

Settlement Services Working Group
Meeting Minutes
Canadian Centre for Victims of Torture
194 Jarvis Street, 2nd Floor
November 21st, 2013. 2:00 p.m. – 4:00 p.m.

Agenda

- | | |
|--|--------|
| 1. Welcome and Introductions | 10 min |
| 2. Approval of Minutes | 5 min |
| 3. Update: Immunization & Newcomer Children | 30 min |
| • Sue Huang, Toronto Public Health (TPH) | |
| 4. Update: Orientation to Ontario (O2O) | 30 min |
| • Rahila Mushtaq, O2O Project Manager,
COSTI Immigrant Services | |
| 5. Newcomer Welcome Brochure | 45 min |
| • Discuss Piloting Neighbourhood | |
| • Establish Sponsorship Guidelines | |
| • Discuss Evaluation Criteria | |
| 6. Action Items/Next Steps | 5 min |
| 7. Next Meeting Date | |

Attendance

Present:

Ermelina Ball	Canadian Centre for Victims of Torture
Ruichun Tang <i>representing Shaida Addetia</i>	WoodGreen Community Services
Sue Huang	Toronto Public Health
Natasa Boskovic	Newcomer Women’s Services
Christine Leung	Cross-Cultural Community Services Association
Rahila Mushtaq	COSTI Immigrant Services
Martina Kosticka (student placement)	Canadian Centre for Victims of Torture
Guy Lucas	College Boreal
Reza Taleb	YMCA Newcomer Information Centre
Maria Delgado	College Boreal
Concilie Biduga	RDEE
Flordeliz Dandal	Kababayan Multicultural Centre
Trudy Small	COSTI Immigrant Services

Regrets:

Bill Sinclair	St. Stephen’s Community House
Shaida Addetia	Woodgree Community Services
Nishanthini Nagaratnam	Toronto Newcomer Office (City LIP)
Brent Kitagawa	Metropolitan United Church Community Services
Peter Chiu	The Cross-Cultural Community Services Association
Michelle Adams	East York East Toronto Family Resources
Andrea Lagios	Epilepsy Toronto
Amarna Moscote	Parkdale Community Legal Aid Services
Ansuya Chetty	Working Skills Centre

Staff: Nicole Watson, Kera Vijayasingham

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. Immunization & Newcomer Children, Toronto Public Health

Sue Huang from Toronto Public Health was at the meeting to speak about the Immunizations the partnership between children, parents, schools and Toronto Public Health. *Please find attached for information on this presentation as well as additional resources that were distributed.* Also attached is the TPH order form for members interested in ordering promotional material to share with their staff and/or clients.

Discussion:

Members were interested to find out if students being suspended as a result of non-updated immunization records were *newcomer* children. Sue Huang was not able to speak on this as TPH does not collect this type of information however, there was a consensus that this information would be useful and could be accessed through the list of schools with high suspension rates, which is available.

4. Orientation to Ontario (O2O) Presentation

Rahila Mushtaq, Project Manager of O2O at COSTI Immigrant Services attended the meeting to provide a brief update on where the O2O project currently stands. She began with a brief overview of what the O2O project entails:

- Provides a non-prejudice overview of services available
- Customizes information in detail for target audience based on their specified needs

Rahila mentioned that the curriculum was developed by George Brown College in consultation with settlement services ensuring accurate and relevant information for newcomers. The workshops are facilitated by trained facilitators at 5 selected organizations which include:

1. COSTI Immigrant Services
2. College Boreal
3. WoodGreen Community Services
4. Working Women Community Centre
5. Thorncliffe Neighbourhood Office

The schedule is flexible and so it is ultimately up to the clients around when and where they want to take the workshop. Workshops run on weekends, evenings, mornings in 3 days or 2 days depending on the preference of the client. Typically, around 11 newcomers complete the workshops but O2O can accommodate up to 15 people. Transportation and refreshments are provided. **Please note that the schedule of O2O sessions are posted at www.orientationtoontario.ca based on the city or agency of the workshop. The current status of the project is that Phase 2 has been extended but has not yet been rolled out across the board.**

Rahila mentioned that there are no eligibility requirements for clients interested in participating. There is however a Self-Declared Form for statistical purposes for future planning. Information such as the number of refugees or language-specific requirements are examples of information that will help guide future planning. Workshops can be delivered in other languages by facilitators or co-

facilitators. There is a 3rd party evaluation 4-6 months after the workshop has been completed to assess the efficiency of the workshop and to look further improvements to implement.

The advisory committee is currently working on addressing some gaps that were seen in the current structure. They have already implemented a 1 day session for those clients interested in a more condensed fast-paced orientation. It was also found that newcomers were looking for information that wasn't included in the workbook. Phase 2 will look at developing fact sheets were information pertaining to immigration legislature, experiences of refugee claimants, etc. It will also aim to include more geographic and demographic-specific information. The facilitator's manual is also being updated to ensure inclusivity of key services and key information for newcomers. Phase 2 will also look into rolling the project out to more organizations next year. Please note that discussions are still very preliminary and so the process around selecting organizations is unclear. Currently international students and temporary foreign workers are ineligible for services. Moving forward, Orientation to Ontario may explore implementing sessions for these populations before they arrive in Toronto/ Canada.

The pilot of Orientation to Ontario (O2O) will be completed by March 2015 and resources will be adapted accordingly.

Discussion

The working group expressed interest in coordinating O2O workshops in a central location for all TSLIP agencies who are interested. Sessions in English and in French can be offered. TSLIP staff will assess the calendar and look at potential dates that are still available.

5. Newcomer Welcome Brochure

The working group very briefly touched on the welcome brochures. TSLIP staff notified members that at the next working group meeting, discussions will continue around where the pilot will be implemented along with sponsorship guidelines for advertisements and the development of evaluation criteria.

Action		Who
Explore	Explore the possibility of holding Immunization workshops for clients at member agencies	TSLIP Staff
Investigate	Investigate the possibility of holding a telephone information session for additional LIP members regarding TPH's immunization project	TSLIP Staff
Arrange	Set-up session dates to host joint Newcomer Information Sessions through O2O in late January/February 2014	TSLIP Staff
Recruit	Recruit clients to attend TSLIP joint O2O sessions	ALL Members
Distribute	Send out Immunization materials order form and community clinic dates as they become available	TSLIP Staff
Doodle	Explore possible neighbourhoods to pilot brochure	TSLIP Staff
Provide	Provide input and feedback on further iterations of brochure	ALL Members
Prepare	Gather and integrate brochure feedback	TSLIP Staff

NAC	Look into the possibility of soliciting brochure feedback from the Newcomer Advisory Committee (NAC) Members	TSLIP Staff
Contact	Connect with a literacy (or marketing) organization regarding brochure "readability"	TSLIP Staff