

Underserved Newcomers Working Group
Meeting Minutes
The Canadian Centre for Victims of Torture
194 Jarvis Street, 2nd Floor
January 8, 2014. 2:00 p.m. – 4:00 p.m.

Agenda

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| 1. Welcome and Introduction | 10 min |
| 2. Approval of Minutes | 5 min |
| 3. Recap of Last Meeting | 5 min |
| 4. Discussion: Accessibility Training | 50 min |
| • Chavon Niles, Accessibility Project
Coordinator, OCASI | |
| 5. Review of Years Trainings | 20 min |
| • Domestic Violence & Immigration | |
| • LGBTQ+ Newcomers Trainings | |
| 6. Review: Inclusion Checklist Updated Draft | 15 min |
| 7. Moving Forward | 10 min |
| • Action Planning for Next Year | |
| 8. Next Meeting | 5 min |
| • February 2014 | |

Attendance

Present:

Benjamin Bongolan
Sidonia Couto
Sarah Anglin
Dawn Crawford
Chavon Niles
Sariyu Ogunneye

The 519 Church Street Community Centre
Canadian Centre for Victims of Torture
Yonge Street Mission
The 519 Church Street Community Centre
Ontario Council of Agencies Serving Immigrants
Christie Ossington Neighbourhood Centre

Regrets:

Lisa Gore-Duplessis
Rosa Robeiro
Bill Sinclair

The 519 Church Street Community Centre
Parkdale Community Health Centre
St. Stephen's Community House

Staff: Nicole Watson, Rejenthana Rajanthiran

1. Welcome and Introductions

Everyone was welcomed to the meeting and introduced themselves and the agency that they represent. Members were also invited to share something new or exciting happening at their agency/in their community.

2. Approval of Minutes

The group reviewed and approved the minutes from the previous meeting.

3. Recap of Last Meeting

Members were reminded that the last meeting focused on the development of the LGBTQ Newcomers Managers Training and LGBTQ Newcomers Frontline Staff Training, which took place on November 27, 2013 and December 6, 2013 respectively. This meeting will have a similar aim, with a focus on the Accessibility Training Session set to take place in February 2014.

4. Discussion: Accessibility Training

Chavon Niles, Accessibility Project Coordinator from OCASI, has agreed to facilitate this training and reviewed the training outline with members. This training is composed of four modules and will focus on capacity building for frontline staff so that they can better serve newcomer clients with (dis)abilities. The training will aim to help participants learn:

- More about the barriers and experiences newcomers with disabilities face in Canada
- Greater information about disability legislation's and policies (i.e. AODA, Ontario Human Rights Act, The Canadian Charter of Rights and Freedom, etc.) so they can better support newcomer clients with disabilities
- Hands on tips and tools on how to better support newcomers with disabilities at their agency
- Accessible and inclusive strategies at the service and organization level

The training will be offered on Tuesday February 4, 2014 from 9:30AM-4:00PM and Thursday February 6, 2014 from 9:30AM-4:00PM. Although the trainings were initially conceived as half day events, the group decided to make them full day after considering the scope of the issue and the fact that the Accessibility Project can provide refreshments for breakfast/lunch at no additional charge. Chavon Niles will confirm the location where the trainings will be held and members were told to choose the date that best suits their schedule.

Update: Both trainings will take place at Women's Health in Women's Hands, 2 Carlton Street, Suite 500; in the Boardroom.

5. Review of Years Trainings

TSLIP staff reviewed the Domestic Violence & Immigration and LGBTQ+ Newcomers Trainings. The "Domestic Violence and Its Impacts on Immigration" training took place on October 23, 2013 from 10:00AM-12:00PM at the Yonge Street Mission (360 Gerrard Street East). The training addressed the following priority items: (1) what constitutes domestic violence; (2) how to talk about & support clients experiencing violence; (3) how immigration status interacts with domestic violence laws; (4) community resources available to frontline staff.

Twenty-six attendees participated in the training. Feedback has been very positive. Participants stated that they felt the training was very thorough and useful for their daily interactions with clients. They

also found the workshop “extremely useful” and 88% of participants indicated that they felt the training was productive.

OCASI Positive Spaces Training was facilitated by Erin Ewing and took place on November 27, 2013 from 9:30AM-12:30AM at the 519 Church Street Community Centre. The training aimed to: (1) introduce participants to Human Rights Legislation; (2) explore employee resistance to LGBTQ+ positive spaces; (3) examine senior staff’s role in creating and maintaining organizational culture; (4) review policies and procedures with key learnings in mind; (5) create an Action Plan for organizational change.

Seven attendees participated in the training. All of the participants rated the workshop as “excellent” or “very good”, and stated that they felt the training provided a good review of legislation. They also appreciated the specific action planning around supporting and enhancing positive spaces and enjoyed discussions around acknowledging the specific needs of LGBTQ+ newcomers and how identity interacts with settlement process. One participant stated that following the workshop they felt “empowered to present amendments to [their agency’s] non-discrimination policy’.

The LGBTQ Newcomers Frontline Staff Training was facilitated by Lisa Gore-Duplessis and took place on December 6, 2013 from 9:30AM-12:30PM at the 519 Church Street Community Centre. The training aimed to: (1) increase understandings of common acronyms and words use to express sexual orientation and gender identity in Canada; (2) build awareness of the way perception/assumptions can consciously guide/misguide actions and reactions; (3) review case studies illustrating various experiences related to LGBTQ + newcomers; (4) highlight key resources to better support clients; (5) incorporate an exercise to begin thinking about best practices in designing and planning positive programs and spaces.

Twenty-nine attendees participated in the training. Preliminary feedback of the training was very positive. Additional feedback will be reviewed with the group once it is received from the training facilitator.

6. Review: Inclusion Checklist Update Draft

Members reviewed the third draft of the inclusion checklist with suggested changes from the previous meeting integrated. Some grammatical and formatting suggestions were made by members. Changes will be integrated and brought to the Executive Committee and LIP Council in February 2014.

7. Moving Forward: Action Planning for Next Year

Members engaged in a brainstorming session of possible action items for next year. Members were reminded that this year the working group focused on hosting information/training sessions and community forums to support LIP agencies to better serve marginalized newcomers. Working group members recommended the following populations for consideration next year: Live-in Caregivers, International Students and (broadly) racialized newcomers. The suggestions was also made to follow-up on suggestions or additional areas of need that emerged from this year’s trainings, and (if possible) to track concrete outcomes of the LGBTQ+ trainings. Members also suggested a need to develop a system to keep record of the partnerships developed through various LIP events, which currently go undocumented.

8. Next Meeting:

The next meeting will be scheduled for some time in the month of February or March 2014 following the final trainings.

Action		Who
Inclusion Checklist	Update Inclusion Checklist and bring to TSLIP Executive Committee for review	TSLIP Staff
Registration	Create eventbrite and begin registration for final Accessibility Training	Chavon, OCASI and TSLIP Staff
Explore	Explore ways to track concrete outcomes from the LGBTQ+ trainings.	TSLIP Staff
Action Planning	Continue to brainstorm possible ideas for activities, task & initiatives for next year. Inform TSLIP staff of ideas.	ALL Members
Evaluation/ Feedback	Track evaluations and feedback from the Accessibility Training	TSLIP Staff
Compile	Compile training feedback for members to review	TSLIP Staff