

Settlement Services Working Group
Meeting Minutes
Mennonite United Church Community Services
56 Queen Street East
September 5, 2013. 2:00 – 4:00 p.m.

Agenda

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| 1. Welcome and Introduction | 10 min |
| 2. Partnering with TNO & TPH | 25 min |
| 3. Welcome Brochure | 55 min |
| • Review of Previous Working Group Discussions | |
| • Handling Geographic Boundaries | |
| • Preliminary Template Review & Discussion | |
| 4. Welcome Pack Canada Update | 20 min |
| 5. Action Items/ Next Steps | 10 min |
| • Next Meeting | |

Attendance

Present:

Andrea Lagios	Epilepsy Toronto
Peter Foote	City of Toronto/ TESS
Ruichun Tang <i>representing Shaida Addetia</i>	WoodGreen Community Services
Natasa Boskovic	Newcomer Women's Services
Bill Sinclair	St. Stephen's Community House
Ansuya Chetty	Working Skills Centre
Claire Barcik	The Neighbourhood Centre
Lindsay Jennings representing Rowena Hill	Metropolitan United Community Services

Regrets:

Michelle Adams	East York Toronto Family Resources
Brent Katagawa	Metropolitan United Community Services
Reza Talebi	YMCA of Greater Toronto
Nisha Nagaratnam	Toronto Newcomer Office
Peter Chiu	TCCSA

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. Partnering with the Toronto Newcomer Office (TNO) & Toronto Public Health (TPH) – Immunization & Newcomer Children

TSLIP staff provided members with some background information on the Toronto Newcomer Strategy specifically around the Immunization and Newcomer Children initiative. Each school year, all student immunization records are assessed to ensure that students are protected against six diseases; diphtheria, tetanus, polio, measles, mumps and rubella. Students whose shots are out of date and who do not show evidence of new shots within a short time period, are suspended from school after receiving 2 letters of notification. Close to half of the students who attend TPH makeup clinics across Toronto have lived in Canada for less than three years. Newcomers can face many challenges with the re-immunization process including:

- lack of understanding the letters sent home by TPH through the schools,
- lack of information about where to go to get the necessary shots,
- lack of a primary care physician,
- potential cost of receiving these shots without insurance,
- possible loss of their child's records in the immigration process,
- lack of familiarity with the suspension process

TNO and TPH are specifically looking to partner with settlement agencies and frontline settlement workers to act as bearers of information – increasing newcomer access to clear information and support will reduce the number of newcomer child suspensions across the city.

Discussion:

TSLIP staff discussed with members if this was an initiative the group would be interested in working on. It was discussed that levels of involvement could range from reviewing fact sheets at working group meetings, lending support in distribution of information pamphlets or participating in an advisory committee.

Members suggested stakeholders such as Community Health Centres (CHCs), Settlement Workers in Schools (SWIS) and Settlement and Education Partnership in Toronto (SEPT) to invite to the planning table. They also discussed the benefits of information being distributed through settlement workers, LINC classes, etc. Some members felt that there is a gap between schools and parents because Toronto Public Health as a third party is involved.

Members suggested 3 key questions to consider prior to beginning round table discussions:

1. Does TPH administer these immunizations for free? How does TPH serve newcomers without OHIP coverage?
2. How severe is the issue? What are the numbers involved?
3. What orientations currently exist? Could there be a piece on immunizations implemented to these existing orientations?

Overall, the group decided that they would like to remain informed about this specific initiative and would offer suggestions on an ongoing basis.

3. Welcome Brochure

Recap

Members were given a brief recap on the discussions that occurred at the last working group meeting. Last meeting members discussed the logistics of the welcome brochure including a review of existing welcome packages. Members then reviewed what types of information to include in the TSLIP welcome brochure by prioritizing key areas based on the needs of newcomers in this region. The 5 key topic areas that were established by working group members at the last meeting were Housing, Employment, Education, Language and Health. Members were reminded that because the Settlement Services group is working in conjunction with the LIP Council, a breakout session at the last workshop day also provided input around the logistics of the welcome brochure. Specifically, there was discussion around essential items to be included. They noted the importance of highlighting key resource access points such as CICs website, Telehealth Ontario, 211, 311, Settlement.org and the City's Immigration Portal which has been incorporated in the draft copy of the Welcome Brochure.

Geographic Boundaries

TSLIP staff provided working group members with an opportunity to discuss the ongoing issue of whether to implement a TSLIP wide brochure or a neighbourhood based brochure. Last meeting members expressed a LIP wide brochure would be most useful for the following reasons: (1) newcomers often seek information and services across neighbourhoods; (2) most of the broad scope information that is to be included in the brochure does not change based on neighbourhood (3) links to neighbourhood specific maps/information can be included on a TSLIP wide brochure (4) translating 5 different neighbourhood specific brochures into multiple languages will be difficult to coordinate. At the last workshop day, breakout session participants also felt a TSLIP wide structure would be most useful because a lot of the information being included is very preliminary and therefore applies to newcomers across the city. However some members still feel a neighbourhood based component would be useful in directing newcomers to specific resources and facilitating welcoming communities at the neighbourhood level.

Working group members decided that the brochure itself would contain preliminary information that applied to the TSLIP region. However, they felt it was important to provide newcomers with a means of obtaining neighbourhood specific information. TSLIP staff suggested that it may be useful to integrate both approaches by developing the brochure using a TSLIP informational structure but also creating online information sheets on the different prioritized areas with neighbourhood specific information on the TSLIP website that could be referenced on the brochure. Members were receptive of this approach and also suggested that piloting the brochure in one neighbourhood would facilitate efficiency in selecting languages to translate the brochure based on the neighbourhood specific demographics and also to select neighbourhood-specific sponsorships for the printing of the brochure.

Member Suggestions

Working group members had the opportunity to review a draft copy of the welcome brochure. Each panel/ priority area was explored and the following edits were suggested and subsequently made:

Cover Page:

- Change "A Guide to Settlement Service" to "A Guide to *Newcomer* Services" (many newcomers do not understand or know what "settlement services" mean and this may detract them from picking up the brochure)

Employment:

- Re-word question for accuracy (*"Where can I get ~~free~~ help finding a job?"*)
- Tighten up wording in top paragraph (*"There are places called employment centres that offer help finding work free of charge. Here you can..." / "There are places called employment centres here you can..."*)
- Add information specifying the tailored approach offered at employment centres (*"Develop a professional resume *tailored to your experience*"*)
- Replace settlement.org information with Employment Ontario site and location search tool
- Suggestion to remove information about Foreign Credential Referral Office due to changing immigration requirements and input information on "Office of Fairness" (however, difficult to navigate website and connection between credential assessment and website content unclear/convoluted; current credential website listed is more useful)

Health:

- Re-word question for accuracy (*"How can I get healthcare?"*)
- Move eligibility requirements for OHIP to top and slightly reword statement (*"To find out if you meet the eligibility requirements and to apply for OHIP go to..."*)
- Modify statement (*"If you are not a refugee and are ineligible for OHIP you may be able to" / "With or without OHIP you may be able to"*)
- Move up emergency number (9-1-1) to right below "Additional Information"
- Add in link for information on Dental Services
- *Note:* may want to look into adding information on a clinic for the uninsured. If we decide to do this, what information can be removed to make room and are there any ethical concerns?

Language:

- Add the Language Assessment Centre phone number
- Add information on where to access computers (working group members suggested directing to the Library)

Housing:

- Re-word question for accuracy (*"Where can I get ~~free~~ help finding housing?"*)
- Add disclaimer regarding websites for housing search

City Services:

- Change heading to *"Information Services"* as this better describes the resources provided
- Add in information on the Ministry of Citizenship & Immigration
- Contact the YMCA Newcomer Information Centre to see if they are able to shorten their URLs
- Take out background information on the Toronto South Local Immigration Partnership
- Include information/link to settlement.org

Additional Discussion:

Members further discussed the idea around obtaining sponsors to be highlighted in the brochure in order to cover the costs of printing the brochures. Members agreed that implementing the welcome brochure on a neighbourhood basis would facilitate neighbourhood-based organizations and BIAs to be included. There was some discussion around which neighbourhood to first pilot the welcome brochure. Some suggestions included: Regent Park, East York and Chinatown. Members also felt it

would be important to explore evaluation methods in order to assess the overall usefulness of the welcome brochure. These two items will be further explored at the next working group meeting.

Next Meeting: A Doodle will be conducted to establish the next working group meeting day.

7. Action Items/Next Steps

Action		Who
Edit	Produce revised version of draft brochure	TSLIP Staff
Present	Present draft brochure at September 25 th , 2013 LIP Council meeting, request additional feedback from members via e-mail	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
WelcomePack Canada	Continue to update and distribute information from WelcomePack Canada to working group members	TSLIP Staff
Share Input	Communicate working group feedback and suggestions to Toronto Newcomer Initiative (TNO) & Toronto Public Health representatives (TPH)	TSLIP Staff
Contact	Connect with a literacy organization regarding brochure "readability"	TSLIP Staff
Evaluation	Brainstorm possible evaluation measures for brochure's effectiveness	ALL Members
Explore	Explore possible neighbourhoods to pilot brochure	All Members