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**Q U I N T E**  
**LOCAL IMMIGRATION**  
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...a better community for everyone

## **QLIP Monthly Report**

**JUNE – JULY - AUGUST - 2013**

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## **QLIP Council Tasks and Deliverables for June, July and August 2013**

### **Preparation / Distribution / Updates / Planning:**

- Preparation of the minutes from the QLIP May 22, 2013 meeting and focus group
- Distribution of the minutes from the QLIP May 22, 2013 and referral of the minutes for translation services and follow-on distribution
- Updates to the QLIP website submitted and completed including uploading of a new document
- Revised organizational chart for the QLIP Working Groups to include new Partners
- Preparation and completion of QLIP Monthly Report for period covering June to August 2013
- Developed initial plans for QLIP Council meeting for the October 08, 2013 in Quinte West
- Preliminary planning for attending the Mayors' Breakfast City of Quinte West on October 08, 2013

### **Develop and Maintain Partnerships - QLIP Meeting with Cory McMullan Chief of Police, Belleville Police Services**

- Meeting with Cory McMullan, Chief of Police, Belleville Police Services at her office on June 04, 2013 to specifically present the case for the Belleville Police Services becoming a QLIP Partner. Those in attendance at the meeting included the QLIP Project Coordinator, QLIP Facilitator (Executive Director QUIS) and the Central Eastern Ontario Translation and Interpretation Services CEOTIS Manager.
- Project Coordinator presented to the Chief of Police a binder containing the key QLIP documents including the QLIP Local Settlement Strategy and Action Plan 2012 (Revised), the QLIP Terms of Reference and Governance Model TOR&GM (Revised), the proposed Strategic Plan for 2013 – 2014 and QLIP brochures. Discussions included the work of the QLIP and the benefits of joining the Partnership, plus the added benefits afforded through both QUIS and CEOTIS.
- The discussions were very productive and the Belleville Police Services has become a member of the QLIP.
- The Chief of Police has agreed to provide a Police Services information presentation at QUIS for newcomers to the Quinte area.

### **Building potential for increased protocols – Belleville Police Services - Interpretations**

- In line with the strategy of building potential for increased protocols for interpretation services to assist newcomers, at the meeting with the Chief of Belleville Police Services the CEOTIS manager presented the Chief with Interpretation Services posters which included 84 languages and phone numbers for interpretive services and information for those using the system when dealing with newcomers and possible language barriers.

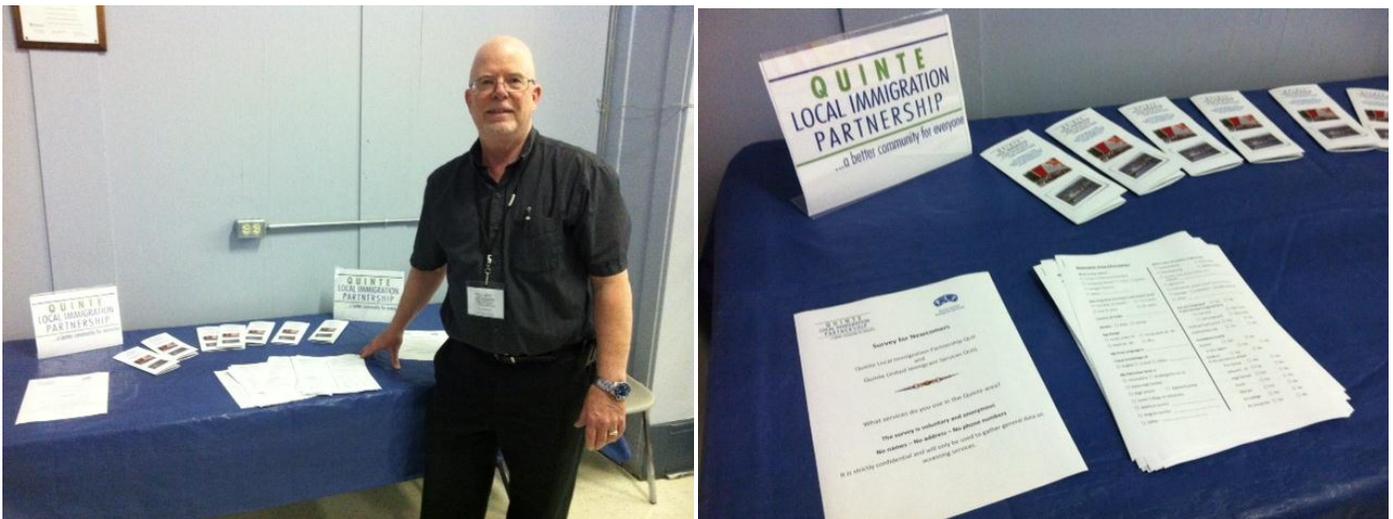
### **QLIP Facilitator Orlando Ferro and Ann McIntosh from ECTOB Collaboration in designing the Newcomer Survey on Accessing Services in the greater Quinte area**

The initial concept for the Newcomer Survey on Accessing Services in the greater Quinte area came from the QLIP Facilitator Orlando Ferro and then in collaboration with Ann McIntosh from East Central Ontario Training Board ECTOB the structure and design was advanced, reevaluated and redesigned a few more times until it was approved for use for a "test run". Once the test was completed revisions were made and agreed upon.

## Awareness / Welcoming Community - QUIS Annual Open House & Pot Luck

- The QUIS Annual Open House & Pot Luck event on June 12, 2013 attracted over 40 people and was a great success as many newcomers and their families attended and brought a variety of ethnic foods.
- QLIP Project Coordinator and QLIP Facilitator attended and entered into discussions with many of the newcomers, spouses and families. These discussions took place on a continuous basis and include areas of most concern including access to transportation or language services to include services in rural parts of the greater Quinte area.
- A newcomer recent arrival from Peru was delighted to connect with language teachers attending the event from Loyola School of Adult and Continuing Education. The individual was provided information, a tour of the classroom and was scheduled for a language test for the following week. The close relationship between QLIP, QUIS and the Loyola School of Adult and Continuing Education has provided many opportunities to assist newcomers in a holistic way in terms of services.
- QLIP Project Coordinator established a “Newcomer Survey Station” at the event and through interacting with all who attended was able to have 13 surveys completed on accessing Quinte area services.

### QLIP Newcomer Survey Station at the QUIS Annual Open House & Pot Luck Dinner



## Newcomer Survey presented at the QUIS Annual Open House & Pot Luck

- Thirteen newcomer surveys on access to services were completed at the QUIS Annual Open House & Pot Luck event to establish a “test run” for the larger survey that will be used to collect data from the many agencies that have newcomer clients. The finalized survey will be filtered through the QLIP to all agencies.
- A summary of the results of the initial “test run” survey were as follows:
  - Most who completed the survey were Permanent Residents
  - Most had been in the Quinte area from 3 to 10 years and more
  - Participants were evenly split male and female
  - Participants ranged from young adults to mature and older
  - Participants spoke many foreign languages
  - Most had a knowledge of English, a few possessed a knowledge of French

- Participants were educated with most having high school, one had a skilled trade; five had Masters Degrees and one BSc.
- Participants presented a mix of occupations
- Most were not employed
- The three who were employed were full time and two others were volunteers
- One-third were not looking for work
- One-third were looking for work
- Most were living in the Quinte area with their spouse
- Those with children had children in the early years at school
- Health Services accessed: Most used walk-in clinics and the Hospitals followed by the Belleville and Quinte West Community Health Centre and the Health Units
- Minor indication of access to legal services (may not be a clear indicator as they may not have had the need)
- Those accessing education services were concentrated in services from K - 12 and some ESL
- Few indicated they sought help from community services i.e. housing, financial...
- One-quarter had accessed employment services
- Most indicated being involved in their ethnic and Quinte community
- Transportation was not indicated as a problem, but one had a problem with limited transportation between major centres (identified in the QLIP research – QLIP Local Settlement Strategy and action plan 2012)
- Half indicated living in a city, the remainder were living in rural areas including a town in northern Hastings County
- Comments included: Very appreciative of QUIS and its work with newcomers; pleased to be a Permanent Resident; pleased with the pot luck event; need more activities for newcomers to meet and enjoy food and QUIS staff and one stated that living in Belleville is peaceful and comfortable, and that QUIS is very helpful

### **Poverty Round Table Meeting – Belleville – QLIP Coordinator representing the Partnership**

- QLIP Project Coordinator attended the Poverty Round Table Meeting on June 19, 2013 as the representative for the QLIP Partnership.
- QLIP Project Coordinator discussed with Napanee representative the upcoming Napanee Ethnic Festival.
- As newcomers may face struggles with the aspects of poverty in the Quinte region there were discussions that could relate to the QLIP including discussions of the process called “Bridges out of Poverty” a three part process. Discussed “clients” being assisted by what are called “Circles” where clients work with mentors
- Five QLIP Partners were at the meeting representing their respective areas
- The poverty round table was introduced to a governance structure fashioned after the “constellation model” which has already been adopted and modified to fit the QLIP (See QLIP Terms of Reference and Governance Model)
- QLIP Project Coordinator assisted in explaining how the model can be better understood and made note of the past success of utilizing such a model
- QLIP representation at the Poverty Round Table is important as all of the areas affecting newcomers targeted for “QLIP working group” action are touched upon at these meetings.

## Creating Effective Approaches to Community Services - meeting with United Way Quinte

A United Way Quinte representative met on June 24, 2013 with the QLIP Coordinator, the QLIP Facilitator (also representing QUIS), a QUIS staff member, recent newcomers to the greater Quinte area and others interested in the work of the QLIP and the work of QUIS attended and provided valuable input. The United Way Quinte representative was interested in acquiring information and improved understanding of the “newcomer experience” in Quinte. Newcomers in attendance were very vocal in providing their perspective and information on their experiences. Much praise was expressed for the work of both QLIP and QUIS in the Quinte area. The newcomers in attendance at the meeting were invited by the QLIP Coordinator and the QLIP Facilitator to attend a future QLIP meeting and they were provided QLIP contact and website information.

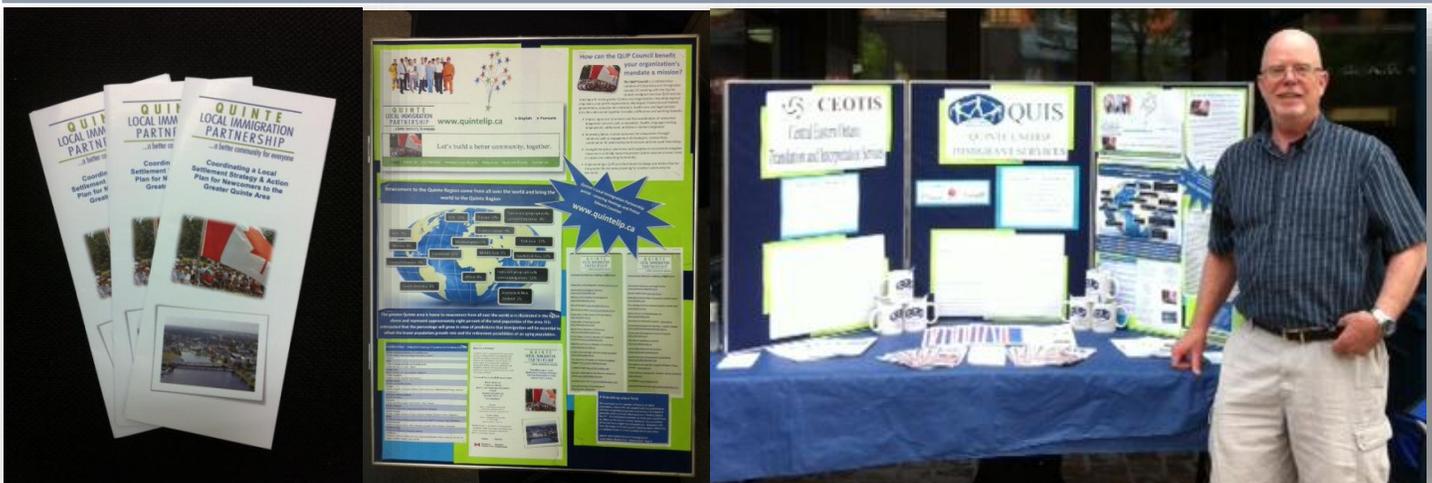
## Loyola School of Adult & Continuing Education - QLIP Partner - Celebration of Achievement

On Tuesday, June 25, 2013 the Loyola School of Adult and Continuing Education (a QLIP Partner) held their Celebration of Achievement for those newcomers to the Quinte area who completed various levels of the program for Language Instruction for Newcomers to Canada and English as a Second Language programs. Michelle Rosebush, non-credit coordinator for the programs, said students taking part in the programs were from more than 20 different countries. Many people took part and it was reported online by the intelligencer newspaper, link supplied: <http://www.intelligencer.ca/2013/06/26/learning-the-language-and-culture>

## Awareness / Welcoming Community – QLIP at the Quinte Waterfront & Ethnic Festival

Efforts continued in creating awareness through public events such as the Belleville Waterfront and Ethnic Festival July 11 to 14 2013. QLIP Project Coordinator was invited to participate in the sidewalk sale part of the Belleville Waterfront and Ethnic Festival on July 12, 2013 along with a representative from QUIS. This involved designing a display board with information on the QLIP and setting up an “information station”. The QLIP display was prepared with an emphasis on attracting people to the QLIP website at [www.quintelip.ca](http://www.quintelip.ca) QLIP Project Coordinator attended the display providing copies of the QLIP brochure and business cards, and interacted with the public explaining the QLIP Partnership, and its goals and objectives for the Quinte area.

### QLIP and QUIS Public Presentation Table, Poster & Brochures, at the Sidewalk Sale for the Quinte Waterfront and Ethnic Festival July 12 2013



## **Awareness / Welcoming Community - UNAC a QLIP Partner - Participation at Diversity and Inclusion Information Tent at the Belleville Waterfront and Ethnic Festival**

United Nations Association in Canada Quinte and District, a QLIP Partner, participated in the Kellogg Canada's Belleville cereal plant sponsored "diversity and inclusion information tent" at the Belleville Waterfront and Ethnic Festival in mid July 2013 along with others who volunteered to promote diversity and inclusion.

## **Revision of QLIP Newcomer Survey - Creating Effective Approaches to Community Services**

QLIP Coordinator reviewed and revised the newcomer Survey based on preliminary findings from the "test run" survey held at the QUIS Newcomers Pot Luck Dinner. The updated survey was resubmitted to the QLIP Facilitator and the East Central Ontario Training Board (ECOTB) for consultation and updates prior to distribution to agencies. ECOTB volunteered to provide support for the design and advice on the practicality of the survey content. Revisions to the survey were made as agreed to between the QLIP Facilitator, the QLIP Coordinator and the East Central Ontario Training Board (ECOTB).

## **Newcomer survey distributed to service providers**

The newcomer survey on accessing services in the community was distributed in August 2013 to QLIP Partners for use by service providers in order to document information on services accessed by newcomers. The information gathered will assist the QLIP Partners by provide data on newcomers accessing greater Quinte area services.

## **Discussions with Albert College Director of Guidance**

QLIP Project Coordinator was contacted by [REDACTED] the Director of Guidance at Albert College. QLIP Project Coordinator discussed with [REDACTED] her desire to help those newcomers who may have difficulty with the English language testing for their Canadian citizenship. Contact information was provided to all QUIS staff and Loyola School of Adult and Continuing Education.

## **Ontario Human Rights Commission OHRC - Policy on removing the "Canadian experience" barrier provided by QLIP Facilitator and distributed to QLIP Partners**

The documentation on the Ontario Human Rights Commission OHRC - Policy on removing the "Canadian experience" barrier was provided by the QLIP Facilitator after attending the OHRC meeting presentation in Ottawa. Upon his return he provided policy booklets and brochures with pertinent information. This information was then distributed to all QLIP Partners along with an OHRC pdf document. In addition, the new policy was distributed to all QLIP employment services connections to ensure that Employment Consultants at each employment outlet in Belleville and the Quinte West received the information which could be important for their referrals of newcomers to job prospects. These employment offices also serve most of the surrounding greater Quinte area. Hard cover copies were also provided to those Employment Consultants who visited the QLIP and QUIS offices. In addition, the QLIP Coordinator emailed each QLIP Partner the information on how to attend an ORHC webinar in September 2013 focused on the new policy.

## **QLIP Coordinator and Facilitator (QUIS Executive Director) invited to the Mayors' Breakfast - City of Quinte West - October 08, 2013**

The QLIP Project Coordinator was successful in having both he and the QLIP facilitator (Executive Director of QUIS) invited to the Mayors' Breakfast, City of Quinte West, from 7:30 to 8:30 a.m. on October 08 2013 where the Quinte Manufacturers Association will unveil the data from the new Greater Quinte Area Manufacturing Local Labour Market Report. The data presented will be relevant to the work of the QLIP in relation to Labour Market Outcomes for newcomers within the greater Quinte area. This breakfast meeting will also provide the opportunity for the QLIP Coordinator and QUIS Executive Director (QLIP Facilitator) to make contacts and promote all programs and projects. This will also provide the perfect segue to move the conversation toward promoting attendance at the QLIP meeting being held at 9 a.m. in another room in the same building. Plus QLIP Partners attending this Breakfast meeting can easily attend the follow-on QLIP meeting in the building. Having the QLIP meeting in the Quinte West municipal offices will also raise the QLIP profile in the City of Quinte West and its community.

## **Planning - QLIP Partners Meeting - City of Quinte West - October 08, 2013**

The preliminary planning has been set in motion for the next QLIP Partners meeting. The decision was taken to hold the next meeting on October 08, 2013 from 9 a.m. to 11 a.m. at the Quinte West Municipal Offices in order to draw increased participation from those in the City of Quinte West as all previous meetings were held in Belleville. This meeting will feature the results of the survey sent to most service agencies in the greater Quinte area in order to gain knowledge on the services accessed or not accessed by newcomers to the greater Quinte area. The complete agenda will be established in consultation with the QLIP Partners in September 2013.

## **QLIP Website Revisions Completed**

The QLIP has had an increase in the number of Partners which had not been reflected in the website due to the unavailability of a web editor. In addition, there were new and revised documents that needed uploading to the website in order to keep it current. The QLIP Project Coordinator prepared the information, documents and instructions for the new web editor to initiate the changes and uploads. By late August 2013 all text corrections to the QLIP website had been completed. In addition, the new QLIP Terms of Reference and Governance Model "pdf" was added to the website replacing the previous document established in 2011. Plus, the QLIP Partners page was updated to include all the new Partners and their web addresses.

## **Building a strategy for a comprehensive QLIP "Immigration Portal" website**

Discussions have been ongoing with the QLIP Coordinator, QLIP Facilitator and QLIP Partners on a workable strategy to expand the role of the QLIP website at [www.quintelip.ca](http://www.quintelip.ca). Some key Partners have commented on the need for a larger role for the website similar to other jurisdictions in the Province and in Canada with more in-depth assistance for newcomers, the community, employers and municipalities. A strategy for the creation of a comprehensive "immigration portal" to serve the greater Quinte area as a distinct site will involve working with QLIP Partner municipalities and may include deputations for support.

## **Identified Gap Closed in Employment Services for Newcomers - Labour Market Outcomes**

An identified gap in newcomer employment services in the Quinte area that was acknowledged in the QLIP Local Settlement Strategy and Action Plan 2012 has now been closed, having a direct effect on labour market outcomes for newcomers. It was identified in the "Action Plan" through newcomer interviews and focus groups that newcomers to the greater Quinte area prefer to interact with Employment Consultants in a one-to-one

situation whether that is for resume development, interview skills, job search skills or other employment assistance services. Newcomers expressed their frustration with the “one size fits all” approach and indicated that they often do not return to the employment services offices but instead turn to family and friends in order to work on resumes and find jobs. This identified gap in services for newcomers is described below from the QLIP Local Settlement Strategy and Action Plan 2012.

*Participants in the focus groups advised that in their view, they expected more “hands on” specific help, and that coupled with their expectations of being steered to a job lead them to become very frustrated with the process. Most agreed that after a few visits to the mainstream employment referral organizations they gave up and turned instead to family and friends for help. Even though these organizations do an admirable job, this information may suggest that alternate approaches to employment services for newcomers may need to be explored. In some cases if a newcomer could not find work in the Quinte area, he or she might go to Toronto or another larger centre to find work in a bigger market. A majority of participants in the focus groups who became frustrated with employment referral organizations turned to family and friends within their social network to help them get jobs.*

### **Labour Market Outcomes - New Approach to Employment Services provided to Newcomers Established with Community Employment Services – Loyalist College (CES)**

As a direct result of the QLIP Meeting of May 22, 2013 a program was initiated involving a partnership between Community Employment Services – Loyalist College (CES) and Quinte United Immigrant Services QUIS. Newcomers now have direct “hands-on” assistance from an Employment Consultant from CES at QUIS offices. An Employment Consultant now meets with a newcomer for a one-on-one session to work on employment matters such as resumes, job searches, and applications. Employment Consultants met with individual newcomers and provided assistance for one newcomer in July and two in August 2013. More newcomers will be provided with “hands-on” help to improve employment outcomes as this new approach is working for the both newcomers and Employment Consultants. In the summer months appointments have been on Thursdays and should be expanded in September with the return on many ESL students to the Loyola School of Adult and Continuing Education in Belleville.

Mike Whitaker, Employment Consultant from Community Employment Services – Loyalist College (CES) discussed this new outreach partnership approach with the QLIP Project Coordinator and reinforced the fact that newcomers do not often come to the Employment Offices, if they have appointments they are often missed, and the “standard approach” just does not work well for newcomers. This new outreach approach with one-on-one counselling works well and is being accessed by newcomers. This more rigorous approach has brought the Employment Consultants closer to understanding the abilities expressed by newcomers, making it more possible to make the connections to current openings or the prospect of referral to an employer.

### **Newcomers and the Community Coming Together - QUIS Community BBQ**

QLIP Project Coordinator attended QUIS Community Barbecue on Wednesday August 21, 2013 from 4 pm to 7 pm at 41 Octavia Street in Belleville. At this event the community and newcomers enjoyed food and good company together. It was an important event for the QLIP Coordinator to attend as newcomers discussed first hand experiences with the QLIP Coordinator. These interactions add to the knowledge base while identifying areas that may require QLIP attention in terms of closing gaps.

## **Francophone Immigration Support Network of East Ontario - QLIP Facilitator**

QLIP Facilitator has participated on a continuing basis with the Francophone Support Network. The QLIP Facilitator participated in a teleconference meeting of the Francophone Immigration Support Network of East Ontario, providing the linkage with the QLIP stakeholders to the needs of the Francophone newcomer community. The QLIP Facilitator has frequently been in contact with the Francophone community in the greater Quinte area and has encouraged participation of the Francophone newcomer community.

## **QLIP Facilitator - Consultation meeting with Ontario Provincial Minister of Finance**

On Tuesday August 20, 2013 the QLIP Facilitator (QUIS Executive Director) participated in a consultation with the Minister of Finance for the Province of Ontario in Belleville. The consultation was related to the "Path to Jobs and Growth Tour" by The Honourable Charles Sousa Minister of Finance, to provide the right climate to attract investment, create jobs and grow the economy is part of the Ontario government's plan to build a prosperous and fair province for everyone. Certain Quinte and area individuals, organizations, associations and other groups were invited to take part in the consultations. Orlando Ferro was invited and attended the consultation and presented some of the aspects of the Quinte Local Immigration Partnership goals and objectives for local Labour Market Integration, and the potential of job creation through foreign investments in the greater Quinte area.

## **Follow-up information session on home ownership and newcomers - Fall 2013**

As a follow-up to the meeting in late April with the QLIP Coordinator, a QUIS Settlement Worker, a newcomer representative, and local experts in home ownership, the groundwork was set in motion for a presentation to groups of newcomers, and arrangements will be made for a presentation at the QUIS offices for the fall of 2013.

**Date: Monday September 09, 2013**

*John L Robertson*

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