Agenda – Council – October 28, 2015

Report – Executive Policy Committee – October 21, 2015

Item No. 1 Syrian Humanitarian Crisis – Refugee Resettlement Assistance

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On October 21, 2015, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the following to Council:

1. That the report be received as information.

Report – Executive Policy Committee – October 21, 2015

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On October 21, 2015, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the matter to Council.

COUNCIL DECISION:

On September 30, 2015, Council concurred in the recommendation of the Executive Policy Committee and adopted the following:

1. That the Federation of Canadian Municipalities Emergency Recommendation announced on September 12, 2015, which coordinates the work of cities and communities across the country to amplify the effectiveness of local initiatives already underway, be supported.

2. That the City of Winnipeg host an open house within 30 days where community partners involved in refugee settlement will detail their ongoing work with citizens who are eager to learn how they can provide assistance for newcomers and refugees.

3. That the Winnipeg Public Service be directed to report back to the Executive Policy Committee within 30 days regarding refugee resettlement assistance and ongoing initiatives offered by the various City of Winnipeg departments.

4. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On September 16, 2015, the Executive Policy Committee passed the following resolution:

WHEREAS the ongoing Syrian humanitarian crisis requires action and assistance from communities around the world;

THEREFORE BE IT RESOLVED that Council support the Federation of Canadian Municipalities Emergency Recommendation announced on September 12, which coordinates the work of cities and communities across the country to amplify the effectiveness of local initiatives already underway;

Report – Executive Policy Committee – October 21, 2015

DECISION MAKING HISTORY (continued):

EXECUTIVE POLICY COMMITTEE RECOMMENDATION (continued):

AND FURTHER BE IT RESOLVED that the City will host an open house within 30 days where community partners involved in refugee settlement will detail their ongoing work with citizens who are eager to learn how they can provide assistance for newcomers and refugees;

AND FURTHER BE IT RESOLVED that the Executive Policy Committee direct the Public Service to report back to the Executive Policy Committee within 30 days regarding refugee resettlement assistance and ongoing initiatives offered by the various City of Winnipeg departments.

and submitted the matter to Council.

ADMINISTRATIVE REPORT

Title: Syrian Humanitarian Crisis – Refugee Resettlement Assistance

Critical Path: Executive Policy Committee - Council

AUTHORIZATION

Author	Department Head	CFO	CAO/COO
S. West	L. Burch C. Wightman	n/a	M. Jack COO

RECOMMENDATIONS

That this report be received as information.

REASON FOR THE REPORT

On September 16, 2015, Executive Policy Committee recommended to Council:

1. That the Federation of Canadian Municipalities Emergency Recommendation announced on September 12, 2015, which coordinates the work of cities and communities across the country to amplify the effectiveness of local initiatives already underway, be supported.
2. That the City of Winnipeg host an open house within 30 days where community partners involved in refugee settlement will detail their ongoing work with citizens who are eager to learn how they can provide assistance for newcomers and refugees.
3. That the Winnipeg Public Service be directed to report back to the Executive Policy Committee within 30 days regarding refugee resettlement assistance and ongoing initiatives offered by the various City of Winnipeg departments.
4. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

On September 30, 2015, Council concurred in the Executive Policy Committee recommendations. The Public Service is required to provide a report back to Executive Policy Committee, regarding recommendation #3.

EXECUTIVE SUMMARY

Immigration and associated supports for newcomer and refugee populations are primarily the responsibilities of the federal and provincial governments. However, the City of Winnipeg

provides services and collaborates with government and non-government partners in many areas serving newcomers (including refugees) to assist people resettling in our city.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications to the recommendation in this report.

HISTORY

The federal government is responsible for linking immigration with citizenship registration. Citizenship and Immigration Canada's (CIC) mandate comes from the *Department of Citizenship and Immigration Act*. The Minister for Citizenship and Immigration Canada is responsible for the *Citizenship Act of 1977* and shares responsibility with the Minister of Public Safety for the *Immigration and Refugee Protection Act*.

In addition to its shared responsibility with the federal government, Manitoba Immigration and Economic Opportunities has a responsibility to develop Manitoba's economy by increasing immigration, attracting investment by newcomer entrepreneurs, and supporting the abilities of newcomers to contribute to the province's economy and communities. The Province administers the Manitoba Provincial Nominee Program, employment services, and settlement and language training, among other services.

The City of Winnipeg provides many services and programs, independently or in partnership with government and non-government organizations and, while most of these services are delivered to the newcomer community in general, many relate to the resettlement of refugees.

Printed and online listings of the City's newcomer/refugee services are not available in the first languages of newcomers. However, a caller to 311 can receive information and service in his/her language of choice through immediate interpretation services provided on contract by CanTalk. In addition, some departments engage interpreters to assist with public presentations, and others have multilingual employees (e.g., Winnipeg Police Service, 18 languages spoken). Police also have four languages on their website for the reporting of emergency and non-emergency matters (Swahili, Mandarin, French and Punjabi).

The following are the programs and services administered by the City and in partnership:

<u>Winnipeg Private Refugee Sponsorship Assurance Program</u>

The City of Winnipeg is currently administering the final stage of the Winnipeg Private Refugee Sponsorship Assurance Program (WPRSAP). The WPRSAP Agreement between the City of Winnipeg, the Manitoba Refugee Sponsors (MRS) and the Manitoba Interfaith Immigration Council (MIIC) took effect January 13, 2004 for a five-year period, with the intention to support and increase private sponsorship of refugees coming to Winnipeg.

Under the program, the City provided a $250,000 grant to be used as an Assurance Fund. This fund ensured financial support was available to Sponsorship Agreement Holders (SAHS) and Constituent Groups (CGs) in Winnipeg who undertook family or community linked refugee sponsorships in the unlikely event of a breakdown in sponsorship. The $250,000 was invested by

MIIC as an agent of MRS. The City also agreed to provide MRS or its agent up to $30,000 per year to administer WPRSAP subject to the City's annual budgetary approvals.

The Agreement stipulated that, upon termination, WPRSAP was authorized to retain the Assurance Fund for an additional five-year (wind-up) period to allow all existing WPRSAP sponsorship cases to come to an end. Immediately following this five-year period, any/all monies remaining in the Assurance Fund, together with the associated interest thereon, were to be returned to the City.

In 2009 the Agreement was extended an additional two years to June 24, 2011. On July 18 2012, Council approved a further extension to December 31, 2011 to permit a number of cases that were in process as of June 24, 2011 to proceed. The five-year wind-up period was then extended to December 31, 2016.

When the original program ended in 2011, so did the annual $30,000 program administration payments from the City. In addition to the extensions approved in 2012, an amendment was made to permit MRS or its agent the ability to use interest earned on the Assurance Fund to cover up to $15,000 in administrative costs.

As of July 20, 2015, the fund's balance was $227,571.62. A total of 16 payments have been made between September 2007 and January 26, 2015. The number of refugees arriving is increasing and the Advisory Committee has seen an increase in requests in the last three years. At this point, it would be difficult to predict the fund's balance at the end of the wind-up period to the Agreement.

WPRSAP may be unique among municipalities in Canada, and has made Winnipeg the largest refugee sponsoring centre in the country: fifty percent of all refugees being sponsored each year into Canada through the federal government are being sponsored by Winnipeg sponsors.

Community Partnerships

Local Immigration Partnerships (LIP) emerged in Ontario in the mid-2000s as pilot projects through collaboration between Citizenship and Immigration Canada (CIC), the Province, the Association of Municipalities of Ontario, and the City of Toronto.

In Winnipeg, CIC approached local organizations providing services to newcomers in 2013 with the proposal to see if there was an interest in hosting a local immigration partnership. Settlement service providers under the umbrella of the Manitoba Immigrant and Refugee Settlement Sector Association (MIRSSA) agreed to submit a proposal to CIC in 2013 with the Social Planning Council of Winnipeg as the host of the Winnipeg LIP.

The Winnipeg project was funded for an initial two-year period (2014-2016) to establish an inclusive partnership council with terms of reference, conduct research on newcomers' needs, establish a local settlement strategy identifying key priorities for the community, develop an action plan with specific, measurable and time-bound activities to implement the community's strategic priorities, and support the initial implementation of action plan and report on results achieved.

The Winnipeg LIP has been named Immigration Partnership Winnipeg (IPW) and has a Steering Committee guiding the process of establishing the Immigration Partnership Council. The Immigration Partnership Council will be the highest decision making body in IPW and will consist of people from the established community as well as members of the newcomer community. So far IPW has conducted five research components on newcomers' needs and the community's assets and gaps:

1. An environmental scan of services and supports to newcomers in Winnipeg
2. A Labour Market Study of newcomers in Winnipeg
3. A policy review of key institutions and government departments as they relate to accommodating newcomers needs
4. A literature review of works on immigration in Winnipeg and Manitoba
5. Relationship between newcomers and indigenous communities in Winnipeg

Newcomer Assistance

City Department	Initiative Name or Service	Details
Community Services Department	Newcomer organization grant support	The City of Winnipeg provides the Immigrant Centre with annual funding in the amount of $27,000 for the provision of interpreter services (available 24 hours a day/ 7 days a week) for all civic departments.
		The City provides the Immigrant & Refugee Community Organization of Manitoba (IRCOM) with annual funding in the amount of $73,810 for the provision of recreational services to recent immigrants.
	City-administered recreation programming	Community Services serves a large population of newcomers at several of our Free Play, Youth and SPIN programs.
		Community Services, in partnership with Mosaic Resource Centre, provides Learn to Skate programs for newcomers, in Central Park.
	Programming space	Community Services provides in-kind contribution of space to several newcomer organizations at City-owned facilities throughout Winnipeg.
	Supports/partnerships with other programs	Community Services provided 100 complimentary blue tickets to the Canadian Connection program as part of Diversity and

		Intercultural Services at Red River College.
		Community Services co-facilitated “Sounds through the Wall": A Video Resource about the Child and Family Service System for New Canadians, to community support workers from Winnipeg School Division.
		Community Services hosts Neighbourhood Immigrant Settlement Program workers at Turtle Island Neighbourhood Centre; the workers provide settlement and orientation information to newcomers, and connect newcomers with programs and services. Kidbridge program offers children the opportunity to learn and practice English in a fun, relaxed setting.
		Community Services coordinated a Respectful Environment Workshop at Maples Community Centre for a Sikh Seniors group.
		Community Services offers the Making Connections program through partnership with Southlands Community Church.
Corporate Support Services	International Credentials course	Corporate Support Services develops and delivers an International Credentials course to educate City employees in understanding international education and training as it relates to our recruitment, selection and hiring processes.
	Employment services	Corporate Support Services: Provides general and career-specific employment presentations Attends client networking events Participates in career fairs Provides newcomer youth with opportunities at Youth Career Weeks hosted by the Winnipeg Police Service and Winnipeg Fire Paramedic Service (see WFPS below for additional details) Provides unpaid and paid work experiences
City Clerk’s	Document certification and Commissioner for Oaths services	City Clerk's works with newcomers on a regular basis to provide document certification and Commissioner for Oaths services for certain documents.

Winnipeg Fire Paramedic Service (WFPS)	Newcomer Youth Career Weeks	This program is designed to create awareness of careers as firefighters and paramedics and to provide youth with activities at the Winnipeg Fire Paramedic Training Academy (e.g., CPR First Aid training and certification, skill building, and team work). The program encourages youth toward educational advancement while building positive relationships between participants and City of Winnipeg employees.
	Fire Safety House	The Safety House is a portable classroom and hands-on learning tool that provides both children and adults with knowledge in fire and life safety. This program often introduces newcomers to WFPS for the first time.
	School visits	School visits establish contact with community members, many of which are newcomers to Canada, to teach fire safety and connect with the community to build rapport with WFPS.
Animal Services	Introduction to dogs as companion animals	This program is designed to introduce newcomers to dogs as companion animals. Animal Services staff complete classroom visits at the organizations and discuss pet behaviour and responsible pet ownership. A friendly dog also accompanies the presentations to allow students an opportunity to interact with a dog. Classes have been comprised of newcomers from Somalia, Iraq, Pakistan, India, and the Congo. Many of the participants have never interacted with a dog and are delighted to have the opportunity.
Planning, Property & Development	Partnership with Abri Marguerite Inc. Project Name: Phase 2 Renovation Plan	Abri Marguerite Inc. is a non-profit organization with a volunteer Board of Directors and is one of 14 communities of service under the umbrella of the Catholic Health Corporation of Manitoba. It was created in 2008 with the sole purpose of accommodating the large number of francophone refugees and immigrants coming to Manitoba with no place to stay upon their arrival. Abri Marguerite Inc.'s mandate is to provide immediate shelter and with their service provider, Accueil francophone, the supports and tools required for francophone refugees and immigrants to adapt to their new country and to assist them in finding more permanent lodging. Funding supported the renovation of five units of transitional housing used for the short-term, with an

		average stay of approximately three to four weeks, providing time for the Accueil francophone staff to find them more permanent accommodations.
	Partnership with Hargrave Holdings Ltd. Project Name: Holy Names House of Peace and Marie Rose Place	In 2004, Hargrave Holdings Ltd. (HHL), in collaboration with the Holy Names Sisters, helped found Holy Names House of Peace (HNHP). HNHP operates Neighbours, which is an intercultural, interfaith, transitional/, supportive home for single newcomer women. In 2010, the building was expanded to add two floors of transitional housing, which increased the number of units from 5 to 17. The need for secure and supportive homes for single immigrant and refugee women who are pregnant is evident and although HNHP is usually able to welcome these women, once they give birth, they must find another home in which to live. In response to this need, HNHP and HHL collaborated on the Marie Rose Place Project. Funding assisted in the construction of Marie Rose Place, a six-floor housing facility consisting of 40 transitional/supportive two-bedroom furnished apartments, containing 80 beds, for newcomer single, immigrant and refugee women who may have children.
	Partnership with West Central Women's Resource Centre: HOMES Program	The West Central Women's Resource Centre exists to empower women to help themselves, their families and their community to safer, healthier lifestyles. Through their peer mentorship model, the goal of the Housing for Options, Mentorship & Economic Security (HOMES) program is to assist community women with housing challenges, recognizing the multiple barriers and complexities of their lives. Funding supported staffing to coordinate the following outreach services for women who are homeless or at risk of becoming homeless.
	Housing Reserve funding: Manitoba Interfaith Immigration Council	Provided funding for the development at 521 Bannatyne - Welcome Place (the City also contributed land for this development).

	Housing Reserve funding: Neighbourhood Revitalization Stakeholders	PP&D Housing Division's relationship with newcomer organizations is generally accomplished through the City's role as Community Entity for the Homelessness Partnering Strategy (HPS) and through the Housing Reserve funds via organizational participation in neighbourhood housing stakeholder meetings and planning sessions.
	Partnership with Manitoba-City Small Business Collaboration Working Group	A City and Province partnership to facilitate new business start-ups. The initiative is led by Entrepreneurship Manitoba with participation from PP&D as well as Community Services.
Winnipeg Police Service	Community partnerships:	The WPS maintains relationships with Manitoba Immigrant and Refugee Settlement Sector Association, Immigrant Community Organization of Manitoba (IRCOM), Welcome Place, Entry Program, Manitoba Start, Central Neighbourhoods Development Corporation, N.E.E.D.S, Islamic Social Services Association, Seven Oaks Settlement Services, Rossbrook House and Rainbow Resource Centre, to name a few.
	Public speaking/guest speakers:	WPS Diversity/Crime Prevention Section attends many different newcomer venues to provide our Introduction to Winnipeg Police Service presentation. Participants learn about what police look like here in Canada, differences of Canadian police and police from other countries, Canadian laws, personal safety, how to report an emergency and non-emergency, and how to obtain an interpreter when dealing with police. This presentation is given throughout the city at numerous venues and at every new Entry Program class (Manitoba Government - New to Canada Class). In addition to the Introduction to Winnipeg Police Service presentation, WPS offers two other presentations for those who have been to Canada for a little longer, Personal Safety for Newcomers and Domestic Violence for Newcomers.

	Recreation programming/relationship building:	A large population of newcomers participates in numerous programs with the police including Skates and Badges (program in Central Park for newcomers to learn to skate/ skate with police), Kickin' it with Cadets, (soccer game in Central Park with cadets), boxing with Pan Am Place assisted living program, the Annual Dinner with the Chief of Police. The Diversity/Crime Prevention section has also participated in the after-school homework program at IRCOM, and cricket with Seven Oaks Settlement Services.
	Employment/recruitment services:	Aboriginal/Newcomer Youth Career Week is a program designed to create awareness of careers as police and cadets. The program provides youth with activities at the Winnipeg Police Training Academy. It encourages youth toward educational advancement while breaking barriers down between participants and police and building positive relationships between the Aboriginal and newcomer communities. Annually, WPS participates in recruitment activities for immigrants/refugees all over the city, whether at recruitment booths or presentations.
	School visits	There is a refugee population within many Winnipeg schools. Of note, there is a School Education Officer offered to each of these schools. Schools visited that have high refugee populations are Sister MacNamara, Hugh John MacDonald, Daniel Macintyre, and Gordon Bell (each with its own School Resource officer). WPS Diversity Section primarily visits Al-Hijra School and N.E.E.D.S. Inc.
	Cultural events	WPS is invited to and attends over 30 cultural events per year.

	Committees	Muslim/Police Round Table is a committee of WPS members and Winnipeg Muslim community leaders and members working to build closer relationships. The community provides advice to WPS on policies related to recruiting, training, and community and intercultural relations. WPS provides information to the community regarding WPS and its efforts to maintain order and uphold laws to ensure the safety and well-being of all citizens. WPS is represented on the Advisory Council on Citizenship, Immigration and Multiculturalism, which deals with issues across Canada, including labour market needs, career development and supporting resettlement of refugees to Manitoba. UMOJA is a newcomers' networking group dedicated to building and maintaining relationships with our newcomer communities.
	Language accessibility	Information has been added in four languages (Swahili, Mandarin, French and Punjabi) have been added on the WPS website, explaining how to report an emergency/non-emergency situation. WPS also has bilingual officers covering 18 different languages.
Winnipeg Transit	Travel Training Program	The program provides individuals with instruction on how to use Winnipeg Transit's fixed-route service. The travel trainer offers a PowerPoint presentation in a group training session that reviews the Winnipeg Transit service, including bus features, helpful tips for travel, new technologies such as iBus and other transit tools for ease in route planning. The program also includes a City bus ride that represents a similar route a person may take when using transit. During the bus ride, local services are highlighted such as medical centres, shopping malls and other landmarks to help with orientation of newcomers to our city. The travel trainer works with various instructors and interpreters that represent the languages of the participants to ensure they are getting the most out of the presentations. This service is free to all participating groups.

		In addition to the group sessions the program offers one to one sessions with individuals who are having difficulty planning their route(s) to meet their daily needs. The travel training program has also been added to the New Entry Program; the initial service available for all newcomers. This early intervention is essential for those newcomers, who have proficient English language skills and are ready to enter the workforce or attend post-secondary education. Since the start of the Travel Training Program in the fall of 2013, Winnipeg Transit has presented to approximately 3000 newcomers, most of which are part of the Adult EAL programs or re-settlement initiatives.

FINANCIAL IMPACT

Financial Impact Statement **Date:** October 14, 2015

Project Name: **First Year of Program** **2015**

Syrian Humanitarian Crisis – Refugee Resettlement Assistance

Comments:

There are no financial implications associated with the report.

Original signed by R. Hodges

Ramona Hodges
Manager of Finance (Campus)
Corporate Finance Department

CONSULTATION

In preparing this report, there was consultation with:

City Clerk's
Planning, Property and Development
Winnipeg Fire Paramedic Service
Winnipeg Police Service
Winnipeg Transit
Animal Services Agency

OURWINNIPEG POLICY ALIGNMENT

Assistance to newcomers and refugees aligns with:
01-3 – A City that Works (Prosperity)
03-1 – Quality of Life (Opportunity)

SUBMITTED BY

Departments: Corporate Support Services, and Community Services
Prepared by: S. West
Date: October 14, 2015