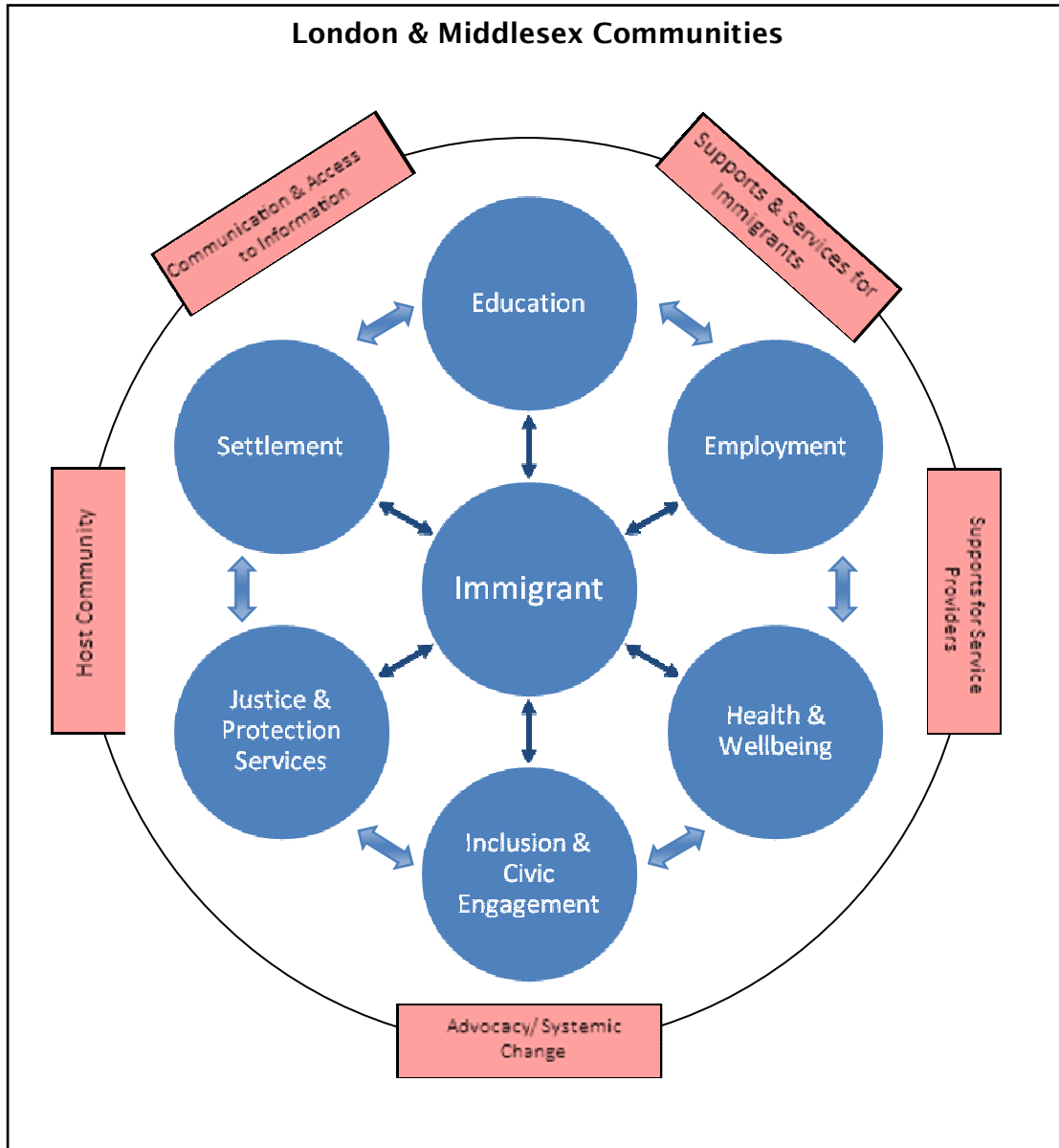


## Overarching Themes & Outcomes

The following themes and outcomes intersect all of the sub-council issues. Based on dialogue at the LMLIP Council meetings and subsequent analysis by staff and co-chairs, the following are draft overarching themes and outcomes:



## **Supports and Services for Immigrants**

*Immigrants have increased access to supports and services to ensure that they can successfully participate in all aspects of the community.*

### Types of services/ supports

- Childcare
- Housing
- Transportation
- Enhanced immigrant mentoring
- Advocate for broadened scope of existing supports and services
- A joint reception centre which provides up-to-date information and temporary housing for permanent residents for four to six weeks (a service for fixed fee).
- Neighbourhood based services (recreation, settlement, education etc.)
- Interpreters for health and government services
- Utilize outreach workers to increase access to assess family needs and support them in accessing services and supports as needed
- Volunteer coordinator to enhance volunteer support for settlement services
- Supports to navigate the system

### How are they delivered?

- Coordinated client-centered case management system
- Neighbourhood and community based supports and services
- Enhance programs that collaborate with settlement and social services to provide opportunities for intergenerational dialogue
- Work collaboratively with ethno cultural communities in the sharing of information, developing strategies and implementing programs

### How are they coordinated?

- Build/foster community and inter-immigrant networks
- Provision of free shared and accessible community space for recreation, meetings and cultural events
- Employment and education providers/sectors to develop education programs together
- Consultant to support integration of English as a Second Language (ESL) and English Literacy Development (ELD) programs
- Encourage collaboration between mental health service providers, ESL classes and settlement agencies

## **Communication and Access to Information**

*Immigrants have increased access to information about available services, cultural expectations and how to access services and supports to successfully use the system in the community.*

This will be achieved through:

- London and Middlesex Immigration Portal as the central tool for communication
- Media strategy
- Use natural community locations and resources (such as grocery stores, tourist centres, bus stops, schools)

- Provide culturally sensitive information in various languages and promote language simplification for information on community services and supports.
- Provide neighbourhood based outreach services and supports.
- Develop common issue specific information package(s) (i.e., health, dental health, legal rights and responsibilities, education on voting)
- Advertise services and supports through media
- Enhance awareness about other cultures

## Host Community

*London and Middlesex residents, are exposed, educated and engaged in understanding and accepting diverse traditions, behaviours and experiences of all the cultures that make up the community.*

Through:

- Education and cultural knowledge
- Evidence based practice, planning and evaluation
- Utilizing and maximizing existing community resources, structures and networks
- Using Multi-media campaigns
- Providing Diversity training
- Other activities that would seek to reduce systemic discrimination

Who/ Stakeholders: media, business, community residents, government, service providers<sup>1</sup> and volunteer organizations

## Supports for Service Providers

*Service providers and volunteers have increased access to sustainable funding, information on supports to collaboration, diversity training and resources to ensure timely, effective and responsive services for immigrants.*

This will be achieved through:

### Funding

- New and existing programming

### Collaboration

- Foster cross-sector service provider collaboration
- Enhance communication/collaboration between existing coordinating mechanisms and services (such as Networking for an Inclusive Community, Employment Sector Council London and Middlesex)
- Enhance service provider knowledge of sectors

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<sup>1</sup> Service providers reflect all organizations that provide services for immigrants in the six areas of focus, this will include: education, employment, health and wellbeing, inclusion and civic engagement, justice and protection services and settlement services.

## Tools & Resources

- Training and information for service providers
- Professional development for teachers on teaching in multilingual classrooms
- Cultural sensitivity training for all service providers
- Mediation and reconciliation tools for cross-sectors
- Supports for frontline workers regarding compassion and fatigue.

## **Advocacy/ Systemic Change**

*Reduction of systemic barriers (i.e., local, provincial, federal and host community) that impede immigrants' ability to successfully engage in the community.*

### Government eligibility and credentials

Advocate for the following:

- equal access to employment
- efficient and affordable process of recognizing foreign credentials
- extend and expand existing Citizenship and Immigration Canada service eligibility criteria to include refugees and new Canadian citizens
- increased funding for educational support and language development services to assist immigrant students
- enhanced change in the family sponsorship criteria
- enhanced information at embassies on issues related to employment, health, process of recognition of credentials and available resources

### Removing Barriers to inclusion

- Increasing Awareness of available services
- Reducing Costs
- Providing information in various languages
- Eliminate Systemic discrimination (for example, in housing, employment opportunities)
- Ensure or support realistic expectations for and by all immigrants

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