

National Settlement Conference II

Community Building Strategies for the 21st Century: Innovation, Inclusion and Partnership

October 2 - 5, 2003
Westin Hotel
Calgary, Alberta

PROGRAM

THURSDAY OCTOBER 2, 2003

- 2:00** **REGISTRATION BEGINS**
- 3:00 - 5:00** **OPEN HOUSE (SHUTTLE BUS SERVICE AVAILABLE)**
(Calgary Catholic Immigration Society - Margaret Chisholm Resettlement Centre)
- 4:00 - 6:00** **INTEREST GROUP MEETINGS (IGM)**
These moderated sessions will provide an opportunity for networking and for discussion of issues relevant to the following subjects:
- A - Health**
Location: Greenfield
Facilitator: Sarah Bowen
- B - Employment**
Location: Eau Claire North
Facilitators: Clifford Bell and another to be determined
- C - Language**
Location: Lougheed
Facilitators: Brenda Lohrenz and Alison Norman
- D - Host/Volunteer/Community Bridging**
Location: Manning
Facilitators: Kemi Jacobs and Jerry Wu
- E - Refugee Issues**
Location: Barclay
Facilitators: Fiona Corbin and Diane Fisher
- F - Partnership Building**
Location: Eau Claire South
Facilitators: Jean Séguin and Fariborz Birjandian
- G - Education and Immigrant Youth**
Location: Brownlee
Facilitator: Fadia Ismail
- 7:00 - 9:00** **WELCOME RECEPTION (WESTIN HOTEL - BONA VISTA)**

7:30 - 8:30 **BREAKFAST (BRITANNIA)**

8:30 - 8:45 **INTRODUCTION/CONTEXT SETTING (SIMULTANEOUS INTERPRETATION AVAILABLE)**
Rosaline Frith (Citizenship and Immigration Canada) and Reza Shahbazi (Ontario Council of Agencies Serving Immigrants), Co-chairs of Joint Planning Committee and Naomi Alboim, Moderator

Location: Britannia

8:45 - 9:15 **OPENING ADDRESS (SIMULTANEOUS INTERPRETATION AVAILABLE)**
The Honourable Denis Coderre, Minister of Citizenship and Immigration Canada.
There will be a question period.

Location: Britannia

9:15 - 10:00 **GUEST SPEAKER (SIMULTANEOUS INTERPRETATION AVAILABLE)**
Haroon Siddiqui, Editorial Page Editor Emeritus of The Toronto Star. There will be a question period.

Location: Britannia

10:00 - 10:30 **BREAK**

10:30 - 12:15 **EFFECTING CHANGE FOR YOUR COMMUNITY: PLENARY SESSION ON POLICY DEVELOPMENT (SIMULTANEOUS INTERPRETATION AVAILABLE)**

Location: Britannia

Panelists: Naomi Alboim (Moderator), Rob Vineberg (Director General, Citizenship and Immigration Canada, Prairies and Northern Territories Region), Marc Khouri (Citizenship and Immigration Canada, Minister's Office, Special Assistant - Atlantic, Prairies, West and North), Janet Dench (Executive Director, Canadian Council for Refugees, Quebec)

An individual or an organisation can help effect change in a community by getting the right message at the right time to the right decision-makers. The objective of this plenary session is to help build the capacity of the conference participants to understand and to influence government policy making. A short presentation will focus on the government policy-making process. Several panelists will then provide government and non-governmental organization perspectives and advice on how to navigate the system and how to effectively influence policy-making in a meaningful way.

12:15 - 1:45 **LUNCH**

1:00 - 1:30 **PRESENTATION OF THE LONGITUDINAL SURVEY OF IMMIGRANTS TO CANADA (SIMULTANEOUS INTERPRETATION AVAILABLE)**

Location: Britannia

Presenter: Jean Bergeron (Senior Research Officer, Priorities, Planning and Research Branch, Citizenship and Immigration Canada)

The Longitudinal Survey of Immigrants to Canada (LSIC), conducted by Statistics Canada and Citizenship and Immigration Canada under the Policy Research Data Gap Initiative, is a comprehensive survey designed to study the process by which new immigrants adapt to the Canadian society. Data from the first wave of interviews were released on September 4th, 2003 and are now available to help policy makers and service providers adjust existing programs or develop new ones to better support newcomers settle in Canada. This presentation will provide details on the survey, and highlights of the initial results with regards to the newcomers experiences in trying to find housing, health care, training and jobs.

1:45 - 5:15 WORKSHOPS 1A TO 1D

1A *Regionalisation: For Immigrants Only? Field of Dreams or Gulags! (Simultaneous Interpretation Available)*

Location: Rideau/Mount Royal

Presenters: Geneviève Chagnon (Carrefour BLE, Quebec), Moussa Guene (Promis, Quebec), Uzma Shakir (Council of Agencies Serving South Asians, Ontario) and Jane Cullingworth (Policy Roundtable Mobilizing Professions and Trades, Ontario)

Moderator: Fariborz Birjandian

Context: In recent years, immigrant serving agencies have faced the challenge of regionalisation of their clientele.

Objectives: 1) To explore key questions about regionalisation in Quebec; 2) To unravel the complex issues involved in regionalisation, moving beyond the level of services to issues of public policy and social justice.

Format: Uzma Shakir and Jane Cullingworth will present theoretical and personal perspectives on the “dispersal” policy and invite discussion towards concrete policy recommendations. Genevieve Chagnon and Moussa Guene will lead an interactive session.

1B *The Integration of Francophone Immigrants Outside Quebec: Challenges and Perspectives (Policy workshop)*

Location: Brownlee

Presenters: Pierre Dajjo (Conseil économique et social d’Ottawa-Carleton, Ontario), Ginette Gratton (Communications consultant, Ontario), Sévérin N’dema-Moussa (Conseil pour l’Intégration des Francophones minorités raciales, Ontario), Tharcisse Ntakibirora (Centre communautaire régional de London, Ontario)

Moderator: Jean Séguin

Objectives: To share current provincial practices outside of Quebec and increase awareness of immigrant serving organizations; to explore the relevance of providing services in accordance with the Official Languages Act and the Charter of Rights and Freedoms; to initiate a study of francophone immigration outside of Quebec.

Format: Provincial representatives will provide an overview of the services they offer to francophone immigrants and the objectives met in offering these services. A discussion leader will help participants arrive at a general definition of integration and then pose questions such as: What are the challenges faced by francophone immigrants outside of Quebec? What strategies can be used to overcome the challenges?

1C *Non-Governmental Organization Resources for Settlement Policy Development, Planning and Service Delivery: Challenges and Opportunities (Policy workshop)*

Location: Banff

Presenter: Ted Richmond (Community Social Planning Council of Toronto, Ontario) and M.S. Mwarigha (Toronto Community Housing Committee, Ontario)

Moderator: Reza Shahbazi

Objectives: 1) Ted Richmond will explore the important paradox whereby NGOs in the settlement sector face growing demand for participation in policy development and a simultaneous reduction in required resources; 2) M.S. Mwarigha will articulate how the current resource concentration within upper tier government results in service overload at the urban community level of the settlement sector and what impact this has on local services and infrastructure.

Format: Ted Richmond's discussion will include an overview of the basic trends shaping NGOs, an examination of the various notions of the "voluntary sector," and consideration of alternative resources for NGO policy work. M.S. Mwarigha will explore how settlement bodies can assertively propose alternatives for effective service delivery, continued public support for urban immigration, and continued support for the settlement sector from all levels of government. There will be a question period.

1D *Settlement In Smaller Centres and Rural Areas (Simultaneous Interpretation Available)*

Location: Eau Claire South

Presenters: Guylaine Dodier (Service d'accueil des Nouveaux Arrivants région de Lac-Mégantic, Quebec), Tara Blanchard (Moose Jaw Multicultural Council, Saskatchewan) and Liz Robinson (Government of Manitoba, Manitoba)

Moderator: Bob Godkin

Objectives: To demonstrate the feasibility of settlement in smaller centres and rural areas in Quebec, Saskatchewan and Manitoba by exploring current trends and common practices; to examine the economic and social contributions of immigration.

Format: The presenters will demonstrate the feasibility of accepting newcomers in smaller centres and rural areas, consider immigration in its global scope (Qualitative = Quantitative) and present the tools used in ruralization, such as seminars, partnering efforts with immigrant serving NGOs, online applicant databases, and the distribution of career opportunities to organizations in other regions. The presenters will also demonstrate unique settlement practices and how to overcome the barriers of attracting and retaining newcomers to the underpopulated areas of Canada. Panel presentation and interactive session.

1:45 - 3:15 WORKSHOPS 2A TO 2H

2A *Addressing Domestic Abuse From a Culturally Sensitive Perspective Within the Settlement Sector: Developing Integrated Partnerships Amongst Immigrant Service Providing Organizations and Community Agencies Serving Victims of Violence*

Location: Lake Louise

Presenters: Inderjit Grewal (Hiatus House, Ontario) and Eva Kratochvil (The Multicultural Council of Windsor & Essex County, Ontario)

Moderator: Lauren Johnson

Objectives: To present an effective framework for domestic violence counselling of immigrant newcomers; to examine the development of integrated partnerships between newcomer service organizations and mainstream agencies.

Format: There will be a panel presentation where relevant issues will be discussed, including: answering culturally sensitive questions when servicing immigrants; barriers that prevent immigrant women from leaving abusive relationships; appropriate assistance for primary and secondary settlement issues, and strategies for developing partnerships between newcomer service organizations and mainstream agencies to more effectively reach victims of violence (with a successful example from Windsor & Essex County). There will be a question period.

2B *Protecting Refugee Claimants: New Ideas Concerning Services (Simultaneous Interpretation Available)*

Location: Eau Claire North

Presenters: Cécile Marotte and Nadja Pollaert (Table de concertation des organismes au service des personnes réfugiées et immigrantes, Quebec)

Moderator: Morteza Jafarpour

Context: Since 1984, the protection of refugee claimants in Quebec has been the top priority for the Comité d'aide aux réfugiés (CAR). In response to growing demands, rising complexity, and slowing transfer of information, the Table de concertation des organismes au service des personnes réfugiées et immigrantes (TCRI) created a pilot project to restructure and enhance CAR intervention strategies.

Objectives: The presenters will detail the TCRI project and its main objective: to create a model for evaluating refugee claimant services, particularly legal counselling, psychological support and social aid.

Format: Panel presentation followed by an interactive discussion with workshop participants.

2C *Integrated Bridging Programs for Immigrant Professionals: Development of an ETIP-based Template for Application to Other Professions*

Location: Bonavista

Presenters: Don Byers (Northern Alberta Institute of Technology, Alberta) and Ninfa Castellanos (Edmonton Mennonite Centre for Newcomers, Alberta)

Moderator: Cynthia Stewart

Objectives: To examine key facets of the highly successful Engineering Technologists Integration Project (ETIP) and explore how it may be reconfigured for other professions.

Format: The presenters will: 1) detail how the ETIP was developed; 2) describe use of the unique Prior Learning Assessment instrument; 3) address issues surrounding client selection, assessment, training, and placement; 4) explore how key ETIP processes may be applied to programs for other professions (developmental work on programs for internationally trained teachers and accountants will be unveiled). There will be a question period. (Note: In an attempt to stimulate productive discussion and debate around the issue of application of the template to other professions, several weeks prior to the conference, the Edmonton Mennonite Centre for Newcomers (EMCN) will make every effort to post either the highlights or the actual papers prepared by the presenters on the EMCN website at www.emcn.ab.ca.)

2D *Renewing the relationship between Government and Non-Governmental Organizations (NGO) (Policy workshop - Simultaneous Interpretation Available)*

Location: Britannia

Presenters: Stephan Reichhold (Table de concertation des organismes au service des personnes réfugiées et immigrantes, Quebec) and Sangeeta Subramanian (South Asian Women's Centre, Ontario)

Moderator: Chris Friesen

Context: Discussion at National Settlement Conference I identified the need for a national framework for engagement between NGOs and governments in public policy debates and decision-making processes.

Objective: To present models and engage participants in dialogue towards establishing a national framework that would shed light on issues critical to the sector and maintain a diversity of provincial and regional perspectives.

Format: The presenters will present several possible models (including a number that are currently in use) and invite participants to share viewpoints and propose additional models.

2E *Persons without immigration status in Canada (Policy workshop)*

Location: Manning

Presenters: Avvy Yao-Yao Go (Metro Toronto Chinese & Southeast Asian Legal Clinic, Ontario), Carolina Bernstein (Access Alliance Multicultural Community Health Centre, Ontario), and Victor Wong (Vancouver Association of Chinese Canadians, British Columbia)

Moderator: Diane Fisher

Objectives: To increase awareness of the difficulties faced by persons without immigration status in Canada and the implications these issues have on settlement policy and practice.

Format: The presenters will outline the issue through an overview of four key areas: 1) How people become persons without immigration status in Canada; 2) How Canadian laws and regulations contribute to problems facing persons without immigration status in Canada; 3) Who are persons without immigration status in Canada; 4) The challenges for individuals without status. There will be opportunity for interactive audience participation.

2F *Settlement and Integration: Then and Now (Policy workshop)*

Location: Barclay

Presenters: Loly Rico (Canadian Council for Refugees, Ontario), Kemi Jacobs (Canadian Council for Refugees, Ontario), and Sherman Chan (MOSAIC, British Columbia)

Moderator: Martha Bendiner

Objectives: To examine how trends in immigration policy have affected settlement in Canada; to explore how regional and national settlement bodies have adjusted to the evolving needs of newcomers; to address current immigration challenges.

Format: Panelists will provide an historical overview of immigration policy. Then work groups (arranged by province) will be set up to examine the impact of policy change on settlement organization practices. Next, an environmental scan will identify current challenges facing the sector. Finally, participants will reassemble into work groups to develop solutions for meeting the current challenges.

2G *The New Canadian English Language Benchmarks Assessment for Nurses: A Model for Other Professions and Trades*

Location: Lougheed

Presenters: Pauline McNaughton (Centre for Canadian Language Benchmarks, Ontario) and Lucy Epp (Red River College, Manitoba)

Moderator: Brenda Lohrenz

Objectives: To present the Canadian English Language Benchmarks Assessment for Nurses as an effective medium for improving integration of internationally-trained nurses; to explore how the benchmarks assessment can serve as a model for other professions and trades.

Format: The presenters will describe the increasing centrality of immigration to Canada's economic growth and emphasize the importance of language fluency in successful integration. They will also detail how the new benchmarks assessment medium can produce valid, reliable and cost-effective results used by various employers and licensing bodies across the country. There will be a question period.

2H *Funding Agency Infrastructure: An Ongoing Struggle (Policy workshop)*

Location: Lakeview

Presenter: George Glover (Catholic Community Services of York Region, Ontario)

Moderator: Debbie Douglas

Objectives: To review the current funding needs of settlement agencies and examine the funding practices of Citizenship and Immigration Canada and other government and non-government funding bodies; to review the *Code of Good Practice on Funding* produced by the Voluntary Sector Initiative; and to detail the necessary steps for agencies and governments when implementing the Code.

Format: A four-part presentation with questions and discussion following each segment. The presenter will be particularly interested in hearing the perspectives of participants from outside Ontario.

3:15 - 3:45 **BREAK**

3:45 - 5:15 **WORKSHOPS 3A TO 3F**

3A ***Innovation in Immigrant and Refugee Youth Focused Programming***

Location: Lake Louise

Presenters: Achala Hewaarachchi and Fadia Ismail (YMCA School Support Program, Nova Scotia), Carmen G. Munoz (Immigrant Service Society of BC, British Columbia) and Fransisco Fernando Granados (Youth Participant, Immigrant Services Society of BC, British Columbia)

Moderator: Linda Dirkson

Objectives: The presenters will share insights on the issues newcomer youth face and explain how these support models promote physical and mental well being in their communities, while creating awareness and improving the cultural sensitivity among school staff. Fransisco Granados, an 18-year-old refugee youth from Guatemala, will share his journey of integration and outline the services that have helped him through this process.

Format: The YMCA Newcomer School Support Staff and the Immigrant Services Society of BC will be highlighting two innovative approaches that target the needs of immigrant and refugee youth during their integration process into Canadian Society.

3B ***Participation of Newcomers and Minorities in Canadian Political Processes (Policy workshop)***

Location: Barclay

Presenters: Erin Tolley (Citizenship and Immigration Canada, Metropolis Project Team), Teresa Woo-Paw (Community consultant, Alberta), Amal Umar (Multiculturalism, Canadian Heritage, Alberta), and Livianna Tossutti (Brock University, Ontario)

Moderator: Amal Umar

Context: It has been suggested that in a diverse society nothing is more important than ensuring that all citizens have the opportunity to participate in the discussions that set the rules by which we agree to live. This workshop will combine presentations by a researcher who has worked on this topic, a community member who has served as the head of the Calgary School Board, and a municipal and federal official who have been engaged in community outreach.

Objective: To present and discuss progress made on this front.

Format: All presenters will focus on best practices and recommendations for how newcomer and minority communities can exercise their active citizenship in political processes. Participants will receive several recent research papers on the subject, proceedings of a political participation seminar, and a Metropolis Policy Brief on political participation. During discussion participants will work towards recommendations for future research and policy development.

3C *Fostering Successful Integration of Refugees and Immigrants by Addressing Barriers to Employment*

Location: Eau Claire North

Presenters: Helen Smith-McIntyre and Alex Istifo (Saskatoon Refugee Coalition, Saskatchewan)

Moderator: Sam Laldin

Objectives: To explore immigrant/refugee barriers to meaningful employment and strategies for addressing the barriers; to develop plans for communicating these strategies to relevant policy and decision makers.

Format: The panelists will give accounts of employment barriers based on their personal experiences including issues such as recognized work experience, professional accreditation, gender and race. There will also be a presentation of data based on current research. The audience will participate through small and large work groups in the development of barrier-reducing strategies and communication plans.

3D *What Kinds of Services Do Newcomers Want? (Policy workshop)*

Location: Bonavista

Presenters: Dr. Gillian Kerr and Anne Simard (RealWorld Systems, Ontario)

Moderator: Lauren Johnson

Context: The presenters collected and analyzed interview data for the Immigrant Settlement and Adaptation Program (ISAP) and Newcomer Settlement Program reviews for the province of Ontario. They are aware that many in the settlement sector are interested in the outcomes of the study.

Objectives: To present and discuss the results of the Immigrant Settlement and Adaptation Program and Newcomer Settlement Program reviews, with emphasis on the types of services that immigrants and refugees value and want in Canada.

Format: To be tailored according to the needs and interests of the participants.

3E *Impact of the Canadian Language Benchmarks on National Settlement and Integration and the Need for a National Strategy (Policy workshop - Simultaneous Interpretation Available)*

Location: Britannia

Presenters: Pauline McNaughton (Centre for Canadian Language Benchmarks, Ontario), Tara Holmes (Alberta Association of Immigrant Serving Agencies, Alberta) and Carolyn Dieleman (Government of Alberta, Alberta)

Moderator: Tim Helfrick

Objectives: To review the significant impact that the Canadian Language Benchmarks (CLB) have had on settlement and integration; to devise strategies through which the CLB initiative can broaden its scope and reach its full potential.

Format: The panel will explore how the CLB have had a profound impact on adult English second language instruction and describe tremendous advances made in bringing the CLB to the labour sector. Participants will help develop strategies for broadening CLB application that will improve newcomers' access to post-secondary education, training programs, professional accreditation and trades licensing.

3F Building Support Networks for Refugees with Special Needs: Joint Assisted Sponsorships

Location: Manning

Presenters: Diane Dicks (World Vision Canada, Ontario), Elaine Harder (Mennonite Central Committee, Saskatchewan), Mary Williamson (Cross Cultural Learner Centre, Ontario) and Barbara Treviranus (Refugee Sponsorship Training Program, Ontario)

Moderator: Diane Fisher

Context: In an effort to promote the program, its benefits and challenges, sponsorship agreement holders are interested in engaging the broader settlement community. While Resettlement Assistance Program (RAP) service provider organisations work together with sponsors in the initial orientation period, the challenges of providing the extra medical and other settlement support required by these special needs refugees affects the entire community.

Objectives: To examine the increasing complexity in the resettlement of special needs refugees and the impact of the Joint Assistance Sponsorships (JAS) program; to exchange ideas on effective partnerships and settlement practices for special needs refugees.

Format: Following a brief outline of the Joint Assistance Sponsorships program (including program partners and their roles and responsibilities), participants will be assembled into groups to discuss effective settlement of special needs cases and to devise solutions to issues.

7:00 - 11:00 WESTERN THEME PARTY (SHUTTLE BUS SERVICE AVAILABLE)
Round-up Centre, Calgary Stampede Grounds

SATURDAY OCTOBER 4, 2003

8:00 - 9:00 BREAKFAST (BRITANNIA)

9:00 - 10:30 PLENARY ON VOLUNTARY SECTOR INITIATIVE (VSI) NATIONAL WORKING GROUPS (SIMULTANEOUS INTERPRETATION AVAILABLE)

During this session, the co-chairs of the 4 VSI national working groups, which were given their mandate to pursue specific policy and program issues at NSCI, will report on their activities and their findings and will table the discussion documents and any recommendations the groups have developed. The 4 VSI national working groups are as follows: 1) How to Maximize Current Settlement Work, 2) Small Centre Strategy, 3) Settlement Accord, and 4) Settlement Standards/Professionalisation and Accountability.

Location: Britannia

10:30 - 11:00 BREAK

11:00 - 12:30 WORKSHOPS 4A TO 4E

4A National VSI Working Group 4: Settlement Standards/Professionalisation and Accountability - Towards a Common Approach to Developing Outcomes in the Immigrant Settlement Sector (Simultaneous Interpretation Available)

Location: Bonavista

Presenters: Sherman Chan (Canadian Council for Refugees, British Columbia), Teresa Pires (Citizenship and Immigration Canada, NHQ), Rob Boldt (Government of British Columbia, British Columbia) and Mario Allende (Government of Alberta, Alberta)

Moderator: Sangeeta Subramanian

Context: With the goal to create a common approach to work to develop outcomes in the immigrant settlement sector, innovative performance measurement and evaluation work is ongoing in three jurisdictions: CIC, Alberta, and British Columbia.

Objectives: To review the performance measurement and evaluation work from the three jurisdictions; to explore the implications of moving towards a national framework for performance measurement and evaluation.

Format: Following an introduction to the “logic model” methodology that frames the work, the presenters will describe progress made in their respective jurisdictions and the challenges that arise. Participants can then share their own experiences and discuss the implications of moving towards a national framework.

4B Manitoba Qualifications Recognition Initiative

Location: Eau Claire North

Presenters: Ximena Munoz and Eileen May (Government of Manitoba, Manitoba)

Moderator: Bridget Foster

Context: In 2002, the Manitoba government recognised that it needed a new approach to programs that address non-recognition of foreign credentials. Representatives from eight provincial departments are currently drafting a broad-based strategy that will examine this key issue.

Objectives: To present and discuss an overview of Manitoba’s innovative qualifications recognition initiative; to highlight the strategies that are generated by the initiative.

Format: Although the workshop content is specific to Manitoba, the presenters hope it will generate a great deal of participant feedback and that the ideas shared will be portable to other provinces.

4C Intercultural Intervention in School and Professional Orientation and Issues of Culture, Migration and Mindset in Career of Settlement Counselling (Simultaneous Interpretation Available)

Location: Rideau/Mount Royal

Presenters: Frédérick Proteau (Service d'orientation et d'intégration des immigrants au travail, Quebec), Heather Plaizier and Kumarie Achaibar-Morrison (Catholic Social Services, Alberta)

Moderator: Diane Fisher

Objectives: 1) To share the intercultural practices of the Service d'orientation et d'intégration des immigrants au travail (SOIT), an employment integration service; 2) To examine how values and mindset can affect communication style and decision-making for counsellors attempting to deliver culturally competent service.

Format: 1) An overview of an orientation process that embraces the cultural profile of immigrants to enhance their social and professional integration; topics to include the impact of values on the career path and the issues with North American orientation practices; 2) A detailed model for cultural competency, including culture-centred interview skills and culturological assessment tools.

4D Transplanted From War Zones: A Canadian Approach to a Creative Art Garden Program

Location: Barclay

Presenters: Jim Wolfe (Needs Centre for War Affected Families, Manitoba) and Dr. Rob Chase (Health Sciences Centre, Manitoba)

Moderator: Linda Dirkson

Context: Art gardens are highly effective means of working with youth who have been transplanted from war zones. This innovative approach connects the youth to communities, schools, refugee serving agencies, artists and storytellers and creative art therapy programs.

Objectives: To describe the development and early results of the Acorn Gardens in Anola, Manitoba; to detail two models upon which Acorn Gardens is based—The Spiral Garden in Toronto and The Butterfly Garden in Sri Lanka.

Format: An interactive presentation will help delegates to picture the sights, sounds and experiences shared by children as they work together in art, play, drama and nature in a garden setting. Questions, sharing of resources and feedback from the audience will be encouraged.

4E Immigrants with Disabilities and the Migratory Process (Simultaneous Interpretation Available)

Location: Britannia

Presenter: Teresa Penafiel (Association multi-ethnique pour l'intégration des personnes handicapées, Quebec)

Moderator: Stephan Reichhold

Context: Estimates indicate that 10% of all newcomers are people with functional limitations.

Objectives: To highlight the difficulties faced by immigrants with disabilities and explore the importance of having appropriate measures in place from the moment of their arrival; to detail programs and services specifically for persons with disabilities and explore ways of improving those services.

Format: The presenter will review the work of the Association multi-ethnique pour l'intégration des personnes handicapées. The workshop will include small group discussion.

11:00 - 3:15 WORKSHOPS 5A TO 5E

5A *National VSI Working Group 1: How to Maximize Current Settlement Work - Promising Policies and Practices for Maximizing Settlement Work (Simultaneous Interpretation Available)*

Location: Eau Claire South

Presenters: Bill McMichael (Centre for Canadian Language Benchmarks, British Columbia), Joan Teixeira (Citizenship and Immigration Canada, NHQ)

Context: At the first National Settlement Conference the working group *How to Maximize Current Settlement Work* was formed to address issues on promising policies and practices for maximizing settlement work.

Objectives: The purpose of this workshop is to help to bring new ideas for policy and service delivery to the public discourse on settlement and integration. The policy issues addressed will include settlement funding, and 'pre-arrival' information for newcomers. The group will also report the results of first-language community consultations in Vancouver, Edmonton, Regina, and Toronto immigrant and refugee communities. This research, conducted in the Winter of 2002 and Spring of 2003, focused on exemplary settlement practice, from the perspectives of the newcomer and the service provider. The research design and findings will be presented.

Format: Discussion papers on "promising policies" and "best practices" will be presented to the audience for comments and feedback. Recommendations will be put forward.

5B *National VSI Working Group 2: Small Centre Strategy - Report of the National Working Group on Small Centre Strategy (Regional Dispersion and Retention of Immigrants)*

Location: Banff

Presenters: Robert Godkin (Kingston and District Immigrant Services, Ontario); Lynne Belding (Citizenship and Immigration Canada, Prairies and Northern Territories Region); Tom Denton (Manitoba Refugee Sponsors, Manitoba)

Moderator: Robert Godkin and Lynne Belding

Context: At the first National Settlement Conference, the National Working Group on Small Centre Strategy was formed to address policy and practice issues with respect to regionalisation.

Objectives: To present and discuss the Working Group's progress report and ideas for the expansion of its work, including a proposed "tool box" for the guidance of small communities.

Format: The report will be distributed in advance of the conference, allowing participants to prepare comments. The panel will detail the report's evolution and invite comments on the ideas and policy issues contained. Participants will be divided into discussion groups to help formulate ideas for future Working Group deliberations.

5D *National VSI Working Group 4: Settlement Standards/Professionalisation and Accountability - Do we Really need Standards? - Answering that Million Dollar Question.*

Location: Loughheed

Presenters: Francis Chan (SUCCESS, British Columbia), Velinka Nevrenčan (Ottawa Community Immigrant Services Organization, Ontario), Paulina Maciulis (Ontario Council of Agencies Serving Immigrants, Ontario)

Moderator: Liz Robinson

Context: For over 10 years now, the conversation about program standards and performance measurement has been an on again, off again kind of affair. There are those of us who feel that if we want the settlement sector and those who work in it to be recognized on par with other social service sectors, then we need to take the initiative and work on setting standards, measuring performance and “professionalising” the sector. There are others who feel equally vehemently that this process will change the character of the sector and we should not be “giving in” to this general move towards “corporatisation”.

Objectives: In this session, the presenters will move towards developing a common understanding of what are standards - minimum vs. best practices? What are the concerns we have about the push for “standardization”? Is this the thin end of the wedge that will make our sector as rigid in its working as some of the other sectors? What are the benefits of establishing program standards and accountability mechanisms within the sector?

Format: The workshop is planned as an interactive facilitated session with the presenters playing the role of catalysts to engage in dialogue rather than “expert” presenters.

5E *The Integration of Newcomers within Francophone Minority Communities*

Location: Lakeview

Presenters: Micheline Doiron (Citizenship and Immigration Canada, NHQ), Linda Lauzon (Centre des niveaux de compétence linguistique canadiens, Ontario), Luketa M’Pindou (Alliance jeunesse famille de l’Alberta Society, Alberta) and Dulari Prithipaul (Edmonton Immigrants Services Association, Alberta)

Moderator: Fariborz Birjandian

Context: Recent studies demonstrate that francophone minority communities in Canada have not benefited from immigration as much as the anglophone population. Newcomers must be aware of the existence of the two official languages communities. Francophone communities must ensure successful social and economic integration of those newcomers in their communities.

Objectives: To achieve these results, a close collaboration between CIC (Citizenship and Immigration Canada), service providers and the francophone communities is pivotal. This workshop will emphasize exemplary practices and initiatives.

Format: 1) Micheline Doiron will present a draft strategic framework created by the Citizenship and Immigration Canada Steering Committee - Minority Francophone Communities, to promote immigration within francophone communities; 2) Linda Lauzon will describe the development and national validation of the Standards linguistiques canadiens including the Test de classement: version rationalisée developed at the University of Ottawa; 3) Luketa M’Pindou will present immigration initiatives in Alberta; 4) Dulari Prithipaul will outline existing hosting and settlement support services for francophone immigrants in Alberta. There will be some opportunity for questions.

12:30 - 1:45 **LUNCH (BRITANNIA)**
FREE TIME FOR NETWORKING AND EXPLORATION OF RESOURCE AREA

1:45 - 3:15 **WORKSHOPS 6A TO 6B**

6A ***Gateway to Asia Project: An Economic Integration Service Model for New Immigrants***

Location: Lake Louise

Presenters: Thomas Tam and Albert Yu (SUCCESS, British Columbia)

Moderator: Sam Laldin

Objectives: To present and discuss Gateway to Asia, a joint project of SUCCESS and Western Economic Diversification Canada created to connect new Asian immigrants to Canadian manufacturers and suppliers and to promote Canadian exports to Asia.

Format: The presenters will examine economic integration as an increasingly central issue for immigrant serving agencies and describe small business self-employment as a viable career option for new immigrants. The Gateway to Asia project will serve as an example of how an economic integration process can both assist new immigrants and spur local and international economic development. This is a panel presentation with interactive session.

6B ***Outreach: Integrating Through Literacy Instruction and Involvement in Schools’ Community***

Location: Eau Claire North

Presenters: Mary Richardson (Vancouver Community College, BC) and Joanne Meredith (Pineview Catholic School, Ontario)

Moderator: Yvonne Chard

Objectives: To present two related methods for more effectively integrating adults into new communities: using the instructional methodology in adult ESL literacy classes; and, encouraging ESL adult learners to become involved in the schools in their community.

Format: With concrete examples from our communities, the presenters will emphasize the positive impact that ESL classroom methods and the “integration into community” approach are having on the success of adult learners in Canada. Also to be discussed: strategies for removing the barriers to community integration that learners face. There will be a question period.

7A *Access to Professions and Trades: Innovative Community Capacity Building Initiatives and Policy Development in British Columbia and Ontario*

Location: Rideau/Mount Royal

Presenters: Clifford Bell (Immigrant Services Society of B.C., British Columbia), Kelly Pollack (MOSAIC, British Columbia), Jane Cullingworth and Carlos Sebastián (PROMPT members)

Moderator: To be determined

Objectives:

- 1) Presenters will provide overviews of two initiatives in Canada: one in BC—BCITP Net (BC Internationally Trained Professionals Network) and the other addressing access to professions from an immigrant perspective in Ontario by PROMPT (Policy Roundtable Mobilizing Professions and Trades);
- 2) Strategies for immigrant organizing will be presented, focusing on both the formation of associations and networks;
- 3) PROMPT will share its policy development process and policy recommendations for access to professions and trades in the areas of employer strategies, jurisdictional complexities and accountability mechanisms; and
- 4) Through small groups, BCITP-Net will facilitate discussion on organizing strategies and PROMPT will solicit feedback on their policy recommendations.

Format: The session will be interactive

7C *Mental Health and Settlement: Building Capacity With Newcomer Communities*

Location: Barclay

Presenters: Amanuel Melles and Naga Ramalingam (Family Service Association of Toronto, Ontario), Nalini Pandalangat and Amie Parikh (Centre for Addiction and Mental Health, Ontario)

Moderator: Chris Friesen

Objectives: Presenters will share knowledge from programs and initiatives in mental health promotion of immigrant ethno-racial communities. They will also review successful application of community capacity building principles and practices for newcomer communities from war-torn countries.

Format: Participants will work with two case examples: successful strategies applied in Somali and Tamil communities in Toronto. The session will be interactive in part and also provide time for questions after presentations.

7D Meeting the Health Needs of Refugee Clients: Issues, Challenges, Strategies

Location: Brownlee

Presenters: Victoria Stafford (Bridge Community Health Clinic, British Columbia), Dr. Salim Samanani and Valerie Kiss (Calgary Catholic Immigration Society, Alberta), and Sarah Bowen (Welcome Place, Manitoba)

Moderator: Morteza Jafarpour

Context: Although considered one of the best in the world, Canada's health care system contains barriers to appropriate and timely care of immigrant refugees.

Objective: To highlight exemplary practices in refugee health care developed at the Calgary Catholic Immigration Society, the Bridge Community Health Clinic in Vancouver and the Health Advocates Program in Winnipeg.

Format: A combination of PowerPoint presentations, discussion, case study analysis, and small group activity.

7E Challenges in the Host Society in Intercultural and Professional Matching (Simultaneous Interpretation Available)

Location: Bonavista

Presenters: Saada Abdi (Centre social d'aide aux immigrants, Quebec), Malika Agnoug (Centre d'appui aux communautés immigrantes de Bordeaux-Cartierville, Quebec), José-Maria Ramirez (Comité d'éducation aux adultes de la Petite Bourgogne et de St-Henri, Quebec), Safia Shire (CultureLink, Ontario) and Jerry Wu (Immigrant Services Society of British Columbia, British Columbia)

Moderator: Linda Dirkson

Objectives: 1) To present a new matching concept developed for immigrants and refugees seeking employment based on their professional competencies; 2) To address a key challenge in intercultural matching: recruiting persons from the host society; 3) To explore how the HOST program has evolved to meet the needs of newcomers and examine how it can continue to improve on this front.

Format: 1) An overview of the requirements for developing a matching program, including matching stakeholders, working committees and pilot projects; 2) A description of the matching experiences and successful recruitment tools from the Comité d'éducation aux adultes de la Petite Bourgogne et de St-Henri; 3) An historical overview of HOST, presentations from HOST programs in various provinces, and discussion of new HOST strategic directions for accommodating newcomers. There will be limited time for questions.

3:15 - 3:45 BREAK

3:45 - 5:15 WORKSHOPS 8A TO 8F

8A *Immigrant Seniors: No Longer a Forgotten Group*

Location: Lakeview

Presenters: Lan Doan (Age and Opportunity Centre Inc., Manitoba) and Shannon MacFarlane (Independent consultant, Manitoba)

Moderator: Martha Bendiner

Objectives: To examine and discuss the unique ESL and cultural needs of immigrant seniors in Manitoba and other provinces.

Format: The presenters will review the historical development and current diversity of programs now available to immigrant seniors in Manitoba. Participants will be encouraged to share their provincial success stories. The workshop will conclude “A Day in the Life of an ESL Senior,” as well as a roundtable discussion on the services gaps that exist for seniors and strategic ideas for closing them.

8B *Sustainable Employment (Simultaneous Interpretation Available)*

Location: Eau Claire North

Presenters: Marie-Josée Duplessis and Danitka Gibbs (Centre des femmes de Montréal, Quebec) and Suzanne Marion (Pluri-Elles St-Boniface, Manitoba)

Moderator: Fariborz Birjandian

Objectives: To present the methods and goals used to foster sustainable employment among immigrants at the Women’s Centre of Montréal; to facilitate an exchange of similar expertise from various Canadian organizations promoting the social and professional integration of immigrants.

Format: The presenters will examine some of the barriers to employment integration faced by immigrants and explain how their sustainable employment workshops can increase employment retention by helping immigrant women understand their work environment and address problems before the situation deteriorates. There will be a question period.

8C *The Impact of Regionalisation Strategies on the Community (Simultaneous Interpretation Available)*

Location: Eau Claire South

Presenters: Mahnaz Fozi (Accueil Bas St-Laurent, Quebec), Karine Verrault (Centre multiethnique de Quebec, Quebec), Moussa Guene (Promis, Quebec), and Anne Martin (Table de concertation des organismes au service des personnes réfugiées et immigrantes, Quebec)

Moderator: Stephan Reichhold

Objectives: To evaluate community-level changes brought about by the process of immigrant regionalisation in Quebec; to examine alternative approaches adopted by the community in Montreal and other regions.

Format: The presenters will argue that a significant gap exists between actual integration conditions in various communities and the regionalisation ideal. Panel presentation followed by an exchange between different provinces and a discussion period.

8D *Addressing English as a Second Language Literacy Needs Effectively*

Location: Banff

Presenters: Jennifer Acevedo and Diane Hardy (Bow Valley College, Alberta)

Moderator: Martha Beach

Context: Practitioners face numerous barriers when reaching out to the ESL literacy population, including the population's limited reading and writing skills, the relatively few programs for referral, and the limited resources available.

Objectives: To highlight four years of ESL literacy research and program development undertaken at Bow Valley College to identify literacy needs of adult ESL learners in Alberta.

Format: The presenters will detail how research findings were used to develop and deliver effective literacy programs and practical resources, including an instructor's orientation manual, benchmark checklists for reading, writing and numeracy, and a learning disability checklist.

8E *Immigrant Men: Their Struggle with Multiple Realities*

Location: Loughheed

Presenters: Olga Aliaga and Michel-Gary Obas (Centre d'appui aux communautés immigrantes de Bordeaux-Cartierville, Quebec), Nancy Chan (Calgary Immigrant Aid Society, Alberta) and Christine Riddell (Calgary Immigrant Aid Society, Alberta)

Moderator: Bridget Foster and Richard Lecours

Context: Working with immigrant men can be a particular challenge due to the conflicting realities these men often face. Many do not seek help for deeper issues such as low self-esteem, and may exhibit discomfort when discussing the difficulties they confront on a daily basis: unemployment, poverty, professional dequalification, loss of parental authority, etc.

Objectives: To share methods and perspectives obtained from actual case experiences while administering services aimed exclusively at immigrant men; and, help front-line practitioners use tools and existing manuals to support immigrants and refugee men and fathers in everyday service delivery.

Format: This workshop will be interactive; participants will be encouraged to discuss cases and experiences from their own practices.

8F Training and Accreditation of Settlement Practitioners: The Alberta Initiative

Location: Lake Louise

Presenters: Gail Kingwell and Tara Holmes (Alberta Association of Immigrant Serving Agencies, Alberta)

Moderator: Lauren Johnson

Context: Since 1998, the Alberta Association of Immigrant Serving Agencies (AAISA) in conjunction with two post-secondary institutions in Alberta has been working on a three-level training program, Accreditation Framework and Prior Learning Assessment and Recognition (PLAR) processes for Settlement Practitioners.

Objectives: To familiarize the audience with the general nature of the Framework of Competencies for the Settlement Sector, the training program, and the suggestions for accreditation and PLAR processes.

Format: Oral presentation with audience participation.

7:00 - 9:30 RECOGNITION EVENT - PRESENTATION OF CITATIONS FOR CITIZENSHIP (WESTIN HOTEL - BRITANNIA)
Dr. Yvonne Hébert, University of Calgary (Master of Ceremonies)
Michel Simard, Senior Citizenship Judge (Citizenship and Immigration Canada)

SUNDAY OCTOBER 5, 2003

8:30 - 10:00 NETWORKING BREAKFAST
This is an opportunity for conference delegates to continue to network and discuss relevant issues.

10:00 - 11:30 PRESENTATION OF STRATEGIES AND KEY RECOMMENDATION FROM WORKSHOPS, NEXT STEPS (SIMULTANEOUS INTERPRETATION AVAILABLE)
Naomi Alboim and Chris Friesen (Moderators), Reza Shahbazi (Ontario Council of Agencies Serving Immigrants) and Rosaline Frith (Citizenship and Immigration Canada), Co-chairs of the Joint Planning Committee

Location: Britannia

11:30 - 12:00 CONFERENCE EVALUATION BY ALL PARTICIPANTS