

CITY OF HAMILTON

**COMMUNITY SERVICES DEPARTMENT
General Manager's Office**

TO: Chair and Members Emergency & Community Services Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: April 10, 2012	
SUBJECT/REPORT NO: Renewal of Funding from Citizenship and Immigration Canada to Implement the Immigration Strategy (CS10043(b)) (City Wide)	
SUBMITTED BY: Joe-Anne Priel General Manager, Community Services	PREPARED BY: Tim Rees (905) 546-2424 ext. 4244 Linda Button (905) 546-2424 ext. 4992
SIGNATURE:	

RECOMMENDATION

- (a) That the City of Hamilton accept \$275,091 in renewed funding (for the period of April 1, 2012 to March 31, 2013) from Citizenship and Immigration Canada for the purpose of supporting the Hamilton Immigration Partnership Council and the implementation of the Immigration Strategy; and,
- (b) That the Mayor and City Clerk be authorized and directed to execute the renewed Contribution Agreement (attached as Appendix A to Report CS10043(a), between the City of Hamilton and Citizenship and Immigration Canada, with respect to the Hamilton Immigration Partnership funding, in a form satisfactory to the General Manager, Community Services and the City Solicitor.

EXECUTIVE SUMMARY

This report seeks approval to receive \$275,091 from Citizenship and Immigration Canada as a renewed Contribution Agreement for the fiscal year April 1, 2012 to March 31, 2013 to support the Hamilton Immigration Partnership Council and the implementation of a local immigration strategy.

FINANCIAL / STAFFING / LEGAL IMPLICATION

Financial:

Funding will be provided by the Federal Government through Citizenship and Immigration Canada (CIC) totalling \$275,091 which will be allocated over the course of 12 months (April 1, 2012 to March 31, 2013) in accordance with the Contribution Agreement to be signed by CIC and the City of Hamilton, in a form satisfactory to the City Solicitor. Under the Agreement, CIC will reimburse eligible expenditures that are reasonable and directly related to the project. The Agreement stipulates that the City of Hamilton receive funding subject to an annual appropriation from Parliament for the purpose in which the contribution is contemplated, and that CIC may cancel or reduce the contribution if CIC funding levels are changed by Parliament.

As the contract holder with the Government of Canada, the City of Hamilton also provides in-kind support in the form of office space, financial administration and supervision.

The Contribution Agreement for 2012-2013 is \$22,077 less than for 2011-2012, which, apart from reflecting the overall cutbacks by CIC for settlement, excludes the research and community consultation activities undertaken in the developmental phase.

Staffing:

A staffing complement of 3 FTEs (Project Manager, Program Coordinator and Program Secretary) is required for the 12 month period of this agreement. These positions will be fully funded by the federal government, in accordance with the Contribution Agreement.

Legal:

The renewed Contribution Agreement will be reviewed by Legal Services prior to execution in order to ensure that it is consistent with the City's existing Agreement.

HISTORICAL BACKGROUND

On February 6, 2008, Citizenship and Immigration Canada (CIC) in partnership with the Ontario Ministry of Citizenship and Immigration (MCI) issued a call for proposals to municipalities to apply for funding to strengthen the role of local communities in serving and integrating immigrants through Local Immigration Partnerships. These Local Immigration Partnerships are to provide a collaborative framework for, and facilitate the development and implementation of, sustainable local solutions for successfully attracting, integrating and retaining immigrants.

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The City of Hamilton was awarded \$285,195 in funding over 8.5 months from July 2009 to March 31, 2010 to establish a Hamilton Immigration Partnership Council and through this Council create a comprehensive immigration strategy. The Community Services Department has led this initiative and has been working with internal and external service providers and stakeholders including recent immigrants to Hamilton, to develop solutions that work for the intended audiences and the community as a whole.

In March 2010, the Contribution Agreement between CIC and Hamilton was renewed for another year from April 1, 2010 to March 31, 2011, in the amount of \$393,145 in order for the Hamilton Immigration Partnership Council to continue its work of developing a made-for-Hamilton immigration strategy. On June 23, 2010, Council unanimously endorsed Hamilton's first ever Immigration Strategy and Action Plan (Committee of the Whole Report 10-016, June 18, 2010, Item 7.2, CS09030(b)).

CIC approved further funding for the Hamilton Immigration Partnership Council in the amount of \$297,168 for the period of April 1, 2011 to March 31, 2012 to begin the work of implementing the Strategy.

This new Contribution Agreement, in the amount of \$275,091 covers the period of April 1, 2012 to March 31, 2013 to support the continuing implementation of the Strategy as per the annual work plan (attached as Schedule 1 to Appendix A of Report CS10043(b)).

POLICY IMPLICATIONS

Acceptance of this funding from Citizenship and Immigration will have no direct affect on corporate policies.

RELEVANT CONSULTATION

The Contribution Agreement, attached as Appendix A to Report CS10043(b), will be reviewed by Corporate Services Department, Legal Services Division and Finance and Administration.

ANALYSIS / RATIONALE FOR RECOMMENDATION

Hamilton has always been an important centre for settlement and integration and is one of the top communities in Canada in terms of our diversity and the number of recent immigrants that choose to settle here. The 2006 Census indicates that 25.4 percent of

Hamilton's population are immigrants¹. While the greatest number of immigrants living in Hamilton originated in Europe, between 2001 and 2006 the majority have come from Asia and the Middle East, Europe and Africa².

A variety of reports on the importance of immigration to Canada's economic growth continue to be published by economists, social policy institutes, various levels of government, and others. As with the rest of Canada, Hamilton's future growth and prosperity will be primarily driven by immigrants and newcomers. How that growth occurs, how immigrants and new Canadians are received into the community, and how these individuals and families integrate and adapt, will have a direct influence on the success or failure of Hamilton's future growth and prosperity.

The incidence of poverty for the total population in Hamilton is 18%. For recent immigrants the incidence of poverty is an alarming 51%. In other words, more than one half of recent immigrants in the City of Hamilton live in poverty. This is unacceptable and unnecessary given that many recent immigrants arrive in Canada with skills and education. These statistics also signal a loss of growth potential to the City's economy.

ALTERNATIVES FOR CONSIDERATION

None

CORPORATE STRATEGIC PLAN

Focus Areas: 1. Skilled, Innovative and Respectful Organization, 2. Financial Sustainability, 3. Intergovernmental Relationships, 4. Growing Our Economy, 5. Social Development, 6. Environmental Stewardship, 7. Healthy Community

Skilled, Innovative & Respectful Organization

- ◆ A culture of excellence
- ◆ A skilled, adaptive and diverse workforce, i.e. more flexible staff
- ◆ More innovation, greater teamwork, better client focus
- ◆ An enabling work environment - respectful culture, well-being and safety, effective communication

¹ Source: Statistics Canada. 2007. Immigrant Status and Place of Birth (38), Sex (3) and Age Groups (10) for the Population of Canada, Provinces, Territories, Census Divisions and Census Subdivisions, 2006 Census

² Source: Immigrant status and period of immigration and place of birth for the immigrants and non-permanent residents of Canada, Provinces, Territories, Census Metropolitan Areas and Census Agglomerations, 2006 Census, 20% sample data

- ◆ Council and SMT are recognized for their leadership and integrity
- ◆ Implementing an Immigration Strategy will affect the corporation as it will facilitate a skilled, innovative and respectful organization.

Financial Sustainability

- ◆ Financially Sustainable City by 2020
- ◆ Effective and sustainable Growth Management
- ◆ Delivery of municipal services and management capital assets/liabilities in a sustainable, innovative and cost effective manner
- ◆ Address infrastructure deficiencies and unfunded liabilities
- ◆ Generate assessment growth/non-tax revenues
- ◆ Sustainable Tri-parti Government Agreement
- ◆ An Immigration Strategy is part of planning for future growth including the population and economy.

Intergovernmental Relationships

- ◆ Influence federal and provincial policy development to benefit Hamilton
- ◆ Acquire greater share of Provincial and Federal grants (including those that meet specific needs)
- ◆ Maintain effective relationships with other public agencies
- ◆ The funding for the Immigration Strategy is under the Canada-Ontario Immigration Agreement.

Growing Our Economy

- ◆ Newly created or revitalized employment sites
- ◆ Competitive business environment
- ◆ A skilled and creative labour pool that supports new employers
- ◆ An improved customer service
- ◆ A visitor and convention destination
- ◆ Hamilton's share of immigrants is declining relative to many other communities at a time when current labour market trends highlight a growing need for immigrant skills. A skilled innovative labour force is critical to sustain population and labour market growth.

Social Development

- ◆ Everyone has a home they can afford that is well maintained and safe
- ◆ Hamilton residents are optimally employed earning a living wage

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- ◆ Residents in need have access to adequate support services
- ◆ People participate in all aspects of community life without barriers or stigma
- ◆ The Immigration Strategy will facilitate a stronger and more welcoming community.

Healthy Community

- ◆ An engaged Citizenry
- ◆ Adequate access to food, water, shelter and income, safety, work, recreation and support for all (Human Services)
- ◆ A community that embraces diversity is a stronger and healthier community to live and work in.

APPENDICES / SCHEDULES

Appendix A to Report CS10043(b): Agreement between City of Hamilton and Citizenship and Immigration Canada for April 1, 2012 – March 31, 2013.



CONTRIBUTION AGREEMENT

OFFICE USE	
100	File number DH07331513
101	<input type="checkbox"/> Original <input checked="" type="checkbox"/> Amendment
102	Amendment number 4

Between: **Her Majesty the Queen in right of Canada,
as represented by the
Minister of Citizenship, Immigration and Multiculturalism**
(hereinafter referred to as the "Department")

Hamilton CIC
55 Bay St N
Hamilton ON L8R 3P7
(address)

and

City of Hamilton
(hereinafter referred to as the "Service Provider")
Community Services Department
Lister Block Building
28 James St N, PO Box 2040
Hamilton, ON L8P 4Y5
(address)

Whereas the Service Provider wishes to provide services to eligible clients under the (check appropriate box):

- Settlement Program
- Resettlement Assistance Program (RAP)

and has applied to the Department for funding under the said Program;
and the Department wishes to provide a contribution to the Service Provider to assist it in carrying out such services;

the Department and the Service Provider undertake and agree as follows:

1.0 AGREEMENT

1.1 This Agreement, including the attached Schedules, any written instructions issued pursuant to its provisions, and any subsequent amendments thereto, constitute the entire Agreement between the Department and the Service Provider, and supersedes all previous documents, negotiations, understandings and undertakings related to its subject matter.

- The Contribution Agreement;
- Schedule 1, entitled *Statement of Planned Activities and Intended Results*;
- Schedule 2.1, entitled *Description of Eligible Costs for the Settlement Program*;
- Schedule 2.2, entitled *Description of Eligible Costs for the Resettlement Assistance Program (RAP) Stream B – Indirect Services*;
- Schedule 2.3, entitled *Description of Eligible Costs for the Resettlement Assistance Program (RAP) Stream A – Direct Services*;
- Schedule 3, entitled *Terms of Payments*;
- Schedule 4, entitled *Supplementary Terms and Conditions*

2.0 INTERPRETATION

In this Agreement, unless otherwise defined herein:

- 2.1 "Contribution" means a conditional transfer payment for a specified purpose pursuant to a contribution agreement that is subject to being accounted for and audited.
- 2.2 "Services" means the services described in Schedule 1 which are provided directly to eligible clients or which contribute indirectly to the resettlement, adaption, settlement and integration of eligible clients.

- 2.3 "Eligible costs" means the costs described in Schedules 2.1, 2.2, or 2.3 required by the Service Provider to provide services which are:
- a) incurred and paid by the Service Provider in relation to the services during the funding period, or during the fiscal year in the case of multi-year funding, or
 - b) incurred by the Service Provider in relation to the goods and services purchased during the last two months of the funding period and paid within sixty days of the conclusion of the funding period, and whose validity has been substantiated to the satisfaction of the Department by means of supporting documents including, but not limited to, invoices, cancelled cheques, vouchers and accounting entries.

Restrictions:

- i. Costs associated with validation of individual's credentials are not eligible
- ii. Profit is neither a "cost" nor an "expense" and therefore may not be included as an eligible cost.

- 2.4 "Capital costs" means eligible and necessary costs in the opinion of the Department, as described in the Capital Costs sections of Schedules 2.1, 2.2, or 2.3, that the Service Provider expects to incur and pay for capital assets (such as computers, furniture, and other tangible property) purchased and/or leased and costing in excess of \$1000, which are necessary for the provision of ongoing services or for administrative purposes. Capital costs remain subject to the yearly maximum as established in the program Terms and Conditions.

- 2.5 "Eligible client" means:

A) For the Settlement Program:

- i. Permanent Residents of Canada who have not become Canadian citizens;
- ii. Protected persons as defined in Section 95 of the Immigration and Refugee Protection Act (IRPA);
- iii. Individuals who have been selected, in Canada or overseas, to become permanent residents pending completion of medical, security and criminal verification statutory requirements, and who have been informed, by a letter from Citizenship and Immigration Canada;
- iv. Convention refugees and protected persons overseas who have been selected for resettlement in Canada by Citizenship and Immigration Canada;
- v. Live-in Caregivers
 - a. Applicants overseas who have been informed, by a letter of confirmation from Citizenship and Immigration Canada, of the approval of their temporary work permit are eligible to receive services under the Canadian Orientation Abroad (COA) initiative,
 - b. Applicants in Canada and in possession of a temporary work permit issued under the Live-in Caregiver Program are eligible for all settlement services with the exception of language training.

Restrictions:

- i. To access language training, an eligible client must first undergo a language assessment by a qualified assessor and be of legal school-leaving age within their applicable province or territory;
- ii. Temporary workers, including those nominated under Provincial Nominee Programs, are not eligible for CIC Settlement Program Services except for those accepted under the Live-in Caregiver Program and those described in A) iii) above.

B) For the Resettlement Assistance Program

For RAP – Domestic component (Service Providers located in Canada), "eligible client" has the same meaning as defined in the RAP Terms and Conditions approved by the decision of the Treasury Board of March 7, 2005 and, without limiting the foregoing, generally refers to the following clients and their accompanying dependants:

- i. Permanent residents admitted to Canada who have been determined to be members of the "convention refugee abroad class", "source country class", or "country of asylum class"; or
- ii. Temporary residents who are issued a permit under section 24 of the IRPA and who initially applied for admission to Canada as members of the "convention refugee abroad class", "source country class", or "country of asylum class"; or
- iii. Persons who were members of the Protected temporary residents class who became permanent residents under section 151.1 of the Regulations; or
- iv. Permanent residents admitted to Canada who were granted permanent residence under section 25 of IRPA; or
- v. Permanent residents and temporary residents admitted to Canada who apply for admission as members of any future humanitarian-protected persons abroad classes.

For RAP – International component (Service Providers located outside of Canada), “eligible client” has the same meaning as defined in the RAP Terms and Conditions approved by the decision of the Treasury Board of March 7, 2005 and, without limiting the foregoing, generally refers to the following clients and their accompanying dependants:

- i. Persons who have been selected to come to Canada as members of the convention refugee abroad class; or members of the humanitarian-protected persons abroad classes; or
- ii. Persons whom Canada intends to select as members of the convention refugee abroad class, or members of the humanitarian-protected persons abroad classes; or
- iii. Persons whom Canada is considering for selection as members of the convention refugee abroad class; or members of the humanitarian-protected persons abroad classes;
- iv. Persons who are issued a temporary resident permit pursuant to section 24 of the IRPA initially applied for admission to Canada as members of the Convention refugee abroad class; or members of the humanitarian-protected persons abroad classes;
- v. Persons, and their accompanying or non-accompanying family members, who are selected under section 25 of the IRPA for the purposes of urgent protection as described in paragraph (vii) of “Eligible Client” (Domestic Component – Clients located in Canada) who Canada has selected, intends to select or is considering selecting.

2.6 “Ongoing childminding” means an informal, unlicensed arrangement for the care and supervision, on a daily or regularly-recurring basis, of a child with a parent or guardian receiving ongoing CIC-funded settlement services at the same site.

2.7 For the Resettlement Assistance Program, “temporary accommodation” means any form of accommodation, as deemed suitable by the Department, provided to house and shelter eligible RAP clients following their arrival in Canada.

2.8 “Funding period” means the period specified in Schedules 2.1, 2.2, or 2.3 in the section entitled *Duration of Activity / Funding Period*.

2.9 “Term of Agreement” means the period during which this Agreement shall be effective, which period commences on the date the Agreement is signed by both parties and terminates one year after the end of the funding period.

3.0 CONTRIBUTION

3.1 In order to assist the Service Provider to provide the services, and subject to the terms of the Agreement, the Department will make a contribution to the Service Provider in respect of the eligible costs of the services of an amount not exceeding the lesser of:

- A) 100% of the eligible costs; or
- B) the total maximum contribution specified in Schedule 2.1, 2.2, or 2.3.

3.2 A) Costs are eligible costs for the purposes of this Agreement only if they are, in the opinion of the Department:

- i. directly related to and necessary for the provision of the services;
- ii. reasonable; and
- iii. allowable expenditures for the provision of the services.

B) For the purposes of 3.2 A) ii), “reasonable”, in the case of costs for travel, means costs that do not exceed the authorized rates set out in the *Treasury Board Travel Directive*.

3.3 The total maximum contribution as identified in Schedule 2.1, 2.2 or 2.3 shall not be exceeded without an amendment.

Furthermore, the maximum contribution for the following items shall not be exceeded without the prior written approval (including email, memo, fax or written letter) of the Department:

For all programs:

- i. Administrative cost category;
- ii. Capital cost category; and
- iii. All salary amounts regardless of cost category.

In addition, for the RAP program,

- iv. Temporary accommodation, food and incidental per person rates as set out in Schedule 2.3 cannot be changed without Departmental approval.

Funds may be transferred among other cost items and categories without the prior written approval of the Department, unless otherwise limited in Schedule 4, and provided that the total maximum contribution specified in Schedule 2.1, 2.2, or 2.3 is not exceeded.

3.4 Additionally, in cases where the Service Provider receives more funding than anticipated from any or all sources for the activities specified in the Agreement under Section 5.1, repayment of the pro-rata share of the contribution from the Department may be required by the Department.

3.5 Notwithstanding any other provision of this Agreement:

- A) No contribution is payable by the Department in respect to any portion of the cost of any eligible costs for which the Service Provider receives a rebate or reimbursement.
- B) Only that portion of the Goods and Services Tax (GST/HST) which is not refundable by Canada Revenue Agency as an Input Tax Credit or as a Rebate can be claimed as an eligible cost.
- C) If the rebate is received within the same calendar year as the Agreement, it should be considered to be part of the contribution and included in the calculation of the claim. If the rebate is received outside the calendar year from the Agreement period, the Service Provider will reimburse the Department accordingly.
- D) Any interest or any other income earned on advances of the contribution shall be accounted for by the Service Provider and considered part of the contribution, be included in the calculation of claims, and may result in a repayment.

3.6 Notwithstanding section 3.1:

- A) No contribution shall be paid in respect of costs incurred with respect to a member of staff who is a member of the immediate family of the Service Provider, or, if the Service Provider is a corporation or an unincorporated association, who is a member of the immediate family of an officer or a director of the corporation or the unincorporated association, unless the Department is satisfied that the hiring of the staff was not the result of favouritism by reason of the staff's membership in the immediate family of the Service Provider or officer or director of the Service Provider, as the case may be.
- B) For the purposes of this section, "immediate family" means father, mother, stepfather, stepmother, foster parent, brother, sister, spouse, common-law partner, child (including child of common-law partner), stepchild, ward, father-in-law, mother-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law or relative permanently residing with the Service Provider, or officer or director of the Service Provider, as the case may be.

4.0 CONDITIONS GOVERNING PAYMENT OF THE CONTRIBUTION

- 4.1 Subject to sections 4.5 and 4.6 and an appropriation by Parliament of required funds, the Department will make payments of the contribution by reimbursement, upon receipt from the Service Provider of claims for eligible costs as identified in section 2.3.
- 4.2 Any payment by the Department under this Agreement is subject to there being an appropriation for the Fiscal Year in which the payment is to be made and to there being funds available; furthermore, should the Department's funds be reduced by Parliament, the Department may reduce or cancel the contribution.
- 4.3 Claims for reimbursement of eligible costs are to include supporting documents (if requested by the Department) and statements of progress against the achievement of performance objectives, as described in sections 6.6 and 6.7 and Schedule 1 of this Agreement.
- 4.4 Claims for reimbursement from the Service Provider should be submitted for periods not exceeding three (3) months, unless specified otherwise in Schedule 1 or Schedule 4.
- 4.5 In accordance with the Terms of Payments set out in Schedule 3 and the Treasury Board's *Policy on Transfer Payments*, the Department may make advance payments of a contribution in approved cases, where it has been demonstrated in a written statement that advance payments are essential to the achievement of Agreement objectives.
- 4.6 The Department shall not contribute to costs incurred prior to or subsequent to the funding period with the exception of the expense of an auditor's statement that may be incurred after the end of the funding period, if such a statement is required by the Department.
- 4.7 Any overpayments, unexpended balances, amounts disallowed on audit, amounts received by the Service Provider from other sources that are in excess of total anticipated amounts under section 5.1, and any refunds, rebates, and discounts that have been billed to the Department as part of actual costs, or other amounts owing to the Department by the Service Provider shall be recognized as debts due to the Crown, and repaid within 30 days of receipt of notice to do so by the Department, after which time, the *Interest and Administrative Charge Regulations* will apply.
- 4.8 Amounts due to the Service Provider under this Agreement may be set off against amounts owing to the Crown under legislation or previous agreements.

5.0 SERVICE PROVIDER'S OBLIGATIONS

The Service Provider also agrees to abide by the following obligations during the entire funding period and where relevant, during the entire term of this Agreement:

- 5.1 To submit to the Department, prior to the start of the agreement, a disclosure of all confirmed or potential sources of funding or in-kind participation for program activities and/or eligible costs related to the agreement. The Service Provider shall notify the Department of any changes in funding from other sources for activities related to the Agreement set out in Schedules 1 and 4, and shall do so within 30 days of their occurrence. The Service Provider shall submit any changes in the funding level through an updated Forecast of Cash Flow, or as otherwise specified in Schedule 1 or 4.
- 5.2 To keep all records and provide all services during the funding period in a sustained, diligent, efficient, economical and effective manner, using qualified personnel;
- 5.3 To ensure that all personnel designated by the Service Provider to provide the services described in Schedule 1 of this Agreement are authorized to work in Canada, familiar with the community they serve, and sufficiently familiar with Canadian sociocultural, economic and institutional realities to achieve the performance objectives identified in Schedule 1;

5.4 To inform clients of services available in the client's official language through other organizations.

In addition, the Service Provider agrees:

- A) to organize activities, projects, and programs to forge ties between the two official language communities;
- B) to annually consult with francophone minority communities about settlement and re-settlement programming as determined appropriate by the Department;
- C) the Department has deemed that the additional requirements under this section (5.4), A and B are not applicable.

5.5 To adhere to the following additional Official Language requirements:

- A) offer services in both official languages based on an assessment of needs by the Department;

This will include:

- i. Provision of equal quality services for the general public in both official languages, and for individuals in the language of their choice; and
- ii. Making the public aware of services through greetings, recorded messages, announcements, broadcasts, signs, documents and other means of communication.

- B) the Department has deemed that the requirements under this section (5.5) are not applicable.

5.6 To provide the services in accordance with all applicable laws, by-laws, regulations, guidelines and requirements and, prior to the commencement of the services, to obtain such permits, licences, consents, authorizations and insurance coverage (including Directors' liability insurance and replacement insurance for capital assets) as may be required to carry out those services;

5.7 To ensure that all members of the Board of Directors:

- A) are chosen in conformity with applicable federal and provincial legislation governing corporations or unincorporated associations;
- B) are fully informed about the management and operations of the Service Provider; and
- C) are familiar with the principles of Board governance;

5.8 To conform to the reporting requirements found in section 6.0 for each Agreement it has with the Department; and

5.9 Where contribution agreements include provision of funds for ongoing childminding or daycare services:

- A) Where dependant children receive such services on the same premises in which their parent(s) / guardian(s) receive Settlement Program services, the Service Provider must ensure all provisions of the National LINC Childminding Requirements, and, where applicable, the provincial/territorial legislation(s) for licensed daycare are met.
- B) Where dependant children are placed in facilities on premises separate from those where their parent(s) / guardian(s) receive Settlement Program services, the Service Provider must ensure that the contracted third party is licensed by the province/territory.

6.0 PROGRAM MONITORING INFORMATION AND REPORTING REQUIREMENTS

In order to fulfill the Department's information, management and accountability requirements, the Service Provider further agrees to abide by the following obligations:

6.1 During the entire funding period, the Service Provider will:

- A) ensure that authorized representatives of the Department are permitted reasonable access, during normal business hours, to all premises on which services are being provided under this Agreement, or which provide support for these services, in order to monitor all aspects of the Service Provider's compliance with its obligations under this Agreement, including the delivery of services in both official languages where applicable; and
- B) keep and maintain records containing the following information about each eligible client to whom services are provided:
 - i. Immigration identification number (eight-digit numeric Client ID number; IMM 1000 number on the Record of Landing; IMM 5292, IMM 5509, or IMM 5688 number; Temporary Resident Permit number; Ministerial Permit number);
 - ii. surname;
 - iii. given name(s); and
 - iv. date of birth.

6.2 During the entire term of the Agreement, the Service Provider will:

- A) keep and maintain proper books and records in accordance with generally accepted business and accounting principles and practices, of all assets and liabilities held, all revenues from all sources, and all expenses incurred and paid out in connection with this Agreement; and
- B) retain all invoices, receipts, cancelled cheques, vouchers and other supporting documents relating to the books and records (including final financial statements).

- 6.3 For each reporting period during the entire term of the Agreement, the Service Provider shall also submit to the Department claims for eligible costs (with supporting documents if requested by the Department), and statements of progress, both statistical and narrative, against the achievement of expected results, which are satisfactory to the Department in scope, detail, format and frequency; and which contain the following:

General requirements for all programs:

- A) a brief progress report on the completion of planned activities and achievement of expected results identified in Schedule 1, including an assessment of successes, obstacles and opportunities encountered by the Service Provider in providing the services;
- B) the number of clients served in each official language;
- C) statistical data as the Department may, from time to time, specify in writing; and,
- D) any additional reporting requirements identified in Schedule 1 or 4.

Requirements specific to RAP A – direct services:

- A) the number of hours of each RAP service provided to each eligible client;
- B) the names, and the Record of Permanent Residence numbers, or the Temporary Residence Permit numbers of clients to whom RAP services were provided.

- 6.4 The Service Provider shall submit to the Department reports on the actions taken to meet Official Languages obligations as identified in sections 5.4 and 5.5, as well as any additional requirements identified in Schedules 1 and 4. The reports shall be submitted at the end of the Agreement for single-year Agreements (or less); at the end of each fiscal year for multi-year Agreements; or as otherwise specified in Schedule 1 or 4.

- 6.5 During the entire term of the Agreement, and for six years afterwards in case of financial records and five years afterwards in case of non-financial records, the Service Provider agrees to:

- A) Make such books, records and documents, as described in section 6.1, 6.2 and 6.3 available for inspection and audit by representatives of the Department, who may make copies thereof and take extracts therefrom;
- B) Make available proper facilities for any such inspection or audit by representatives of the Department;
- C) With respect to the books and records described in 6.1, 6.2 and 6.3 the Service Provider must show evidence of a documented disposition procedure for CIC approval and provide any other information that may be required, and
- D) Send copies of the records referred to in section 6.1 b) to the Department, at such intervals, in such format and by such means as the Department may specify, for use in monitoring and evaluating the services.

- 6.6 During the entire term of the Agreement, and for greater certainty further to section 6.1 b), the Service Provider shall comply with instructions by the Department relating to performance measurement, research, evaluation, monitoring and policy analysis of the program.

The Service Provider also agrees:

- A) that additional requirements under this section 6.6 as identified by the Department, are not applicable; or
- B) to use the Internet-based Immigration-Contribution Accountability Measurement System (iCAMS) or the History of Assessments, Referrals and Training System (HARTS) and maintain internal training and support activities related to these systems. This national data collection and reporting must be satisfactory to the Department in scope, detail, format and frequency.

- 6.7 The Service Provider shall submit to the Department, within sixty (60) days of the end of the funding period or as otherwise specified in Schedule 1 or 4:

- A) a final claim for eligible costs (with supporting documents if requested by the Department), including a declaration of funds received from any and all sources, and
- B) a final progress report which contains the following:
 - i. an assessment of overall progress made against planned activities and intended outputs and outcomes (as specified in Schedule 1);
 - ii. an assessment of the project's impact and contribution towards longer-term settlement or resettlement outcomes for newcomer clients;
 - iii. an overall assessment of successes, obstacles and opportunities encountered by the Service Provider in providing the programming/service(s); and
 - iv. reports on the actions taken to meet Official Languages obligations as identified in section 6.4.

- 6.8 Service Providers shall be subject to monitoring by the Department, (as set out in sections 6.1 to 6.7), in relation to their articulated planned objectives and deliverables. In addition, at the end of each funding year, the Service Provider shall submit an updated description of eligible costs using Schedule 2.1 or Schedule 2.2 or Schedule 2.3. The Department will assess whether monitoring activities indicate that satisfactory outcomes have been achieved; whether demand for a particular service still exists, whether administrative documents, required reports, financial records and statements, and any other required documentation are in order. The Department shall also determine whether an amendment to the Agreement is required, and will prepare and process it where needed. Satisfactory outcomes for the above noted activities are required in order for multi-year funding to continue.
- 6.9 The Department may request that a compliance audit be conducted by a third party and that a report be submitted to the Department. The scope, coverage and timing of such audits shall be determined by the Department and the Service Provider shall make available to auditors, in a timely manner, any records, documents and information that the auditors may require.

7.0 PRIVACY AND SECURITY OBLIGATIONS

- 7.1 Personal information collected or maintained by the Service Provider is subject to the provisions of the applicable provincial/territorial privacy and access to information legislation or the *Personal Information Protection and Electronic Documents Act*, whichever is applicable.

Service Providers will limit their collection of personal information to only that which is necessary for them to carry out their programming.

Service Providers will collect the following information from each eligible client to whom services are provided: given name, surname, other names or aliases, date of birth, FOSS client ID number, Temporary Resident/Ministers Permit number, IMM 5292/IMM 5509/IMM 5688 number (refer to the Confirmation of Permanent Residence document)/IMM 1000 number (refer to the Record of Landing Document) and/or any other information that is outlined in the corresponding Schedule of the Agreement specific to the module being delivered.

Personal information shall be treated as confidential and not disclosed to any person, other than the client, except in accordance with applicable law. Service Providers shall provide reasonable access to clients who identify themselves and request access to view the information the Service Provider has collected for purposes of CIC-funded programming.

The Service Provider shall take all security measures reasonably necessary, including those set out in any instructions issued by the Department for the protection of personal information against unauthorized use or disclosure.

Despite the provisions of this agreement, in the event that the Service Provider is compelled to produce any personal information pursuant to any applicable legislation, regulation, or any order of any court, tribunal, administrative body or other authority with jurisdiction, it shall notify Citizenship and Immigration Canada and the affected client forthwith and where possible in advance.

- 7.2 In addition to 7.1 above as it relates to section 6.6 specifically, the Service Provider agrees:
- A) that additional requirements under this section (7.2) as identified by the Department, are not applicable; or
- B) to:
- i. display the pamphlet that explains the purpose and privacy implications of collecting client's information;
 - ii. keep the pamphlet in sufficient quantities in a location visible to all clients for their easy access;
 - iii. if the client is illiterate, verbally transmit in a summary way, within the capacity of the Service Provider, the contents of the pamphlet;
 - iv. for clients preferring to read the pamphlet in a non-official language, make the translation of the pamphlet available to these clients, as far as reasonably possible; and
 - v. comply with *iCAMS Security Requirements for Service Provider Organizations* and other related Departmental policies and instructions governing security matters.

The Department shall not be held liable for actions arising out of the Service Provider not taking appropriate security measures as required in this Agreement.

8.0 DEFAULT

8.1 The following constitute events of default:

- A) The Service Provider becomes bankrupt or insolvent, is placed in receivership, or takes the benefit of any statute relating to bankrupt or insolvent debtors.
- B) An order is made or a resolution is passed for the winding up of the Service Provider, or the Service Provider is dissolved.
- C) The Service Provider is in breach of the performance of, or compliance with, any term, condition or obligation on its part to be observed or performed.
- D) The Service Provider has submitted false, misleading, or inaccurate information to the Department.
- E) In the opinion of the Department, the Service Provider has failed to provide the services in an acceptable manner.
- F) The activities or anticipated activities of the Service Provider are contrary to Canadian law.

8.2 In the event of default and after consultation with the Service Provider, the Department may direct that changes be made to the services.

8.3 The Department may also avail itself of either or both of the following remedies, as well as any remedies otherwise available:

- A) by written notice to the Service Provider in the event of default, immediately suspend any obligation by the Department to contribute or continue to contribute to the eligible costs of the services contemplated in sections 3.1 and 3.2 of this Agreement, including any obligation to pay an amount owing prior to the date of such notice, until such default is corrected to the Department's satisfaction;
- B) by written notice to the Service Provider in the event of default, immediately terminate any obligation to contribute or continue to contribute to the eligible costs of the services contemplated in sections 3.1 and 3.2 of this Agreement, including any obligation to pay an amount owing prior to the date of such notice, where the Department is of the opinion that eligible clients' needs would be better met by such termination or has determined that it would not otherwise be in the Department's interests to continue with its obligation to contribute or to continue to contribute.

8.4 Furthermore, in the event of default and termination of the Agreement by the Department:

- A) the Service Provider shall dispose of assets as outlined in section 11.0 of this Agreement; and
- B) the Department shall recover any amount remaining from any advance payment, as described in Schedule 3, as well as any debts due to the Crown as referred to in section 4.7.

8.5 The fact that the Department refrains from exercising a remedy it is entitled to exercise under this Agreement shall not be considered to be a waiver of such right. Moreover, the partial or limited exercise of a right conferred on the Department by this Agreement shall not prevent Canada in any way from later exercising any other right or remedy under this Agreement or other applicable law.

9.0 THIRD PARTY

9.1 This Agreement is an agreement for a contribution to the Service Provider only, and nothing in it or done pursuant to it is to be construed as constituting the Service Provider as the Department's agent, representative, employee or co-venturer. The Service Provider is in no way authorized to make a promise, agreement or contract on behalf of the Department.

9.2 More specifically, the Service Provider shall indemnify and save harmless the Department from and against all claims, losses, damages, costs and expenses related to the performance by the Service Provider of its obligations pursuant to this Agreement, including, but not limited to, the following:

- A) non-payment by the Service Provider of debts, loans, capital leases or other obligations to third parties, including but not limited to the case that the Service Provider becomes bankrupt or insolvent or is placed in receivership;
- B) any injury or death of a person;
- C) any loss or damage to property caused or alleged to be caused by the Service Provider or its servants or agents in carrying out the services;
- D) any settlement for wrongful dismissal by the Service Provider; and
- E) any infringement of the third party's intellectual property rights, including claims that stem from the use of hardware or software provided to the Service Provider by the Department or acquired by the Service Provider with funds pursuant to this Agreement.

9.3 As soon as the existence of a claim from a third party as described in section 9.2(e) is made known to the Department, the Department is entitled to prohibit the Service Provider from making further use of the hardware or software described above and to issue instructions to the Service Provider regarding such claims. If the Service Provider does not comply with any instructions issued by the Department pursuant to section 9.2(e) and this provision, then the Department is entitled to terminate the present Agreement pursuant to section 8.0.

9.4 Where the Service Provider is an unincorporated association, it is understood and agreed by the persons signing this Agreement on behalf of the Service Provider, that they shall also be personally, jointly and severally liable for any and all obligations of the Service Provider under this Agreement, and for any debt that may become due to the Department hereunder.

9.5 The Service Provider shall not assign this Agreement in whole or in part without the prior written consent of the Department, and any assignment made without that consent is void and of no effect.

- 9.6 When the Service Provider contracts for products or services which are the subject matter of this Agreement, the Service Provider must:
- A) use a fair process in obtaining price quotes from prospective contractors;
 - B) ensure value for money;
 - C) provide the Department with copies of all contracts with third parties; and
 - D) maintain accurate records of all transactions with third parties, and provide the Department with reasonable access to these records:
 - i. during the entire term of the Agreement, and
 - ii. for 5 years afterwards.

9.7 Additionally, the Service Provider must ensure that any contract entered into with third parties is consistent with this Agreement, including the following terms and conditions:

- A) Nothing in this contract or in work done pursuant to it is to be construed as creating a contractual relationship of any kind between the Department and the third party; the Service Provider is in no way authorized to make a promise, agreement or contract on behalf of the Department;
- B) The third party must make available invoices, receipts, cancelled cheques, vouchers, supporting documents, books and records to the Department's representatives for inspection and audit.
- C) The third party must be bound to the same privacy and security obligations that apply to the Service Provider under section 7.0 of the contribution agreement.

10.0 INTELLECTUAL PROPERTY

- 10.1 "Intellectual Property Right" means any intellectual property right recognized by the law, including any intellectual property right protected through legislation (e.g., copyright, patents, industrial design, etc.), or arising from protection of information as a trade secret or as confidential information.
- 10.2 Where in the course of carrying out the services, the Service Provider produces any work subject to intellectual property rights, these rights shall vest in the Service Provider.
- 10.3 Service Providers should, or must if applicable, negotiate a copyright license with one of the Canadian copyright licensing agencies in order to have rights on all copyright materials for use by students, instructors and administrative staff.
- 10.4 Where the production of the work has been funded, in whole or in part, by the contribution made by the Department under this Agreement, the Recipient hereby grants to the Department a non-exclusive, fully-paid and royalty-free licence to reproduce, distribute and translate the work for purposes of carrying out the Department's program objectives.
- 10.5 Additionally, with respect to any work licensed under this Section, the Service Provider:
- A) warrants that the work shall not infringe on the copyrights, trademarks or proprietary rights of others;
 - B) agrees to indemnify and save harmless the Department from all costs, expenses and damages arising from any breach of any warranty given in 9.6(d) of this Agreement; and
 - C) shall include an acknowledgment, in a form satisfactory to the Department, on any work which is produced by it with funds contributed by the Department under this Agreement, acknowledging that the work was produced with funds contributed by the Department and identifying the Service Provider as being solely responsible for the content of such work.
- 10.6 If the Service Provider is involved, either in or out of court, in a claim by a third party relating to the infringement of its intellectual property rights, the Service Provider must inform the Department immediately in writing of the claim.
- 10.7 Section 10.0 shall survive the termination of the Agreement.

11.0 CAPITAL ASSETS

With regard to capital assets purchased in whole or in part with contribution funds, the Service Provider and the Department agree that ownership of such assets rests with the Service Provider, subject to the following:

- 11.1 That such assets be insured for replacement costs;
- 11.2 That an inventory of capital assets purchased with Department funds (or purchased with insurance funds, when insurance costs have been paid with funds from the Department) be kept by the Service Provider. The inventory should include sufficient information such as purchase date, make, model and serial number for easy identification of the assets;
- 11.3 That the Service Provider neither sell, transfer, mortgage, lease nor otherwise dispose of any capital assets purchased with such funds without the prior written consent of the Department.
- 11.4 That at the termination of the Agreement, the Service Provider ensure that any capital assets which have been purchased with Department funds (or purchased with insurance funds, when insurance costs have been paid with funds from the Department) but which have not been physically incorporated into the premises of the Agreement holder, at the discretion of the Department:
 - A) be sold, at fair market value, and that the revenue be applied to eligible project costs, which may no longer be claimed for reimbursement; or
 - B) be turned over to a registered charitable organization; assigned to another organization (as approved by the Department), or retained by the Agreement holder.

12.0 GENERAL

- 12.1 This Agreement may be signed in counterparts, each of which when taken together, will constitute an original Agreement.

- 12.2 The terms of this Agreement take effect as of the date the Agreement is signed by the last of the two parties to do so.
- 12.3 This Agreement is binding on the Parties and their successors and permitted assigns.
- 12.4 This Agreement may be amended with the mutual consent of the Service Provider and the Department. To be valid, any amendment must be in writing, in a form satisfactory to the Department, and signed by the designated representatives of both the Service Provider and the Department. Any amendment shall take effect when signed by the last of the two parties to do so.
- 12.5 The Department may, by notice to the Service Provider, suspend or terminate this Agreement, in whole or in part, at any time without cause upon not less than one month(s) written notice of intention to terminate. In the event of a termination notice being given by the Department under this section:
- A) The Service Provider shall make no further commitments in relation to the Agreement and shall cancel or otherwise reduce, to the extent possible, the amount of any outstanding commitments in relation thereto.
 - B) All eligible costs incurred by the Service Provider up to the date of termination, not exceeding the maximum amount of the Department's contribution payable under this Agreement, will be paid by the Department, including the Service Provider's costs of, and incidental to, the cancellation of obligations incurred by it as a consequence of the termination of the Agreement; provided that payment and reimbursement under this paragraph shall only be made to the extent that it is established to the satisfaction of the Department that the costs mentioned herein were actually incurred by the Service Provider and the same are reasonable and properly attributable to the termination of the Agreement.
 - C) The amount of any contribution funds which remain unspent shall be promptly repaid to the Department, and such amounts shall be a debt due to the Crown.
- 12.6 A) Any notice or other communication with respect to this Agreement (the "Notice") shall be effectively given if delivered or sent by letter, facsimile, or e-mail addressed:
- i. In the case of The Department to:
 - Manager,
 - Hamilton CIC
 - 55 Bay St N
 - Hamilton ON L8R 3P7
 - ii. In the case of the Service Provider to:
 - Joe-Anne Priel, General Manager, Community Services
 - City of Hamilton
 - Lister Block Building, 28 James St N
 - PO Box 2040
 - Hamilton, ON L8P 4Y5
- or to such other address, facsimile number, email address or addressed to such other individual as either party may from time to time designate in writing to the other party.
- B) Any notice that is delivered will have been received on delivery; any Notice sent by facsimile will be deemed to have been received one (1) day after having been sent; any Notice sent by e-mail will be deemed to have been received on the date that the email is sent, and any Notice mailed by regular mail will be deemed to have been received eight (8) days after being mailed.
- 12.7 The Service Provider represents and warrants that the signatories to this Agreement have been duly authorized to execute and deliver this Agreement on its behalf.
- 12.8 The Service Provider represents and warrants that the execution, delivery and performance of this Agreement have been duly and validly authorized and when executed and delivered will constitute a legal, valid and binding obligation of the Service Provider enforceable with its terms.
- 12.9 The Service Provider represents and warrants that it is under no obligation, prohibition or other disability, nor is it subject to or threatened by any actions, suits or proceedings which could or would prevent compliance with this Agreement and undertakes to advise the Department forthwith of any such occurrence during the term of this Agreement.
- 12.10 The Service Provider and the Department expressly disclaim any intention to create a partnership, joint venture or joint enterprise and that nothing and no activity arising out of, related to, occasioned by or attributable to, in any way, this Agreement shall constitute or be deemed to constitute that the Service Provider and the Department are related as partners, joint venturers or principal and agent in any way or for any purpose.
- 12.11 Neither the Department, nor its employees, officers or agents, will have any liability in respect of claims of any nature, including claims for injury or damages, made by any person involved in the activities that are required of the Service Provider in carrying out its obligations under this agreement, and the Service Provider will indemnify and save harmless the Department, its employees, officers and agents, in respect of any such claims.
- 12.12 The Service Provider will obtain any necessary third party authorizations, as required to carry out its obligations under this Agreement, from third parties who have intellectual property rights or other rights affected by this Agreement. The Department will have no liability in respect of claims from any person relating to such rights, and the Service Provider will indemnify and save harmless the Department from any such claims.

- 12.13 When direct client services are provided, the Service Provider shall erect at a suitable location on its premises a sign in both official languages, which the Department considers appropriate, indicating that the Service Provider's services are funded by the Government of Canada.
- 12.14 Where in the opinion of the Department there is a demand, the Service Provider will ensure that services and documentation intended for public use be available in both of Canada's official languages.
- 12.15 The Service Provider shall also publicly acknowledge the Government of Canada's contribution in the following manner :
- A) by clearly and prominently identifying the Government of Canada's contribution in the initiative, utilizing promotion and advertising tools made available by the Department and wording satisfactory to the Department, for example "The Government of Canada provides funding to support this initiative".
 - B) by acknowledging the Government of Canada's contribution in its announcements, interviews and ceremonies, in its advertising and promotional activities, in its speeches, lectures, publications and in its recruitment procedures.
- 12.16 Materials copyrighted to the Department and the Crown in right of Canada, remain the property of these institutions.
- 12.17 The Service Provider warrants that it has not, nor has any person offered or promised to any official or employee of Her Majesty the Queen in Right of Canada, for or with a view to obtaining this Agreement any bribe, gift or other inducement, and it has not nor has any person on its behalf employed any person to solicit this Agreement for a commission, fee or any other consideration dependant upon the execution of this Agreement.
- 12.18 No member of the Senate or the House of Commons shall be admitted to any share or part of this Agreement or to any benefit arising from it that is not otherwise available to the general public.
- 12.19 It is a term of this Agreement that no current or former public servant or public office holder to whom the *Conflict of Interest Act*, the *Conflict of Interest and Post-Employment Code for Public Office Holders* or the *Values and Ethics Code for the Public Service* applies shall derive direct benefit from this Agreement unless the provision or receipt of such benefits is in compliance with such legislation and codes.
- 12.20 Any person lobbying on behalf of the Service Provider must be registered pursuant to the *Lobbyist Registration Act*.
- 12.21 The Parties agree that unless otherwise specified in writing in this Agreement, the law of the province where the Service Provider's head office is located shall be the applicable provincial law.
- 12.22 The Service Provider shall declare in writing to the Department if the Service Provider or any of its officers or employees:
- A) Were convicted during a period of three years prior to the Agreement by a court of law in Canada or in any other jurisdiction for an offence involving bribery or corruption or;
 - B) Are under sanction, for an offence involving bribery or corruption, imposed by a government or a governmental organization.

The Department may terminate the Agreement forthwith for default where it is found that the Recipient has omitted to declare, prior to entering into the Agreement, such conviction or sanction.

The Service Provider acknowledges having read and understood the Agreement in its entirety and agrees with its contents.

The parties hereto have signed this Agreement through duly authorized representatives:

Service Provider

Service Provider

Name (Print)

Name (Print)

Position

Position

Signature

Signature

Y M D
|_| |_| |_| |_| |_| |_| |_|
Date

Y M D
|_| |_| |_| |_| |_| |_| |_|
Date

The Department

Name (Print)

Position

Signature

Y M D
|_| |_| |_| |_| |_| |_| |_|
Date



Integration Programs - Schedule 1

Statement of Planned Activities and Intended Results

Settlement Program (select the program-level result[s] to which the project is expected to contribute): <input type="checkbox"/> A. Orientation <input type="checkbox"/> B. Language/Skills <input type="checkbox"/> C. Labour Market Access <input checked="" type="checkbox"/> D. Welcoming Communities <input type="checkbox"/> E. Policy and Program Development	Resettlement Assistance Program <input type="checkbox"/> Direct Services (Stream A) <input type="checkbox"/> Indirect Services (Stream B)		OFFICE USE		
	100	FILE NUMBER		DH07331513	
	101	1. ORIGINAL 2. AMENDMENT	2		
	102	AMENDMENT NUMBER	4		
1 NAME OF SERVICE PROVIDER City of Hamilton					

STATEMENT OF PLANNED ACTIVITIES AND INTENDED RESULTS

PROJECT DESCRIPTION AND OBJECTIVE(S):

1. Local Immigration Partnerships (LIPs) will provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to Ontario that are local and regional in scope.

Objectives

2. The overall objective of the LIPs initiative is to identify groups that will coordinate and enhance local and regional service delivery to newcomers while identifying and minimizing duplication. Strategic partnerships between service providers are to be created.

Activities

3. To achieve the overall objective of the project, the Service Provider Organization (SPO) agrees to conduct these activities during the funding period and as otherwise specified in this agreement:

- To establish a partnership council made up of a diverse range of representatives from the community.
- To assist non-settlement service providers and the community in developing a greater understanding of newcomer needs and services.
- To support program delivery by
 - Collecting and reporting on newcomer service delivery;
 - Monitoring service delivery to newcomers in the community;
 - Recommending improvements to program and service delivery;
 - Conducting research and program assessments;
 - Planning and conducting needs assessments;
 - Working with other service providers and funders;
 - Building or enhancing the capacity of service providers to delivery services to newcomers.

Definition of a Partnership Council

4. For the purpose of this agreement, a **partnership council** is defined as a group made up of representatives from community organizations that provide services to or have an interest in the integration of newcomers. Members can be drawn from local and regional governments, community organizations, immigrant serving agencies, language training providers, local associations or bodies, regional employment networks, economic development corporations. The partnership council is to meet regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that fits the needs of the community it represents. To advance the labour market component of a settlement strategy, the council is to liaise and consult with labour market networks in its community such as the Integrated Local Labour Market Initiative and labour market development councils. The partnership council is also required to coordinate and establish linkages with any other community planning initiatives conducted by the applicable municipal government that may be underway during the life of this agreement.

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Statement of Planned Activities and Intended Results (cont'd)

5. In developing a partnership council, the service provider must ensure that **terms of reference** are established and agreed to within three months from the start of the funding period. The terms of reference are to include, at a minimum, the following:

- Guiding values and ethics;
- A schedule of meetings;
- Procedures and processes on how the council is to be established, members are to be selected, decision making, quorum and governance;
- A list of all members, which identifies each by name and the organization he or she represents;
- A policy on conflict of interest.

Deliverables:

6. With respect to the **establishment of a partnership council**, the service provider agrees to provide the following deliverables:

- To establish terms of reference as detailed under the section "Definition of a Partnership Council" and provide a copy to CIC within three months of the start of the funding period.
- To hold a minimum of 4 meetings in any one year funding period.
- To prepare minutes for each meeting and to submit a copy to CIC with the following month's payment claim and narrative report on the activities of the council.

7. With respect to the **development of a local settlement strategy**, the service provider agrees to provide to CIC the following deliverables:

- An action plan for the development of a local settlement strategy that identifies key tasks, milestones, roles and responsibilities.
- A database on immigrants in the community and related service planning data.
- A report on the immigrant populations in the community, available settlement services and the capacity of service providers to provide for newcomers.
- A report on consultations held with newcomers, employers and service providers in the community.
- A local settlement strategy that indicates how the following outcomes will be achieved:
 - Improvements in accessing and coordinating services that facilitate immigrant settlement and integration.
 - Improvement in immigrants gaining access to the local and regional labour market.
 - Strengthened local and regional awareness and capacity to integrate immigrants.
 - Establishment and enhancement of partnerships that includes the participation of multiple stakeholders in planning, the coordination of newcomer service delivery of in the areas of settlement, integration, language training and labour-market integration with a focus on provider funded by Citizenship and Immigration Canada (CIC) and or the provincial Ministry of Citizenship and Immigration.
 - Ongoing communication and consultation with local and regional labour market networks.

8. With respect to **an action plan to implement the local settlement strategy** after it is developed, the service provider agrees to provide to CIC the following deliverables:

- A detailed work-plan that includes
 - the tasks, activities, roles, responsibilities and timelines that would be required to implement the local settlement strategy;
 - A detailed description of how ongoing community planning that is collaborative in nature will be established and maintained;
 - A plan to integrate the delivery of settlement services and minimize duplication;
 - A plan to collect data and report on the implementation of the local settlement strategy;
 - A sustainability plan for further implementation;
 - A strategy to develop performance measures and a methodology for evaluating the overall success of this project.

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Statement of Planned Activities and Intended Results (cont'd)

Dates for Deliverables for the funding period April 1st, 2011 to March 31st, 2012

10. The service provider agrees to submit to CIC the following deliverables on the dates specified below:
- By July 1st, 2011, a copy of the partnership council terms of reference that is referred to in paragraph 6 of this schedule;
 - By February 1st, 2012, a draft of the action plan to implement the local settlement strategy for review by CIC;
 - By March 15th, 2012, a copy of the final version of the action plan to implement the local settlement strategy;
 - For the period April 1st, 2011 to March 31st, 2012 monthly reports on the actions taken to develop the local settlement strategy plan and minutes of partnership council meetings that were held in that month.

Applicant's Proposal

11. The service provider agrees that its proposal is an integral part of this agreement; and that the wording in this agreement is authoritative and definitive in the event there are differences between this agreement and the aforementioned proposal.

PLANNED ACTIVITIES AND DELIVERABLES FOR THE PERIOD OF APRIL 1, 2012 to MARCH 31, 2013.

12. The work plan for the continued development and implementation of the Local Immigration Partnership and the Settlement and Integration Strategy for the City of Hamilton was submitted on February 16, 2012. The partnership council agree to the activities and deliverables as stated in their work plan. The work plan is attached as an addendum to this agreement.

13. **Partnership Council:** Maintain and develop the current City of Hamilton's, Hamilton Immigration Partnership Council (HIPC) and working groups; and develop newly formed working groups (if applicable). The partnership council must include the participation of a wide range of community stakeholders including the municipal and/or regional government, community organizations, local associations and employers. Other relevant partners could include sector councils, regional newcomer employment networks and economic development corporations.

The HIPC will meet quarterly and ensure the group stays on task with the implementation of the action plan and the work of the working groups/sub-committees.

14. **Terms of Reference:** An updated Terms of Reference is to be created and agreed upon within 3 months of the signing of the agreement (by July 1, 2012). Terms of Reference are to include conflict resolution and a policy on conflict of interest. A governance model and sub-committee structure and processes (if applicable) are to be outlined and included with the Terms of Reference.

15. **Implementation of the strategic plan:** The implementation of the strategies as outlined in the detailed annual Work Plan under this agreement. The Work Plan, as attached to this Schedule, details the expected activities to be undertaken, responsibility of the group members, anticipated timelines to follow and achievement indicators. The Work Plan has identified the following objectives:

- Ensure the implementation of the Hamilton Immigration Partnership Council's (HIPC) work plan
- Ensure the sustainability of the HIPC and its Working Groups
- Increase the understanding of individuals and organizations about the importance of immigration to Hamilton
- Increase newcomers' access to local settlement service information
- Coordinate HIPC communication
- Increase engagement of newcomers to enable them to bring forward their concerns and contributions
- Evaluate the achievement of the objectives in the HIPC work plan 2012-2013
- Evaluate the achievement of progress in implementing the Immigration Strategy and Action Plan
- Evaluate the achievement of the overall objective of the LIPS initiative
- Better coordinate and integrate settlement service delivery
- Increase knowledge and expertise of settlement service providers
- Increase knowledge and expertise of language training service providers about available language training program to better serve newcomers
- Enhance the provision of an effective language training referral system for newcomers
- Increase newcomer awareness of and access to safe and affordable housing
- Increase knowledge and expertise of service providers about the housing issues of newcomers



FILE NUMBER **DH07331513**

Statement of Planned Activities and Intended Results (cont'd)

- Ensure the housing needs of newcomers are incorporated into the Housing and Homelessness Action Plan
- Increase newcomer awareness of employment and training services
- Improve newcomer access to the local labour market
- Increase the awareness of the health care community about the health needs of newcomers

16. Annual Progress Report: An annual progress report should be submitted on January 14, 2013. The report should cover the period from April 1, 2012 – December 31, 2012 and contain the following:

- An assessment of overall progress made against planned activities and intended outputs and outcomes (as specified in the work plan);
- An assessment of the project's impact and contribution towards the successful integration of newcomers within the community;
- An assessment of the successes, obstacles and opportunities encountered by the City of Hamilton's - Hamilton Immigration Partnership Council in the implementation of the strategic plan; and
- An assessment of the progress made towards the sustainability of the City of Hamilton's – Hamilton Immigration Partnership Council and its sub-committees.

REPORTING:

17. The Service Provider agrees to submit to the department:

SUPPORTING DOCUMENTS

- Copies of all invoices and contracts with third parties;
- Copies of invoices related to the purchase of any capital cost item along with full details related to this purchase;

REPORTING FREQUENCY

- On the 10th of each MONTH and on a MONTHLY basis, a Service Provider Claim for Reimbursement of Eligible Expenditures form (IMM 5628, 5631 or 5632), accompanied by an monthly narrative report on the actual achievements of the project against planned activities and expected results identified in Schedule 1 and/or the Work Plan as attached to Schedule 1.
- In addition, minutes from the Partnership Council/subcommittee(s) meetings are to be submitted with the monthly claims following the meeting.

FINAL CLAIM

- Following completion of the project, a Service Provider Claim for Reimbursement of Eligible Expenditures form (IMM 5628, 5631 or 5632), accompanied by an annual project report detailing the actual achievements of the project against the project objective(s), planned activities, and expected results identified in Schedule 1 and/or Work Plan attached to Schedule 1. The report is to be submitted to CIC within 60 days of the end of the reporting period or as otherwise specified by the Department.

Hamilton Immigration Partnership Council

Implementing the Hamilton Immigration Strategy and Action Plan

Work Plan

April 1, 2012 – March 31, 2013

Strategic Goal

Provide and implement a collaborative framework to facilitate sustainable solutions for the successful integration for newcomers to Hamilton.

Overview

This Work Plan reflects the ongoing work of the Hamilton Immigration Partnership Council and its Working Groups as guided by the Immigration Strategy and Action Plan while addressing the requirements of the Contribution Agreement with Citizenship and Immigration Canada (CIC). Since the work of the Working Groups is based on the needs of the community it is expected to evolve as the year progresses to reflect the changing needs of the community. As such, this 2012-2013 Work Plan comprises of the objectivities, expected activities, anticipated timelines and indicators as determined by the HIPC Working Groups. In addition, the objectives and activities of the HIPC and its project staff are defined. The Work Plan is organized in the following components each proceeded by a description of the component and its significance to the successful integration of newcomers to Hamilton:

- Governance
- Sustainability
- Public Awareness/
Communications
- Newcomer Engagement
- Evaluation
- Settlement Services
- Housing
- Employment/Labour Market
- Health
- Language Training

GOVERNANCE

The overall objective of the Hamilton Immigration Partnership Council is to provide a collaborative framework to facilitate the development and implementation of sustainable solutions that are local in scope for the successful integration of newcomers to Hamilton.

Throughout the next year, the Hamilton Immigration Partnership Council (HIPC) will continue to build and strengthen its governance structures to ensure it develops and maintains ongoing connections with the deliverers of settlement and integration initiatives being undertaken across the city of Hamilton.

As such, in 2011-12 the HIPC has expanded its membership from 15 to 24 members. It has strengthened the HIPC Steering Committee and supports a number of Working Groups including:

- Housing
- Employment/Labour Market
- Language Training
- Supporting Newcomer Services (SNS)
- Health
- Settlement Service Providers

The HIPC will continue to refine these arrangements throughout the year to ensure the requirements of CIC are met as well as the:

- effective and proper use of HIPC members' time;
- ability of the HIPC to keep abreast of the growing level of newcomer settlement and integration activities being pursued across Hamilton in implementing the Immigration Strategy and Action Plan;
- capacity of the HIPC to champion the local work that is and needs to be undertaken, and;
- ability of the HIPC to monitor progress in achieving the vision, goals and objectives of the Immigration Strategy.

The governance structure will support the work of the well over 80 Hamiltonians who are currently directly participating in the HIPC, its Steering Committee and Working Groups. Members are civic leaders comprising City Councillors, CEOs, Executive Directors, senior staff of public, private and voluntary agencies, as well as representing Hamilton's diverse immigrant communities. The governance arrangements will continue to encourage and support the partnerships with community stakeholders to enable them to contribute their knowledge and expertise in a collaborative framework so that the HIPC's vision can be realized:

Hamilton is an inclusive community where the talents and experience that immigrants and refugees bring are valued because they are integral to making Hamilton the best place to raise a child.

Governance				
Objective	Activity	Responsibility	Timeline	Indicators
1. Ensure the implementation of the HIPC work plan	<ul style="list-style-type: none"> The Hamilton Immigration Partnership Council (HIPC) meets quarterly <ul style="list-style-type: none"> Receives updates from and advises Steering Committee Reviews work of Working Groups and project staff and provides guidance and support 	<ul style="list-style-type: none"> HIPC Project Team 	Quarterly	<ul style="list-style-type: none"> HIPC convenes quarterly Membership reflects the best interests of newcomers
	<ul style="list-style-type: none"> HIPC Steering Committee, comprised of the Working Group Chairs, meets bi-monthly <ul style="list-style-type: none"> Reviews progress of Working Groups Provides updates to HIPC Develops a strategy to integrate the work of Working Groups 	<ul style="list-style-type: none"> Steering Cmte Project Team 	Bi-Monthly	<ul style="list-style-type: none"> Steering Committee convenes bi-monthly and drives the implementation of the Immigration Strategy through the work of the Working Groups
	<ul style="list-style-type: none"> HIPC Working Groups meet regularly <ul style="list-style-type: none"> Carry out activities of respective work plans Complete year end report and develop next year's work plan Reassess membership 	<ul style="list-style-type: none"> Working Groups Project Team 	Monthly/ Bi-monthly	<ul style="list-style-type: none"> Work Groups are reconvened Work plan activities are carried out Year end report is completed
	<ul style="list-style-type: none"> Support, guide, coordinate and facilitate the work of the Working Groups 	<ul style="list-style-type: none"> Project Team 	Ongoing	<ul style="list-style-type: none"> Agenda, meeting minutes, final report, 2013-2014 work plans, outputs are completed Meetings are coordinated with each Chair Support is given as needed
	<ul style="list-style-type: none"> Accountability to CIC: <ul style="list-style-type: none"> Monthly progress reports Monthly budget claims Preparation of annual budget Develop 2013 – 2014 work plan Annual Report 	<ul style="list-style-type: none"> Project Team 	Monthly Monthly Dec 2012 Dec 2013 May 2013	<ul style="list-style-type: none"> Reports submitted to CIC by due dates

	<ul style="list-style-type: none">Develop a new work plan every year based on the outcomes of the working groups and the report compiled outlining recommendations for continuous improvement of local service system for newcomers (see Evaluation component of this work plan) - and	<ul style="list-style-type: none">Project Team	Dec 2013	<ul style="list-style-type: none">2013-14 Work plan developed
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SUSTAINABILITY

The HIPC will approach sustainability by:

Sustaining Immigrant Integration on the Hamilton Agenda:

A strategic priority of the HIPC is building collective and collaborative leadership. The implementation and sustainability of the Immigration Strategy is therefore founded on the premise that the settlement and integration process involves all members and sectors of the Hamilton community

The HIPC has already established a process for obtaining formal commitments to implement the Immigration Strategy by key organizations and institutions in Hamilton through the Declaration of Intent. Organizations signing the Declaration and endorsing the Immigration Strategy are documenting the ways in which they are fulfilling the Hamilton Immigration Strategy Action Plan. Throughout the next year more organizations will be invited to commit to the Declaration of Intent.

In addition, through the implementation of its Public Awareness/Communications component of this Work Plan, the HIPC will continue to develop and disseminate information on local immigration issues.

Sustaining and Growing the Level of Integration Activity:

Notwithstanding the current fiscal climate, the HIPC will continue to support the pursuit of potential resources, financial and otherwise, by its local partners. Through the Steering Committee and Working Group process, the HIPC will also continue to recognize and promote best practice and a collaborative process in achieving more efficient and effective use of limited resources.

Sustaining Partnerships with the Local Stakeholders Working on Immigrant Issues:

This work plan reflects how the HIPC will continue to involve the participation of key local stakeholders in the implementation of the Immigration Strategy and Action Plan through its Steering Committee and Working Groups.

Sustaining the Organizational Responsibilities of the HIPC:

Organizational resources are required to sustain the HIPC so that the HIPC is able to drive forward the implementation of the Strategy. In acknowledging the financial contribution of CIC and the considerable in-kind support provide by the City of Hamilton as the project sponsor, this work plan commits to fulfilling all accountability, reporting and financial obligations to the project's funder and sponsor.

Sustainability				
Objective	Activity	Responsibility	Timeline	Indicators
1. Ensure the sustainability of the HIPC and its Working Groups	<ul style="list-style-type: none"> Refine the HIPC membership and bring in additional/new members with new/different ideas and resources as appropriate 	<ul style="list-style-type: none"> HIPC Project Team 	ongoing	<ul style="list-style-type: none"> HIPC membership comprises of key stakeholders who can address the needs of newcomers
	<ul style="list-style-type: none"> Build into the Communication Strategy & Implementation Plan a mechanism that allows HIPC to draw in the stakeholders necessary to address the needs of newcomers (such as the signing of the Declaration of Intent, completion of the Action Plan, invitation from Working Group Chairs to key community stakeholders to contribute to Working Group activities) 	<ul style="list-style-type: none"> Communications Working Groups Project Team 	Winter 2012-13	<ul style="list-style-type: none"> Number of partners increases
	<ul style="list-style-type: none"> Expand community ownership of the Immigration Strategy through: <ul style="list-style-type: none"> Obtaining formal support and endorsement from community organizations through signatures on the Declarations of Intent and completion of the Immigration Strategy Action Plans Working Groups establishing partnerships with local community organizations / collaboratives within their sector to meet the needs of newcomers 	<ul style="list-style-type: none"> HIPC Working Groups Project Team 	ongoing	<ul style="list-style-type: none"> Number of new organizations signing the Declaration Working Group activities show collaboration with community partners
	<ul style="list-style-type: none"> Identify additional resources (in-kind, funding) to support Working Group activities through partnering with community agencies, organizations, private sector, funding agencies, etc. 	<ul style="list-style-type: none"> Working Groups Project Team 	ongoing	<ul style="list-style-type: none"> Resources are obtained through partnerships with Working Groups to complete work plan activities

PUBLIC AWARENESS/COMMUNICATIONS

The successful integration of newcomers and the pursuit of a welcoming community must be built on a solid base of shared knowledge.

Part of this process involves promoting greater public awareness, support for the work of the HIPC and highlighting initiatives being undertaken in Hamilton directed at achieving a welcoming city through the HIPC website and print materials.

As identified in the HIPC Communications Strategy, the HIPC will continue to:

- Highlight the importance of immigration to Hamilton
- Combat the myths and misconceptions about migrants and immigration
- Identify the initiatives of Hamilton organizations that contribute to the settlement and integration of newcomers

In addition HIPC will continue to support Community Information Hamilton in further developing and maintaining its newcomer website as well as with the Hamilton Immigration Portal to ensure it is accessible and up-to-date.

52% of frontline workers in Hamilton cannot readily find all the information they need to confidently refer newcomer clients

63% of frontline workers in Hamilton usually use the internet to find information to refer newcomer clients

The majority of frontline workers report that print material or face-to-face interaction is most effective for their newcomer clients

Public Awareness/Communications

Objective	Activity	Responsibility	Timeline	Indicators
1. Increase the understanding of individuals and organizations about the importance of immigration to Hamilton	<ul style="list-style-type: none"> • Update, revise and maintain the HIPC website with current information including: <ul style="list-style-type: none"> ○ Reports from Working Groups, etc ○ Profiles of community organizations' initiatives to meet the needs of newcomers (e.g. completed Action Plans, reports, etc.) ○ Working Group products (e.g., The Housing Kit, Tool for Settlement Service Providers Outlining Language Options in Hamilton resource guide, etc.) 	<ul style="list-style-type: none"> • Project Team • Communications 	ongoing	<ul style="list-style-type: none"> • Website is up-to-date
	<ul style="list-style-type: none"> • Provide information to the Spectator including fact sheets, reports, community contacts, etc. to contribute to their DiverseCity series 	<ul style="list-style-type: none"> • Project Team • Communications 	ongoing	<ul style="list-style-type: none"> • News reports on the importance of immigration to Hamilton
	<ul style="list-style-type: none"> • Provide diversity training sessions that highlight the contributions of newcomers to Hamilton to mainstream service provider organizations 	<ul style="list-style-type: none"> • HCCI 	ongoing	<ul style="list-style-type: none"> • Number of presentations given and nature of audiences served
	<ul style="list-style-type: none"> • Increase awareness of the HIPC through the development of branding and the production of display/information materials (such as a brochure, banner, etc as identified in the communications strategy) 	<ul style="list-style-type: none"> • Project Team • Communications 	Winter 2012-2013	<ul style="list-style-type: none"> • HIPC branded products created and displayed/distributed
2. Increase newcomers' access to local settlement service information	<ul style="list-style-type: none"> • Produce and disseminate a Welcome Guide of services for newcomers to Hamilton 	<ul style="list-style-type: none"> • SNS Group • Settlement Service Provider Working Group 	Summer 2012	<ul style="list-style-type: none"> • Guide is available to newcomers and frontline service providers both online and in print in multiple languages
	<ul style="list-style-type: none"> • Collaborate with and assist the Immigration Portal and InformHamilton to enhance a database of newcomer services and promote and market its use 	<ul style="list-style-type: none"> • Project Team • SNS Group • Communications 	ongoing	<ul style="list-style-type: none"> • InformHamilton database is up-to-date and in accessible formats • Take up of users of Immigration Portal and InformHamilton database is increased

3. Coordinate HIPC communication	<ul style="list-style-type: none">• Develop a process for internal and external communications to ensure a coordinated approach for all communications coming from the HIPC and include in the HIPC Communications Strategy & Implementation Plan	<ul style="list-style-type: none">• Communications• Steering Cmte• Project Team	Summer 2012	<ul style="list-style-type: none">• Messages are approved by the sponsor and CIC
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NEWCOMER ENGAGEMENT

It is the voices of newcomers to Hamilton - their experiences and challenges in making a new life for themselves in the city - that must and will continue to inform, shape and direct the Hamilton Immigration Strategy and work of the HIPC and its Working Groups.

The Hamilton Centre for Civic Inclusion (HCCI) is the 'civic resource centre' to facilitate the civic engagement of newcomers. Over the next year HCCI will undertake ongoing engagement through training sessions, workshops and working groups to continue to gather information about the issues that impact newcomers' lives.

As well, building on their engagement with newcomers through a series of focus group interviews during the 2011-2012 year, the Supporting Newcomer Services (SNS) Group will continue to engage newcomers through an open forum and town hall meeting to increase their participation in service development. Through the partnerships with HIPC, the SNS Group and HCCI will ensure that newcomer issues are reflected in the HIPC Working Group activities and/or discussions.

Newcomer Engagement				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase engagement of newcomers to enable them to bring forward their concerns and contributions	<ul style="list-style-type: none"> Organize and sponsor community engagement initiatives such as: <ol style="list-style-type: none"> Working Group for mental health needs/concerns of newcomers Youth leadership training as facilitators and peer leaders Workshops on the operation, management and governance for emerging newcomer not-for-profit organizations 	<ul style="list-style-type: none"> HCCI 	ongoing	<ul style="list-style-type: none"> Number of participants and sessions held
	<ul style="list-style-type: none"> Hold an open forum for immigrant newcomer and community stakeholder organizations, service providers and managers of service provision to increase participation and community engagement in developing services 	<ul style="list-style-type: none"> SNS Group 	Spring 2012	<ul style="list-style-type: none"> List of participants shows representation from 3 levels of service delivery (users, providers, managers) Participant evaluation completed

EVALUATION

The indicators column of this Work Plan identifies the output and outcome measures that pertain to the work of the HIPC itself as well as the progress in implementing the Immigration Strategy. Progress on the achievement of these performance measures will be assessed throughout the year and reported on at year end.

In addition, the HIPC recognizes the need for a framework and methodology for evaluating the achievement of the vision, goals and objectives of the Hamilton Immigration Strategy and Action Plan, into short, medium and long-term outcomes.

The following questions can be used as the basis on which the progress of this initiative can be determined:

- Has the governance structure been refined to expand the number and diversity of local stakeholders?
- Have Working Groups been established for planning and priority setting to be set in motion in different sectors of concern?
- Have mechanisms been established to identify newcomer programming and service delivery by local mainstream agencies and institutions?
- Is there evidence of greater collaboration and coordination of services at the community level?
- Is there an increased awareness of settlement services and enhanced uptake?

Finally, the achievement of the overall objective of Local Immigration Partnerships (LIPs) as defined by Citizenship and Immigration Canada will be assessed for progression toward the development of a coordinated and enhanced service delivery system through strategic partnerships.

The overall objective of the LIPs initiative is to identify groups that will coordinate and enhance local service delivery to newcomers while identifying and minimizing duplication. Strategic partnerships between service providers are to be created.

CIC Contribution Agreement

Evaluation				
Objective	Activity	Responsibility	Timeline	Indicators
1. The achievement of the objectives in the HIPC work plan 2012 – 2013	<ul style="list-style-type: none"> Monitoring, reviewing and modifying the work plan 	<ul style="list-style-type: none"> Project Team Social Development Team (SDT) 	Monthly	<ul style="list-style-type: none"> Monthly reports on the progress of the HIPC toward achieving work plan objectives
2. The achievement of progress in implementing the Immigration Strategy and Action Plan	<ul style="list-style-type: none"> Collaborate with the City of Hamilton's Community Services' Social Development Unit (SDT) and others (such as Welcoming Communities Initiative WCTI, Citizenship and Immigration Canada CIC) to develop and administer a tool to evaluate community impact of the Immigration Strategy 	<ul style="list-style-type: none"> Project Team SDT WCI/CIC 	March 2013	<ul style="list-style-type: none"> The tool has been developed to assess the achievement of the Hamilton Immigration Strategy Results are reflected in the Annual Report
	<ul style="list-style-type: none"> Compile report with recommendations for continuous improvement of local service system for newcomers based on feedback from newcomer focus groups, Marketplace event, work of the Working Group, Town Hall, etc. 	<ul style="list-style-type: none"> Project Team SNS Group 	Winter 2012 - 2013	<ul style="list-style-type: none"> Report presented to HIPC and other stakeholders
3. The achievement of the overall objective of the LIPs initiative (see above)	<ul style="list-style-type: none"> Assess the coordination and enhancement of local service delivery to newcomers through: <ul style="list-style-type: none"> focus groups with newcomers regarding needs being met survey for service providers regarding level of coordination with other providers 	<ul style="list-style-type: none"> Project Team SDT SNS Group 	Spring 2012 Fall 2012	<ul style="list-style-type: none"> Results show evidence of greater coordination among service providers and newcomers' needs are being met Results compiled and disseminated to HIPC and other local stakeholders
	<ul style="list-style-type: none"> Measure the number of partnerships created through the HIPC 	<ul style="list-style-type: none"> Project Team SDT 		<ul style="list-style-type: none"> Number of organizations involved in HIPC are recorded

SETTLEMENT SERVICES

Hamilton's settlement services sector has experienced significant transformation over the last year. The number of settlement service providers has broadened and the nature of many of the services provided has changed.

In order to achieve the overall objective of this project to coordinate and enhance service delivery to newcomers while minimizing duplication, one of the HIPC's Working Groups brings together local settlement service providers. This group is led by the Senior Regional Manager of the YMCA Hamilton/Burlington/Brantford and includes senior staff from:

- YMCA
- YWCA
- Centre de Santé Communautaire
- Mohawk College
- Urban Core Community Health Centre
- Circle of Friends
- Wesley Urban Ministries
- Hamilton Public Library
- St. Joseph Immigrant Women's Centre
- Collège Boréal

Over the next year, this Working Group will continue to share information about their programs, services and practices, facilitate partnerships and collaboration, and pursue a no-wrong door approach to service provision to ensure the settlement needs of newcomers are addressed.

The Supporting Newcomer Services (SNS) Group will further support the coordination of settlement services. This collaborative is led by the Hamilton Social Planning and Research Council (SPRC), the Workforce Planning Hamilton (formerly Hamilton Training Advisory Board), the Hamilton Centre for Civic Inclusion (HCCI) and Community Information Hamilton.

Throughout 2012-13 this Group will continue to broaden the understanding and framework of newcomer service provision in Hamilton, in particular to include mainstream service providers and the informal newcomer service sector. It will generate and disseminate information and reports to different audiences using multiple communication channels. This will include professional development and community information sharing events to strengthen coordinated service provision and referral systems.

Well coordinated service delivery must be built on a solid base of information and knowledge. A lack of knowledge and communication contributes to uncertainty among service providers and newcomers about who is doing what to serve the needs of newcomers. In fact, a survey of 200 front-line service providers representing every sector in Hamilton conducted by the SNS Group in October 2011, showed:

99% of frontline service workers in Hamilton refer a newcomer client to one or more services; however, 52% of frontline workers cannot readily find all the information they need to confidently refer their newcomer clients; and only 17% consider themselves very knowledgeable in making referrals to settlement services in Hamilton

Settlement Services				
Objective	Activity	Responsibility	Timeline	Indicators
1. Better coordinate and integrate settlement service delivery	<ul style="list-style-type: none"> Settlement Service Providers is expanded to include non-CIC funded service providers and meets regularly to provide updates on their organizations' programs and services to increase awareness of other providers' services and any duplication in services. 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Bi-monthly	<ul style="list-style-type: none"> Settlement Services Working Group meets every 2 months Membership is expanded Communication amongst providers is ongoing as indicated by stable attendance Duplication in services are minimized
	<ul style="list-style-type: none"> Maintain and disseminate to service providers the Inventory of Services and Referral document 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Inventory - completed by Spring 2012	<ul style="list-style-type: none"> Inventory and Referral document of Settlement Services is widely distributed to settlement & "non-settlement" service providers and is available online
	<ul style="list-style-type: none"> Finalize and disseminate a Newcomer Welcome flyer of settlement services 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Summer 2012	<ul style="list-style-type: none"> Newcomer Welcome flyer is produced in multiple languages and distributed to the community at large Newcomer Welcome flyer is readily available to newcomers in both print and online
	<ul style="list-style-type: none"> Administer a survey to frontline service providers to evaluate the coordination of settlement sector services and the provision of service needs as identified by newcomers 	<ul style="list-style-type: none"> SNS Group 	Fall 2012	<ul style="list-style-type: none"> Evaluation results show service coordination and referral systems are strengthened
2. Increase knowledge and expertise of settlement service providers	<ul style="list-style-type: none"> Hold Brown Bag Lunch learning forums for settlement service providers 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp 	ongoing	<ul style="list-style-type: none"> Brown bag lunches take place every 6 weeks

	<ul style="list-style-type: none"> • Coordinate and host joint professional development training opportunities among settlement service providers within Hamilton (eg. Dealing with survivors of trauma) 	<ul style="list-style-type: none"> • Settlement Service Provider Working Grp 	Bi-annually	<ul style="list-style-type: none"> • Training opportunities held 2 times per year
	<ul style="list-style-type: none"> • Hold a launch to inform service providers of results of focus groups with newcomers and Marketplace event (Oct '11) 	<ul style="list-style-type: none"> • SNS Group 	Summer 2012	<ul style="list-style-type: none"> • Results of focus groups and Marketplace event are circulated among service providers • French Interpreter is on-site

LANGUAGE TRAINING

Language proficiency is one of the most important factors in facilitating the successful settlement and integration of newcomers to Hamilton. Sufficient language proficiency is a barrier in obtaining employment and accessing services such as health, education and housing.

The HIPC Language Training Working Group was established to address the language needs of newcomers to Hamilton. One of its initial goals is to increase the knowledge of language training service providers about the various language training programs that are available to their newcomer clients.

To that end, the Working Group has not only updated and revised a comprehensive list of Language Programs in Hamilton compiled by the Adult Basic Education Association it also has developed a Tool for Language Training Service Providers Outlining Language Training Options in Hamilton. This Tool will increase service providers' awareness of the range of language training programs available to newcomers. It profiles a variety of types of newcomer clients with various language goals and provides a list of all of the language training programs available for which the client is eligible to help meet the client's desired outcome.

To further increase the knowledge and expertise of language training service providers and support an effective system of language training referral, over the next year this Working Group will continue to develop and disseminate information on current language training options in Hamilton and further develop resources for language training service providers.

The Working Group, led by the Superintendent of Education of the Hamilton-Wentworth Catholic District School Board, is also comprised of representatives from:

- Hamilton-Wentworth District School Board
- Community and Continuing Education Centre
- Collège Boréal
- Mohawk College
- YMCA Hamilton/Burlington/Brantford
- St. Joseph Immigrant Women's Centre
- Hamilton Public Library
- Adult Basic Education Association
- St. Charles Adult Education Centres (HWCDSD)

Only 24% of frontline workers consider themselves very knowledgeable about language training referrals

Language Training				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase knowledge and expertise of language training service providers about available language training programs to better serve newcomers	<ul style="list-style-type: none"> Assess and modify 'Tool for Settlement Service Providers Outlining Language Options in Hamilton' ('Tool') 	<ul style="list-style-type: none"> Language Training Working Group Project Team 	Summer 2012	<ul style="list-style-type: none"> Settlement service providers' assessment indicates the tools effectiveness in increasing their awareness of language training programs
	<ul style="list-style-type: none"> Disseminate the Tool and provide training on its use to frontline settlement service providers 	<ul style="list-style-type: none"> Language Training Working Group 	Summer 2012 and on	<ul style="list-style-type: none"> Number of language training providers receiving the Tool and training
	<ul style="list-style-type: none"> Explore the feasibility of creating an online interactive version of the Tool 	<ul style="list-style-type: none"> Language Training Working Group Computer Program Designers (HWCDSB) 	Summer 2012	<ul style="list-style-type: none"> Proposal for an online Tool is developed and feasibility for implementing it is determined
	<ul style="list-style-type: none"> Work in partnership with Adult Basic Education Association (ABEA) to maintain and disseminate the Inventory of Language Training Programs in Hamilton 	<ul style="list-style-type: none"> Language Training Working Group ABEA 	ongoing	<ul style="list-style-type: none"> Inventory of language training programs is current, distributed to language training service providers and their clients and is available online
2. Enhance the provision of an effective language training referral system for newcomers	<ul style="list-style-type: none"> Establish a partnership with the Coordinated Language Assessment and Referral System (CLARS) to determine the language program referral needs of newcomers 	<ul style="list-style-type: none"> Language Training Working Group CLARS 	Dec 2012 and on	<ul style="list-style-type: none"> Partnership with CLARS is established Language referral needs of newcomers are met

HOUSING

Finding a decent place to live is a top priority for newcomers to Hamilton. While finding good housing is crucial for all residents securing it can be challenging, especially for immigrants and refugees. Their chances of success in entering the labour market, staying healthy and safe, having a sense of belonging in their community depends largely on whether they have secured safe and affordable house.

Evidence compiled by the HIPC indicates that compared to Canadian-born residents, many immigrants and refugees as a consequence of poverty, unemployment, discrimination and immigrant status are faced with fewer choices in the housing market. This includes fewer locational choices within the city, overcrowding, inadequate accommodations for larger families, exclusionary and overpayment practices of landlords and limited access to housing advice and information.

In addressing the housing issues faced by newcomers to Hamilton the Housing Working Group has developed a Housing Kit for newcomers (including renters, home owners and shelter users), service providers, landlords/entrepreneurs, realtors and lending agencies. The Kit contains materials and power points in multiple languages to expand knowledge about and address the housing needs of newcomers.

Over the next year, the Housing Working Group will continue to develop and disseminate housing information for newcomers in various languages, provide support and training to frontline service providers on newcomer housing needs and services, and incorporate program strategies addressing newcomer needs into the City of Hamilton's Housing and Homelessness Action Plan.

The Housing Working Group, led by the Director of the Housing Services Division, City of Hamilton comprises senior members of:

- Hamilton Housing Help Centre
- Social Planning and Research Council of Hamilton
- Affordable Housing Flagship
- Canadian Mortgage and Housing Corporation
- Hamilton Community Legal Clinic
- Housing and Homelessness Action Planning Group (Housing Services Division, City of Hamilton)
- Service Canada

Only 17% of frontline service providers felt very knowledgeable about making referrals to housing services in Hamilton.

Housing				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase newcomer awareness of and access to safe and affordable housing	<ul style="list-style-type: none"> Review the draft of the Housing Kit for Newcomers with newcomers, service providers and landlords Modify the Housing Kit for Newcomers based on the feedback received Develop and implement a distribution plan for the Housing Kit for Newcomers Evaluate the effectiveness of the Housing Kit for Newcomers 	<ul style="list-style-type: none"> Housing Working Group Project Team 	August 2012	<ul style="list-style-type: none"> The Housing Kit has been modified based on the feedback from different users The Housing Kit has been widely distributed to the three target groups. The number of copies, presentations, events and audiences are recorded. The effectiveness of the Housing Kit is evaluated in order to assess whether newcomers, service providers and landlords are more aware of housing options and have greater access to safe and affordable housing as a result of the Housing Kit.
	<ul style="list-style-type: none"> Explore how to effectively share information concerning tenant and landlord rights and responsibilities with newcomers, service providers and landlords 	<ul style="list-style-type: none"> Housing Working Group 	November 2012	<ul style="list-style-type: none"> An awareness strategy to be developed and implemented A feedback mechanism indicates that there is an increased awareness of newcomers, service providers and landlords about the rights and responsibilities of newcomer tenants as a result of the strategy
2. Increase knowledge and expertise of service providers about the housing issues of newcomers	<ul style="list-style-type: none"> Review and update with current information the Housing Needs of Newcomers report to further planning for the needs of newcomers 	<ul style="list-style-type: none"> Housing Working Group 	November 2012	<ul style="list-style-type: none"> Report is completed and disseminated
	<ul style="list-style-type: none"> Provide cross-training to frontline staff in key service sectors to inform them of housing-specific needs of their newcomer clients 	<ul style="list-style-type: none"> Housing Working Group Project Team 	March 2013	<ul style="list-style-type: none"> Cross-training is provided and feedback from frontline staff about housing issues of newcomers is increased
3. Ensure the housing needs of newcomers are incorporated into the Housing and Homelessness Action Plan	<ul style="list-style-type: none"> Activities in the Housing and Homelessness Action Plan include the housing needs of newcomers The HIPC Housing Working participates in the development of strategies including key implementation working groups Newcomers are engaged in the development of the strategies 	<ul style="list-style-type: none"> Housing Working Group Project Team 	December 2012	<ul style="list-style-type: none"> The Housing and Homelessness Action Plan reflects the needs of newcomers

EMPLOYMENT/LABOUR MARKET

Employment is a primary settlement need for most newcomers. Employment also influences other aspects of settlement, including where a person can afford to live, what services they access, what schools they or their children attend and what opportunities they can afford. While newcomers to Hamilton have considerable skills and experience they are facing significant difficulties in being accepted into the Hamilton labour market including participation rate, employment status, income level or job match appropriate to their skills and experience.

Chaired by the Executive Director of Workforce Planning Hamilton (formerly HTAB), membership of this Working Group comprises:

- Hamilton Chamber of Commerce
- Goodwill
- Wesley Urban Ministries
- Ontario Ministry of Colleges and Universities
- Employment Hamilton
- Employment Services, City of Hamilton
- Mohawk College
- Small Business Enterprise Centre, City of Hamilton
- Hamilton Public Library
- Collège Boréal
- Adult Basic Education Association
- Business Development, City of Hamilton
- vpi Inc.
- Ministry of Citizenship and Immigration

In improving newcomer access to the local labour market, over the next year, the Working Group will continue to develop and disseminate appropriate materials to increase newcomer awareness of employment and training services in Hamilton, explore the feasibility of establishing a mentorship program, as well as an immigrant attraction strategy that is aligned with the City's Economic Development Strategy and local labour market supply and demand.

The unemployment rate is double that of Canadian-born residents

The income level of university educated newcomers is less than half that of Canadian-born university graduates

2006 Census

Employment/Labour Market				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase newcomer awareness of employment and training services	<ul style="list-style-type: none"> Develop one-page scenarios describing various situations of newcomers in need of employment and outlining the services available to help them reach their specific goal 	<ul style="list-style-type: none"> Employment Working Group Project Team 	Fall 2012	<ul style="list-style-type: none"> Results of newcomer testing show one-pagers have increased newcomer awareness of and access to employment services Number of employment services agencies using and distributing the one-pagers
	<ul style="list-style-type: none"> Create a strategy (including a launch for employers, for example) for disseminating products and information developed by this working group (e.g., Immigrant Attraction/Retention Tool, one-page scenarios, etc) 	<ul style="list-style-type: none"> Employment Working Group Project Team 	Fall 2012	<ul style="list-style-type: none"> A strategy for dissemination is created and implemented Number of products and audiences disseminated recorded
2. Improve newcomer access to the local labour market	<ul style="list-style-type: none"> Work with community partners to develop a work plan to identify: <ul style="list-style-type: none"> Local opportunities to obtain "Canadian experience" through mentorships, internships, etc 	<ul style="list-style-type: none"> Employment Working Group 	Fall 2012	<ul style="list-style-type: none"> Work plan is developed to identify opportunities to obtain Canadian experience Mentorship model implemented for targeted sectors
	<ul style="list-style-type: none"> Research the development of an employer toolkit that supports employers in hiring and integrating internationally trained individuals (ITIs) 	<ul style="list-style-type: none"> Employment Working Group Project Team 	Winter 2012-2013	<ul style="list-style-type: none"> A toolkit or tools are developed that meet employers' needs in an accessible format The toolkit is promoted to employers

HEALTH

Evidence compiled by the HIPC and others show that poor health and unmet health needs are pervasive within the immigrant and refugee population in Hamilton. Not only is there inequitable access to health services but there also are disparities in health status of immigrants, including hypertension, cardiovascular disease, respirator conditions, psychological distress, depression and anxiety.

Evidence also suggests that in some cases health care professionals' limited knowledge can result in insensitive and inaccurate provision of health care to immigrants. Such negative experiences can discourage individuals from seeking health care and contribute to feelings of isolation and despair.

A Health Working Group has recently been established and led by the Executive Director of the North Hamilton Community Health Centre in particular with the Hamilton Centre for Civic Inclusion. Membership of the Working Group also includes:

- Centre de santé communautaire Hamilton
- Hamilton Urban Core Community Health Centre
- YWCA
- Public Health, City of Hamilton
- Emergency Medical Services (EMS), City of Hamilton
- Hamilton Health Sciences
- Local Health Integration Networks (LHIN)

Health				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase the awareness of the health care community about the health needs of newcomers	<ul style="list-style-type: none"> Convene a Working Group comprising representatives from Local Health Integration Networks (LHIN), community health centres, EMS, Public Health and Hamilton Health Sciences 	<ul style="list-style-type: none"> Health Working Group 	Spring 2012	<ul style="list-style-type: none"> Health Working Group meets on a regular basis
	<ul style="list-style-type: none"> Organize a half day working session to develop a work plan and priorities based on the health needs of newcomers 	<ul style="list-style-type: none"> Health Working Group 	Spring 2012	<ul style="list-style-type: none"> A work plan is developed identifying newcomers' health needs and activities necessary to fulfill them
	<ul style="list-style-type: none"> Implement the activities identified on the Work Plan to meet the health needs of newcomers 	<ul style="list-style-type: none"> Health Working Group 	ongoing	<ul style="list-style-type: none"> Work plan items have been accomplished

PART A: INTEGRATION PROGRAMS - SCHEDULE 2.1
Description of Eligible Costs for the Settlement Program

1 Name of service provider City of Hamilton		OFFICE USE ONLY	
2 Address Lister Block Building 28 James St N, PO Box 2040 Hamilton ON L8P 4Y5		100 File number DH07331513	
3 Telephone number (905) 546-2424	4 Facsimile number	101 Original Amendment <input type="checkbox"/> Amendment <input checked="" type="checkbox"/>	
5 Description of services Local Immigration Partnerships (LIPs)		102 Amendment number 4	
6 Duration of activity / Funding period		From: 2009-07-20 YYYY-MM-DD	To: 2013-03-31 YYYY-MM-DD
		Fiscal years: 4	

CIC CONTRIBUTION - SEE ATTACHED FOR COST ITEMS DETAILS

7 COST CATEGORY	FY 1 2009 - 2010	FY 2 2010 - 2011	FY 3 2011 - 2012	FY 4 2012 - 2013	FY 5	LINE ITEM TOTAL
ADMINISTRATIVE	\$188,006	\$323,345	\$248,048	\$3,685		\$763,084
PROGRAM DELIVERY	\$64,301	\$69,800	\$39,230	\$269,189		\$442,520
CAPITAL	\$32,888			\$2,217		\$35,105
ELIGIBLE GST/HST						
TOTAL CONTRIBUTION PER FISCAL YEAR	\$285,195	\$393,145	\$287,278	\$275,091		\$1,240,709

8 For amendments only: Increase Decrease No change in agreement value By Amount: \$265,201

Reason for amendment:
 1. To add funding for FY 4: 2012-2013.
 2. To de-commit \$9,890 from FY 3: 2011-2012.

OFFICE USE ONLY

103 Agreement pre-verification - signature <i>P. Mankin</i>	104 Independent verification - signature <i>C. G.</i>	105 Certified that funds are available in accordance with Section 32(1) of the F.A.A. - signature <i>[Signature]</i>
Date (YYYY-MM-DD) ▶ 2012-03-15	Date (YYYY-MM-DD) ▶ 2012-03-15	Date (YYYY-MM-DD) ▶ 2012/03/16
106 Constituency number	107 SAP vendor number	108 Pre-audit - initial
		109 Data capture - initial

110 FUNDS CMT #	FUND	COST CENTRE	G/L ACCOUNT	INTERNAL ORDER	AMOUNT
TOTAL					

INTEGRATION PROGRAMS - SCHEDULE 2.1
Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider City of Hamilton	100	File number DH07331513
		112	Cost items for FY 1 2009 - 2010

ADMINISTRATIVE

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Program Manager	56.693X 35X 23weeks +4 days	\$47,226
		57.543X35X12weeks +4 days	\$25,779
	Program Secretary	24.263X35X23weeks + 4 days	\$20,211
		24.991X35X12weeks + 4 days	\$11,196
	Community Services Program Analyst	32.354X24.5X23weeks + 4 days	\$18,865
		33.325X24.5X12weeks +4 days	\$10,451
	Social Policy Analyst	34.947X14X23weeks +4 days	\$11,644
		35.471X14X12weeks + 4 days	\$6,356
	Benefits/MERC	23.91% (OMERS - 8%; Government benefits (CPP, EI, EHT) - 9%; Group Life, LTD, Med & Dental - 6%; WSIB)	\$36,278

Total Administrative:

PROGRAM DELIVERY

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Office Space/Rent	\$833.29 x 8.5 months	\$7,083
	Surveys/Interviews		\$35,000
	Blackberry/Cell phone		\$1,218
	Travel		\$2,000
	Professional Services:Facilitators,Consultant	\$2500/meeting x 6 meetings	\$15,000
	Communication Resources		\$4,000

Total Program Delivery:

CAPITAL

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Workstation, chair,data/electrical connection	4 x \$7500	\$30,000
	Computer hardware lease	4 x \$722	\$2,888

Total Capital:

GST/HST PAID ON PURCHASES LESS INPUT TAX CREDIT/REBATE:

Total Eligible GST/HST:

Total Maximum CIC Contribution for Fiscal Year:

FY 1 2009 - 2010

INTEGRATION PROGRAMS - SCHEDULE 2.1
Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider City of Hamilton	100	File number DH07331513
		112	Cost items for FY 2 2010 - 2011

ADMINISTRATIVE

Sub Section Title

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Program Manager	\$56.911/hr x 35 hrs/week x 52 weeks	\$103,578
	Program Secretary	\$25.0912/hr x 35 hrs/week x 52 weeks	\$45,666
	Community Services Program Analyst	\$32.4835/hr x 35hrs/week x 52 weeks	\$59,120
	Social Policy Analyst	\$32.4835/hr x 35hrs/week x 52 weeks	\$59,120
	Benefits and MERC:		
	Benefits/MERC		
	Program Manager (13.396% of \$103,578)	CPP2.406%, EHT1.95%, EI.08%, OTHER8.96%	\$13,875
	Program Secretary (20.68% of \$45,666)	CPP4.57%, EHT1.95%, EI1.86%, OTHER12.3%	\$9,444
	Community Srvcs Prgrm Anlst(25.48%of\$59,120)	CPP3.58%, EHT1.95%, EI1.45%, OTHER18.5%	\$15,064
	Social Policy Analyst(19.48% of \$59,120)	CPP3.58%, EHT1.95%, EI1.45%, OTHER12.5%	\$11,517
		*NOTE- Other Includes: OMERS, Group Life, LTD, Med & Dental, WSIB. *Percentages of each different for each employee	
Sub Section Title Subtotal:			\$317,384

Administrative Overhead

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Telephone/Fax		\$920
	Program Manager Cell Phone	\$70/month x 12 months	\$840
	Staff Travel	\$0.52/km x 481 km/month= \$250.12 x 12 months	\$3,001
	Professional Development	\$300/ staff x 4 staff	\$1,200
Administrative Overhead Subtotal:			\$5,961

Total Administrative: \$323,345

PROGRAM DELIVERY

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Office Supplies	\$250/month x 12 months	\$3,000
	Printing and Reproduction	Facts Sheets, Nwslttrs, Rprts, Discussion Papers	\$10,000
	Hardware Lease/Maintenance	\$200/month x 12 months	\$2,400
	Facilitators and Consultant Expenses		\$10,000
	Policy Position and Scholarly Research Papers	\$2500/meeting x 6 meetings	\$26,000
	Interpretation and Translation	By Certified Interpreters and Translators	\$10,000
	Web site Development and Maintenance		\$8,400

Total Program Delivery: \$69,800

CAPITAL

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year

Total Capital:

INTEGRATION PROGRAMS - SCHEDULE 2.1
Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider	100	File number
	City of Hamilton		DH07331513
		112	Cost items for
			FY 2 2010 - 2011

GST/HST PAID ON PURCHASES LESS INPUT TAX CREDIT/REBATE:

Total Eligible GST/HST:

Total Maximum CIC Contribution for Fiscal Year:

FY 2 2010 - 2011

INTEGRATION PROGRAMS - SCHEDULE 2.1

Breakdown of Eligible Costs for the Settlement Program

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">1</td> <td>Name of service provider City of Hamilton</td> </tr> </table>	1	Name of service provider City of Hamilton	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">100</td> <td>File number DH07331513</td> </tr> <tr> <td style="width: 5%; text-align: center;">112</td> <td>Cost items for FY 3 2011 - 2012</td> </tr> </table>	100	File number DH07331513	112	Cost items for FY 3 2011 - 2012
1	Name of service provider City of Hamilton						
100	File number DH07331513						
112	Cost items for FY 3 2011 - 2012						

ADMINISTRATIVE

Sub Section Title

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Program Manager	\$56.911/hr x 35 hrs/week x 52 weeks	\$103,577
	Program Secretary	\$25.0912/hr x 35 hrs/week x 52 weeks *De-commit March 2012 \$1405	\$44,260
	Community Services Program Analyst	\$32.4835/hr x 35hrs/week x 52 weeks *De-commit March 2012 \$682	\$58,439
	Benefits and MERC:		
	Program Manager (13.396% of \$103,578)	CPP 2.406%, EHT 1.95%, EI .08%, OTHER 8.96% *De-Committ March 2012 \$464	\$13,413
	Program Secretary (20.68% of \$45,666)	CPP 4.57%, EHT 1.95%, EI 1.86%, OTHER 12.3%	\$9,444
	Community Srvc Prgrm Anlst (25.48% of \$59,120)	CPP 3.58%, EHT 1.95%, EI 1.45%, OTHER 18.5%	\$15,064
		*NOTE- Other Includes: OMERS, Group Life, LTD, Med & Dental, WSIB. *Percentages of each different for each employee	
Sub Section Title Subtotal:			\$244,197

Administrative Overhead

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Telephone/Fax	\$19.17/month x 12mths x 3 lines *De-commit March 2012 \$203	\$483
	Program Manager Cell Phone	\$70/month x 12 months *De-commit March 2012 \$76	\$649
	Staff Travel	\$0.52/km x 481 km/mth = \$250.12 x 12m *De-commit March 2012 \$2010	\$1,800
	Professional Development	\$300/ staff x 3 staff *re-allocate \$19	\$919
Administrative Overhead Subtotal:			\$3,851

Total Administrative: \$248,048
PROGRAM DELIVERY

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Office Supplies	\$250/month x 12 months *Re-allocate \$91 to PD	\$2,981
	Printing and Reproduction:		
	The Immigration Strategy	To be printed in both English and French	\$3,000
	Fact Sheets	Two page fact sheets giving up-to-date information on immigration and diversity in Hamilton within a the following 6 areas: -Demographic profile of Hamilton -The Myths and Misconceptions of Immigration -Hamilton's Immigrant Communities: -A Community of Immigrants -History of Hamilton's Diversity -Cultural Contributions of Hamilton's Diversity Each fact sheet will include valuable information, tables and charts in English and French (print and website distribution) **De-commit March 2012 \$300	\$1,200

INTEGRATION PROGRAMS - SCHEDULE 2.1
Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider	100	File number
	City of Hamilton		DH07331513
		112	Cost items for
			FY 3 2011 - 2012

	Newsletters	Newsletters to be sent out quarterly containing the activities and information surrounding the Immigration Strategy in Hamilton **De-commit March 2012 \$327	\$1,173
	Hamilton LIPs Annual Report	An annual report to inform the stakeholders, community organizations and key partners of the activities and accomplishments of the Hamilton Immigration Partnership Council print and website distribution in English and French	\$1,500
	Position Papers and Reports	Position papers and reports on immigrant populations and the settlement services program delivery in Hamilton for each sector (Settlement Services, Housing, Employment/Labour Market, Education, Health). 5 sectors x \$1,500	\$7,500
	Interpretation/Translation	By Certified Interpreters/Translators Interpreters available for key meetings, consultations \$200 (for 3 hrs) x 5 workshops=\$1,000 + Translation of all key documents \$200 per double-sided page x 25 pages = \$5,000 *De-commit March 2012 \$1645	\$4,355
	Web site Expansion, Maintenance and Support	Webmaster \$40/hr x 6hr/month x 8months = \$1,920 + Inform Hamilton annual data web site lease, upkeep and monitoring of newcomer services database \$2,080. *De-commit March 2012 \$197	\$3,803
	Revisions and Update Costs	Revise and update the immigration data and demographic profile of Hamilton	\$1,000
		Revise, update and reorganize inventory of settlement services in Hamilton	\$1,000
	Editing and Proofreading	\$50 an hour x 75 hrs (Editing and proofreading for: - 4 Newsletters - Annual Report - 5 Reports of Local Best Practice in health, housing, education, employment and settlement)	\$3,750
	Partner Collaboration:		
	Workshops	\$400 (\$300 space + \$100 food) x 5 workshops sectors	\$2,000
	Consultant/Facilitator	\$300/hr x 15 hours (3 hrs x 5 workshops)	\$3,046
	Workshop Resources Printing	300 x 5 workshops (workshop resources: agendas, workbooks, workshop meeting notes) *De-commit March 2012 \$1446	\$826
	Hardware Lease/Maintenance	\$90/computer/month x 12 months x 3 staff *De-commit March 2012 \$511	\$2,096

Total Program Delivery: \$39,230

CAPITAL

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year

INTEGRATION PROGRAMS - SCHEDULE 2.1
Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider	100	File number
	City of Hamilton		DH07331513
		112	Cost items for
			FY 3 2011 - 2012

Total Capital:

GST/HST PAID ON PURCHASES LESS INPUT TAX CREDIT/REBATE:

Total Eligible GST/HST:

Total Maximum CIC Contribution for Fiscal Year:

FY 3 2011 - 2012

INTEGRATION PROGRAMS - SCHEDULE 2.1

Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider City of Hamilton	100	File number DH07331513
		112	Cost items for FY 4 2012 - 2013

ADMINISTRATIVE

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Telephone/Fax	\$19.17/mth x 12 mths x 3 staff	\$690
	Office Supplies	Shredding \$39.55/mth x 12 mth Spectator Subscription \$230/yr Postage/Courier \$8/mth x 12 mth Copier \$61.85/mth x 12 mth Grand & Toy \$109/mth x 12 mths Miscellaneous items \$12/mth x 12 mths	\$2,995

Total Administrative: \$3,685

PROGRAM DELIVERY**Salary**

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Project Manager	\$42.879/h x 35 h/wk x 52 wks	\$78,040
	Program Assistant / Secreary	\$26.527/h x 35 h/wk x 49 wks	\$45,494
	Program Coordinator	\$28.735/h x 35 h/wk x 52 wks	\$52,298
	MERC/Benefits:		
	Program Manager 25.36%	CPP 3.0%, EHT 1.91%, EI 1.23% + OMERS 9.91% + WSIB 1.81% + Employer Other 7.5%	\$19,791
	Program Assistant/Secretary 35.45%	CPP 4.59%, EHT 1.95%, EI 1.99% VP 6.0% + OMERS 8.3% + WSIB 1.38% + Employer Other 11.24%	\$16,128
	Program Coordinator 27.76%	CPP 4.08%, EHT 1.95%, EI 1.70% + OMERS 8.82% + WSIB 1.38% + Employer Other 9.83%	\$14,518
Salary Subtotal:			\$226,269

Overhead

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Professional Development	\$300/staff x 3 mths	\$900
	Staff Travel	[Accommodations: Approx. \$300] + [Mileage: Approx. 700km/yr x .53/km] + [Parking: Approx. \$5/mtg x 5 mtg/ mth x 12 mth]	\$971
	Cell phone	\$56.50/mth x 12 mth	\$678
	Meeting Cost - rental, supplies, hospitality	\$300/mtg x 6 mtgs	\$1,800
	Printing	Inventory of Services: \$3000 Welcome Guide: \$2000 Annual report: \$1500 Reprint Fact Sheet/newsletters: \$1000	\$7,500
	IT Maintenance / Support	(Inform Hamilton \$594/3mths x 4) + (HIPC Website \$40/hr x 40 hrs)	\$3,976
	Translation/Interpretation	(\$.24/word x 11460 words)+ \$250 (3hrs interpretation)	\$3,000
	Community Consultation	Stakeholders: \$1000/event x 4 events + Working Group collaborations \$1000 x 6 groups	\$10,000
	Consultation	Facilitation: \$360/hr x 12 hrs	\$4,320
	Evaluation / final reports	Approx. \$320/hr x 9 hrs	\$2,880
	Annual review of inventory of services	Approx. \$35/hr x 55 hrs	\$1,925
	Promotion/Branding	Approx. \$35/hr x 142 hrs	\$4,970
Overhead Subtotal:			\$42,920

INTEGRATION PROGRAMS - SCHEDULE 2.1
Breakdown of Eligible Costs for the Settlement Program

1	Name of service provider	100	File number
	City of Hamilton		DH07331513
		112	Cost items for
			FY 4 2012 - 2013

Total Program Delivery:

CAPITAL

Qty	Job title or item description	Details (e.g. \$/hr x # hrs x # wks, \$/mo x # mos)	Amount for fiscal year
	Computer/hardware lease	\$184.73/mth x 12 mths	\$2,217

Total Capital:

GST/HST PAID ON PURCHASES LESS INPUT TAX CREDIT/REBATE:

Total Eligible GST/HST:

Total Maximum CIC Contribution for Fiscal Year:

FY 4 2012 - 2013



**INTEGRATION PROGRAMS - SCHEDULE 3
TERMS OF PAYMENTS**

<input checked="" type="checkbox"/> Settlement Program <input type="checkbox"/> Resettlement Program - Direct Services <input type="checkbox"/> Resettlement Program - Indirect Services	OFFICE USE	
	100	File number DH07331513
	101	<input type="checkbox"/> Original <input checked="" type="checkbox"/> Amendment
	102	Amendment number 4
1	Name of service provider City Of Hamilton	

1.0 No advance payments shall be made during the term of this Agreement. The Department will make payments of the contribution amount by reimbursement, upon receipt from the Service Provider of claims for eligible costs, with supporting documents if requested by the Department, in accordance with the Section 4.1 of the Agreement.

2.0 Holdback

An amount of 10 % of the total agreement value will represent the holdback and be disbursed to the Service Provider as a final payment on receipt and approval by the Department of all claims for eligible costs and deliverables, including requested supporting documents. Material submitted to the Department to support release of the holdback must be certified by a duly authorized representative of the Service Provider.



Integration Programs - Schedule 4 Supplementary Terms and Conditions

<input checked="" type="checkbox"/> Settlement Program <input type="checkbox"/> Resettlement Program – Direct Services <input type="checkbox"/> Resettlement Program – Indirect Services	OFFICE USE	
	100	FILE NUMBER DH07331513
	101	1. ORIGINAL 2. AMENDMENT 2
	102	AMENDMENT NUMBER 4
1 NAME OF SERVICE PROVIDER City of Hamilton		

SUPPLEMENTARY TERMS AND CONDITIONS

The provisions of this Schedule shall be interpreted in conformity with those of the Agreement concluded by the Department with the Service Provider.

1. The Service Provider shall ensure, and upon request must satisfy the Department, that there is no duplication of funding with any other programs.
2. A profit margin is not an allowable cost category. The Service Provider shall not impose a fee on any client for services provided under the terms and conditions of this Agreement.
3. Interest earned on money advanced by the Department for the operation of the project shall be considered as revenue arising from the project and shall be applied to offset project costs.
4. The Department shall not reimburse salary increases for any project staff without prior authorization for the duration of this Agreement.
5. The Service Provider shall not move funds to or from Salary & Benefits, Overhead, or Capital Costs categories. Furthermore, movement of monies between line items in Schedule 2.1, Schedule 2.2, and Schedule 2.3 is limited to one thousand dollars (\$1,000). Movement of any funds of more than one thousand dollars (\$1,000) must be pre-approved by the Department.
6. The Service Provider shall submit with their **September 2011, and December 2011, September 2012, and December 2012** claims a revised forecast of cashflow identifying slippage in their operating budget up to and including the last day of the period included in the claim. Upon receipt of the revised forecast of cashflow, the Department may initiate an amendment to the agreement for the purpose of de-committing identified slippage. Where such an amendment has been initiated by the Department, the Service Provider agrees to execute and return the amendment to the Department forthwith and in any event no later than one week from the date when the amendment was received by the Service Provider.
7. The Service Provider shall notify the Department within 14 days of changes to the Board and staff changes that relate to this Agreement.
8. The Service Provider shall ensure that Conflict of Interest Guidelines are implemented within the Personnel Policy and communicated to all members of the staff and Board of Directors. A copy of the Service Provider's current Conflict of Interest Guidelines shall be kept on file with the Department. Should any changes to the policy occur during the course of the contract, the Service Provider shall provide the Department with a copy of the amended Guidelines within 14 days of the change.
9. The Service Provider shall maintain an inventory of all furniture and equipment acquired with Department funds. The complete inventory shall include the following information on each item: description, quantity and model number, serial number, and purchase price and date. **The Service Provider is to update the capital cost inventory at the beginning of each fiscal year.**
10. Computers, software, peripherals and related items purchased by Citizenship and Immigration Canada through contribution to the contracted Service Providing Organization or transferred to the Service Providing Organization on the direction of Citizenship and Immigration Canada from other sources are to be considered "Capital Assets".
11. The Service Provider shall notify the Department 14 days before the start of the Annual General Meeting of the date, time and location of the meeting.
12. Any potential non-arm's-length relationships relating to the project and involving the Service Provider or the employees of the Service Provider shall be disclosed to the Department before the start of the project activities. The Department will review the nature of these transactions, and may either approve or disallow reimbursements for the transactions, or require additional conditions, as appropriate. Non-arm's-length

FILE NUMBER **DH07331513****SUPPLEMENTARY TERMS AND CONDITIONS (cont'd)**

relationships that develop after the start of the project must be disclosed in writing and approved by the Department before the transaction may be considered for reimbursement.

13. No foreign travel will be reimbursed by the Department.
14. The Service Provider shall obtain adequate third-party liability insurance and shall provide evidence of coverage to the Department.
15. If childminding shall be provided as part of this agreement, the Service Provider shall ensure that each childminding site fully complies with the National LINC Childminding Requirements, including the childminder to child ratios for Ontario, and submission of monthly reports to the Department. If childminding shall be provided in this agreement, the Service Provider shall provide reasonable access to Childminding Monitoring, Advisory, and Support (CMAS) for the purpose of monitoring childminding sites to ensure, and to assist with, compliance with the National LINC Childminding Requirements.

Activity and Output reporting through iCAMS:

1. The Service Provider shall use the internet-based Immigration-Contribution Accountability Measurement System (iCAMS) to enter information on clients served, services delivered and program support activities.
2. The Service Provider shall ensure that data entry into iCAMS is completed and submitted in a timely manner. Monthly client activity and service data are required to be input into iCAMS by the 10th working day of the following month. The Department may choose to withhold payment of invoices submitted by the Service Provider if, in the opinion of the Department, the Service Provider is not discharging its responsibility for data entry into iCAMS
3. iCAMS Service Count Reports must be printed out and submitted with interim and final project reports to address related project outputs.
4. The Service Provider shall maintain a minimum level of computer environment. The minimum specifications are as follows:
 - Computer equivalent to a Pentium 233 MHz CPU with 32 Mb of RAM (memory) and a minimum 2 GB hard drive. (Recommended: Computer equivalent to a Pentium III 800 MHz CPU with 128 Mb of RAM [memory] and a minimum 5 GB hard drive).
 - A monitor that can display 256 colours with a resolution of 800 X 600. (Recommended: 16 bit colour with a resolution of 800 X 600).
 - A high-speed Internet connection (cable, ADSL, etc.). A 56kbs modem can be used where a high-speed internet connection is not available.
 - A Web Browser with 128-Bit SSL Encryption (such as Netscape Navigator version 4.7 or higher or Internet Explorer version 5.0 or higher).
 - Security Protection Software which contains full version reliable and an up-dated virus scan and firewall.
 - Other computers may work, but performance could be affected.
 - Any Hardware or software provided by the department is to be used in accordance with the Agreement and any stipulations provided by the Department.
5. In order to obtain access to iCAMS, the Service Provider's designated employees shall submit for CIC approval and processing the iCAMS Account Request Form which will be provided by the Department. The Service Provider shall inform CIC iCAMS Helpdesk of the date when an iCAMS designated user will cease or has ceased to be employed by the Service Provider.
6. The Service Provider agrees to provide updates to the CIC iCAMS Helpdesk of any changes in contact information.
7. The Service Provider agrees to maintain internal training and support to ensure that staff have the knowledge required to comply with iCAMS data entry requirements. Training materials and help desk support will be made available by the Department.
8. The Service Provider's access to iCAMS shall cease once it no longer receives funding from the Department.
9. The Department shall not be held liable for actions arising out of the Service Provider not taking appropriate security measures as required in this agreement. Security requirements will be outlined in the iCAMS Security Requirements document provided by the Department.

FILE NUMBER **DH07331513****SUPPLEMENTARY TERMS AND CONDITIONS (cont'd)****Activity and Output reporting through HARTS:**

1. The Service Provider shall use the History of Assessment Referral and Training System (HARTS) on a regular and on-going basis to chart their attendance and progress, and report program statistics. The information collected and reported through HARTS shall comply with the requirements of section 7.1 of the Contribution Agreement.
2. The Service Provider shall input client proficiency benchmarks into HARTS when a client progresses to a new CLB level or when a client leaves the ELT program.
3. The Service Provider shall follow the Ontario Region Waitlist Policy Guidelines.
4. The Service Provider shall use the HARTS on a regular and on-going basis to enter their approved class schedules, activate the attendance of clients referred to them for language training, chart their attendance and progress, and report program statistics. The information collected and reported through HARTS shall comply with the requirements of section 7.1 of the Contribution Agreement.

Articles 6.6 B) specifies HARTs and iCAMS

5. The Service Provider shall use the internet-based History of Assessment, Referrals, and Training System (HARTS) to enter information on clients served, services delivered and program support activities. The information collected and reported through HARTs shall comply with the requirements of section 7.1 of the Contribution Agreement.
6. The Service Provider shall ensure that data entry into HARTS is completed and submitted in a timely manner. Monthly client activity and service data are required to be input into HARTS by the 10th working day of the following month. The Department may choose to withhold payment of invoices submitted by the Service Provider if, in the opinion of the Department, the Service Provider is not discharging its responsibility for data entry into HARTS.
7. The Service Provider shall maintain a minimum level of computer environment. The minimum specifications are as follows:
 - Computer equivalent to a Pentium 233 MHz CPU with 32 Mb of RAM (memory) and a minimum 2 GB hard drive. (Recommended: Computer equivalent to a Pentium III 800 MHz CPU with 128 Mb of RAM [memory] and a minimum 5 GB hard drive).
 - A monitor that can display 256 colours with a resolution of 800 X 600. (Recommended: 16 bit colour with a resolution of 800 X 600).
 - A high-speed Internet connection (cable, ADSL, etc.). A 56kbs modem can be used where a high-speed internet connection is not available.
 - A Web Browser with 128-Bit SSL Encryption (such as Netscape Navigator version 4.7 or higher or Internet Explorer version 5.0 or higher).
 - Security Protection Software which contains full version reliable and an up-dated virus scan and firewall. Other computers may work, but performance could be affected.
8. Any Hardware or software provided by the department is to be used in accordance with the Agreement and any stipulations provided by the Department.
9. The Service Provider shall inform HARTS Helpdesk of the date when designated HARTS user will cease or has ceased to be employed by the Service Provider.
10. The Service Provider agrees to provide updates to the HARTS Helpdesk of any changes in contact information.
11. The Service Provider agrees to maintain internal training and support to ensure that staff have the knowledge required to comply with HARTS data entry requirements. Training materials and help desk support will be made available by the Department.
12. The Service Provider's access to HARTS shall cease once it no longer receives funding from the Department.
13. The Department shall not be held liable for actions arising out of the Service Provider not taking appropriate security measures as required in this agreement. Security requirements will be outlined in the HARTS Security Requirements document provided by the Department.

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SUPPLEMENTARY TERMS AND CONDITIONS (cont'd)

14. The Service Provider shall submit to the Department for prior approval any publications, or advertisements related to this project, and when required by the Department, acknowledge the Department's financial contribution to the project.

Communications protocol

This protocol deals with these aspects of communications, marketing and promotion:

- Communications around the signing of the contribution agreement
- Clear identification of GoC investments
- Timing and sequencing of announcements
- Roles
- Public reporting of outcomes
- Evaluation

The Government of Canada through Citizenship and Immigration Canada and the signatories to this contribution agreement agree that Canadians have a right to transparency and public accountability, which is best served by full information about the funding, benefits and outcomes of the project funded through this Contribution Agreement.

This communications protocol establishes the principles and practices that will guide all announcements and events related to this Agreement and funding to Eligible Recipients under this Contribution Agreement. Communications activities may include, without limitation: major public events or announcements, and communications products such as: speeches, press releases, media advisories, content on websites, advertising, promotional material or signage.

Parties to this Contribution Agreement agree that:

- a) There will be periodic announcements, through public events, press releases and/or other mechanisms, regarding the funding and outcomes of the project.
- b) The parties will undertake to consult with each other in order to jointly plan external communications activities related to this Contribution Agreement, and that the Government of Canada must approve external communications plans and timing of public announcements and events.
- c) The timing of public announcements and events shall be sufficient to allow for all orders of government to plan their involvement. The parties shall provide a minimum of **40 days notice** of a public event, such as a launch or open house, to which the Minister of Citizenship and Immigration Canada and respective representatives of other levels of government will be invited. The signatories to this agreement agree to provide a list of possible dates for announcements and events, in order to ensure an opportunity for the Minister of Citizenship and Immigration Canada or his or her delegated representative to attend the event.
- d) A minimum of 15 days notice is required for press releases without public events.
- e) Citizenship and Immigration Canada will have the right of approval of all press releases and other external communications messaging pertaining to this contribution agreement and the projects funded through it. Drafts of communications material should be e-mailed to the Director, Communications, Ontario Region, Citizenship and Immigration Canada.
- f) The Parties agree that they and eligible recipients will each receive appropriate recognition in joint communications materials. All communications referring to projects funded under this Agreement will clearly acknowledge the contributions made by the Government of Canada through Citizenship and Immigration Canada.
- g) All displays, exhibits, banners or other signage will acknowledge Government of Canada funding through the use of:
 - i) The bilingual CIC departmental signature
 - ii) The Canada wordmark (see 7 for details on the Federal Identity Program)

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SUPPLEMENTARY TERMS AND CONDITIONS (cont'd)

- h) Joint communications material and signage will reflect Government of Canada communications policy, including the Official Languages Act, and federal identity graphics guidelines (FIP). For details, visit http://www.tbs-sct.gc.ca/fip-pcim/index_e.asp
- i) Eligible recipients will ensure permanent signage at the location of projects receiving investments under this Agreement, prominently identifying the Government of Canada's investment and including the CIC departmental signature and the Canada wordmark. All signage/plaques will be located in such a way as to be clearly visible to users, visitors and/or passersby. The approved wording is: "Funded by the Government of Canada through Citizenship and Immigration Canada."
- j) Communication results will be evaluated on a periodic basis, and the partners to the agreement will assess the effectiveness of communications, and share lessons learned to improve future communications activities.

OTHER:*Language, Learning and Skills development:*

1. Language Instructors who were hired by a LINC funded service provider prior to January 1, 2003 and who have been continuously employed by the same service provider since that time, may continue in that capacity with the same provider. LINC instructors hired by a LINC funded service provider on or after January 1st, 2003, must be TESL (Teaching English as a Second Language) Ontario Certified at the time of hiring and throughout their employment as a LINC instructor. For more information on TESL Ontario Certification please visit their website at http://www.teslontario.org/new/cert/cert_ontcert.htm.
2. The Service Provider shall ensure that all participants are screened and assessed according to the Canadian Language Benchmarks by a qualified assessor, employed by a CIC funded assessment centre. **Clients must not be placed in a class prior to being assessed.**

Employment Related Services:

3. For the ELT Initiative, an eligible client is one who meets the definition of "eligible client" for the LINC program **and** who is destined for the Canadian labour market. The Service Provider shall ensure that all clients are assessed at the end of the ELT Language Training Component for language proficiency in all four language skill areas (reading, writing, listening and speaking).

Community Connections:

4. For Library Settlement Programs, the service provider shall have a plan to provide continuous settlement service during the designated times and dates, including the provision of back-up staff, trained in the LSP program and in OTIS, to cover both planned and unplanned absences.
5. The coverage for back-up staff should remain consistent with the expectation of the provision of settlement services in their assigned library branch for approximately 80% of their working hours. All meetings, training, outreach and other activities that require the back-up settlement worker to be away from the branch shall be scheduled during the remaining 20% of the settlement worker's working hours. The exact split of time between direct service delivery and administration/outreach will be negotiated between the service provider and the library branch.
6. For Library Settlement Program (LSP) and Settlement Workers in Schools Program (SWIS), the service provider shall enter service data into the Online Tracking Information System (OTIS) and submit a print copy of the previous month's activity with the monthly service provider report and claim. For validation purposes, all source data, in the form of sign-up sheets or client files, should be retained for the period outlined in 6.5 of the Contract Articles.