



County of Simcoe
Social and Community Services
Children & Community Services
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MINUTES

MEETING DATE: 4/25/2013

MEETING TIME: 2:00 – 4:00 pm
New Techumseth-Ramara Boardroom

ATTENDANCE: S. Lee (LIP); T. McAlmont (County of Simcoe); R. Milne (Councillor, County of Simcoe); B. Saniga (Catlapa); Y. Skybin (YMCA Newcomer Services Simcoe/Muskoka); L. Westcott (Green Haven Shelter for Women); D. Woods (Child Youth & Family Services Coalition of Simcoe County); N. Manzone (BSW Student, Coalition); R. Griffiths (LIP, recording secretary); R. Wisken (LIP)

REGRETS: S. Peddle (David Busby Street Centre); G. Webster (OPP)

SUBJECT: Human Services Sub-Council Meeting

1) Welcome

S. Lee welcomed the group on behalf of G. Webster who was unavailable to attend.

2) Community Updates

- T. McAlmont – Attended the first National Data Consortium meeting last week. He reported an interesting discovery that one of the most frequently requested information packages was for immigration information.
- R. Milne – Gearing up for the Portal Launch in New Techumseth
- B. Saniga – Noticing an increasing trend of families who have chosen Simcoe County, specifically Bradford, who are experiencing a real difference in their quality of life compared to their country of origin. A cultural surprise was identified between their perception of what life would be like in Canada and the reality. Breaking down the feelings of isolation by connecting newcomers with each other is a key successful integration. Educating newcomers of their rights, roles and responsibilities as well as service providers' approaches continues to be a focus.
- D. Woods - Looking forward to working further on the Learn Together, Grow Together Conference.
- N. Manzone (BSW Student with child Youth Family Services Coalition of Simcoe County) - Throughout her placement she worked with the strategic plan, task groups and planning table. Analyzing the survey results from the planning table survey and how they align with the coalitions goals was a key task for her.
- Y. Skybin - Reported on her personal experience assisting with the interpretation process. Often there seems to be a disconnect between the actual words being said and what is understood by the newcomers, frequently due to language comprehension. An important

element of the translation process, that is sometimes omitted, is the reason the questions are being asked.

L. Westcott – Shared a story of a staff member’s personal experience when first arriving in Simcoe County. It was a very positive experience, partly because the newcomer’s partner had been here for a period of time before she arrived. With the assistance her husband’s employer, who opened his own home to them the newcomer family felt very welcome. The host family was very friendly and engaging, welcoming them to their thanksgiving meal, assisting with shopping and in her job search.

Many shelters have seen an increase in clients from Haiti, partly due to the sex trade industry, and as a result, French language services are increasing in demand.

- S.Lee – Shared the news of the successful application for a MIIO marketing campaign in Brampton with two separate messages; Quality of life and Working in Simcoe. Reaction to each separate message will be monitored through visits to the portal via Google analytics.

3) Portal Launch and Marketplace

The Local Immigration Partnership Portal Launch and Marketplace will take place May 3rd at the Gibson Centre in Alliston from 2:00 – 4:00 pm. We currently have 10 politicians as well as the Ministry of Citizenship and Immigration scheduled to attend and provide remarks. At this time there are 12 marketplace tables; registrations are still being accepted.

4) Work Plan Updates:

- *Cultural Competency Learning Symposium: Learn Together, Grow Together* Conference
Key Points & Action items Discussed:

- Funding from CIC has been secured for this event in addition to assistance from the Simcoe Workforce Development Board. Total budget \$11500.

ACTION: R. Griffiths to look into venue options including Geneva Park (Orillia). Locations to include; main space for up to 150 plus break out rooms.

- Promotion of the event will be an important task.
- Key note speaker
 - Who the keynote speaker is, could affect attendance.
 - Key note speaker – G. Webster to attend a conference to see if she could find a speaker.
 - \$3000 allocated in the budget for the key note speaker.
 - Suggestions; Nick Norani; Michaëlle Jean
- Find real newcomer stories to share with the groups, as told by the newcomers. B. Saniga shared her past experiences doing this type of presentation; a lot of time is needed to help the newcomer present their story in a straightforward way.
- A presentation on language data could be made by one of the County research analysts.
- S. Lee would do a presentation on the Settlement Strategy.
- Exhibits for organizations that provide referral services would be a key part of the symposium.
- Who are we looking to invite to this? Workshops directed at different levels i.e. executive, leadership, employee workshops.
- What is going to be the criteria for the workshops?
- Discussion of date; the fall could possibly be too tight.

ACTION: R. Griffiths to send out a Doodle for a working group; include whole sub-council and Simcoe Workforce Development Board

- *Translation and Interpretation Survey*

Item will be discussed in more detail at the next meeting, where I. Pozgaj will have further details about the survey process.

Possible Questions to include in the survey;

- When you have a client with interpretation issues do you allocate more time for that client?
- Are you checking for understanding? “Do you understand what assets mean? Can you give me an example?”

5) Cultural Competencies for Health and Social Service Organizations

(Prepared by Center for Research in Community Services, University of Ottawa)

This will be an item to review and discuss at future meetings.

<http://www.socialsciences.uottawa.ca/crecs/eng/documents/CulturalCompetenciesforHealthand-05-03.pdf>

6) Other Business

Settlement Brochure – S. Lee presented the completed Settlement brochure. The document is being translated into 8 different languages.

7) Next Meeting

May 30, 2013, 10:00 a.m.