



EMERGENCY & COMMUNITY SERVICES COMMITTEE REPORT 17-008

1:30 pm

Wednesday, August 16, 2017

Council Chambers

Hamilton City Hall

71 Main Street West, Hamilton

Present: Councillors A. Johnson (Chair), S. Merulla (Vice Chair),
M. Green, D. Skelly, T. Whitehead, J. Partridge,

Absent: Councillor J. Farr – Personal
Councillor T. Jackson - Personal

THE EMERGENCY & COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 17-008 AND RESPECTFULLY RECOMMENDS:

- 1. Hamilton Immigration Partnership Council (HIPC) 2017-2020 Strategic Plan (CES16041(a)) (City Wide) (Item 7.1)**
 - (a) That the Hamilton Immigration Partnership Council 2017-2020 Strategic Plan attached as Appendix A to E&CS Report 17-008 be endorsed;
 - (b) That the Hamilton Immigration Partnership Council 2016 Annual Report attached as Appendix B to E&CS Report 17-008 be received.
- 2. Hamilton Immigration Partnership Council (HIPC) – Staffing (CS10043(e)) (City Wide) (Item 8.1)**
 - (a) That the conversion of two Hamilton Immigration Partnership Council (HIPC) staff, funded by Immigration, Refugees and Citizenship Canada (IRCC) and revenue neutral to the net levy, from temporary full-time to permanent full-time, subject to continued funding from IRCC, be approved; and,

- (b) That changes to the two following positions be approved:
 - (i) Project Manager, Immigration (current), be changed to Senior Project Manager, Immigration; and,
 - (ii) Working Groups Coordinator, Immigration (current), be changed to Program and Policy Advisor, Immigration.

3. 2016/2017 Snow Angels Program (CES14041(c)) (City Wide) (Item 8.2)

That Report CES14041(c) respecting the 2016/2017 Snow Angels Program, be received.

4. Mayor's Advisory Committee on Syrian Newcomers (CES16023(c)) (City Wide) (Item 8.3)

- (a) That the Syrian Newcomers' Evaluation Summary and Recommendations Report attached as Appendix C E&CS Report 17-008 be received; and,
- (b) That staff be directed to report back to Emergency & Community Services Committee annually through the Hamilton Immigration Partnership Council (HIPC) on the implementation of the recommendations from the Syrian Newcomers' Evaluation Summary and Recommendations Report and the general wellbeing of all refugees, newcomers and their community support agencies in Hamilton.

5. Holiday Egg Hunts in Parks (CES17034) (City Wide) (Item 8.4)

That rental fees associated with non-profit organizations executing community Holiday Egg Hunts in City parks consistent to the parameters of the Recreation Fee Waiver/Reduction Policy be waived permanently.

6. Community Hubs Update (CES17035) (City Wide) (Item 8.5)

That Report CES17035 respecting Community Hubs Update, be received.

FOR THE INFORMATION OF COUNCIL:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised there were no changes to the agenda.

The Agenda for the August 16, 2017 meeting of the Emergency & Community Services Committee was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

None declared.

(c) APPROVAL OF MINUTES (Item 3)

(i) July 12, 2017 (Item 3.1)

The Minutes of the July 12, 2017 Emergency & Community Services Committee meeting were approved, as presented.

(d) CONSENT ITEMS (Item 5)

(i) Housing & Homelessness Advisory Committee Minutes – May 2, 2017 (Item 5.1)

The Housing & Homelessness Advisory Committee Minutes dated May 2, 2017, were received.

(ii) Hamilton Veterans Committee Minutes – May 23, 2017 (Item 5.2)

The Hamilton Veterans Committee Minutes dated May 23, 2017, were received.

(e) PRESENTATIONS (Item 7)

(i) Hamilton Immigration Partnership Council (HIPC) 2017-2020 Strategic Plan (CES16041(a)) (Item 7.1)

Nicole Longstaff, Senior Project Manager – Newcomer Resettlement, and Jim Vanderveken, Chair, Hamilton Immigration Partnership Council, addressed the Committee respecting the Hamilton Immigration Partnership Council (HIPC) 2017-2020 Strategic Plan, with the aid of a PowerPoint presentation.

The presentation from Nicole Longstaff, Senior Project Manager – Newcomer Resettlement, and Jim Vanderveken, Chair, Hamilton Immigration Partnership Council, respecting the Hamilton Immigration Partnership Council (HIPC) 2017-2020 Strategic Plan, was received.

A copy of the presentation is available on the City's website at www.hamilton.ca or through the Office of the Clerk.

For disposition of this matter, refer to Item 1.

(f) GENERAL INFORMATION / OTHER BUSINESS (Item 11)

(i) Changes to the Outstanding Business List (Item 11.1)

The following changes to the Emergency & Community Services Outstanding Business List, were approved:

(a) Items Requiring New Due Dates:

- (i) Item "O" - Rolston Neighbourhood Action Plan
Current Due Date: August 16, 2017
Proposed New Due Date: November 2017
- (ii) Item "Y" - Endorsement of Report "The Right to an Adequate Standard of Living"
Current Due Date: TBD
Proposed New Due Date: Q4 2017
- (iii) Item "FF" - Correspondence from the Ministry of Housing re: Re-introduction of the Promoting Affordable Housing Act, 2016 (Bill 7)
Current Due Date: July 12, 2017
Proposed New Due Date: September 11, 2017
- (iv) Item "KK" - Senior's Advisory Committee - 2016 Annual Presentation
Current Due Date: TBD
Proposed New Due Date: Q4 2017
- (v) Item "LL" - Heat Response Plan Initiative
Current Due Date: August 16, 2017
Proposed New Due Date: October 5, 2017
- (vi) Item "NN" - Request for Incentives for Building Affordable Rental Housing at 210 Main Street East
Current Due Date: TBD
Proposed New Due Date: September 25, 2017

(b) Items To Be Removed:

- (i) Item "HH" - Mayor's Advisory Committee on Syrian Newcomers - Update
Addressed as Item 8.3

(g) ADJOURNMENT (Item 13)

There being no further business, the Emergency & Community Services Committee adjourned at 2:48 p.m.

Respectfully submitted,

Councillor A. Johnson
Chair, Emergency & Community
Services Committee

Lisa Chamberlain
Legislative Coordinator
Office of the City Clerk



Hamilton Immigration Partnership Council



STRATEGIC PLAN 2017-2020

Message from Chair

It is with distinct pleasure that the Hamilton Immigration Partnership Council presents its Strategic Plan for 2017 – 2020. The Strategic Plan represents the culmination of extensive engagement and input by community members and stakeholders committed to improving the lives of newcomers settling in Hamilton, and who share the vision of:

“Hamilton welcomes newcomers, celebrates diversity and is a place for everyone to call home.”

The focus of the Council's efforts over the next three years will be on three key objectives: first, to enhance service delivery and build community partnerships; second, to strengthen community capacity to be responsive, welcoming and inclusive; and finally, to increase awareness of newcomer and community needs through research and knowledge sharing.

Hamilton's long-standing leadership and success in welcoming newcomers to the community is distinguished by its capacity to marshal the required resources and energies on a community wide scale through a collective community call to action. The Strategic Plan presents a blue-print for Hamilton as a global community that defines itself economically, socially and culturally as embracing diversity and celebrating the rich contributions that newcomers bring to this region.

As chair of the Hamilton Immigration Partnership Council, I am proud of the Council's continued commitment as a champion of newcomers, and I am appreciative of the diligent efforts and hard work that has been invested in crafting this compelling plan for a better future for our community.

The contributions and insights offered by the many individuals involved in our planning process were essential in building a robust strategy that can carry the Council to 2020. For this investment of time and energy, I am sincerely grateful.



Jim Vanderveken
Chair, Hamilton Immigration Partnership Council



HIPC COUNCIL APRIL 2016 - MARCH 2017

Alain Dobi
Réseau de soutien à l'immigration francophone
Denise Christopherson
YWCA Hamilton
Don Jaffray
Social Planning and Research Council Hamilton
Heather Moffat
Hamilton-Wentworth District School Board
Huyen Dam
PhD Student, McMaster University
Ines Rios
Immigrants Working Centre
Jim Commerford
YMCA of Hamilton/Burlington/Brantford
Jim Vanderveken (Chair)
Mohawk College
John Ariyo
City of Hamilton
Judy Travis
Workforce Planning Hamilton
Kirstin Maxwell
Housing Service, City of Hamilton
Lil Acevedo
Housing Help Centre
Lily Lumsden
YMCA of Hamilton/Burlington/Brantford
Lorraine Hamilton
Collège Boréal
Richard Koroscil
Korlon Strategic Services
Sandra Pizzuti
Hamilton-Wentworth Catholic District School Board
Sarah Wayland
Global Hamilton, City of Hamilton
Sharon Reichheld
Royal Bank Canada
Suzanne Brown
City of Hamilton
Yohana Otite
Hamilton Centre for Civic Inclusion



HIPC Chair
Jim Vanderveken

HIPC Staff
Nicole Longstaff
Senior Project Manager

Layla Abdulrahim Moore
Working Group Coordinator

Naomi Ahmad
*Communications Associate/
Research Advisor*

Acknowledgement

We are grateful for the commitment, time and expertise of all the organizations, individuals and community partners who have:

- › Collaborated as part of the Hamilton Immigration Partnership Council strategic planning process to create the 2017-2020 strategic plan
- › Shared expertise, guidance and support to the Mayor's Advisory Committee on Syrian Newcomers and its five working groups: Health, Housing, Employment/Language and Skills Development, Education, and Community Support/Networks
- › Collaborated on critical initiatives in 2016 to address priority newcomer challenges and issues (See Annual Report 2016 for details)

Special thanks to our funder Immigration, Refugees and Citizenship Canada (IRCC), and to the City of Hamilton our project sponsor since 2009. The continued support of IRCC, the City of Hamilton and all of our community partners and volunteers makes this critical community based planning to address local newcomer needs possible.

Nicole Longstaff, Senior Project Manager
Hamilton Immigration Partnership Council

Established in 2009, the Hamilton Immigration Partnership Council (HIPC) is a local planning and advisory body dedicated to forging community partnerships to coordinate and enhance the delivery of local settlement services and support the integration of newcomers in Hamilton. In its role as catalyst, convenor and collaborator HIPC leads community based planning and projects to address the needs of immigrants. HIPC is a multi-sector stakeholder body comprised of community leaders representing housing, health, employment, education, language training, research, settlement services, local government, businesses and other community based organizations.



The 2016 Strategic Planning Process

The 2016 strategic planning process reconnected HIPC with partners and newcomers across Hamilton to understand how to remain responsive to community needs. The consultations and research commissioned have informed the new HIPC strategy and plan for the successful integration of newcomers to Hamilton and the creation of a welcoming community.

THE STRATEGIC PLANNING PROCESS INCLUDED:

- › Consultations with HIPC partners and its five working groups: Housing, Settlement, Employment, Health and Language
- › Engagement with 15 community leaders representing health services, settlement agencies, Police services, Emergency services, HIPC staff, City Council, the Mayor's office, the French Catholic School Board, the post-secondary educational sector and former HIPC members
- › Engagement and consultations with over 70 immigrants from five local neighbourhoods
- › Research commissioned on LIP governance model best practices
- › A full-day strategic planning session with 21 HIPC Council members
- › The creation of three planning committees to bring together community partners to further refine HIPC's priorities
- › Strategic planning day brought HIPC together to review and finalize the 3 year strategic plan and 2017-2018 work plan
- › Changes to HIPC governance and new 2017-2020 HIPC Strategic Plan approved by Council in January 2017

The research and community consultations reports used to inform the new HIPC strategic plan are available for your reference on the HIPC website:



› hamiltonimmigration.ca/research



The Hamilton Immigration Partnership Council Strategic Plan (2017-2020)



OUR VISION

Hamilton welcomes newcomers, celebrates diversity and is a place for everyone to call home.



OUR MISSION

The Hamilton Immigration Partnership Council coordinates local strategic planning and community based knowledge-sharing to advance the successful settlement and integration of all newcomers to Hamilton.



OUR MANDATE

The HIPC, in facilitating and supporting the implementation of the HIPC Strategy and Action Plan for the city of Hamilton, will fulfill its mandate as prescribed by Immigration, Refugees and Citizenship Canada (IRCC) to:

- › Establish an inclusive partnership council and create terms of reference
- › Conduct research on newcomer needs and the community's assets and gaps
- › Establish a local settlement strategy - identifying key priorities for action that will strengthen the ability of the community to be more welcoming and inclusive of newcomers
- › Develop annual action plans to address local priorities
- › Support implementation of annual action plans and report on results
- › Monitor and track progress and make recommendations where new or improved performance is required



OUR GUIDING PRINCIPLES

Inclusivity | Transparency | Responsiveness
Flexibility | Results Focused | Accountable



OUR STRATEGIC OBJECTIVES

Based on research, consultations and focus groups conducted with community partners, newcomers and other stakeholders, HIPC identified three strategic objectives and priority areas of focus for its activities in 2017-2020.

① Newcomers are supported through strong community partnerships

Strategic Priority: Coordination of Services

- Multi-sector services and supports for newcomers and immigrants are coordinated and planned to optimally address the settlement and integration needs of newcomers and immigrants across Hamilton
- Cross-sectoral collaborative activities and partnerships are identified and implemented to enhance the coordination of settlement services
- The highest priority systemic barriers in all dimensions of settlement are addressed
- Engagement with community partners, newcomers and immigrants to verify gaps, plan priority actions and share knowledge to improve outcomes for newcomers

Key projects identified:

- Pilot mobile newcomer services and information hub
- Annual newcomer services providers' conference/forum
- Process created for identifying the highest priority issues/gaps and deciding on course of action (i.e. solutions, advocacy, recommendations)

② Hamilton is a responsive, welcoming and inclusive community

Strategic Priority: Communications and Community Engagement

- HIPC educates and raises awareness of newcomer and immigrant issues, showcases success stories and shares progress in improving coordination of effective services and fostering welcoming communities.
- Through outreach and networking with stakeholders HIPC:
 - Strengthens partnerships
 - Collaborates and enhances community-based knowledge sharing
 - Increases intercultural and civic engagement

Key projects identified:

- #HamiltonforAll – A public education and community engagement campaign in partnership with the Ontario Council of Agencies Serving Immigrants (OCASI) and the Hamilton Centre for Civic Inclusion (HCCI) to address anti-immigrant stereotypes and assumptions in our community
- Annual Hamilton Newcomer Day



③ HIPC is a leader in immigration research and knowledge sharing

Strategic Priority: Research and Evaluation

- › Coordinate and conduct research on newcomer and immigrant demographics, trends, immigration policy and barriers to integration
- › Recommend indicators for measuring the progress of priority actions against expected outcomes
- › Measure project progress and partner engagement in executing priority actions

Key projects identified:

- › Updated immigration profile for Hamilton
- › Creation of 'welcoming community' scorecard for Hamilton
- › Study on immigrant retention rates in Hamilton and the economic loss of unsuccessful settlement
- › Research project: "Syrian Immigration in Hamilton, Labour Market and Entrepreneurship Integration" in partnership with Dr. Benson Honig, Degroote School of Business, McMaster University

HIPC Governance Highlights

In partnership with Pathways to Prosperity (P2P), HIPC commissioned research on promising practices in local immigration partnerships (LIPs) across Canada. Based on these recommendations and feedback from the Hamilton community, HIPC has implemented several changes to its governance model for 2017-2020. Highlights include:

- › The creation of a permanent seat on HIPC for the Chairs of the Advisory Committee for Immigrants and Refugees. This new seat will strengthen HIPC partnership with this Hamilton citizens' advisory committee and increase community feedback at the strategic planning level.
- › A new requirement that a minimum of 3 members of the Council have lived newcomer experience.

For a comprehensive overview of the new governance model and other changes made for 2017-2020, please refer to the latest HIPC Terms of Reference available on our website :



› hamiltonimmigration.ca/immigration-strategy



Next steps...

The strategic planning process has resulted in an exciting new strategic direction, priorities and areas of focus for 2017-2020. HIPC's implementation plan will operationalize the strategy through priority projects and actions to bring the HIPC vision to life. HIPC will regularly evaluate its plan and re-evaluate priorities against emerging community needs and immigration trends in order to be responsive and flexible to the Hamilton community and its partners.



Hamilton Immigration Partnership Council
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🐦 @HipcHamilton

hamiltonimmigration.ca



Funded by:



Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada



Hamilton Immigration Partnership Council



Message from Chair

On behalf of the Hamilton Immigration Partnership Council (HIPC), I am pleased to provide you with an overview of key deliverables and significant milestones achieved this past year. Council members, community partners and newcomer residents have freely given their energy and time in achieving these notable accomplishments.

You will see in this HIPC Annual Report Summary that significant progress has been made in advancing the priority of ensuring Hamilton remains a hallmark community in welcoming newcomers and refugees. This past year was distinguished by a significant investment in revitalizing the governance structure of HIPC and establishing a robust strategic plan for 2017 – 2020. The new strategy will be launched on March 29, 2017.

A reflection on this past year would not be complete without acknowledging the outpouring of support and assistance offered by citizens of our community in helping Syrian refugee families arriving in Hamilton. Collectively, resources were marshalled and groups rallied to provide aid in many different forms to ensure families and children could begin to build new lives in Canada. HIPC was proud to contribute to this important humanitarian effort.

Among a number of key achievements, HIPC has proactively put into place a strong communications plan to showcase the important role that newcomers play in the economic, social and cultural vibrancy of the community. Through social media and our website, we have made available a wide range of resources, publications and digital materials that speak to Hamilton as a welcoming city.

Through a number of key events, HIPC brought together critical stakeholders to strengthen community networks, to coordinate planning efforts and to celebrate the diversity that represents the City of Hamilton. *Thank You #HamOnt* and *Employers Embracing Diversity* are just two examples of the work HIPC undertook to advance its new vision.

I wish to express our sincere appreciation to the dedicated members of the Council and HIPC staff for their unwavering support and assistance this past year. I look forward to continuing our collaboration in the year ahead as we strive to be an exemplary sanctuary community for the betterment of all.



Jim Vanderveken
Chair, Hamilton Immigration Partnership Council





HIPC Chair
Jim Vanderveken

HIPC Staff
Nicole Longstaff
Senior Project Manager

Layla Abdulrahim Moore
Working Group Coordinator

Naomi Ahmad
*Communications Associate/
Research Advisor*

The Hamilton Immigration Partnership Council (HIPC) was established in January 2009 as a planning and advisory body dedicated to forging community partnerships to coordinate and enhance the delivery of local settlement services and support the integration of newcomers. In this role of catalyst, convenor and collaborator HIPC leads community based planning to address the needs of immigrants. HIPC is a multi-sector stakeholder body comprised of community leaders, representing many sectors of Hamilton including housing, health, employment, education, language training, research, settlement services, local government, businesses, community based organizations, media and the francophone community. In 2016 HIPC established a new vision for Hamilton as a welcoming community:

*Hamilton welcomes newcomers, celebrates diversity
and is a place for everyone to call home.*

This annual report summary provides an overview of HIPC activities and accomplishments in 2016. The highlights are grouped into six priority themes:

- ① Communications
- ② Publications and Resources
- ③ Community Engagement
- ④ Employment Focus
- ⑤ Syrian Refugee Resettlement
- ⑥ Governance and Strategic Planning

Communications

In 2016 HIPC developed a communications plan to increase awareness of its purpose, partners and activities. The plan included redeveloping the HIPC website, using social media to engage with the community and showcasing HIPC's work through stories and videos.

WEBSITE

➤ www.hamiltonimmigration.ca

Phase ①

HIPC facilitated a new relationship with the YWCA's Women in Technology Program to conduct research on promising website practices among Local Immigration Partnerships.

Phase ②

The new website, redeveloped in partnership with Information Hamilton, includes information on HIPC, toolkits and guides for newcomers, newcomer success stories, community events, news and an interactive map of service providers in Hamilton.

Phase ③

Launched in April 2016, the web pages have been viewed over 26,600 times.

Launch date: April 2016



Over

8,700
sessions



Over

6,430
users



Over

26,600
views

IN THE NEWS

➤ 'HAMILTON'S GREAT SYRIAN INFLUX: THANKS ALL AROUND'

- Article authored by Jeff Mahoney on the 'Thank You #HamOnt' event organized by HIPC.

➤ 'WELCOME NEW CANADIANS: HAMILTON IS READY!'

- Opinion editorial authored by Judy Travis, HIPC Chair 2015 - 2016, and published by The Hamilton Spectator on February 10, 2016. The article highlighted Hamilton's rich history of welcoming and integrating newcomers and the important role that HIPC continues to play in helping Hamilton's settlement sector move towards a shared approach.

➤ 'FRED EISENBERGER: WELCOMING THE WORLD TO HAMILTON'

- Opinion editorial authored by Fred Eisenberger, Mayor, City of Hamilton on welcoming refugees and newcomers to Hamilton.

VIDEOS

➤ WELCOME TO HAMILTON

HIPC worked with Global Hamilton, Advisory Committee for Immigrants and Refugees, New Horizons Media and Mohawk College to showcase newcomer experiences and the different settlement programs and resources that help welcome newcomers to Hamilton.

➤ THANK YOU #HamOnt

Video showcasing how the Mayor's Advisory Committee on Syrian Newcomers, HIPC partners and Hamiltonians from across the city worked together to welcome and support Syrian newcomers.

➤ NEWCOMERS IN HAMILTON: JOURNEY TO SUCCESS

Four new Canadians shared their stories of success in Hamilton, highlighting their participation in the workforce and the valuable skills immigrants bring to our economy.



Available on ➤ www.hamiltonimmigration.ca

★ IRCC OUTCOME

HIPC's communications strategy broadened its partner's network of community members and organizations involved in newcomer settlement and integration. HIPC's communications initiatives increased awareness of newcomer needs, provided greater exposure of community initiatives to support newcomers and enhanced Hamilton's capacity to be a welcoming city for all.

🐦 TWITTER

Launch date: June 2016



576
followers



+64
NEW followers
per month



Over
12,400
profile visits



Over
1,830
tweets

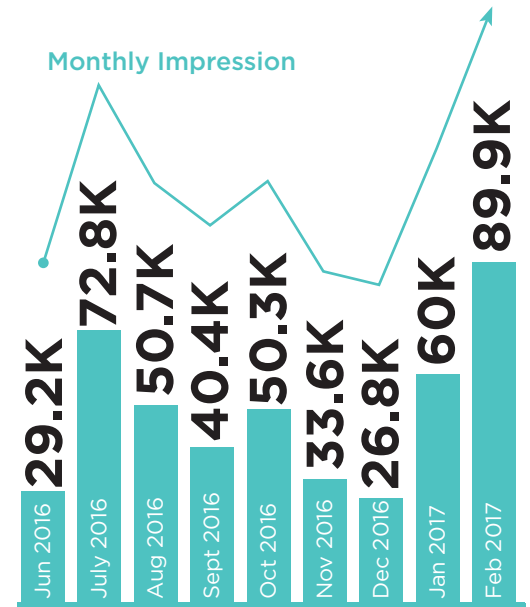


Over
2,170
likes



Over
1,680
retweets

Monthly Impression



Publications & Resources

HIPC aims to be the leader in immigration research and knowledge sharing in Hamilton. Building on the expertise of its local, provincial and federal partners, HIPC produced resources to support the work of partners serving newcomers in Hamilton.

- Welcome to Hamilton: Settlement Services Card
- Housing Guide (English, French and Arabic)
- Newcomer Services Guide (English and Arabic)
- Brochure: Hire Immigrants
- Report: The Employer's Roadmap: Hiring and Retaining Internationally Trained Workers in Hamilton
- Report: Promising Practices for Innovation and Effective Governance of Local Immigration Partnerships
- Report: Immigrant and Refugee Community Consultation
- Banners: Hamilton Welcomes Newcomers
- Brochure on HIPC (English and French)

★ IRCC OUTCOME

HIPC improved knowledge sharing and informed local strategic planning by producing several resources and research documents. HIPC responded to local service providers' needs and enhanced the accessibility to information for newcomers.

Community Engagement

HIPC has over 85 partners representing community services, settlement organizations, different levels of government and private sectors. Each year HIPC and its working groups organize and attend events, conferences and roundtables to connect to the community and engage with newcomers. HIPC staff attended a total of 25 events and conferences in 2016 and 2017.

Over
85
partners

HIPC staff attended a
total of
25
events and conferences in
2016 and 2017

HIPC EVENTS



NEWCOMERS SKATING AT WINTERFEST

Over 120 newcomers participated in skating events during the Hamilton Winterfest in 2016 and 2017. HIPC coordinated community engagement and skating opportunities for newcomers with Tourism Hamilton. Participants also shared their thoughts on “How can Hamilton be more welcoming?” Their responses helped shape HIPC’s new vision, goals and activities.



Over
120
newcomers
participated



#WELCOMEREFUGEES INFORMATION FAIR

HIPC partnered with MP Filomena Tassi, the City of Hamilton’s Mayor’s Office, Immigrants Working Centre and Wesley Urban Ministries to organize the #WelcomeRefugees Information Fair on March 01, 2016. Over 100 newcomers, community members and service providers attended the free event. The event showcased 25 local organizations and groups that offer information and services to immigrants and refugees.



Over
100
newcomers
participated



EMPLOYERS EMBRACING DIVERSITY FORUM

HIPC partnered with Workforce Planning Hamilton, RBC and the Mayor's Advisory Committee on Syrian Newcomers to host the Employers Embracing Diversity Forum on October 27, 2016. The forum showcased local supports and encouraged employers to hire newcomers. Service provider organizations shared information with employers on programs and incentives for hiring newcomers.



Over
100
people
attended

THANK YOU #HAMONT - ONE YEAR ANNIVERSARY OF SYRIANS IN HAMILTON

Over 200 people including community partners, Hamilton volunteers and Syrian newcomers gathered at City Hall on November 29, 2016 to celebrate community efforts to welcome Syrian newcomers to Hamilton. The event was organized by HIPC and the Mayor's Advisory Committee on Syrian Newcomers.



Over
200
people
gathered

HIPC COMMUNITY EVENTS

MARCH
 8
 2017



International Women's Day Celebration - YWCA

JANUARY
 30
 2017



HIPC at Solidarity Vigil - Quebec City Mosque Shooting

DECEMBER
 23
 2016



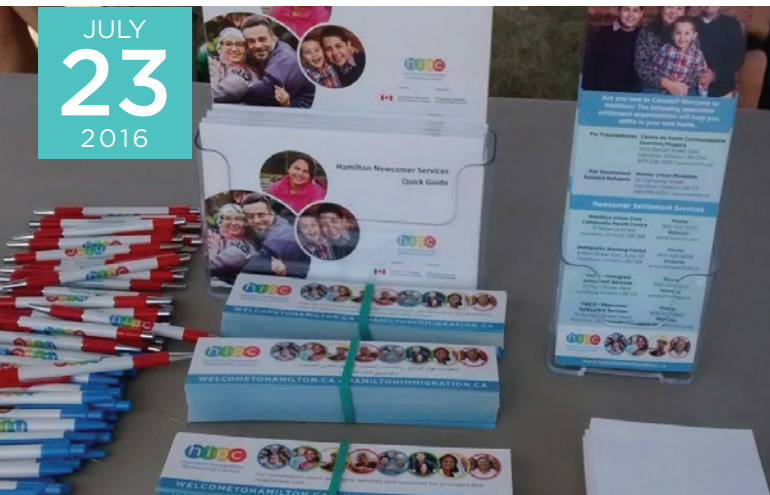
Road to Wellness Program Holiday Celebration
 by YWCA and Wesley Urban Ministries

OCTOBER
 1-2
 2016



Gandhi Peace Festival
 HIPC information booth set up at Hamilton City Hall

JULY
 23
 2016



Buchanan Park Splash Pad Grand Opening

JULY
 1
 2016



Canada Day Celebration
 Translated promotional poster to three languages



GAR Canada Day Celebration
 By Wesley Urban Ministries



World Refugee Day
 By Wesley Urban Ministries



Multicultural Wellness Fair
 Good Shepherd Hamilton Centre for Civic Inclusion, YWCA,
 and City of Hamilton

- **MAYOR'S ADVISORY COMMITTEE ON SYRIAN NEWCOMERS AND WORKING GROUPS**
 July 2016 - present
- **SYRIAN REFUGEE RESETTLEMENT INFORMATION UPDATE**
Monthly teleconference with the Province
 January 2016 - February 2017
- **19TH NATIONAL METROPOLIS CONFERENCE, LOOKING FORWARD: MIGRATION AND MOBILITY IN 2017 AND BEYOND**
Part of panel workshop on "The Role of Municipalities in Settlement and Integration"
 March 16 - 18, 2017
- **REGIONAL ROUNDTABLE ON GLOBAL WORKFORCE**
Discussion with Honourable Minister Ted McMeekin, Ministry of Citizenship & Immigration on the roles of government and business community in leveraging highly skilled immigrants to strengthen Ontario's innovation economy
 February 24, 2017
- **PATHWAYS TO PROSPERITY 2016 NATIONAL CONFERENCE, SHAPING IMMIGRATION TO CANADA: LEARNING FROM THE PAST AND A VISION FOR THE FUTURE**
 November 30 - December 2, 2016
- **FEDERAL ROUNDTABLE ON THE FUTURE OF IMMIGRATION IN CANADA**
 August 12, 2016
- **POVERTY REDUCTION STRATEGY**
Discussion to align the new HIPC strategy with the Poverty Reduction strategy in Hamilton
 August 4, 2016
- **IRCC ONTARIO REGION EXPRESS ENTRY CONSULTATION**
 July 29, 2016
- **INFORM ONTARIO EDUCATION & NETWORKING SYMPOSIUM**
Highlighted HIPC's resource guides and website as a panelist
 June 22, 2016
- **HAMILTON LIVING TOGETHER SYMPOSIUM**
A symposium to explore ways of working together to create a vision for an inclusive, harmonious community
 March 29, 2016.



IRCC OUTCOME

HIPC engaged community partners and stakeholders through events, roundtables and conferences resulting in strengthened local, provincial and federal partnerships. HIPC's engagement efforts in the community increased awareness of newcomers' needs and has allowed for organic, innovative and sustainable partnership development.

Employment Focus

As part of HIPC's community consultations, newcomers and immigrants identified employment as the leading barrier to settlement, specifically not being able to secure employment in one's own field of experience. HIPC developed a strategy to showcase immigrant talent in Hamilton and raise awareness among employers on the needs and skills of immigrants.

EMPLOYERS EMBRACING DIVERSITY SERIES

HIPC coordinated a media series titled: "Employers Embracing Diversity" for the Hamilton Spectator, in partnership with Workforce Planning Hamilton and Global Hamilton. The seven articles published in this series created greater awareness of the contributions of immigrants and internationally trained professionals to the Canadian economy and highlighted promising human resource practices.

EMPLOYERS EMBRACING DIVERSITY FORUM

HIPC partnered with Workforce Planning Hamilton, RBC and the Mayor's Advisory Committee on Syrian Newcomers to host the Employers Embracing Diversity Forum on October 27, 2016. The forum showcased local supports and encouraged employers to hire newcomers. Service provider organizations shared information with employers on programs and incentives for hiring newcomers.



Employer: Hamilton Health Sciences



Employer: Collège Boréal



Employer: RBC



Employer: Canada Bread



Employer: Marchese Health Care



Employer: Copley



Employer: Rockwell Automation



Over

90%

participants reported they learned new strategies for bridging cultural diversity in the workplace



70%

are more aware of resources available to hire and retain immigrants



Over

70%

reported making new partnerships as a result of the event

RESOURCES:

- Employers in Hamilton: Tap Into Talent - Tap Into Diversity
- Employers' Roadmap: Hiring and Retaining Internationally Trained Workers in Hamilton
- Newcomers to Hamilton - Journey to Success Video

PARTNERSHIPS:

- New partnerships with seven local organizations led to the Employers Embracing Diversity media series. These include: Royal Bank of Canada, Rockwell Automation, Canada Bread, Hamilton Health Sciences, Collège Boréal, Copley and Marchese Health Care.
- HIPC partnered with the Job Developers Network to distribute the *Employers' Roadmap* in Hamilton.

★ IRCC OUTCOME

By facilitating partnerships, coordinating services and sharing information, HIPC identified and addressed some of the employment challenges faced by newcomers. This project highlighted immigrant skills, made resources accessible to employers looking to hire newcomers in Hamilton and helped local employers understand the value of embracing diversity in the workplaces.

Syrian Refugee Resettlement

BACKGROUND

The Government of Canada resettled over 40,801 Syrian newcomers in more than 350 communities across Canada between November 4, 2015 and January 29, 2017. Ontario received 16,956 (42%) of the national total, out of which 1491 (4%) have since called Hamilton home. Of the total Syrian newcomers welcomed in Hamilton, 86% are Government Assisted Refugees (GARs), the third highest total of Syrian GARs welcomed in Ontario. Hamilton received the 4th highest total of all Syrian newcomers welcomed in Ontario – a total amount that is approximately 4 times higher than the average yearly intake of refugees in Hamilton from 2011 to 2015.



Canada resettled over
40,801
Syrian newcomers

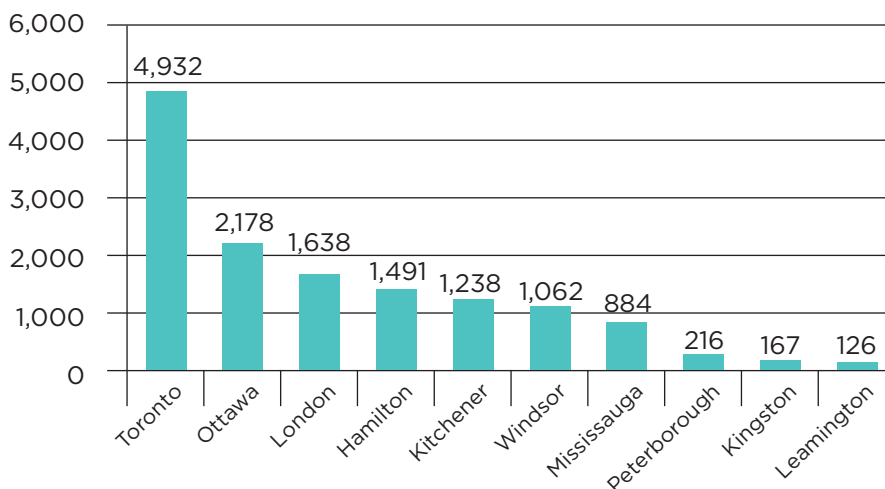


To
350
communities across
Canada from 2015 - 2017

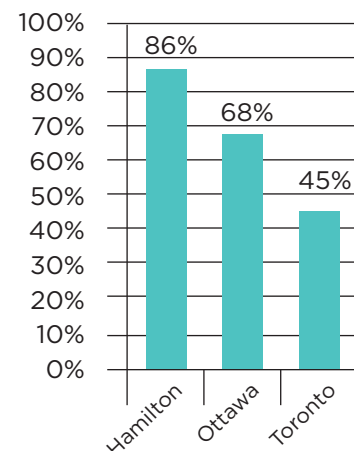


Ontario received
42%
of the national total

Top 10 Communities – Syrian Newcomer Resettlement in Ontario,
January 29, 2017
(Source: IRCC)



Top 3 Communities in Ontario welcoming
GAR (% of total)
(Source: IRCC)



With the support of HIPC, the Mayor's Advisory Committee on Syrian Newcomers and its supporting working groups have brought together over 100 community partners to support the resettlement of 1491 Syrian refugee newcomers in Hamilton. The Mayor's Advisory Committee is supported by five Working Groups in the areas of

- ① Housing
- ② Health
- ③ Education
- ④ Employment, Language and Skills Development
- ⑤ Community Supports and Networks



MEETINGS AND EVENTS

In support of the Syrian Newcomer resettlement process in Hamilton HIPC staff:

- Organized the 'Thank You #HamOnt - One Year Anniversary of Syrians in Hamilton' community engagement event to share information with newcomers and recognize community efforts in welcoming Syrian newcomers to Hamilton. Over 200 newcomers, partners, community organizations and volunteers participated.
- Organized newcomer skating event during the Winterfest festival in partnership with the City of Hamilton's Tourism Office. Refugee newcomer families were able to experience their first skating experience in Hamilton.
- Participated in ongoing provincial and federal conference calls to share information, challenges and best practices related to the settlement of Syrian refugees in Canada.
- Hosted a community consultation meeting with Private Sponsored Refugee (PSRs) groups and Sponsorship Agreement Holders (SAHs) to identify gaps and opportunities.
- Administered the new Employment, Language and Skills Development Working Group.
- Provided support to the Community Supports and Networks Working Group.
- Addressed service gaps and opportunities via participation on the City of Hamilton Staff Working Group on Syrian Newcomers and bi-weekly Syrian Refugee Newcomer and Immigration team meetings.
- Organized a Cultural Competency Workshop for volunteers working with Syrian refugees in Hamilton in

collaboration with Hamilton Centre for Civic Inclusion (HCCI) and Wesley Urban Ministries.

- Organized the '#WelcomeRefugees Information Fair' on March 01, 2016 in partnership with MP Filomena Tassi, the City of Hamilton's Mayor's Office, Immigrants Working Centre and Wesley Urban Ministries. The HIPC Settlement Working Group contacted a list of 200 ethno-cultural and faith based organizations in Hamilton and invited them.

RESOURCES AND PUBLIC AWARENESS

In support of the Syrian Newcomer resettlement process in Hamilton HIPC staff:

- Helped in the publication of 'Welcome New Canadians: Hamilton is Ready!' opinion editorial authored by Judy Travis, HIPC Chair 2015 - 2016. The article, published by The Hamilton Spectator on February 10, 2016, highlighted Hamilton's rich history of welcoming and integrating newcomers and the important role that HIPC continues to play in helping Hamilton's settlement sector move towards a shared approach.
- Assisted the City of Hamilton's Recreation department in the creation and distribution of a recreation package in Arabic for Syrian refugee families, which included a free family recreation pass, translated fee assistance application and translated recreation programs in Hamilton.
- Translated and printed HIPC's Newcomer Services Guide and Housing Guide in Arabic with over 1000+ copies distributed to local service providers, institutions, community groups and newcomers.
- Translated the Mayor's welcome message for Syrian newcomers in

Hamilton.

- Developed and distributed a "Welcome to Hamilton" Settlement Services information card.
- Translated and distributed the City of Hamilton's Canada Day event poster in Arabic.
- Created 100+ Newcomer Resource packages in Arabic and English for city-wide distribution at Ontario Works offices.
- Disseminated all resource guides and tools via the HIPC and the City of Hamilton's websites.
- Highlighted HIPC's resource guides and website as a panelist at the Inform Ontario Education & Networking Symposium.
- Provided support to the development and maintenance of the City's Syrian webpage: www.hamilton.ca/syriannewcomers
- Collected and posted community Syrian refugee events and stories.

PROJECTS IN PROGRESS

- Four employment videos are being translated into Arabic by HIPC, Adult Basic Education Association (ABEA) and Mohawk College. Completion date: May 2017.
- A resource sheet on English language service providers in Hamilton is being produced. Completion date: April 2017.
- A workshop for language and employment service providers working with newcomers in Hamilton will be organized on April 21, 2017. The workshop will explore innovative ways of working together. Workshop date: April 21, 2017.
- The Syrian Newcomer Resettlement Evaluation is in progress. Completion date: May 2017.



★ IRCC OUTCOME

HIPC's strong network of partners resulted in strategic community collaborations with the goal of resettling Syrian newcomers in Hamilton. HIPC helped in identifying gaps and opportunities, connected essential stakeholders and engaged newcomers. By adopting a leadership role between the municipality and community partners, HIPC shared information and equipped service providers and newcomers with the resources they needed to facilitate the settlement process. HIPC also engaged with local residents to foster a welcoming environment for newcomers and refugees.

Governance and Strategic Planning

Since 2009, HIPC has come a long way in bringing together community leaders and supporting initiatives to help newcomers settle in Hamilton. Building on HIPC's success, the 2016 strategic planning process reconnected with partners and newcomers to understand how HIPC can continue to remain responsive to community needs. The consultations helped HIPC shape new priorities for the successful integration of newcomers to Hamilton and the creation of a welcoming community.

The strategic planning process included:

- Consultations with HIPC partners and five working groups: Housing, Settlement, Employment, Health and Language.
- Engagement with 15 community leaders representing health services, settlement agencies, Police services, Emergency services, HIPC staff, City Council, the Mayor's office, the French Catholic School Board, the post-secondary educational sector and former HIPC members.
- Engagement with immigrants from five local neighbourhoods.
- Research on LIP governance model best practices.
- Full-day strategic planning session with 21 HIPC Council members.

The consultations highlighted the need for HIPC to focus its efforts and resources to advance the following areas: Coordination of Newcomer Services, Communications, Community Engagement, Research and Evaluation. Three Ad Hoc strategic planning committees were established to further develop these priority areas and to identify next steps:

- ① Communications and Community Engagement,
- ② Coordination of Services,
- ③ Research and Evaluation

Between April and May of 2016, HIPC disseminated the results of the consultations to Working Group members and transitioned HIPC's five working groups towards membership on one of three new Ad Hoc strategic planning committees and/or membership on one of the working groups created to support the Mayor's Advisory Committee on Syrian newcomers. Several HIPC members chose to be a part of both the strategic planning committees and the Mayor's Advisory working groups which is acknowledged as a considerable commitment of time and effort.

HIPC's three Ad Hoc strategic planning committees developed the committee's Terms of Reference and planned projects aligned with HIPC's vision and strategic priorities. On December 15, 2016, the committees identified cross cutting projects and task teams to support HIPC's vision for 2017-2020.

The strategic planning process resulted in:

- **Vision:** 'Hamilton welcomes newcomers, celebrates diversity and is a place for everyone to call home.'
- **Mission:** The Hamilton Immigration Partnership Council coordinates local strategic planning and community based knowledge-sharing to advance the successful settlement and integration of all newcomers to Hamilton
- **Strategic Priorities:**
 - Hamilton is a responsive, welcoming and inclusive community
 - Newcomers are supported through strong community partnerships
 - The Hamilton Immigration Partnership Council is a leader in immigration research and knowledge-sharing
- **Priority Focus Areas:**
 - Communications and Community Engagement
 - Coordination of Services
 - Research and Evaluation
- **Guiding Principles:**
 - Inclusivity
 - Transparency
 - Flexibility
 - Responsiveness
 - Accountability
 - Results focused
- **Updated HIPC Terms of Reference**
- **Development of HIPC staff Terms of Reference**
- **Updated Governance Structure**

NEXT STEPS

The strategic planning process has resulted in an exciting new strategic direction, priorities and areas of focus for 2017-2020. HIPC's implementation plan will operationalize the strategy through priority projects and actions to bring the HIPC vision to life. HIPC will regularly evaluate its plan and re-evaluate priorities against emerging community needs and immigration trends in order to be responsive and flexible to the Hamilton community and its partners.

Special thanks to the Hamilton Immigration Partnership Council and its community partners who have volunteered their time in support of the council and its subcommittees. Of note, several HIPC members demonstrated exemplary dedication to both the Syrian refugee resettlement project through the Mayor's Advisory Committee on Syrian Newcomers and to the HIPC strategic planning project. Thank you for all that you have done, and continue to do to make Hamilton a welcoming community for newcomers.

HIPC COUNCIL

APRIL 2016 - MARCH 2017

NAME	ORGANIZATION
Alain Dobi	Réseau de soutien à l'immigration francophone
Denise Christopherson	YWCA Hamilton
Don Jaffray	Social Planning and Research Council Hamilton
Heather Moffat	Hamilton-Wentworth District School Board
Huyen Dam	PhD Student, McMaster University
Ines Rios	Immigrants Working Centre
Jim Commerford	YMCA of Hamilton/Burlington/Brantford
Jim Vanderveken (Chair)	Mohawk College
John Ariyo	City of Hamilton
Judy Travis	Workforce Planning Hamilton
Kirstin Maxwell	Housing Service, City of Hamilton
Lil Acevedo	Housing Help Centre
Lily Lumsden	YMCA of Hamilton/Burlington/Brantford
Lorraine Hamilton	Collège Boréal
Richard Koroscil	Korlon Strategic Services
Sandra Pizzuti	Hamilton-Wentworth Catholic District School Board
Sarah Wayland	Global Hamilton, City of Hamilton
Sharon Reichheld	Royal Bank Canada
Suzanne Brown	City of Hamilton
Yohana Otite	Hamilton Centre for Civic Inclusion

HIPC PARTNERS

ACFO Régionale Hamilton	Hamilton Chamber of Commerce	North Hamilton Community Health Centre
Adult Basic Education Association	Hamilton Community Legal Clinic	Ontario Ministry of Citizenship and Immigration
Advisory Committee for Immigrants and Refugees	Hamilton Health Sciences	PATH Employment Services
Applegrove Co-operative Homes	Hamilton Housing Help Centre	Refuge: Hamilton Centre for Newcomer Health
CARE: Centre for Internationally Educated Nurses	Hamilton Public Library	Salvation Army Booth Centre
Centre de santé communautaire Hamilton/Niagara	Hamilton Spectator	Service Canada
Circle of Friends for Newcomers	Hamilton Urban Core Community Health Centre	Skills for Change
City of Hamilton	Hamilton-Wentworth Catholic District School Board	Social Planning & Research Council of Hamilton (SPRC)
COAST Hamilton	Hamilton-Wentworth District School Board	St. Charles Adult and Continuing Education
Collège Boréal	Immigration, Refugees and Citizenship Canada	St. Joseph's Healthcare Hamilton
Conseil scolaire de district catholique Centre-Sud	Immigrants Working Centre	Thrive Child and Youth Trauma Services
Employment Hamilton	Information Hamilton	Volunteer Hamilton
Réseau de soutien à l'immigration francophone	Local Health Integration Network	Wesley Urban Ministries
Good Shepherd	McMaster University	Workforce Planning Hamilton
Goodwill, The Amity Group	McMaster Children's Hospital	YMCA of Hamilton/Burlington/Brantford
Hamilton Centre for Civic Inclusion	Mohawk College	YWCA Hamilton
	Neighbour to Neighbour Centre	
	NGen Youth Centre	



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hamiltonimmigration.ca



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Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada

RESETTLEMENT OF SYRIAN NEWCOMERS IN HAMILTON:

EVALUATION SUMMARY AND RECOMMENDATIONS



The Mayor's Advisory Committee on
Syrian Newcomers



July 2017

Background

Hamilton is a city that regularly welcomes newcomers and refugees. In the past, the city welcomed refugee influxes from Vietnam, Cambodia, Kosovo and Somalia.

Between November 2015 and April 2017, Canada resettled 44,920 Syrian newcomers in more than 350 communities across the country. Ontario received 19,915 (44.3%) of the national total, out of which 1,710 (3.8%) have since called Hamilton home. The volume of Syrian refugees represented more than four times the number of refugees typically welcomed to Hamilton in a year, thereby creating different kinds of resettlement challenges, opportunities and success stories.

Of the total Syrian newcomers welcomed in Hamilton, 82.2% are Government Assisted Refugees (GARs), the third highest total of Syrian GARs welcomed in Ontario. Hamilton received the 5th highest total of all Syrian newcomers welcomed in Ontario, behind Toronto (8,895), Ottawa-Gatineau (2,435), London (1,915) and Kitchener-Cambridge-Waterloo (1,720).



In Hamilton, Wesley Urban Ministries is the lead agency for GARs, while various private groups, church affiliates, community organizations and other private individuals sponsored PSR and BVOR refugees who came to Hamilton.

Refugee Category	Canada	CAN (%)	Ontario	ON (%)	Hamilton	HAM (%)
Government Assisted Refugee (GAR)	23,550	52.4%	10,235	51.4%	1,405	82.2%
Blended Visa Office-Referred (BVOR)	4,140	9.2%	2,295	11.5%	105	6.1%
Privately Sponsored Refugee (PSR)	17,230	38.4%	7,385	37.1%	200	11.7%
Totals by region	44,920	100%	19,915	44.3%	1,710	3.8%

Source: Immigration, Refugees and Citizenship Canada | April 2017



Evaluation Overview

This report presents the findings of an evaluation of the resettlement of Syrian newcomers in Hamilton. The evaluation was conducted to assist the Mayor's Office, City of Hamilton and community partners in understanding the collective experience of the Syrian resettlement efforts, what worked and what could be improved for future resettlement initiatives.



1,710 Syrian newcomers arrived in Hamilton from November 2015 to April 2017. Almost 1,000 Syrians arrived in the first several months alone. Partners characterized the initial period of the influx as overwhelming and challenging. They attributed the challenge largely to the volume of refugees, lack of adequate information and the speed of newcomers' arrival.

In March 2016, it became apparent that Hamilton's Syrian resettlement effort could benefit from a collaborative table involving key sectors with touch points to the resettlement efforts. The key sectors identified were housing, health, language, employment, education and informal community networks. In view of this, the Mayor issued a call to action, bringing together a coalition of community partners for its first meeting in spring of 2016 to form The Mayor's Advisory Committee on Syrian Newcomers.

The Mayor's Advisory Committee on Syrian Newcomers and its five Working Groups, became a collaborative table involving over 100 community partners, private citizens and some Syrian newcomers. The committee worked together to identify, discuss and address key challenges associated with the resettlement work. Now, more than a year into its mandate, the Mayor's Advisory Committee is wrapping up the collaborative table with this evaluation and lessons learned report.



This report draws on feedback gathered from key community partners, private sponsors and Syrian newcomers with respect to their experiences with the Hamilton's Syrian resettlement initiative. Feedback was collected through key informant interviews and focus groups with members of the Mayor's Advisory Committee, its working groups, other services providers and community partners. Interviews were also conducted with eight local private sponsor groups and Sponsorship Agreement Holders. Three focus groups were further conducted involving 50 Syrian newcomers to ensure their voices and experiences were heard and would be used to support potential future response efforts.

Based on the comprehensive engagement process conducted for this evaluation and lessons learned report, eight recommendations have been identified for review and consideration. These recommendations reflect the collective feedback and experiences of Syrian newcomers, community partners and the City of Hamilton staff who supported the initiative in various ways. These recommendations include:

Key Recommendations

1 Implement the lessons learned from the Syrian resettlement efforts through the Hamilton Immigration Partnership Council (HIPC).

Community partners consider HIPC as an established collaborative table of immigration and refugee partners in Hamilton involving over 70 key stakeholders. Funded by the Immigration, Refugees and Citizenship Canada (IRCC) and delivered by the City of Hamilton on behalf of IRCC, HIPC is seen as viable and capable of actualizing some of the lessons learned from the Syrian resettlement efforts through its collaborative community tables. However, additional resources may be required for HIPC to be able to fully implement all the lessons learned as its operating budget and mandate are strictly determined by IRCC's Contribution Agreement.



2 Ensure the Mayor's Office, Hamilton City Council and the City of Hamilton continue to advocate and provide municipal support to the resettlement of refugees and newcomers

Focus groups, interviews and research conducted for this report concluded that municipal governments have strategic roles to play in making their communities welcoming and supportive of newcomers. At the beginning of the Syrian resettlement efforts in Hamilton, there was increased public and media interest, often with no concrete response from the City, until the Mayor made a motion to create the Mayor's Advisory Committee on Syrian Newcomers. Many saw the Mayor's Advisory Committee as a very effective collaboration that brought all key partners to the table and had the political clout needed to drive a collaborative effort. The City of Hamilton is therefore expected by community stakeholders to continue to play a visible leadership role in creating and supporting a welcoming community for refugees and newcomers.



3 Develop a comprehensive community settlement and integration plan to support future resettlement initiatives during influx.

The volume, scale and pace of the Syrian resettlement efforts caught many partners off guard. Many partners, institutions and private individuals were not sure what to do or how to help out at the outset of the influx. Understanding critical roles, who was doing what and the support mechanisms at the community level for all expected refugees would have been helpful. In view of this, there is a need to develop a "comprehensive community settlement and integration plan" of some sort to act as a checklist for Hamilton that outlines local roles and responsibilities. The plan will also support better mobilization of partners and resources. Partners recommend this strategic checklist is best suited for HIPC to develop, which should also include a review of best practices locally and from other communities similar to Hamilton.

4 Support the private sponsorship system in Hamilton.

Roughly 85% of Syrian newcomers in Hamilton came through the Government-Assisted Refugee (GAR) program. However, nearly 15% came through the Privately-Sponsored Refugee (PSR) program. Private sponsorship is an integral part of the overall settlement and integration system. Unlike GAR which has a dedicated lead agency in Hamilton, the PSR stream is supported by various organizations, religious affiliates, community groups, Settlement Agreement Holders and private citizens. A strategic connection of these partner efforts would be useful. In addition, the GAR and PSR refugee families are also separated from their loved ones overseas. This report recommends more family reunification support and sponsorship advocacy to the federal government.



5 Enhance newcomers' access to information regarding their rights.

Conversation with various Syrian newcomers revealed the fact that many of them, due to lack of formal English or comprehension of the Canadian system, didn't understand their rights, obligations and protection. Some didn't understand the documents they signed or information passed on to them, even in Arabic. In some cases, some still couldn't understand critical messages, even when the information was translated or interpreted in Arabic due to low literacy level, information volume and the challenges associated with resettling in a new country. This report recommends that more efforts be made to not only translate or interpret documents but also to increase engagement with refugees and obtain their feedback regularly with regard to their resettlement experiences, rights, obligations and entitlements under the Canadian law.

6 Advocate for more support for organizations working on the front lines of newcomer resettlement and integration in Hamilton.

The newcomers' resettlement experience in Hamilton, similar to other communities, has identified the lack of adequate resources facing many settlement organizations and supporting agencies. Many of these organizations deal with volume and service requests from clients that have not been matched with commensurate funding from federal and provincial funders. Some even had to lay off staff in the middle of critical need due to lack of adequate funding. This report recommends that the Hamilton City Council, local MPs/MPPs and key community partners continue to advocate with other levels of government and local institutions for additional support for Hamilton's formal and informal organizations that support refugees and newcomers.



7 Improve information coordination among all three levels of government, and among local settlement services providers and community networks.

The federal government has the responsibility and determines quotas of immigrants and refugees coming into Canada through the Immigration, Refugees and Citizenship Canada (IRCC). Traditionally, IRCC deals directly with their community-funded agencies and partners, and largely excluding direct dealings with municipal governments in the process. For the Syrian resettlement effort, information sharing among the federal,

provincial and municipal governments was either not available, too weak or in some cases conflicting. Lack of timely information did not help Hamilton's local resettlement effort in many ways. Some community partners also raise the need for a better information sharing. This report recommends developing an information sharing strategy that supports governments and community partners in creating a better resettlement experiences for refugees in their communities.

8 Advocate for more support to address longer-term integration challenges. Refugees are supported financially for up to 12 months through government and private sponsors upon arrival. Within this period, they are expected to get a job and integrate successfully. The majority of those who are not able to land a job would end up on Ontario Works (OW) or on the Ontario Disability Support Program (ODSP) from "Month 13". However, critical needs such as affordable housing, language classes, childminding spaces, employment, health services (including mental health) and community supports continue to linger. This report recommends that governments, private enterprises, non-profit organizations and residents continue to provide ongoing support to refugees well beyond the first 12 months.



The Mayor's Advisory Committee on Syrian Newcomers – members

Name	Role	Organization
Daljit Garry (co-chair)	Executive Director	Wesley Urban Ministries
Dr. Mohamed Hamed (co-chair)	Professor	Department of Mechanical Engineering, McMaster University
Ines Rios	Executive Director	Immigrants Working Centre
Judy Travis	Executive Director	Workforce Planning Hamilton
Rev. Bill Mous	Director of Justice, Community and Global Ministries	The Anglican Diocese of Niagara
Erin Pease	Director, Office for Refugees	The Catholic Diocese of Hamilton
Bill Torrens	Superintendent	Hamilton-Wentworth District School Board
Sandie Pizzuti	Superintendent	Hamilton-Wentworth Catholic District School Board
Dr. Cathy Risdon	Director of Health Services and Professor	McMaster Health Sciences, Department of Family Medicine
Dr. Julie Emili	Associate Medical Officer of Health	Public Health Services, City of Hamilton
Lily Lumsden	Senior Regional Manager	YMCA Hamilton/Burlington, Employment and Immigration Services
Denise Christopherson	Chief Executive Officer	YWCA Hamilton
Jim Vanderveken	Chair / Dean	HIPC / Centre for Community Partnerships & Experiential Learning, Mohawk College
Lubna Sartawi	Vice-President	Muslim Association of Hamilton/ Co-leader, Alliance Newcomer Supports
Larry Huibers	Executive Director	Hamilton Housing Help Centre
Marwan Masri	President	Arab Cultural & Heritage Centre, Hamilton

Mayor's Office and Staff Support:

Name	Role	Organization
Christopher Cutler	Advisor to the Mayor, Community Relations	Mayor's Office, City of Hamilton
Amanda Kinnaird	Communications and Media Relations	Mayor's Office, City of Hamilton
Suzanne Brown	Director, Neighbourhood & Community Initiatives	Community & Emergency Services, City of Hamilton
John Ariyo	Manager, Community Initiatives	Community & Emergency Services, City of Hamilton
Nicole Longstaff	Senior Project Manager, Newcomer Resettlement	Community & Emergency Services, City of Hamilton
Naomi Ahmad	Research Advisor	Community & Emergency Services, City of Hamilton
Layla Abdulrahim-Moore	Working Group Coordinator, HIPC	Community & Emergency Services, City of Hamilton
Allison Jones	Communications Officer	Community & Emergency Services, City of Hamilton

Evaluation Report – Engagement and Participation

Organizations and Individuals who participated in this Evaluation and Lessons Learned Report through Focus Groups and Interviews

Advisory Committee Against Racism, City of Hamilton
 Adult Basic Education Association
 Anglican Diocese of Niagara (Hamilton)
 City Housing, City of Hamilton
 Department of Family Medicine, McMaster Health Sciences
 Hamilton Housing Help Centre
 Hamilton Immigration Partnership Council
 Hamilton Wentworth District School Board
 Hamilton Wentworth Catholic District School Board
 Housing Division, City of Hamilton
 Immigrants Working Centre
 Mayor's Office, City of Hamilton
 Mohawk College
 Muslim Association of Hamilton
 Neighbourhood & Community Initiatives, City of Hamilton
 Ontario Works, City of Hamilton
 Public Health Services, City of Hamilton
 Workforce Planning Hamilton
 Roman Catholic Diocese of Hamilton
 Wesley Urban Ministries
 YMCA Hamilton/Burlington/Brantford
 YWCA Hamilton

Working Groups of the Mayor's Advisory Committee on Syrian Newcomers

Community Support/Networks Working Group
 Education Working Group
 Employment, Language and Skills Development Working Group
 Health Working Group
 Housing Working Group

Hamilton's private sponsors and private sponsor groups

Hamilton's Syrian newcomers and their families

This evaluation and recommendations report is prepared by:
Elizabeth Robinson

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Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada