



A COMMUNITY PLAN TO PROMOTE THE SETTLEMENT AND INTEGRATION OF IMMIGRANTS IN WINDSOR AND ESSEX COUNTY

Submitted to Citizenship and Immigration Canada

Submitted by the City of Windsor and Windsor Essex Local
Immigration Partnership Council

A Local Immigration Partnership Initiative

February 2010



windsor essex
local immigration
partnership



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Acknowledgements

A Community Plan To Promote the Settlement and Integration of Immigrants in Windsor and Essex County was a collaborative effort.

There has been extensive use of a report created by Dr. Uzo Anucha and Alex Lovell containing the findings of the Local Immigration Partnership research: "Settlement Issues in Windsor and Essex County." Dr. Anucha's client centered research identified and summarized the key issues for Windsor Essex to focus on to create a strategic plan where all persons feel valued as contributors and members of our community.

The Integrated Local Labour Market Plan (ILLMP) is an evidence-based strategic plan for workforce development in Windsor Essex. It was created in consultation with the community by the Workforce WindsorEssex board under the leadership of Diane Soucie and President Tony Paniccia and funded by the Ministry of Training, Colleges and Universities. The vision of this plan has been referenced throughout this report and serves as the foundation for the LIP employment strategy.

On behalf of the LIP initiative, our gratitude goes to all persons, especially newcomers, who participated in the data collection process through the submission of a settlement story, or attending a focus group or a community consultation session.

Our sincere thanks are also due to all the members of the Windsor Essex Local Immigration Partnership Council and Resource group for your contributions in the advancement of local planning.

I would like to extend appreciation to Citizenship and Immigration Canada for funding the Local Immigration Partnership initiative and for providing this community with the opportunity to conduct local planning for newcomer services.

I further thank the Corporations of the City of Windsor and County of Essex for their support of this initiative.

The views expressed in this document do not necessarily reflect those of the Government of Canada.

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Community Plans are more than the collection of ideas and statistics. They paint a portrait of what a community looks like and set the stage for how the community could look in the future. It is hoped that this plan encourages all stakeholders to consider every possible way for Windsor and Essex County to maximize its potential to ensure a high quality of life for all residents.

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Windsor Essex Local Immigration Partnership

January 2010

Additional copies can be obtained by contacting Mary Ellen Bernard, Department of Social and Health Services, City of Windsor. 519-255-5200 Ext: 5270 or

mbernard@city.windsor.on.ca. PDF versions of the full report and Executive Summary are available in English and French.





Executive Summary

A Community Plan to Promote the Settlement and Integration Of Immigrants In Windsor and Essex County

Local Immigration Partnership

The Local Immigration Partnership (LIP) is an initiative of Citizenship and Immigration Canada (CIC) to encourage communities across Ontario to develop comprehensive plans for the delivery of newcomer services. The goals of the Windsor and Essex County LIP initiative included:

- How to improve access to, and coordination of, immigrant services;
- How to improve labour market outcomes for immigrants; and
- How to strengthen local awareness and the capacity to integrate immigrants.

The LIP initiative was not an evaluation of specific agencies or programs. It was a process that examined the whole service delivery system with consideration for how the system could be strengthened to promote the short and long-term settlement and integration of newcomers in Windsor and Essex County.

Windsor Essex Local Immigration Partnership Council

The City of Windsor signed an agreement with CIC in November 2008 to serve as project manager for the Windsor Essex LIP Initiative. In January 2009 the Windsor Essex Local Immigration Partnership Council was founded to serve as advisory support during the research process and in the development of recommended strategies and action plans. The membership of the Council is diverse and includes stakeholders from 34 organizations including the Settlement, Language Training and Employment-related sectors, as well as mainstream organizations and individuals interested in the enhancement and integration of newcomers.

Research Process

In order to build a foundation, the City of Windsor contracted with a Research Consultant, Dr. Uzo Anucha, to organize and facilitate the Local Immigration Partnership (LIP) data collection. The research was conducted between March and October 2009 and had four parts:

- 1) Over 100 stories were submitted by newcomers in which they described their experiences of settling in Windsor and Essex County;
- 2) Twenty (20) focus groups were conducted with 132 newcomers and 47 community stakeholders;
- 3) Ten (10) in-depth interviews were conducted with management of settlement agencies and primary stakeholders; and
- 4) Four half-day public consultations were held and attended by 128 persons. At these sessions, service providers, employers, business, education, health care and immigrants were invited to share their ideas on ways to shape newcomer services in Windsor and Essex County.

Development of Strategies and Action Plans

At the end of the research phase, the Research Consultant submitted a working report to the LIP Council which outlined a series of issues which impact on the delivery of services to immigrants. A summary of those issues is represented in the following chart, "Summary of Key Settlement Issues." These issues were then examined in relation to other research and planning activities, most notably the "Integrated Local Labour Market Plan" created by Workforce WindsorEssex. The examination resulted in the Recommended Strategies and Action Plan, also outlined below which are intended to be the basis for a plan to meet the challenges facing newcomers who settle in Windsor and Essex County and the organizations which strive to meet their needs.



Summary of Key Settlement Issues

INDIVIDUAL-LEVEL	PROGRAM AND COMMUNITY LEVEL	SYSTEMIC-LEVEL
Employment <ol style="list-style-type: none"> 1. Recognition of foreign credentials and experience—the dilemma of “Canadian experience” 2. High cost of licensing exams 3. Immigrants highly vulnerable in the current recession 4. Need for more specific training according to “market requirements” 	Accessing Information <ol style="list-style-type: none"> 1. Need better, more comprehensive information when first arrive 2. Difficult to locate necessities such as hospital, malls, dentist, doctors 3. Information on services for newcomers should be clearer for people outside the settlement sector 4. Information to settle successfully is scarce and hard to find 	Current Funding Model Funding Structure <ol style="list-style-type: none"> 1. Need for core and multi-year funding from CIC for settlement sector to provide consistent, stable service 2. Funding required to increase staff complement and enhance professional development skills of existing staff to manage complex needs of newcomers
Language <ol style="list-style-type: none"> 1. The importance of learning/improving one’s English as part of the settlement experience/Learning English is necessary 2. The need for English lessons tailored to their occupational field 3. Interpretation/Translation services 4. Language barriers in accessing services (e.g. health care) 	Coordination within the Settlement Sector <ol style="list-style-type: none"> 1. Need for better collaboration, more transparency, trust and less competition within settlement sector 2. Sector agencies should share information and work together to provide and coordinate provision of services 3. Leadership is needed to bring agencies together 	Need for Leadership at the Municipal Level <ol style="list-style-type: none"> 1. Leadership at the municipal level (City and County) to promote benefits of newcomers and diversity in community 2. Leadership in coordinating and sustaining advocacy campaign on importance of settlement services with all levels of Government.
Psycho-Social Issues/Challenges of Integration <ol style="list-style-type: none"> 1. The difficulties of leaving family/home and adapting to new surroundings 2. Getting used to life in Canada and how things are done here 3. Newcomers at high risk of mental health issues due to social isolation & post traumatic stress 4. “Power shift” occurs between parents and their children as children learn English more quickly 5. Difficult to reach some families e.g. male-dominated households 	Change Public Attitudes Towards Immigrants/Newcomers Who Need Understanding and Respect from the Community <ol style="list-style-type: none"> 1. Reframe how newcomers are portrayed 2. Promote the “success stories” and contributions newcomers bring to the community/Newcomers as an asset 3. Communicate value of diversity and multiculturalism/Address racism/discrimination 	Challenges Across the three Levels <ol style="list-style-type: none"> 1. Access to affordable child-care 2. Shortage of affordable housing 3. Access to transportation 4. Access to health care system: translation/language issues, 3 month waiting period, cultural differences not addressed by system, stigma/lack of awareness re: mental health services.
SPECIFIC CHALLENGES		
Essex County <ol style="list-style-type: none"> 1. Absence of regional transportation presents challenges for newcomers to access services (such as health care), programs (such as language training or job training) or employment opportunities within Essex County or in Windsor 2. Challenge for agencies to provide services for newcomers in a low-density, rural environment/Difficult to offer more advanced language training with limited number of students 	Francophone Services <ol style="list-style-type: none"> 1. Insufficient services available in Windsor and Essex County for Francophone newcomers even though Canada is officially bilingual 2. Long wait-times and limited choices 	Refugee Claimants <ol style="list-style-type: none"> 1. Immigration system is difficult to navigate and understand/Needs to be more flexible regarding the provision of documentation 2. Stresses of waiting to get status and separation from families 3. Barriers to accessing re-training and educational opportunities



Recommended Settlement Strategies and Action Plans

To achieve the goals of the Windsor Essex Local Immigration Partnership initiative, it is recommended:

- 1) That Citizenship and Immigration Canada stabilize funding allocations to Service Provider Organizations (SPOs) in Windsor and Essex County;
- 2) That Citizenship and Immigration Canada (CIC) and all funders reference the findings of this report as part of their allocation processes;
- 3) That Citizenship and Immigration Canada fund the Windsor Essex Local Immigration Partnership (LIP) Council to continue its work to enhance newcomer services in Windsor and Essex County; and
- 4) That Citizenship and Immigration Canada and all funding partners continue to participate in the Local Immigration Partnership planning process to firmly establish an environment of trust and open communication among all stakeholders.

In order to Improve Access to, and Coordination of, Services for Immigrants, the Windsor Essex LIP Partnership Council recommends the following priorities:

To Meet Individual and Community Challenges

- Promote 211WindsorEssex as the first source for up-to-date local information for newcomers, service providers and all community partners;
- Plan a coordinated approach for newcomers to receive information and case management regarding all services, including faith-based and cultural networks;
- Match settlement service capacity to client needs through the use of a continuous quality improvement model of service;
- Enhance access to language services for immigrants living in Essex County;

To Meet Systemic Challenges

- Apprise the Local Health Integration Network (LHIN) of the challenges related to accessing health care services by immigrants and urge the Ministry of Health to address these challenges.

- Advocate with Essex County regional and municipal governments regarding the importance of a public transportation system and county-wide telecommunication to enhance access to services and employment opportunities for immigrants residing in Essex County;
- Enhance capacity to provide qualified and affordable translation and interpretation services; and
- Continue to liaise with Local and Provincial Francophone planning groups to enhance services and employment opportunities for Francophone newcomers.

In order to Improve Labour Market Outcomes for Immigrants, the Windsor Essex LIP Partnership Council recommends the following priorities:

To Meet Individual Challenges

- Urge all funders to provide child-minding and transportation supports to allow all newcomers to access and benefit from settlement and language programs;

To Meet Program or Community Challenges

- Develop specific strategies to promote the benefits of hiring immigrants to small and medium size employers;
- Develop a series of educational workshops to provide labour market information to community partners; and
- Coordinate mentoring and bridging programs to promote ease of use by employers and immigrants.

To Meet Systemic Challenges

- Integrate immigrants into the Windsor Essex labour force by leveraging knowledge, skills and experience, outlined as a priority in the Integrated Local Labour Market Plan

In order to Strengthen Local Awareness and Capacity to Integrate Immigrants, the Windsor Essex LIP Partnership Council recommends the following priorities:

To Meet Program or Community Challenges

- Promote community participation and civic engagement among immigrants in Windsor and Essex County.

To Meet Systemic Challenges

- Develop and coordinate a public awareness campaign which promotes multiculturalism and the benefits of settlement and integration in Windsor and Essex County.





Membership of the Windsor Essex Local Immigration Partnership Council

Settlement

- Collège Boréal
- Multicultural Council of Windsor and Essex County
- New Canadians' Centre of Excellence Inc.
- South Essex Community Council
- Windsor Women Working with Immigrant Women
- Women's Enterprise Skills Training Of Windsor Inc.
- YMCA of Windsor and Essex County

Education

- Conseil Scolaire de District Des Écoles Catholiques Du Sud-Ouest
- Greater Essex County District School Board
- Language Assessment Resource Centre
- University of Windsor – Department of Sociology
- Windsor-Essex Catholic District School Board

Employment–Related

- Leamington District Chamber of Commerce
- Windsor Essex Development Commission
- Windsor & District Chamber of Commerce
- Workforce WindsorEssex

Other Stakeholders

- Essex County Library System
- Mayor's Senior Advisory Committee
- Mayor's Youth Advisory Committee
- Newcomer Representative
- St .Mary's Family Learning Centre
- Salvation Army Windsor Community and Rehabilitation Centre
- Windsor-Essex Bilingual Clinic
- Windsor Essex Community Housing Corporation
- Windsor Essex County Public Health Unit
- Windsor Public Library

Resource Group

- Canada Border Security Agency
- Citizenship and Immigration Canada
- City of Windsor, Social & Health Services
- County of Essex
- Ontario Ministry of Citizenship and Immigration – Windsor Office
- Ontario Ministry of Citizenship and Immigration– Regional
- Ontario Ministry of Training Colleges and Universities
- Ontario Trillium Foundation
- United Way/Centraide of Windsor and Essex County

Acknowledgements

We would like to thank Citizenship and Immigration Canada for their support of the Local Immigration Partnership initiative in Windsor and Essex County including the resources to produce this document.

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I am an immigrant. Here is my settlement story.¹

I came to Canada in 2003, with my husband and three children. My family and I knew how to speak English. We flew to Toronto airport where relatives picked us up and drove us to Windsor.

We could not open a bank account because our papers were not complete so we had to take all our cash with us everywhere. We were in a rush to rent so we could register our kids in a school. Most of the landlords refused to rent us an apartment or house although finally one landlord agreed on the condition that my brother give to him all his information and a valid credit card.

We felt pressure to find all the necessary services, so mostly I asked my family and friends for help. It is hard to settle and get used to the system. It needs time and understanding from the community.

Most of the organizations that offer help to immigrants give many unneeded services. They put me in computer, English, etc... classes even though I didn't need them. In my opinion these organizations can be more helpful if they focus on what skilled immigrants need and that's finding a job ASAP. I registered with an agency to start a training course for a position in my field. These courses do not put you in the labour markets. I put my child in the day care and I paid a lot of money for that, and the course was not that good, I almost spent \$700 for the day care. Labour markets are really different than we think.

My husband found a job in a factory in Leamington, and he wasn't happy with his job. Then he found another job in a cheese factory in Windsor. He felt like he was over qualified for these jobs. He has a master's degree in a (specialized field) from a university in Europe. After a while he got laid off. We went on welfare and at that point we could not handle it, our money was

gone. The problems started from that point and we could not continue, we separated and then we got divorced

I took a diploma from private college in Business Administration and I realized after that the private college is not good as community college. Even then, I could not find a job. Nobody informs you about the private colleges, that the employers prefer the community college. Is this not the role of the organization to tell you and advise you?

My friends told me that I have to change my name and make it sound different. As you know, after 9/11 everything changed in the world regarding the way people view the Muslim world. I felt there was a lot of racism going on.

After five years, it was difficult for the children and me to go back to my own country because I feel this is my country now. But we need a job. We need to be involved more with the community. Windsor has different communities, Arabic, Chinese, Italian etc. but most of these communities do not interact with other communities. In order to help immigrants just accept our experiences as it is and tell us what we have to do more honestly to make it here in Canada, I cannot go back to university and do my degree again. It's too late for me.

To help the immigrants to settle properly, please put the necessary information about housing, banking, the services to get their SIN, health card, Landed immigrants cards etc. in the airports and borders. First thing help them rent a house or apartment and process their papers quickly.

To encourage immigrants to settle in a community, please advise us in ways that will help us find a permanent job regarding our experiences.

¹ Settlement story submitted as 'Tell Us Your Story' component of Windsor Essex Local Immigration Partnership research, February 2009. Story has been changed to delete all personal and/or identifying information. Story has been reprinted with permission of author.





Overview

In order to achieve the outcomes as identified by Citizenship and Immigration Canada, this report represents a merger of ideas. Original research was conducted by Dr. Uzo Anucha and submitted to the Windsor Essex Local Immigration Partnership (LIP) Council as a summary report “Settlement Issues of Newcomers in Windsor Essex County.” The summary report presented a series of challenges which were categorized into three levels: issues faced by newcomers, by the broader community and by the overall service system. The challenges were coupled with ideas from the community on ways Windsor Essex could address the challenges in order to retain and fully encourage the settlement and integration of immigrants.

Dr. Anucha’s original research was interwoven with research from other pertinent sources, including the Integrated Local Labour Market Plan Windsor Essex (Workforce WindsorEssex Aug. 2009), Consultations on the Settlement and Language Training Service Needs of Newcomers (Interquest Consulting, September 2006) and the Windsor-Essex Bilingual Legal Clinic Needs Assessment Evaluation (2009). This method was used to identify issues which are unique to our community as well as a means to use this process to enhance the integration of immigrants into Windsor and Essex County at a deeper and broader systemic level, which is the foundation for long term change.

This report is divided into nine (9) sections. The first section provides background to the Local Immigration Partnership initiative in general and specific to Windsor and Essex County. It also includes a description of the formation of the Local Immigration Partnership Council and highlights of its Terms of Reference.

Section two describes the research process and methodology including information on the consultant and LIP project team.

Section three is the Immigrant Profile which illustrates the changing population profile and growth within Windsor and Essex County. The section paints a portrait of immigrants who have arrived and settled in our community: the growth and chosen locations of the immigrant population, an outline of source countries, knowledge of official languages, religious affiliation, educational attainment and immigration-related information such as category and intended occupations. This section also includes a mapping of the settlement patterns in the city and county.

Section four provides a summary of the themes identified in the Local Immigration Partnership (LIP) research at three levels: individual, program/ community level and systemic-level challenges. While many of the issues are common to other communities in Ontario, this does not negate the need to consider their resolution within the Windsor Essex community.

Section five focuses on the issue of Employment, identified in the LIP research as the central issue for the successful settlement and integration of newcomers to our community. Employment goes hand in hand with quality of life. In order to develop a strategy to “improve labour market outcomes,” the community needs to look at ways to integrate the employment needs of immigrants with the newly developed local labour market plan. This approach was done purposefully with consideration for the major economic transition which needs to occur in Windsor Essex and the major contributions which immigrants can make, with the proper assistance, towards economic change.



Section six is subdivided into two areas: Access to Information and Services, and the Coordination of Services. Although inter-related, each area requires independent discussion. Within this section, the status of settlement and language services is reviewed from the service system (rather than individual agency) perspective and with consideration given on how these services support the quality of life and employment opportunity efforts. The latter part of this section is a brief discussion of access to services which were identified within the research process as inadequate. These services include access to health care and services for immigrant women.

Section seven examines ways to strengthen local awareness of immigrant issues and the community's capacity to integrate immigrants. As with all issues under discussion, the strategies to address these two components are interconnected with strategies to address employment, access to service and coordination of service.

Section eight speaks to immigrant issues related to residents of Essex County and Francophone immigrants in Windsor and Essex County. The service delivery issues for each population are unique in comparison to other immigrants and therefore the planning and proposed enhancement of services to these populations must also be unique.

Section nine recommends settlement strategies and action plans to address the issues raised throughout this report. Once implemented, they will create an enhanced service system for newcomers to Windsor and Essex County which will promote settlement and integration in the community.

Throughout this document, quotations from persons who participated in the LIP data collection process are italicized. Information obtained from other sources is referenced and footnoted.





Background to the Local Immigration Partnership

The Local Immigration Partnership (LIP) initiative came about through collaboration between Citizenship and Immigration Canada (CIC) and the Ontario Ministry of Citizenship and Immigration (MCI) as one initiative under the Canada-Ontario Immigration Agreement (COIA). The COIA agreement is an acknowledgement of the importance of immigration to Ontario's future. It acknowledges the social and economic contributions which immigrants make within the province and the country. The goal of the Local Immigration Partnership (LIP) initiative is to enhance the capacity of service providers in the settlement and language training sectors to more effectively meet the current and emerging needs of newcomers.

In November 2008, the Department of Social and Health Services, City of Windsor entered into an agreement with Citizenship and Immigration Canada (CIC) under the Local Immigration Partnership (LIP) initiative. The goal of the local initiative was to develop a community vision for newcomer services in Windsor and Essex County that would include strategies to:

- 1) Improve access to, and coordination of, immigrant integration services;
- 2) Improve labour market outcomes for immigrants;
- 3) Strengthen local awareness and capacity to integrate immigrants.

The LIP initiative was not an evaluation of specific agencies or programs. It was a process to examine the whole system of services currently available for newcomers and to make recommendations as to how the system could be

strengthened to promote the settlement and integration for all newcomers in Windsor and Essex County.

Formation of the Local Immigration Partnership Council

In order to involve the community in the initiative, Citizenship and Immigration Canada outlined the creation of a Partnership Council intended to be “a group of relevant community stakeholders that come together regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that fits the community.”²

At the outset, the goal of the City of Windsor was to be as inclusive as possible and invite organizations which direct the majority of their services towards newcomers as well as mainstream services in which newcomers are a component of the customer population. A flyer was distributed throughout the settlement sector and posted on the Immigration website (www.immigration.windsor-essex.info) inviting newcomers to submit a letter of interest to sit as representatives on the Council. A total of nineteen community partners and seven resource members attended the first meeting of the Windsor Essex Local Immigration Partnership Council in January 2009. The names and organizational affiliation of members of the Partnership Council are attached as Appendix A. Funding organizations that allocate resources to services for newcomers were invited to sit as Partnership Council Resource members.

A draft Terms of Reference was distributed at the 2nd meeting of the Partnership Council and revisions were requested. The third meeting of the Council was cancelled

² CIC- City of Windsor Contribution Agreement- Schedule 1, Page 1.



due to a work stoppage at the City of Windsor, which unfortunately resulted in a 4 month break of Partnership Council meetings. There was an eventual agreement as to the content of the Terms of Reference at a November meeting, with the proviso that if the Partnership Council continues in Phase 2 of the LIP initiative, the Terms of Reference would need to be revised to reflect ongoing roles and objectives for the Partnership Council and away from CIC deliverables. The key components of the Terms of Reference include:

The Operating Values of the Windsor Essex Local Immigration Partnership Council:

- To commit to participating in an environment that promotes acceptance, honesty, accountability, trust and fairness;
- To encourage and support new ideas and creative strategies which will enhance the delivery of services for newcomers/immigrants in our community;
- To promote and encourage inclusiveness, through membership on the council and in all facets of this initiative; and
- To be a champion of the Local Immigration Partnership initiative-at Partnership Council meetings and in the community.

Role of the Partnership Council Members

- Provide leadership in the development of the strategy and work plan for Newcomer/immigrant services for Windsor and Essex County;
- Focus on the attainment of deliverables within defined time frames;

- Attend meetings on a regular basis and contribute according to your experiences with community needs and/or needs of target population;
- Suggest ways to ensure the efficient use of resources in order to achieve objectives; and
- Respect the opinions of all key stakeholders in its decision making process

The LIP Initiative was administered through the Department of Social and Health Services, City of Windsor. This department provides a regional service for residents of Windsor and Essex County which includes the provision of services related to Ontario Works as well as Children and Housing Services.

The City of Windsor was financially accountable to CIC for all monies and deliverables, and was considered the final decision-making authority for the project on any matters related to the contribution agreement. The City of Windsor was responsible for all financial reporting and reporting on deliverables. The Project Manager chaired the Partnership Council, led the day-to-day management of the initiative and directed all activities by other staff related to the project for the duration of the agreement with Citizenship and Immigration Canada. The agreement with Citizenship and Immigration Canada commenced in October 2008 concluded in March 2010. There was an interruption in the agreement between mid April and August 1, 2009 due to a work stoppage at the City of Windsor.



Windsor Essex Local Immigration Partnership Council – Back Row (l-r): Mary Ellen Bernard, Jean Foster, Margaret Villamizar, Delores Maillot, Rose Anguino Hurst, Janet Woodbridge, Ina Berard, Steve Spanos, Glynis George, Line Lauzon. Front Row (l-r): Christine Chopchik, Ghislaine Brodeur, Diane Holden, Carolyn Warkentin, Lisa Kolody, Colleen Mitchell. Absent from photo: Kathy Thomas, Reza Shabbazi, Iole Iadipaolo, Jacqui Rumiell, Padmini Raju, M. Esdras Ngenzi, Frédéric Rivière, Debra DiDomenico, Jane Ku, Zulfiqar Ali, Diane Soucie, Donna Marentette, Fatima Abdu-Rabin, Amarjit Chahal, Linda Edwards, Denny Timm, Jessie Iwasiw, Jim Steele, Mark Lukaniuk, Rob Bruce, Brian Gregg, Yvonne Ferrer, Irene Kent, Sandy Braendle, Sheila Wisdom, Lorraine Goddard, Teresa Piruzza, Ronna Waush, Beth Malfara





Research Process

The Local Immigration Partnership project's data collection involved a multi-layered data collection process that included the following four components:

- 1) Tell Us Your Story Questionnaires
- 2) Focus Groups
 - a. Newcomer Focus Groups
 - b. Community Stakeholders Focus Groups
- 3) Key Informant Interviews
- 4) Community Consultations

Tell Us Your Story Questionnaires

One hundred and five (105) newcomers completed a “*Tell Us Your Story*” *Questionnaire* sharing their initial experiences when they arrived in Windsor Essex County and what they think are the most important services for newcomers. The questionnaire asked:

- Why did you come to Canada?
- Why did you choose Windsor?
- What challenges did you face when you arrived to Canada?
- What did you do to overcome these challenges?
- What services do you find important?
- Advice to other Newcomers

The questionnaire was available in English, French and seven other languages. Newcomers were also free to write their story in the language in which they feel most at ease. This questionnaire and updates on the Local Immigration Partnership initiative were posted on the Windsor Essex Immigration website (www.weimmigrationpartnership.com)

Focus Groups

Twenty focus groups were held with community stakeholders – 13 focus groups with 132 newcomers in Windsor Essex and seven (7) with 47 community stakeholders.

Newcomer Focus Groups

Out of the 13 focus groups held with 132 newcomers, nine focus groups were held in the City of Windsor while four focus groups were with newcomers in the county. Five of the nine focus groups in the City of Windsor were in English and one in each of the following languages: Arabic, French, Mandarin and Punjabi. Two of the focus groups in Essex County were in Spanish; one was in English while one was in Low German. Two of the focus groups in the City of Windsor were targeted at newcomer youth, one with newcomer Senior's; two focus groups were for foreign-trained professionals while one focus group included only women.

Community Stakeholders Focus Groups

Out of the seven focus groups with 47 community stakeholders, one focus group was with settlement staff in the City of Windsor; two focus groups was with county settlement staff; one focus group was with members of the Windsor Essex Non-Profit Employment Group and Tri-County LINC Group, one focus group was at the Chamber of Commerce while two focus groups were with community representatives from other sectors (education, health, etc). The focus group discussions were taped and transcribed verbatim.



Focus Group Methodology

The focus group discussions and key informant interviews (with the exception of one interview) were taped with the consent of the participants, transcribed verbatim and analyzed using the process outlined by McCracken (1988). All necessary precautions were taken to ensure the trustworthiness and credibility of the data, such as detailed notes, audit trails and thick descriptions to ensure transferability. Analysis of the focus group and key informant interview transcripts revealed several challenges that hinder the settlement of newcomers in Windsor Essex. The findings are supported by quotes and descriptions to guarantee conformability and dependability (Lincoln 1995).³

Demographics of Focus Group Participants

All newcomer focus group participants completed a demographic form. Of the 132 participants that took part in the focus groups, the majority (64%) are female while about half the participants (50.8%) are between the ages of 26 to 45 years.

The majority of participants (61.4%) were either married or in a common law relationship while just over a quarter identified as single. The two most common immigrant statuses are landed immigrants (55.3%) and citizens (20%).

Slightly over 35 percent of participants reported having either a university or college credential; about 16 percent reported that high school was their highest level of education; 25% reported not having attained a high school education while very few participants identified having another type of educational attainment. About twenty percent reported having received English as Second Language training. Over 70 percent of participants were unemployed while only a small percentage of participants reported having a full-time job (14.4%) or part-time job (9.1%). Out of the 55 percent of participants that chose to disclose their household income, over 50% had a family income of \$20,000 or less.

Key Informant Interviews

Ten key informant interviews were held with senior management of settlement organizations and other key organizations in Windsor. Seven interviews were held with the executive directors of the settlement organizations –

Collège Boréal, Multicultural Council (MCC); New Canadians Centre of Excellence Inc (NCCE); South Essex Community Council (SECC); Windsor Women Working with Immigrant Women (WWWWW), Women's Enterprise Skills Training (WEST) and the YMCA. Three interviews were with a senior management staff from United Way; an Executive with the City of Windsor; and the human resources manager of a large private sector corporation in the City of Windsor.

Community Consultations

Four public community consultations were held in the city of Windsor that was attended by 128 service providers and newcomers. The findings from the first three parts of the multi-layered data collection process were presented and reviewed at the consultations. The attendees were then asked to develop strategies to address the challenges and gaps identified by the research.

Project Team

Dr. Uzo Anucha served as the Research Consultant for the Windsor Essex Local Immigration Partnership. She is a member of the Applied Social Welfare Research and Evaluation Group, York University. As our consultant, Dr. Anucha reviewed, organized, conducted and analyzed all data collected on behalf of the LIP initiative. Dr. Anucha (PHD) and Alex Lovell, PHD (C) wrote and submitted a summary report "Settlement Issues for Newcomers in Windsor and Essex County," which served as a foundation for this community plan.

The Project Manager for the Windsor Essex Local Immigration Partnership initiative was Mary Ellen Bernard (MA), the Research Project Coordinator was Beth Malfara (BA) and financial administrative support was provided by Diane Gaudette (BA, Comm.), all of whom hold positions in the Social and Health Services Department, City of Windsor. Teresa Piruzza, Executive Director of Employment and Social Services and Ronna Warsh, Community Development and Health Commissioner for the City of Windsor, served as advisory support.

³ Lincoln Y.S. 1995. Emerging Criteria for Quality in Qualitative Interpretive Research. *Qualitative Inquiry*. 1(3): 275-289.





Immigration Profile of Windsor and Essex County⁴

Canada's largest cities are increasingly known as immigrant gateways – world cities where immigrants from all over the world arrive and help to shape and energize Canada's future. The Canadian 2006 census reports that over 14.5 million immigrants arrived in Canada in the last century, with over 1.1 million arriving since 2001 alone. Furthermore, immigrants to Canada are more likely in the last few decades to originate from countries that include a multiplicity of cultural and linguistic characteristics. The census shows that 73 per cent of the immigrants who arrived in the 1990s were visible minorities.

A lesser known fact, however, is that Canadian newcomers are increasingly settling into non-traditional areas, such as “second-tier” cities in addition to the top three immigrant-receiving cities – Toronto, Montreal and Vancouver. Although the policy towards encouraging immigrants to settle outside major cities and regions dates back several decades, recently Citizenship and Immigration Canada has re-emphasized the effort to “spread” immigrant flows more evenly across the country (CIC 2002).

Windsor-Essex County has emerged as one of the Ontario's important second-tier immigrant settlement destinations. Between 2001 and 2006, over 12,000 newcomers settled in Windsor-Essex, making up roughly 6 percent of the total population, and representing a sizable share of immigrants in Ontario who settled outside of Toronto. Recent immigrants in Windsor, like those in first-tier cities, arrive from around the world.

This profile summarizes recent Census information on immigrants and recent immigrants in Windsor-Essex.

The profile covers a range of topics including basic population figures and descriptions of established immigrants and newcomers. It also includes details on language characteristics, religion, income, employment and education. Although current details on some aspects of the immigrant population are not yet available from the 2006 Census such as educational achievement of specific immigrant populations, this profile provides a picture of variations within the region by highlighting the figures on the county's municipalities.

Population Growth and Immigration in Windsor-Essex County

According to the 2006 Census, the region of Windsor and Essex County has a population of 393,402. A little more than half of the region's population (55%) lives in the City of Windsor. Within the County of Essex, there are 7 municipalities (in alphabetical order): Amherstburg, Essex, Kingsville, Lakeshore, LaSalle, Leamington and Tecumseh. Pelee Island, while located within the geographic area, is not a member of the Essex County government structure.

Among the seven County municipalities, Lakeshore is the largest (33,245), followed by Leamington (28,833) and LaSalle (27,652), Tecumseh (24,224), Amherstburg (21,748) and Kingsville and Essex (20,908 and 20,032 respectively). Between 2001 and 2006, the City of Windsor experienced some growth (3.5%) however the majority of growth in the region was in Essex County. Lakeshore was the fastest growing municipality in the region with a population increase of nearly 16% followed by LaSalle at 9.4%. Amherstburg, Kingsville and Leamington all increased

⁴ Extracted in its entirety from ‘Settlement Issues of Newcomers in Windsor and Essex County’; Dr. Uzo Anucha and Alex Lovell, November 2009; Pgs 11-18



between 6-7% while Essex and Tecumseh experienced minimal decreases in growth (-0.3%).

Based on population (gross) density figures, most of the region's municipalities have suburban characteristics with less than 1000 residents per km². The City of Windsor is the one exception with approximately 1,500 residents per km², a moderately dense municipality by Canadian standards.

TABLE 1: POPULATION CHANGE AND DENSITY IN WINDSOR-ESSEX

	2001	2006	% Change	Area (km ²)	Population /km ² (2006)
Windsor-Essex County	374,975	393,402	4.9	1,851	212.5
City of Windsor	209,218	216,473	3.5	147	1473.5
Amherstburg	20,339	21,748	6.9	186	117.1
Essex	20,085	20,032	-0.3	278	72.1
Kingsville	19,619	20,908	6.6	247	84.7
Lakeshore	28,746	33,245	15.7	530	62.7
LaSalle	25,285	27,652	9.4	65	423.8
Tecumseh	24,289	24,224	-0.3	95	255.8
Leamington	27,138	28,833	6.2	262	110.1
Pelee	256	287	12.1	42	6.9

Source: Census of Canada 2006

Details from the Landed Immigrant Database, a record of all newcomers collected by Citizenship and Immigration Canada upon entry, indicate that the numbers of newcomers arriving in Windsor has increased since 1980.

FIGURE 1: NUMBERS OF NEWCOMERS WHO IDENTIFY THE CITY OF WINDSOR AS THEIR INITIAL DESTINATION (1980 – 2005)



Source: Landed Immigrant Database (1980-2005)

Throughout the early 1980s, the numbers of newcomers identifying Windsor as their initial settlement area fluctuated below 1,500 persons. Since 1990, the numbers has grown with well-over 2,000 arrivals identifying Windsor since the 1999.

As shown in Table 2, according to the 2006 Census, over 22% of the population of Windsor-Essex County – roughly 87,000 residents – were born outside of Canada. Of that number, the majority of the region's immigrant population (68.7%) lives in the City of Windsor where immigrants make-up more than 28% of the population. While immigrants are also an important presence in Essex County, their numbers fluctuate between municipalities. The second largest settlement area for immigrants is Leamington with over 26% foreign-born residents and sizable proportions of immigrants are also present in LaSalle and Tecumseh (17% respectively).

This table also demonstrates that the vast majority of recent immigrants, defined as persons who arrived in Canada within the 5 year period between the 2001 and 2006 census, choose to live in Windsor during the initial settlement period. Recent immigrants in the City of Windsor comprise 5.7% of the city's population. In Essex County, recent immigrants represent small proportions of the population with the largest single grouping in Leamington at 3.3%.

TABLE 2: NUMBERS OF IMMIGRANTS AND RECENT IMMIGRANTS IN WINDSOR-ESSEX

	Total Population	Immigrants	%	Recent Immigrants	%
Windsor-Essex County	389,590	87,170	22.4	15,165	3.9
City of Windsor	214,260	59,855	27.9	12,280	5.7
Amherstburg	21,600	2,440	11.3	200	0.9
Essex	19,820	1,920	9.7	125	0.6
Kingsville	20,495	2,955	14.4	275	1.3
Lakeshore	33,105	3,605	10.9	410	1.2
LaSalle	27,565	4,710	17.1	555	2.0
Tecumseh	24,200	4,160	17.2	385	1.6
Leamington	28,275	7,485	26.5	935	3.3
Pelee	265	35	13.2	0	0.0

Source: Census of Canada 2006



Immigrant Settlement and Period of Arrival

According to the figures on immigrants by their period of arrival into Canada, the foreign-born populations in several of the county municipalities are made up of long established immigrants.

TABLE 3: COMPOSITION OF IMMIGRANT POPULATION BY PERIOD OF ARRIVAL

	Before 1961	1961 – 1970	1971 – 1980	1981 – 1990	1991 – 1995	1996 – 2000	2001 – 2006
Windsor-Essex County	16.0	14.2	13.3	13.1	11.6	14.3	17.4
City of Windsor	13.8	11.9	10.9	12.7	13.3	16.9	20.5
Amherstburg	31.4	25.8	18.6	6.8	2.9	6.6	8.2
Essex	31.4	22.1	19.5	10.9	4.9	4.4	6.5
Kingsville	31.0	17.9	17.4	11.3	9.3	3.6	9.3
Lakeshore	16.1	18.3	18.9	16.1	8.6	10.4	11.4
LaSalle	15.3	19.8	19.4	13.3	10.0	10.5	11.7
Tecumseh	18.3	22.0	23.7	14.1	6.6	6.0	9.3
Leamington	17.6	15.8	15.7	17.8	9.4	11.2	12.5
Pelee	57.1	42.9	0.0	0.0	0.0	0.0	0.0

Source: Census of Canada 2006

Table 3 illustrates that in Essex, Kingsville and Lakeshore respectively, more than 30% of the immigrant population arrived in Canada before 1961. Although the number of immigrants is small, in the township of Pelee, all of the immigrant population arrived in Canada before 1970. As noted earlier, the City of Windsor has the largest proportion of recent immigrants as more than 1 in 5 foreign-born residents in the city arrived since 2001. The city also has the highest and most substantial numbers of immigrants who arrived between 1996 and 2000 (16.9%).



Immigrant and Recent Immigrant Sub-populations in Windsor-Essex

The following table provides details on the main immigrant groups in the Windsor-Essex. The percentages refer to the size of each group as a proportion of the total immigrant population for each municipality. Italian immigrants are the largest immigrant population in the region making up more than 10% of all immigrants in Windsor-Essex. About 60% of the Italian immigrant population lives in the City of

Windsor but there are sizable populations in LaSalle, Tecumseh, Leamington, Lakeshore, Amherstburg and Kingsville. Immigrants from the United States and the United Kingdom are also relatively dispersed within the region although the majority of these groups are also located in the City of Windsor.

TABLE 4: MAJOR SOURCE COUNTRIES OF IMMIGRANTS IN WINDSOR-ESSEX

	Total Immigrants	Italy	US	UK	India	Lebanon	Mexico	Romania	China	Non-Perm Res
Windsor-Essex County	87,170	8,940 10.3%	7,635 8.8%	6,390 7.3%	4,310 4.9%	4,265 4.9%	4,130 4.7%	3,890 4.5%	3,150 3.6%	5,745 6.6%
City of Windsor	59,855	5,635 6.5%	4,320 5.0%	3,355 3.8%	3,645 4.2%	3,225 3.7%	275 0.3%	3,540 4.1%	2,485 2.9%	3,105 3.6%
Amherstburg	2,440	655 0.8%	510 0.6%	515 0.6%	15 0%	30 0%	20 0%	20 0%	35 0%	55 0.1%
Essex	1,920	50 0.1%	310 0.4%	365 0.4%	0 0%	35 0%	90 0.1%	10 0%	90 0.1%	80 0.1%
Kingsville	2,955	290 0.3%	310 0.4%	395 0.5%	0 0%	40 0%	645 0.7%	15 0%	50 0.1%	675 0.8%
Lakeshore	3,605	315 0.4%	605 0.7%	520 0.6%	235 0.3%	50 0.1%	110 0.1%	35 0%	135 0.2%	145 0.2%
LaSalle	4,710	745 0.9%	720 0.8%	425 0.5%	210 0.2%	160 0.2%	25 0%	145 0.2%	130 0.1%	65 0.1%
Tecumseh	4,160	725 0.8%	475 0.5%	485 0.6%	185 0.2%	105 0.1%	40 0%	40 0%	160 0.2%	140 0.2%
Leamington	7,485	515 0.6%	355 0.4%	315 0.4%	20 0%	630 0.7%	2920 3.3%	90 0.1%	60 0.1%	1,430 1.6%
Pelee	35	0 0%	35 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	55 0.1%

Source: Census of Canada 2006

Immigrants from India, Lebanon, Romania and China are overwhelmingly concentrated in the City of Windsor, with very few located in the other municipalities. An exception is the large number and proportion of Mexican immigrants living in Leamington, which is an important center of foreign workers for the agricultural sector. Non-permanent

residents⁵ comprise a sizable group in Leamington, likely reflecting the reliance of the local economy on migrant labour. Between 2001 and 2006 the majority of 'recent' newcomers to Windsor-Essex County arrived from the United States (11.1%) followed by India (9.5%), the People's Republic of China (9.3%) and Mexico (5.7%).

⁵ According to Statistics Canada, a 'non-permanent resident' is defined as "people from another country who have employment or student authorization, a Minister's permit or were refugee claimants at the time of the census, and family members living with them."



TABLE 5: MAJOR SOURCE COUNTRIES OF RECENT IMMIGRANTS IN WINDSOR-ESSEX

	Recent Immigrants	USA	India	China	Mexico	Pakistan	Romania	Iraq
Windsor-Essex County	15165	1680 11.1%	1435 9.5%	1410 9.3%	860 5.7%	780 5.1%	715 4.7%	645 4.3%
City of Windsor	12280	980 6.5%	1305 8.6%	1275 8.4%	125 0.8%	770 5.1%	665 4.4%	610 4.0%
Amherstburg	200	150 1.0%	0 0%	0 0%	10 0.1%	0 0%	0 0%	0 0%
Essex	125	65 0.4%	0 0%	10 0.1%	0 0%	0 0%	0 0%	0 0%
Kingsville	275	35 0.2%	0 0%	10 0.1%	170 1.1%	0 0%	0 0%	0 0%
Lakeshore	410	105 0.7%	30 0.2%	10 0.1%	20 0.1%	0 0%	0 0%	0 0%
LaSalle	555	220 1.5%	15 0.1%	45 0.3%	0 0%	0 0%	10 0.1%	15 0.1%
Tecumseh	385	125 0.8%	75 0.5%	15 0.1%	15 0.1%	10 0.1%	35 0.2%	0 0%
Leamington	935	10 0.1%	10 0.1%	50 0.3%	525 3.5%	0 0%	0 0%	10 0.1%
Peelee	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Source: Census of Canada 2006

Newcomers from Pakistan (5.1%), Romania (4.7%) and Iraq (4.3%) were also significant populations in the region. Considering the importance of the City of Windsor as a settlement destination for newcomers it is not surprising that the top source countries for the region were generally prominent in the city as well, however there are some exceptions. Recent immigrants from the US are found in relatively large numbers in LaSalle, Amherstburg and Tecumseh, while recent immigrants from Mexico have settled primarily in Leamington.

Language Characteristics in Windsor-Essex

A relatively small number of the region's population is not able to speak an official language. The table below lists the percentages of each of the region's municipalities who do not speak an official language.

TABLE 6: PERCENTAGE OF POPULATION WITHOUT KNOWLEDGE OF AN OFFICIAL LANGUAGE

	Total Population	Neither English Nor French	%
Windsor-Essex County	389,585	6,465	1.7
City of Windsor	214,255	3,875	1.8
Amherstburg	21,600	60	0.3
Essex	19,820	100	0.5
Kingsville	20,500	460	2.2
Lakeshore	33,105	85	0.3
LaSalle	27,565	115	0.4
Tecumseh	24,200	100	0.4
Leamington	28,275	1,635	5.8
Peelee	265	35	13.2

Source: Census of Canada 2006

Table 6 shows that less than 2% of the population in all of Windsor Essex report an inability to speak English or French, with the highest number in Leamington where almost 6% of the residents are not able to speak either official language, followed distantly by Kingsville (2.2%). The percentage in the Township of Pelee is higher (13.2%) but the absolute number are small (N=35).



Although few residents of Windsor-Essex County are unable to speak an official language, many speak non-official languages at home. The language spoken at home provides an indication of the language people feel most comfortable speaking, although it can also suggest a common language of conversation in households where some members do not speak English. Overall, English is clearly the predominant

language spoken at home in Windsor Essex (86.9%). The percentage of homes in Essex County where English is the language spoken increases as high as 97% in Amherstburg and Essex, then decreases to 83% in Windsor and then decreases further to 78.4% in Leamington, meaning more than 1 in 5 residents speak a non-official language at home.

TABLE 7: MAIN LANGUAGES SPOKEN MOST FREQUENTLY AT HOME

	Single Responses	English	Non-official Languages	Arabic	Italian	German	Chinese	Spanish	Polish	Panjabi	Serbian	Romanian
Windsor-Essex County	382,080	332,025 86.9%	46,935 12.3%	6,895 1.8%	4,195 1.1%	3,840 1.0%	3,735 1.0%	3,395 0.9%	2,025 0.5%	1,845 0.5%	1,560 0.4%	1,500 0.4%
City of Windsor	208,590	172,580 82.7%	34,435 16.5%	6,180 3.0%	2,900 0.8%	340 0.1%	3,320 0.9%	1,360 0.4%	1,700 0.4%	1,515 0.4%	1,270 0.3%	1,260 0.3%
Amherstburg	21,465	20,830 97.0%	510 2.4%	30 0.1%	230 0.1%	0 0%	35 0%	0 0%	15 0%	25 0%	0 0%	0 0%
Essex	19,745	19,120 96.8%	595 3.0%	0 0%	10 0%	135 0%	10 0%	30 0%	35 0%	0 0%	0 0%	0 0%
Kingsville	20,305	18,920 93.2%	1,340 6.6%	25 0.1%	110 0%	555 0.1%	0 0%	365 0.1%	20 0%	0 0%	10 0%	20 0%
Lakeshore	32,650	30,815 94.4%	1,000 3.1%	35 0.1%	65 0%	120 0%	45 0%	15 0%	125 0%	130 0%	65 0%	25 0%
LaSalle	27,270	25,540 93.7%	1,650 6.1%	255 0.9%	290 0.1%	35 0%	215 0.1%	15 0%	75 0%	65 0%	20 0%	100 0%
Tecumseh	23,895	22,105 92.5%	1,455 6.1%	10 0%	330 0.1%	0 0%	40 0%	80 0%	25 0%	105 0%	190 0%	95 0%
Leamington	27,895	21,880 78.4%	5,915 21.2%	370 1.3%	245 0.1%	2,655 0.7%	65 0%	1,490 0.4%	20 0%	0 0%	0 0%	0 0%
Pelee	260	230 88.5%	30 11.5%	0 0%	0 0%	0 0%	0 0%	30 0%	0 0%	0 0%	0 0%	0 0%

Source: Census of Canada 2006

Religious Diversity in Windsor-Essex

Details on religious affiliation from the 2001 Census⁶ indicate the diversity in the region.

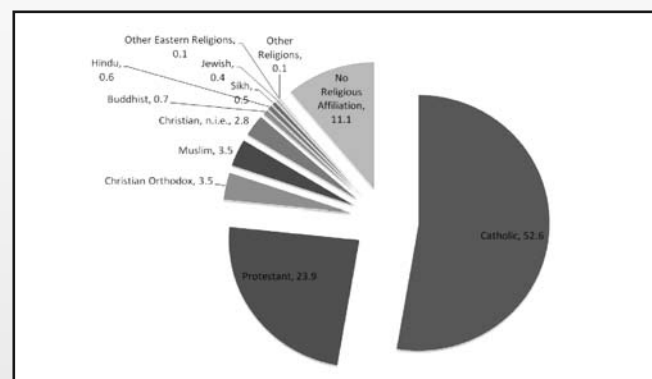
TABLE 8: MAIN RELIGIOUS AFFILIATIONS IN WINDSOR-ESSEX COUNTY

Religions	Population	Percentage
Catholic	160,525	52.6
Protestant	72,950	23.9
Christian Orthodox	10,825	3.5
Muslim	10,745	3.5
Christian, n.i.e.	8,600	2.8
Buddhist	2,110	0.7
Hindu	1,885	0.6
Sikh	1,630	0.5
Jewish	1,335	0.4
Other Eastern Religions	255	0.1
Other Religions	360	0.1
No Religious Affiliation	33,730	11.1
Total	304,950	100

Source: Census of Canada 2006

There are over 34 different faiths that are practiced in Windsor-Essex, led by Christian denominations and Islam. Those without a reported religion make up about 1/10th of the region's population.

FIGURE 2: MAIN RELIGIOUS AFFILIATIONS IN WINDSOR-ESSEX COUNTY



⁶ The Census question on religious affiliation is asked every 10 years rather than each Census. Accordingly, there is no new information on religion in the 2006 Census.



Educational Attainment of Immigrants

A comparison of levels of education illustrates that immigrants are more likely to have a college or university degree or more advanced degree than Canadian born Windsor Essex residents:

Has University Certificate, Diploma or degree⁷

- Ontario: 24.6%
- Windsor Essex Resident: 19.4%
- Immigrant to Windsor/Essex⁸: 46.4% (18-64 years old)

Has College/ Non-university certificate or diploma:

- Ontario: 18.4%
- Windsor Essex Resident: 18.1%
- Immigrant to Windsor Essex: 12.6% (18- 64 years old)

Has Apprenticeship or Trades certificate

- Ontario: 8.0%
- Windsor Essex Resident: 8.3%
- Immigrant to Windsor Essex: DK

Have High School certificate/Diploma

- Ontario: 26.8%
- Windsor Essex Residents: 30.0%
- Immigrants to Windsor Essex: 29.9%

No certificate Diploma or Degree

- Ontario: 22.2%
- Windsor Essex Residents: 24.2%
- Immigrants to Windsor Essex with no formal education: 3.2%

Immigration Classes and Categories

Almost half (46.9%) of Essex County's new landed immigrants in 2002-2007 were in the Economic class, which is linked with the high levels of education.

- Thirty percent (30.2%) are Family class immigrants who had been sponsored by a close family member in Canada; and
- The remainder (22.9%) is refugees and all other immigration classes and categories.⁹

Age Levels

Seventy-one percent (71.1%) of immigrants to Windsor Essex are between the ages of 18 to 64, 25.8% are children and youth 17 years and younger and 3% is seniors, aged 65 years and older.¹⁰

It is also noteworthy that, between 2001 and 2006, the Windsor Essex region attracted a significant number of immigrants under the age of 15 and between the ages of 25 to 34, in comparison to the rest of Ontario.¹¹ The region is comparable to Ontario's demographic profile for new immigrants with one significant distinction in that a much larger share of recent immigrants to Essex-Kent are under age 15.¹²

Intended Occupation-Regulated Professions and Trades

The majority of immigrants to Windsor Essex County (53.4%) in the 18-64 age range arrived with the intention to work in non-regulated professions and trades.

- Almost one third (31.4%) of immigrants are non-workers; and
- Immigrants to the community who intend to work in a regulated profession or trade consisted 12.6% of the total.¹³

Official Language Ability

Immigrants to Windsor and Essex County in the 18-64 year range between 2002 and 2007 report the following:

- 60.5% have at least some knowledge of English;
- 4.7% have at least some knowledge of English and French; and
- 33.3% cannot communicate in either English or French.¹⁴

In summary, while Canadian born residents in Windsor Essex are less likely to have a university degree than the Ontario average (19.4% compared to 24.6%), immigrants in this community are significantly more likely (46.4%) to have a university degree (or degrees). The high levels of education are almost certainly linked to the fact that almost half of the landed immigrants were categorized as Economic class.

Almost half of the immigrants arrive with the intention to work in an unregulated profession or trade and the majority indicate that they arrived with 'some knowledge' of English or English and French.

⁷ Workforce WindsorEssex; Integrated Local Labour Market Plan; Aug 2009; Pg 16

⁸ CIC, Statistics Canada; 2006 Census; Windsor Regional Demographic Profile

⁹ CIC, Statistics Canada; 2006 Census; Windsor Regional Demographic Profile

¹⁰ Ibid

¹¹ Workforce Focus, Dane Rice, December 2007.

¹² Workforce Focus, Dane Rice, December 2007

¹³ CIC Statistics Canada; 2006 Census; Windsor Regional Demographic Profile

¹⁴ Ibid



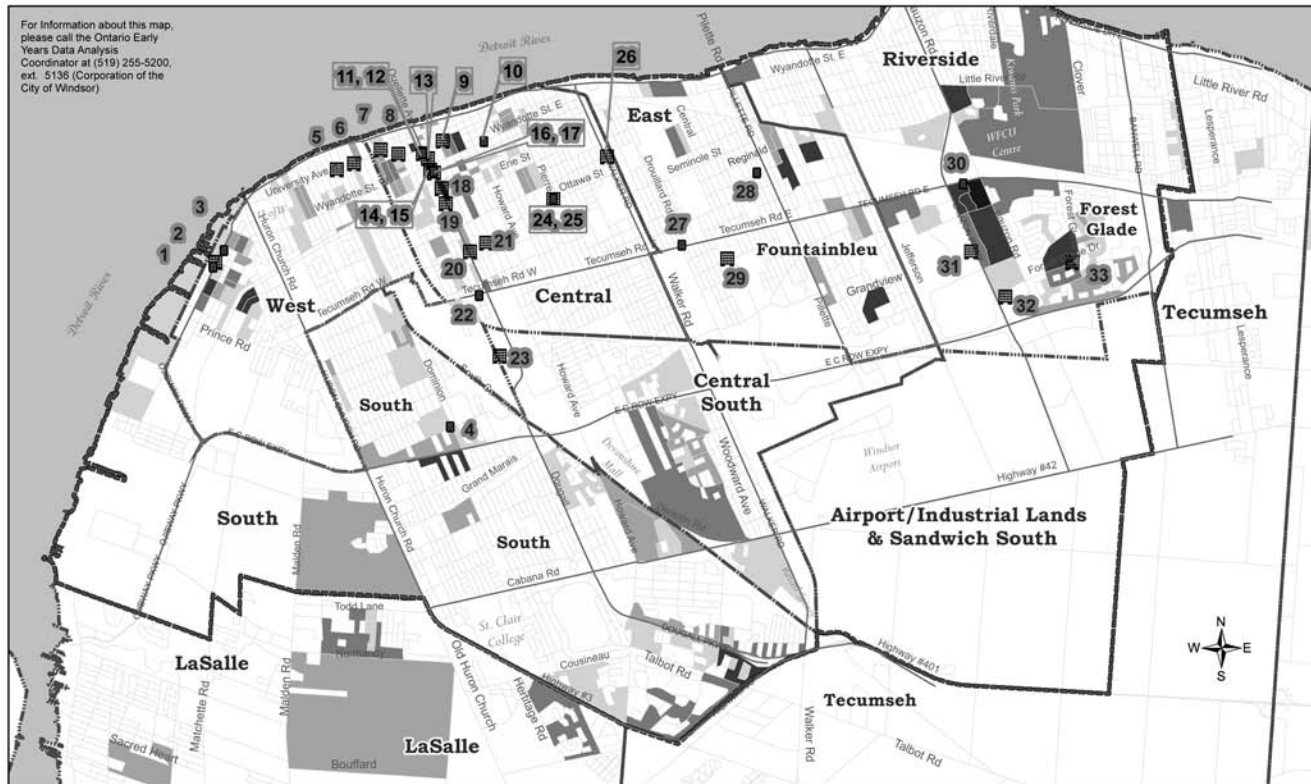
Mapping of Settlement Patterns

Map 06R12
Created Jan 2010
Also see Map 06R11 Essex County

Recent Immigration (2001-2006): Population and Agencies City of Windsor

Immigrant Population Source: 2006 Census
0-1 2-7 8-14 15-28 29-47 48-60 61-206 207-350

For Information about this map, please call the Ontario Early Years Data Analysis Coordinator at (519) 255-5200, ext. 5136 (Corporation of the City of Windsor)



LEGEND

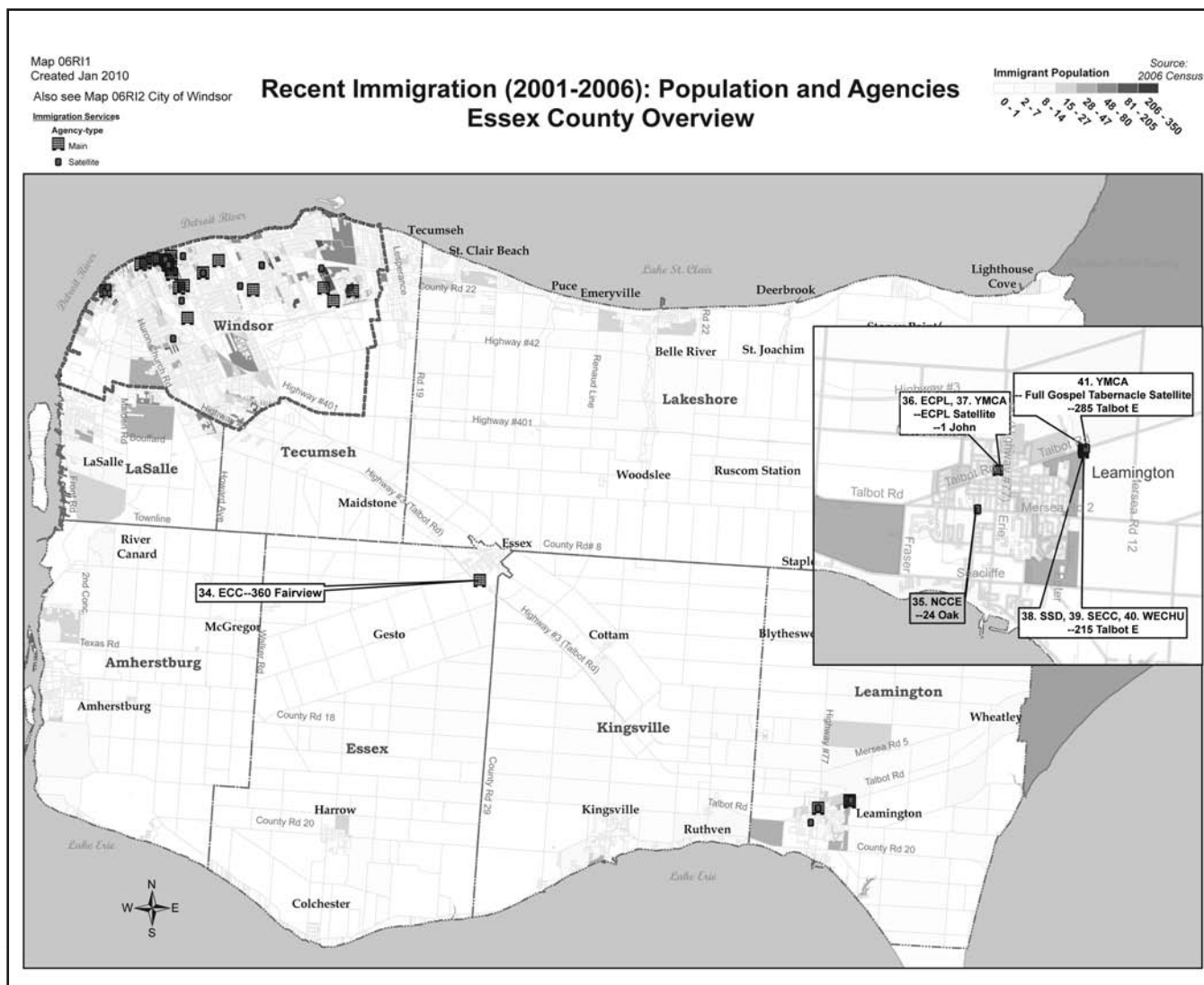
Immigration Services

Agency-type

- Main
- Satellite

1. WPL--Sandwich, 3312 Sandwich
2. Bedford United Church, 3340 Sandwich
3. NCCE--West, 3235 Sandwich
4. YMCA--The Windsor Mosque, 1320 Northwood
5. GECDSE--Mason Centre, 284 Cameron W
6. Refugee Office, 1041 University W
7. MCC, 245 Jeanette
8. S/A, 355 Church
9. SSD, 400 City Hall Sq E
10. Sudanese Community Centre, 729 Wyandotte E
11. GECDSE--Newcomer Reception, 443 Ouellette
12. NCCE--Ouellette, 443 Ouellette
13. W5, 500 Ouellette
14. College Boreal, 633 Ouellette
15. WEST, 647 Ouellette
16. NCCE--YRC, 658 Ouellette
17. NCCE, 660 Ouellette
18. WPL--Central, 850 Ouellette
19. WECHU, 1005 Ouellette
20. GECDSE--Assessment Centre, 1410 Ouellette
21. CHMA, 1400 Windsor
22. South Asian Community Centre, 175 Tecumseh W
23. CHR, 2470 Dougall
24. NCCE--Ottawa, 1214 Ottawa
25. WECDSE--Reception Centre, 1214 Ottawa
26. CIC, 1250 Walker
27. NCCE--GBC, 2800 Tecumseh E
28. Ska:na FLC, 1684 Ellrose
29. HIS, 3450 Ypres
30. MCC, 7651 Tecumseh E
31. UHC, 6955 Cantelon
32. College Boreal, 7515 Forest Glade
33. WPL--Forest Glade, 3211 Forest Glade





In addition to statistics, the rich cultural diversity of Windsor and Essex County has also been illustrated on the two maps: *Recent Immigration (2001-2006) Population and Agencies, City of Windsor (06R12)* and secondly, *Recent Immigration (2001-2006): Population and Agencies Essex County Overview (06R11)*. The areas highlighted on both maps in variations of yellow and brown (according to the colour spectrum in the upper right hand corner of each map) indicates the number of recent immigrants residing within the city and county. As noted earlier in this section, the 2006 census reported 15,165 recent immigrants in all of Windsor and Essex County and of that number, 12,280 resided in Windsor. The purpose for this mapping exercise is to overlay where recent immigrants are living in relation to the location of services.

In Windsor, recent immigrants are more likely to live in the following areas (not in order):

- Riverside and Forest Glade;
- Downtown core;
- West Windsor
- South and Central South Windsor

In Essex County, recent immigrants are more likely to live in the following areas:

- Leamington.
- LaSalle

There are many reasons why these settlement patterns have evolved, including the presence of family and/or friends, availability of low income housing – either apartments or single family dwellings, access to bus routes (in Windsor) and access to faith or culture based organizations.



As noted on the Windsor map, services for recent immigrants are clustered in the downtown core including all the settlement agencies, the Language Assessment Referral Centre, one of the Newcomer Reception Centres and virtually all mainstream services. There are a few agencies located in Riverside/Forest Glade, including one English and one Francophone settlement service as well as the majority of Francophone services which are located in Place Concorde. There are also a few services located in West Windsor such as a branch of a settlement office. Also noted on the map are Windsor Public Library branches throughout the city which offer the Library Settlement Program. The only support program in Central South or South Windsor is a satellite language program which is held in a mosque.

As noted in the insert within the Essex County map, there are two settlement agencies located in Leamington, as well as a satellite program offered by a settlement agency and the Leamington Library. One of the settlement agencies is co-located with City of Windsor Social Services, Service Ontario, Service Canada and a satellite of the Windsor Essex County Health Unit in the Leamington Community Mall. There are no distinct immigrant support services in LaSalle.

While not included in this report, the settlement patterns of all immigrants (not only recent) within Windsor and Essex County mirrors the above patterns except for the emerging enclave in the South Windsor/ LaSalle area which was not as evident prior to 2001.





Summary of Research Findings¹⁵

The data collected from the Local Immigration Partnership focus groups and key informant interviews revealed several themes that affect the settlement and integration of newcomers into Windsor Essex County. These themes are summarized and categorized into three levels of challenges: Individual-Level; Program and Community-Level; and Systemic-Level.

Individual-Level Challenges to Settlement

Employment–Key Issues:

- Recognition of foreign credentials and experience – the dilemma of “Canadian experience”
- High cost of licensing exams
- Immigrants more vulnerable in the current recession than Canadians
- Need for more specific training according to “market requirements”

Language–Key Issues:

- The importance of learning/Improving one’s English is part of the settlement experience/ Learning English is a necessary service for newcomers
- The need for English lessons tailored to their occupational field
- Interpretation services: Lack of services/Difficult to find interpreters (both cost of and finding people who speak certain languages/Interpreters keep changing – makes it difficult to build relationships (Service users have to repeat their stories over and over again)/Not enough interpreters which discourages people from accessing services
- Language barriers in accessing services (e.g. health care)

Psycho-Social Issues / Challenges of Integration–Key Issues:

Psycho-Social Issues

- The difficulties of leaving home and adapting to new surroundings
- Getting used to life in Canada and how things are done here can be very challenging;
- Leaving family back home was difficult;

Challenges of Integration

- Social isolation, especially for women
- Refugee families face specific challenges – isolation, post traumatic stress; affects parenting
- ‘Power shift’ occurs between parents and their children as children learn English more quickly
- Difficult to reach some families – e.g. refugee families or male-dominated households.

Program and Community-Level Challenges to Settlement

Accessing Information–Key Issues

- The need for better and more comprehensive information when newcomers first arrive
- Difficulty in locating necessities such as hospital, malls, dentist, doctors, etc.
- Information on what services are available for newcomers needs to be made clearer to people outside the settlement sector
- Information needed to settle successfully is scarce and hard to find

¹⁵ Extracted in its entirety from ‘Settlement Issues for Newcomers in Windsor and Essex County’ Dr. Uzo Anucha and Alex Lovell; November 2009; Pgs 19-20.



Coordination within the Settlement Sector–Key Issues

- Need for better collaboration, more transparency, trust and less competition within settlement sector/There are tensions and issues of trust
- Learn to share information and work together as service providers, coordinate services; being aware of what other agencies do
- Need somebody to take leadership on this and bring people together, but it should be someone from the “mainstream” and not the settlement sector

Need for Culturally-Competent Mental Health Services–Key Issues

- The need for culturally competent mental health services for newcomers
- The need to enhance mental health services for newcomers;
- Federal government doesn’t fund because health is a provincial issue

Change Public Attitudes towards Immigrants/Increase Community Awareness–Key Issues

Newcomers need more understanding and respect from the community

- Reframe how newcomers are seen
- Promote the “success stories” and contributions newcomers bring to the community;
- Community used to be more welcoming and valuing of diversity but with the changes in the demographics of newcomers and 9/11, there is more fear and misconceptions about newcomers
- Racism/discrimination

The Possibilities of Immigration

- The community needs to do more to attract and retain newcomers
- We need to have a community that values newcomers and sees them as assets and what they can bring/offer.
- People need to be more educated about the successes of newcomers (not just seen as refugees/newly arrived)

Systemic-Level Challenges to Settlement

The ‘Challenges’ of the Current Funding Model – Key Issues

- *Funding Structure*
 - Need for core funding to enable consistency
 - More multi-year funding
 - “Sustainability is a huge issue” – funding of the settlement sector often not permanent/sustainable; fosters competition between agencies

- New funding should be used to enhance existing services rather than implementing a new (and competing) program “from scratch”

• *Capacity Issues*

- More staff needed
- A lot of funding allocated to frontline services but not enough for professional/skill development so staff can deal with newcomers’ complex needs
- Lack funding support for administration
- Need to increase organizations’ capacity to do evaluation.

The Need for Leadership at the Municipal Level – Key Issues

- Need for leadership at the municipal level to make newcomers feel wanted
- Leadership in coordinating and sustaining advocacy on settlement is important
- Municipalities need to be more involved/engaged

County-Specific Issues–Key Issues

- The challenge of providing services for newcomers in a low-density, rural environment with inadequate public transportation
- Transportation difficulties contribute to the isolation of newcomers
- The dire need for settlement services like language classes outside of Windsor/Waiting lists to get into classes
- Finding a place or school to improve their English is difficult

Francophone-Specific Issues–Key Issues

- Though Canada is officially bilingual, few services in French
- Long wait-time for appointments
- Limited choice in French-language post-secondary education
- No French-speaking doctors

Refugee-Specific Issues–Key Issues

- The immigration system is difficult to navigate and understand
- The immigration system needs to be more flexible regarding the provision of documentation
- The stresses of waiting to get status and separation from families especially children
- Barriers to accessing re-training and educational opportunities





Overview of Employment-Related Issues

A national consultation on the settlement and language training needs of Newcomers conducted for CIC in 2006 found that “Employment was the biggest priority for nearly all newcomers. Economic immigrants, particularly, are looking for a good job that is commensurate with their education, skills and experiences. The need for employment is closely related to three other perceived barriers:

- Obtaining equivalencies for education or professional certification acquired in other countries;
- Obtaining recognition for previous work experience outside of Canada; and
- Obtaining references for work, housing and other purposes.¹⁶

The LIP research confirmed these findings at the local level as it was clearly expressed that employment was a central issue that touched on all aspects of newcomers’ lives and is often the first step in the settlement experience.¹⁷

“Challenges we are facing, first priority is a job. Once you get a job, you get financial support and financial support is everything.”

Finding employment, especially in their own fields, is a major challenge for many newcomers. One part of this problem lies in the lack of recognition of foreign credentials and experience by Canadian employers. Newcomer focus group participants expressed a great deal of frustration at how their previous experience is not recognized in Canada:

“Even if you may be expert in your country, [when] you come here, you are nothing.”

There is a perception that employers are not willing to learn, understand or accept experience or education that is not Canadian and that both employers (including newcomer employers) can be reluctant to accept newcomers into the workplace. A major challenge is to find more ways to engage and work with employers, so that they are more receptive to hiring newcomers. One area of suggestion was that CIC or the government needs to do more in assisting newcomers to find jobs and work with employers to do so:

“The Canadian government should educate the employers. The employers are not prepared and are not open to the workers. The community is not receptive. Because the government encourages us to come here, but they don’t try to tell the employers that the people coming here have good experience and they can improve their experience.”

Participants spoke of the disconnect between their expectations before they came and the reality they faced when they arrived. While immigrants are accepted into Canada because of their qualifications and experience, the difficulties they face upon arrival in finding employment in their field clearly leads to a great deal of frustration:

“Before you arrive as a landed immigrant, they examine and respect your education, however when you arrive here, they don’t consider your education and it’s as if you have none.” Even those newcomers who acknowledged that settlement would not be easy have found it more difficult than they imagined:

¹⁶ Interquest Consulting; ‘Consultations on the Settlement and Language Training Services Needs of Newcomers. In support of the Canada-Ontario Immigration Agreement; Sept 2006; Funded by Citizenship and Immigration Canada

¹⁷ Dr Uzo Anucha and Alex Lovell; “Settlement Issues for Newcomers in Windsor and Essex County”. November 2009; Pgs. 24-28



"We knew that we [would] have to work hard and we were agreed for that, we understood that the same luxury would not be there as it is at home. But, we never knew that such a hard time would come. I landed in Canada in 2007 and until now, I am searching for any odd job. The fact is how far we will survive with our savings?"

Other challenges faced by newcomers seeking employment included: employers' desire for "Canadian" experience; difficulties in accessing jobs that are unionized; greater focus on newcomers who are not professionals; and the greater vulnerability of newcomers in the current economic climate (i.e. being the last ones hired and the first ones to be laid off).

While re-training is one option for newcomers to gain Canadian qualifications and experience, it is a problematic one and not an option that all newcomers can afford to do, either in terms of money or time:

"Lots of people tell me to go back to school and I say I spent a lot of time going to school. I've already finished university and how can I go back to college and study the same thing again? We have skills, experience. It is a waste of time and money."

Retraining also does not necessarily guarantee a job afterwards. A focus group participant who is trained as a doctor notes:

"Now, I am in Canada since past one and a half year and I cannot do anything. My savings are getting used continuously and if I go for license, the examination cost for a single exam is \$5000. If I spent that money at one time, and I am not sure when will I get the job, maybe in one year or two years and that too in what kind of field. So I cannot take a big jump like that."

Participants expressed a desire for more targeted training opportunities in their field (such as in the form of internships or apprenticeships), rather than having to start over completely, for example, starting a degree from scratch. The challenge is to identify and create more ways for foreign-trained professionals to use their skills as soon as possible, as well as ways for employers and community to see how the skills and experiences of newcomers can be utilized as assets.¹⁸

The Windsor Essex LIP Community Consultations further explored the issue of employment when participants were asked to respond to the following: *"In addition to what is already being done by the settlement sector to improve the employment opportunities for newcomers, what more can be done?"* The responses provided an array of options and ideas.¹⁹

- Develop work programs for newcomers
- Programs where immigrants can volunteer in workplace
- Create marketing opportunities for immigrants who have small businesses (i.e., craft items)/Micro-business through micro-credit self employment, with tax credits, etc
- Create a work website where people can register skills/ employers can register jobs.
- Use media to promote immigrants in labour market
- Need financial incentives for employers to hire immigrants;
- ESL classes are not as advanced as they need to be
- Adult Co-ops with LINC programs
- Employers key in all of this – continue to find ways to engage employers – educating, incentives, programs – equal access to internships; more work needs to be done with employers to hire immigrants
- Credentials – Foreign Trained Professionals – more needs to be done so they can compete in fields in which they were trained; and
- Financial incentives for people in placement / Subsidy to support qualifications being recognized and retraining if needed.

In summary, the consultation responses suggested that the strategic plan to address all the challenges related to employment needs to be multi-focused with strategies directed towards:

- Employers
- Immigrants
- With the involvement of the broader Windsor Essex Community

Employment Strategies to Improve Labour Market Outcomes for Immigrants

The development of employment strategies which will have a profound and long term effect on the labour market outcomes for immigrants in Windsor and Essex County is an immensely complex task. Even so, it is a task worth undertaking. As demographic and labour market information clearly tells us, immigrants will play a prominent role in Canada's future.

¹⁸ Excerpt taken in its entirety from Dr. Uzo Anucha and Alex Lovell; "Settlement Issues in Windsor and Essex County", Nov 2009

¹⁹ Ibid; pgs 41-42



The Local Immigration Partnership initiative is unfolding at an unprecedented time in Ontario. The overall goals of the LIP initiative: to improve access to immigrant services, to increase labour market outcomes and to strengthen local awareness and capacity for integration for immigrants, all challenges under optimal economic circumstances, are now being approached in an aftershock of a global recession.

“Clearly, no community has been affected more by the impact of the globalization on the North American economy than Windsor Essex. In a community where manufacturing represents 30% of the local Gross Domestic Product (GDP) as compared to the Canadian average of 14%, the decline of manufacturing and the resulting impact on direct and indirect supply chain and service sector businesses has been felt by every family in the community.”²⁰

When problems are big, the solutions need to be big. A strategy to assist immigrants in this community must be more than new programming. To be successful, those programs must be created within the context of a broad community plan designed to address labour market issues which affect all residents including immigrants. To the credit of this community, extensive labour market research and strategizing has already been done by Workforce WindsorEssex. By weaving the outcomes reached through the LIP research with the Labour market research conducted by Workforce WindsorEssex, a strategy to improve the labour outcome for immigrants can be developed which is grounded in research and then built around a common goal: that immigrants can play a significant role in the revitalization of the economy of Windsor and Essex County.

Integrated Local Labour Market Plan (ILLMP)

In 2008, the Ministry of Training, Colleges and Universities (MTCU) announced that Windsor Essex would be one of seven demonstration projects across Ontario for the development of the Integrated Local Labour Market Plan (ILLMP). The ILLMP is “a process of community development that identifies, assesses and prioritizes the skills and knowledge needs of customers-the community,

employers and individual participants and learners-in the local labour market. The results of this process are then translated into an approved local labour market plan”.²¹ To ensure that the Labour Market Plan was evidence-based, four sources of information were used:

1. Literature review of leading edge international and national research in the field of workforce development;
2. Sixty (60) Key Informant Interviews with local leaders;
3. Statistical data; and
4. A market research survey to gather the views of Windsor Essex residents was conducted in April 2009 which yields 641 responses, which is considered to have a 95% chance of being representational of the overall Windsor Essex Population.

The Integrated Local Labour Market Plan was created by the Workforce WindsorEssex Committee and released in August 2009. The following statistics from the ILLMP report are presented as the array of factors which are related to the downturn in the local labour market:

- As of July 2009, Windsor Essex has the highest unemployment rate in all of Canada (15.2%);
- As of May 2009, there were 24,509 individuals collecting Employment Insurance and over 9000 individuals collecting Ontario Works for a total of 33,519 individuals in Windsor Essex County collecting social assistance;
- Since the beginning of 2008, an estimated 5,700 jobs have been lost in the Windsor area. Much of the job loss has been centered in manufacturing. Whereas the manufacturing sector comprised 31% of the workforce in 2002, their share was reduced to 23% in 2008;²²
- Since the 2006 census where the population of Essex County (including Windsor) was 393,402, the population of Essex County has declined. In September 2008, Statistics Canada released a study of 33 Census Metropolitan Areas (CMAs) across Canada and identified that the Windsor CMA experienced the worst population decline of any major Canadian CMA in 2006-2007”
 - Between 2006 and 2007, 2,911 individuals relocated to another community in Ontario and 3,428 moved outside of Ontario;²³
 - This movement of people resulted in total out-migration of 6,339 and a net population increase of 5,269 individuals;

²⁰ Workforce WindsorEssex “Integrated Local Labour Market Plan; August 2009; Pg 15

²¹ Integrated Local Labour Market Plan Windsor Essex; Workforce Development Board Windsor Essex August 2009; Pg 1

²² Ibid pg 18

²³ ILLMP report; Pg 11-Taxfiler data is utilized to identify population migration. This is information provided to Statistics Canada by Canada Revenue Agency (CRA) based on the city/town an individual identifies as their home community when submitting their annual income tax. Migration data is released by Statistics Canada every 18 months. It does not capture those individuals who are living away from home to obtain employment.



- This data represents the fourth straight year of negative net migration, down 0.2 percent from 2007 in this geographical area²⁴

However, between 2002 and 2007, the population of the Windsor Census Metropolitan Area (CMA) grew by 11,608. This growth was generated by a natural increase of 5,939 in combination with 5,669 resulting from net international migration. Therefore, 49 percent of the increase in population in this region was the result of international migration.

Windsor is the third largest centre for immigrants in Ontario with 23.3 percent or almost one in four residents, born outside of Canada. However, as reported in the ILLMP, the advantage Windsor Essex has demonstrated in the ability to attract newcomers, may be slipping:

- An estimated 2,261 newcomers came to Windsor in 2007, down 27 percent from two years ago;
- While immigration to Canada overall decreased by 10 percent, other mid-sized cities were able to attract increasing numbers of newcomers as fewer newcomers chose large cities;
- This comparative decline may be due to the decline in the local economy and the inability of newcomers to find employment in Windsor Essex.²⁵

Secondary Migration

The phenomenon of recent immigrants moving from their original place of settlement within weeks, months or a few years of their arrival is called 'secondary migration'. In the 2008 Quality of Life Study in Canadian Cities and Communities study, conducted by the Federation of Canadian Municipalities, a comparison over 5 years (2001 to 2006) was done between CIC landing data and the National Census of Population data for the 24 communities participating in the Quality of Life (QOL) study. This data indicates that Windsor CMA had a 5% net loss of immigrants over the 5 year time period. On a broader level, the data suggests that one in 10 recent immigrants landing in one of the 24 communities migrated to a secondary destination in the rest of Canada over the 5 year period.²⁶

To summarize, almost half the growth in Windsor and Essex County during this decade can be attributed to immigrants, who now constitute approximately one-quarter of the regional population. The strength of this community's capacity to be a second landing' site has declined over the past few years, presumably in large part due to the downturn in the economy which has resulted in high unemployment among the general population and which provincial statistics demonstrate, is even higher among immigrants. Windsor and Essex County is losing residents to other communities in Ontario and other provinces as thousands of permanent jobs have been lost in the local manufacturing sector, which in turn has spilled over into virtually all aspects of the local economy. The labour market challenges in our community are great, but a firm understanding of the demographic and labour market factors which impact upon the economy, also serve as a foundation for change.

In addition to identifying the depth of the problems, the Integrated Local Labour Market Plan also identifies and illustrates the strongest areas and options for growth and economic diversification in our community. As outlined in depth in the ILLMP report, key areas for diversification and growth in Windsor Essex are:

- Manufacturing (notably non-automotive);
- Agri-business;
- Transportation and Supply chains;
- Construction;
- Health Care and Life Sciences; and
- Hospitality and Tourism.

With the identification of emerging sectors within the changing economy, one must also look at the skills and knowledge required by workers to acquire jobs in these fields. The ILLMP report confirms previous research that an energized economy requires employees who are well educated with occupational-specific training.

In brief, the new economy requires well-educated, highly skilled and adaptable workers who are able to converse in a global market and who will most likely work in a small to medium-sized business enterprise. In order to meet the

²⁴ Ibid; Craig S. Fleischer, Pulse of the Region 2009.

²⁵ "Fewer immigrants choosing Windsor," Rebecca Turcotte, Windsor Star, July 25 2008

²⁶ Federation of Canadian Municipalities – Quality of Life In Canadian Communities; Immigration & Diversity in Canadian Cities & Communities; theme Report #5; 2008 Pg. 6



demands of the sectors, Windsor and Essex County must maximize its resources to ensure that an adequate number of workers with the appropriate skills and qualifications are available to meet the needs of the new local economy.

The Integrated Local Labour Market Plan (ILLMP) outlines a strategy to move the local economy towards revitalization, a strategy which includes the need to “address the knowledge and skills gap between our existing labour force and the changing economy.”²⁷ While the identification of the areas with growth potential is vital, it only part of the solution. The other side is to strategize how to supply workers with the skills necessary to allow businesses to succeed. It is being proposed that the strategy to improve labour market outcomes for immigrants is to integrate the LIP work with the broader local labour market strategy. To improve all facets of the labour market in the Windsor Essex region, it is necessary to improve labour market outcomes for immigrants.

The ILLMP report identified five priorities:

- **To address knowledge and skills gaps between the labour force in Windsor Essex and the changing local economy;**
 - To diversify into new markets, employers need workers skilled in computerized equipment, new types of materials and working in global markets;
- **The need to access relevant and timely labour market information;**
 - At present, there is “no single, integrated easy-to-use national site to find occupational projections. Clear pathways to careers are missing and we are missing bridging (programs), especially for adults and transitioning workers.”²⁸
 - The public opinion survey conducted as a component of ILLMP demonstrated that the average person ‘thinks’ the information is available, but in reality it is not readily available;
- **The importance of Attitude, Skills and Knowledge (ASK) in the workplace;**
 - “Two of every three local leaders interviewed identified the importance of technical skills including communications, computer skills and mathematics as well as sales, management skills and technical English for newcomers. However, most employers placed their greatest emphasis on the importance of workplace

attitudes and behaviours including flexibility and adaptability, working with other, critical thinking and problem-solving.”²⁹

• **Support entrepreneurship, research & development and the growth**

- Small and medium-sized business enterprises (SMEs) are the economic backbone of most nations;
- “Half of all jobs in Ontario are derived from SMEs and more than 90% of Ontario’s 340,000 small and medium-sized enterprises employ fewer than 50 people. Almost half of these businesses employ fewer than five people.”³⁰
- This is a key consideration in a community where employment opportunities have historically been dominated by the presence of the ‘big three’. It is also an important factor as Windsor Essex transitions towards a new economy.

• **Integrating immigrants into the Windsor Essex labour face leveraging knowledge, skills and experience.**

- “Windsor Essex’s ability to attract immigrants provides a significant competitive advantage in terms of skills, knowledge, experience and entrepreneurial spirit, and cultural awareness and language skills that can be leveraged to strengthen export networks;
- Approximately 60% of immigrants are economic class;
- Immigrants are more likely than Canadian-born to be lifelong learners;
- Only 40% of immigrants find employment in their chosen field within 2 years;

The Windsor Essex Local Immigration Partnership is recommending that immigrants to Windsor and Essex County are a vital part of the solution. By examining the results of the LIP process in concert with the ILLMP and other local research, we as a community must develop strategies to ensure that local employers have the workers they need and local residents have jobs which enhance their quality of life and promote long term settlement and retention in our community.

The Local Immigration Partnership research demonstrates that employment and by extension, quality of life, are the central issues to immigrants in Windsor and Essex County.

²⁷ Workforce WindsorEssex; Integrated Local Labour Market Plan; Aug 2009; Pg 44

²⁸ Workforce WindsorEssex; ILLMP; Aug 2009; Pgs 43-48

²⁹ Ibid ; Pg 47

³⁰ Ibid, Pg 50- <http://www.sbc.gov.on.ca/ontcan>



“To integrate well, you must work, and the present recession, while making things difficult for Canadians, makes things even worse for immigrants. How do you help new Canadians find work in a recession? You must master the language and you be connected to the job market. If you are not working and can’t use your new language, you will forget it and all the training you’ve received since arriving will be wasted. As immigrants we are very vulnerable and the system must protect us.”

Individual Challenges Related to Employment

While almost half of immigrants have a post secondary education upon arrival in Windsor Essex County, as noted approximately 13% are intending to pursue occupations in regulated careers. Depending on the occupation, these individuals can face a complex maze of requirements which are usually governed by specific provincial regulatory bodies. The list of professions which are regulated is extensive and includes health related (such as doctors, dentists, nurses, psychologists and medical lab technologists) as well as non-health related professions (such as accountants, engineers, lawyers, social workers and teachers). Furthermore, “some trades are regulated in Ontario. To work in these trades, one must have a Certificate of Qualification or be a registered apprentice. A list of regulated trades includes but is not limited to plumbers, construction and maintenance electrician and hairstylist.”³¹

Upon arrival, immigrants who wish to pursue an occupation in a regulated career, encounter employment challenges which often include the following:

- Lack of recognition of foreign trained credentials;
- Lack of Canadian experience;
- High cost of licensing and exams;
- Need for more specific training for ‘market requirements’ including English or French language skills and Canadian culture in the workplace necessary for their occupation; and
- Financial assistance for components of the above (i.e., to take exams) and/or for part or the entire time span to accomplish the above requirements and secure employment.

As noted earlier, the majority of immigrants (53%) arrive in Windsor Essex with the intention to pursue non-regulated occupations. “Most professions in Ontario are unregulated which means that one does not need a license or certification to do them.”³² These occupations include but are not limited to chemical, mechanical, civil engineering and electrical technologists and technicians as well as interpreters/translators. Finally, some trades are unregulated but employers and unions in these trades may ask the individual to voluntarily provide a Certification of Qualification. There are more than 100 trades with voluntary certification in Ontario such as cook, construction millwright, nursery greenhouse worker, tool and die maker and printer. These individuals face many of the same challenges especially in the need to gain a familiarity with occupational specific language skills and experience in Canadian work environments.

Once work has been secured, immigrants may require assistance within the first few months of employment to address challenges within the workplace related to culture integration and if applicable, assistance to make a transition to employment more suited to their qualifications and training, at a future time.

Almost one-third (31%) of immigrants arrive in Windsor Essex as ‘non-workers’. These individuals may have an educational and/or work experience from their home country but may also require language skills and Canadian work experience in order to secure a job. They may also have a more immediate focus of settling in their new community and/or raising young children and are not actively seeking employment upon arrival.

Community Challenges Related to Employment

- Immigrants across Ontario have been the hardest hit during the recession of 2008/2009;³³
- Windsor and Essex County has the highest unemployment rate in Canada;
- Immigrants in this community are struggling along with many non-immigrants to find suitable employment in a difficult labour market which is under transition
- Settlement agencies as well as different community agencies provide pre-employment services (such as job search

³¹ Settlement.Org; Welcome to Ontario website

³² Ibid

³³ Ontario Ministry of Citizenship and Immigration, Information, Research and Evaluation Unit, Immigration Division. “The Economic Recession and Immigrants in Ontario’s Labour Force.” Presentation dated September 21, 2009.



techniques, cover letter and resume writing, interview skills). However, LIP research indicates that immigrants are looking for more information regarding labour market, occupation-specific language classes and Canadian work culture and more employment programs such as Bridging and Mentoring to assist access to jobs.

The community challenge as described by Workforce WindsorEssex in the ILLMP is “the development, retention and recruitment of a wide range of skilled workers to meet the economic and social development requirements of a diverse set of communities in Windsor and Essex County.”³⁴ In more detail this translates to mean the following:

- **Development:** Increase skill sets; reduce barriers; promote life long learning;
- **Recruit:** Identification of Human Resource needs for new/ emerging business and current labour market; create a ‘cultural workforce’ that can compete in a global economy; and
- **Retention:** Have employment opportunities and strategies that use the skills of local labour force

To meet the challenges facing a community is a lofty goal for any one organization but not for a region working together for a common purpose- its economic revitalization.

System Challenges Related to Employment

- A common challenge noted in the LIP research is the need for “core or multi-year funding to enable consistency of programming. *“Sustainability is a huge issue”*. The absence of stable funding fosters competition between agencies. *“New funding should be used to enhance existing services rather than implementing a new (and competing) program from scratch”*;
- There are silos of funding coming from various funders (Federal, Provincial, Municipal, Private, Not-for-Profit organizations) which have different criteria and eligibility;
- The capacity of agencies to provide services is limited due to insufficient funding for professional development and training for staff to deal with the complex needs of newcomers;
- Agencies need greater capacity to do program evaluations;
- Few services are available for Francophone residents. *We should review the settlement process in its entirety. A Francophone should be welcomed and settled by Francophones at the point of entry into the region.*
- Provision of employment-related services to immigrants who reside in Essex County is a challenge due to low density, rural environment with inadequate public transportation system. *“Unless you live in the core of Leamington, getting around is really, really difficult.”*



Women's computer training class

³⁴ Ibid





Access to Information and to Services

Improving access to information addresses individual, sector and community challenges outlined in the LIP research.

“There has to be a better way of communicating to newcomers, who does what, what services are available in the community... Even though we’ve been here for 22 years, weekly, people come in and say ‘we didn’t know you were here.’”

If employment is the central issue for the majority of immigrants, the range of settlement and language services offered by dedicated agencies as well as mainstream institutions, represent at the very least, the pathway to suitable employment and serve as an integral component to enhanced quality of life for all immigrants to our community. In this context, the initial purpose of programming is to provide support with the arrival and settlement process. Then once they are initially settled, to identify and provide as much support as possible, in the services which will assist them to secure employment and to address settlement issues which are affecting their family members.

The national consultation on settlement and language training needs found the top three needs of newcomers are: employment, language and better information and guidance. These areas of need affect newcomers in all time phases and most target groups (youth emphasized language, cultural integration and education).³⁵

There are seven (7) agencies in Windsor and Essex County which receive settlement funding (one of the six provides settlement services in French), meaning their service delivery is primarily focused on the provision of services for immigrants in this community. However, the complexity and

range of services required by immigrants, exceeds the capacity and mandate of those organizations.

In the provision of social or language services, those agencies are joined by an array of services including but not limited to school boards, children’s services (child care and Ontario Early Years Centres), libraries, social services and health care services. Employment services are also joined by many mainstream service providers including private and public educational trainers, employers and social services. This means that strategies to improve access and coordination will need to move across sectors and funding silos. As noted by one member of the Partnership Council, “It takes a village to settle an immigrant.”

Among the key community organizations are the Greater Essex County District School Board (GECDS) and the Windsor Essex Catholic District School Board (WECDSB). Each Board of Education has a Newcomer Reception Centre, which is the functional starting point for immigrants in the community who wish to enroll their children in the English School system. There is educational staff at both Newcomer Centres who conduct assessments on every child before they enter the school system. The GECDSB then places newcomer children/youth into one of eight (8) schools located in various parts of Windsor and Essex County selected for their proximity to residential patterns of immigrant families. The WECDSB places immigrant children and youth throughout their school system, with support services provided in the home school. Through the Newcomer Reception Centres, both school boards have settlement staff which operates under the Settlement Workers at School program (SWIS). These staff provides

³⁵ Interquest Consulting; “Consultations on the Settlement and Language Training Services Needs of Newcomers”. In support of the Canada-Ontario Immigration Agreement; Sept 2006; Funded by Citizenship and Immigration Canada



referrals and assistance to students and/or families, both in the centre and in the school setting. The New Canadian Centre of Excellence Inc operates the SWIS program in both Newcomer Centers.

The Greater Essex County District School Board (GECDSB) has a key, distinct role in the provision of language services and in the distribution of information on language services, as it operates the Language Assessment and Resource Centre (LARC). All adult newcomers who wish to register for language training (such as LINC) must be assessed at that Centre where testing determines understanding and expression with English in written and oral forms. Once a level has been determined for a newcomer, the Assessment Centre staff advises clients of all the various options available to them for their level of English classes.

Public libraries have become increasingly popular to newcomers as places to access information and to participate in family-oriented programs. “As national and local demographics continue to shift, library staff is compelled to expand competencies for working with an increasingly diverse user population. Libraries globally have become learning and information centres and catalysts for users’ diverse cultural heritages.”³⁶ “At Windsor Public Libraries (WPL) and Essex County Public Libraries (ECPL), newcomers request electronic and/or paper access to homeland newspapers, information in multiple languages, access to computers for settlement and employment information as well as internet/email access to contact family and friends in other countries. Windsor Public Library offers an array of services including settlement/orientation programming for newcomers, collections in 25 languages, Newspaper Direct service for current newspapers from around the world, computer training, parenting/ Ontario Early Years Centre support and ESL Conversation Circles.

The Windsor Public Library has partnered with the New Canadian Centre of Excellence Inc, (NCCE) to deliver the CIC funded Library Settlement Partnership (LSP) program, whereby NCCE staff are located at Central, Forest Glade and Sandwich Libraries to offer services for newcomers who visit those sites with services which include one-on-one settlement information and referral, group information sessions and community outreach. Information sessions are

offered at other branch library locations. Newcomers are provided assistance to bridge language and cultural barriers in order to access library and community services. Occasional child care is also offered for the children of newcomers who are participating in the program with the settlement worker or attending an information session.

While newcomer presence is widely distributed throughout the City of Windsor library system, the Leamington Public Library appears to be a primary location within the County for newcomers to access information.

Under the present service delivery system, programming information is provided in a variety of ways. Each organization creates and distributes booklets, pamphlets or flyers which describe a specific program, a group of programs or all programs available through the organization. This information may be available in several languages. Most organizations also maintain a website on which they promote information about all their services including contact information (either phone or email addresses to receive more information).

All of the above noted organizations offer information about their respective programs. Not all organizations have information available for clients on other programs. The primary access issue voiced by participants in the LIP research was the absence of one place where they could find information about all the agencies, the varieties of programming at the different agencies and the steps newcomers need to follow to enroll their child for school. There is no one physical location where immigrants can be directed to find information about all the settlement services as well as ‘mainstream’ services they may require in Windsor or Essex County such as the Language Assessment Referral Centre (LARC), Newcomer Reception Centres, Libraries, Health Care, Housing and Social Services.

Participants in the research conducted by the Bilingual Legal clinic proposed the establishment of a one-stop building in the downtown area of Windsor. This would be a shared building that encompassed several related and necessary agencies in one place, which would be accessible and convenient for clients. The convenience for agencies, and the reality of having one-stop building for service providers may present several difficulties, however the main point that comes out of this idea is that of one location.³⁷

³⁶ Windsor Public Library Strategic Plan; Draft Report-October 2009. Prepared by Libraries in Transition, A. F. Church & Associates and Monteith Brown Planning Consultants.

³⁷ Elikem Baeta; Windsor-Essex Bilingual Legal Clinic Needs Assessment; 2009



There are a variety of ways to collect information in one location. There is currently a 'virtual' location intended to serve as a gathering spot for all local immigration information. It is the website which maintains the Immigration portal (www.immigration.windsor-essex.info), a website funded by CIC intended to improve access to information by potential and existing immigrants. Unfortunately it does not seem to be a tool frequently used by local agencies to post information about new or existing services and then not surprisingly, it is under-used by a large number of immigrants looking for information about community services.

Many organizations lack the resources and/or technological capacity to adequately maintain their agency website with current information, let alone ensure that current information is also posted in community website. There is often confusion regarding who has the responsibility to communicate information to website administrators. By extension, in the absence of a service system manager who takes on that role, there can be misinformation, such as the content on the Settlement.org website for settlement services in Windsor and Essex County.

LIP Council members were more enthusiastic about the use of 2-1-1 Windsor Essex as a 'repository' of information about mainstream and newcomer dedicated services. 211 Windsor-Essex is a shared commitment of United Way/Centraide Windsor-Essex, City of Windsor and the County of Essex. There are numerous advantages to using 2-1-1 as a primary portal for newcomer information, including:

- An easy to remember number that provides quick access to information and referral to community, social, health and government services;
- Always answered by a person;
- Available 24 hours a day, seven days a week by phone or online (www.211windsor-essex.ca);
- Available throughout Essex County by calling 211 or a toll free number;
- Ease of use by newcomers as it offers service in multiple languages; and
- Available to persons who are deaf, deafened or hard of hearing via TTY.

The primary purpose for improving access to information is to facilitate the availability of information about existing services – both settlement related and mainstream – within the community for immigrants to Windsor and Essex County. Problems in accessing information occur for many reasons:

- The service is not available and therefore there is no information;
- The service is available but there is little information which specifically describes the service;
- The information is available but is not accessible by the user for reasons such as literacy, language or knowledge of the service system; or
- The information is available and in appropriate formats, but the service provider or immigrant is unaware of its existence and/or the information has not been effectively distributed.

At least one source for community-based information on all the programs and services enhances the ability of staff to provide information to clients. *"How do we provide opportunities for the folks that we're working with to participate in their community, when we don't know what anybody is doing out there?"*

Coordination Within the Settlement Sector

Coordination among staff and clients in any organization can always be improved. Coordination issues within an entire sector between numerous agencies all of whom strive to assist a common client base, is inevitable. Primary reasons to improve coordination within a sector include a desire to ensure users of the service are aware of and can access, the service which presents the 'best fit' for their specific circumstances, as well as an intent to create a 'seamless' service delivery system which maximizes current resources and allows for opportunities to develop additional services currently absent from the system. Participants in the LIP research identified the need for greater coordination within the sector.

It was noted in the LIP Research, that staff are aware of the tensions and issues of trust within the settlement sector and desired better collaboration, greater transparency and more trust among organizations. Participants stressed the need for services to be better coordinated and the need for agencies to share information and work together.

"When it comes to the [settlement] sector, I think there could be more. There's a huge opportunity for better coordination, which would mean better services all the way around, a more efficient use of resources and better services for the newcomer, for sure."



The settlement sector in Windsor and Essex County consists of seven (7) agencies that provide settlement services for immigrants (in alphabetical order):

- Collège Boréal (Francophone Services)
- The Multicultural Council of Windsor and Essex County,
- New Canadians' Centre of Excellence Inc;
- South Essex Community Council;
- Windsor Women Working with Immigrant Women;
- Women's Enterprise Skills Training Of Windsor Inc; and the
- YMCA of Windsor and Essex County

The following services for immigrants are provided in Windsor Essex:

- Information and referral services;
- Social Integration programming;
- Range of Language Training, including:
 - English Literacy classes
 - English as a Second Language classes (ESL) including Language Instruction for Newcomers to Canada (LINC) classes which are open to persons who are permanent residents; protected persons as defined in Section 95 of the Immigration and Refugee Protection Act (IRPA) and persons whose application for permanent resident status is being processed in Canada. A range of English as a Second Language (ESL) classes are available for adults with variations in time of classes, locations and to a lesser degree, target population (i.e., seniors, women, and occupational professions).
- Labour market services which include life skills, job search and interview skills, job search workshops, job clubs, Job Connect, assistance with certification processes, mentorship, guidance for foreign trained professionals and networking;
- 'Other' services are offered at multiple but not all settlement agencies including: citizenship preparation, cultural awareness, Education (high school equivalency, college preparation courses, literacy and educational upgrading); programs for children, youth and seniors; translation services and provision of interpreters;

Most of the settlement agencies in Windsor and Essex County have been in existence for over 20 years. They are all not-for-profit organizations with Boards of Directors which oversee the strategic direction of the operation, as implemented by the Executive Director and staff.

The Multicultural Council of Windsor and Essex County (MCC) was created as a vehicle to promote multiculturalism in the community and is the organizer of the Harmony Ribbon Campaign and the annual Carrousel of Nations and has the designation by the United Way as the 'umbrella'

organization. It is the only agency which provides the Resettlement Assistance Program (RAP) for Government Assisted (Convention) Refugees which 'wraps' services around refugees who arrive in Windsor for approximately one year. MCC has assisted an average of 270 convention refugees each year for the past 4 years, meaning just over 1000 have arrived in our community since 2006. MCC also offers the HOST program which matches newcomers to Canadian Volunteers. MCC also provides the unique Health Connect program, interpreters for victims of domestic violence and cultural competency training.

The New Canadians' Centre for Excellence Inc. (NCCE) operates an array of newcomer programs and services in seven Windsor-Essex locations. These programs include the unique Global Business Centre which focuses on employment placement for entrepreneurs and foreign trained professionals. NCCE also provides settlement services through the Settlement Workers in School or SWIS program in the Newcomer Reception Centres with both English Windsor-Essex School Boards. As noted earlier, NCCE is also in partnership with the Windsor Public Library by way of the Settlement Library Partnership (LSP) where settlement staff assist newcomers within the library setting.

The South Essex Community Council (SECC) has been providing settlement services in Essex County for over 30 years and has a history of providing a variety of social programming for County residents. Its initial settlement programming was designed to assist Low German speaking Mennonites from Mexico who, at that time, comprised the single largest immigrant population in Leamington and Kingsville and its relationship with the Mennonite Central Committee continues to the present. SECC also originated the 'Bridges through Bicycles' program which evolved into the Migrant Workers Community Program, now a stand-alone entity. Since its origins, SECC has worked to provide diversified programming to match the diversified needs of the immigrant populations within the southern part of Essex County.

The YMCA of Windsor and Essex County has been providing settlement services to the community for over 60 years. The YMCA began as a social, recreational meeting place for newcomers and expanded over the years to meet the changing needs of the community. The programs for new Canadians at the Y are complemented by the YMCA's health, fitness, and recreation programs which include a culturally appropriate fitness session for women only. The



YMCA was the sole provider of ISAP programming in Windsor until approximately two years ago.

Windsor Women Working with Immigrant Women (WWWWWW) was formed in 1982 by a group of local women. They conducted a feasibility study with the objective of determining the needs of new Canadians in Windsor. From that study, the centre was founded and has evolved as an agency which provides services to newcomers irrespective of their gender, status and nationality.

Women's Enterprise Skills Training Of Windsor Inc (WEST) works to provide opportunities and training benefiting newcomer and visible minority women in order to improve their employability in the workforce and/or to further their education. Among its distinctive features, WEST offers two locally-driven collaborative programs (sponsored by the federal and provincial governments) that include working with the University of Windsor, Odette School of Business, Certified Management Accountants (CMA) and St. Clair College of Applied Arts and Technology to assist internationally-trained professionals to join the labour market in jobs that match their skills, education and experience and work toward Canadian professional designations. Another feature unique to WEST, it is an authorized testing center for Microsoft Office-Microsoft Certified Application Specialist.

As noted in the previous section, these agencies work with a group of mainstream organizations, all of which work in concert to provide settlement, integration, financial, medical and health care services to the broader population as well as newcomers. This initial core list includes but is not limited to the following (in alphabetical order):

- Citizenship and Immigration Canada
- City of Windsor Social Services
- Essex County Library System
- Greater Essex County District School Board
 - Newcomer Centre;
 - Language Assessment and Resource Centre
- Legal Assistance (through clinics or private practitioners)
- Service Canada
- Service Ontario
- Windsor Essex Catholic District School Board
 - Newcomer Centre
- Windsor Essex County Health Unit; and
- Windsor Public Library

There are many examples of the settlement agencies working collaboratively towards common goals, such as in the promotion of multiculturalism and diversity issues by lending their support at agency functions and the collaborative effort to host the recent Canadian Council of Refugee conference held in Windsor in December 2009. The need to enhance coordination does not in any way detract from the tremendous contributions being made daily by the agencies and their staff, on behalf of immigrants in Windsor and Essex County.

The observation was made during the LIP research process, *that the agencies within the settlement sector, with some exceptions, all offer the same services to the same clientele.* This outcome evolved through the funding criteria and allocations made by the primary settlement/language service funder, CIC. The end result is a group of agencies vying for clients.

“A very small step of collaboration might be if organizations would at least refer clients to each other that might have a service that they're interested in, that better meets their needs... But right now, I think every organization tries to keep every client that walks through their doors.”³⁸

The enhancement of coordination within the sector would:

- Benefit clients as it provides clear direction as to the agency which provides a specific service;
- Benefits community partners who also are unclear about which agency might be most appropriate for a client since all services look alike and overlooks agencies that are without high profiles;
- Benefits the agencies as there is a clear delineation of roles, thereby allowing them to stay focused on the needs of the clients and not writing proposals for services which border outside of their original mandate only to ensure that funding continues;
- Benefits the service system as it is easier to communicate information regarding the location of services and changes within the service delivery system.

“...because the way I see it...organizations servicing immigrants have not always had a good history of working well together and this extra money that all of a sudden was flooded into the system, it didn't help matters. They don't know if the money will be here,

³⁸ Excerpt taken from “Settlement Issues of Newcomers in Windsor and Essex County”; Dr. Uzo Anucha and Alex Lovell; Nov 2009



people are starting to inwardly panic a bit...how do I hang onto my piece of the pie?"

Over the past 20 years, the City of Windsor and County of Essex have witnessed numerous examples of services which were redesigned to improve coordination and service, including the amalgamation of four offices of the City of Windsor Social Services into one office at 400 City Hall Square, a building which also includes Federal and Provincial offices and other municipal departments.

Community planning within the children's sector paved the way for the introduction of a one stop source of information and referral for specialized services, the amalgamation of 2 children's services (Child's Place and Child and Infant Program) into Children's First and the reallocation of resources to services with specialization of programming (as in the transition of children's programming to one agency, all residential programs to one agency, all outreach to one agency, etc...). Another obvious and relevant example is the extensive and long term realignment of services and resources which was done within the hospital health care system in our community. It is important to note that these planning exercises were all done with the full support and cooperation of Boards of Directors.

It is suggested that the creation of distinct service streams within the sector would be one way to improve coordination within the service system as it would clarify roles and service provision, both for clients and other service providers. This type of change would need considerable examination between the funder and the agencies in the sector as it would impact funding allocations.

As noted earlier, there are many reasons to work towards significant changes within a sector, but two good reasons are to provide enhanced customer service on a system wide level and to maximize existing resources. The added benefit, is that in the event new resources become available, their allocation has already been established by agreed upon priorities derived through a community planning process. *"There's definitely, lots of dollars going in it [the settlement sector] and I think there's lots of opportunity [to] really strengthen the sector, we could reduce duplication, we could create capacity... There's lots of opportunity there."*

Capacity within the Settlement Sector

With the signing of the Canada-Ontario Immigration Agreement (COIA), in 2005, there has been significant funding flowing into immigrant-serving organizations across Ontario. Agencies in Windsor and Essex County (including the funds for the Local Immigration Partnership initiative) have received millions in funding over the past 5 years to enhance service delivery.

These levels of allocations, while needed and appreciated, posed operational problems for many of the smaller agencies across the province which did not have the financial and administrative support to easily implement the programming being funded. As noted in the LIP research "There are also capacity issues within the sector, ranging from not enough staff to meet the needs of newcomers to not enough funding for administration and the professional/skill development of workers to continue to be able to deal with the complex needs of newcomers."³⁹

"We don't have enough staff... Settlement staff are run off their feet. Because what's happening with settlement is that you are dealing with people who are new to the country, so their needs are great. You need to spend a fair amount of time with them. I am not sure if CIC understands the amount of time that needs to be spent with these folks, especially at the beginning, within the first few months of their arrival."

There are capacity issues at any not-for-profit organization, including settlement agencies. These can include:

- Diminishing funds from traditional alternate sources such as fundraising, United Way and public funding sources;
- Ability to access funds from non-traditional sources such as foundations is highly dependent on the agency's capacity to prepare and submit funding proposals for new and continuing funds. Not every organization has staff (or board members) who have the ability and time to write a detailed proposal which meets the funding criteria;
- The submission of new proposals may require Board direction as the purpose of the funding is outside the original role or mandate of the organization;
- Once funds are accessed, the organization may need to reorganize work responsibilities among senior staff as one person takes on the implementation of the initiative;

³⁹ Ibid Pg. 36



- If additional staff are required, recruitment, training, orientation and ongoing monitoring is also required to 'ramp up' initiative; and
- The influx of COIA funds has resulted in 2 agencies opening up one or more offices while others have expanded their office space – all to increase service delivery for clients. Multiple or expanded sites stretch capacity of service delivery and require more capacity of staff to oversee and maintain new or expanded programming.

In summary, agencies in the settlement sector have provided the ground work to expand their service delivery capacity through the expansion of work space, either in their original site or by opening multiple offices. There are examples of expansions into co-located facilities (with Newcomer Centres and into a community centre), while other facilities are stand alone.

Aside from concrete considerations, the settlement sector expressed a capacity deficit due to lack of funding for adequate number of settlement staff and among existing staff, lack of funding for professional development so staff can be suitably trained to meet the changing and complex needs of their clientele.

Other Identified Service Needs

The Constitution of the World Health Organization (WHO) defines health as “a complete state of physical, mental and social well-being and not merely the absence of disease or infirmity.”⁴⁰

For newcomers to Windsor and Essex County, access to the health care system can have its challenges. While not a deliberate focus of the Local Immigration Partnership research, participants in focus groups and the consultations, introduced issues related to the accessibility of the health care system. These issues included:

- The desire for greater accessibility (meaning free or low cost) to interpreter or translation services for persons accessing the system in the city or county;
- Need for information regarding access to and preparation of, nutritional food which may not have been a component of their diet in their home country;
- Lack of knowledge or concern on the part of health care professionals which limit accessibly especially for women

(i.e., some immigrant women only wish to be treated by female doctors);

- Awareness of doctors who are fluent in different languages;
- Awareness of medical practitioners who are open to holistic practices as well as western medicine; and
- Increased access to a range of mental health services – from assistance to handling the stress of moving to a new country with its accompanying isolation to the affects of Seasonal Affective Disorder (SAD) on newcomers, up to treatment for people suffering from post traumatic stress and/or victims of torture or abuse.

“Immigrants experience many linguistic and cultural barriers to accessing health care in Canada, but we do not know enough about how these barriers affect health outcomes or the role that health literacy may play. Many health care providers have very limited understanding of immigrant’s health needs including the need to improve trust and communication in addition to providing health information using clear and multiple forms of communication and increasing cultural competencies in health and social services.”⁴¹

Access to mental health services also emerged in the LIP research. The position of the WHO further defined mental health as “a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community.”⁴²

This above definition exemplifies the fact that the term ‘mental health’ implies a broad range of issues which in turn could be addressed by a broad range of programming, depending on the severity of the situation and the intended target populations. The LIP Research revealed a perception that there are an increasing number of immigrants and refugees who could benefit from some level of ‘mental health’ services but who are comfortable accessing services within the settlement sector but may be reticent to access services within the mental health system.

“All the newcomers need social workers... the settlement workers... they say they don’t get into counseling, but all these are newcomers, they need a lot of counseling. They should be funding for social workers. We have to send them to various places for counseling, but each program should have a counselor in place, because they come with

⁴⁰ World Health Organization Fact Sheet #220; September 2007

⁴¹ Dr. Laura Simich. “Health Literacy and Immigrant Populations”; Submitted to Public Health Agency of Canada and Metropolis Canada. March 2009

⁴² Ibid



so much of issues, they need it in order to smoothen the settlement in Canada.”

With consideration for the range of services which could be categorized as related to ‘mental health’, it makes sense to categorize the providers of these services. For example, settlement agencies seem to be appropriate venues for the provision of services designed to help newcomers cope with the stresses of adaption and integration or to serve as a referral service for clients who may require more advanced forms of care. On the other hand, the provision of services for newcomers who have persistent serious mental illness (PSMI) may best be provided by professional mental health clinicians.

Even so, concerns were raised about the ability of mainstream mental health services to respond effectively to the needs of newcomers. *“We can make all the referrals [to mainstream mental health agencies] but if there’s nobody within the agencies or the institutions that is culturally competent, then we’re getting them [newcomers] back”*

“I’ve heard on many occasions about... the need for mental health for newcomers. If it’s not on the radar of the Canadian Mental Health Association, then we need to make a visit and have a sit down with them. That still won’t guarantee that the local health integration network [will provide funding] but at least it’s been put on their radar.”

It is noted that cultural competency can also mean many things including how staff are trained to be aware of unique issues which newcomers can experience, including the cultural stigma attached to mental health services or restrictions to accessing services due to gender issues and/or the time and location when services are offered.

It should be noted that Windsor and Essex County is considered an underserved area with respect to all mental health services, most notably the number of psychiatrists in ratio to population. Mental health services in the county are at an even greater disadvantage. The issue of mental health services for immigrants was also identified in the Needs Assessment conducted by the Windsor Essex Bilingual Clinic:

“Like many other problems identified throughout the needs assessment, one method of coping with mental

health and disability problems is to ignore the problem or to do nothing. This is often the case among new Canadians and immigrant populations in Windsor. Anyone who might be suffering from a mental illness or who has a disability might hide it instead of getting help. Whether they seek help often depends on their individual situation: some come from a culture where disabilities, especially mental illness, are seen as shameful and therefore no one wishes to come forward with it. Others may be coming from war-torn countries and suffer from physical or emotional issues and do not feel comfortable asking for help. Some new arrivals have had bad experiences with authority in their own country, and therefore have a major trust issue with Canadian service providers and authorities. If new arrivals do not know much about what services can be provided, they will not feel safe enough to seek assistance.”⁴³

The Canadian Task Force on Mental Health Issues Affecting Immigrants and Refugees (1988) concluded that migration in itself does not increase the incidence of mental health problems. When accompanied by one of the following seven conditions, however, it becomes a risk factor for psychiatric illness. These conditions include:

- A drop in socio-economic status following migration;
- Inability to speak the language of the host country;
- Separation from family;
- Lack of friendly reception by the host population;
- Lack of ethno-cultural community to provide support;
- A traumatic experience prior to migration; and
- Family migrating during adolescence or after the age of 65 years.⁴⁴

Issues of access to mental health services for immigrants and refugees could include the following: stigma, shortage/lack of mental health professionals who speak various languages, cultural differences regarding how to handle mental health issues, lack of knowledge about existing mental health services/system.

⁴³ Elikem Baeta; Windsor Essex Bilingual Legal Clinic Needs Assessment; 2009

⁴⁴ Canadian Mental Health Association “Immigrant & Refugee Health”; April 2003



Services for Immigrant Women

The LIP Research, in conjunction with a general literature review, indicates that while immigrant women share many of the same settlement challenges as immigrant men, their challenges are exacerbated due to issues such as gender, literacy and family responsibilities. A review of the integration outcomes for immigrant women in Canada was conducted in 2007, with a focus on labour market integration, health and well being. A summary of the issues include the following:

- The decision as to who migrates, where and when, is often a family decision made in the context of what is in the best interests of the family. Women's work behaviour should also be viewed in this light. While not negating the negative impact of sexism and racism on immigrant women's labour force participation, it is also important to recognize that work related decisions may also be made "in the best interests of the family;"
- The de-skilling of women's work and the ready availability of menial work for women also means that immigrant women are more likely to be immediately employable should husbands be unemployed or waiting for credential assessment or recertification;
- Women's child caring responsibilities also have a direct impact on their labour market participation and work experience. Lack of access to child care, or more importantly culturally appropriate childcare, may force women into unemployment or employment in menial and more precarious work environments;

- Professional immigrant women often face the burden of having to recertify and rebuild professional careers without the social capital that helped them combine childcare and career building in their home countries;
- Women's kin work may also affect language acquisition;
- Immigrant women's social integration, in terms of their participation in social networks and their civic engagement often emerges from their kin work and care-giving activities; and
- The violence and abuse in the lives of immigrant women can also be best understood in terms of familial roles and relationships. Considerable domestic stress can occur when the cultural norms surrounding familial roles are disrupted. Immigrant women suffer abuse not because they are female but because they are wives, daughters and mothers.⁴⁵

The authors of the review recommended the following priorities to improve the settlement experiences of immigrant women:

- Policies and programming practices that better reflect the centrality of care-giving in immigrant women's lives;
- Culturally appropriate, gender sensitive service delivery in health care, justice, and education which recognize immigrant women's need to access services both for themselves and on behalf of their families;
- Programs that build capacity in community level formal and informal support systems for families; and
- A review of the policies that may serve to increase the vulnerability of women to economic dependency, poverty, violence, isolation and lack of access to services.

⁴⁵ Madine VanderPlaat; St. Mary's University. Integration Outcomes for Immigrant Women in Canada: A Review of the Literature 2000-2007. Working Paper No. 8-2007; Atlantic Metropolis Centres





Strengthen Local Awareness of Immigrant Issues

Another theme which emerged in the LIP research was the lack of community awareness about the needs and benefits of immigrant settlement in the community and the perception by many immigrants that their contribution is not valued by the community. The examination of the various layers of this issue done by Anucha and Lovell, which includes raising awareness within the broader community, among employers, community leaders, and the media and even among immigrants themselves, is referenced as follows:

“Newcomers spoke explicitly about how they felt other Canadians perceived them and their sense of exclusion by Canadians at times: When the Canadian know that we are newcomers, they look at us differently, as if we are second class citizens...”

It was clear from all the discussions that there is a need for greater understanding and respect towards newcomers from the community and getting ‘mainstream’ organizations and stakeholders to care about and value newcomers. Participants felt that there was ignorance within ‘mainstream’ organizations and in the public towards newcomers, as well as stereotypes and assumptions made about all newcomers:

“People don’t take the time to learn about the person and learn where that person is coming from. They lump you in because your language sounds the same.”

This has perhaps been exacerbated by the changes in the demographics of newcomers in recent years, as well as the events of September 11th:

“The last twenty years, I don’t think we’ve been valuing diversity as much... The community, because the... face of newcomers had changed, again the community wasn’t as open. And 9/11 came. And a lot of fear started happening around newcomers in our community. And not what they bring, but what they cost us. So there are a lot of myths and misconceptions out there. And... I don’t think the leadership from the city council came out, the municipalities in any of the regions were there to create some partnerships to make it a welcoming community... And that’s what we needed. It’s not there.”

Even newcomers themselves are not necessarily open to supporting newer immigrants:

“We are still as a community, not accepting of newcomers, even immigrants that have been here for a long time; they are not accepting immigrants themselves. Some newcomers say I’ve been here for twenty years, I worked very hard, why should I put a hand to help them? Let them do it themselves, let them try it out themselves.”

A major theme was the need to reframe how newcomers are seen and changing public attitudes and values towards immigration. People need to be made aware of the “success stories” of newcomers, rather than just seeing them as newly arrived immigrants or refugees who require services. Newcomers need to be valued and seen as assets and in terms of what they can contribute or bring to the community:



“...we’re trying to highlight the success that newcomers bring to our region... and I can’t get Windsor Star to really understand that... Why don’t you showcase the best, but no, [when] you have to do a story on the ethno-cultural community, you... have to look at [how] someone looks and dresses... It’s always the turban... or someone wearing the hijab. That’s the picture in the paper. You know, it’s not the person from Sweden, the blonde blue eyed that came here.”

Employers need to see how hiring newcomers will benefit them and the economy. One participant also spoke about viewing settlement as a “two way street”, in that both newcomers and Canadians have to adapt in this process:

“We are at an impasse where we have a system for newcomers in Canada and if nobody is shifting, then there is a problem in terms of the vision of what settlement means. As newcomers... we need to adapt to the society. To a certain extent, they are following the rules... knowing, finding about the system. They are adapting in a lot of ways. Do we need to also see then that what the Canadian system itself, where the openings [are] that could be fluid a little bit so that newcomers could come in and change that a little bit.”

A large part of this effort is the need to foster a sense of community or responsibility, of people reaching out to others and giving back. This sense of community needs to go beyond settlement sector and is about getting different sectors (including the private and public sectors) to work together to develop strategies to support the settlement of newcomers. It would also involve getting more settled immigrants to act as a resource in supporting newer immigrants:

“We have to turn to people and say to people, ok, you’ve been here for five years, what are you going to do for the people that are coming in? We have to ask that of each other.”

Participants also spoke about the need for the community to do more to attract and retain newcomers for its own benefit and growth:

“Windsor Essex needs to do more in terms of attracting and retaining newcomers otherwise, we are missing out on ways to expand and diversify our economic base”

Need somebody to take leadership on this and bring people together, but it should be someone from the “mainstream” and not the settlement sector.⁴⁶

The perception that immigrant issues are not understood by the broader community is verified in the market research study conducted as a component of the Integrated Local Labour market Plan (ILLMP) by Workforce Windsor Essex. In a survey of over 600 Windsor residents, it was demonstrated that within the context of the largest issue facing immigrants, that of employment, local residents are unaware of the immigrant’s inability to leverage skills into desired jobs:

- 30% don’t believe immigrants face any disadvantages and 20% said ‘don’t know’ if immigrants are disadvantaged;
- 17% said they (immigrants) receive proper recognition for credentials and work experience while 30% said “don’t know”; and
- 32% believe immigrants are leaving region because of lack of employment opportunities.

The issue of raising awareness and educating the community was also raised in a key theme in the Needs Assessment conducted by the Windsor Essex Bilingual Clinic in 2009: “It is important to educate the community on diversity issues to erase any discrimination or stereotypes that may exist about certain groups of immigrants and refugees coming to Windsor-Essex. Offering more services in different languages would also help ease uncertainty and trust issues among many immigrants. Agencies could even use people from their communities, people of the same ethnicity or who have had similar experiences, especially if they are in positions of power, would help build the trust and confidence that immigrants and new-arrivals have in Windsor’s service providers and agencies.”⁴⁷

The importance of awareness and acceptance within a community and its impact on the successful settlement and integration of immigrants was echoed in the discussion in the Quality of Life study with respect to the factors which lead into secondary migration within Canada:

⁴⁶ Dr. Uzo Anucha and Alex Lovell; “Settlement Issues in Windsor and Essex County”; November 2009 pgs 33-35

⁴⁷ Elikem Baeta; Windsor-Essex Bilingual Legal Clinic Needs Assessment; 2009



“Several individual and community factors influence the phenomenon of secondary migration. Individual factors among persons most likely to migrate include the following:

- Persons in the prime working age range of 25 to 44 years;
- Persons with the highest level of education;
- Skilled workers and refugees; and
- Persons with fewer social supports who express a sense of isolation.

Community factors include the following:

- Presence of an established ethnic/cultural community;
- Economic, educational and employment opportunities;
- Access to public services such as health, transportation and settlement services;
- Community receptivity; and
- General quality of life factors, such as climate, housing market and recreational and cultural opportunities⁴⁸

Planning Immigrant Services in Essex County

The County of Essex has a rich history of immigration settlement. Pockets of Italian, German and Portuguese immigrants have all played key roles in the development of agricultural, manufacturing and now wine industries in Essex County.

The chart below identifies the number of foreign born immigrants in Windsor-Essex (87,170) as a percent of the total population (22.4%), as well as the number of ‘recent’ (2001 to 2006) immigrants (15,165) and the percent that number represents out of the total population (3.9%). This means that just over 22% of the population of Windsor-Essex County – or approximately 87,000 residents – were born outside of Canada. While the majority of the region’s immigrant population (68.7%) lives in the City of Windsor,

the remainder 27,315 (31.3%) reside in Essex County. Throughout the region, immigrants are an important presence, although their numbers vary considerably from city to city. The second largest immigrant population (in the region) is in Leamington with over 26% foreign-born residents. Sizable proportions of immigrants are also present in LaSalle and Tecumseh (17% each), Kingsville (14%, Amherstburg and Lakeshore (11% each) and Essex at 10%.

While the number of recent immigrants represent a small proportion of County municipal populations (usually less than 2 %) with Leamington as the exception with recent immigrants making up 3.3%, it is important to recognize that each county municipality does have a growing immigrant population.⁴⁹

⁴⁸ Federation of Canadian Municipalities –Quality of Life In Canadian Communities; Immigration & Diversity in Canadian Cities & Communities; theme Report #5; 2008 Pg .7; Valerie Pruegger and Derek Cook, An Analysis of Immigrant Attraction and Retention Patterns Among Western Canadian CMAs; Edmonton: Prairie Metropolis Centre; 2007

⁴⁹ Dr. Uzo Anucha and Alex Lovell; “Settlement Issues in Windsor and Essex County”; November 2009 pgs 14-15



NUMBERS OF IMMIGRANTS AND RECENT IMMIGRANTS IN WINDSOR-ESSEX

	Total Population	Immigrants	%	Recent Immigrants	%
Windsor-Essex County	389,590	87,170	22.4	15,165	3.9
City of Windsor	214,260	59,855	27.9	12,280	5.7
Amherstburg	21,600	2,440	11.3	200	0.9
Essex	19,820	1,920	9.7	125	0.6
Kingsville	20,495	2,955	14.4	275	1.3
Lakeshore	33,105	3,605	10.9	410	1.2
LaSalle	27,565	4,710	17.1	555	2.0
Tecumseh	24,200	4,160	17.2	385	1.6
Leamington	28,275	7,485	26.5	935	3.3
Pelee	265	35	13.2	0	0.0

Source: Census of Canada 2006

In a further examination of source countries for immigrants, Italian immigrants are the largest immigrant population in the region making up more than 10% of all immigrants in Windsor Essex. Approximately 60% of the Italian immigrant population lives in Windsor, there are sizable populations in LaSalle, Tecumseh, Leamington, Lakeshore, Amherstburg and Kingsville.

Immigrants from India, Lebanon, Romania and China are overwhelmingly concentrated in the City of Windsor, with very few located in the other municipalities. A sizable proportion of immigrants from the United States (3315 or 43%) and United Kingdom (3035 or 47%) reside in Essex County in a fairly equitable distribution between all the municipalities, with LaSalle having the single highest number of US Immigrants and Amherstburg and Lakeshore with immigrants from the UK. Also, while 75% of the immigrants from Lebanon reside in Windsor, the single largest county pocket is in Leamington.

From the remaining source countries, almost three-quarters of the immigrants from Mexico (71%) are located in Leamington. This is not a surprise as Leamington is an important center of foreign workers in agriculture, although it is not known if these are foreign workers who have immigrated or another group of migrants. Similarly, non-permanent residents comprise a sizable group in Leamington, likely reflecting the reliance of the local economy on migrant labour.

In looking a bit deeper at the patterns of recent immigrants, it becomes clear that the 'source' countries have undergone a significant transformation. Between 2001 and 2006 the majority of newcomers in Windsor-Essex County arrived through the United States (11.1%) followed by India (9.5%), the People's Republic of China (9.3%), Mexico (5.7%), Pakistan (5.1%), Romania (4.7%) and Iraq (4.3%). The only immigrants moving to Essex County in any sizable numbers are from the US (43% again with LaSalle as the most frequent county destination) and Mexico (where 61% went to Leamington). Italy, the United Kingdom and Lebanon are no longer considered strong source countries for immigrants to this region.

It is important to reiterate that throughout the early 1980's, the number of immigrants who identified Windsor as their initial settlement area fluctuated below 1,500 persons. Since 1990, the numbers have grown to well over 2000 immigrants a year. Current statistics show that the number of immigrants settling in Windsor Essex has declined over the past few years, most likely due to the high unemployment rate.

The majority of immigrants are indeed located in the Leamington area. Therefore, the majority of services which are available to meet their social support and settlement needs are located in the Leamington Community Mall: South Essex Community Council, Service Canada, Service, Ontario, City of Windsor Social and Health Services and the Mennonite Central Committee. The mall also contains satellite offices of the Windsor Essex County Health Unit (WECHU), both Boards of Education including staff who travel to Leamington approximately once a month to conduct language assessments, Canadian Mental Health Association, Family Service Windsor, Hiatus House, Credit Counselling and the Duty Council for Legal Aid. Outside of the mall but in the town of Leamington, there is an office of the Leamington Library, Youth and Family Resource Centre, the New Canadian Centre of Excellence Inc, and Health Care providers, to round out the range of core public funded programs.

There are also informal programs for immigrants which includes those operated through faith groups including the Mennonite and Roman Catholic Churches which assist Mennonite, Spanish, Portuguese and Italian immigrants, Cultural clubs, unions and employers also provide support programs in the region. There is an Immigrant Advisory Committee which meets to discuss common service delivery issues.



Migrant Workers

Migrant workers come in the community usually under two government programs: the Seasonal Agricultural Worker Program and the Low Skills Worker Program. Approximately 5000 workers come through the first program on an annual basis and numbers for the latter program were not available. Migrant workers can stay in Essex County up to 9 months depending on services required. Migrant workers are not eligible for CIC funded programs, but they can access ESL classes, literacy classes offered through Frontier College (provided by volunteers either at farms or in town) or through English programs offered through the Migrant Worker's Community Program provided by volunteers.

While migrant workers are not eligible for many government support services, the Coordinator of the Migrant Worker Community Program⁵⁰ suggested the following as service gaps for this population:

- Health and service information needs to be available in additional languages. While the Seasonal Agricultural workers tend to be fluent in Spanish, workers who come in under the Low Skills program are coming from Thailand, Guatemala and the Philippines;
- Workers need interpretation/translation services especially to access the health care system;
- Transportation – they could benefit from a bus system;
- More access to computers with internet access.

Service Provision

In reviewing the changing demographic features of Essex County in the larger context of the Local Immigration Partnership research, key issues did arise which pertain to the delivery of settlement and employment services for immigrants living in Essex County. These include:

The challenges associated with providing finite level of service to clients who are geographically dispersed through the county. Even though the services have been clustered primarily for ease of access, it remains very difficult to access service in the absence of a public transportation system – within Leamington, within Essex County and between parts of Essex County and Windsor. The absence of a transportation system leads to a sense of isolation for immigrants and impedes their ability to access services and/or employment;

One of the biggest challenges is that unless you are living in the core of Leamington, getting around is really difficult. Transportation is really, really difficult... a huge issue. I don't think that funders understand that at all – that transportation in the county is a completely different animal than it is in an urban centre like Windsor or Toronto."

Even when transportation is available, it can be hard for county residents to find information about services offered in Windsor. Efforts are made by county service providers to provide information on services only available in Windsor, but the flow of written or verbal information can be inadequate.

The City of Windsor often complains that the universe doesn't end at Toronto or at London. But the universe does not end at Windsor either. They complain about that, and yet they treat the county exactly like that.

Accessing language classes can also be difficult. In addition to transportation issues, the lack of a large number of students, particularly at the higher language levels, can result in a shortage of advanced or occupation specific language classes." Formal language assessments are usually conducted on a monthly basis but can occur more frequently if requested by the LINC provider to meet the demand.

When I arrived in the country, it was very difficult for us because of the language barrier... it's very difficult for us to enter school right now to learn English because there's no place available and it's one of our priorities. It's a great need for us to learn the language to be good citizens and to give back to the community here in Canada.

On a related note, there is a shortage of trained interpreters and translators, who can be called upon to assist immigrants to access health care providers who are often located in Windsor. More specifically, the shortage in Essex County and in Windsor may be the shortage of formally training translators, as well as translators whose services are either free or available for a minimal cost.

The categorization of newcomers and immigrants, and their eligibility for service based on the CIC categorization, seems most evident in Essex County. Migrant workers and refugee

⁵⁰ Conversation with Charlene Houle, Executive Director of the Migrant Worker Community Program; January 2010.



claimants (unlike convention refugees) are not eligible for CIC settlement and language programs. While these populations compose a significant part of the immigrant population, they are only able to access the provincially funded settlement and English as a Second Language (ESL) programs which are fewer in number due to limited funding.

Immigrants living in Essex County are often employed in the agricultural or food processing/manufacturing industries. This type of employment has long hours. Services which are focused on promoting enhancement of language skills need to be flexible with respect to the times, days and location where classes are offered. It has been noted in the LIP research, that many immigrants prefer the company of their own cultural group, with classes taught by member of that cultural group. While this may be the preference, this option can be difficult to implement in the county where there is minimal funding for classes with few students.

The unique differences among cultural groups in the county coupled with minimal English language skills, makes settlement and integration for persons who are not enrolled in classes or employed, especially difficult. At home, parents

and seniors can be very isolated due to the rural setting. Models for services for these populations can be casual 'classes' which work to blend language training and Canadian culture into informal settings and activities.

The agricultural sector is relying increasingly on persons with an agricultural diploma from an accredited college. As mechanization increases, the need for unskilled labour decreases.

In reviewing the individual, community and systemic challenges identified through the overall LIP research and the discussion of the Integrated Local Labour Market Plan, there is a sense of magnification of the problems due to the limited resources and lack of a regional transportation system. However, many of the key areas for growth in the region are located in Essex County including Agri-business, Manufacturing (non-automotive), Construction, and Hospitality and Tourism. The enhancement of settlement and language services in Leamington and throughout Essex County will not only to address outstanding needs of residents, but will also serve as an investment in the future growth of Essex County.



Language Training Class





Planning Immigrant Francophone Services

Over one-half million Ontario residents consider French to be their primary language – they are Francophone Ontarians. According to the 2006 census, this represents 548,940 persons in Ontario or 4.8% of the province's total population. The plurality live in Eastern Ontario (41.3%), followed by Central Ontario (25.6%), Northeastern Ontario (25.2%), our region of Southwestern Ontario (6.3%) and Northwestern Ontario (1.6%).

The Francophone community in Southwestern Ontario (Essex, Kent and Lambton counties) decreased by 9.1% between 2001 and 2006. In Essex, the area with the largest Francophone community in the region, there was a 10.5% decrease (1,765 people) in the Francophone population from 16,760 to 14,995. In spite of the decreasing numbers, the Francophone community in SW Ontario is substantial – over 20,000 people.⁵¹

A growing demographic subset of the Franco Ontario population is the number of Francophone immigrants arriving in Ontario. The number of Francophone immigrants arriving in Ontario has increased over the past 10 years:

- Between 1991 – 1995: 15,000
- Between 1996 – 2000: 18,000
- Between 2001 – 2006: 23,000 .

Parents play a very significant role in the preservation of French as their mother tongue. French is cited as the language spoken most often in the home for 56.5% of Francophone residents. This practice varies however, according to the parent. When the female of the household reports that French is her mother tongue, 34.2% of children maintain their mother tongue. When the father reports that

French is his mother tongue, only 14.6% of the children maintain French as their mother tongue.

Within the school system, 88.3% of Francophone youth hold at least a high school diploma, compared to 86.1% of their counterparts in the general population. The percentage of Francophone youth who finish high school is higher than the percentage of youth in the general population. This is true for every region of the province. The number of Francophone youth who have a university degree is comparable to this age group in general (12.4% compared to 12.6%). It is also noted that more young Francophone women than men graduate from university (15.6% compared to 9.0%).⁵²

Outside of the home, the use of the French language in the workplace is relatively strong, two out of every three Francophone (67.4%) report that they speak their mother tongue in the workplace on a daily basis.

Francophone seniors seem to face many challenges, in comparison to other seniors in terms of their social and economic quality of life. These characteristics, which may well be interconnected if one considers the social determinants of health, include:

- Francophone seniors tend to be less well-educated;
- Their average total income is lower than for the general senior population in Ontario;
- The percentage of Francophone seniors living below the LOC income cut-off is higher than Ontario's senior population as a whole (17.8% compared to 14.6%) and the number of Francophone women who live below the low income cut-off is twice as high as Francophone men (22.8% compared to 10.8%); and

⁵¹ Ontario Trillium Foundation; Your Community in Profile: Essex, Kent, Lambton; 2008

⁵² "Highlights from the General Profile of Francophones in Ontario", Statistical Profile, 2005.



- Their activity rate is lower than that for seniors in the general population and the activity rate for Francophone women is significantly lower than for men (4.3% compared to 10.5%).

The LIP research identified issues affecting newcomers to the local Francophone community, issues which are primarily in the sphere of access to service and employment. As part of the LIP research, one focus group and one community consultation session were conducted. Participants at these sessions included Francophone Service providers as well as immigrants from our community. The discussions identified key issues that are pertinent to Windsor/Essex. The following is an excerpt from the research finding:

- Though Canada is officially bilingual there are few services in French in the Windsor-Essex county;
- Due to the shortage of services, there are long wait-times for appointments;
- There are limited choices for French-language post-secondary education;
- There are no French-speaking doctors;

Francophone immigrants who arrive in Canada, may not be fully aware that knowledge of only French will present challenges to finding employment in parts of this country outside of Quebec.

“The linguistic debate in the country is a problem– the lack of French-language services in Ontario and the lack of and dislike of, English in Quebec pose a particular problem for immigrants. It is us who lose and whose integration is made more difficult. Canada should solve its language problem”.

Residents of Windsor/Essex County are seeking quality French-language services that are at least equivalent to those offered in Canada’s other official language. They feel that the provincial governments needs to better respond to the need of francophone newcomers.

If a program was established to ensure that the francophone immigration targets for Windsor – Essex reflected more closely that of the region’s francophone population this would allow the francophone population to grow. This in turn would allow the francophone community to counteract more effectively the assimilation of their francophone population; and strengthen the

capacity of francophone organizations to offer quality services to francophone by francophone.

The National Consultation on Settlement and Language Needs heard similar results from Francophone participants across the country. “Newcomers identified needs for more accessibility and higher quality French services suggesting that bilingual services are most often inadequate and in some cases, unavailable.”⁵³

In 2006, the Honorable Monte Solberg, Minister of Citizenship and Immigration, launched the Strategic Plan to Foster Immigration to Francophone Minority Communities, a five year plan based on the adoption of a strategic approach to foster attraction, integration and settlement of Francophone immigrants in minority communities.

The objective of the Network is to bring support to the Citizenship and Immigration Canada-Francophone Minority Communities Steering committee and its Sub-Steering Committee in implementing its five objectives which gears towards fostering immigration within the Francophone minority communities. Their objectives are very much in line with the Local Immigration Partnership of Windsor/Essex County but with a focus on Francophone immigrants.

Their five objectives are as follows:

- Increase the number of French-speaking immigrants, to give more demographic weight to Francophone minority communities;
- Improve the capacity of Francophone minority communities to receive Francophone newcomers and to strengthen their reception and settlement infrastructures;
- Ensure the economic integration of French-speaking immigrants into Canadian society and into Francophone minority communities in particular;
- Ensure the social and cultural integration of French-speaking immigrants into Canadian society and into Francophone minority communities; and
- Foster regionalization of Francophone immigration.⁵⁴

Acknowledging that the LIP Research will serve as a supplement for the broader planning being done by the Local and Provincial Francophone communities, the following “best practice” was identified for the delivery of Francophone services, and is offered as consideration:

⁵³ Interquest Consulting; “Consultations on the Settlement and Language Training Services Needs of Newcomers.” In support of the Canada-Ontario Immigration Agreement; Sept 2006; Funded by Citizenship and Immigration Canada

⁵⁴ Francophone Immigration Network System, Alain Dobi; February 2008.



- The HOST Program is used in one Francophone Minority Community and is considered highly effective. The program is designed to ease the challenges faced by newly arrived immigrants and refugees by matching them with trained volunteer hosts from the Francophone community. The Host family provides emotional support, help the newcomer integrate as quickly as possible, and help to refer them to the right sources. The Host family also assists in other ways by educating the community by creating greater understanding of the positive contribution that immigrants give to the Canadian society.

It is extremely important if Canada wants to keep the Francophone community alive to have enough services offered in French, there needs to be the equivalent services in French as there is in English. If the French services are not there, Francophone will utilize the English agencies and their heritage will no longer be preserved.

Planning Services for Refugee Claimants

Over the past three years, the City of Windsor has welcomed various refugee groups. Between September 2007 to the end of 2008, approximately 1500 refugee claimants entered Canada through the Windsor/Detroit border, often after living and working illegally in the United States for many years. These refugee claimants requested asylum in Canada and once in the country, were obliged to file a claim with the Federal Government for permanent status. The length of time taken by the Federal government to decide their status can vary from 18 months to over 5 years, depending on the complexity of the case and need for substantive information. This can leave the refugee claimant ineligible for CIC services, although they are eligible for Provincial programs and social assistance (Ontario Works).

In addition to the challenges faced by all newcomers, refugee claimants face some distinctive challenges because of their status. The first challenge is the challenge of not being eligible for CIC-funded programs. Participants spoke of the stresses of waiting to get status, so that they could move on

with their lives here in Canada and start supporting their families. They described the challenges of not being able to upgrade their education while they are waiting to get through the refugee status determination process.

Participants also spoke of the ways in which the immigration system is difficult to navigate and understand. They wished that the system was more flexible, for example in being more lenient in the strict requirements for documentation or make it easier to reunite with family members. One concern that repeatedly was raised is the expense of updating their medical file every year.

Another common theme was the separation of some participants from their family members, especially children, and their efforts to try and bring them to Canada. Participants also spoke of the difficulties in finding housing that was affordable, given the small amount of money they receive from social assistance and difficulties in finding work and being unable to afford re-training.⁵⁵

⁵⁵ Dr.Uzo Anucha and Alex Lovell; "Settlement Issues for Newcomers in Windsor and Essex County"; Nov 2009. Pg 39





Recommended Settlement Strategies and Action Plan

The goal of the Windsor Essex Local Immigration Partnership initiative was to develop strategies in the following areas:

1. Improve access to, and coordination of, immigrant integration services
2. Improve labour market outcomes for immigrants; and
3. Strengthen local awareness and capacity to integrate immigrants

To achieve these goals it is recommended:

1. That Citizenship and Immigration Canada stabilize funding allocations to Service Provider Organizations (SPOs) in Windsor and Essex County;
2. That Citizenship and Immigration Canada (CIC) and all funders reference the findings of this report as part of their allocation processes;
3. That Citizenship and Immigration Canada fund the Windsor Essex Local Immigration Partnership (LIP) Council to continue its work to enhance newcomer services in Windsor and Essex County; and
4. That Citizenship and Immigration Canada and all funding partners continue to participate in the Local Immigration Partnership planning process to firmly establish an environment of trust and open communication among all stakeholders.

In order to Improve Access to, and Coordination of, Services for Immigrants, the Windsor Essex LIP Partnership Council recommends the following priorities:

To Meet Individual and Community Challenges

- Promote 211 Windsor Essex as the first source for reliable, accurate and up-to-date local information for newcomers, service providers and all community partners;

- Plan a coordinated approach for newcomers to receive information and case management regarding all services, including faith-based and cultural networks, which can assist with settlement process.
- Match settlement service capacity to client needs through the use of a continuous quality improvement model of service;
- Enhance access to language services for immigrants living in Essex County;
- Apprise the Local Health Integration Network (LHIN) of the challenges related to accessing health care services by immigrants and urge the Ministry of Health to address these challenges.

To Meet Systemic Challenges

- Advocate with Essex County regional and municipal governments regarding the importance of a public transportation system and county wide telecommunication as means to enhance access to services and employment opportunities for immigrants residing in Essex County; and
- Enhance the community's capacity to provide qualified and affordable translation and interpretation services; and
- Continue to liaise with Local and Provincial Francophone planning groups to enhance services and employment opportunities for Francophone newcomers.

In order to Improve Labour Market Outcomes for Immigrants, the Windsor Essex LIP Partnership Council recommends the following priorities:

To Meet Individual Challenges

- Urge all funders to provide child minding and transportation supports to allow all newcomers to access and benefit from settlement and language programs;



To Meet Program or Community Challenges

- Develop specific strategies to promote the benefits of hiring immigrants to small and medium size employers;
- Develop a series of educational workshops to provide labour market information to community partners; and
- Coordinate mentoring and bridging programs to promote ease of use by employers and immigrants.

To Meet Systemic Challenges

- Integrate immigrants into the Windsor Essex labour force by leveraging knowledge, skills and experience, outlined as a priority in the Integrated local Labour Market Plan

In order to Strengthen Local Awareness and Capacity to Integrate Immigrants, the Windsor Essex LIP Partnership Council recommends the following priorities:

To Meet Program or Community Challenges

- Promote community participation and civic engagement among immigrants in Windsor and Essex County.

To Meet Systemic Challenges

- Develop and coordinate a public awareness campaign which promotes multiculturalism and the benefits of settlement and integration in Windsor and Essex County.



Appendix A:

Local Immigration Partnership Council

Windsor Essex Local Immigration Partnership Council

SETTLEMENT

- **Multicultural Council of Windsor and Essex County**
Kathy Thomas, Executive Director
Lisa Kolody, Director of Programs and Operations
- **New Canadians' Centre of Excellence Inc.**
Reza Shahbazi, Executive Director/
Iole Iadipaolo, Director of Settlement
and Inclusion Services
- **South Essex Community Council**
Carolyn Warkentin, Executive Director
- **YMCA of Windsor and Essex County**
Jacqui Rumiel, Director
Melissa East Aspila
- **Windsor Women Working with Immigrant Women**
Padmini Raju, Executive Director
- **Women's Enterprise Skills Training Of Windsor Inc.**
Rose Anguiano Hurst, Executive Director

EDUCATION

- **Collège Boréal**
M Esdras Ngenzi, Regional Manager
- **Conseil Scolaire de District Des Ecoles Catholiques Du Sud-Ouest**
Frédéric Rivière, Directeur de Services
- **Greater Essex County District School Board**
Ina Berard, Coordinator, Newcomer Centre
- **Greater Essex County District School Board Language Assessment Resource Centre**
Debra DiDomenico, Director
Margaret Villamizar, Language Assessor
- **University of Windsor – Department of Sociology**
Dr. Glynis George/ Dr. Jane Ku
Sociology & Anthropology/Women's Studies
- **Windsor-Essex Catholic District School Board**
Linda Staudt, Superintendent of Education
Delores Maillott, Coordinator Newcomer Centre

EMPLOYMENT – RELATED

- **Leamington District Chamber of Commerce**
Christine Chopchik, General Manager
- **Windsor & District Chamber of Commerce**
Zulfqar Ali, Senior Marketing Researcher
Union Gas Ltd
- **WindsorEssex Development Commission**
Roxana Gosman
- **Workforce WindsorEssex**
Diane Soucie, Executive Director
Donna Marentette, Project & Board Coordinator

OTHER STAKEHOLDERS

- **Newcomer Representative**
Fatima Abdu-Rabin
- **Essex County Library System**
Janet Woodbridge, Director, Essex County Library
- **Mayor's Senior Advisory Committee**
Amarjit Chahal
- **Mayor's Youth Advisory Committee**
Denny Timm
- **St .Mary's Family Learning Centre**
Linda Edwards, Executive Director
- **Salvation Army Windsor Community and Rehabilitation Centre**
Major Malba Holliday, Executive Director
Steve Spanos
- **Windsor-Essex Bilingual Clinic**
Jessie Iwasiw, Executive Director
- **Windsor Essex Community Housing Corporation**
Jim Steele, CEO
- **Windsor Essex County Public Health Unit**
Line Lauzon, Manager
Infectious Disease Control Department
- **Windsor Public Library**
Jean Foster, Acting Chief Executive Officer



Windsor Essex Partnership Council – Resource Group

- **Canada Border Security Agency (CBSA)**
Paul Susko/Mark Lukaniuk – Chief of Operations
- **Citizenship and Immigration Canada (CIC) – Windsor Office**
Diane Holden, Supervisor Settlement Programs
Rob Bruce, Manager
- **County of Essex**
Brian Gregg, CAO
- **Ontario Ministry of Citizenship and Immigration – Regional**
Yvonne Ferrer, Manager
Settlement and Diversity Unit; Immigration Branch
- **Ontario Ministry of Citizenship and Immigration – Windsor (MCI)**
Ghislaine Brodeur, Regional Advisor
Regional Services Branch
- **Ontario Ministry of Training Colleges and Universities (MTCU)**
Irene Kent/John Alexander – Service Delivery Coordinators
- **Trillium Foundation**
Sandy Braendle /Karen Kahelin/Colleen Mitchell
- **United Way /Centraide of Windsor and Essex County**
Sheila Wisdom, Executive Director
Lorraine Goddard, Senior Director
- **City of Windsor**
Teresa Piruzza, Executive Director of Employment and Social Services
Ronna Warsh, Community Development & Health Commissioner

Appendix B: Schedule of Meetings

Windsor Essex Local Immigration Partnership Council

Meeting #1	January 27/09	Caboto Club
Meeting #2	February 11/09	United Way
Meeting #3	August 20/09	Windsor Public Library
Meeting #4	November 18/09	Fogolar Furlan Club
Meeting #5	November 25/09	City of Windsor – Parks Boardroom
Meeting #6	December 8/09	Windsor Public Library
Meeting #7	January 6/10	Caboto Club
Meeting #8	January 21/10	Caboto Club
Meeting #9	January 27/10	Essex County Civic Centre



Appendix C:

Inventory of Newcomer Services

SETTLEMENT SERVICES

ISAP- Immigrant Settlement and Adaptation Program

NSP-Newcomer Settlement Program

- **Collège Boréal** – assistance with integration and support for Francophone newcomers
- **Multicultural Council of Windsor Essex County (MCC)**
 - HOST – newcomers matched to Canadian volunteers
 - HOST – Youth Leadership Program
 - Windsor Resettlement Assistance Program (WRAP): Conventional refugees (includes airport reception, temp accommodations, array of assistance provided)
 - Newcomer Settlement Program (NSP) – short term individual or group
- **New Canadian's Centre of Excellence Inc (NCCE Inc.)**
 - SWIS: Settlement Workers in Schools program: assist newcomer students and their families settle in their school and in the Windsor-Essex with Occasional Child Care
 - New Canadians Settlement and Integration Services: provide settlement and integration services to newcomers in Windsor-Essex with Occasional Child Care,
 - Library Settlement Partnership settlement workers in libraries assist newcomer families and children with library and community services and programs with Occasional Child Care
 - NRC: Newcomer's Reception Centres with childcare
 - IMPACT – Youth programs focusing on leadership, communication skills and issues affecting immigrant teens today
- **South Essex Community Council (SECC)**
 - NSP – information and referral service for newcomers
 - ISAP ; Settlement services in German and Spanish
- **Windsor Public Library (WPL)**
 - Library Settlement Partnership (with NCCE)
- **Windsor Women Working with Immigrant Women (WWWIW)**
 - Information and referral on social services, advocacy
- **Women's Enterprise Skills Training (WEST)**
 - ISAP: information and referral. Support services and counseling; information and referral on social services.
 - WEST on Wheels portable classroom and computer lab with internet connectivity, childcare available. Topics and locations vary
 - NSP – information and referral for newcomer women including refugee claimants
- **YMCA of Windsor and Essex County (YMCA)**
 - (ISAP) information and referral. Preparation of necessary documents, including certified translation in over 20 different languages. Supportive counselling, advocacy and group support.
 - Specialized Monthly Group Support Events. Various Support Groups. Language Specific Information Sessions
 - Newcomer Settlement Program: Settlement services for refugee claimants & new Canadian citizens



LANGUAGE TRAINING

ESL: English as a Second Language

LINC: Language Instructions for Newcomers to Canada

ELT: Enhanced Language Training

- **Collège Boréal**
 - LINC –level 1 – 3
 - English for the Workplace LINC – level 4 – 6
 - Enhanced Language Training (ELT) for IT and Communication Technology
 - French as a second language
- **Conseil scolaires de district des écoles catholiques du Sud-Ouest**
 - Anglais Seconde Langue
 - Amélioration du français
- **Greater Essex County District School Board (GECDSB)**
 - ESL
- **Language Assessment Resource Centre (LARC)**
 - Conducts English language assessments for adults
- **MCC**
 - LINC: Literacy – Level 7
 - Pronunciation/Conversation Level 1-7
 - English as a Second Language (ESL)
 - English tutorials
 - Enhanced Language Training – Customer Service and Hospitality
- **NCCE Inc.**
 - LINC: Literacy to Level 7 with childcare;
 - LINC for seniors – specialized English language training classes
 - ELT: specialized language and job placement training for entrepreneurs, investors and internationally trained professionals with childcare
 - Conversational Tutoring Program for Adults
- **SECC**
 - LINC with child minding
- **St. Clair College**
 - ESL
- **Unemployed Help Centre**
 - Sector Specific Orientation Terminology Training Information and Counselling
- **University of Windsor**
 - ESL
- **WEST**
 - LINC: Levels 1-7 with child minding
 - ELT: upgrading college level classes, work placement, language training in 2 fields: Finance/Accounting and Administration. Childcare available.
 - Bridge to Work (BTW) – Collaboration with University of Windsor and Certified Management Accountant (CMA Ontario), offers upgrading courses, advanced language training other assistance to write the CMA (Certified Management Accounting) exam leading to licensure for internationally -trained accountants in Canada. Childcare available.
 - Communicating Effectively in English: intensive training in English for Internationally trained Health Care professionals; In partnership with Health Force Ontario, to provide Study Session for Internationally Medical Graduates (IMG).
- **Windsor Women Working with Immigrant Women (WWWIW)**
 - LINC Classes: Levels 1-6, Seniors Classes,
 - Communication and Pronunciation 1, 2 &3,
 - Literacy 1, 2, 3
 - ELT – customer service/call centre, Investing in Women's Future (IWF)
- **Windsor Essex Catholic District School Board (WECDSB)**
 - ESL (4 levels)
- **Windsor Public Library**
 - Adult Literacy initiative
- **YMCA of Windsor and Essex County**
 - LINC: Literacy to Level 7 with child minding.
 - Conversational tutoring for adult
 - ELT for Health care Professionals: 10-week English language course designed to improve speaking, listening, reading, and writing skills for internationally trained newcomers in the health care field.



LABOUR MARKET SERVICES

- **City of Windsor**

- Ontario Works Staff/Employment Resource Centre

- **Collège Boréal**

- Francophone services: Information and Resource Services, Employment Planning, Preparation and Job Development

- **MCC**

- Life skills, employment and career counseling – adjusting to Canadian culture, job search interview skills, Employment Training Programs

- **NCCE Inc.**

- Employment Portal for Windsor-Essex Region: employment assessments, workshops, prescreened job leads and specialized assistance for internationally trained professionals with occasional child care
- Job Search Workshop: short-term pre-employment workshops designed for recently arrived newcomers
- Job Club: short term program offering employment counseling, job search techniques and labour market information
- Mentorship Program: pairs experienced professionals with internationally trained Professionals for advancement in the community.
- Computer training
- Business Development Advisors: Provide ongoing support and assistance to Newcomer clients with writing their business plan, attend consultation meetings and conduct information sessions/workshops.

- **SECC**

- Job Connect includes: information sessions, interpretation services, counseling, job placement/subsidy programs Information and Resource Service
- Employment Planning and Preparation Job Development and Placement Support

- **WWWIWW**

- Employment assistance; counselling, guidance to foreign trained professionals and tradespersons for certification processes, mentorships, networking
- Assists Internationally Educated Teachers (IET) with certification and hiring process and guidance to foreign trained professionals and trades people for certification; job search and support, mentorship, networking,

- **UHC**

- Employment programs; ‘Speak English’ Café; counseling on sector-specific terminology

- **WEST**

- Advanced Computer Training – Authorized Testing Centre for Microsoft Computer Application Specialist – Word and Excel. 5 week instructor Keyboarding and Basic Computer Operations: 5 week, instructor led support on keyboarding and computer basics.
- Employment Assistance Services: range of support including individual assessments, action planning, resume support, resource centres with computers, telephones, internet access.
- Job Club – WEST Works – a weekly job club offering in-class and individual support for low-income job seekers.
- Job Placement Services – job-ready participants placed in established organizations to learn new skills and Canadian workplace norms and refine existing skills.
- Networking Opportunities – participants engage with local organizations and forums to interact with business professionals, building confidence and awareness.

- **YMCA**

- Job Search Workshops: Vocational training- job search workshops, labour market access, special workshops for internationally trained engineers, trades people, physicians and newcomer women

- **Centre de ressources et recherché en emploi**

- Employment assistance for Francophones and Anglophones, 2nd Career, Skills Development, bilingual services offered



OTHER SERVICES FOR NEWCOMERS

Children's Programs

- **NCCE Inc:**
 - Summer Day Camp: for newcomer children ages 4 to 12
 - Occasional Child Care: qualified (ECE) Early Childhood Educator provides care and supervision of children whose parents are at the same site utilizing SWIS, NCSIS and JSW programs; Occasional Child Care services are available on site or off-site. Available for newcomer children ages 6 months to 10 years

- **YMCA**
 - Summer Camp

- **WEST**
 - Summer programs for school-aged youth

Citizenship Preparation

- **NCCE** – Preparation
- **SECC** – Preparation
- **YMCA** – Preparation

Clothing

- **WEST**
 - Ready for Work – Clothing Exchange Program

Cultural Awareness/Anti Racism

- **MCC** – Cultural Diversity training
- **United Way** – Cultural Competency

Education

- **Centre Alpha Mot de Passe**
 - literacy and upgrading for francophone adults
- **Collège Boréal**
 - Francophone, Academic Upgrading,
- **CSDECSO**
 - Secondary School Diploma Adult Program, High School Equivalency

- **GECDSEB**
 - High School Equivalency

- **St. Clair College**
 - College and Employment Preparation Courses

- **WEST**
 - GED/OSSD– classroom-based instruction offering preparation leading to writing of high school equivalency test at St. Clair College, childcare available.

- **University of Windsor**

Emergency Shelter/Housing Assistance

- **City of Windsor**
 - emergency shelter

- **Housing Information Services**

- **Matthew House**
 - Emergency shelter/assistance for refugee claimants

- **Salvation Army**
 - Emergency shelter for men

- **Welcome Centre**
 - emergency shelter for women

- **Windsor Refugee Office**
 - Emergency shelter/assistance for refugees

Health

- **MCC**
 - Health Connect – cultural competencies for health organizations

- **Windsor Essex County Health Unit**

Social integration

- **NCCE**
 - Social integration
- **SECC**
 - Social Integration



- **YMCA**
 - Men's immigrant integration group/Women's immigrant integration group

Translation and Interpretation

- **MCC**
 - Interpretation and Translation Service
 - Victims of domestic violence
- **NCCE**
 - Document translation
- **SECC**
 - Interpretation and translation
- **YMCA**
 - Interpretation and translation

Youth Programs

- **Collège Boréal**
 - Summer Job Service
- **MCC**
 - HOST Youth Leadership

- **NCCE Inc.**
 - Youth Resource Centre: assist newcomer youth with social, cultural and leadership skills, while building and enhancing positive relationships open to new Canadian youth between the ages 13-17 and 18-24.
 - Job Search Workshops for Youth (18-24): Are designed to prepare newcomer youth for Canadian labour market
 - LINC for Youth – specialized English language training classes for youth 18-24
- **SECC (Kingsville Site and Leamington site)**
 - Employment Planning and Preparation (16 and over)
 - Job connect: Development and Placement Support
- **WEST**
 - Empowered Diverse Group for Education and Employment (EDGE2) an ISAP leadership program for in-school youth
 - Summer programs for school-aged youth
- **WWWWW**
 - Newcomer Art Project (women 15-24 years)
- **YMCA of Windsor and Essex County**
 - Newcomer Youth Leadership Program: offers: Leadership Training and skills such as communication, event organizational and program instruction
 - Volunteerism opportunities to take part in community service projects

As of December 2009





Citizenship and
Immigration Canada

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www.weimmigrationpartnership.com