Funded by: Financé par :

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

2016-2017

TORONTO NORTH LOCAL IMMIGRATION PARTNERSHIP COLLABORATIVE PROJECTS

TOOLBOX FOR PARTNERSHIPS

TNLIP
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PREABLE

This toolbox is a compilation of the Toronto North Local Immigration Partnership (TNLIP) projects implemented in 2016-2017. The TNLIP served as a "backbone" for all the projects – facilitating, coordinating, organizing, finding resources and more to support the projects initiated by the three workgroups: Settlement, Orientation & Language, Health & Well-being and Employment & Labour Market. Several of these projects were supported by other Toronto LIPs. We thank all the group members, partners and our funder for making these projects succeed!

We hope that this resource will be used by other LIPs and similar networks/collaborative groups working on capacity building and community development projects that promote health, employment and successful settlement and integration of newcomers in welcoming communities.

SETTLEMENT, ORIENTATION & LANGUAGE PROJECTS

"Family Day" Event

Project Summary:

The Settlement, Orientation & Language (SOL) workgroup organized a "Family Day" event for newcomers, with a focus on refugee families. The event aimed at creating a space for families to: a) familiarize themselves with services available and learn about service navigation through world café style meet and greet with service providers and volunteers; b) engage in activities for their children; c) establish relationships with other residents; c) enjoy food together and celebrate the sense of community.

Implementing Workgroup:	**Settlement, Orientation & Language (SOL)**
Lead Agency:	Working Women Community Centre
Implementing Partners: • Toronto Public Library • Toronto Public Health • Toronto Parks, Forestry and Recreation • Working Women Community Centre (WWCC) • Victoria Park Hub team	• Willowdale Community Legal Services • YMCA GTA • Community Animators from the Syrian Community • Toronto District School Board • Community Centre for Victims of Torture (CCVT) at Victoria Park Hub
Target Groups:	Newcomers, with a focus on refugee families
Timeline/Event Date:	September 20th , 2017

Project Objectives as Defined in the Work Plan:

Action Area 1.1. Explore the "no wrong door" model for newcomers, including point-of-arrival info access

1.1.2. Support LIP partners in the development and implementation of a collaborative project – "peer-to-peer" information sharing model – to address the need to support Syrian newcomers in navigating the social service system in the north quadrant

Project Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers

☒	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 12 Sectors: Social, Health, Legal services, Housing, Education, Employment, Settlement, City of Toronto departments – Library, Public Health, Recreation
☒	The project has a lead agency
☐	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Event logistics: venue, refreshments, equipment, tokens, registration desk, set-up, etc. • Recruit & train community animators from the Syrian community • Develop outreach materials and facilitation package for service providers • Through planning group meetings develop a program and assign responsibilities • Event implementation • De-brief with community animators and service providers
Inputs (resources)	In-kind Contributions: • Refreshments for the training event: WWCC and Willowdale Legal Services • Orientation session facilitation: Willowdale Legal Services • Event venue: WWCC-Victoria Hub • Volunteers at the registration desk: TNLIP/IRCC • Welcome gifts for the participants: TDSB, WWCC, others • Translation of the flyer and training presentation: volunteer at WWCC Monetary Contributions: • Consultancy fees for 10 community animators: TNLIP/IRCC • Consultancy fees for one community animator: WWCC • Refreshments: TNLIP/IRCC • Tokens: WWCC
Outputs (products, services)	• Event for 200 Syrian refugees and other residents to learn about available services and build relationships in the community • Project report • Planning and de-brief meeting notes • Instructions for service providers • Presentation for community animators' orientation session (in English and Arabic) • Flyer (in English and Arabic) **Please see the Appendices for some of the materials**

Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☒ Program development, management and governance effectively support consistent and responsive program delivery **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake.

Successes, Lessons Learned, Follow-up Actions

Successes

- The event was successful as a result of – (i) effective collaboration between the participating agencies; (ii) great outreach by animators and agencies; (iii) the fact that the animators were from the same community and were able to connect with a lot of community members
- Over 200 people attended the event,
- Successful outreach by animators, Victoria Park hub clients, LINC students and Canadian Centre for Victims of Torture (CCVT) clients.
- All participating families went home happy and satisfied

Lessons Learned/challenges

- Outreach and promotion messaging went wrong where clients were promised gifts and TTC tokens
- Due to the huge numbers of participants and a small venue, there was chaos and disorganized distribution of information brochures
- The outcome would be better at a larger venue like a community centre
- To keep in mind that Syrian families are large with more than 2-3 kids per family
- If planning an event on a PA day make sure there are a lot of activities for children and a separate venue for that (and/or childcare)
- Too many service providers lead to information overload for the clients
- The planning team should divide the responsibilities and have leads for separate activities so that one person is not overwhelmed with all the tasks

"Faith & Welcoming Communities" Forum

Project Summary

The Settlement, Orientation and Language (SOL) workgroup organized a Forum for over 80 representatives of faith groups and social service organizations to share promising practices and establish partnerships. The event aimed at: a) mobilizing and equipping faith communities and social service agencies to effectively support and settle newcomers, including refugees; b) fostering a collaborative network for interfaith and community organizations; c) improving access to services through partnership.

The Forum created a space for faith groups and settlement service providers to participate in a discussion on partnership to support refugees, co-location of services (language classes, settlement, etc.), collaborative funding applications, and legal help that is available to the community.

Implementing Workgroup:	**Settlement, Orientation & Language (SOL)**
Lead Agency:	**Working Women Community Centre**
Implementing Partners: Canadian Council of Imams Canadian Multi Faith Federation Ontario Multi Faith Council Don Valley Bible Chapel St Mathews Church Jewish Vocational Services Willowdale Legal Services	City of Toronto, Toronto Newcomer Office Toronto Public Health CICS – Centre for Immigrant and Community Service The Peoples Church Kairos Canada Muslim Association of Canada
Target Groups:	Faith group leaders and settlement service providers
Timeline/Event Date:	September 20th , 2017

Project Objectives as Defined in the Work Plan:

Action area: Create inter-sectoral responses to systemic barriers to effective integration

- Support a dialogue between service providers and faith-based groups through conducting an annual Faith & Welcoming Communities Forum;
- Convene a network of faith-based and social service organizations periodically as newcomer issues emerge.

Project Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
☐	The project is supported by a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 14 Sectors: Inter-Faith; Social; Government; University; Not-for Profit
☒	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes:

Project Activities	• Identified implementing members and formed a sub-committee • Organised and coordinated the sub-committee meetings to plan the forum • Organised a 'Planning Meeting' (half a day event) with a wider range of stakeholders to determine key outputs of the Forum and identify potential partners that could support the Forum • Collated a list of potential participants • De-briefed the sub-committee on the discussions and inputs at the Planning Meeting • Outreached to stakeholders who could participate in/support the Forum • Designed, administered and analysed the survey to get inputs on the format and content of the Forum • Developed an outreach strategy and materials to engage potential participants • Monitored registration and encouraged committee members to outreach to their partners and networks • Visited faith/religious institutions to promote the event and extend our invitation • Developed the Forum program; identified and invited the panelists and workshop facilitators • Developed a workshop package for Moderator and participants • Identified the committee members' roles and responsibilities at the Forum (logistics, facilitation, etc.) • Organized a de-brief meeting to discuss the Forum outcomes and outline next steps

Inputs (resources)	In-Kind Contributions: • Meeting space for planning meetings, printing event materials: Working Women Community Centre (WWCC): • Time by all the Implementing Partners listed above • Toronto North LIP Coordinator Audio-visual equipment and laptops: The Peoples Church, WWCC, Toronto Newcomer Office (TNO) • Meeting space for the planning meeting: Parkway Forest Community Centre: • Venue for the Forum: Toronto Newcomer Office Monetary Contributions: • Refreshments: Toronto Newcomer Office • Honoraria for panelists/facilitators: The Peoples Church
Outputs (products, services)	The forum was a space for faith groups and settlement service providers to participate in discussions on partnership to support refugees, co-location of services (language classes, settlement, etc.), collaborative funding applications, and promoting mental health. Key outputs of the forum: - Resource list for faith organizations - Exchange of contact information - Examples of collaboration modes
Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☒ Program development, management and governance effectively support consistent and responsive program delivery **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake.
Successes, Lessons Learned, Follow-up Actions	
	Successes: At the Forum participants received an opportunity to build relationships, learn about best practices in partnership development and community development, explore opportunities

for collaboration through info exchange on existing services and programs, explore potential for resource sharing, improve and expand outreach to the community. Below are some examples that contributed to the project's success:

- Participation of different faith groups and agencies in project planning and implementation
- Contributions by the planning sub-committee members and commitment to the Forum success
- Collaboration among the planning sub-committee members
- Supportive messages from the Minister of IRCC, MP, and City Councillors encouraged the participants and organizers to continue their work on bringing faith groups and social service organizations together
- The panel discussion was very informative and diverse (represented by IRCC, Centre for Community Based Research, religious institution and interfaith organization)
- Discussion on Potential Collaboration Projects has generated a number of ideas
- Workshops were well planned and well received by the participants

Lessons Learned/Challenges:

- Outreach to faith groups is challenging and requires a lot of time
- Important to consider religious holidays/special days when selecting the event dates
- Venue limitations and set-up determines the format of the event

Follow-up Actions:

- At the next Forum the planning group decided to focus on refugee resettlement. By the time the next Forum is organized it would be over two years since Canada received a large influx of Syrian refugees and it would be an optimal time to learn about their settlement experiences and understand the role played by settlement agencies and different faith groups in helping then get settled.
- While Syrian refugees' settlement will be in the main topic of conversation, the forum will be placed in the larger context of wider challenge of settling refugees.
- In preparation for the Forum the planning group will compile stories on refugees' experiences settling in Toronto, and explore research findings around successful approaches to refugee resettlement.
- Consider a funders' panel at the Forum so that the participants could learn about available funding opportunities that would encourage collaboration.
- The forum will continue to focus on collaboration and showcase successful collaboration between social service and faith organizations.
- The next Forum will be a city-wide event engaging all the LIPs, and will preferably be held in November 2018.
- Explore a University Facility for organising the next forum.
- Consider piloting a project with settlement workers proving services at a faith group's facility (e.g. five faith groups hosting settlement workers 2-3 days a week).

EMPLOYMENT & LABOUR MARKET PROJECTS

Connecting Newcomers to Careers in Their Professional Fields

Project Summary:

The Toronto North Local Immigration Partnership organized and hosted an information session for the service providers in the employment and settlement sectors on November 10th, 2016 at the People's Church. The objective of the session was to create an opportunity for the attendees to learn about the licensing processes in regulated professions and trades in the province of Ontario. Thirty three people attended the event. The feedback of the attendees about overall impression of the event was overwhelmingly positive and encouraging.

Implementing Workgroup:	**Employment & Labour Market (ELM)**
Implementing Partners: Global Experience Ontario Health Force Ontario Ministry of Advanced Education and Skills Development Toronto Workforce Innovation Group (TWIG) The Peoples Church	
Target Groups:	Service providers in settlement and employment sectors
Timeline/Event Date:	November 10th, 2016

Project Objectives as Defined in the Work Plan:

- Organize an awareness raising and knowledge exchange event for service providers on licensing processes for regulated professions and trades in Ontario

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
☐	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 2 Sectors: Employment, faith community
☐	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Consulted with the workgroup members on the outline of the program • Developed the program and identified panel participants • Outreach to relevant organisations and recruit presenters for the session • Outreach to community partners to secure the event venue • Moderate a discussion between the presenters and the audience • Allocate time for networking among service providers in attendance • Collect participants' evaluation forms at the event and analyze the feedback
Inputs (resources)	• Toronto North LIP Coordinator • Two volunteers: Tropicana Employment Centre • Venue, sound system, technological equipment: in-kind contribution by The Peoples' Church • Breakfast/refreshments: TNLIP/IRCC
Outputs (products, services)	• 33 participants • Four presentations related to the licensing process for regulated professions and trades of Ontario • The presentations are posted on TNLIP website
Outcomes	**Short-term outcomes:** ☐ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☐ Program development, management and governance effectively support consistent and responsive program delivery **Other**: ○ Service providers have a better understanding of the licensing process for regulated professions and trades in Ontario ○ Service providers refer newcomers to relevant organizations in an effective manner

Outcomes	**Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake. **Other:** • Newcomers are well informed about the pathways to regulated professions and trades in Ontario • Newcomers access relevant organizations that provide advice/information on licensing processes for regulated professions and trades in Ontario

Successes, Lessons Learned, Follow-up Actions

Successes

- The feedback from the attendees was overwhelmingly positive and encouraging. All respondents agreed that the event was useful to the work they do, provided a good learning opportunity, and was well-organized.
- All participants agreed that the speakers were clear and informative, and found the discussions presented by the panel to be useful in enhancing their knowledge on connecting newcomers to careers in their professional fields.
- The participants requested to hold similar session on annual basis.

Lessons Learned/Challenges

- To allocate more time for networking among service providers in attendance

Follow-up Actions

- Presentations from the event were shared through the TNLIP website
- The event was featured in the TNLIP Newsletter and Newsflash
- Hold another information session on the same theme with more time allocated for presentations per service providers request

"The Power of Collaboration" Forum

Project Summary:

The Toronto North Local Immigration Partnership organized and hosted "The Power of Collaboration" forum for employment service providers on March 22nd, 2017 at The People's Church. The objective of the forum was to engage employment service providers in a meaningful discussion about the collaborative leadership and action in the employment sector. The forum created a space for service providers to learn about the role of emotional and social intelligence in building strong partnerships and about the outcomes of this competence on collaboration. The participants also had a chance to engage in a discussion with the representatives of the existing employment networks and learn about challenges and best practices of these collaborative initiatives, and see if the models of these networks could be replicated in their neighborhoods with their community partners.

Implementing Workgroup:	**Employment & Labour Market (ELM)**
Implementing Partners: YMCA of Greater Toronto JVS Toronto Toronto Workforce Innovation Group (TWIG) The Peoples Church	
Target Groups:	Employment service providers
Timeline/Event Date:	March 22nd, 2017

Project Objectives as Defined in the Work Plan:

- To engage service providers in a discussion about the collaborative leadership and action in the employment sector

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
☒	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 2 Sectors: Employment services and faith community
☐	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Organized a planning committee • Developed a program outline in consultation with the planning committee • Developed the event program and identified keynote speaker, and panel participants • Outreach to relevant organisations and recruit presenters for the session • Outreach to community partners to secure the event venue • Moderate a discussion between the presenters and the audience • Allocate time for networking among service providers in attendance • Collect participants' evaluation forms at the event and analyze the feedback
Inputs (resources)	• Toronto North LIP Coordinator • Volunteer/moderator: Toronto Workforce Innovation Group (TWIG) • Venue, sound system, technological equipment: in-kind contribution by The Peoples' Church • Refreshments: TNLIP/IRCC
Outputs (products, services)	• 40 participants attended the forum • Presentations by four existing employment networks/partnerships about their challenges, development stages and best practices • A session on the role of emotional/social intelligence in building strong partnerships
Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☐ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☐ Program development, management and governance effectively support consistent and responsive program delivery **Other:** Service providers learn about the impact of cross-sectoral and inter-sectoral collaboration on service coordination and delivery **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☐ Improved accessibility of newcomers to services and enhanced uptake. **Other:** A more coordinated and enhanced service delivery achieved through service providers' collaboration results in effective and accessible services/programming for newcomers.

Successes, Lessons Learned, Follow-up Actions

Successes:

- The feedback from the event attendees was very positive: over 96 % of the respondents agreed that the event was useful to the work they do, and all of the participants either strongly agreed or agreed that the forum provided a good learning opportunity and was well-organized.
- All participants agreed that the speakers were clear and informative, and found the discussions presented by the panel to be useful in enhancing their knowledge about the existing employment networks and their models of partnership.
- The talk on the importance of social and emotional intelligence led to an engaged discussion between the speaker and the audience. The speaker was approached by some of the service providers and invited to talk about it at their organizations.
- Many attendees made positive remarks about the Ontario Disability Employment Network being one of the presenters since there has not been much collaboration and conversation between employment networks and collaborative projects focused on employment for the persons with disabilities.

Lessons Learned/Challenges:

- There were a lot of participants who were timid in asking panelists a question. The questions that were received by TNLIP staff after the event were very though-provoking and could contribute to the discussion further. TNLIP is to find a way to engage timid participants in a Q&A session for the future events.
- Participants felt that the time allocated for Q&A session was not sufficient to engage with presenters in a meaningful way.

Follow-up Actions:

- Presentations from the event are shared through the TNLIP website
- The event was featured in the TNLIP Newsletter and Newsflash
- To hold “The Power of Collaboration” Forum next year with the focus on cross-sectoral collaboration

Employer Forum

Project Summary:

The Toronto North Local Immigration Partnership and The Peoples Church co-organized and co-hosted a breakfast information session for small and medium-sized business owners in North Toronto on June 21st, 2017. The objective of the breakfast forum was to educate the business owners about various employer incentives and grants available to them through government-funded programs, and encourage the employers to create jobs and paid internships for newcomers using the resources available in the community.

Implementing Workgroup:	**Employment & Labour Market (ELM)**
Implementing Partners: The Peoples Church Ministry of Advanced Education and Skills Development (MAESD)	
Target Groups:	Small and medium-sized business owners
Timeline/Event Date:	June 21st, 2017

Project Objectives as Defined in the Work Plan:

- Create an opportunity for small and medium-sized business owners to learn about employment supports (i.e. employer incentives such as subsidies and grants available through the provincial government), so they create internship and employment opportunities for newcomers in the community.

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
☒	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 2 Sectors: Employment services and faith group
☐	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Outreached to the Ministry of Advanced Education and Skills Development and recruited a consultant who talked about all grants and subsidies available to small and medium-sized business owners • Outreach to the community partners to secure the event venue • Outreach to the small and medium sized business owners • Identifying and inviting presenters • Moderating an information session • Collecting participants' evaluation forms and analyze the feedback
Inputs (resources)	• Toronto North LIP Coordinator • Time contributed by the implementing partners • Guest speaker from the Ministry of Advanced Education and Skills Development • Breakfast, venue, sound system, tech support: in-kind contribution by the Peoples Church
Outputs (products, services)	• Information session about the existing employer incentive programs attended by 22 participants including 17 employers • PowerPoint presentation on existing employer incentive programs shared with employers • List of the Employment Agencies in North Toronto that can guide employers in securing grants and subsidies available through the government • Some of the employment agencies (TNLIP member agencies) were in attendance and connected with employers on the spot

Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☐ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☐ Program development, management and governance effectively support consistent and responsive program delivery **Other:** Employers in the community learn about the employer incentives available through the provincial government. **Long-term outcomes:** ☐ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake. **Other:** The employers informed about the employer incentive programs are able to create internship and employment opportunities for newcomers in the communities

Successes, Lessons Learned, Follow-up Actions:

Successes:
The feedback of the attendees about the information received was very positive. Most of the participants agreed that the session provided a good learning opportunity for them. They felt more encouraged to create internship and employment opportunities for newcomers in the community by leveraging employer incentive programs they learnt about.

Lessons Learned/Challenges

- Since the majority of SME are understaffed and are not always able to find information about the services that benefit them, it is important to find a way to reach out to more small and medium-sized business owners in the community and educate them about the available employer incentives.
- To make a list of small and medium-sized businesses in the community and reach out to them for the next year's Employer Forum

Follow-up Actions

- The presentation by the Ministry of Advanced Education and Skills Development was shared with participants (employers)
- The event was featured in the TNLIP Newsletter and Newsflash

Fall 2017 Hiring Event

Project Summary:

The Toronto North LIP in collaboration with its community partners – Toronto Employment & Social Services, ACCES Employment, JVS Toronto, The Centre for Education and Training, and The People's Church – organized the FALL 2017 Hiring Event. The event took place on September 15th at the People's Church. The community partners, who participated in the initiative, collectively recruited ten employers with multiple job openings to take part in the event. The event was attended by 179 residents from across Toronto North region. The objective of the project was to take collaboration among service providers from the level of information sharing to the level of sharing key stakeholders – employers. This exemplary collaboration among service providers created an opportunity for job seekers to connect with employers and for employers to tap into a large pool of job ready individuals.

Implementing Workgroup:	**Employment & Labour Market (ELM)**
Implementing Partners: • JVS Toronto • ACCES Employment • Centre of Education & Training • The Peoples Church	
Target Groups:	Newcomers
Timeline/Event Date:	September 15th, 2017

Project Objectives as Defined in the Work Plan:

- Employment service providers engage their employer partners in participating in a hiring event and connecting newcomers in the community to the jobs available at their companies

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☐	The project is responding to the need/s of service providers
☒	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 4 Sectors: employment services, faith group
☐	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Reached out to the employment member agencies and identified organizations willing to support the collaborative initiative • Formed a planning committee and developed an action plan in consultation with the planning committee members • Clearly defined every member's role in the implementation phase and set deadlines • Monitored the committee members' assigned tasks and ensured that all tasks were completed within the set deadlines • Developed a standard invitation letter used to recruit employers for the event • Developed outreach materials to invite newcomers in the community to the event • Outreach to the member agencies to support the hiring event by engaging their employer partners • Outreach to the newcomers in the community to attend the event • Secure venue for the event • Collect participants' evaluation forms and analyze the feedback
Inputs (resources)	• Toronto North LIP Coordinator • Time contributed by the implementing partners • Volunteer: Toronto Newcomer Council • Venue, refreshments for participants, tech support: in-kind contribution by The Peoples' Church
Outputs (products, services)	• A hiring event, which allowed newcomers in the community to directly connect with employers with available job opportunities. • 179 job seekers attended the event • All attendees had an opportunity to be interviewed and connect with selected employers on the spot • Employers had access to a greater pool of job ready, pre-screened individuals • Job seekers learned more about the organizations present at the event and intricacies of their hiring processes through their interaction with the hiring managers

Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☐ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☐ Program development, management and governance effectively support consistent and responsive program delivery **Other:** Newcomers who are clients of the participating employment agencies benefit from this collaborative effort by having an access to more employers **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake. **Other:** Service providers support their employer partners by creating a larger pool of qualified candidates through this collaborative effort, and by strengthening their relationships with their important stakeholders-employers.

Successes, Lessons Learned, Follow-up Actions

Successes

- The feedback of the attendees about the overall impressions of the event was overwhelmingly positive and encouraging. The TNLIP received a lot of messages of appreciation from the newcomers in the community with the request to hold more hiring events where more employment service providers come together.
- The senior management of the participating agencies reported that they enjoyed the positive impact this collaborative effort created in the community.
- The event was very well-organized and went according to the plan owing to the pro-active participation of the implementing partners.

Lessons Learned/challenges

- Involve more employment service providers in holding collaborative hiring events, which would provide for a larger pool of qualified candidates and more participating employers.

Follow-up actions

- The event was featured in the TNLIP newsletter and Newsflash
- To plan another collaborative hiring event and engage more service providers next year

HEALTH & WELL-BEING PROJECTS

Reproductive & Sexual Health Workshop

Project Summary:

Newcomers face challenges accessing Reproductive and Sexual Health Services (RSH) due to stigma and unawareness about the availability of services. The TNLIP and partners carried out a needs assessment of the frontline workers serving newcomers. The majority of the respondents noted that their clients have raised RSH related issues and asked for help, and that they feel comfortable discussing such issues with clients. Almost all of them expressed the need for a training in RSH related topics, such as: HIV/AIDS, birth control and protection methods, sexual health, sexual concerns related to reproduction and diverse sexual orientations. The TNLIP Health & Well-being Workgroup decided to conduct a workshop for frontline workers of member agencies to equip them with basic concepts and skills, rights and regulations, and services available in Toronto. The workshop was held on February 1st, 2017 and around 25 frontline workers from different member agencies attended the workshop. The workshop evaluation results showed that 100% of the participants felt that the workshop achieved the desired objectives and 90% said that the workshop met their expectations.

Implementing Workgroup:	**Health & Well-being**
Implementing Partners: • AIDS Committee of Toronto (ACT) • Toronto Public Health (TPH)	
Target Groups:	Managers and frontline workers of TNLIP member agencies (service providers)
Timeline/Event Date:	February 1st, 2017

Project objectives as defined in the work plan:

To create an opportunity for service providers to:

- gain knowledge about basic concepts and skills in reproductive and sexual health
- be aware of the reproductive and sexual health regulations and rights in Ontario
- learn about reproductive and sexual health services available in Toronto

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
☒	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 2 Sectors: Healthcare, settlement _____
☒	The project has a lead agency

☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Searched for and identified agencies with expertise in reproductive & sexual health and formed a partnership • Conducted meetings for planning the workshop • Designed and conducted a need assessment survey for the workshop • Developed the contents of the workshop and agenda • Looked for and invited subject experts for presentations • Arranged for logistics for the workshop (booking venue, refreshments & catering) • Created an Eventbrite page for registration for the workshop • Conducted the workshop • Evaluated the workshop
Inputs (resources)	• Toronto North LIP Coordinator • Staff time of partner agencies • Equipment (computers, projectors, etc.): TNLIP/IRCC • Financial resources for refreshments: TNLIP/IRCC
Outputs (products, services)	• 25 participants attended the workshop • Workshop evaluation report • Presentations and other materials on RSH distributed to the participants

Outcomes	**Short-term outcomes:** ☐ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☐ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☒ Program development, management and governance effectively support consistent and responsive program delivery **Other**: • The frontline workers are able to identify reproductive and sexual health issues of their clients • The frontline workers are able to inform their clients about their sexual and reproductive health rights and when and where to seek legal assistance • The frontline workers are able to refer clients to appropriate sexual and reproductive health services in Toronto. **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake.

Successes, Lessons Learned, Follow-up Actions

Successes

- 100% of the audience mentioned that the workshop achieved the programme objectives
- 90% of the audience reported that the workshop met their expectations
- 80% of the audience found the workshop would definitely help them at work
- All participants appreciated the content of the workshop as new and relevant to what their clients discussed with them during the client-provider encounters
- Comment from a participant: "The workshop was a great one. I have spoken to many people about it. I learned a lot from it personally and would recommend it to many."

Lessons Learned/Challenges:

- Every workshop/event/forum should be preceded with a needs assessment survey to identify the issues that clients raise and topics for the event agenda
- We should always try to explore the emerging issues that newcomers face by doing surveys and designing workshops/events/forum accordingly, in addition to conventional topics
- Need to find a highly reliable caterer – some participants noted that the delay in food delivery affected the workshop flow

- Lack of proper distribution of the hard copies of the workshop information materials (presentation handouts)
- Difficult to find an appropriate venue for workshops/events

Follow-up Actions:

- Send the workshop presentations and all relevant information materials to the participants
- Respond to the individual agency requests for similar workshops or specific sessions
- Develop a workshop report

"Talk About" Forum: Documenting Best Practices in Newcomer Client Services

Project Summary:

Toronto is the prime destination for newcomers in Canada and, during the recent influx, more Syrian newcomers settled in Toronto than other cities. Many agencies from different sectors have adopted specific strategies and approaches to better serve their newcomer clients. The majority of these strategies and approaches are successful and remain within the usage domain of the agencies.

The Health & Well-being Group of the TNLIP decided to facilitate a discussion among managers and frontline workers of agencies from different sectors servicing newcomers to document the mentioned approaches, promising practices and lessons learned. A committee of five member agencies from the Health & Wellbeing workgroup was formed to plan the forum.

The forum was conducted on March 22nd, 2017 at The Peoples Church. The agenda of the forum included a panel discussion, Q&A section and a breakout session.

More than 50 frontline workers, managers and executive directors participated in the forum. The event was appreciated by the participants who recommended to hold the forum again in future.

Implementing Workgroup:	**Health & Well-being**
Implementing Partners: • Working Women Community Centre • Toronto Public Health • Social Planning Toronto • For You Telecare Family Services	
Target Groups:	Managers and frontline staff of newcomer service providers
Timeline/Event Date:	March 22nd, 2017

Project Objectives as Defined in the Work Plan:

- Share best practices and lessons learned in providing services to newcomers with the focus on Syrian newcomers
- Discuss different approaches and strategies for serving newcomer clients
- Put forth recommendations for improvement in the client service area

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
☒	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 5 Sectors: Health & well-being and Social Services
☒	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes:

Project Activities	• Formed a planning group from the TNLIP member agencies • Developed the scope, objectives and outcomes of the forum • Developed the forum agenda • Identified and invites panelists • Arranged for the event logistics (venue, refreshments) • Created an Eventbrite page for event registration • Implemented the forum • Conducted the forum evaluation • Developed the forum report
Inputs (resources)	• Toronto North LIP Coordinator • Staff time of partner agencies • Financial resources for refreshments and catering: TNLIP/IRCC • Equipment (computers, projectors, etc.): TNLIP, The People's Church • Venue: in-kind by The People's Church
Outputs (products, services)	• 50 managers and frontline workers from the TNLIP member agencies attended the forum and learned from each other's experiences serving newcomers • Forum report which has documented best practices and lessons learned that were shared by the participants
Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☒ Program development, management and governance effectively support consistent and responsive program delivery **Other**: • Frontline service providers are equipped with promising practices and tools to provide effective and client-centred services to newcomers • Improved social services for newcomers that lead to a better integration and social and economic inclusion **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake.

Successes, Lessons Learned, Follow-up Actions:

Successes:

- Around 50 managers and frontline workers from different agencies attended the event.
- Around 90% of the participants rated the forum as successful, well-organized, and noted that it added to their knowledge.
- The group discussion was identified by the participants as the most effective part of the event – sharing their ideas and experiences provided hands on knowledge
- The Q&A session gave an opportunity for an open dialogue.

Lessons Learned/Challenges:

- 35% of the participants felt that panellists were not given enough time, thus, they felt overwhelmed with the information provided.
- The space was too small for the number of the participants (35 people registered for the event but around 50 actually participated).
- 15% of the audience wanted to learn about the immediate actions taken to make the Syrian refugees settlement process more effective.
- Panelists did not use any visual aid (e.g. power point) to assist in content delivery.

Follow-up Actions:

- Find a larger venue for the next forum
- Panellists should be given more time to fully capture the relevant topics and should be encouraged to use power point presentations and/or other visual aid.
- The event discussion topics should be reflected on the event flyer.
- Consider participants needs in scheduling for breaks/refreshments (e.g. one of the participants was diabetic and needed a refreshment break sooner than others).

Mental Health First Aid & Self-Care, and Coping with Occupational Stress Response Workshop

Project Summary:

The Health & Well-being workgroup in partnership with other city LIPs held a three-day workshop for frontline workers on Mental Health First Aid facilitated by the Mental Health Commission of Canada and Coping Strategies for Vicarious and Secondary Traumatization facilitated by the Toronto Public Health in May 2017. The objective of the session was to equip frontline staff serving newcomers that experience mental health and trauma issues with basic concepts, skills, and coping strategies that would have a positive impact on the quality of services for newcomers. The session was attended by 23 frontline workers from different agencies across the city. The vast majority of the participants rated the session as excellent.

Implementing Workgroup:	**Health & Well-being**
Implementing Partners: • All Toronto Quadrant LIPs • Hongfook Mental Health Association • Toronto Public Health	
Target Groups:	Frontline service providers

Timeline/Event Date: May 8th, 15th and 23rd, 2017

Project objectives as defined in the work plan:

- To inform and equip frontline service providers with mental health first aid knowledge and tools to provide basic mental health support to their clients and refer them to appropriate mental health services
- To inform and equip frontline service providers with self-care and occupation stress response strategies and tools to overcome occupation related stress and effectively provide social services to newcomers

Selection Criteria:

☒	The project is responding to the need/s of the newcomer community
	The project is responding to the need/s of service providers
	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 6 Sectors: Health & wellbeing
☒	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Formed a planning group consisting of all quadrant LIPs, Hong Fook Mental Health Association and Toronto Public Health • Developed a scope, objectives and outcomes of the workshop • Identified and invited workshop facilitators • Arranged for logistics for the workshop (venue, refreshments, equipment) • Created an Eventbrite page for registration for the workshop • Conducted the three-day workshop • Evaluated the workshop
Inputs (resources)	In-kind Contributions: • Toronto North LIP Coordinator • Staff time of partner agencies • Equipment (computers, projectors, etc.): planning group partners Monetary contributions: • Booklets for the participants: Toronto Public Health • Refreshments: all Toronto Quadrant LIPs, Toronto Public Health and Hongfook Mental Health Association
Outputs (products, services)	• 25 participants from all four geographic quadrants of Toronto attended the three-day workshop • Participants received information and tools to provide mental health first aid to newcomers
Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☒ Program development, management and governance effectively support consistent and responsive program delivery **Other**: • Improved capacity of service providers to identify mental health issues and the impact of trauma among newcomers (with the focus on Syrian refugees), and refer them to appropriate services • Service providers are able to cope with vicarious and secondary traumatization and better serve newcomer clients **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake.

Newcomer Health Fair

Project Summary:

The TNLIP in partnership with The Peoples Church and Flemingdon Health Centre conducted a Newcomer Health Fair on Saturday August 26th, 2017 at The Peoples Church. The service providers included three family doctors, a cardiologist, two dentists, a chiropractor, three nurses, a diabetes prevention team, family and sexual health services, a women's health bus, a nutrition and healthy eating team, child development, settlement, housing, employment and legal services. More than 70 clients were served at the fair, the majority of them were recently arrived immigrants and refugees.

Implementing Workgroup:	**Health & Well-being**
Implementing Partners: • The Peoples Church • Flemingdon Health Centre • Immigrant Women Health Centre • Toronto Public Health	• Adventure Place • St. Stephen Community House • Access Employment • Willowdale Legal Clinic
Target Groups:	Newcomer residents

Timeline/Event Date: August 26th, 2017

Project Objectives as Defined in the Work Plan:

- To facilitate service coordination among TNLIP member agencies to provide health services to newcomers in a time and place convenient for them and in their own language

Please select all criteria that apply:

☒	The project is responding to the need/s of the newcomer community
	The project is responding to the need/s of service providers
	The project is supported by at a cross-sectoral group of agencies (staff, financial/in-kind resources): # of agencies: 9 Sectors: Health & wellbeing, Employment and Social Services
☒	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Formed a planning group consisting of TNLIP members • Developed a scope, objectives and outcomes of the workshop • Prepared a list of service providers • Invited and followed up with service providers • Recruited and managed volunteers and interpreters for the event • Arranged the logistics of the fair (venue, refreshments) • Conducted the fair • Led and managed the implementation team • Evaluated the workshop
Inputs (resources)	In-kind Contributions: • Toronto North LIP Coordinator • Staff time of partner agencies • Equipment (Computers, projectors, etc.) Monetary Contributions: • Refreshments: The People's Church
Outputs (products, services)	• Around 70 newcomers, mostly refugees, received health and social services provided by three family doctors, a cardiologist, two dentists, a chiropractor, three nurses, diabetes prevention team, family and sexual health team, women health bus, nutrition and healthy eating team, child development team, as well as settlement, housing, employment and legal services
Outcomes	**Short-term outcomes:** ☒ Partners and stakeholders are engaged in settlement and implement strategies to address newcomer needs ☒ Provision of settlement services is consistent, innovative and coordinated ☒ Settlement and non-settlement services are responsive to the needs of newcomers and communities ☒ Program development, management and governance effectively support consistent and responsive program delivery **Other**: Service providers are able to reach newcomers that haven't been accessing services in the past by offering services at times convenient for the residents **Long-term outcomes:** ☒ Services coordinated at the community level. E.g. projects that enhance service coordination. ☒ Adapted programming and service delivery by non-settlement institutions. ☒ Improved accessibility of newcomers to services and enhanced uptake.

Successes, Lessons Learned, Follow-up Actions

Successes:
Around 70 newcomers received services in a convenient place and at appropriate time and in their own language. Over 80% of the participants rated the fair as excellent. Newcomers requested similar events to be conducted frequently. The fair was unique in its nature as, besides information, it provided healthcare services. Around 20 volunteers and interpreters of major languages assisted the clients as runners and translators.

Lessons Learned/Challenges:
Most newcomer participants were on a low income and could not afford prescribed drugs at pharmacy prices. They requested to arrange for free/low-cost drugs and a pharmacist at future events.

Follow-up Actions:
The planning team had a debrief meeting and discussed the possibilities of making the health fair a regular event with arrangements for free/low-cost drugs.

Flemingdon / Thorncliffe Food Security Network (FTFSN)

Project Summary:

The TNLIP, Children's Aid Society of Toronto and Flemingdon Health Centre facilitated the establishment of a food security network for Flemingdon and Thorncliffe Parks in 2014. Both neighborhoods have high concentration of newcomers. FTFSN is a group of local residents and community-based organizations coming together to address food insecurity and barriers in accessing food among residents of Thorncliffe and Flemingdon Park communities. FTFSN conducted a community-based research to identify gaps in accessing food, a food security networks summit, annual "Seedy Sunday" events and more.

Implementing Workgroup:	**Health & Well-being**
Lead Agency:	
Implementing Partners: • Flemingdon Health Centre • Children's Aid Society • Toronto North LIP • TNO – The Neighborhood Organization • Residents • South Riverdale Health Centre • Flemingdon Park Ministry	• Flemingdon Park Support Services • Thorncliffe Park Urban Farmers • Toronto Public Health • City of Toronto • Don Mills Family Health Team • Working Women Community Centre • Daily Bread Food Bank • Parks and Recreation
Target Groups:	Community agencies, newcomer residents

Timeline/Event Date: Ongoing – started in 2014

Project Objectives as Defined in the Work Plan:

Flemingdon/Thorncliffe Park Food Security Network is a group of local residents and community-based organizations coming together to address food insecurity and combat barriers in accessing food in Thorncliffe and Flemingdon Park communities. The objectives of the network are:

- Building upon and developing neighbourhood food resources and programs;
- Building upon skills and capacities of the Network members;
- Supporting research and providing knowledge exchange and knowledge transfer;
- Affecting policy changes towards a sustainable food system.

Please select all criteria that apply:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
	The project is supported by at a cross-sectoral group of agencies and community residents (staff, financial/in-kind resources): # of agencies: 14 and residents Sectors: Health & wellbeing
☐	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Conducted meetings, • Conducted planning sessions to plan activities for the year 2017 and 2018 • Planned and conducted seedy Sunday events for residents to get seeds, seedlings and learn about gardening techniques • Community based research to identify gaps in accessing food • Developed terms of reference for the network
Inputs (resources)	In-kind Contributions: • Toronto North LIP Coordinator • Staff time of partner agencies • Equipment (Computers, projectors, etc.) Monetary Contributions: • Refreshments, promotion material and other: Children's Aid Society, South Riverdale Health Centre, City of Toronto, Flemingdon Health Centre
Outputs (products, services)	• Three seedy Sunday events • Two planning sessions • Community based research report "closing the food access gaps" • Terms of reference • Infographic depicting the summary of food access gaps in Thorncliffe and Flemingdon Parks
Outcomes	**Short-term outcomes:** ☒ Gaps identified in accessing food in Flemingdon and Thorncliffe Parks ☒ Residents got knowledge and information on how to grow their own food using different gardening techniques ☒ Residents accessed seeds and seedlings for growing food ☒ Community agencies and residents engaged in food security related activities and had opportunities to better respond to the food needs of local communities. **Long-term outcomes:** ☒ Food security services coordinated at the community level. ☒ Improved access to food and food related services for newcomers ☒ Improved wellness of newcomers by engaging in physical activities related to gardening and growing their own food

Successes, Lessons Learned, Follow-up Actions

Successes:
The network is able to provide services to the three neighborhoods designated as neighborhood improvement areas by the City of Toronto with high concentration of newcomers. Most of the activities are implemented and led by residents. The network is co-chaired by a resident.

Lessons Learned/Challenges:
- Newcomer resident-led community initiatives provided newcomers with opportunities of growth and employment.

- These initiatives have also helped in increasing the utilization of the services by newcomers.
- Sustainability of resident-led initiatives is very challenging as volunteers leave once they find employment.

Follow-up Actions:
The network members continue to work together to address food security needs in Flemingdon and Thorncliffe Parks.

Lawrence Heights Food Security Committee

Project Summary:

The TNLIP and Unison Health and Community Services facilitated the establishment of a food security group in the Lawrence Heights, Neptune and Lotherton communities in April 2017. The three communities have high concentration of newcomers. The committee operates as a subcommittee of the Lawrence Heights Inter Organization Network (LHION). The purpose of the committee is to bring together community agencies and residents to address gaps in accessing affordable and healthy food in the communities. The committee conducted 16 gardening workshops, community walks to identify gardening spaces, cooking workshops, and is working on making the inactive greenhouses available to the residents.

Implementing Workgroup:	**Health & Well-being**
Lead Agency: Unison Health and Community Services	
Implementing Partners: • UNISON Health and Community Services • North York Harvest • Toronto North LIP • City of Toronto	• Toronto Community Housing • PACT Program • Residents • North York Community House
Target Groups:	Community agencies, newcomer residents

Timeline/Event Date: Ongoing – started in April 2017

Project Objectives as Defined in the Work Plan:

- Enhanced access to community spaces for gardening and growing food by residents
- Outreach to community residents and agencies to increase their engagement in food security related activities, gardening and growing food
- Build capacity of the residents and community agencies to better respond to the food needs of the residents.

Please select all criteria that apply:

☒	The project is responding to the need/s of the newcomer community
☒	The project is responding to the need/s of service providers
	The project is supported by a cross-sectoral group of agencies and community residents (staff, financial/in-kind resources): # of agencies: 7 and residents Sectors: Health & wellbeing
☒	The project has a lead agency
☒	The project is aligned with LIP strategic objectives

Inputs, Outputs, Outcomes

Project Activities	• Conducted meetings, • Conducted planning sessions to plan activities for the year 2017 • Planned and conducted gardening workshops, community walks, cooking classes, accessed greenhouses, harvest festival
Inputs (resources)	In-kind Contributions: • Toronto North LIP Coordinator • Staff time of partner agencies • Equipment (Computers, projectors, etc.) Monetary Contributions: • Refreshments, promotion material and other costs: Unison Health and Community Services, City of Toronto
Outputs (products, services)	• 16 Gardening workshops • Two community walks to identify and access community spaces for gardening • A garden bed and a harvest festival • Two cooking training sessions
Outcomes	**Short-term outcomes:** ☒ Spaces identified for gardening and growing food by residents ☒ Residents acquired knowledge and information on how to grow their own food using different gardening techniques ☒ Residents received knowledge and information on how to use the community kitchen and community pizza oven to cook healthy meals ☒ Community agencies and residents engaged in food security related activities and had opportunities to better respond to the food needs of the local communities. **Long-term outcomes:** ☒ Food security services coordinated at the community level. ☒ Improved access to food and food related services for newcomers ☒ Improved wellness of newcomers by engaging in physical activities related to gardening and growing their own food

Successes, Lessons Learned, Follow-up Actions

Successes:
The network is able to provide services in two neighborhood designated as neighborhood improvement areas by the City of Toronto, with high concentration of newcomers. Most of the activities are implemented and led by residents. The network is co-chaired by a resident.

Lessons Learned/Challenges:
- Newcomer resident-led community initiatives provided newcomers with opportunities of growth and employment.
- These initiatives have also helped in increasing the utilization of the services by newcomers.

- Sustainability of resident-led initiatives is very challenging as volunteers leave once they find employment.

Follow-up Actions:
The network continues to address food security issues in the Lawrence Heights, Neptune and Lotherton communities.

APPENDICES

"Family Day" Event

A. Event Programme

"Family Day" Event Programme

November 18th, 1:30-3:30 pm @ the Victoria Park Community Hub

1:00-1:30	Registration & Refreshments
1:30-1:35	Welcome. Project Background & Goals. Event Program & Housekeeping. (Elmira & Rola)
1:35-1:45	Orientation to the Hub (Samar)
2:00-2:30	Toronto Public Library: Family Reading (Elsa and Kelly)
2:30-2:50	Round 1 – teams of service providers join the tables in accordance with the scheme and have conversations with families
2:50-3:10	Round 2
3:10-3:30	Round 3
3:30	Thank you and invitation to join the Hub Celebration (Samar)

B. Process Description for Service Providers

Family Day Process Description: Service Providers

In the Café dialogue, people participate in small informal conversations at small tables in a relaxed atmosphere. As people converse, the network of new connections increases and knowledge sharing grows.

Teams of service providers will be joining each table to support the conversations, answer questions and provide information on available programs and services. There will be Community Animators at each table that would help with interpretation. Each table would also have a package of materials from each service provider participating in the event.

Start with introductions and ask when people came to Canada. Share your immigrant story. Try some of the following questions to get more information on what would be useful to the group at your table:

- Which area do you live in?
- Do you know anyone in that area (friends, family)?
- Do you study (e.g. English classes), work, or are looking for opportunities to study or work? What about your children?
- Do you have a family doctor? Where do you go for medical services?
- What do you like about your life in Canada?
- What are your concerns? What would help you settle?

You will have about 20 minutes at each of the 2-3 tables. Please see below the team composition and table assignment.

Teams:

	Team 1	Team 2	Team 3	Team 4	Team 5	Team 6	Team 7	Team 8
Settlement (+ language, housing)	Diane (WWCC)	Almas (WWCC)			Staff 1 (YMCA)	Staff 2 (YMCA)	Staff 3 (YMCA)	Nida (TNO Housing)
					Irum (Woodgreen)	Nemat (Woodgreen Housing)		
Health	Staff 1 (TPH)	Staff 2 (TPH)		Anna Polla (FHC)	Samar (CCVT)	Rajasree Datta (Riverdale)	Jasmin Chattergoon (Riverdale)	

Employment	Delnaz (Acces)	Staff (TESS)	Staff TNO	Srividya Krishnan (Tropicana)			Roxanne (TDSB)	Pallavi (TDSB)
Family (youth, legal, recreation)	Virginia (New Circles)		Nariman (FST)	Staff (CCVT)	Rola (Willowdale Legal)	Jay (Willowdale Legal)	Jenna (Willowdale Legal)	Staff (PFR)
		Elsa (TPL)	Ani (YAY), Staff 3 (CCVT)	Najwa (YAY)			Staff 1 (CCVT)	Staff 2 (CCVT), Kelly (TPL)

Team	1st round table (20 min)	2nd round table (20 min)	3rd round table (20 min)
1	1	5	6
2	2	6	7
3	3	7	8
4	4	8	5
5	8	4	3
6	6	2	4
7	7	3	1
8	5	1	2

C. Needs Assessment Survey –Service Providers

Survey for Front-Line Staff

The purpose of this survey is to gain a better understanding of the experience Syrian refugees are having while seeking services from settlement agencies. Through this survey, we hope to have more insight into the challenges, needs, gaps, emerging issues, and knowledge that Syrian's are currently experiencing.

The Toronto North LIP in collaboration with community members would appreciate you takin the time to share your insight and experience with us.

Sector: _____ Postal Code: _____

Average number of Syrian refugees seen on a monthly basis: _____

1. From your experience, please select the needs/challenges that Syrian refugees have identified as being a major priority. Select all that apply:

Language ☐	Education ☐	Mental Health ☐
Affordable Housing ☐	Behavioural Issues ☐	Domestic Violence ☐
Navigating the Settlement Sector ☐	Legal ☐	Transportation ☐
Employment ☐	Cross-Cultural Understanding ☐	Credit History ☐
Financial Literacy ☐	Integrational/Family Dynamics ☐	General Health ☐
Sponsorship Breakdown ☐	Parenting ☐	
Other/Comments:		

2. From your experience, what types of connections or knowledge Syrian refugees come with prior to accessing your services? Please explain:

3. How do your clients normally find out about your program/service? Please select all that apply:

Airport ☐ Google Search ☐ Social Media ☐ Community Agency ☐

Word of Mouth/friends/family ☐ Faith Community ☐ Sponsor ☐

Government ☐ Flyer ☐ Community Event ☐ Library ☐

Other:_____

4. Have you created any new programs to respond to the influx of Syrian refugees? Please describe:

5. Did you hire a new Arabic speaking staff to support Syrian refugees?

Yes ☐ No ☐

6. What type of feedback have you heard from your Syrian refugee clients about the programs/services they are receiving?

7. If possible, please share any stories about your experience working with Syrian refugees.

8. What type of support do you need to help you adequately serve Syrian refugees?

Support Network ☐ Networking Event ☐

Information Exchange ☐ Online Forum ☐ webinars ☐ resource list ☐

Language interpreter/translator)

Other: _____

9. What type of training do you need or want?

Legal Aid Training ☐ Mental Health Training ☐ Self-Care Training ☐

Conflict Management/Resolution ☐

Other_____

"Faith & Welcoming Communities" Forum

A. Agenda – Planning Day event

CREATING WELCOMING COMMUNITIES THROUGH COLLABORATION
February 23th, 1:00-5:00 pm
At Multipurpose Room, Parkway Forest Community Centre
55 Forest Manor Rd, North York, ON M2J 1G3

PLANNING MEETING AGENDA

1:00-1:40	**Registration and Lunch**
1:40 – 2:00	**Blessing, Welcome & Introductions** *(Michael Skaljin)*
2:00-2:10	**Project background** *(Elmira Galiyeva, TNLIP);* **Project & Meeting Goals** *(Michael Skaljin)*
2:10 - 2:40	**Discussion: Collaboration around newcomer settlement- successes, challenges/gaps and opportunities** *(Michael Skaljin)*
2:40 – 3:30	**Group discussion- planning the Forum** *(Michael Skaljin)* o Format o Key activities o Who should present? o Who should participate? o What do we want to achieve as a result? – brainstorming ideas for collaborative projects & funding opportunities
3:30-3:50	**Networking Break**
3:50 - 4:05	**Toronto Newcomer Office (TNO) project: collaboration between faith groups & settlement sector** *(Vera Dodic, TNO)*
4:05 – 4:15	**Introduction to the "Blanket Exercise"** *(Alfredo Barahona, Kairos)*
4:15 – 4:45	**Wrap-up: conclusions, next steps, commitment**

Organised by:
The Forum Organizing Committee
Toronto North Local Immigration Partnership

B. Facilitators' Agenda- Planning Day event

Facilitators' Agenda

CREATING WELCOMING COMMUNITIES THROUGH COLLABORATION

PLANNING MEETING

February 23, 2017

Multipurpose Room, Parkway Forest Community Centre

55 Forest Manor Rd, North York, ON M2J 1G3

Time	Activity	Notes
1:00-1:40	Registration and Lunch	Tables will be numbered so that participants are not sitting with their friends or known organisations. An ice-breaker i.e. questions on the tables and people can start conversation while answering the questions.
1:40 – 2:00 2:00-2:10	• Blessing, Welcome & Introductions (Michael) • What is TNLIP? Our experience working with faith groups (Elmira) • Project & Meeting Goals (Michael)	"Welcoming a stranger" (UNHCR affirmations); role of faith communities and the need for collaboration (building on each other's strengths, pulling resources, creating welcoming communities) Networks' research, first forum – need to partner with faith groups, second forum, third forum Project goal: Create a City-wide Forum for faith communities and social service organizations to identify collaborative projects around supporting newcomer and refugee settlement and integration Meeting goal: Collaboratively design the Forum (set objectives, identify the format and key activities, brainstorm potential collaborative projects)

2:10 - 2:40	Large group discussion on current collaboration around newcomer settlement (e.g. Syrian refugees) successes, challenges/gaps and opportunities (Michael)	- What are some of the promising practices? - What are the current needs, challenges & gaps? - How can we respond? - How can the Forum address these needs/gaps?
2:40-3:30	Group discussion- planning the Forum (Michael): - Format - Key activities - Who should present? - Who should participate? - What do we want to achieve as a result? – brainstorming ideas for collaborative projects & funding opportunities	- Need flip-chart paper, markers; - Potential collaborative projects: community animators at faith groups working in partnership with settlement workers linking people to services; workshops on social service sector (programs, services); workshops on religious accommodation for community organizations, etc.
3:30-3:50	Networking Break	
3:50 - 4:05	Toronto Newcomer Office (TNO) project: collaboration between faith groups & settlement sector (Vera Dodic, TNO)	- Vera will be presenting the work done so far
4:05 – 4:15	Introduction to the "Blanket Exercise" (Alfredo Barahona, Kairos) Participants' reaction (feedback)	- One of the proposed activity for the Forum
4:15 – 4:45	Wrap-up: conclusions, next steps, commitment	We could put posters on the wall with titles for various tasks/commitments and ask people to put their names on before the leave. E.g.: - I can bring 5 leaders from my community - I can present on collaboration or invite someone who can - I can bring volunteers - I can contribute money for food or honoraria for presenters

C. Letter of Invitation- Planning Day event

"A core value of my faith is to welcome the stranger, the refugee, the internally displaced, the other. I shall treat him or her as I would like to be treated. I will challenge others, even leaders in my faith community, to do the same." (Affirmations for faith leaders)

Dear,

Faith communities play a major role in creating welcoming communities for newcomers. Recent refugees' resettlement process has shown how important it is for community organizations (faith-based and settlement) to work together to make newcomers' integration more successful. Our network that represents over 40 organizations is bringing together a group of strategic thinkers and decision makers from various faith communities to plan a city-wide Faith & Welcoming Communities Forum to explore opportunities for partnerships around immigrant and refugee settlement with the support of the Federal, Provincial and Municipal governments.

We are pleased to invite you to a half-day planning meeting on Thursday **February 23, 2017 1:00-5:00 pm**, at the **Parkway Forest Community Centre (55 Forest Manor Rd., North York)**. The planning meeting will be a space for faith groups and settlement service providers to collaboratively design a Faith & Welcoming Communities Forum, which will take place in the fall. The meeting will start at 1 pm with lunch and a networking session, followed by a discussion on collaborative projects, current trends & needs that will shape the Forum's objectives and program. The planning meeting will conclude with the small group discussions on partnership opportunities that we hope to move on with as a result of the Forum.

Kindly confirm your participation by responding to this e-mail. If you are unable to participate personally, please send your representative. For more information about the program, please connect with Sheeba Colvine: sheeba@torontonorthlip.ca

Thank you and look forward to our conversation on February 23rd!

Sincerely,

Forum Organizing Committee

The Toronto North Local Immigration Partnership

D. Survey for Faith Forum

1. What are your expectations from the Forum? What would you like to gain as a result of the Forum?

a. Establish new connections with other faith groups
b. Establish new connections with social service organizations
c. Share/learn about promising collaboration practices
d. Generate concrete partnership project ideas
e. Find partners for my projects
f. Other (please specify)_____

2. Given your organization's and personal work and holiday schedules, what are the preferred months for the Forum?

    a. October
    b. November
    c. Other_____

3. Please indicate preferred days of the week _____

4. Please select preferred times for the event
    a. 9 am – 4 pm
    b. 8 am – 1 pm
    c. 10 am – 5 pm
    d. Other: (please specify)_____

5. On a scale 1-5 (1-lowest priority, 5- highest priority) please rank the following formats of the event:
    a. Panel discussion
    b. Organized networking activities
    c. Workshops
    d. World café style conversation (round table discussions)
    e. Poster presentation
    f. Other (please specify) _____

6. On a scale 1-5 (1-lowest priority, 5- highest priority) please rank the following Forum activities/program items:
    a. Keynote speech
    b. Best practices & lessons learned (case studies)
    c. Trends & Innovative Approaches
    d. Funding opportunities (panel by funders)
    e. Other (please specify) _____

7. Recommendation for speakers/presenters (please provide names and contact info, if available):
    a. **Keynote speech:**
       Name_____ Contact info: _____
       Name_____ Contact info: _____
       Name_____ Contact info: _____

    b. **Best practices & lessons learned (case studies)**
       Name_____ Contact info: _____
       Name_____ Contact info: _____
       Name_____ Contact info: _____

    c. **Trends and innovative approaches**
       Name_____ Contact info: _____
       Name_____ Contact info: _____
       Name_____ Contact info: _____

    d. **Funding opportunities (panel by funders)**
       Name_____ Contact info: _____
       Name_____ Contact info: _____
       Name_____ Contact info: _____

    e. **Other** (please specify) _____
       Name_____ Contact info: _____
       Name_____ Contact info: _____
       Name_____ Contact info: _____

8. Blanket Exercise and its relevance
    a. Do it as a separate event
    b. Include it in the Forum agenda
    c. Not relevant
    d. One of the break-out room options for participants
    e. Other ……

9. I will participate in the planning group for the forum
    a. Yes
    b. No

10. I can contribute to the budget of the Forum (food)
    a. Yes
    b. No

11. I can help with outreach and promotion if the Forum (for social service orgs)
    a. Yes
    b. No

12. I will bring at least 5 participants from my faith community (for faith groups)

a. Yes
b. No

13. I can help design the communication materials for the Forum
    a. Yes
    b. No

14. I can help with collection of best practices
    a. Yes
    b. No

15. I will help with process documentation on the day of the Forum
    a. Yes
    b. No

16. I will help with the participant registration on the day of the Forum
    a. Yes
    b. No

E. Email invitation – Faith Forum

Dear all,

Building on the success of the 2016 Forum and the ongoing work being done to strengthen the relationship between faith group and the social service sector, the Toronto North LIP along with partners is pleased to invite you to **the Faith and Welcoming Communities Forum 2017,** on Wednesday, September 20th, 2017, from 9:00 am-4:00 pm, at the Council Chambers, North York Civic Centre. The forum will be a space for faith groups and settlement service providers to participate in discussion on Partnership to support refugees; Co-location of services (language classes, settlement, etc.); Collaborative funding applications; and Promoting mental health.

Organized by a planning committee comprised of faith groups and community agencies, we hope to create a platform for knowledge exchange and potential collaboration among faith groups and settlement agencies that work on creating more welcoming communities for newcomers in Toronto North.

At the Forum you will have an opportunity to:

- Build relationships
- Learn about best practices in partnership development and community development
- Explore opportunities for collaboration through info exchange on existing services and programs
- Explore potential for resource sharing
- Improve and expand outreach to the community

To register please visit: **https://www.eventbrite.com/e/faith-and-welcoming-communities-tickets-31610877987**

Kindly spread the word amongst your networks.

We look forward to welcoming you at the Forum!

Sincerely,

On behalf of the Forum Organizing Committee,

Sheeba Colvine

F. Invitation – Panelist

"A core value of my faith is to welcome the stranger, the refugee, the internally displaced, the other. I shall treat him or her as I would like to be treated. I will challenge others, even leaders in my faith community, to do the same." (Affirmations for faith leaders)

Dear,

We are pleased to invite you as a panelist to our upcoming 'Faith and Welcoming Communities' forum on Wednesday, September 20th, 2017, from 9:00-4:30 pm, at the Council Chambers, North York Civic Centre. The forum will be a space for faith groups and settlement service providers to participate in discussion on Potential Partnerships to support refugees; Co-location of services (language classes, settlement, etc.); Collaborative funding applications; Volunteer programs at faith groups for newcomers and promoting mental health of newcomers.

As we know, Faith communities play a major role in creating welcoming communities for newcomers. Recent refugees' resettlement process has shown how important it is for community organizations (faith-based and settlement) to work together to make newcomers' integration more successful. Our network that represents over 40 organizations is bringing together a group of strategic thinkers and decision makers from various faith communities to organise a city-wide Faith & Welcoming Communities Forum to explore opportunities for partnerships around immigrant and refugee settlement with the support of the Federal, Provincial and Municipal governments.

We are looking forward to your participation. **Kindly share your presentation/talking points and also a brief about the project. Also, if you could send your brief bio, we would be happy to use it in the resource pack for the event.** For more information about the program, please feel free to connect with myself at sheeba@torontonorthlip.ca

Thank you and look forward to our meeting you on September 20th!

Sincerely,

On behalf of the Forum Organizing Committee

And The Toronto North Local Immigration Partnership (TNLIP)

I. "Save the Date" Note

SAVE THE DATE

TORONTO NORTH LIP IN COLLABORATION WITH PARTNERS

IS PLEASED TO ANNOUNCE

FAITH AND WELCOMING COMMUNITIES - FORUM 2017

September 20th, 2017, 9:00 am - 4:00 pm

AT COUNCIL CHAMBERS, NORTH YORK CIVIC CENTRE

Social service agencies and faith groups share a common goal of creating welcoming communities for newcomers in Toronto. The purpose of the Forum is to create a platform for knowledge exchange and potential collaboration among faith groups and social service agencies that work on creating more welcoming communities.

We hope the Forum will spark faith in partnerships!

See you on September 20th, 2017!

In collaboration with :

G. Agenda - Faith and Welcoming Communities - Forum 2017

Faith and Welcoming Communities - Forum 2017

On September 20th, 2017 from 9 am – 4 pm

At Council Chambers, North York Civic Centre

5100 Yonge St, North York, ON M2N 5V7

Agenda

9:00 : Registration and Breakfast

9:50 : Welcome & Acknowledgements (Michael Skaljin)

10:00 : Opening greetings by –

- Joey on Behalf of Hon. Geng Tan, MP Don Valley North
- Jim Karygiannis, Councillor Ward 39, Scarborough-Agincourt
- Joe Mihevc , Councillor Ward 21, St. Paul's West

10:20 : Introduction to the Best Practices/Panel discussion and presentations

(Moderated by Michael Skaljin)

- ✓ **Zubair Patel**, Director of Operations and Outreach, Office of the Minister of Immigration, Refugees and Citizenship Canada
- ✓ **Pastor Nestor Abdon**, The People's Church
- ✓ **Rich Janzen**, Centre for Community Based Research, University of Waterloo
- ✓ **Lucy Cummings**, Faith & the Common Good

11:30 : Question and Answers

12 -1 : Lunch and Networking

1:00 : Discussion – Potential collaborations /Projects

(Moderated by Michael Skaljin)

2:00 : Workshops /Presentations

(i) Partnership to support refugees; (Bushra, Muslim Association of Canada)

(ii) Co-location of services - language classes, settlement, etc.; Lucy Fitzpatrick, Working Women Community Centre

(iii) Connecting Communities , CLEO (Brenda Doner, CLEO)

3:00 : Break

3:15 : Way forward, wrap-up and feedback

H. Feedback Form

Faith and Welcoming Communities - Forum 2017

On September 20th, 2017 from 9 am – 4 pm

At Council Chambers, North York Civic Centre

5100 Yonge St, North York, ON M2N 5V7

Feedback

We hope the 'Faith and Welcoming Communities' forum was useful and fun! Please take a moment to provide feedback regarding the event.

We appreciate your opinions and welcome suggestions.

Please Check (√) the box that best describes each category	Excellent	Very Good	Good	Fair	Could be better
How well the event was organized					
Location of the event					
Duration of the event					
Opportunity to connect with other members					

Would you consider participating in future events similar to this one?

What do you like most about the event?

What did you like least about the event?

Please suggest possible topics for future events

Connecting Newcomers to Careers in Their Professional Fields

A. Event Programme

Connecting Newcomers to Careers in their Professional Fields

Thursday, November 10, 2016
9:30 am – 12:30 pm
The People's Church (Founders' Hall), 374 Sheppard Avenue East

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9:30 – 9:50	Registration, light refreshments, networking
9:50 – 10:00	**Welcome**
10:00 – 10:40	**Licensing in Ontario's Non-Health Professions (Alternative Careers)** Thierry Guillaumont, Global Experience Ontario
10:40- 11:20	**Alternative Careers in Health Care for Internationally Educated Health Professionals (IEHPs)** Andres Berrio, HealthForceOntario
11:20 – 11:30	Break
11:30 – 12:10	**Adult Learning and Pathways to Apprenticeship** Stephen Chaves, MAESD
12:10 – 12:25	**Licensure and Its Impact on Labour Market** John MacLaughlin, TWIG
12:25 – 12:30	Closing

Local Immigration Partnership

THE peoples CHURCH
Together in God's global mission

B. Feedback Form

Connecting Newcomers to Careers in their Professional Fields

November 10th, 2016

Feedback form

	Strongly disagree	Disagree	Not Sure	Agree	Strongly Agree
Overall, the event was useful to the work that I do					
The event provided a good learning opportunity					
The event was well-organized					
There was appropriate time for networking					
The panel was useful in enhancing my knowledge on connecting newcomers to careers in their professional fields					
The speakers were clear and informative					
I made connections at the event that will be helpful in my work					

Comments and suggestions related to presentations, panel and format of the event:

Suggestions on topics/speakers for future events:

General comments and suggestions:

THANK YOU!

"The Power of Collaboration" Forum

A. Event Programme

Wednesday, March 22, 2017
9:00 am – 12:30 pm
The People's Church (Founders' Hall), 374 Sheppard Avenue East

9:00 – 9:30	**Registration, coffee, networking**
9:30 – 9:40	**Welcoming Remarks**
9:40 – 10:25	**Social and Emotional Intelligence, and Their Role in Collaboration** **Emad Louis, Director, ELTC Training and Consultancy** Collaboration – with funders, allies and community partners – is a significant part of how our work gets done these days. Making the most of the valuable interactions we have with community partners, employers and clients requires more than intelligence, it requires an emphasis on consideration of those we engage with.
10:25 – 10:35	Q&A
10:35 – 10:50	Break
10:50 – 12:00	**Our Stories: Collaborative Model, Challenges, Solutions and Best Practices** **<u>Panel:</u>** Lawrence Heights Inter-Organization Network (LHION) **Isaac Fonseca, General Manager, COSTI Immigrant Services** Ontario Disability Employment Network's Centre of Excellence **Joe Dale, Executive Director** Toronto Community Benefits Network **Rosemarie Powell, Executive Director** First Work – Ontario's Youth Employment Network **Linda McGrath, Director, Member Relations**

Moderator: ***Luba Napoleone, Manager of Programs and Partnerships***
Toronto Workforce Innovation Group

12:00 – 12:20 Q&A

12:20 – 12:30 **Forum Wrap-up**

Fall 2017 Hiring Event

A. Draft Invitation Letter to Employers

Dear ….

It is a pleasure to cordially invite you to the ***Fall 2017 Hiring Event*** which will be held on September 15th from 9:00 am to 1:00 pm at the Peoples Church, 374 Sheppard Avenue East. The event is organized by the Toronto North Local Immigration Partnership members: The Toronto Employment & Social Services, ACCES Employment, JVS Toronto, The Centre of Education and Training and the Peoples Church.

The Toronto North Local Immigration Partnership is a community based planning table focused on improving settlement and integration outcomes of newcomers, and creating economic opportunities for all residents , thus, making these communities more thriving and welcoming. The member employment agencies pro-actively aim to support employers in their recruitment and retaining of job seekers with solid educational background and professional experience.

There are many benefits to attending this event as it will provide:

- Pre-screened and qualified candidates who you can interview on the spot
- Government-funded employer incentives may be offered to offset training costs of job seekers
- No cost to you company or job seekers

Please confirm your participation by August 14th, 2017.

Refreshments will be provided to the participating employers. The venue has a free spacious parking space.

Please do not hesitate to contact me, if you have any questions

Sincerely,

Reproductive & Sexual Health Workshop

A. Agenda

Reproductive & Sexual Health Workshop

February 1st 2017, 9:30am – 4:00pm
Burgundy Room A, North York Community Memorial Hall

Time	Topic	Presenter/Facilitator
9:30 - 9:40am	Welcome & Introductions	TNLIP
9:40 - 10:20am	Pap Test & Sexually Transmitted Infections	TPH
10:20 -11:10am	HIV/AIDS (Transmission, Testing, Prevention and Treatment)	ACT
11:10 – 11:20am	**Break**	
11:20 – 11:40am	Raising Safe & Healthy Children	TPH
11:40am-12:00pm	Sexual Health Education	TPH
12:00 -1:00pm	**Lunch Break**	
1:00pm -1:20pm	Social Determinants of HIV/AIDS, Violence & Disclosure	ACT
1:20 - 1:40pm	Pregnancy & HIV/AIDS	ACT
1:40 – 2:40pm	Post-partum Depression	TPH
2:40-2:50pm	**Break**	
2:50-3:20pm	Reproductive & Sexual Health Services in Toronto	TPH & ACT
3:20-3:30pm	Closure & Evaluations	TNLIP

TORONTO Public Health act Local Immigration Partnership

“Talk About” Forum: Documenting Best Practices in Newcomer Client Services

View and/or download the forum report:

http://torontonorthlip.ca/resources/promising-practices-newcomer-clients-service-area

Mental Health First Aid & Self-Care, and Coping with Occupational Stress Response Workshops

View and/or download the “Coping with Occupational Stress Response” presentation:

http://torontonorthlip.ca/resources/occupational-stress-reactions