

**3<sup>rd</sup> Annual St. John's Local Immigration Partnership  
Community Forum**

Thursday, March 2<sup>nd</sup>, and Friday, March 3<sup>rd</sup> 2017

**FINAL REPORT**

## Acknowledgements

The 3<sup>rd</sup> annual St. John's Local Immigration Partnership community forum would not have been possible without the continued assistance and dedication of all those involved with the St. John's Local Immigration Partnership. The St. John's LIP would like to acknowledge and thank:

Our funder: Immigration, Refugees and Citizenship Canada

The LIP Forum planning committee:

- Sarah Geck (Association for New Canadians)
- Kate Lahey (Association for New Canadians)
- Norma Chapple (Association for New Canadians)
- Sarah Parisio (Francophone Immigration Network, RIF-TNL)
- Elizabeth Lawrence (City of St. John's)
- Jessica Barry (City of St. John's)
- Kathryn Byrne (City of St. John's)
- Jennifer McGrath (City of St. John's)
- Heather Mills Snow (City of St. John's)

Our speakers and facilitators:

- Mayor of City of St. John's, Dennis O'Keefe
- Elizabeth Lawrence (City of St. John's)
- Susan Kennedy (Aboriginal Affairs, Memorial University)
- Justin Campbell (Association for New Canadians)
- Sheldon O'Neil (Office of Immigration and Multiculturalism, Government of NL)
- Sarah Geck (Director of Settlement Services, Association for New Canadians)
- Dr. Tony Fang (Memorial University)
- Carey Majid (Newfoundland and Labrador Human Rights Commission)
- Heather Hickman (Local Immigration Partnership)
- Maria Callahan (City of St. John's)
- Dr. Pauline Duke (MUN Faculty of Medicine)
- Tina Power (Association for New Canadians)
- Maureen Bethel (Daybreak Parent Child Centre)
- Adriana Castano-Kutty (Daybreak Parent Child Centre)
- Dr. Xuemei (Memorial University)
- Maggie Peyton (Association for New Canadians)
- Ying Zhang (Memorial University)
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- Nicole Shea (NGA Human Resources)
- Maria Callahan (City of St. John's)

- Elayne Greeley (Community Career and Employment Partnership Project)
- Heather Hickman (Local Immigration Partnership)
- Christa Norman (City of St. John's)
- Ronnie Murphy (City of St. John's)

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## Overview of the St. John's Local Immigration Partnership

Local Immigration Partnerships are a form of community collaboration designed to strengthen local capacity to attract newcomers and improve their integration outcomes through enhanced economic, social, political, and civic participation. The LIP model was developed by the Government of Canada and since 2008 over 60 LIPs have been formed across Canada.

The St. John's LIP is hosted within the City of St. John's, and is co-chaired by the City and the Association for New Canadians. The initiative is funded by Immigration, Refugees and Citizenship Canada. The St. John's LIP was established in 2014 to support efforts to facilitate the successful settlement and retention of newcomers and to promote full participation in social, economic and cultural life in the City.

Building on the knowledge gained through other LIPs across the country, the St. John's LIP's role is to establish priorities and develop action plans to help address key immigrant issues, encourage broader stakeholder collaboration, and help promote St. John's as a welcoming community.

### **The goals of the St. John's Local Immigration Partnership are:**

- To enhance awareness of immigrant needs among a broader range of community stakeholders;
- To expand the number of broad-based multi-sectorial partnerships at the local community level to respond to needs;
- To improve access to, coordination of, and linkages to services that facilitate immigrant settlement and integration; and,
- To increase capacity to research and disseminate best practices.

### **The objectives of the St. John's Local Immigration Partnership include:**

- Identifying potential stakeholders who can help improve access to, and coordination of, effective services that facilitate immigrant settlement and integration;
- Identifying potential stakeholders who can help improve access to the labour market for immigrants;
- Developing an action plan to help strengthen local capacity to integrate immigrants;
- Enhancing partnerships and participation of multiple stakeholders through the establishment of a partnership council;
- Providing a framework to facilitate collaboration and a forum to discuss key immigration issues;
- Strengthening local immigration capacity to help foster labour market access, social inclusion, and sustainable welcoming communities; and,
- Enhancing the overall inclusion and integration experience of newcomers.

The St. John's Local Immigration Partnership is not a provider of programs and services, nor is it a source of funding for other organizations. Instead it is a multi-sectorial partnership that is designed to (among other things) facilitate conversation and collaboration on key immigration issues.

The St. John's LIP is governed by a Partnership Council made up of a broad-base of community stakeholders. It also has working groups in four priority areas: Health and Basic Needs, Employment and Labour Needs, Welcoming Communities and Social Connections, Education and Training.

## Overview of the St. John's Local Immigration Partnership 2017 Community Forum

The LIP is committed to bringing the community together for an annual engagement event. The purpose of the 2017 Community Forum was to increase the LIP's capacity to build a welcoming community through relationship building and information sharing.

### **The goals of the forum:**

- Participants leave with a better understanding of diversity, and their role in promoting it
- Participants leave with new skills and knowledge to aid them in helping to make their organizations more inclusive
- Thematic workshops help enhance the work of the working groups, and are aligned with priorities identified in the strategic plan
- Create opportunities for organizations to meet/learn about each other to improve collaboration

### **Target audience:**

- LIP members (PC, working groups, supporters), those previously involved or familiar with the activities of the LIP
- "Mainstream organizations" – expand beyond current network
- Employment forum targeted specifically at employers who are seeking to or may be considering hiring immigrants and want more information

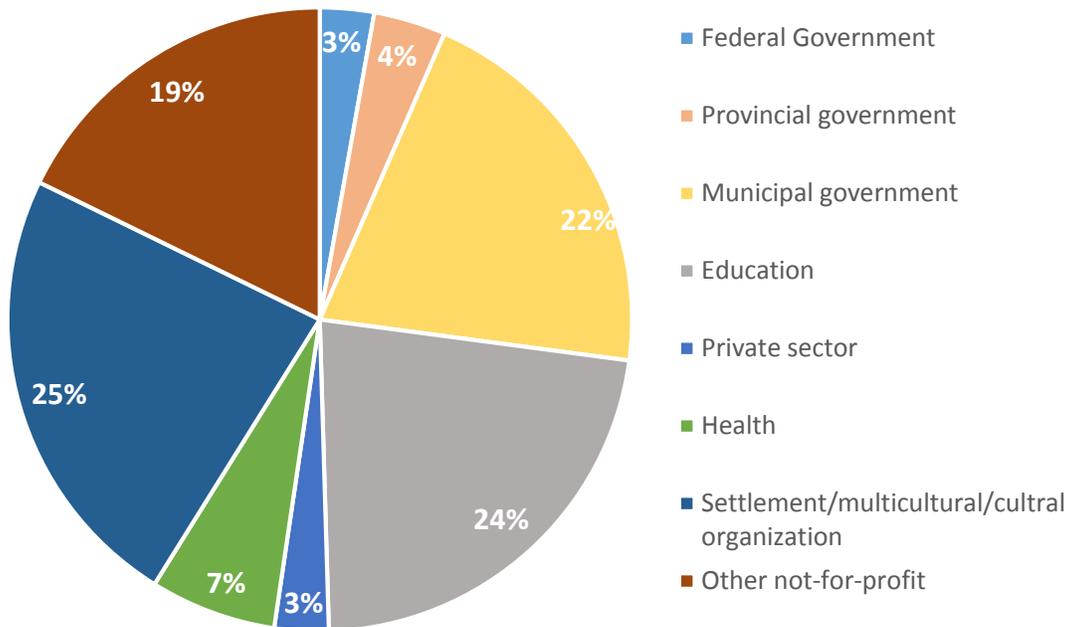
### **Attendance:**

84 people attended the LIP forum on Thursday, March 2<sup>nd</sup>.

- Academy Canada
- Association for New Canadians
- Canada Post Corporation
- City of St. John's
- Conseil Scolaire Francophone Provincial
- Day Break Parent Child Centre
- Eastern Health
- Fédération des francophones de Terre-Neuve et du Labrador
- Government of Newfoundland and Labrador
- Heritage Foundation of NL
- Immigration, Refugee, and Citizenship Canada
- Korean Association of NL
- Local Immigration Partnership
- Memorial University
- Memorial University
- St. John's Military Family Resource Centre
- Multicultural Women's Organization of NL
- New Hope Community Centre
- NGA Human Resources
- NL Federation of Labour
- NL Human Rights Commission
- Newfoundland and Labrador Eastern School District
- Office of Child and Youth Advocate

- Rabbittown Community Centre
- Réseau de Développement Économique et d'Employabilité de Terre-Neuve-et-Labrador
- Refugee and Immigrant Advisory Council
- Sharing Our Cultures
- St. John's Status of Women Council
- Tombolo Multicultural Festival NL
- United Way of Newfoundland and Labrador
- YWCA St. John's

**Forum attendees worked in the following sectors:**



## St. John's Local Immigration Partnership 2017 Community Forum Agenda

Thursday, March 2<sup>nd</sup>

8:30-4:00pm

Foran/Greene Room, 4<sup>th</sup> floor, St. John's City Hall (Gower Street)

Time	Session	Details
8:30-9:00	Registration	
9:00- 9:15	Welcome and Land Acknowledgement	Elizabeth Lawrence (LIP Co-chair, City of St. John's) Susan Kennedy (Aboriginal Affairs, Memorial University)
9:15-9:30	Diversity Icebreaker	Association for New Canadians
9:30-10:00	Greetings and Immigration Updates	Mayor of City of St. John's Dennis O'Keefe Sheldon O'Neil (Office of Immigration and Multiculturalism, Government of NL) Sarah Geck (Director of Settlement Services, Association for New Canadians)
10:00-10:25	The Socioeconomic Benefits of Immigration to NL	Dr. Tony Fang (Jarislowsky Chair in Cultural and Economic Transformation, Memorial University)
10:25-10:35	LIP Update	Jessica Barry (LIP Coordinator, City of St. John's)
10:35-10:55	Break	
10:55- 11:45	Promoting Diversity in Organizations	Justin Campbell (Diversity Outreach Coordinator, Association for New Canadians)
11:45-12:15	Accommodating Diversity in Employment	Carey Majid (Executive Director, Newfoundland and Labrador Human Rights Commission)
12:15-12:30	Welcoming Communities Activity	Heather Hickman (LIP Welcoming Communities and Social Connections Working Group Chair)
12:30-1:15	Lunch	
1:15 – 2:25	Newcomer Health and Wellness	Moderator: Maria Callahan (City of St. John's)  Panelists: Dr. Pauline Duke (MUN Faculty of Medicine, MUNMed Gateway Project) Tina Power (Settlement Coordinator, Association for New Canadians)

		Maureen Bethel (Manager of Community Programs) and Adriana Castano-Kutty (Community Outreach Worker, Daybreak Parent Child Centre)
<b>2:25-2:40</b>	Break	
<b>2:40 - 3:40</b>	Newcomer Education in NL	Dr. Xuemei Li (Faculty of Education, Memorial University)  Maggie Peyton (Program Coordinator, Settlement Workers in Schools, Association for New Canadians)
<b>3:40-4:00</b>	Closing and Evaluation	Elizabeth Lawrence (LIP Co-chair, City of St. John's)

## Summary of Sessions

### Welcome, Icebreaker and Immigration Updates

Elizabeth Lawrence (Director, Economic Development, Culture and Partnerships Division, City of St. John's and LI Co-chair) brought greetings from the LIP and acted as MC throughout the day.

Susan Kennedy (Aboriginal Affairs, Memorial University) began the day with a land acknowledgement, a formal statement that recognizes the unique and enduring relationship that exists between Indigenous Peoples and their traditional territories.

"We would like to respectfully acknowledge the territory in which we gather as the ancestral homelands of the Beothuk, and the island of Newfoundland as the ancestral homelands of the Mi'kmaq and Beothuk. I (we) would also like to recognize the Inuit of Nunatsiavut and NunatuKavut and the Innu of Nitassinan, and their ancestors, as the original people of Labrador. We strive for respectful partnerships with all the peoples of this province as we search for collective healing and true reconciliation and honour this beautiful land together."

The Land Acknowledgement was followed by a Diversity Icebreaker, led by Justin Campbell, Diversity Outreach Coordinator for the Association for New Canadians. The activity challenges participants to discover their "cultural blindspots".

The next section of the morning involved short greetings and updates from:

- Mayor of City of St. John's, Dennis O'Keefe
- Sheldon O'Neil (Office of Immigration and Multiculturalism, Government of NL)
- Sarah Geck (Director of Settlement Services, Association for New Canadians)

### The Socioeconomic Benefits of Immigration to NL

Dr. Tony Fang (Jarislowsky Chair in Cultural and Economic Transformation, Memorial University)

Dr. Tony Fang's presentation outlined the importance of immigration to NL, given the demographic challenges the province faces, including an aging population with the highest median average in the

country, a fertility rate and population growth rate below the national average, and an immigration significantly below the Canadian average (immigration rate in NL is 1.8% versus 20% national average. A low retention rate was also cited as an issue (skilled immigrants: 72%; refugees: 39%; international students: <25%).

The presentation outlined the following benefits of increasing immigration to NL

- Need immigrants to sustain population and economic growth;
- Need immigrants to fill labour and skill shortages;
- Need investment and consumption to create jobs in public and private sectors;
- Need young people to start new businesses;
- Need population base to sustain business operations, esp. in the remote and rural communities;
- Need more tax payers to pay for the health care and social security systems;
- Need population size to keep schools open;
- Need diverse population to grow creative sectors and make NL an interesting place to live;
- Need immigration to stimulate international trade

The argument was made that NL could successfully attract and retain many more immigrants than it does now — especially given that there are other successful Canadian models NL can draw on, notably in Western Canada.

The Macroeconomic impact of Canadian immigration were discussed, as well as several pertinent policy and labour market implications.



## St. John's Local Immigration Partnership Update

Jessica Barry, LIP Coordinator provided high-level updates on the progress of the LIP since the last community forum held in February of 2016. These included:

- Refugee Week Photo Exhibit
- International Student mixer
- Coordinating and connecting working groups
- Working group activities
- Promotion and Outreach
- Atlantic City Collaboration
- Strategic planning
- Forum planning

She also provided an update on the strategic planning process, which has been ongoing, and highlighted the major priorities determined through community consultations for the three-year period of 2017-2020.

### **2017-2020 Priorities**

#### **Governance:**

- Ensure the effective coordination of LIP bodies, including Partnership Council and thematic working groups

#### **Common activities:**

- Improve collaboration between stakeholders
- Integrate newcomer needs into municipal programs and planning processes
- Increase public awareness on issues related to immigration and diversity
- Raise profile and awareness of the LIP in the community
- Create dialogue on immigration with other municipalities on North-East Avalon
- Strengthen relationships and sharing with Atlantic Canadian LIPs

#### **Employment and Labour Needs:**

- Strengthen networks and labour market connections and connecting employers to potential employees
- Inform employers of the benefits of hiring immigrants to decrease hiring bias/discrimination in hiring
- Support and promote workplace specific professional communication skills training for newcomers (ie. Profession-specific training, non-verbal communication, etc).
- Promote dialogue regarding legislative/regulatory barriers to accessing employment

#### **Welcoming Communities and Social Connections**

- Improve collaboration between groups and organizations seeking to create a welcoming community for newcomers
- Ensure that information about events and services are accessible to new Canadians and are reaching populations they target
- Focus on volunteerism to improve personal and professional networks

#### **Health and Basic Needs**

- Promote mental health resources and collaborate with stakeholders to address barriers to accessing mental health services

- Increase awareness of affordable housing and related programs available to new Canadians
- Coordinate with stakeholders to help improve transportation access for new Canadians
- Increase access to interpretation and/or translation services

## **Promoting Diversity in Organizations**

Justin Campbell (Diversity Outreach Coordinator, Association for New Canadians)

### What Is Diversity?

- A relational concept that describes the degree of difference that exists among and between members of a particular group
- All organizations have their own unique cultural blindspots, which can most easily be identified and challenged by cultural outsiders. Every organization needs an actionable plan to develop

### **The business case for diversity:**

#### Driving Innovation

- Innovation is the process through which knowledge is mobilized to produce new or improved products, services, and processes
- Radical innovation has an immediate impact on productivity and is typically spurred by the creation of breakthrough technologies
- Incremental innovation occurs over the longer-term as a result of implementing more efficient approaches to knowledge management

#### Diversity Dividends

- In a 2014 report, McKinsey & Company found that the level of diversity in the composition of a company's leadership team predicted how well it did in the marketplace

#### Summary

- All organizations have their own unique cultural blindspots, which can most easily be identified and challenged by cultural outsiders
- Every organization needs an actionable plan to develop and manage its cultural diversity

#### Managing Diversity

1. Make the Case Internally > Successful change is rarely imposed from the top down; a more collaborative, cross-sectional approach is typically best

2. Establish New Lines of Responsibility

3. Measure Progress

> Remember the old adage: "What gets measured, gets done"

#### The Difficulty with Change

- No matter how much they may stand to benefit from its results, all organizations are inherently resistant to change
- Achieving change within an organization requires leadership, dedication, persistence, and well-defined objectives

## Accommodating Diversity in Employment

Carey Majid (Executive Director, Newfoundland and Labrador Human Rights Commission)

Carey Majid provided an overview of the work of the Human Rights Commission, and its role to:

- Administer the *Human Rights Act, 2010*
- Investigate & resolve complaints
- Educate & inform
- Advise government, private business, individuals, schools and other groups

She provided an overview of discrimination and the grounds by which discrimination is prohibited, and focused primarily on employment. Employers should be considering the barriers to employment faced by newcomers, which include:

- Foreign credentials/exp not recognized
- Language
- Lack of integration
- Thought to be “overqualified”
- Canadian experience
- Direct discrimination

Some best practices for employers were cited, including:

- Identify barriers to employment
- Assess skills based on the individual, regardless of where it was obtained
- Consider other ways to measure skills
- Mentor/train newcomers
- Monitor diversity
- Ask for help

Some employers may not realize that they may be discriminating unnecessarily, which may be reconciled by:

- Refraining from including a Canadian experience requirement
- Avoiding certain application/interview questions
- Challenging a subjective assessment of “right fit”
- Asking only for local references

Important to note that employers and service providers have a duty to accommodate their employees to the point of undue hardship. Accommodation is based on the principles of dignity, individualization, and inclusion.

More information on the complaints process and contact information for the Human Rights Commission can be found at



## Welcoming Communities Activity

Heather Hickman (LIP Welcoming Communities and Social Connections Working Group Chair)

The Welcoming Communities and Social Connections Working Group considers questions such as

- How can we ensure our community is open and welcoming?
- What role can we play as neighbours, citizens, organizations and governments?
- Are there existing opportunities we can build on?

“It takes a community” to make newcomers feel welcome and supported to be citizens of our City. Great things happening already, but we need to do more. For example City of St. John’s Recreation Division- addressing this challenge through a variety of programs and services

- Volunteering – a great way for newcomers to connect socially, to contribute their knowledge and skills, to improve professional networks and to better understand the community they are living in
- LIP Welcoming Communities and Social Connections developing a Volunteer handbook for organizations to help make their programming more inclusive and accessible to newcomers

Heather Hickman asked the group to discuss the following questions at their table, write down 5 ideas of small sheets of paper and put them up on the “sticky wall”.

- What actions can we take to ensure newcomers are welcomed and integrated into our community?
- Who could take the lead role with each action?



The highest priority areas, based on number of mentions, were:

1. **Public Transportation**
2. **Affordable childcare**
3. **Language and interpretation services**

Action	Who should lead	Number of times posted
Welcome ambassadors/ Immigration Navigators to introduce newcomers to the city		1
Family Connections Program to connect local families with newcomer families		1
Invest in Immigration		1
Rotary Clubs/ Kiwanis and other service clubs to reach out to newcomers		1
Consider needs of whole family (ie. children and older family members)		1
Resource lists/information/handbooks – ie. English Conversation groups		1

Tapping into family interests, ie. where to play a specific sport		1
Welcome package/ Handbook available online and at airport, with things you need to know, including MCP, banking, stores, language resources, services, government offices, welcome ambassadors	City of St. John's, Airport Authority, Tourism (provincial)	4
Accessible childcare <ul style="list-style-type: none"> <li>- Currently too expensive, major barrier for newcomer families</li> <li>- Culturally competent</li> <li>- Family size often precludes caretaker participation in community events unless they are family friendly, and is a major contributor to social isolation especially for mothers</li> </ul>		5
Transportation <ul style="list-style-type: none"> <li>- Improved/ enhanced public transit</li> <li>- Reliable, timely, attractive more affordable, shelters at bus stops</li> <li>- Bus passes for low income families</li> <li>- Making city more bike-friendly</li> <li>- Independent, licensing/translation</li> </ul>	City of St. John's / Metrobus	6
More diversity training in workplaces	ANC, RIAC	3
International Student Retention Office in City	City of St. John's	1
ESL position at the District/Government level	ESDNL, Provincial government	1
Language and interpretation supports <ul style="list-style-type: none"> <li>- 311 Language services</li> <li>- Content about City on CSJ website available in multiple languages</li> <li>- More conversation classes through public libraries</li> </ul>	Schools, City of St. John's	5
Involve the labour Movement		1
More support for entrepreneurs	ANC, MUN, Schools	1
List of volunteer opportunities/ organizations	LIP, volunteer organizations	2

## Newcomer Health and Wellness

Moderator: Maria Callahan (City of St. John's)

Panelists:

Dr. Pauline Duke (MUN Faculty of Medicine, MUNMed Gateway Project)

Tina Power (Settlement Coordinator, Association for New Canadians)

Maureen Bethel (Manager of Community Programs) and Adriana Castano-Kutty (Community Outreach Worker, Daybreak Parent Child Centre)



### Summary

The four panelists provided information on the various issues refugees face navigating healthcare services. Three issues raised frequently include: transport (cost etc), social isolation and interpretation/language issues.

Health care tailored to refugees is being done part-time by just 2 doctors - need for resources for Refugee Health Clinic. Recent refugees are require medical care and most require mental health services due to trauma/survivor guilt. Recent arrivals have large families.

<b>Dr. Pauline Duke</b> <b>MUN Med Gateway</b>	<b>Tina Power</b> <b>Association for New</b> <b>Canadians</b>	<b>Maureen &amp; Adriana</b> <b>Daybreak</b>
Dr. Duke provided a brief overview of partnership between Faculty of Medicine, the Association for New Canadians (ANC) and Eastern	Having a Public health nurse at the LINC school has been a great help to newcomers...she verifies appt times etc. Nurse has become advocate for newcomers in terms of	Daybreak has been in existence since the 70's and is funded by the provincial govt.  Their programs can be accessed by non-govt assisted refugees

Health to provide healthcare to Govt Asst refugees at the HSC.	healthcare. Model is a Best Practice taken from an agency in another prov.	and other immigrants who don't fit into the federal system.
Determinants of health include: income, availability of social supports, education/literacy levels, employment, culture (gender issues)	MUN Gateway med student initiative ensures all Govt asst refugees are seen by a medical professional within first few weeks of arrival.	Programming includes: -Cooking program with Bridges to Hope foodbank. -Car seat program - Vit D supplements (med students fundraise for)
Obstacles: Language, transportation, isolation, housing, poverty, proper clothing, separation anxiety/trauma/mental health, unfamiliar with north American healthcare system.	Obstacle: Matching refugees with family doctors in the community. If they do find a family doc, no longer have access to CAN Talk and Eastern Health pharmacists.  Cultural barrier...don't understand preventative healthcare (have never seen a dentist before).  Trauma and a need for mental health services.  Transportation needed after programming  Child minding	Adriana often meets with clients one-on-one to develop a personal connection with families (cups of tea).  Joy to work with these families as they are so resilient.  Resettlement can take years, longer than 1 year the fed govt provides funding for.
Positives: Partnership with ANC linc school, SWIS program, public health Eastern Health staff can access CAN Talk	Positives:  ANC provide transportation to first appts; ensure clients are wearing warm clothing on first outings in the community.  ANC groups encourage socialization: Cooking, gender based groups, Mommy & Me.	Positives:  Holy Heart ESL has developed programming geared to students...collaboration with social workers, ANC, and other medical professionals in community.
Suggestions: -Improve health navigator services for newcomers - Transportation options	ANC continues to build on previous knowledge.	

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Important to ask immigrants what services they want.
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## **Newcomer Education in NL**

Moderator: Jennifer McGrath (City of St. John's)

Dr. Xuemei Li (Faculty of Education, Memorial University)

Maggie Peyton (Program Coordinator, Settlement Workers in Schools, Association for New Canadians)

### **Dr. Xuemei Li**

- Noticing an increase in number of ESL students but not all supports in place in the K-12 system
- Also important to look at parent supports, teachers as well
- LEARN program important as well
- Teachers travel among schools for ESL
- Not all just about language , but social integration as well
- Bringing students up to age/grade level important
- Hoping to make a difference for newcomers

### Overview of research - results – papers

- Youth, education, and employment challenges
- International and comparative education – parental support key
- ESL and LEARN programs in Holy Heart – student challenges
- LEARN needed in grades 3,4,5,6 not just high school
- Feasible in elementary?
- It is better to put all resources in one school and provide transportation?
- Transportation is issue – especially in families with low incomes
  - o This keeps students out of after school activities
- Social Worker in Schools plays a beneficial role
- Students often confused with credit systems, not a straightforward concept for newcomers
- Homework support – much less homework here than what parents used to – parents unable to help due to language for example.
  - o Parents also not used to our concept of parental support, newcomer parents hesitate because they don't think it is their job, also many parents work evenings and weekends.
- Subtle racism exists – making friends with newcomers, many are politically correct but not genuinely welcoming newcomers or making friends with them.
- Life routine – hygiene patterns and clothing for example may be different than what they are used to
- Religion – different religions have different ways, for example Islam and different views on Art, important to respect other cultures and provide space to be themselves
- Counselling – not trained for ESL along with refugee backgrounds
- Conclusion - these are a few issues for sharing at this time, but has additional data for students, teachers, etc

## **Maggie Peyton**

- Settlement Workers in Schools (SWIS) and Youth Engagement with ANC
- Maggie discussed the mission of the ANC which includes helping people to navigate systems
- Youth Engagement in Education through Settlement Practices – a settlement perspective and why they do it, how they do it, and who it is done with
- Discussed youth engagement, why it is important
  - o Focuses on strengths and positive outcomes that allow youth to have meaningful, decision-making roles in their community involvement
  - o Encourages young people to be involved in and take control of their own education and settlement
  - o Empowers youth in planning and in making decisions that affect themselves and others
- How they do it
  - o Youth-Adult partnerships are created in each of our programs so that both groups contribute, teach, and learn from each other.
  - o Opportunities for social and leadership successes
  - o Long-term commitment: through schools and communities we offer developmentally appropriate support to young people
  - o Involvement in program development and delivery
  - o Whole Family Settlement
- Programs
  - o Settlement Workers in the Schools
  - o Youth Empowerment Program
  - o Youth Resettlement Assistance Program
- The Settlement Workers in the Schools
  - o Assists refugee and immigrant students and their families transition into a new culture and school environment
  - o Delivered in 26 schools in the St. John's Area and serves approximately 400 children, youth, and their families
  - o Provides provincial outreach support to all other schools
- The main goals of the SWIS program are to:
  - o Increase success in the school system for immigrant children and youth;
  - o Bridge the gap between parents/guardians, students and the school;
  - o Enhance supports for immigrant children and youth;
  - o Increase cross-cultural awareness in the schools;
  - o Strengthen the partnerships between immigrant parents/guardians, schools, teachers, and community.
- Example of tasks that a SWIS worker carry out could be:
  - o Providing information
  - o School and Community orientations
  - o Attending Parent/Teacher conferences
  - o Obtain information and process on behalf of clients
  - o Interview and assess settlement needs
  - o Consult with school staff on settlement and cultural issues
  - o Organize group sessions
  - o Cultural interpretation & outreach

- Provide support and encouragement
- Enabling clients to deal with problems of adjustment
- Make telephone calls to get information for clients
- Referral to services and resources
- Filling out forms
- Other
  - Afterschool Programs
  - Summer Programs
  - In – School Programs
  - Youth Programs
- Afterschool and Summer Programs serve two main functions:
  - To engage participants
  - To offer meaningful volunteer/employment opportunities to former participants and/or other newcomer youth
  - Both participants and volunteers are asked to contribute to program development and the latter focuses on both development and delivery
- SWIS: In- School Programs
  - F.U.N (Friends of United Nations) Club offered at four junior high schools during lunchtime
  - International Club is offered at high school level
  - The purpose of the clubs is to offer the junior/high school students the opportunity to take on leadership roles within their school community while promoting cross-cultural awareness.
  - Great opportunity for non-newcomer and newcomers in the school to get to know each other
- Youth Empowerment Program
  - Focuses youth and young adults in transition; ages 14-30
  - Offers individuals the skills they need to be leaders and to make informed decisions about their future, moving into the workforce, or further education
  - Includes: Youth settlement plans, Goal setting, workshops, and Monthly activities
- Youth Resettlement Assistance Program (RAP)
  - Youth Focused Information/Orientation Sessions to support RAP services
  - For newly-arrived youth (ages 15-25)
  - Topics may include:
    - Financial literacy
    - Role-reversal at home
    - Public transportation
    - Getting connected community programs/services
    - The importance of Volunteering
- Partnerships
  - Newfoundland and Labrador English School District
  - Office Space
  - Summer programs – use of Space
  - Transition Protocol under Syrian influx, now applicable to all students
  - Diversity Training across the province
  - Relationships with LEARN/ESL teachers

- YWCA – Young Women’s Leadership program participants delivered GirlSpace
- City of St. John’s REAL Program – Recreational and Leisure activities
- Keeping Youth Engaged
  - Offering them the tools to succeed and leadership opportunities
  - Supporting their own definition of Settlement
  - Staying connected through volunteer opportunities and goal setting
  - Positivity!
- Discussed concept of a cultural backpack

### **Question from floor/discussion**

Q: What are some of the obstacles youth are facing in the City?

**Transportation** – challenge faced by all, walking not pleasant in winter and routes sometimes take a long time. For some it is the reason to leave Newfoundland.

- Lack of local connections (no one to borrow a car from, or get a ride with) makes it challenging
- If considering having programs in one school, Metrobus needed to transport students
- Considering the model – should supports be distributed or all in one place? Would need to provide transportation if in one place.

### **Hiring Newcomers: Employer Information Session**

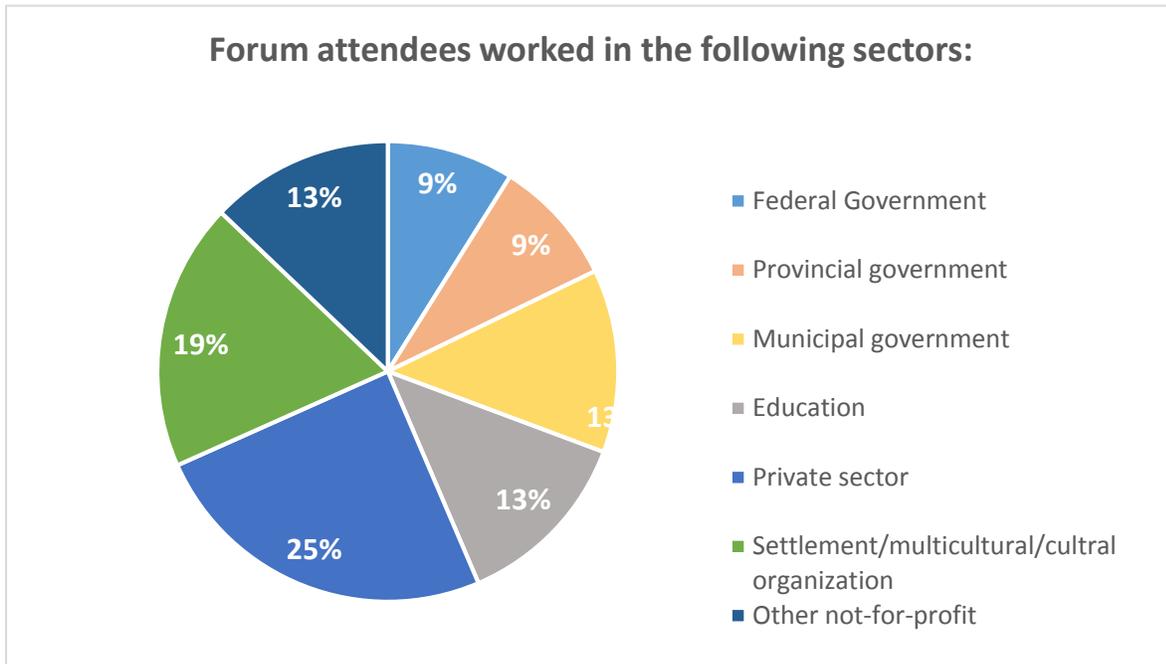
On Friday, March 3<sup>rd</sup>, in conjunction with the community forum, the St. John’s LIP and the St. John’s Board of trade.

49 people attended the Hiring Newcomers: Employer Information session on Friday, March 3<sup>rd</sup>.

Organizations Represented at Hiring Newcomers: Employer Information Session:

- Association for New Canadians
- Benson Buffet (legal firm)
- Canadian Federation of Independent Business
- City of St. John’s
- Community Centre Alliance
- Community, Career, and Employment Partnership Project
- Emera Newfoundland and Labrador
- FFTNL
- Government of Newfoundland and Labrador
- Higher Talent
- Honorary Philippines Consulate
- Immigration, Refugees and Citizenship Canada
- Marine Institute
- Memorial University
- NGA Human Resources

- Office of Nick Whelan, Member of Parliament, St. John’s East
- PAL Airlines
- PF Collins International Trade Solutions
- RDÉE TNL
- St. John’s Board of Trade
- The Gypsy Tea Room
- Work Global Canada



### Summary of Session

“Hiring Newcomers: Employer Information session” was co-hosted by the St. John’s Local Immigration Partnership (LIP) and the St. John’s Board of Trade in conjunction with the 2017 LIP Community Forum.

It included a local “success story” describing the process and benefits of hiring newcomers to Canada, as well as a Question and Answer period with Sean Morency, Employer Liaison Officer for Atlantic Canada with Immigration, Refugees and Citizenship Canada. The session was moderated by Ying Xhang (Employment and Labour Needs Working Group Chair, Internationalization Office at Memorial University).

### Spotlight Success Story

- Sarah Parisio (Coordinator of the Francophone Immigration Network (RIF-TNL) as well as Celia Quadjovie (Les p'tits cerfs-volants, day care at the Fédération des francophones de Terre-Neuve et du Labrador (FFTNL)) engaged in a question and answer-style discussion of the day care’s experience hiring newcomers.

- The day care has hired immigrants as childcare workers and as their Director. One of the major reasons for this is because they needed to fill a gap in a specific skill set (ie. French language capabilities) difficult to find in the area.
- The pair discussed cultural differences in the ways that children are cared for in this type of setting and how both the employer and employees have adapted.
- The new Director of the day care is from the Ivory Coast and has had a very high impact on the day care in terms of making it more efficient and successfully promoting it.
- Furthermore, children at the day care benefit greatly from the positive experience of being in a diverse environment and gaining exposure to different cultures.



**Sean Morency, Employer Liaison Officer in Atlantic Canada for IRCC.**

### **Employer Liaison Network**

- Built as part of Express Entry
- 6 offices cover Canada, except QC who aren't participating in EE.
- Work to increase awareness of employers and with diplomatic offices overseas
- Very accessible

### **Temporary Residents**

- Those coming for short-term visiting capacity (for example, touring bands) don't need a work permit
- International Mobility Program (IMP)

- International agreement with US, Mexico (NAFTA)- will have one with EU
- Intra-company transfers - started with NAFTA, extended to all companies
- Targeted program for Francophones outside QC
  - Don't need to speak French on the job, just in daily life. Government wants to develop French communities.
- International experience - youth mobility program - working holiday - agreement with 42 countries
- Open work permits to spouses of international students or skilled workers or students graduating from Canadian university
  - 3 years in any job
- IMP online portal
  - Has had technical challenges in the past, working to be rectified
  - Allows you to pay fee, get special number, which you can give to your worker and if approved, the worker immigrate to Canada and is tied to that employer
  - Ensures government has official record of terms of employment and employer is tied to those terms.
- Temporary Foreign Worker Program
  - Employer can apply for LMIA without identifying applicant - can get approval before recruiting
  - For low wage employees, employer has to provide transportation to and from the country
  - For high wage employees, LMIA emphasizes the transition plan for hiring a Canadian - and this can include making TFW a PR or training Canadians to do job.
  - To change the conditions of work permit, employer needs a new LMIA
- If employer unsure if they need a work permit or LMIA, government has free service to provide advice - recommend writing them 30 days before person arrives if they are outside Canada.
  - Government will respond in 10 days and employer can give employee their response and this written opinion can be provided to border services to smooth the entry process

### **Express Entry**

- Uses as electronic application, faster, with understanding that it will be processed within 6 months
- Candidates upload profile on Express Entry website (after getting results for official language test) and create a profile on jobbank.gc.ca
  - Uploading a profile is free - getting credentials assessed and language test isn't.
  - Can take 30 minutes to several hours to complete depending on how prepared / technically savvy person is.
- Then the candidate goes into a pool and gets ranked based on their qualifications and points
  - There are usually 60,000 people in the pool

- Competitive system, those with the highest points get picked first - rankings tend to be very close.
- Can be in pool for several days or forever depending on number of points
- Get points for:
  - P/T nomination - so far everyone with this nomination has gotten in.
  - Education in Canada - many people who graduated years ago have started to apply because of this
  - Job offer - used to be indeterminate, changed to 1 year - reduced the number of points this gives candidate.
  - LMIA - processing time supposed to be 10 days, can be closer to 4 weeks
- LMIA exemptions: if worker already here and already LMIA exempt
- Will send successful candidates an Invitation to Apply every 2 weeks - tends to be about 3,000 people bi-monthly.
  - Ranking required to get in is decreasing as more qualified people get in.
  - Once they get ITA have 90 days to send in appropriate documents - medical evaluation, criminal record check
- Once submitted, will take maximum of 6 months to be processed.
- There are presentations on CIC website for different streams including
  - Cdn Experience Class - requires 1 yr Canadian experience
  - Federal Skilled Worker Program - requires 1 year experience anywhere
  - Federal Skilled Trades Program - requires 2 years experience anywhere

### **Atlantic Immigration Pilot Program (launched March 6<sup>th</sup>, 2017)**

- Separate from EE, but still federal program
- EMPLOYEE DOES NOT APPLY – employer drive program
- Employers have to be endorsed by the province and offer person a job and then do settlement assistance and be approved by the province and THEN employee can apply for PR.
- Employer has to establish genuine labour market need - online designation process
  - Not an LMIA
  - May be available week of March 6-10
  - Not sure if designation will expire
  - Not sure if there's a limit on how many employees an employer can take on.
  - Provincial government will have list of designated employers but may not be available online - some businesses will advertise they're designated, some may not.
- Employer and employee need to meet with the settlement agency to discuss their settlement needs.
  - Individual needs assessment - covers the whole family even if they are not here in Canada yet.
- Promise 6 months or less processing time
- Can be NOC 0, A, B or C for international graduates (and intermediate skilled workers?)
- Employee can use foreign work experience and education to apply if they have job offer in the same field.

- All candidates have to do a language test
- Employer must facilitate access to settlement services with goal of having employee settle here
- 3 year pilot program - will be reassessed after
- Accepting 2000 applications this year.

## Summary of Evaluations

### **LIP Community Forum** (response rate approx. 40% of attendees)

Of those who filled out the evaluation form:

- 65% of participants were born in Canada and 35% of participants were born in a country other than Canada
- 43% of participants had previously been involved with the LIP prior to attending this forum and 57% were new to the LIP and had not been involved prior to attending this forum
- After participating in the forum, 90% participants agreed or strongly agreed that they gained valuable knowledge about issues related to immigration to St. John's and/or immigrants' experiences in the city. 7% were neutral, and 3% strongly disagreed.
- 73% of participants indicated that new partnerships may develop between my organization and another organization in attendance after participating in the forum.
- 73% of participants indicated that they would consider becoming more involved and connected with the St. John's Local Immigration Partnership after participating in the forum
- Participants identified that the networking opportunities were the most valuable aspect of the event to them, followed closely by the session on Newcomer Education
- The evaluation indicated that participants would want additional time dedicated to hearing directly from newcomers, with more space for the sharing of stories and first-hand experience

### **Employer Information Session** (response rate approx. 20% of attendees)

- Attendees at the employer information session identified long and complicated process, lack of information and time commitment.
- Several indicated that more information sessions and knowledge dissemination about programs and policies would help employers hire more newcomers.

### **Feedback on the Local Immigration Partnership**

- During the forum participants were given comment cards to share any feedback they have on the progress of the LIP. Participants indicated that transportation, childcare and getting employers to the table should be forefront of the LIP's priorities as they are issues that cut across many areas, such as education, health, employment and social isolation.
- Participants also indicated that more spaces should be created through the LIP for newcomers to share first-hand experience.
- The LIP will be taking this feedback into account and discussing with both the Partnership Council and with working groups as they develop annual action plans. This feedback is likely to change to impact the direction of the working groups and may be used to build momentum in specific areas (ie. transportation).

## Next Steps

The outcomes of the LIP Community Forum will significantly inform the next stages of the LIP as it enters into a new Contribution Agreement. The LIP will benefit from the momentum built through the annual engagement event to move forward and further develop its strategic direction and continue its implementation activities.

All participants at the forum are invited to consider further participation in the LIP – whether it be by considering opportunities for collaboration with the LIP, joining one of the four working groups, or staying updated on LIP activities by signing up to receive the LIP Newsletter and following us on Twitter.

Get in touch by e-mailing Jessica Barry, LIP Project Officer at [jbarry@stjohns.ca](mailto:jbarry@stjohns.ca).

## Appendices

### Appendix A Presenter Bios

#### **The Socioeconomic Benefits of Immigration to NL**

10:00am-10:25am

##### **Dr. Tony Fang (Jarislowsky Chair in Cultural and Economic Transformation, Memorial University)**

As the Stephen Jarislowsky Chair in Cultural and Economic Transformation with the Faculty of Humanities and Social Sciences and Department of Economics at Memorial University of Newfoundland, Dr. Tony Fang is dedicated to publishing cutting-edge research in the areas of immigration, labour market, global and local cultures, diasporas, demographic change and strategies for immigration retention and integration in Newfoundland and Labrador and Canada. His projects have been focused on immigration and refugee issues, an obvious route through which the province can meet, in part, its objective of sustainable population growth and economic growth. The ultimate goal is to make Memorial University the center point to study global migration, cultural and economic transformation in North America and in the world. Currently he sits on a World Bank's Expert Advisory Committee on Migration and Development. He is also an adjunct Professor with the University of Toronto and holds the J. Robert Beyster Faculty Fellowship at Rutgers University, The State University of New Jersey. In 2017, he was admitted as a Fellow at the Royal Society of Arts.

#### **Promoting Diversity in Organizations**

10:55am-11:45am

##### **Justin Campbell (Diversity Outreach Coordinator, Association for New Canadians)**

Justin Campbell is the Diversity Outreach Coordinator at the Association for New Canadians in St. John's, NL. Drawing on an appropriately diverse background in business, government, and non-profit, he manages the ANC's Diversity Outreach Initiative, which builds cultural intelligence (CQ) among thousands of people across the province each year. A transplanted mainlander, he holds degrees in human rights and politics from Carleton University in Ottawa.

#### **Accommodating Diversity in Employment**

11:45am-12:15pm

##### **Carey Majid (Executive Director, Human Rights Commission)**

Carey Majid is the Executive Director of the Newfoundland and Labrador Human Rights Commission. The Human Rights Commission is an independent at-arm's length government agency that is responsible for promoting an understanding of, acceptance of, and compliance with the provisions of the *Human Rights*

Act. Carey holds a Bachelor of Arts (1994) from the University of Waterloo and a Bachelor of Laws (1999) from the University of New Brunswick. She is a member of the Law Society of Newfoundland and Labrador since 2001. Carey teaches the Law Society's bar admission course on human rights and regularly presents on human rights issues to employers, government agencies and community groups and at conferences.

### **Newcomer Health and Wellness**

1:15pm-2:25pm

#### **Dr. Pauline Duke (Faculty of Medicine, Memorial University)**

Pauline Duke has been a family physician for 35 years. She is also a fulltime professor in the Discipline of Family Medicine in the Faculty of Medicine, Memorial University. She practiced in Botwood, Newfoundland for the first 8 years of practice and has been a physician at the Family Practice Unit, Health Science Center since 1989. She teaches medical students, family medicine residents and other allied health professionals. Her areas of research include women's health, cervical cancer screening, refugee health, medical education, hyperlipidemia, celiac disease, breastfeeding. She has twice been awarded Family Physician of the Year for Newfoundland and Labrador in 2000 and 2016. She has been the faculty advisor for the MUNMed Gateway Project since its beginning in 2007 and is the lead physician in the Refugee Health Clinic which opened in September 2015.

#### **Tina Power (Settlement Coordinator, Association for New Canadians NL)**

Tina has worked for the ANC for over 6 years, first as the Settlement Health Worker fostering the medical integration for newcomers, then moving in to the role of Settlement Lead, and in 2015 moved in to her current role as Settlement Coordinator where she was able to pursue her passion for assisting newcomers in their Settlement plans. Tina has a diverse educational background in Computer Programming, Business, Arts, Human Resources and Fine Arts and she also spent 10 years overseas, giving her a unique insight on ways to better acclimatize newcomers to their surroundings.

#### **Maureen Bethel (Manager of Community Programs, Daybreak Parent Child Centre)**

Maureen is currently Manager of Daybreak Community Programs a division of Daybreak Parent Child Centre in St. John's. She has degrees from Vanier CEGEP, Concordia University, Memorial University of Newfoundland and St. Xavier University in the fields of social studies, geography, education (elementary, secondary and post-secondary) and adult education. Maureen has worked in the field of community capacity building in a variety of roles throughout the province and has extensive experience working with individuals and families from diverse backgrounds.

#### **Adriana Castano-Kutty (Community Outreach Worker, Daybreak Parent Child Centre)**

Born in Colombia, Adriana and her two children arrived as refugees to Canada on May 2003. Adriana was a high school teacher for ten years in Colombia. After arriving to Canada, Adriana decided to pursue a new career. She graduated from Memorial University on May 2008, with a bachelor degree in Arts (Sociology). She graduated with a master degree in Arts on May 29, 2012. Working with people is Adriana's passion. Adriana currently works as a Community Outreach Worker with Daybreak Community

Programs a division of Daybreak Parent Child Centre in St. John's. Adriana lives with her husband Shyam, her two children Daniel and Maria del Mar, and Simon, the doggie; in Paradise NL.

### **Newcomer Education in NL**

2:40pm-3:40pm

#### **Dr. Xuemei Li (Faculty of Education, Memorial University)**

Xuemei Li is Associate Professor at the Faculty of Education, Memorial University of Newfoundland, Canada. Her research interests include TESL/TEFL curriculum and methodology, second/additional language writing, ESL support in schools and communities, migration and newcomer integration, and identity issues in additional language contexts. She teaches, supervises, and publishes in these areas. Dr Li's current SSHRC-funded projects investigate language and social support for newcomers (immigrant, refugee, & international student) in Canada, and particularly in Newfoundland. She also explores EAP (English for Academic Purposes) writing instruction and teacher education in Chinese universities.

#### **Maggie Peyton (Program Coordinator, Settlement Workers in Schools, Association for New Canadians)**

Maggie Peyton is the Coordinator of the Settlement Workers in the Schools Program with the Association for New Canadians in St. John's, NL. In addition to the SWIS program, she also oversees all children/youth programming at the agency, including youth engagement and provincial school outreach. She has most recently completed her thesis on immigrant integration and will graduate with a Masters of Arts in May 2017 from Memorial University.

### **Hiring Newcomers: Employer Information Session**

#### **Sean Morency (Employer Liaison Officer, Immigration, Refugees and Citizenship Canada)**

Born in Victoria, raised in Winnipeg and Ottawa, Sean Morency studied at Queen's University at Kingston and joined Citizenship and Immigration Canada as a Foreign Service Officer in 2001. He has served in positions in Canada and overseas, first as a Visa Officer and then CBSA Liaison Officer in Nairobi, Kenya, and also in Colombo, Sri Lanka as the Deputy Program Manager. His most recent assignment abroad was as Immigration Program Manager in Ho Chi Minh City, Vietnam before returning to Canada in August 2015 as the IRCC Employer Liaison Officer in Atlantic Canada.

## Appendix B LIP Partnership Council List

### St. John's Local Immigration Partnership Council 2015-17

- The council is composed of 25 members:
  - Core organizations (8):
    - Elizabeth Lawrence, Strategy and Engagement, City of St. John's, Co-Chair
    - Sarah Geck, Association for New Canadians, Co-Chair
    - Sarah Parisio, Réseau immigration francophone
    - Brendan Hagerty, St. John's Board of Trade
    - Lynn Walsh, Memorial University
    - Loydetta Quaicoe, Sharing Our Cultures
    - Debbie Sheppard, Office of Immigration and Multiculturalism (ex officio)
    - Andrea Childs, Immigration, Refugees and Citizenship Canada (ex officio)
  - Working group chairs (5):
    - Nahome Asghedom (Suncor Energy) - Education and training
    - Heather Hickman- Welcoming communities and social connections
    - Aduei Riak (Canadian Red Cross)– Health and basic needs
    - Nicole Shea (NGA Human Resources) and Ying Zhang (Memorial University) – Immigrant employment and labour needs
  - Members-at-large (12):
    - Ayse Sule Akinturk
    - Stella Cengo (African Network Association)
    - Tammy Davis (Newfoundland and Labrador United Way)
    - Bridget Foster
    - Marlene Holden
    - Esteban Rivera (youth representative)
    - Amarjit Singh (Memorial University)
    - Madeline Whelan (Suncor Energy)
    - *Three positions to be filled*
  - Secretariat (1):
    - Jessica Barry (ex officio)

## Appendix C Evaluation Forms

### 2017 Community Forum Evaluation

We greatly appreciate you taking the time to tell us about your experience of the day.  
Thank you for your feedback.

1. How old are you?
  - 17 or younger
  - 18-30
  - 31-54
  - 55 or older
  
2. Where were you born?
  - Newfoundland and Labrador
  - A Canadian province other than Newfoundland and Labrador
  - A country outside of Canada
  
3. How long have you lived in Canada:
  - Less than five years
  - Between five and ten years
  - More than 10 years
  - I do not live in Canada
  
4. Before this event had you previously been involved with the St. John's LIP (as a Partnership Council or Working Group member)?
  - Yes
  - No
  
5. Before this event I knew a lot about issues related to immigration to St. John's and/or immigrants' experiences in the city  
  
**1 Strongly Disagree                  2 Disagree                  3 Neither Agree nor Disagree                  4 Agree                  5 Strongly Agree**
  
6. Today I gained valuable knowledge about issues related to immigration to St. John's and/or immigrants' experiences in the city  
  
**1 Strongly Disagree                  2 Disagree                  3 Neither Agree nor Disagree                  4 Agree                  5 Strongly Agree**
  
7. There was sufficient time provided for discussion and questions  
  
**1 Strongly Disagree                  2 Disagree                  3 Neither Agree nor Disagree                  4 Agree                  5 Strongly Agree**

8. The venue was well suited for this kind of event

1 Strongly Disagree      2 Disagree      3 Neither Agree nor Disagree      4 Agree      5 Strongly Agree

9. The food was good and appropriate for this kind of event

1 Strongly Disagree      2 Disagree      3 Neither Agree nor Disagree      4 Agree      5 Strongly Agree

10. The event was valuable for communication and information sharing among people from different sectors

1 Strongly Disagree      2 Disagree      3 Neither Agree nor Disagree      4 Agree      5 Strongly Agree

11. I envisage that out of this event new partnerships may develop between my organization and another organization in attendance

1 Strongly Disagree      2 Disagree      3 Neither Agree nor Disagree      4 Agree      5 Strongly Agree

12. I envisage that out of this event I will become more involved and connected with the St. John's Local Immigration Partnership

1 Strongly Disagree      2 Disagree      3 Neither Agree nor Disagree      4 Agree      5 Strongly Agree

13. Please share which segments of the event were of **most** value to you?

- Immigration Updates and Research
- Diversity Training
- Newcomer Health and Wellness Panel
- Newcomer Education Session
- Networking Opportunities

14. Please share which segments of the event were of **least** value to you?

- Immigration Updates and Research
- Diversity Training
- Health and Wellness Panel
- Newcomer Education Session
- Networking Opportunities

15. What best describes your type of organization (if applicable?) Please feel free to choose more than one if appropriate

- Government
- Educational Institution
- Not-for-profit organization
- Private Business
- Health Institution
- Service Organization
- Settlement/multicultural/cultural organization
- Professional association
- Other
- Not applicable

*Thank you so much for your feedback.*

### **Hiring Newcomers: Employer Information Session Evaluation**

We greatly appreciate you taking the time to tell us about your experience of this session.  
Thank you for your feedback.

1. What best describes your type of organization (if applicable?)

- Government
- Educational Institution
- Not-for-profit organization
- Private Business
- Settlement/multicultural/cultural organization
- Professional association
- Other
- Not applicable

2. Today I gained valuable knowledge about the processes and supports available for employers seeking to hire newcomers:

1 Strongly Agree    2 Agree    3 Neither Agree not Disagree    4 Disagree    5 Strongly Disagree

3. What do you think is the **biggest barrier** for employers who are interested in hiring newcomers?

4. What additional information or supports do you think would help employers hire more newcomers?

5. What is your preferred way of being informed about St. John's LIP events and initiatives?

- Website
- Social media
- Newsletter
- Events like this one
- Other (please identify)

6. If you would like to be added to the St. John's LIP list serve, please leave your e-mail here: