

London & Middlesex Local Immigration Partnership

2009-2014 Our Story: Putting Community Perspectives Into Action

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About the London & Middlesex Local Immigration Partnership (LMLIP)

The London & Middlesex Local Immigration Partnership (LMLIP) is one of 34 Local Immigration Partnerships in Ontario, funded by Citizenship and Immigration Canada. The work of the Local Immigration Partnerships (LIPs) across Ontario is supported by the Ontario Ministry of Citizenship and Immigration as well as the Association of Municipalities of Ontario (AMO). In the past year, the model of the LIPs has been implemented in other provinces such as Alberta, Nova Scotia, and Newfoundland and Labrador.

Our Vision: LMLIP is guided by a Central Council and six issue-specific Sub-councils and the support of the community. With the immigrant as the focal point, LMLIP works to achieve five overarching outcomes: Supports and Services for Immigrants, Communication and Access to Information, Host Community, Supports for Service Providers, and Advocacy/Systemic Change. Our vision is a client centred approach that includes and works with immigrants to enhance their successful integration into Canadian society.

LMLIP continues to work on the implementation of its strategic plan in order to reach out to all sectors and consult with communities, organizations, and ethnic associations. We aim to ensure that our efforts are coordinated and partnerships established to facilitate a comprehensive approach to the successful integration of immigrants.

This booklet highlights the tools, products, and presentations that have been developed and or implemented through LMLIP in the last five years. Our work is sustained and supported through the work of more than 100 volunteers who are actively involved on the LMLIP Central Council, the six issue-specific Sub-councils and the Work Groups.

We will continue to count on the support of community partners, ethnic associations, faith groups, and interested citizens to develop capacity, establish partnerships, and work strategically toward creating a more welcoming community.

LMLIP Central Council

Outcome Statement: *Provide strategic direction and oversight to the LMLIP, consult with community, partner with existing initiatives and explore opportunities that will enhance outcomes for immigrants.*

Governance

- In consultation with the community, updated LMLIP Terms of Reference
- Recruited 24 members-at-large to serve on Central Council over the last four years
- Coordinate with City-wide initiatives for better outcomes for immigrants
- Ongoing collaboration with the Centre of Migration and Ethnic Relations (Western University) to maintain an inventory of local services

Advocacy/Systemic Change

- Public education through events and presentations
- Collaborations and partnerships to address local/regional issues
- Prepared recommendations regarding the closure of Lorne Avenue Public School
- Provided input to the Standing Committee on Social Policy with regard to the Local Health System Integration Act, role of Local Health Integration Networks and Immigrants and Newcomers

Measuring Outcomes

- Ongoing monitoring of LMLIP progress
- Established baseline measures with the support of the Pathways to Prosperity Co-chair

Media & Engagement

- Strategic engagement of media partners
- Developed a strategic multimedia communication plan (March 2011)
- Building community capacities within immigrant communities
- Produced a TV show in partnership with Rogers TV called *We Are London*

Interface

- Presented to City Council in 2010, 2011, 2012 and 2014
- Presented to Middlesex County Council 2014

LMLIP Education Sub-council

Outcome Statement: *Immigrant learners at all levels (English as a Second Language (ESL), Language Instruction for Newcomers to Canada (LINC), elementary, secondary and post-secondary) have access to timely and appropriate programs and services.*

Access to Education Work Group

To enhance communication and referrals among language-providing services, the Work Group led by Literacy Link South Central, obtained funding from the Ministry of Training, Colleges and Universities to run the *Enhancing Pathways* Project. Through this project:

- Identified gaps and needs within the current continuum of services
- Mapped literacy services in the area
- Developed tools related to literacy services (dot chart; decision-making template; series of referral questions)

Supports for Students Work Group

To support immigrant students in accessing available services on homework help, the Work Group:

- Developed a database of free Homework Help supports within the City of London
- Established the Homework Help Hub: A social media (Facebook) web presence where organizations and service providers can post information or links to information about homework help initiatives that they are running in London and Middlesex
- Collaborated with the White Oaks Family Centre in the development of a Homework Help Club

Support for School Staff Work Group

With a focus on the provision of supports to service providers within the education system, the Work Group:

- Coordinated delivery of diversity workshops to pre-service teachers at the Faculty of Education Western University (2013, 2014)
- Developed and delivered workshops on welcoming cultural diversity to Thames Valley District School Board non-teaching staff (primarily secretaries and education assistants)
- Developed in partnership with the Peterborough Partnership Council on Immigrant Integration (PPCII), the position paper ***Ontario Pre-service Teacher Education: The Case for Equity, Inclusion and Diversity Training***
- Engaged Local Immigration Partnerships across Ontario to endorse the Position Paper and to forward their endorsements to the Ministry of Education. Nine Local Immigration Partnerships endorsed the Paper
- Presented and provided a display at the Teachers of a Second Language (TESL) Conferences (2013, 2014)
- Presented to the TESL London Board

Supports for Parents Work Group

The group's goal is to build inclusive School Councils, Home and School Associations, and Parent Groups. To this end, the group:

- Developed the *Welcoming All Voices* Parent Engagement Resource in English and French
- Presented the *Welcoming All Voices* resource at "On New Shores" international conference, Thames Valley Parent Involvement Committee (TVPIC) Parent Leadership conference, Ontario Federation of Home & School Associations provincial conference, National Healthy Schools conference, the Child & Youth Network Literacy conference, and the Settlement Workers in Schools (SWIS) workshop
- Developed a DVD to accompany the *Welcoming All Voices* print resource

Employment and Education Joint Working Committee

The goals of this Committee are to:

- Identify gaps in programming
- Join education/training providers and employment services to stakeholders to foster dialogue regarding the match between programs offered to job seekers and current labour market demand

Media Engagement Work Group

The Work Group is composed of members from all Sub-councils and the Central Council in partnership with Rogers TV. With the goals of providing residents in London and Middlesex with an opportunity to learn about immigrants in the community and to inspire the new immigrants in the area, a unique TV show "*We Are London*" was developed. The Education Sub-council:

- Provided content related to education for one episode

LMLIP Employment Sub-council

Outcome Statement: *Immigrants have timely access to a wide range of employment related to supports, including mentorship, bridging, job search programs credential assessment, employment, and employment supports.*

Employment and Education Joint Working Committee

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- Identify gaps in programming

- Join education/training providers and employment services to stakeholders to foster dialogue regarding the match between programs offered to job seekers and current labour market demand

Communication and Access to Information Work Group

- Developed a checklist for immigrant job seekers in collaboration with the London Middlesex Immigrant Employment Council (LMIEC) on ways to prepare for a job search before and after arrival to Canada
- Updated the checklist to include more information
- Posted on the Immigration Portal (working section)

Communication/Integration

To assist immigrants seeking employment opportunities, the Work Group:

- Coordinated and supported two sessions on entrepreneurship for immigrants in collaboration with the London Small Business Centre and hosted by members of the LMLIP Employment Sub-council
- Reconciled Common Assessment Training for Employment Service providers in collaboration with the Employment Sector Council London-Middlesex (ESCLM) to reflect the learning needs of immigrant clients

Employer Connection Work Group:

To enhance the link between immigrant job seekers and employers leading to successful employment, the Work Group:

- Conducted two professional networking/mentorship events between immigrants and London-Middlesex employers, one in partnership with the City of London and another with the County of Middlesex, in collaboration with the London Middlesex Immigrant Employment Council (LMIEC)
- Provided input to the newly launched website www.worktrends.ca and the London-Middlesex Immigration Web Portal (www.immigration.london.ca)

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- Provided content for two episodes to showcase success stories, available services, and pathways to employment in the community including one episode on mentorship and another episode on community employment support service

LMLIP Health & Wellbeing Sub-council

Outcome Statement: *Immigrant health and wellbeing is supported through a range of programming including mental health, impact of trauma/war, access to services, recreation, nutrition, and life skills.*

Access to information Work Group

To raise awareness on services and how to access them, the Work Group:

- Developed the Guide to Your Health & Wellbeing Services in London and Middlesex brochure
- Coordinated the translation of the brochure into seven languages
- Disseminated brochures through Settlement Services

Seeds of Change Project

Seeds of Change Project, led by Family Service Thames Valley and Networking for an Inclusive Community, focuses on increasing immigrants' awareness about mental health and addiction issues. Through this project:

- Held conversation circles on resource development and on mental health and addiction issues
- Hosted two Community Forums
- Developed a pamphlet and booklet entitled *How do You Feel Today?* to introduce and to assist immigrants and refugees to learn about mental health, mental illness, and addiction (<http://immigration.london.ca/LMLIP/Publications/newcomers.htm>)

Access to Interpretation Work Group

The goal of the group is to map the health related interpretation services that exist in the Middlesex-London area; to identify the gaps in medical interpretation services; to develop policy and procedure recommendations for agencies offering/using these services, and to raise awareness on the value of professional medical interpretation for non-English speakers. The Group has:

- Conducted a focus group with non-English speakers on challenges facing them when accessing health care services without professional interpreters
- Developed the *Access to Interpretation Survey*: To invite feedback from professional interpreters working with Across Languages, to review and identify current interpretation successes and barriers to success
- Developed a database of Health Related Interpretation Resources
- Received funding to work on a position paper on the value of the professional medical interpretation led by the Middlesex-London Health Unit

Health Resource Group

Collaborating with the Middlesex-London Health Unit to develop a resource on health care services to assist health professionals in referring patients without health coverage, the Group has:

- Developed and disseminated *Community Resources for Newcomers with No Health Coverage* to health professionals and services that serve immigrants and newcomers

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- The Health and Wellbeing Sub-council provided content for one episode to showcase services provided by the Middlesex-London Health Unit and the story of an immigrant accessing the health care services

LMLIP Inclusion & Civic Engagement Sub-council

Outcomes Statement: *Social, parental, child, and cultural supports are available to ensure that all immigrants are engaged in our community.*

Neighbourhood Work Group

To inspire and engage immigrants in the community and help increase the community’s understanding of a newcomers journey, the Newcomer’s DVD Work Group, in partnership with the City of London:

- Developed the London: A Newcomer’s Story
London: A Newcomer’s Story DVD. A copy may be accessed through the LMLIP webpage (www.immigration.london.ca/LMLIP)

Engaging Immigrants at Leadership Level Work Group

The Work Group:

- Organized a Community Champion World Café where immigrants in leadership positions shared their knowledge and expertise with new immigrants on how to become engaged at a leadership/decision-making level
- Organized a networking event as a follow up, Connect With Your London Event, with the aim of bringing together immigrants and refugees from all ethnic groups to make connections with other community members and non-profit organizations and learn about volunteering and leadership opportunities

Cultural Competency Work Group

Members of this Work Group were from four Sub-councils. The group:

- Surveyed partner agencies to help identify training needs and engage others in the conversation about the importance of cultural competency
- A resource inventory on existing diversity/cultural competency training was developed and posted on (www.immigration.london.ca/LMLIP)

Enhance Knowledge amongst Host Community Work Group

- **London Newcomer Exhibits at Fanshawe Pioneer Village Trillium Community Gallery - 2013**
This Sub-council partnered with the Fanshawe Pioneer Village's Art Gallery and featured the stories of each of the participants in the DVD: *London: A Newcomer's Story* as the first community exhibit at the Gallery. The *I am London 2013 Social Media Campaign* participants were also showcased in the Art Gallery for three months
- ***I am London 2013/2014 Social Media Campaign***
To celebrate the diversity in our City and region:
 - Twenty immigrants were selected to be the faces of London for the campaign
 - Posters and Social Media pages were created to represent immigrants who are engaged, proud Londoners who contribute to our flourishing community
- **Road Show – 2014**
Coordinated the showcasing of the stories of the participants in the *London: A Newcomer's Story* DVD and the *I am London Social Campaign 2013/ 2014* at different London Public Library locations
- **Sunfest Festival - 2014**
Promoted the Celebrating London Diversity at Victoria Park and showcased personal stories of participants of the *I am London Social Campaigns 2013 and 2014*
- **International Week Planning Committee at Western – 2013/2014**
Collaborated with the Centre of Migration and Ethnic Relations and LMLIP Settlement Sub-council (2013 and 2014) on *Journeys of Migration* panel event during International Week at Western to celebrate London's cultural diversity and the immigrant role models within our community and to create a globally aware campus

Election Information Series Work Group – 2014

- Coordinated five sessions to educate immigrants on the municipal elections, rights, and responsibilities. Representatives from the Election Office provided the sessions.
- Coordinated a Mayoral Candidates' Meeting to further educate immigrants on the process of asking and engaging with the candidates
- Developed a Municipal Election Fact Sheet

Media Engagement Work Group

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- Provided content for one episode

LMLIP Justice & Protection Services Sub-council

Outcome Statement: *Immigrants understand the Canadian Justice System and have access to information and supports related to the preventative services such as criminal justice, child welfare, and other services.*

Immigrant Community Capacity and Engagement project (ICCE)

Through a collaborative and community development approach, the ICCE Project is intended to build immigrants' knowledge, understanding, and trust in Canadian Justice and Protection Services. The Project is funded by the Ontario Trillium Foundation and led by the John Howard Society of London and District. The ICCE has so far:

- Developed 24 workshops on various justice and protection services and delivered to four communities
- Recruited close to thirty volunteers from the four different communities to further engage their respective communities
- Organized two forums for services providers on understanding the four cultural communities and how best to support their clients

The ICCE completed its second phase and will target two more cultural communities in the third and final phase.

Newcomer Outreach Work Group

To enhance the sense of trust with the justice system, and improve awareness on legal rights and responsibilities, the Work Group in collaboration with the Thames Valley District School Board, adapted the Newcomer Outreach Materials and developed:

- A brochure on the London Police Service which was translated into Arabic and Spanish
- A DVD on the London Police Service and how to interact with the police
- Lesson plans on the London Police Service for Language Learners with the Thames Valley District School Board, Adult Education as the lead
- Work currently underway to create a social media presence for the Neighbourhood Watch in collaboration with Western University

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- Provided content for one episode

LMLIP Settlement Sub-council

Outcome Statement: *Immigrants’ settlement experience is positive and welcoming through the availability of interpretation services, housing, transition services, information, and referrals.*

Connecting Newcomers to Services Work Group

To enable newcomers to have immediate access to information on the available settlement services in London, the Group:

- Developed a brochure – Welcome to London & Middlesex: A Guide to Settlement Services (2010)
- Updated the brochure – Welcome to London & Middlesex: A Guide to Settlement Services (2014)
- Developed the Q & R Code Cards linking newcomers to www.yourlondoncalling.ca and a host of local websites
- Coordinated the delivery of brochures and information on resources in London to Pearson International Airport

Family Settlement Collaborative

The Family Settlement Collaborative works to address the needs of immigrant families, to refer individuals to the respective service(s) based on their identified needs, to continue exploring new ideas, and to share current information about existing resources. This group has representation from the Education, Justice & Protection Services, and Inclusion & Civic Engagement Sub-councils, in addition to other services:

- Established the Terms of Reference for the group which is comprised of fifteen service providers
- Established relationships with five Language for Newcomers to Canada (LINC) sites in London
- Coordinated the delivery of close to 100 workshops on issues identified by the lead instructors at each LINC site

Communication and Access to Information Work Group

- Coordinated the annual *Journeys of Migration* in collaboration with the Centre of Migration and Ethnic Relations and LMLIP Settlement Sub-council (2013 and 2014)
- Developed the Senior Resource on available programs for seniors in the City

Housing Work Group

To create awareness among key stakeholders on housing challenges faced by immigrants, the Work Group:

- Developed the Landlord and Tenants Handouts
- Organized focus group with Landlords to discuss the challenges facing immigrants in renting their first homes
- Presented to tenants on rights and responsibilities when renting
- Coordinated the development of the Housing Video to further inform tenants (copy of which will be posted on the LMLIP webpage)
- Currently planning for an Engagement Forum with the stakeholders at the table: landlords, tenants, and the settlement sector

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