



Community Achievement Report

April 1, 2011 – March 31, 2012

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Co-led by:



United Way
London & Middlesex
Change starts here.



London
CANADA

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I. ABOUT THE LONDON & MIDDLESEX LOCAL IMMIGRATION PARTNERSHIP

The London & Middlesex Local Immigration Partnership (LMLIP) is a collaborative community initiative designed to strengthen the role of local and regional communities in serving and integrating immigrants.

LMLIP is one of close to thirty five Local Immigration Partnerships across Ontario funded by Citizenship and Immigration Canada (CIC) and supported by the Ministry of Citizenship and Immigration (MCI) and the Association of Municipalities of Ontario (AMO).

Since its inception in September 2009, LMLIP has made conscientious efforts in bringing together sectors, volunteers and immigrant communities to provide input and to hear perspectives of multiple voices in the community. Four community events were held which resulted in the following:

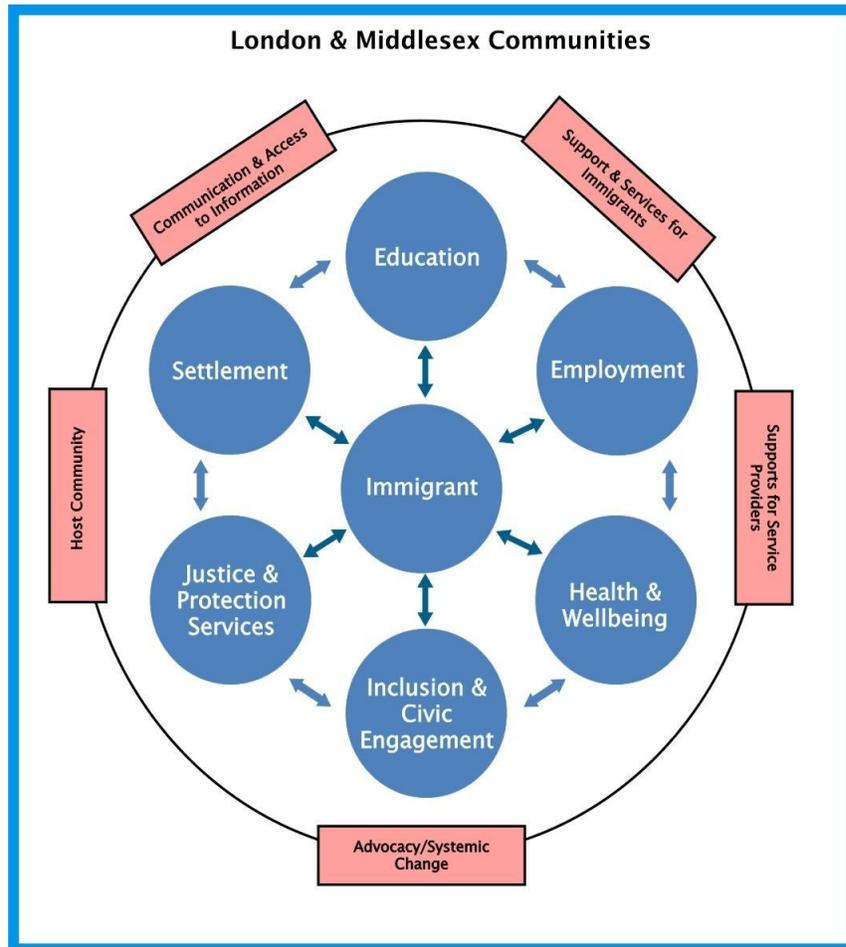
- ❖ *endorsement of the Terms of Reference that guided the work of the LMLIP Council*
- ❖ *establishment of the LMLIP Council (six issue Sub-councils and a Central Council)*
- ❖ *development of the Community Capacity & Needs Inventory*
- ❖ *development of the Community Immigrant Strategic Plan for London & Middlesex*
- ❖ *endorsement of the LMLIP Strategic Multimedia Communication Plan*

With the submission of the *Community Immigrant Strategic Plan* in July 2010, our LMLIP Council has continued to work with the community and coordinates the implementation of a number of projects. To access the Plan, please visit the LMLIP page of the London and Middlesex Immigration Portal at www.immigration.london.ca.

We are proud to highlight our community achievements from April 2011 to March 2012. This progress report represents considerable continued investment of time, expertise and knowledge to help advance the issues identified by our community. While clearly there is more work ahead, we cannot create our desired impact without this continued collaborative spirit.

II. OUR COMMUNITY ACHIVEMENTS

LMLIP OVERARCHING OUTCOMES



The achievements reflect the following five overarching outcomes of our Community Immigrant Strategic Plan:

1. Supports and Services for Immigrants

Immigrants have increased access to supports and services to ensure that they can successfully participate in all aspects of the community

2. Communication and Access to Information

Immigrants have increased access to information about available services, cultural expectations and how to access services and supports to successfully use the system in the community

3. Host Community

London & Middlesex residents are exposed, educated and engaged in understanding and accepting diverse traditions, behaviours and experiences of all the cultures that make up the community

4. Supports for Service Providers

Service providers and volunteers have increased access to sustainable funding, information on supports to collaboration, diversity training and resources to ensure timely, effective and responsive services for immigrants

5. Advocacy/Systemic Change

Reduction of systemic barriers (i.e., local, provincial, federal and host community) that impede immigrants' ability to successfully engage in the community

A. CENTRAL COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
<p>Governance Model - enhance accountability and define roles of members of the LMLIP Council</p>	<p>Revised Terms of Reference were endorsed by Council on November 28, 2011 and communicated to community partners</p>	<p>All</p>
<p>Advocacy/Systemic Changes - reduce systemic barriers that impede immigrants' ability to successfully engage in the community</p>	<p>Work group identified and is exploring current local issues: the potential closure of two schools accessed by many newcomers for language programs and access to professional interpretation for the health sector</p>	<p>Advocacy/Systemic Change</p>
<p>Outcome Measurement - develop a clear outcome measurement strategy</p>	<p>Identified four indicators to be used for the Outcomes template</p> <p>Presented at the Annual LIP & Welcoming Communities Initiative (WCI) Conference February 8, 2012</p>	<p>All</p>
<p>Media & Engagement - enhance relationships between ethno-cultural groups and with host community</p>	<p>Six Kitchen Table Discussions were held with the following ethno-cultural (EC) groups: Arabic, Chinese, Francophone, Pakistani/Indian, Hispanic, Somali</p> <p>Five Media literacy workshops were delivered to ethno-cultural groups to increase their capacity in using traditional, ethno-cultural and social media to communicate with the host community, within their EC groups and between other EC groups</p> <p>Developed a media list and media map of community partners, ethno-cultural and faith groups</p>	<p>Host Community</p> <p>Supports and Services for Immigrants</p> <p>Supports for Service Providers</p>

B. EDUCATION SUB-COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
<p>Facilitate access to education for parents who do not have access to childcare</p>	<p>Coordinated a partnership between Families First in White Oaks, an early year's centre and the Thames Valley District School Board. Language Training was offered as a six week pilot project</p>	<p>Supports and Services for Immigrants</p>
<p>Ensure access to appropriate language and literacy services for immigrants</p>	<p>The <i>Enhancing Pathways</i> Project was funded by the Ministry of Training, Colleges & Universities (MTCU) to enhance communication and referrals among the agencies of Literacy Basic Skills (LBS), English as a Second Language (ESL), Language Instruction for Newcomers to Canada (LINC)</p> <p>Partners include: City of London, Centre for Lifelong Learning, London Cross Cultural Learner Centre, Ontario Early Years Centre and Thames Valley District School Board with Literacy Link South Central as the lead agency</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p> <p>Supports for Service Providers</p>
<p>Welcome and engage parents in the school experience</p>	<p>Parent Engagement group developed the "<i>Welcoming All Voices</i>" resource and training material to welcome, involve and engage newcomer parents</p> <p>Partners include: Middlesex-London Health Unit, South London Neighbourhood Resource Centre, London Cross Cultural Learner Centre, Access Centre for Regulated Employment, LUSO Community Services, Thames Valley Council of Home and School Associations, Child and Youth Network, Chinese Canadian National Council - London Chapter, Thames Valley District School Board and a member at large from the Hispanic community</p> <p>Two workshops were offered for parents held at John P. Robarts and Knollwood Park public schools</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>

C. EMPLOYMENT SUB-COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
<p>Ensure that immigrants seeking employment may expect to receive accurate, timely and consistent information to support them in their job search</p>	<p>A work group is actively engaged in providing input and advice to ensure that the London and Middlesex Immigration Portal “Working Section” is relevant and responsive</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>
<p>Enhance the link between immigrants and London & Middlesex employers leading to successful employment</p>	<p>London Middlesex Immigrant Employment Council (LMIEC) and the work group from the Sub-council is planning a networking event that would connect employers and immigrant job-seekers</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p> <p>Host Community</p>
<p>Develop a checklist of keys to success for immigrant employment</p>	<p>LMIEC and the work group from the Sub-council collated information received from local employers and business leaders and developed the checklist containing tips and recommendations for immigrants and newcomers seeking employment. The checklist was published in the LMIEC Newsletter Issue #4 on December 2012 and is also available on the Immigration Portal</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>

D. HEALTH & WELLBEING SUB-COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
<p>Increase immigrant awareness and knowledge about addiction and mental health</p>	<p>The Seeds of Change project received funding until March 31, 2013 through the Healthy Communities Fund and United Way London & Middlesex</p> <p>Partners include: Family Service Thames Valley (lead agency), Centre for Addiction & Mental Health (co-chair), Canadian Mental Health Association, Middlesex-London Health Unit, London Cross Cultural Learner Centre, London Intercommunity Health Centre, Networking for an Inclusive Community (NIC), United Way London & Middlesex, Women's Community House, North Park Community Resource Centre and London Police Services</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>
<p>Provide supports for families and individuals in a holistic manner and increase immigrant awareness of available services</p>	<p>Work group developed and distributed the LMLIP Health & Wellbeing brochure to ensure that basic health services information is provided to immigrants. Four thousand copies were distributed</p> <p>French, Arabic and Spanish versions of the "Help Yourself" booklet were also made available</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>
<p>Create awareness about Cultural Competency and its importance for service providers</p> <p>*in partnership with Inclusion & Civic Engagement and Justice & Protection Services Sub-councils</p>	<p>Work group surveyed partner agencies to help identify training needs and engage others in the conversation</p> <p>Developed a resource inventory on existing diversity/cultural competency training</p> <p>Partners include: Canadian Cancer Society, Child and Youth Network, Family Service Thames Valley, London Cross Cultural Learner Centre, Networking for an Inclusive Community, Pillar Nonprofit Network, Platinum Leadership Inc., Somali Association of London and South West Regional Cancer Program</p>	<p>Host Community</p> <p>Supports and Services for Service Providers</p>

E. INCLUSION & CIVIC ENGAGEMENT SUB-COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
<p>Promote skills-based engagement at all levels of society</p>	<p>The Neighbourhood Action Working Group is gathering information through focus groups in the community on how to engage immigrants at the neighbourhood level. Based on this information, a resource tool (DVD) on how to become engaged will be developed in collaboration with the London Strengthening Neighbourhoods Strategy (LSNS)</p> <p>Partners include: City of London, Childreach Centre, Merrymount Children's Centre, Western University, Ministry of Citizenship and Immigration, London Cross Cultural Learner Centre and London Intercommunity Health Centre</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p> <p>Host Community</p>
<p>Enhance engagement and leadership of immigrants in the community</p>	<p>Work Group is planning a Community Champion World Café to understand how immigrants become engaged at a leadership/decision-making level. Information received from the event will be used to develop a resource for other less engaged community leaders.</p> <p>Partners on this project include: United Way London & Middlesex, Western University, City of London, London Public Library and Pillar Nonprofit Network</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p> <p>Host Community</p>
<p>Create awareness about Cultural Competency and its importance for service providers</p> <p>*in partnership with Health & Wellbeing and Justice & Protection Services Sub-councils</p>	<p>Work group surveyed partner agencies to help identify training needs and engage others in the conversation.</p> <p>Developed a resource inventory on existing diversity/cultural competency training</p> <p>Partners include: Canadian Cancer Society, Child and Youth Network, Family Service Thames Valley, London Cross Cultural Learner Centre, Networking for an Inclusive Community, Pillar Nonprofit Network, Platinum Leadership Inc., Somali Association of London and South West Regional Cancer Program</p>	<p>Host Community</p> <p>Supports and Services for Service Providers</p>

F. JUSTICE & PROTECTION SERVICES SUB-COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
<p>Enhance the sense of trust with the Criminal Justice System and Protection Services</p>	<p>A collaborative consisting of John Howard Society, London Intercommunity Health Centre, Across Languages and Women’s Community House drafted a strategy to build immigrants’ knowledge, understanding and trust in the Canadian Justice and Protection Services. The collaborative is seeking funding to implement this plan</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>
<p>Enhance education and cultural knowledge among service providers, general community and across government and non-government systems</p>	<p>Newcomers Outreach brochures for London Police were adapted and distributed to close to 3,000. Lesson plans and a DVD to accompany the brochure are still pending</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>
<p>Create awareness about Cultural Competency and its importance for service providers</p> <p>*in partnership with Inclusion & Civic Engagement and Health & Wellbeing Sub-councils</p>	<p>Work group surveyed partner agencies to help identify training needs and engage others in the conversation</p> <p>Developed a resource inventory on existing diversity/cultural competency training</p> <p>Partners include: Canadian Cancer Society, Child and Youth Network, Family Service Thames Valley, London Cross Cultural Learner Centre, Networking for an Inclusive Community, Pillar Nonprofit Network, Platinum Leadership Inc., Somali Association of London and South West Regional Cancer Program</p>	<p>Host Community</p> <p>Supports and Services for Service Providers</p>

G. SETTLEMENT SUB-COUNCIL

Defined Action Steps from Strategic Plan	Progress to Date	Overarching Outcomes Addressed
Connect immigrants to services	<p>Work group developed and distributed the LMLIP Settlement brochure to ensure that basic settlement information is provided to immigrants. Four thousand copies were distributed</p> <p>Connected with Malton Neighbourhood Services in Toronto to ensure local information is available to newcomers at Pearson International Airport</p>	<p>Supports and Services for Immigrants</p> <p>Communication and Access to Information</p>
Respond to Family Challenges (Family Settlement Collaborative)	<p>Collaborative group is exploring ways to address the emerging needs of immigrant families with children and youth</p> <p>Partners include: South London Newcomer Services, London Cross Cultural Learner Centre, LUSO Community Services, ACFO London-Sarnia, Children's Aid Society, Middlesex-London Health Unit, London Employment Help Centre and Childreach Centre</p>	<p>Supports and Services for Immigrants</p>
Enhance resources for managing finances	<p>Workshops on managing finances are being delivered by settlement services and community partners (i.e., London Public Library and Family Service Thames Valley)</p>	<p>Supports and Services for Immigrants</p>

III. MOVING FORWARD

The six Sub-councils continue to meet and plan activities for implementing in the third and final year of the implementation phase for the current *Community Immigrant Strategic Plan*. The Central Council will provide strategic directions and oversight; this will include:

- ✓ continued consulting with the community
- ✓ partnering with existing initiatives, and
- ✓ exploring opportunities which will enhance outcomes for immigrants in our community.

Sometimes LMLIP is a leader of projects, other times a catalyst for new relationships and partnerships, and yet other times a contributor to existing community efforts. It is our hope that, by presenting this report, we are transparent of the progress we have made as a community thus far.

We encourage you to continue working together to serve the needs of newcomers and immigrants in our community and ensure that immigration is on everyone's agenda. These achievements would not have been possible without the relentless support and commitment of our community partners to the LMLIP.

IV. ACKNOWLEDGEMENTS

The London & Middlesex Local Immigration Partnership (LMLIP) Council acknowledges the funding support from Citizenship and Immigration Canada (CIC), and the leadership provided by the City of London and United Way London & Middlesex as Co-Chairs. The LMLIP also acknowledges the contributions of Dr. Victoria Esses, Western University and the Welcoming Communities Initiatives (WCI) team.

Our vision is a truly community based approach to support immigrants in London and Middlesex. We recognize the contributions of the following individuals who have served on the Central Council and Sub-councils (Appendix A) as well as those who contributed their time and efforts on the working groups and those who were engaged in LMLIP workshops (Appendix B). We are also indebted to the generous in-kind and ongoing support of organizations, associations and other collaborative networks in London and Middlesex (Appendix C).

Appendix A: LMLIP Central Council & Sub-council Members

(individuals who participated in the Central Council and Sub-councils)

CENTRAL COUNCIL

Co-Chairs:	<ul style="list-style-type: none"> • Kelly McManus, United Way London & Middlesex • Elisabeth White, City of London
Sub-council Chairs:	
Education	<ul style="list-style-type: none"> • Jean-Pierre Cantin (up to November 2011) • Muriel Abbott
Employment	<ul style="list-style-type: none"> • Anne Langille
Health & Wellbeing	<ul style="list-style-type: none"> • Corinne Walsh
Inclusion & Civic Engagement	<ul style="list-style-type: none"> • German Gutierrez Sanin (up to November 2011) • Valerian Marochko
Justice & Protection Services	<ul style="list-style-type: none"> • Ahmed Yahya Ali
Settlement	<ul style="list-style-type: none"> • Mohamed Al-Adeimi
Members at Large:	<ul style="list-style-type: none"> • Asma Ahmadi • Shamara Baidoobonso • Henri Boyi • David Chen (up to December 2011) • Shawn Luo • George Perez (up to October 2011) • Naeem Qureshi • Dev Sainani • German Gutierrez Sanin • Lauren Touchant
Research Liaison - Welcoming Communities Initiative:	<ul style="list-style-type: none"> • Dr. Victoria Esses
Citizenship and Immigration Canada:	<ul style="list-style-type: none"> • Jean-Simon Cantin
Ministry of Citizenship and Immigration:	<ul style="list-style-type: none"> • Jo-Ann Hutchison

SUB-COUNCILS

- Monica Abdelkader
- Susan Abdula
- Ayan Aden
- Dania Ajami
- Yamile Albaraccin
- Rajaa Al-Abed
- Saleh Alathamena
- Rose Aquino
- Robin Armistead
- Michelle Baldwin
- Lise Béland
- Sally Bennett
- Katy Boychuk
- Andrea Brown
- Marzena Brygier
- Carol Burns
- Nicole Buteau
- Jean-Pierre Cantin
- Carol Carnegie
- Sheila Carson
- Ramiro Castro
- Saira Cekic
- Robert Collins
- Lynne Collins
- Marilyn Cook
- David Cottrill
- Lori Cunningham
- Ann Marie Curtin
- Julia De Paz
- Sheila Densham
- Susan Dill
- Rebecca Downey
- Denise Taylor-Edwards
- Melanie Elms
- Gord Fansher
- Farahnaz Faez
- Marel Fielding
- Lakshmi Gannavarapu
- Susannah Gergich
- Mahin Ghasemiyani
- Mina Ghavidel
- Kim Godin
- Michael Goodmurphy
- Craig Harper
- Jason Hastings
- Gisele Hauser
- Heather Heathcote
- Doreen Hodgkinson
- Jennifer Hollis
- Rebecca Howse
- Phil Hunt
- Suzanne Huot
- Rifat Hussain
- Jo-Ann Hutchison
- Rick Jefferson
- Mo Jeng
- Jennifer Jones
- Stephanie Jones
- Catherine Joyes
- Jessica Justrabo
- Tamara Kaattari
- Neena Sharma-Kendrick
- Kate Kennedy
- Bernie Koenig
- Cynthia Konnerth
- Dharshi Lacey
- Louise Lariviere
- David Lazenby
- Jenny Lim
- Yvonne Lindsay
- Ramona Lucan
- Marcel Marcellin
- Patricia Mazariegos
- Janet McAllister
- Tracy Mcleish
- Nancy McQuillan
- Leah Meidinger
- Kathy Milczarek
- Dr. Beth Mitchell
- Maria Monica
- Keri Mumford
- Mercy Nleya-Ncube
- Mersija Nuric
- Lisa Pace
- Carlos Pardo
- Helen Patterson
- Janet Pinder
- Gracie Podger
- Nancy Pollard
- Susanne Quan
- Amani Radhaa
- Amy Ratcliffe
- Jo-elle Rinker
- Jessie Rodger
- Nathan Ross
- Zan Saleemi
- Nancy Santos
- Sandra Savage
- Jayne Scarterfield
- Imtiaz Shah
- Mureed Shahid
- Kyungmi Shim
- Jennifer Smith
- Deborah Szelepski
- Trish Taft
- Jill Tansley
- Shelly Taylor
- Nimmi Thind
- Arlene Thompson
- Maria Vasquez
- Janice Walter
- Jennifer Williams
- Tasha Williamson
- Estella Quintero-Weldon
- Martin Withenshaw
- Gebre Woldemicael

Appendix B: Other Participants

(individuals who contributed on the working groups and engaged in LMLIP workshops)

- Shima Abdelwahab
- Fartun Ahmed
- Manal Ahmed
- Ziyad Ali
- Osama Ali
- Ahmed Ali
- Lourdes Alvarez
- Muhammad Anwar
- Abdul Aziz Malik
- Shelly Ball
- Abdullah Badr
- Michelle Barkley
- Jorge Bautista
- Josephine Belobi
- Hong Chen-DeCloet
- Daniela Corradi
- Francisco Correa
- Emilie Crakondji
- Jerome Crasto
- Bernardine Crasto
- Farhia Dahir
- Joumana Daouk
- Alex Diaw
- Patti Dupon
- Boiwngli Ekina
- Aosan Farid
- Yiming Guo
- Tendayi Gwaradzimba
- Degma Haji
- Mudrika Hamou
- Dunia Hamou
- Azeem Haq
- Edris Hassan
- Lizbeth Hernandez
- Heather Heathcote
- Monica Higuero Treffy
- Eleana Ho
- Kurt Holman
- Sherin Hussien
- Christina Ibrahim
- Khadra Jama
- Ying Jie Hua
- Milagros Jimenez
- Melikie Joseph
- Munir Kazmi
- Ismael Khalil
- Nida Khalil
- Nadeem Khawaja
- Joan Kicks
- Joan Lee
- David Lee
- Xiao Luo
- Samina Malik
- Betty Mansanga
- Sabir Mohamed
- Arlene Morell
- Phillipa Myers
- Syed Naqvi
- Ambroise Ndayiragije
- Clara Para
- Herman Perez
- Nidia Regalado
- Jose Rey
- Ayana Roy
- Omar Sallam
- Joanne Sherin
- Sirad Shidane
- Ibrahim S. Mohammed
- Nancy Su
- Shams Syed
- Muhammed Tahir
- Alex Tang
- Seema Thazhepeedikayil
- Selma Tobah
- Pablo Vizcarra
- Lynda Webb
- Najma Yahya
- Maureen Zhou

Appendix C: Participating Organizations, Associations & Collaborative Networks

- Access Centre for Regulated Employment
- Age Friendly London Task Force
- ACFO de London-Sarnia
- Across Languages
- Azeri Women's Group
- Canadian Cancer Society
- Canadian Council of Muslim Women
- Canadian Mental Health Association
- Carrefour des Femmes
- Centre for Addictions & Mental Health
- Centre for Lifelong Learning
- Childreach Centre
- Children's Aid Society of London & Middlesex
- Child and Youth Network
- Chinese Canadian National Council (London Chapter)
- Citizenship and Immigration Canada
- City of London
- Collège Boréal
- Community Living London
- County of Middlesex
- Elgin Middlesex Oxford Workforce Planning and Development Board
- Ethno-cultural Council of London
- Employment Sector Council London-Middlesex
- Family Service Thames Valley
- Goodwill Industries
- Hutton House
- John Howard Society of London & District
- Kala Manjari
- Literacy Link South Central
- London Cross Cultural Learner Centre
- London District Catholic School Board
- London Economic Development Corporation
- London Employment Help Centre
- London Fire Department
- London Health Sciences Centre
- London Intercommunity Health Centre
- London Interfaith Refugee Sponsorship Alliance
- London Middlesex Immigrant Employment Council
- London Police Services
- London Public Library
- London Strengthening Neighbourhoods Strategy
- LUSO Community Services
- Merrymount Children's Centre
- Middlesex-London Health Unit
- Ministry of Citizenship and Immigration
- Ministry of Community Safety and Correctional Services, Probation and Parole
- Muslim Association of Canada
- Networking for an Inclusive Community
- North Park Community Resource Centre
- Ontario Early Years Centres
- Over 55 Inc.
- Pakistani Canadian Association
- Pillar Nonprofit Network
- Platinum Leadership Inc.
- Regional HIV/AIDS Connection
- Sexual Assault Centre London
- Somali Association of London
- South London Neighbourhood Resource Centre
- South West Regional Cancer Program
- Thames Valley District School Board
- Thames Valley Council of Home and School Associations
- United Way London & Middlesex
- Vanier Children's Services
- Welcoming Communities Initiative, Western University
- Western University Canada
- Wheable Employment Centre
- WIL Employment Connections
- Women's Community House
- YMCA of Western Ontario
- Youth Opportunities Unlimited