhood insert to be reviewed by LIP Council in March 2014	TSLIP Staff
Expanded Language List	Expand and refine the list of most common languages in the Toronto South LIP region	ALL Members
NAC	Look into the possibility of soliciting brochure feedback from the Newcomer Advisory Committee (NAC) Members	TSLIP Staff