

Northwest Scarborough Local Immigration Partnership Implementation Plan

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
Strategy # 1: Improve access to current and relevant information on settlement services for newcomers planning to migrate to Toronto				
1.1 Provide recommendation to Federal and Provincial governments enhance access to pre-arrival information	<ul style="list-style-type: none"> ▪ Advocate with the Federal and Provincial government to provide: <ul style="list-style-type: none"> - a comprehensive newcomers guide when issuing Visa's (X) - DVD's with necessary instructions and guidance (X) ▪ Explore opportunities for government partnering with settlement service organizations (in Toronto) to provide orientation sessions 	Working Committee Partnership Council Agencies deliver settlement services	Long Term/ On-going	Assumptions: Government funds and supports the development of information guides and conduct orientation sessions
1.2 Provide recommendations to improve access to online settlement service information	<ul style="list-style-type: none"> ▪ Provide suggestions to improve the layout and content of major government & other immigration/ newcomer related websites (X) ▪ Advocate to provide information on a wide range of services relevant to diverse immigrant groups (in different languages) and update the information regularly (X) 	Partnership Council Working Committee (1)	Short Term/ On-going Long Term	Federal and Provincial governments and immigrant service providers in Toronto have to work together to improve website content and accessibility
1.3 Explore possibility of creating and maintaining a newcomer service providers website for Scarborough	<ul style="list-style-type: none"> ▪ Identify a lead to maintain the website (X) ▪ Generate ideas about required features, structure and service information for a dynamic website (X) ▪ Create, test and launch the website that provides information with customizing options (\$\$) ▪ Explore the possibility of creating a blog, online forum and other interactive tools to connect agencies and newcomers for information sharing and discussion (\$\$) 	Working Committee (1) LIP Management Committee	Short Term/ On-going	
1.4 Provide a comprehensive information package specific to the neighbourhoods newcomers wish to reside	<ul style="list-style-type: none"> ▪ Review the current arrival information package (X) ▪ Recommend to add information about a wide range of important services and present the details in a organized manner¹ (X) ▪ Explore the possibility to provide customized information² about services in a specific location³ (X) ▪ Explore the possibility of publishing and distributing a newcomer service directory⁴ for North West Scarborough (\$\$) 	Working Committee Partnership Council	Short Term/ On-going Long Term	Citizenship and Immigration Canada (CIC) provide funding and improve the content of the package

¹ Currently, information about housing, health, mental health, services for seniors, youths and recreation services are not included in the arrival package. It was recommended to use a file with dividers to present the information about different services

² Make printed guides, including all the agencies serving NW Scarborough with their website addresses, available at welcome centres, libraries and settlement agency offices

³ An officer is available at the airport to give a print out with customized information about agencies and services in a selected area or neighbourhood

⁴ Information ranged from newcomers services, essential services, transport, police and education will be included

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
Strategy # 2: Increase the capacity of newcomer resource centres in Northwest Scarborough to provide information about a wider range of services				
2.1 Equip resource centres at settlement agency offices and community hubs with centre guidelines	<ul style="list-style-type: none"> Identify required additional features for resource centres (X) Explore the possibility of branding all resource centres with common features for easier recognition (\$) Explore the possibility to establish resource centres at hub(s) within NW Scarborough (\$) 	Working Committee, Agencies have newcomer welcome centres	Long Term	Assumption: Adequate funding is secured to upgrade welcome centres
2.2 Share best practices among all the resource centres and maintain consistency	<ul style="list-style-type: none"> Develop a management guide that governs functions of resource centres (\$) Recruit and provide uniform training to staff members of resource centres (\$) Consistent evaluation of services provided by all resource centres and follow-up (\$) 	Working Committee, Agencies have newcomer welcome centres	Short Term/ On-going Long Term	Each organization will assess the training needs of their frontline staff
2.3 Facilitate comprehensive needs assessment and referrals at welcome centres	<ul style="list-style-type: none"> Review & modify existing need assessment tools (if needed) (\$) Enhance networking among all the agencies to ensure better referral services (X) Connect newcomers with their cultural community where appropriate (X) 	Working Committee, Agencies have newcomer welcome centres	Short Term/On-going	• Clients should be given an orientation before starting the assessment
Strategy # 3: Improve existing outreach tools and use a combination of methods to promote newcomer services				
3.1 Identify and use effective and culturally appropriate techniques to outreach more clients	<ul style="list-style-type: none"> Identify and apply the tools that help to reach different ethnic communities (X) Explore the possibility of agencies to collectively use popular local media for outreach (\$) Make use of faith-based groups and resident groups to promote newcomers services (\$) 	Working Committee (4), S/L'Am - ANC, Toronto Public Library, Polycultural Immigrant and Community Services (PICS)	Short Term/ On-going	
3.2 Collaborate with other settlement service providers in the catchment area to maximize resources	<ul style="list-style-type: none"> Identify agencies that are interested in collaborative outreach (X) Explore the possibility of sharing staff and other resources for outreach and service promotion (\$) Organize information fair/ job fair to connect with newcomers and improve networking among service providers (\$\$\$) 	Partnership Council Working Committee (2)	Short Term Long Term/ On-going	• Council will explore the possibility for different agencies to collectively utilize appropriate media for promotion
Strategy # 4: Strengthen the capacity of faith-based, resident and other community based groups to help newcomers				
4.1 Strengthen the capacity in the community through training and	<ul style="list-style-type: none"> Create an inventory of faith-based and community groups that are interested in serving newcomers (\$\$) Identify available training guides and customize to educate 	<ul style="list-style-type: none"> Working committee (4) Partnership Council NAP - Engagement 	Short Term	

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
coaching to enhance better support to newcomers	community groups on newcomer settlement services (\$\$\$) <ul style="list-style-type: none"> Facilitate selection and training⁵ of different faith-based, resident, and other community based groups (\$\$\$) Provide ongoing support and training to these groups (\$\$) 	Committee, S/L'Am - ANC	Long Term	
4.2 Expand existing community resource pool of volunteers to approach and connect newcomers with relevant service providers	<ul style="list-style-type: none"> Connect with ethno-cultural media to advertize and recruit (\$\$) Identify interested individuals to work as volunteers within the community (\$\$) Identify agencies that are interested in collaboration to support volunteer recruitment, training and retention (\$\$) Collaborate with other agencies to use the pool of volunteers effectively(\$\$) Organize volunteer forum – volunteer recognition, compensation, regular training and information fairs. (\$\$) 	Working Committee (4) Organizations have volunteer coordinators PICS, S/L'Am - ANC	Short Term On-going	
4.3 Explore opportunities to educate community groups on political / civic awareness and engage newcomers in the process.	<ul style="list-style-type: none"> Identify areas to promote civic engagement⁶ and awareness (\$\$) Identify place based tools to engage community groups (\$\$) Engage other stakeholders to expand on-going civic awareness programs (\$\$) Support agencies to engage community members in civic and political awareness programs (\$\$) 	<ul style="list-style-type: none"> Working Committee (4) Partnership Council ACSA - SCAN 	Short Term Long Term/ On-going	
4.4 Expand awareness of the diverse community and strengthen social integration	<ul style="list-style-type: none"> Create inventory and review agencies conducting orientation and exposure to Canadian culture and places of interest (\$\$) Explore the possibility of engaging mainstream organizations and government institutions in the social integration process (\$) 	Working Committee (4) Toronto Public Library	Short Term and On-going	
Strategy # 5: Explore opportunities for service providers and community groups to collaborate in the newcomer settlement process				
5.1 Identify different ways for service providers to engage community groups and improve working relationship	<ul style="list-style-type: none"> Create inventory of faith-based and residents groups already working in collaboration and/ or interested in collaboration (X) Study different service provider - community group collaboration/ partnership models (X) Select suitable models to establish working relationships (X) 	Working Committee (4) NAP, SLYE	Short Term/ On-going	<ul style="list-style-type: none"> Community groups – refers to resident groups, community clubs, youth clubs and faith-based groups
5.2 Promote services through agency - community collaboration	<ul style="list-style-type: none"> Facilitate orientation and training of community groups on services and outreach methods (\$\$) Service providers coordinate outreach activities led by the community groups (\$\$) Service providers support, coordinate and value the contribution 	Working Committee (4) NAP, Agencies work closely with community groups	Long-term and ongoing	

⁵ LIP will work closely with NAP, SLYE other existing networks to get their support in the capacity building process

⁶ Civic engagement means working to make a difference in the civic life of our communities and developing the combination of knowledge, skills, values and motivation to make that difference. It means promoting the quality of life in a community, through both political and non-political processes

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
	of community groups (\$\$)			
5.3 Engage potential residents and faith-based groups to lead newcomer support activities	<ul style="list-style-type: none"> Support community led community tours, orientation sessions, social gatherings & cultural activities (\$\$) Explore the possibility of facilitating street festivals or community fairs (\$\$) Support community groups to implement community initiated small projects⁷ (\$\$\$) 	Working Committee (4) Partnership Council, Toronto Public Library	Short Term / On-going Long Term	
5.4 Connect newcomer service providers with community centres, places of worship and schools to create additional space for social integration	<ul style="list-style-type: none"> Strengthen the network with libraries, community centres, schools, places of worship and local businesses to secure free space for community gathering and cultural events (\$\$) Connect resident groups with agencies that offer free space (X) Support community centres, libraries and schools to organize cultural events (\$\$\$) Support newcomer community group gatherings quarterly or annually (\$\$) 	Working Committee (4) Partnership Council Toronto Public Library, PICS	Short Term/ On-going Long Term	
Strategy # 6: Enhance organizational and individual staff capacity to provide improved services to newcomers				
6.1 Improve capacity of service providers using internal resources and expertise.	<ul style="list-style-type: none"> Make an inventory of existing skills and expertise of member organizations (X) Support to conduct appropriate training for frontline staff (\$\$) Promote network among the frontline workers of all the settlement agencies⁸ (\$) 	<ul style="list-style-type: none"> Working Committee (1) Partnership Council 	Short Term On-going	Schedule training events well in advance so that staff can work into their schedules
6.2 Mobilize external resources to train and educate settlement workers where appropriate	<ul style="list-style-type: none"> Identify no cost training programs offered by different agencies and secure space for staff (X) Exchange of resource persons within the partner organizations(\$) Mobilize resources from different agencies to train staff members where cost is involved (\$\$) Negotiate with funders for additional resources to provide advanced training (\$\$) 	<ul style="list-style-type: none"> Working Committee Elizabeth Fry, SHHC, HongFook 	Long Term/ On-going	External institutions - Ex: OCASI, United Way Toronto
Strategy # 7: Explore possibilities to establish one-stop service centres that provide multiple services from one location				
7.1 Create opportunity for collaborative planning among newcomer service providers in North West	<ul style="list-style-type: none"> Continue community consultation to identify changing needs and expectations (\$\$) Coordinate and work closely with existing hub initiatives (X) Conduct planning meetings among service providers (\$\$) Identify key locations to establish one-stop service centres⁹ (X) 	Working Committee (1) ACSA, Youth Link	Short Term Long Term/ On-going	

⁷ Small projects range from small business start ups, community gardening projects, home gardening workshops, community cleaning projects, etc.

⁸ There is a network for non-settlement agencies – “Scarborough Action Committee (SAC) : Members are from community support services

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
Scarborough	<ul style="list-style-type: none"> Identify a lead agency to manage and maintain the center (\$\$\$) Develop management guide and protocol to coordinate activities for one-stop service centres (\$) 			
7.2 Enhance newcomer services through coordination among agencies at shared space	<ul style="list-style-type: none"> Identify resources and capacity building requirements (X) Mobilize locally available resources and Identify potential funders to obtain funding and resources(\$\$) Provide different services with better coordination (\$\$) Invite other service providers to provide itinerant services based on service demands (\$) 	Working Committee (1) Management Committee	Short Term/ On-going	
Strategy # 8: Promote inter-organizational collaboration and explore opportunities to develop program based partnerships to expand services and optimize the use of resources				
8.1 Explore opportunities for co-location among different organizations to provide their services in a central location convenient to clients	<ul style="list-style-type: none"> Study the existing co-location models (X) Identify geographic locations need services from different service providers (X) Select appropriate models for service providers interested in collaboration (X) Mobilize additional resources to expand services (\$\$) Conduct on-going evaluation to study the changing needs and review the working arrangement (\$\$) 	<ul style="list-style-type: none"> Working Committee (1) Management Committee ED/ Head of the organizations 	On-going/ Long Term	Develop /use existing guideline for space sharing (if needed)
8.2 Partner organizations outreach to other agencies in the same sector and network to provide coordinated services	<ul style="list-style-type: none"> Create inventory and study the key features of existing networking models (X) Call for 'expressions of interest' from service agencies to join existing networks or establish new networks (X) Select a lead agency to coordinate network activities (X) Explore opportunities to train the networking committees (\$\$) Facilitate network meetings and promote partnership/ collaboration through the network (\$\$) 	<ul style="list-style-type: none"> Management Committee Partnership Council NAP Committee of Existing networks 	Short term On-going/ Long Term	Develop Terms of References and letter of agreement where appropriate
8.3 Explore opportunities to promote Itinerant services to fulfill different service needs	<ul style="list-style-type: none"> Create inventory of services not available in NWS and service demand (\$) Identify and connect with agencies to provide those services (\$) Outreach and partner with agencies located outside to bring those services to NW Scarborough (\$) 	Working Committee	Short term and On-going	
8.4 Form partnerships among service providers for joint	<ul style="list-style-type: none"> Study the existing partnership models (X) Expression of interest from service providers for partnership (X) Facilitate partnership planning meetings (\$\$) 	Management Committee Partnership Council	Long Term	

⁹ One-stop Service centre is one of the key priority expectations of community members of NWS. Community members have voted for one-stop service strategy during the NWS LIP Community Summits held in November 2010 and January 2011.

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
project execution mechanisms to expand service coverage	<ul style="list-style-type: none"> Develop joint project proposals by member agencies (\$) Facilitate development of evaluation tools to measure outcome and take corrective measures (thru collaborative effort) (\$) 		and On-going	
Strategy # 9: Create a space for organizations to share best practices, identify barriers and collectively address policy level challenges with funders and policy makers				
9.1 Re-design North West Scarborough LIP website to support networking among partner organizations, share ideas and provide feedback	<ul style="list-style-type: none"> Review the existing content and identify required features to make the website as a tool for effective communication (X) Redesign and upgrade the website (\$\$) Advertize and promote the website among newcomers and service providers (\$\$) Periodically update the website and encourage member agencies to be more involved in website management (\$) 	Management Committee LIP staff	Short Term On-going	
9.2 Facilitate regular program review meetings among the Partnership Council member organizations	<ul style="list-style-type: none"> Facilitate regular program review meetings among agencies working in collaboration/ partnership (\$\$) Establish a forum to discuss programmatic issues and find solutions (\$\$) Identify common barriers and collectively resolve issues that can be addressed locally (\$\$) Support to create a platform to advocate at Federal, Provincial and Municipal levels to influence policy changes(X) 	Management Committee	Short Term/ On-going Long Term	
Strategy # 10: Increase access to professional training and employment opportunities for newcomers				
10.1 Employment service organizations expand networking with leading recruiting agencies and employers in Scarborough and Toronto	<ul style="list-style-type: none"> Strengthen the relationship among the employment services agencies (X) Outreach to small and medium level employers and expand their networks (\$\$) Explore the possibility to obtain support from TRIEC to network with larger employers (X) Strengthen and expand existing network among employment agencies¹⁰ (X) Conduct job fairs to connect newcomers & employers (\$\$) Organize employer events where employers can explain their expectations to employment services and newcomers (\$\$) Explore the possibilities to connect with relevant institutions to increase support for small business start up (\$) 	<ul style="list-style-type: none"> Working Committee (2) Partnership Council PICS Employment Ontario Commercial banks 	Short Term/ On-going and Long Term	
10.2 Increase	<ul style="list-style-type: none"> Generate awareness about accreditation process and connect 	Working Committee (2)	Long term and	

¹⁰ There is an existing network among job developers of employment service organizations. It is good to make use of this kind of network to train each other, share information, etc. CICS, CCS and some other organizations are part of Centennial college advisory board – This is a great opportunity to connect with educational institutions

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
opportunities for newcomers to acquire volunteering, internships and placement in their professional field faster	<ul style="list-style-type: none"> with regulatory bodies (\$) Advocate to expedite credential assessment process (\$) Obtain assistance from educational institutions to train, retrain & update skills (\$) Explore the possibility of increasing paid placement (\$\$) Advocate with funders to provide more incentives for employers to hire, train and retrain newcomers (\$\$) 		On-going	
10.3 Increase pool of mentors who have expertise in varying professional fields	<ul style="list-style-type: none"> Advertise and recruit more mentors (\$\$) Connect with TRIEC to increase access to mentors faster (X) Promote a viable network of mentors (\$\$) Orientation sessions for mentors to explain their roles and agencies' expectations (\$\$) 	<ul style="list-style-type: none"> Working Committee (2) TRIEC 	Short Term/ and On-going	
10.4 Provide better skills development training	<ul style="list-style-type: none"> Expand occupation specific language training (\$\$) Connect clients with career counselors/ employment advisors to help in choosing suitable training programs (\$\$) Connect with training programs offered by different institutions in Toronto (\$) Coordinate and support to increase skills training that match with the current labour market (\$\$\$) 	<ul style="list-style-type: none"> Working Committee (2) PICS ACSA - ISAP 	Long Term	There are 27 regulated occupations. Currently language training is available for only 6-7 occupations
10.5 Explore the possibility of improving access to support systems for working parents or those planning to join the workforce	<ul style="list-style-type: none"> Negotiate with funders to expand available child minding service to accommodate occasional needs (X) Explore additional funding & resources to increase the capacity to accommodate more children in child minding program (\$\$) Explore funding to provide training on Home-based Childcare¹¹ (\$\$) Strengthen networking and coordination among all the child care service providers and child minding centers¹² (\$\$) Advocate with the City of Toronto and other relevant authorities to expedite daycare fee subsidy approval for working parents (\$) 	Working Committee (5)	Long Term	
Strategy # 11: Increase access to language training programs through coordination among service providers				
11.1 Explore opportunities to have language training centres located at more easily accessible	<ul style="list-style-type: none"> Conduct coordination meetings among agencies to identify accessibility issues (X) Agencies consult with the community to identify solutions for identified issues (\$\$) Co-locate the language classes where appropriate (\$\$) 	Working Committee (2)	Short Term Long Term	TCDSB and TDSB can partner with agencies reducing their language classes

¹¹ There are many informal childcare service providers with less or no training on Childcare. This train will help them to provide a professional service.

¹² This will help to optimise available resources for childcare support.

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
location				
11.2 Streamline language classes and be flexible with eligibility criteria to provide opportunities to all immigrants to improve language skills	<ul style="list-style-type: none"> Advocate for a coordinated system of language assessment and referrals for all language programs (X) Introduce standardized milestone testing for clients (\$) Advocate with CIC to open eligibility for "Language Instruction for Newcomers to Canada" (LINC) classes to all citizens (X) 	<ul style="list-style-type: none"> Working committee (2) Partnership Council 	Short Term On-going Long Term	Sharing of resources developed through either federal or provincial funding in all programs
11.3 Explore the possibilities to improve childminding support for all language training programs and provide daycare support	<ul style="list-style-type: none"> Advocate with City authority to provide child subsidy for clients following ESL classes (similar to LINC program) (X) Advocate with funders to provide resources to provide child minding for ESL programs (\$) Explore the possibilities to utilize available resource within the organizations to provide child minding support for non-LINC students (X) 	<ul style="list-style-type: none"> Working Committee (2) Partnership Council TDSB TCDSB 	Long Term	ESL - English as a Second Language
11.4 Increase availability of language training in the work place	<ul style="list-style-type: none"> Call for expression of interest for language classes in the work place (X) Develop guideline or Terms of Reference with employers¹³ (X) Conduct periodic evaluation to assess achievement level and follow up (X) 	<ul style="list-style-type: none"> Working Committee (2) TCDSB 	Long Term/ On-going Short Term/ On-going	This can be started as a pilot project and continue based on the results
Strategy # 12: Enhance services in multiple languages and improve access to language interpretation services				
12.1 Establish a pool of interpreters/ translators to serve across different sectors	<ul style="list-style-type: none"> Identify agency staff with potential skills (in different languages) (X) Provide professional training to selected staff on interpretation and translation (\$\$) Identify licensed interpreters and translators in the community and connect with them (X) Share information among organizational networks about locally available individual translators (X) Create funding provision in regular budgets to hire interpreters as needed (\$\$) 	<ul style="list-style-type: none"> Working Committee (5) Seneca College MCIS 	Long Term and On-going	This can be done in partnership with regulatory bodies or professional associations to obtain licensing for interpretation/ translation
12.2 Explore the opportunities for sponsorship to train volunteer interpreters to obtain professional	<ul style="list-style-type: none"> Expand the pool of volunteers interested to be trained and work as translators /interpreters (X) Explore resources to train and obtain license to serve as an interpreter (\$\$) Provide professional language interpretation and translation 	<ul style="list-style-type: none"> Working Committee (5) PICS 	Long Term and On-going	

¹³ Guideline includes contribution of employer, time commitment, length of the contract period, etc

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
interpreter/ translator certification	training and help to obtain license ¹⁴ (\$\$) • Ensure working commitment from trained individuals (X) • Explore possible resource mobilization from internal/external sources to give honorarium to volunteer translators (\$\$)			
Strategy # 13: Enhance access to health services through close working relationships among all physical and mental health organizations				
13.1 Explore the opportunity to create a consortium for health service providers to coordinate services	• Identify existing networks/ ethno specific networks among health service providers (X) • Expand & strengthen network among health service providers (\$) • Identify common areas to work in collaboration (X)	Working Committee (3)	Short Term and Long Term	
13.2 Coordinate among health service providers and settlement service providers to better connect with newcomers	• Create an inventory of health fair and related events conducted in the past (X) • Organize health fairs and related events to build relationships between settlement agencies and health service providers (\$\$) • Educate community members on effective use of different health care facilities (\$\$) • Conduct evaluation to assess the impact of services (customer satisfaction survey) (\$\$) • Explore resources to train and obtain license to create a pool of professional interpreters & translators specific to the health sector (\$\$)	Working committee	Short Term Long Term	
13.3 Improve access to general health and mental health services at hospitals, doctor offices, health centres and settlement agencies	• Advocate with provincial government to reduce/ eliminate OHIP waiting period ¹⁵ (X) • Advocate with the government to extend OHIP coverage to include eye and dental care for everyone (X) • Advocate with government to provide health information in many languages (X) • Explore the possibility of co-location ¹⁶ to expand the services and cover larger geographic areas (X) • Invite health service providers located outside Scarborough to serve from satellite locations (\$\$) • Explore opportunities to expand existing transport program for seniors & other people in need to receive health services (\$\$) • Explore opportunities to create and train a pool of volunteers to	Working Committee, Settlement Service Providers, Organizations that have volunteer coordinators	Long term and On-going	• NWS LIP recommends improved health services made available for both new immigrants and citizens • There is existing coalitions for 3 months OHIP waiting period and oral health

¹⁴ MCIS provides training and certificate. Seneca college also offers an interpreters course funded by CIC – court/legal proceeds and medical related interpretation

¹⁵ Interim Federal Health Program provides temporary health care coverage for specific non-insured population (Ex: Refugee claimants, resettled conventional refugees, person detained under the immigration and Protection Act and victims of trafficking in persons)

¹⁶ Explore possibility of making different health services available in one location. For example, general health, dental, eye clinic, counselling centres, etc.

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
	<ul style="list-style-type: none"> assist newcomers (\$\$) Explore possibilities to improve distress support programs (over the phone) and make accessible in many languages (\$\$) 			
13.4 Facilitate training and capacity building of all the newcomer settlement workers on health and mental health	<ul style="list-style-type: none"> Create inventory of expertise within Scarborough & other area (X) Assess the training needs and explore resources for training programs (\$\$) Train settlement workers on different aspects of general health and mental health screening (\$\$\$) Identify existing support groups and facilitate to establish new support groups (as required) (\$\$) On-going evaluation and follow up training (\$\$) 	Working Committee Toronto Public Health/ Local Hospitals, Hong Fook & Scarborough Centre for Health Communities	Short Term and On-going Long-term	
13.5 Improve accessibility to community education on healthy lifestyle practises	<ul style="list-style-type: none"> Identify available modules and service providers (X) Assess cultural and linguistic accessibility (\$\$) Develop additional modules as required (\$\$) Connect with relevant service providers to expand their service in NWS (\$\$) Conduct a series of community education sessions (\$\$) Ongoing evaluation and follow up training (\$\$) 	Working Committee (3)	Short Term/ On-going Long Term	
Strategy # 14: Build a network of organizations that coordinates and enhances access to housing and other basic needs services				
14.1 Collaborate with organizations interested in educating newcomers on tenants rights and responsibilities	<ul style="list-style-type: none"> Form a working committee to coordinate and facilitate community education (X) Use available training guide or develop additional guide to educate immigrant community (\$\$) Expand on-going training programs¹⁷ to educate immigrants on tenants rights & responsibilities (\$\$) Explore possibility to use community groups to educate community members (\$\$) 	Working Committee (5) Scarborough Housing Help Centre ACCT & ACSA	Short Term Long Term	Federation of Metro Tenants' Associations (Toronto) provides online information about tenants rights in 19 languages
14.2 Advocate with authorities to enhance early access to affordable housing and quality services	<ul style="list-style-type: none"> Expand network with housing providers (individuals and apartments) to secure more affordable housing (X) Advocate for additional funding for rent supplement programs (\$) Advocate with Government authorizes to reduce waiting periods for subsidized housing and seniors housing (\$\$) Advocate with City to address the issues with rooming houses and hidden homelessness in NWS (\$) Identify a mechanism to advocate with Toronto Apartment Association and Toronto Community Housing to keep apartment management staff accountable to provide better services (\$) 	Working Committee (5) Scarborough Housing Help Centre ACSA		

¹⁷ There is a community education program conducted by SHHC. NWS LIP proposes to expand this type of training program

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
14.3 Promote healthy living conditions among newcomers	<ul style="list-style-type: none"> Advocate with apartment management, building supervisors and house owners to maintain hygienic conditions¹⁸ (\$\$) Educate tenants on healthy living conditions, pest control, hygiene at home and surroundings (\$\$) Conduct cultural events and social activities that foster better management-tenant relationships (\$\$) Create pride in one's community by encouraging accountability¹⁹ 	<p>Working Committee (5)</p> <p>Scarborough Housing Help Centre</p>	Long Term	
14.4 Explore opportunities to form a coalition to enhance better food, furniture and clothing delivery services to people in need	<ul style="list-style-type: none"> Make an inventory of food bank, furniture bank clothing bank and their features (X) Connect with faith-based groups to mobilize resources and utilize as delivery point (X) Create or strengthen networking among food and other basic needs service providers (\$\$) Explore the need for training on cultural sensitivity and facilitate staff training as needed (\$\$) 	<p>Working Committee (5)</p> <p>ACSA</p>	Short Term	
14.5 Outreach to the private sector for sponsorship and donations to increase services for the people in need	<ul style="list-style-type: none"> Refer to protected list (from United Way), note all private sector organizations that already contributing regularly and create a list of potential donors (X) Identify individual funders through foundations (X) Conduct information sharing sessions with private sectors to mobilize funding for food and clothing services(\$\$) 	<p>Working Committee (5)</p>	<p>Short Term</p> <p>Long Term</p>	
14.6 Support newcomers to adapt to new environment	<ul style="list-style-type: none"> Create video clips or use existing videos on environmental adaptation, transportation facilities, etc. (\$\$\$) Educate newcomers through existing programs & materials (\$\$) Connect with the Toronto Transit Commission(TTC) to educate newcomers on how to use city transport facilities effectively (\$\$) 	<p>Working Committee (5)</p> <p>TTC</p>	Short Term/ On-going & Long Term	
14.7 Educate newcomers on their environmental responsibilities	<ul style="list-style-type: none"> Create video clips or use existing videos on environmental responsibilities (\$\$) Connect with City of Toronto to train newcomers on environmental protection (\$\$) Educate tenants on recycling programs, local initiatives and benefits (\$\$) 	<p>Working committee</p> <p>City of Toronto – Live Green</p>	Short term and On-going	
14.8 Educate newcomers on financial systems and income management	<ul style="list-style-type: none"> Identify existing training materials and institutions providing training on income management & banking systems²⁰ (X) Conduct train on Income management & financial systems (\$\$) 	<p>Working Committee (5)</p> <p>Commercial banks</p>	Short Term and On-going	

¹⁸ Identify existing support available. Ex: Toronto Public Health

¹⁹ Example conducting “Community Clean-up” events, Community crime watch, community crisis management, etc.

²⁰ YMCA conducts some programs. Banks are the other potential agencies to approach to obtain their support.

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
14.9 Enhance community safety and support	<ul style="list-style-type: none"> • Create video clips/ use existing videos on community safety (\$\$) • Conduct awareness programs on community safety (\$\$) • Build better relationships between the community and police (X) • Explore possibilities to work with existing Neighbourhood Watch groups (X) 	Working Committee Toronto Police	On-going	
Strategy # 15: Improve recreational facilities for the different demographic groups of Northwest Scarborough				
15.1 Collaboration with recreation centres, school boards and settlement agencies to support different ethno cultural recreational activities	<ul style="list-style-type: none"> • Identify the recreational activity requirements for different age groups of different cultural community (\$\$) • Explore the possibility of expanding ethno cultural recreational activities (\$\$) • Explore the possibility of increasing recreation activities for youth²¹ (\$) • Connect with school boards and settlement agencies to organize and support different recreational activities (X) • Health service providers collaborate with settlement service providers to expand recreational services (joint projects) (\$\$) 	<ul style="list-style-type: none"> • Working committee (3) • NAP • SLYE 	Short Term/ On-going Long Term/ On-going	
15.2 Explore possibilities of using local available space such as community halls, churches and schools for recreation	<ul style="list-style-type: none"> • Create inventory of agencies, property management who are willing to provide free space (X) • Connect with City of Toronto to secure space for cultural oriented recreational activities (X) • Connect community groups with property management to secure space for a period of time (X) 	• Working Committee (3)	Short Term/ On-going Long Term	
Strategy # 16: Improve legal, family and immigration support services in Northwest Scarborough				
16.1 Build networking and coordination among organizations who currently provide legal support in North West Scarborough	<ul style="list-style-type: none"> • Invite other legal support agencies to connect with working committee (X) • Lobby for legal clinics for immigration issues (Legal Aid to fund) – advocate with Province (\$\$) • Coordinate among legal services and settlement services to create awareness and provide better legal support (\$) 	<ul style="list-style-type: none"> • Working Committee (5) • Toronto Police, • Elizabeth Fry 	Long Term	
16.2 Develop partnerships and collaborations with legal service providers	<ul style="list-style-type: none"> • Create inventory of existing services and needs (X) • Explore downtown agencies willing to serve newcomers (at lower rates) (\$) • Establish partnerships with legal support services located 	<ul style="list-style-type: none"> • Working Committee (5) • Partnership Council 	Long Term	

²¹ Get support from existing youth service network and agencies

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
located in downtown and surrounding areas	outside of NW Scarborough ²² (\$\$)			
16.3 Provide family counselling in multiple languages through coordination among different organizations	<ul style="list-style-type: none"> ▪ Identify the demands for service in different languages (\$) ▪ Create inventory of service available in different languages (X) ▪ Coordinate resource sharing and client referrals (\$\$) ▪ Establish partnerships with mainstream agencies (Ex: Family Services Association, Hospitals) (\$) 	<ul style="list-style-type: none"> ▪ Working Committee (5) 	Short Term On-going Long-term	
16.4 Educate residents, community groups and newcomers about common fraud and scams	<ul style="list-style-type: none"> ▪ Identify scams & fraud that target new immigrants (X) ▪ Create inventory of cultural specific issues related to immigration fraud (X) ▪ Conduct “training of trainers (TOT)” sessions for resident groups (\$\$) ▪ Support resident groups to organize community education sessions on marriage fraud, forced marriage, employment scams, etc. (\$\$) ▪ Utilize local media to create awareness (\$\$) ▪ Conduct outreach to government departments and legal clinics to conduct sessions on selected topics (\$\$) ▪ Conduct ongoing evaluation, follow up training and awareness (\$\$) 	<ul style="list-style-type: none"> ▪ Working Committee (5) ▪ Toronto Police 	Short Term and On-going	

Legend:

(X) - Existing resources (project or agencies)

(\$)- Needs a lesser amount of external funding

(\$\$) - Needs a moderate amount of external funding

(\$\$\$) - Needs a substantial amount of external funding

Short term – one to two years

Long term – 3 to 5 years

NOTE: Working groups will include representatives from the newcomer community, resident and faith-based groups, and local businesses where appropriate.

²² There is a need to legal support for seniors, victims of domestic violence and Chinese community. There is a need for legal support in post-marriage issues.