



ANNUAL REPORT 2017–2018

hamiltonimmigration.ca
@HipcHamilton

Message from the Mayor



Hamilton as a destination of choice has been built by successive waves of newcomers from many countries around the world. This has remained true for almost two centuries. Based on 2016 census data, 24.7 percent of Hamilton's population is born abroad.

Hamilton depends on newcomers to offset an aging demographic, to maintain strong communities and to keep our economy growing. In the next three years, one million newcomers will arrive in Canada through targeted programs for economic class immigrants as well as ongoing reception of newcomers in the family and humanitarian classes. The key to our economic success as a community will be to attract newcomers, help them to feel welcome, and provide them with opportunities that enable their success.

Newcomers want to live in a city where residents, employers, and organizations work together to create community. I am proud that in Hamilton we embrace newcomers who choose to make their new life here. The City of Hamilton is committed to assisting with services such as housing, recreation and child care that play a significant role in the settlement process. We need to do more. In 2015, the Conference Board of Canada estimated that Canada could generate an additional \$10 billion to \$12 billion if employers and professional regulatory bodies did a better job at recognizing immigrants' skills. By engaging our business community and other key service providers, we will continue to support newcomers in their quest for employment, business ownership and community integration.

Hamilton Immigration Partnership Council (HIPC) was set up under my leadership in 2009. It has been rewarding to witness HIPC's many wins in the past. HIPC has been a catalyst towards integration of newcomers, thereby impacting newcomers and the communities that welcome them.

On behalf of my council colleagues, I congratulate HIPC and supporters for yet another successful year helping Hamilton embrace and foster all that newcomers have to offer.

I love Hamilton and want every resident to enjoy a quality of life that is safe and secure.

Fred Eisenberger
Mayor

Message from the Chair and the Vice Chair



The Hamilton Immigration Partnership Council continues to serve as a catalyst in Hamilton in advancing a vision for the region as a safe and welcoming community, one which embraces diversity and inclusivity, and offers opportunity to families from around the globe.



Upon reflection, 2017 was an eventful year for the Council on a number of important fronts. We launched our new strategic plan and rolled out a new governance structure. HIPC was recognized as an exemplary Local Immigration Partnership by the Department of Immigration, Refugees, and

Citizenship Canada at the national LIP conference.

I wish to acknowledge and thank the members of HIPC and of the Coordination of Services, Communications and Community Engagement, and Research and Evaluation Committees for their incredible efforts and diligent commitment in achieving the strategic priorities and goals for 2017. Your exceptional work and collaboration is making a difference in the lives of newcomer families who have chosen Hamilton as their new home.

In the fall, HIPC in partnership with the Hamilton Centre for Civic Inclusion launched the HamiltonForAll campaign. HamiltonForAll speaks to our community's legacy and deep commitment to welcoming immigrants to this great city, and demonstrating our appreciation for the important value that newcomers bring to our civic life, economically, socially and culturally.

HIPC extends a warm welcome to Daljit Garry, Executive Director of Wesley Urban Ministries, as she assumes the vice-chair role of the Council.

On behalf of the Council, we wish to express our sincere appreciation to the staff team for their dedication and professionalism in supporting our collective mandate.

We look forward to continuing our collaboration in HIPC in creating the conditions that permit immigrant families to thrive in Hamilton.

Jim Vanderveken
Chair

Daljit Garry
Vice-Chair





Who We Are and What We Do

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, convener and collaborator, HIPC leads community-based planning to address the needs of immigrants. HIPC is a multi-sector stakeholder body that consists of community leaders representing many sectors of Hamilton, including settlement services, housing, health, employment, education, language training, research, local government, business, community-based organizations, media and the Francophone community.

Vision

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

In 2017–2018, HIPC continued its role successfully by forging strong and lasting partnerships towards successful integration of newcomers to Hamilton and the creation of a welcoming community. Newcomers want to belong to Hamilton, its people, its culture, and its economy.

HighLIgHTs Of 2017–2018

- Communications
- Community Engagement
- Employment Focus
- HamiltonForAll
- Research and Evaluation
- HIPC in the Community
- Special Events
- Acknowledgments



Communications

HIPC continued to strengthen awareness of our community's capacity to integrate newcomers. HIPC also communicated inclusive messaging to stakeholders and newcomers.

sOciAL MEdiA

HIPC engaged the community through the HIPC website and social media and by showcasing HIPC's work through stories and videos. HIPC staff regularly share partner news and event information with the general public via www.hamiltonimmigration.ca and Twitter handle @HIPCHamilton.

Google and Twitter Analytics indicate a substantial increase in engagement.

▪ www.HAmIItOnImmIgrAtIOn.CA

 **5,300**
new users

 **20,000**
page views

 **7,400**
sessions

▪ @HIPCHAmIItOn

 **1,100**
followers

 **4,000**
tweets

 **3,800**
likes

ENViRONMENTAL scAN

HIPC initiated an environmental scan to inform HIPC's long-term communications and stakeholder engagement strategy. As a first step HIPC staff consulted different ethnic and demographic groups in February and March 2018 to understand cultural differences and engagement styles.

PUBLicATIOnS

HAmIItOnFoRAIi VidEo

HIPC partnered with Hamilton Centre for Civic Inclusion (HCCI) and Kitestring Creative Branding Studio to develop a promotional video for the HamiltonForAll campaign.

iN THE NEws

"Hamilton Organization Aims to Build a Warmer Welcome for Newcomers"

article by Carmela Fragomeni, *The Hamilton Spectator* (posted April 19, 2017)

"Where in the World? Hamiltonians Pin Down Their Heritage"

article by Kelly Bennett, *CBC News*, on Canada Day event July 1, 2017, organized by HIPC and partners (posted July 6, 2017)

"Hamiltonians Map Their Heritage"

article by *The Hamilton Spectator* (posted July 12, 2017)

"City Hopes Social Media Inspires Hamiltonians to be More Welcoming to Immigrants"

article by Samantha Craggs, *CBC News* (posted August 17, 2017)

"#HamiltonForAll Campaign to Make City More Welcoming to Newcomers"

article by Natalie Paddon, *The Hamilton Spectator*, on the welcoming campaign launch November 28, 2017 (posted November 27, 2017)

"Diversity Develops through Creative Class"

article by Sadhna Jayatunge, HIPC *The Hamilton Spectator* (posted November 28, 2017)

"How to Build a Welcoming Hamilton"

article by Sadhna Jayatunge, HIPC *The Hamilton Spectator* (posted February 20, 2018)





Community Engagement

Community stakeholder partnership and collaboration is vital to successful integration and to belonging of newcomers. Engagement helps the community understand and celebrate newcomers, including their successes and struggles and unique perspectives. It also helps service providers better understand and serve the needs of newcomers.

FAITH Community dIALOGUE

In collaboration with EMpower Strategy Group in February and March of 2018, interfaith dialogue/community conversations were held with some faith leaders across the city to get their views on tolerance and inclusion. Leaders engaged were from the Hamilton Mountain Mosque, Salvation Army Laotian Church, Stewart Memorial Church, Temple Anshe Shalom, Sikh Gurudwara, Hindu Samaj Temple and the United Church of Canada. The report outlines findings, best practices and recommendations for future action.

MULTICULTURAL WELLNESS DAY

Celebrating Mental Health Awareness Week in October 2017 with a focus on diversity, HIPC organized the fifth annual Multicultural Wellness Day. HIPC worked in partnership with Hamilton Centre for Civic Inclusion, Good Shepherd, YWCA and Hamilton Public Health Services at the David Braley Health Sciences Centre. Over 80 newcomers enjoyed cultural performances, sampled good food, listened to newcomers who shared their experiences and appreciated Hamilton's diverse cultures.

together WE ARE BETTER

To strengthen referral and collaboration of settlement services, HIPC partnered with Workforce Planning Hamilton and the Employment and Language Working Group to convene the half-day forum "Together We are Better" in April 2017. Eighty frontline staff members attended the forum, thereby increasing personal referrals to the various services and making it a successful event. The workshop explored innovative ways to work together to better serve those newcomers seeking language and employment training.

DIVERSITY TRAINING

In collaboration with HCCI and Wesley Urban Ministries, on June 5, 2017 HIPC conducted a Cultural Competency Workshop for 30+ service providers and volunteers.



Employment Focus

EmPloymEnt VidEoS

HIPC collaborated with Adult Basic Education, Workforce Planning Hamilton, and Mohawk College's Broadcasting Television Program to translate four career videos into Arabic. These videos targeted newcomers exploring specific career options and were distributed to service providers to enhance access to Arabic speakers.

QuIcK guIdE to BuSInESS RESouRCES In HAmIlton

HIPC worked with Global Hamilton and Workforce Planning Hamilton to update the 2015 version of this Guide to include new resources.

HAmIlton @ woRk SERIEs

HIPC, Workforce Planning Hamilton, Global Hamilton and *The Hamilton Spectator* partnered on a media series entitled **Hamilton@work**. The series featured profiles of internationally trained professionals in Hamilton who are contributing to the local economy in a myriad of ways. Below are the published profiles:

"You'll hear many languages at Algerian baker's French pastry shop"

The Hamilton Spectator (posted May 8, 2017)

"Making some noise: A Colombian transplant with a sound work ethic"

The Hamilton Spectator (posted June 26, 2017)

"Rana Aldibs"

The Hamilton Spectator (posted July 24, 2017)

"Putting her mark on brand creation and management Dilek Duman, Co-founder, Dyer & Duman Design"

The Hamilton Spectator (posted September 4, 2017)

"Hamilton entrepreneur cranking up sales of hot sauces"

The Hamilton Spectator (posted September 25, 2017)

"Elshadai Erbetó"

The Hamilton Spectator (posted October 22, 2017)

"Auto repair business keeps Ngo on the move"

The Hamilton Spectator (posted January 22, 2018)

"The art of running a Montessori school"

The Hamilton Spectator (posted Feb 12, 2018)

"Business development specialist puts her heart into it"

The Hamilton Spectator (posted March 24, 2018)

Due to the wide circulation of *The Hamilton Spectator*, these newcomer profiles reached over 600,000 weekly subscribers in Hamilton and surrounding areas and 1.3 million unique visitors via *TheSpec.com*.



Photos: courtesy of *The Hamilton Spectator*



HamiltonForAll

HIPC and HCCI have undertaken a public education campaign about newcomers. According to a national Statistics Canada Report, Hamilton was ranked #2 in Canada for police-reported hate crimes, and HIPC understands the need now more than ever to dispel myths about immigrants and refugees, and to promote greater cultural awareness and understanding. The campaign launched in the Fall of 2017 with its first phase that aims at addressing misconceptions and stereotypes about immigrants and refugees.



cAMPAlgn

CAmPAIgn
HamiltonForAll aims at opening minds and encouraging Hamiltonians to stand up against prejudice, exclusion, and discrimination based on ethnicity, race, religion, country of origin, disability, sexual orientation or other differences. The initiative builds on Ontario Council of Agencies Serving Immigrants' (OCASI) #TorontoForAll and #AjaxForAll campaigns that have addressed racism, xenophobia, Islamophobia and other issues.

CAnAdIAn multICultuRAI ExCHAngE StAtIOn

In partnership with Tourism and Culture Division/ Canada 150, HIPC organized a Canadian Multicultural Exchange Station at the Bayfront Park on July 1, 2017. Service providers were present to inform families about local services.

More than 500 Hamiltonians of all generations came together to map their origins by placing pins on a massive world map. Pins were placed across the Middle East, Europe, Africa, Asia and the Americas, and every pin added to a picture of the city's diversity and its long history as a destination for newcomers to Canada. People also added reasons why they left their home countries to come to Canada.

Anti-RACISm And dIVERSity PuBliC AwAREnESS CAmPAIgnS: do tHEy woRk?

At the Toronto's Pathways to Prosperity Conference held on November 17, 2017 HIPC gave a presentation called "Anti-racism and Diversity Public Awareness Campaigns: Do They Work?" Fifty participants attended.



ALL AbOARd

All AbOARd: A CEIEBRAtion of ImMIgRAtion

HIPC collaborated with the Brott Music Festival to plan the "All Aboard! — A Celebration of Immigration" on October 11 and 12, 2017. The event focused on celebrating waves of immigration to Hamilton through music and performances. As part of the event, HIPC also collaborated with the Age-Friendly Strategy to invite senior newcomers as part of the Human Library engagement activity. Seniors shared stories of their immigration journey, challenges, successes and lessons learned with Canadian-born residents and new immigrants in Hamilton. This multi-day event featured music, lectures, informational booths and interactive activities at LiUNA Station—the very place through which many immigrants came to Hamilton to start a new life.

PIECE By PEACE QuIlT

Celebrating Canada 150, The Heart of Ontario hosted The Quilt of Belonging in partnership with The Cotton Factory, Hamilton's Creative Arts Centre in August 2017. The Quilt of Belonging is a textile art project, spanning 120 feet. It comprises 263 squares, each created to recognize Canada's diversity. It celebrates our common humanity and promotes compassion among people, aligning well with HamiltonForAll campaign. HIPC together with HCCI promoted HamiltonForAll. More than 100 people attended the HIPC booth to learn about the campaign.



HamiltonForAll



HIGHLIGHTS FROM THE HAMILTONFORALL LANDSCAPE

PARTNERS



HCCI, City of Hamilton, OCASI, Kitestring Creative Branding studio, and *The Hamilton Spectator*. Funder: IRCC and Hamilton Community Foundation.



AMBASSADORS

In collaboration with HCCI, HIPC secured seven Community Ambassadors to champion the project, share their stories and engage in community events.



WEBSITE: www.HAMILTONFORALL.CA

HIPC collaborated with HCCI to develop the HamiltonForAll website:
<https://www.hamiltonforall.ca/home>



myTH-BuSting

HIPC staff researched and developed Immigrant Myth-Busting information to support the campaign.

HAMILTONFORALL CAMPAIGN LAUNCH

The HamiltonForAll poster campaign was officially launched on November 28, 2017, in The Hamilton Spectator auditorium. Mayor Fred Eisenberger attended as the guest of honour with over 100 partners and newcomers. #HamiltonForAll was the #1 trending Twitter conversation in Hamilton that day.

HSR BUSES AND SHELTER CAMPAIGN

HamiltonForAll posters were featured on a total of 22 city bus shelters and buses for two months in early 2018. Posters displayed diverse faces of Hamilton, directed people to the campaign website, and requested them to leave a welcoming message for newcomers using #HamiltonForAll.

FORUM DIALOGUE +

HamiltonForAll Ambassadors made a presentation to the Youth Leaders Forum Dialogue + focused on intercultural dialogue as a means of countering discrimination, prejudice, and radicalism. Over 100 Francophone youth attended and participated in activities focused on furthering youth engagement. HIPC and HCCI staff were also present to join the discussion.

MEDIA CAMPAIGN

HIPC engaged the media: *Hamilton Community News*, *The Anvil* and *The Hamilton Spectator*, *Hamilton Magazine* and *Cable 14*.

PLANS FOR NEWCOMER DAY

HIPC in partnership with the City of Hamilton, HCCI, and the Immigrant and Refugee Advisory Committee of Council is planning Hamilton's very first Newcomer Day in 2018 at Hamilton City Hall. Activities related to HamiltonForAll are planned for Newcomer Day.



Research

onLine RESEARCH CAtoLoguE

HIPC is working with Information Hamilton to develop a user interface to catalogue recent research articles and reports with easy navigation. The new interface enables sorting with keywords and will help service providers, newcomers, and interested members of the public.

ImmigRAtIon BullEtInS

HIPC collaborated with Social Planning Research Council to develop two bulletins entitled "Immigration Categories" and "Where do Immigrants Live in Hamilton" in March 2018.

HAmltton ImmigRAtIon PRoFIIE

Statistics Canada's 2016 Census records indicate that 1.2 million new immigrants permanently settled in Canada between 2011 and 2016. Research and Evaluation Committee members have been working on creating a comprehensive immigration profile of Hamilton that provides an overview of trends and new findings from the Census. This data will help inform, enhance, and support strategy and program planning as well as outreach and services to newcomers.

HIPC in the Community

Among many others, the following are a few achievement highlights that focus on Hamilton belonging to everyone.

HIPC participated in the launch of National Francophone Immigration week at the Hamilton City Hall on October 30, 2017.

HIPC participated in the Flavours of Africa Food Festival on November 11, 2017—Empowerment Squared engagement event.

HIPC supported and attended the Hamilton's first International Student Summit which was held at McMaster Innovation Park organized by Global Hamilton on November 23, 2017. Over 50 international students learned about resources and services available to them in Hamilton.

HIPC attended the Martin Luther King Jr. Inaugural Social Justice Brunch on January 14, 2018, organized by Afro Canadian Caribbean Association.

HIPC supported and participated in Welcome Tables focused on hearing newcomer stories and building common ground at the Beasley Community Centre in February and March 2018, organized by John Howard Society. Over 25 participants comprising of newcomer youth and middle-aged attended and shared their stories, challenges, and successes of setting into a new country.

HIPC staff presented to different ethnic and demographic groups (youth and seniors) in February and March 2018 creating awareness of HIPC and the upcoming Newcomer Day in 2018.

A gLiMPsE INTO 2018 KEY PROJECtS

- **Employment and Mentorship**
- **Newcomer day**
- **Public Education about immigration**
- **informal sector Mapping**



Special Events



sPO cONFERENcE



ANNUAL EVENT



sPO cONFERENcE



ANNUAL EVENT

“togetHER WE ARE BETTER” SERVICE PRoVIDER oRgAnIZAtIon workSHoP

The SPO workshop was held on March 23, 2018, at the David Braley Health Sciences Centre. The conference brought together 100+ frontline settlement workers who networked and strengthened relationships. Sessions on employment and youth integration incorporated innovative techniques to engage frontline workers and generate insights into the newcomer experience. The conference also provided opportunities for service providers to share program information with each other.

AnnUAL EVEnt

This year's Annual Event was held in conjunction with the SPO Workshop and attracted more than 200 community stakeholders for the lunchtime session. HIPC Chair Jim Vanderveken emceed a packed event featuring HIPC highlights of the past year and a panel of three HamiltonForAll ambassadors: James Byiringiro, Shad Salman, and Sony Poulouse. In conversation with moderator Mayor Fred Eisenberger, ambassadors shared their immigration stories and experiences of Hamilton. The event closed on a high note with a crowd-pleasing performance from the Hispanic Children's Choir.



Acknowledgments

The 2017-2018 accomplishments would not have been possible without the continued assistance and dedication of all those involved with the Hamilton Immigration Partnership Council. HIPC would like to acknowledge and thank City of Hamilton staff and our many volunteers for assisting us in building an inclusive Hamilton that helps newcomers successfully integrate, contribute and belong.

Funder

Immigration, Refugees and Citizenship Canada

SPonSoR

City of Hamilton

StAFF

Sarah Wayland, Senior Project Manager

Layla Abdulrahim-Moore, Program & Policy Advisor

HAmlton ImmigRAtion PARtnERSHIP Council

Jim Vanderveken	Mohawk College (Chair HIPC)
Daljit Garry	Wesley Urban Ministries (Vice-Chair HIPC)
Alain Dobi	Reseau de Soutien l'immigration Francophone
Bill Torrens	Hamilton-Wentworth District School Board
Brent McLeod	Hamilton Paramedic Services
Chukky Ibe	Community Leader
Denise Brooks	Hamilton Urban Core Community Health Centre
Denise Christopherson	YWCA Hamilton
Deputy Chief Dan Kinsella	Hamilton Police Services
Don Jaffray	Social Planning and Research Council of Hamilton
Grace Maciak	Community Leader

Huyen Dam	Community Leader
Ines Rios	Immigrants Working Centre
John Ariyo	City of Hamilton
Judy Travis	Workforce Planning Hamilton
Keanin Loomis	Hamilton Chamber of Commerce
Leo Johnson	Empowerment Squared
Lil Acevedo	Hamilton Housing Help Centre
Lily Lumsden	YMCA Hamilton/ Burlington/Brantford
Sarah Jama	Community Leader
Sandra Pizzuti	Hamilton-Wentworth Catholic District School Board
Sharon Reichheld	Royal Bank of Canada
Suzanne Bélanger-Fontaine	Collège Boréal
Yohana Otite	Hamilton Centre for Civic Inclusion
Zenaida Roque Cruz	Good Shepherd HOMES Program

HAmlton ImmigRAtion PARtnER oRgAnizAtions

Adult Basic Education Association
Advisory Committee for Immigrants and Refugees
CARE: Centre for Internationally Educated Nurses
Centre de santé communautaire Hamilton/Niagara
Circle of Friends for Newcomers
Collège Boréal
Conseil scolaire de district catholique Centre-Sud
Employment Hamilton
Empowerment Squared
Good Shepherd
Goodwill, The Amity Group
Hamilton Centre for Civic Inclusion
Hamilton Chamber of Commerce
Hamilton Community Legal Clinic
Hamilton Health Sciences
Hamilton Housing Help Centre
Hamilton Police Services

Hamilton Public Library
Hamilton Spectator
Hamilton Urban Core Community Health Centre
Hamilton-Wentworth Catholic District School Board
Hamilton-Wentworth District School Board
Immigrants Working Centre
Information Hamilton
John Howard Society
Local Health Integration Network
McMaster University
McMaster Children's Hospital
Mohawk College
Neighbour to Neighbour Centre
NGen Youth Centre
North Hamilton Community Health Centre
Ontario Ministry of Citizenship and Immigration

PATH Employment Services
Refuge: Hamilton Centre for Newcomer Health
Réseau de soutien à l'immigration francophone
Royal Bank of Canada
Salvation Army Booth Centre
Social Planning and Research Council of Hamilton
St. Charles Adult and Continuing Education
Thrive Child and Youth Trauma Services
Wesley Urban Ministries
Workforce Planning Hamilton
YMCA of Hamilton/Burlington/ Brantford
YWCA Hamilton





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