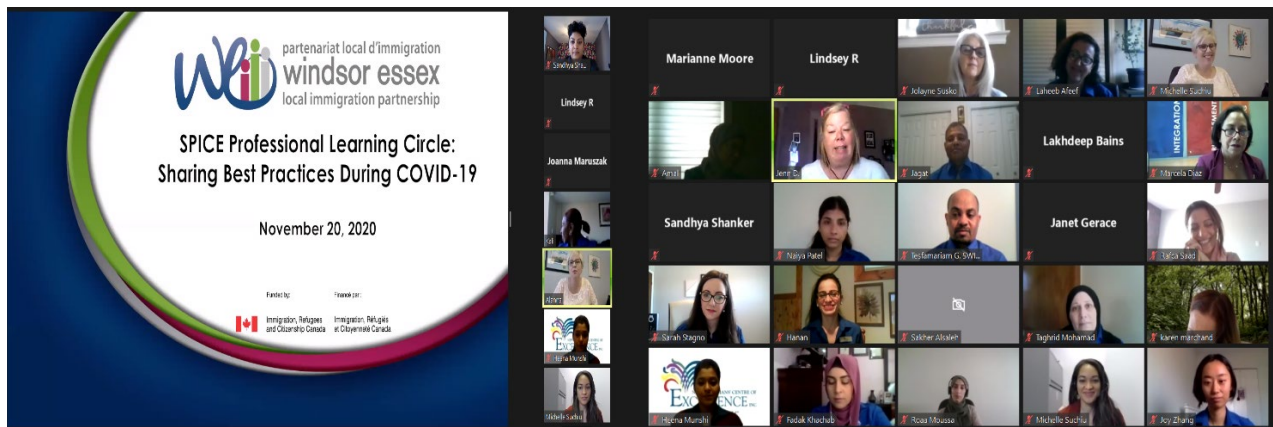


The WE LIP Settlement Partners Information Communication Exchange (SPICE) Committee has been meeting regularly since the winter of 2013. The meetings provide valuable opportunities for representatives from local Newcomer Service Providers and City of Windsor Employment and Social Services, and Housing and Children’s Services departments to exchange information, learn about each other’s operational models and problem solve challenges experienced while serving their mutual clients. The committee planned its sixth Professional Learning Circle (PLC) which took place on Friday, November 20, 2020, from 12:30 PM to 2:30 PM with 124 participants.

This professional development event provided an opportunity for front-line staff to meet virtually through Zoom, to share information and provide opportunities to seek clarification on specific topics that affect the successful settlement and integration of immigrants into WindsorEssex. Prior to the PLC, a survey was developed and disseminated to determine best practices during COVID-19. The responses from the survey were then summarized and a number of SPICE Committee members presented their best practices during the PLC. Additionally, information was shared through presentations on topics such as Immigration, Ontario Works and Housing; participants were provided an opportunity to submit related questions during the event through the available chat option.

### SPICE PLC Agenda

- Housing Services Act (HAS) Regulatory Change Update
- Ontario Works Update
- Sharing Best Practices During COVID-19
- The New Normal
- Welcoming Government Assisted Refugees to Windsor during COVID-19
- Changes to Processing Refugee Claimants





partenariat local d'immigration  
**windsor essex**  
local immigration partnership

**COVID-19  
CORONA VIRUS**

March 12<sup>th</sup> 2020 at 4:05pm  
VS  
TODAY

Valerie Hodgins - CCFWEK

*Participant feedback:*

*"Thank you so much for all the useful info and tips you provided during the session!"*

*"A nice mix of light hearted yet important information with relevant information required for our agency."*

*"Everything was very interesting and helpful."*

*"Thank you so much for organizing this event. As a newcomer to the field, I found it wonderful, informative and welcoming."*

*"Everyone did an amazing job. Look forward to next years event"*

*"Thank you, this was very appreciated at this time of anxiety and stress experienced by most."*

**SHARING BEST PRACTICES  
DURING COVID-19**

**Moving from In Person  
to Virtual Services and Supports**

Roa Moussa  
Newcomer Settlement Advisor  
YMCA of Southwestern Ontario

Roa Moussa

To access some of the presentations, please check out the 2020 WE LIP SPICE Professional Learning Circle webpage found [here!](#)

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