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**Peterborough Partnership Council on Immigrant Integration  
Meeting Minutes part 2: Attachments**

*Thursday, January 13, 2011, 1-3 pm  
Peterborough Public Library*

**Appendix A**

**Resource Development and Marketing Committee  
Building Committee report  
for the January 13, 2011 Peterborough Partnership Council meeting**

RDMC meeting was held: December 8, 2010

Current and new committee members reviewed the progress on prior agenda items and prioritized expenses for the marketing budget the remainder of the fiscal year. With the target audience in mind being service providers, decision makers and the economic sector, the focus was on marketing materials, promotional items, advertising, developing a database for outreach purposes, development of community partnerships, increasing traffic to the PPCII website, and developing the PPCII as a distinct entity. Holiday ads will be on the local radio stations offering Seasons Greetings, in various languages, from the PPCII. There is a recommendation to draft a press release regarding the vision of the new Chair of the PPCII, sponsoring prizes at Chamber and Business Network meetings, contests to encourage more activity on the PPCII website and providing prizes highlighting the services of local immigrant businesses, starting with restaurants. An ongoing focus was suggested for the expansion of PPCII Facebook contacts and more electronic integration with the community. The committee discussed the benefits of having a hanging banner produced, for initial use during Multicultural Events, and approaching the Chamber to inquire about adding a Business Excellence Award for the most immigrant friendly business as a means to have an ongoing presence at community events.

Memberships with the Chamber of Commerce and the Women's Business Network are being pursued and the Committee is looking to the Executive and Council for any volunteers who would be interested and available to attend monthly WBN meetings to provide a strong and consistent PPCII presence in the community, specifically within the economic sector. Local presentations with service providers and organizations are in progress and the response has been positive.

Discussions regarding devising print materials to outline sector specific strategies were outlined. Further recommendations for print revisions include making general reference to the topics that committees focus on so that a more general approach can minimize further revisions.

Recommendations:

- Jean to request approval from the Executive to change the RDMC committee name to "Marketing Committee"
- New brochures to be more generic
- Request for a volunteer to attend networking functions as a consistent face of the PPCII

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Jean Giroux  
Chair, RDMC

## Appendix B

### **Integration Strategy Committee Chair Report for the January 13, 2011 Council Meeting**

The Integration Strategy Committee met November 30<sup>th</sup> to review the results of the sector working group meetings. An outline of priority projects was submitted by each sector and representatives of the sectors were in attendance (either sector champions or ISC members who participated in a sector meeting). The sectors were:

- Economic Development
- Health, Social Services and Voluntary Sector
- Housing and Transportation
- Education

The working group sessions were very effective and many concrete projects were presented to the ISC. Some of these required funding and others identified existing resources that were already available. The committee discussed each project, its relative importance to the sector's work or the overall Integration Strategy and created a short list of projects for possible Council funding from the implementation budget (\$45,000). Ability to complete work by March 31<sup>st</sup> 2011 was also a consideration.

As few of the projects had a cost estimate, the ISC decided to contact champions and stakeholders to request formal proposals from a list of about 12 action items. In some cases, champions were asked to identify possible lead agencies.

Eight projects totaling \$50,048.50 were submitted by Dec. 8<sup>th</sup> and Jason Stabler and Debbie Harrison reviewed the proposals and attributed the \$45,000. Most projects received their full request and all projects received sufficient funds to proceed with the work in January.

However several of the projects are being submitted by agencies with representatives on the ISC. The committee requests that the Council Executive Committee review and approve the attached list of projects in order to avoid any conflict of interest.

If approved, the project leads will be informed of the amount and be asked to invoice the Council as soon as possible. Project partners will be responsible to provide reports by March 31<sup>st</sup>, 2011.

<b>Lead Organization</b>	<b>Sector</b>	<b>Project</b>	<b>Description</b>	<b>Amount</b>	<b>Approved by CIC</b>
PPCII	Health Social Services and Voluntary	PPCII Postcard in 3 languages	--Share information about PPCII to encourage immigrant participation in PPCII	\$1100	NO
Fleming	Education	Researching the ESL needs of employees of local businesses and public institutions	--Survey business re language acquisition needs of immigrant employees. --Survey and carry out focus groups with immigrants re gaps in language acquisition.	\$6500	YES
Trent Valley Literacy Association	Education	Community ESL Capacity Enhancement	--assess need of ESL clients --identify an appropriate instructor and hire instructor to teach ESL at TVLA	\$10000	YES
Charterfield Consulting	Health Social Services and Voluntary	Multicultural Organizations in Peterborough	--assess multicultural organizations in Peterborough and develop visual representation of these organizations for use in advertising the community to prospective residents	\$12870 (adjusted by Executive Committee to 12545 to account for \$325 already allocated from the ISC budget)	YES
Community Counselling and Resource Centre	Housing and Transportation	Housing and Transportation Community Liaison	--develop a job description for a housing and transportation focused project/worker at Housing Resource	\$6000	YES

			Centre		
New Canadians Centre	Housing and Transportation	Volunteer Supportive Program (i.e. walkabouts)	--support travel and other costs associated with orienting newcomers to the community	\$4000	NO
Community and Race Relations Committee	Education	Anti-Racism Reporting Structure	--assess and develop (where necessary) mechanisms for reporting and addressing racism and discrimination in schools	\$530	YES
Community and Race Relations Committee	Health Social Services and Voluntary, Housing and Transportation	Coordination of facilitation and training	--coordinate facilitators for training sessions with child care workers, police and real estate and landlord associations	\$4000	NO
<b>TOTAL</b>				Health Social Services and Voluntary: \$17645 Education: \$17030 Housing and Transportation: \$10000 Economic Development: \$0 <i>Already Allocated</i> \$325 <b>TOTAL: \$45000</b>	Health Social Services and Voluntary: \$12545 Education: \$17030 Housing and Transportation \$6000 Economic Development \$0 <i>Already Allocated</i> \$325 <b>TOTAL To be/ already</b>

					spent on Implementation: <b>\$35900</b>  To be redirected to Research: <b>\$9100</b>
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**Notes:**

- Nine proposals were submitted. Two projects were merged for a total of eight which were considered.
- Three of the four sectors are represented in the proposal. Although Economic Development is not represented, this sector will be the primary focus of research projects and research funding that will take place in 2011. This reflects the higher cost associated with conducting quality research and the heavy research focus of the economic development sector
- At the direction of the ISC amounts requested were assessed and adjusted by the chair of the ISC and PPCII staff.
- Adjustments made by the chair and PPCI staff were made based upon
  - The overall implementation budget
  - The importance of the projects as assessed by the ISC Chair and PPCII staff.
  - The desire to fund as many projects as possible
  - The desire to meet, as closely as possible, the requests made.

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## Appendix C

### Training and Capacity Building Committee report for the January 13, Partnership Council meeting

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This professional development series is based largely on the material from the Newcomer Integration Toolkit. It aims to support social service agencies and employers in meeting the needs of newcomers by providing resources in the areas of:

- Diversity and cross-cultural communication training
- Developing immigrant-friendly policies for workplaces
- Advocating for the benefits of immigrant attraction and retention
- Creating spaces and services that are accessible and welcoming to newcomers

The series is also supplemented by training offered through the Opening Doors Project.

#### **COST**

The cost to attend each workshop is \$5.00 per person. The registration costs include materials and refreshments. Training costs have been subsidized through CIC and MCI grants.

To guarantee your place, please submit your payment in advance of the workshop date. Cash payments may be submitted at the front desk of the New Canadians Centre during office hours. Cheque payments should be addressed to "New Canadians Centre Peterborough".

#### **REGISTRATION**

There is a limit of 20 registrants per workshop. Your workplace may send more than 1 representative to each workshop. To register for any of these workshops, please contact Hajni Hos at [hajni@nccpeterborough.ca](mailto:hajni@nccpeterborough.ca) or call 705 743 0882 x230.

We are available to assist agencies in determining priority areas and implementing measures. We are also available to provide customized training sessions for management, staff and volunteers.

Please contact CRRC Co-ordinator Karolyn Givogue (705 742 9658; [racerelation@gmail.com](mailto:racerelation@gmail.com)) for assistance in implementing elements of the Newcomer Integration Toolkit.

We gratefully acknowledge the support of

Citizenship and Immigration Canada  
Local Immigration Partnership Program

Ontario Ministry of Citizenship and Immigration  
Ontario's Community Builders Grant  
Global Experience @ Work Program



205 Sherbrooke St., Unit D  
Peterborough, ON • K9J 2N2  
Tel (705) 743.0882  
Fax (705) 743.6219 • [info@ppcii.ca](mailto:info@ppcii.ca)

<http://ppcii.ca>

## Together We Prosper: Building A Stronger Peterborough

### Professional Development Series

Organized by:



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**Together We Prosper: Building a Stronger Peterborough**  
**Professional Development Series**

Organised by:



	Dec 2010	Jan 2011	Feb 2011	Mar 2011
<b>Train-the-Trainer: How to use the toolkit in your workplace</b>	Dec 6: 1-4pm Peterborough Public Library Co-facilitated by Karolyn Givogue and Jason Stabler		Feb 3: 9.30am - 12.30pm Chamber of Commerce Board Room Co-facilitated by Karolyn Givogue and Jason Stabler	
<b>Cross-cultural communication and Diversity Training</b>		Jan 24: 10am-12pm Peterborough Public Library Co-facilitated by Karolyn Givogue and Zahra Murad	Feb 25: 1-3pm Chamber of Commerce Board Room Co-facilitated by Karolyn Givogue and Zahra Murad	
<b>Immigrant-friendly workplace policies</b>		Jan 11: 1-3pm Northern Lights Canada Co-facilitated by Karolyn Givogue and Karen McGee		Mar 7: 10am-12pm Chamber of Commerce Board Room Co-facilitated by Karolyn Givogue and Karen McGee
<b>Immigrant attraction &amp; retention + Accessible spaces &amp; services for newcomers</b>			Feb 15: 10am-12pm Peterborough Public Library Co-facilitated by Karolyn Givogue and Tamara Hoogerdyk	Mar 24: 1-3pm Chamber of Commerce Board Room Co-facilitated by Karolyn Givogue and Tamara Hoogerdyk
<b>Opening Doors Project: Anti-Mentalism meets Anti-Racism + Journey to Canada: Stories of Migration</b>		Jan 19: 10am-2.30pm Northern Lights Canada FREE Lunch provided (0.5 hour break) Facilitated by Opening Doors Project		Mar 15: 10am-2.30pm Northern Lights Canada FREE Lunch provided (0.5 hour break) Facilitated by Opening Doors Project

**WORKSHOP DESCRIPTIONS**

**Train-the-Trainer: How to Use the Toolkit in Your Workplace**  
 Recommended for managers and supervisors who would like to learn how to implement the training in the Newcomer Integration Toolkit in their workplace

**Cross-cultural Communication and Diversity Training**  
 Improve your cultural awareness and learn how to foster a climate of inclusion, understanding and respect. Recommended for frontline staff.

**Immigrant-Friendly Workplace Policies**  
 Learn how to assess your organisation's policies and how to craft diversity and anti-racism policies for your organisation. Recommended for HR staff.

**Immigrant Attraction and Retention / Accessible Spaces and Services**  
 Learn about resources available in the community to foster a welcoming environment in your organisation for newcomers.

**Anti-Mentalism meets Anti-Racism + Journeys to Canada: Stories of Migration**  
 For people who are ready to look deeper at racism and its relationship to other forms of discrimination, including that associated with mental illness diagnoses. The second session is a narrative-based workshop exploring experiences of moving to a new country.

**Workshop Venues**  
 Chamber of Commerce  
 175 George St North  
 Tel: (705)748.9771

Northern Lights Canada  
 Brookdale Plaza, 863 Chemong Rd, Unit 20-A  
 Tel: (705)740.2577

Peterborough Public Library Auditorium  
 345 Aylmer St. North  
 Tel: (705)745.5382

For the full description of the workshops and the Newcomer Integration Toolkit, please go to <http://ppcii.ca>

## Appendix D

### Executive Committee Report from December 14, 2010 meeting

**Present:** Debbie Harrison (Fleming College, Chair of ISC, left early), John Hucks (Vice-Chair of PPCII), Ziyah Markson (NCC, minutes), Renato Romanin (GPAEDC), Amanda Dibbits (County of Peterborough, Treasurer of PPCII), Jenn Harrington (new Chair of PPCII), Hajni Hos (Coordinator of PPCII), Jean Giroux (Employment Planning and Counselling, new Chair of RDMC)

**Regrets:** Sonya Hardman (City of Peterborough), Becky Rogers (City of Peterborough), Mary Ladky (NCC)

The Executive committee received committee reports from the ISC, the RDMC, and the Training and Capacity Building Committee:

#### 1. Integration Strategy Committee (ISC) report – Debbie Harrison

- Debbie presented the Action Plan project proposal. The committee reviewed the projects and approved all with minor changes to the allocation of money and with the following recommendations:
  - ISC to develop project development and accountability measures to ensure appropriate outcomes. This should include the following:
    - o All project leads to submit a detailed outline of the project including budget, project plan and outcomes.
    - o All recipients to sign a contract with the PPCII. Contracts should specify what happens to funds if project is not undertaken or completed.
    - o ISC authorizes release of funds to organizations once their detailed outline is received and determined to be appropriate and in line with the integration strategy, and the contract is signed.
    - o Recipients must follow a reporting structure, with a specific form that must be returned in March.
    - o ISC to report back to Executive in February as to the progress of the above.
  - CIC funding officer should be made aware of the contracts before they are confirmed with organizations.

#### 2. Resource Development & Marketing Committee (RDMC) – Jean Giroux

- Report received.
- We welcomed Jean Giroux to her new role of Chair of the RDMC.
- A change of name from RDMC to Marketing Committee, in light of the new Funders Roundtable taking on the task of resource development, was approved.

#### 3. Conference Committee – Hajni Hos on behalf of Sonya Hardman

- Report received.

#### 4. Report from the Treasurer – Amanda Dibbits

- Report received.

**5. Budget 2011-2012**

- Hajni developed the budget for the next fiscal year.
- The proposed budget was approved with some minor changes.

**6. Report of the November 23, 2010 Newcomer Advisory group meeting**

- Report received.

**7. Other business**

a) Role of the past PPCII Chair

- The Committee agrees that the past Chair should be invited remain a member of the Executive Committee for one additional year, either by attending meetings and/or by acting as a resource to the new Chair. Hajni will invite past Chair Cath D'Amico to next Executive Meeting and add her to Executive list.

## Appendix E

### Treasurer's report for the Peterborough Partnership Council meeting on January 13, 2011 Submitted by: Amanda Dibbits

Fiscal Year 2010-2011 (April 1, 2010 – March 31, 2011)  
as it stands on November 30, 2010

#### Revenues:

Funder	Amount	notes
CIC	227,627	
<b>Total</b>	<b>227,627</b>	

#### Expenditures:

Responsible for expenditures		Expenditures in November 2010	TOTAL expenditures	TOTAL remaining	Total budget for fiscal year
New Canadians Centre	Administrative costs*	3,548	28,187	16,939	45,126
	<b>TOTAL - Administrative</b>	<b>3,548</b>	<b>28,187</b>	<b>16,939</b>	<b>45,126</b>
New Canadians Centre	Salaries and Benefits (Coordinator, Outreach Coordinator, Research Specialist)	6,444	53,568	30,101	83,669
	Office supplies, Computer Lease	612	3,238	3,266	6,504
	Staff Travel	54	444	300	744
	Professional development	0	267	1,733	2,000
Integration Strategy Committee	Implementation of Integration Strategy	0	325	44,675	45,000
Training and Capacity Building Committee	Symposium or Conference	0	0	15,000	15,000
Resource Development and Marketing Committee	Promotion	840	4,176	10,824	15,000
Executive Committee	Hospitality - Meetings	474	2,131	869	3,000
	Volunteer appreciation	1,024	1,024	976	2,000
	Consulting Fees & Focus Groups	1,149	1,149	2,091	3,240
	Skills Development (Speakers bureau)	0	220	1,894	2,114
	<b>TOTAL- Overhead COSTS</b>	<b>10,597</b>	<b>66,542</b>	<b>111,729</b>	<b>178,271</b>
	<b>Total Eligible GST/HST</b>	<b>139</b>	<b>768</b>	<b>3,462</b>	<b>4,230</b>
	<b>TOTAL</b>	<b>14,284</b>	<b>95,497</b>	<b>132,130</b>	<b>227,627</b>

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\*NCC Administrative Costs:

NCC ED, Bookkeeper, Tech Support, Office Rental, Telephone and Fax, Phone lease, Audit fees, Insurance, Office Maintenance

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**Appendix F**

**PPCII Budget proposal for 2011-2012 fiscal year (April 1, 2011 – March 31, 2012)**

Responsible for expenditures		Total budget 2010-2011	Proposed budget 2011-2012	What belongs to this category?	Importance 3: high 2: medium 1: low (recommended by staff)	Notes
New Canadians Centre	Administrative costs*	45,126	45,126 + cost of living for ED	NCC ED, Bookkeeper, Tech Support, Office Rental, Telephone and Fax, Phone lease, Audit fees, Insurance, Office Maintenance	3	
	<b>TOTAL - Administrative</b>	<b>45,126</b>	<b>45,126</b>			
New Canadians Centre	PPCII coordinator (32 hr/week) (Salaries and Benefits)	36,950	36,950 + cost of living		3	
	Outreach Coordinator (24 hr/week) (Salaries and Benefits)	30,931	30,931 + cost of living		3	
	Research and implementation Specialist (32 hr/week) (Salaries and Benefits)	15,786	33,369 + cost of living		3	
	Office supplies, Computer Lease	6,504	6,504		3	
	Staff Travel	744	744		3	
	Professional development	2,000	2,000	For staff	1	
Integration Strategy Committee	Implementation of Integration Strategy	45,000	45,000	**	2	See CIC funded project breakdown in <b>Appendix 2</b> . -Organize working group meetings to renew action plan and motivate partners to implement new action items

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						-Contract somebody to implement prioritized items that are not taken on by other partners - Start research to plan Strategy and Action plan for the next 3-5 year period important than a budget for this Committee
Training and Capacity Building Committee	Symposium or Conference (Community Capacity Building)	15,000	15,000	Includes PD for PPCII members like consensus based facilitation training	1	Conference and workshop series rotating per year. 2009-2010 conference budget was \$31,150 (\$15,000 from CIC) from 5+ funding sources. 2010-2011 workshop series will use the total amount of \$15,000 from CIC and might use additional funding sources as well. 2011-2012 the PPCII would like to organize another conference.
Resource Development and Marketing Committee	Promotion	15,000	15,000	Prosperity trade show, Membership fees, printing materials, advertising,	3	
Executive Committee	Hospitality - Meetings	3,000	3,500		1	In 2010-2011 we had 6 PPCII meeting with 30-40 attendees and 30 Committee meetings with 10 attendees. The budget was tight. From 2011 on we will have 1 additional Standing Committee, so we will have around 36 Committee meetings so we would like to increase this budget line with at least \$500.
	Volunteer appreciation	2,000	2,000		1	We have 146 names on the PPCII membership list and 15 on the NAG list. 50-60 of them are regularly attending PPCII meetings and working with the PPCII. We used to give small swags (promo material at the same time) to members and a bigger gift (like flowers) to the Chairs and Treasurer.
	Member expenses (travel, professional development)	3,240	2,000		1	
	Skills Development (Speakers bureau)	2,114	3,000		2	2 x \$500 for training sessions; remaining money will be spent on purchasing gift cards for participants' training and speaking honorariums (\$50 ea; 22 cards)
	<b>TOTAL- Overhead COSTS</b>	<b>178,271</b>	<b>196,000</b>			
	<b>Total Eligible GST/HST</b>	<b>4,230</b>	<b>4,500</b>			
	<b>TOTAL</b>	<b>227,627</b>	<b>245,626</b>			

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\*NCC Administrative Costs: NCC ED, Bookkeeper, Tech Support, Office Rental, Telephone and Fax, Phone lease, Audit fees, Insurance, Office Maintenance

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### Appendix 1

2010 March “Together we prosper, practical resources for Immigrant Integration” Conference budget

<b>Program</b>		
Keynote speaker	1000	\$1000 to dr. Alonso (travel, meal and honoraria)
Honoraria and travel for 2 external speaker	1700	2 speakers x \$850 (\$500 honoraria, \$300 travel, \$50 food)
Honoraria for local speakers	2800	10 speakers x \$250 1 speaker \$300
Hotel room for Dr. Alonso and George Brown	260	2 speakers x \$130
Audio recording (set up, recording and editing)	1125	
<b>Logistics</b>		
Venue + food 140 people (for the day and evening social)	7960	
Supplies and Printing and promotional material	3058	(stickers and folders: \$33.90+\$110.74, programs +poster + evaluation form: 477.60, pannels:190.97,poster for dance: 36.55, vinyl banner: 195, banner + table cloth: 889.92 design for these: 1124
Admin staff (registration/setup)	487	office supplies, paper, nametags, easels (\$142+195+150)
<b>Marketing</b>		
Advertisement in papers	3829	Sun Media: \$1942.63, Peterborough this week: 1886,
Conference gift – bag	930	(150 bag with logo) + tax
Conference gift – clipboard	1169	(200 clipboards with logo)
Conference gift – pen	938	(500 pen with logo \$2 each)
Printing of the Newcomers guide	2500	200 guide (or \$2552 with pockets)
Workplace Integration Centre brochure	1097	
<b>Social/Cultural Event</b>		
Performers & entertainment (lunch time and evening )	850	\$750 Chaka and \$100 Alona
Photographer	500	(full day, 20 enlargements, touch ups and a Cad of all photos)
<b>Follow-Up</b>		
Post-conference activities	947	
<b>Total</b>	<b>31150</b>	

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Projected Income Source	Amount	
PPCII	15000	
WDB	2000	
Registration fee owed (asset)	450	
Registration	1700	
Global Experience @ Work project	2500	
Community Futures	7500	
Portal	2000	
	<b>31150</b>	

**Appendix 2**

Organization	Sector	Project	Description	Amount
PPCII	Health Social Services and Voluntary	PPCII Postcard in 3 languages	--Share information about PPCII to encourage immigrant participation in PPCII	\$1100
Fleming	Education	Researching the ESL needs of employees of local businesses and public institutions	--Survey business re language acquisition needs of immigrant employees. --Survey and carry out focus groups with immigrants re gaps in language acquisition.	\$6500
Trent Valley Literacy Association	Education	Community ESL Capacity Enhancement	--assess need of ESL clients --identify an appropriate instructor and hire instructor to teach ESL at TVLA	\$10000
Charterfield Consulting	Health Social Services and Voluntary	Multicultural Organizations in Peterborough	--assess multicultural organizations in Peterborough and develop visual representation of these organizations for use in advertising the community to prospective residents	\$12545
Community Counselling and Resource Centre	Housing and Transportation	Housing and Transportation Community Liaison	--develop a job description for a housing and transportation focused project/worker at Housing Resource Centre	\$6000
New Canadians Centre	Housing and Transportation	Volunteer Supportive Program (i.e. walkabouts)	--support travel and other costs associated with orienting newcomers to the community	\$4000
Community and Race Relations Committee	Education	Anti-Racism Reporting Structure	--assess and develop (where necessary mechanisms for reporting and addressing racism and discrimination in schools	\$530
Community and Race Relations Committee	Health Social Services and Voluntary, Housing and Transportation	Coordination of facilitation and training	--coordinate facilitators for training sessions with child care workers, police and real estate and landlord associations	\$4000
<b>TOTAL</b>				Health Social Services and Voluntary: \$15645 Education:\$17030 Housing and Transportation:\$12000 Economic Development:\$0  <b>TOTAL:</b> <b>\$44675</b>

## Appendix G

### Notes of November 23, 2010 Newcomer Advisory Group meeting Prepared by Hajni Hős, Coordinator

Samia Mcfee gave a presentation about the discrimination issues of her country of origin, France, and her life and struggles in Canada (Quebec and Ontario) as a newcomer.

Samia emigrated alone from France to Montreal when she was a student. She enrolled in a University and has found the Canadian education system different and more valuable than the one she had in France. Still she felt that the Québécois people did not give her a chance to really integrate, she always got comments about her accent, country of origin, etc. Therefore she left Montreal with her husband and moved to Kingston. Currently she works with Francophone Immigration Network in Kingston and really envies the work that the PPCII does.

Andreas Pickel is working on the documentary on the PPCII and immigration issues in Peterborough. As part of this project, he conducted short interviews with 6 newcomers about their lives in Peterborough and thoughts on the immigration process.

NAG members were also updated on the PPCII Immigrant Integration Strategy along with the list of the recommended actions focusing on housing issues. The group came up with an idea that could help the problem of landlords requesting reference letters from newcomers. The NAG was recommending the creation of a list of the “immigrant friendly landlords” who would not ask for reference letters. The landlords would win by being advertised through the NCC and would also gain a great reputation and the newcomers would have one less barrier in the housing area.

**Next meeting:** Tuesday, January 18, 2011, 5-7 pm, at the NCC Board Room

Please encourage newcomers you know to attend.

## Appendix H

### **Refugee Determination Process Presentation—Tamara Hoogerdyk, NCC Settlement Services Coordinator**

Below is an Overview of the Refugee Determination Process from which I based my talk today.

A question raised during the talk that I was unable to answer was how many refugees come to Peterborough each year. The number varies considerably from year to year (one year there was only one refugee claimant, the next year 29) but on average for the last 10 years we have seen 14 new refugee claimants per year and 19 each convention refugees per year. There are no specific trends indicated by the data.

Another question raised during the talk that I was unable to address fully was the main challenges facing refugee claimants, particularly in regards to accessing services.

- A major difficulty is lack of opportunities to improve their English language skills. Refugee claimants are not allowed to attend the federally funded Language Instruction for Newcomers to Canada (LINC) classes. Although NCC holds a number of language workshops throughout the year, we do not currently have the funding, space nor capacity to offer a daily ESL class. Some refugee claimants leave Peterborough because they can't work until they have their medical and wait for their work permit application to be processed (which can take some time) and because they can't study English, so there is little for them to focus on.
- Another difficulty faced by refugee claimants is that organizations do not always understand what their status is, what implication that status has on available services, and how to handle i.d. and other documentation related to the refugee process (such as a Notice of Determination)
- Refugee claimants also face difficulties with the Interim Federal Health program. People assisting them may not know what services are covered under IFH. Additionally, although some services are pre-approved, the health care provider generally must submit a pre-approval form to IFH before providing services. Many health care providers, especially in areas where there are not large numbers of refugee claimants, like Peterborough, may not be familiar with IFH or the approval/claims process. A detailed explanation of benefits is outlined in the Information Handbook for Health Care Providers, which can be found at : <http://www.fasadmin.com> - Main page of provider (FAS) From main page, choose "Client Info" and then "Interim Federal Health Program" or direct link <http://www.fasadmin.com/IFH%20Client%20Info%20english.asp?language=english&page=pdf>

This site also contains pre-approval forms and claim forms.

Please let the Council members know that if they have any questions or would like any further information, to contact me at any time.

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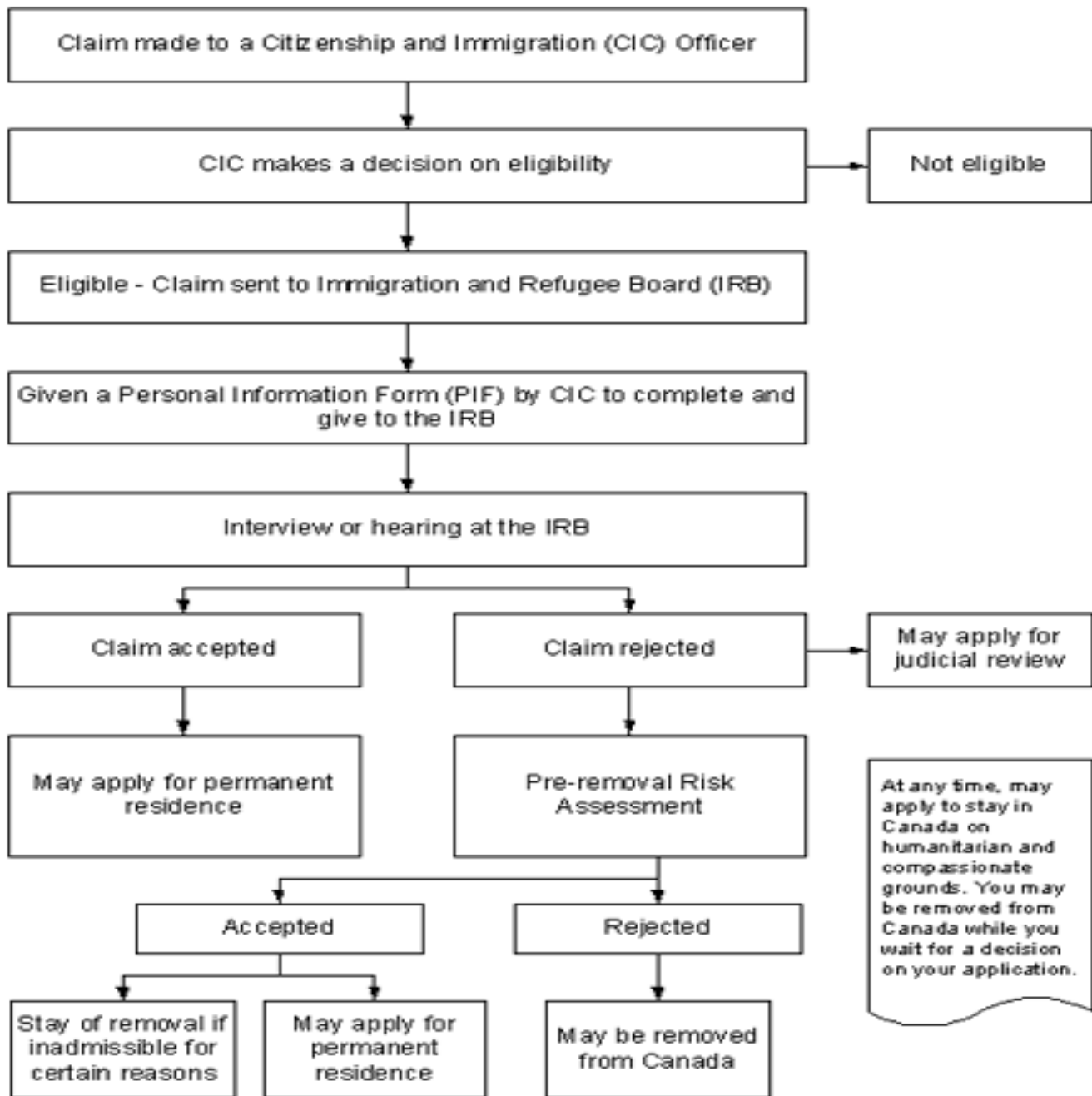
Thanks,

Tamara

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Tamara Hoogerdyk  
Settlement Services Coordinator  
New Canadians Centre Peterborough  
Phone: (705) 743-0882  
Fax: (705) 743-6219  
[www.nccpeterborough.ca](http://www.nccpeterborough.ca)

## The Refugee Protection Determination Process



From [http://www.justice.gc.ca/eng/pi/rs/rep-rap/2003/rr03\\_la7-rr03\\_aj7/p2.html](http://www.justice.gc.ca/eng/pi/rs/rep-rap/2003/rr03_la7-rr03_aj7/p2.html)

## **DEFINITION OF CONVENTION REFUGEES AND PROTECTED PERSONS**

The definition of Convention refugee is described in s. 96 of the IRPA as follows:

A Convention refugee is a person who, by reason of a well-founded fear of persecution for reasons of race, religion, nationality, membership in a particular social group or political opinion,

(a) is outside each of their countries of nationality and is unable or, by reason of that fear, unwilling to avail themselves of the protection of each of those countries, or

(b) not having a country of nationality, is outside the country of their former habitual residence and is unable or, by reason of that fear, unwilling to return to that country.

The other consolidated grounds describing persons in need of protection are defined in section 97 of the Canadian Immigration and Refugee Protection Act as follows:

A person in need of protection is a person in Canada whose removal to their country or countries of nationality or, if they do not have a country of nationality, their country of former habitual residence, would subject them personally

(a) to a danger, believed on substantial grounds to exist, of torture within the meaning of Article 1 of the Convention Against Torture; or

(b) to a risk to their life or to a risk of cruel and unusual treatment or punishment...

A person who claims refugee protection in Canada may therefore present their case on one or more of three bases for refugee protection: (1) that they face persecution in their home country on one of five listed grounds in the refugee Convention, (2) that they face a risk of torture in their home country, (3) that they face a risk to their life or of cruel and unusual treatment or punishment in their home country.

## **NOTES ON CONVENTION REFUGEES AND PROTECTED PERSONS**

- Three basic rights are: right to life, freedom and integrity of person (e.g. right not to be tortured, right to be treated with dignity). If one of these is at risk, then the claim of persecution can be made
- For designation of convention refugee:
  - Well-founded fear means fear must be connected to a who and a particular situation where information about the person/group is available to present (e.g. FARC in Colombia is a well known group, so it is easier to establish a well-founded fear against them than against an unknown group)
  - race refers to outward characteristics such as skin colour
  - nationality is the community an individual belongs to

- religion is how an individual is perceived by others – not by their beliefs or by how they define themselves
- for political opinion and member of a particular group, the same holds true
- for member of a particular group, must be facing specific discrimination (e.g. a gay man in general is not a member of a particular group, but a gay activist in Iraq is).
- Discrimination is not considered persecution except for where discrimination amounts to persecution (e.g. discrimination against a particular group by a totalitarian government)
- For designation of protected person, note that past torture is not grounds for designation, only possibility of future torture; the term cruel and unusual punishment is included in addition to torture because torture is defined not only as cruel and unusual punishment, but also must be inflicted by an agent of the state and that agent had to have the goal of obtaining information.
- At the refugee hearing, claimants will be deemed either convention refugees or protected persons, depending on which definition their claim best matches
- Officers conducting a pre-removal risk assessment can only give the designation of protected person, not convention refugee

## **NOTES ON CHANGES TO REFUGEE PROCESS**

Bill C11 outlines major changes to the refugee process. Most changes of the act take effect in 2011 or 2012 (all changes will be in effect June 29, 2012); however, changes to the Humanitarian and Compassionate take effect as of June 29, 2010.

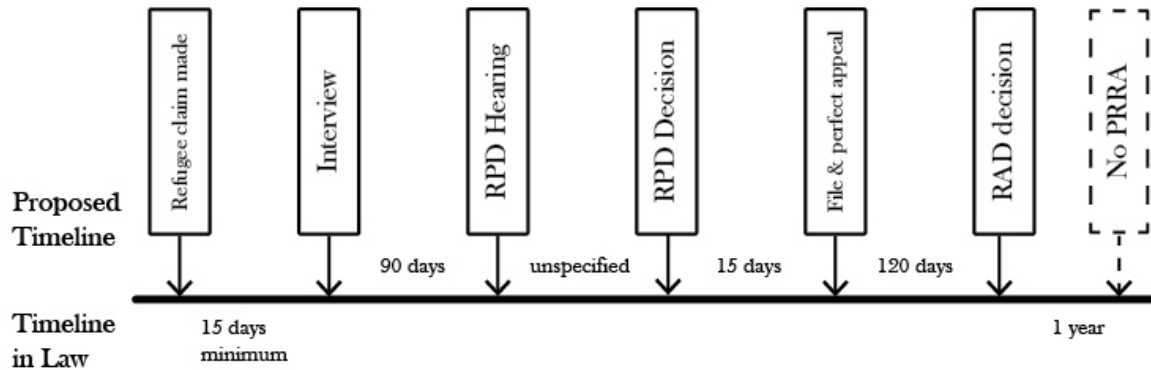
Major changes to H&C applications include:

- Officers considering H&C applications cannot consider factors relating to a refugee claim but must consider elements related to the hardships that affect the applicant. Therefore, cannot argue in an H&C application that person meets definition of CR or PP; however, can argue they will face hardships if obliged to leave Canada
- The main idea seems to be to get people to choose between an H&C and a refugee claim. There is no points system and no appeal. The two main consideration for an H&C claim are:
  - if an individual is established in Canada; this includes employment (especially), family networks, community involvement, etc. However, as another main change of the process is to shorten processing times, this will effectively make it harder for people to have successful H&C claims.
  - If an individual will face undue hardship establishing themselves if they return to their country of origin because of their age, lack of family in that country, no housing available, etc.
- Minister can now accept a person on H&C grounds without an application having been submitted (probably will apply to high profile media and political cases)

Major changes to refugee claims include:

- PIFs will be replaced by interviews with non-decision making officials of the IRB 15 days or more after the claim is referred. There is a right to counsel at the interview. This change was because of the perception that counsel “contaminates” a refugee claimant’s story in a PIF. Interview will be taped
- Persons deciding on a claim will no longer be appointed by Cabinet; they will be civil servants (who will be members of the IRB). This is the method used by most governments and the claim is that it is cheaper and faster; however, some fear loss of independence on the part of decision makers.
- Refused claimants will be able to appeal a negative decision to the Refugee Appeal Division. They can argue the first decision was wrong but also submit new evidence at the appeal that was not available at initial hearing. Generally, submissions will be entirely in writing. Minsiter can appeal a positive refugee determination as well.
- There will now be Designated Countries of Origin. Claimants from these countries will face shorter timelines for the initial hearing and review. This will make it harder for claimants from countries in Europe, the U.S., etc., to make a successful claim and to make a successful H&C application (as they will not have time to establish themselves in Canada). Normal processing for a claim is projected to be 12 months; the process for an individual from a designated country is projected to be 6 months.
- The Refugee Protection Division can now use the designation of “manifestly unfounded” for claims they think are fraudulent. This term will not be defined and no evidence will have to be presented for this decision.
- Claimants removed within 12 months following rejection, withdrawal or abandonment of a claim will no longer be given a PRRA, although the Minister may make exceptions for certain countries or groups. This change effectively cancels the PRAA
- Safe Third Country agreement will continue but return agreement cancelled (individuals will be deported to country of origin)
- New process summary:
  - Refugee claim
  - 15 days minimum
  - Interview
  - 90 days (60 days for DCOs)
  - RPD Hearing
  - Unspecified timeline
  - RPD Decision
  - 15 days
  - File and Perfect Appeal
  - 120 days (30 days for DCOs)
  - RAD Decision
  - No PRAA if removal within 1 year

### Regular refugee timelines (from Bill C-11)



### Designated Countries of Origin timelines (from Bill C-11)

