APPENDIX B – Newcomer Welcome and Inclusion Policy

Winnipeg

CITY OF WINNIPEG POLICY NO. XXX-XXX

POLICY TITLE *Newcomer Welcome and Inclusion Policy*	**ADOPTED BY** *City Council*	**EFFECTIVE DATE**
ORIGIN / AUTHORITY *Human Rights Committee of Council; EPC, City Council*	**CITY POLICY NO**	**MOST RECENT CONSOLIDATION**

1. Purpose:

The Newcomer Welcome and Inclusion Policy (the "**Policy**") presents a vision for how the City of Winnipeg (the "**City**") can better support the settlement and integration of Newcomers, and foster a welcoming, inclusive, and equitable city for all new residents of Winnipeg. Strategic Priorities and Objectives are identified in the Policy as key aspects for implementation by City employees and elected officials, and to illustrate the importance of being welcoming and inclusive of diversity in the workplace and community. A Newcomer Welcome and Inclusion Strategic Framework is attached below (Attachment 1) to accompany the Policy.

2. Definitions:

2.1 **"Asylum Seeker":** a person who has fled their country of nationality and is asking for protection in another country. Immigration, Refugees and Citizenship Canada determines whether an Asylum Seeker will be granted Refugee status.

2.2 **"Immigrant":** a person born outside of Canada who has been granted the right to live in Canada permanently.

2.3 **"Employees":** all City workers, including but not limited to, employees, students, and volunteers performing duties for the City.

2.4 **"Equity Seeking Groups"** include, but are not limited to: women, Indigenous people, visible minorities; and persons with a disability.

2.5 **"Human Rights":** rights inherent to all human beings, regardless of an individual's beliefs, characteristics, or personal circumstances. Everyone is entitled to the same fundamental human rights including a life of equality, dignity, respect, and a life free from discrimination.

2.6 **"Recent Immigrant":** a person born outside of Canada who has arrived in Canada within the past five years.

2.7 **"Refugee"** is a person who has fled war, violence, conflict or persecution and has crossed an international border to find safety in another country.

2.8 **"Refugee Claimant":** a person who has made a claim to Immigration, Refugees and Citizenship Canada for protection as a refugee.

2.9 **"Newcomer":** generally means all new residents to Winnipeg, including people arriving from reserves, rural communities, other provinces or territories, or countries outside Canada.

a) For the purposes of this Policy the term **"Newcomer"** refers primarily to the following groups: recent immigrants, refugees, refugee claimants or asylum seekers, and temporary residents.

2.10 **"Public Service"** means the workforce of the City.

2.11 **"Temporary Resident"** is a person who has permission to remain in Canada only for a limited period of time. Visitors and international students may be temporary residents, and so are temporary foreign workers such as agricultural workers and live-in caregivers.

3. Newcomer Welcome and Inclusion Policy

The City will be an advocate and ally to Newcomer residents, and will work to ensure that all Newcomers are made to feel welcome, safe, equal and included, and at home in their new communities and city.

3.1 Principles

The following principles shall be adhered to in the carrying out of the Policy and the associated Strategic Priorities for Implementation.

a) Human Rights must be upheld (Manitoba Human Rights Code).
b) Anti-oppression: Societal inequities and systemic discrimination shall be acknowledged, understood, and addressed.
c) Intersectionality: The intersectional nature of an individual's or group's identity and how it shapes their life experiences and social needs shall be considered.
d) Community development: Engaging, collaborating and empowering the community in decision making and priority setting will be pursued to ensure better outcomes for everyone.

4. Strategic Priorities for Policy Implementation

4.1 A Welcoming City

a) The City will work to ensure all Newcomers to Winnipeg are welcomed and supported.

Objectives include:

(i) Improve communications and promotions to Newcomers of existing and future City programs and services.
(ii) Create welcoming and orientation opportunities for Newcomers to learn about and connect with the City.
(iii) Encourage Newcomers to access City services.

(iv) Educate Newcomers on important life-safety issues through targeted information campaigns.

4.2 A City without Racism

a) The City intends to address racism and discrimination in Winnipeg and work to eliminate inequities through education, public awareness, and leading by example.

Objectives include:
(i) Demonstrate anti-racism leadership city-wide.
(ii) Train the Public Service on anti-oppression, including anti-racism and cross-cultural competency.
(iii) Build relationships to foster community safety and trust.
(iv) Work to build understanding between Newcomers and Indigenous peoples.

4.3 Equitable & Accessible Services

a) The City will work to provide City services that are equitable, responsive to community need, and accessible for all, through partnerships, social cooperation, and advocacy.

Objectives include:
(i) Support and encourage Newcomers to access City services.
(ii) Improve access to recreation for Newcomers, and adapt services and programs to meet newcomers' unique needs.
(iii) Support Newcomer community use of City facilities.

4.4 A Representative Workforce

a) The City will strive to build a workforce that represents the population it serves.

Objectives include:
(i) Diversify the Public Service by creating opportunities for Newcomers and equity seeking groups.
(ii) Create training and employment opportunities for Newcomer youth at the City.
(iii) Build a Winnipeg Police Service and Winnipeg Fire Paramedic Service that represent the demographics of the communities they serve.
(iv) Support Newcomer employment opportunities through social procurement policies and related initiatives.

4.5 Active Implementation

a) The City intends that the Policy be implemented through collaborative interdepartmental and intergovernmental relations, multi-stakeholder

partnerships, identification of external funding sources, communication, and advocacy.

Objectives include:

(i) Dedicate staff resources to support Newcomer programs and services and implement the *Newcomer Welcome and Inclusion Strategic Framework*.
(ii) Diversify representation on civic committees.
(iii) Collaborate with the community to implement the Strategic Framework
(iv) Collaborate with other levels of government to support better inclusion, settlement, and integration of Newcomers.
(v) Report regularly to monitor active implementation of the Strategic Framework.

5. Strategic Framework

The Newcomer Welcome and Inclusion Strategic Framework (Attachment 1) provided below outlines the Key Activities to implement the Policy and enhance newcomer inclusion in Winnipeg.

6. Responsibilities

6.1 Chief Administrative Officer – The Chief Administrative Officer has the overall responsibility to administer the Policy across all service areas, including future review. The Chief Administrative Officer may create an administrative standard to govern actions of the Public Service.

6.2 Chiefs and Directors of the Public Service – These positions are responsible for taking action related to the StrategicPriorities for Policy Implementation, as outlined in the Newcomer Welcome and Inclusion Strategic Framework. This includes authorization to apply for external grants or funding that could further the Key Activties outlined in the Strategic Framework.

6.3 Supervisors - Supervisors are responsible for orienting and educating employees on all applicable workplace policies that encompass the welcoming and inclusion of Newcomers, as well as monitoring the workplace for ongoing implementation of such policies.

6.4 Employees – All City employees have a responsibility related to the welcoming and inclusion of Newcomers as outlined in the employee Code of Conduct.

Attachment 1

Newcomer Welcome and Inclusion Strategic Framework:

OVERVIEW

This document provides a road map for the City of Winnipeg to implement the Newcomer Welcome and Inclusion Policy.

It is structured using the Strategic Priorities as outlined in the Policy:

1. **A Welcoming City**
2. **A City Without Racism**
3. **Equitable & Accessible Services**
4. **A Representative Workforce**
5. **Active Implementation**

Objectives are established for each Strategic Priority, along with Key Activities to support meeting the objectives. The Key Activities were developed based on both internal and external stakeholder input.

IMPLEMENTATION

Some of the Key Activities identified within this Strategic Framework can be implemented within existing budgets and with existing resources, as noted in the key below. Many other Key Activities are unfunded at this time.

Potential future implementation of unfunded activities will be explored by the Public Service through interdepartmental budget review, community partner discussions, and external funding and grant programs.

Key	Resources
✓	**Activities can be undertaken within existing budgets and / or with existing resources.**
	Activities that require additional or realigned resources to implement.

1. A WELCOMING CITY

The City will work to ensure all Newcomers to Winnipeg are welcomed and supported.

Objectives	Key Activities		Lead Dept. (Participating Depts.)	Within Existing 2020 Resources
1.1 Improve communications and promotions to Newcomers of existing and future City programs and services.	**1.1.1**	Develop a 'welcome' page on the City website for newcomers.	**CmS CSC**	✓
	1.1.2	Translate 'welcome' page into multiple languages	**CSC**	
	1.1.3	Increase awareness of and improve access to interpreter services for key City services (i.e., 311).	**CSC**	
1.2 Create welcoming and orientation opportunities for Newcomers to learn about and connect with the City.	**1.2.1**	Host welcome activities including a Welcome Fair and Open House.	**CmS CSC**	
	1.2.2	Create an outreach team to work in partnership with community groups to orient and promote City services to newcomers.	**CmS CSC**	
1.3 Encourage Newcomers to access City services.	**1.3.1**	Explore ways to further encourage and facilitate access to City programs and services by Newcomers.	**CmS**	✓
1.4 Educate newcomers on important life-safety issues through targeted information campaigns.	**1.4.1**	Enhance targeted public service announcements to newcomers on water safety and drowning prevention.	**CmS**	✓
	1.4.2	With community partners, subject matter experts, and funding partners, develop information campaigns around key public safety issues impacting newcomers, starting with a water safety and drowning prevention campaign, led by the Community Services Department. Other life safety campaigns, supported by various departments, could include pedestrian and road user safety, fire prevention, extreme cold weather, etc.	**CmS CSC (PW, WFPS)**	

2. A CITY WITHOUT RACISM

The City intends to address racism and discrimination in Winnipeg and work to eliminate inequities through education, public awareness, and leading by example.

Objectives	Key Activities		Lead Dept. (Participating Depts.)	Within Existing 2020 Resources
2.1 Demonstrate anti-racism leadership city-wide.	**2.1.1**	Partner in a city-wide anti-racism campaign with community groups to combat negative attitudes and discrimination towards newcomers, racialized communities and Indigenous residents. (Scope of this activity will be determined based on success of Federal funding application submitted by community partner, other partnerships, and City staff capacity).	**CmS (IRD) (CSC)**	
2.2 Train the Public Service on anti-oppression, including anti-racism and cross-cultural competency.	**2.2.1**	Develop and implement anti-oppression training to the City of Winnipeg Public Service. Focus on anti-racism, intersectionality, immigrant and refugee issues, cross-cultural competency, and provide tools to support inclusivity in all City work.	**CmS HR (ALL)**	
	2.2.2	Winnipeg Police Service sworn members to receive training in bias-free policing on a more regular basis (every 3-5 years).	**WPS (HR)**	✓
2.3 Build relationships to foster community safety and trust.	**2.3.1**	Foster effective relationships with religious and ethno-cultural groups, through open channels of communication and partnerships, with the goal of reducing incidence of hate crimes.	**CmS WPS**	✓
2.4 Work to build understanding between Newcomers and Indigenous peoples.	**2.4.1**	Support opportunities to enhance access to education and resources about Indigenous history and culture.	**CmS IRD**	✓
	2.4.2	Foster effective relationships between Indigenous and newcomer groups through community connections that support dialogue.	**CmS IRD**	✓

3. EQUITABLE & ACCESSIBLE SERVICES

The City will work to provide City services that are equitable, responsive to community need, and accessible for all, through partnerships, social cooperation, and advocacy.

Objective	Key Activities		Lead Dept. (Participating Depts.)	Within Existing 2020 Resources
3.1 **Support and encourage Newcomers to access City services.**	**3.1.1**	Explore and develop a 'welcome pass' for newcomers providing free or low-cost access to City of Winnipeg programs and services during their first year in Canada (i.e., public transit, recreation programs, library programs etc.).	**CmS (TR)**	
	3.1.2	Explore partnerships to enhance and expand the programs and services included in 'welcome pass' (i.e., museums, sports and entertainment, etc.)	**CmS**	
	3.1.3	Develop process for third party referrals into the recreation fee subsidy program	**CmS**	✓
3.2 **Improve access to recreation for Newcomers, and adapt services and programs to meet Newcomers' unique needs.**	**3.2.1**	Review and apply methods of data collection related to participant needs, interests, barriers, etc., to inform future program development.	**CmS**	✓
	3.2.2	Promote, strengthen and increase access to low cost, specialized swimming and skating programs for children and adults and improve access to pools, rinks and other recreation spaces.	**CmS**	
	3.2.3	Identify and advance opportunities to enhance, promote and increase culturally appropriate policies, procedures, programs, services and City facilities, particularly in identified areas of higher need.	**CmS (ALL)**	✓

3.3 **Support Newcomer community use of City facilities.**	**3.3.1**	Increase to the annual General Council of Winnipeg Community Centres (GCWCC) programming grant to establish a small grants fund for community centres for the development of welcome and inclusion programs and activities for newcomers, with particular emphasis on children, youth and women.	**CmS**	
	3.3.2	Work with the GCWCC and community centres to support inclusive and welcoming programs for newcomers. Activities may include anti-oppression and cultural competency training for community centre boards and key staff, increased sport opportunities for newcomer children, etc.	**CmS**	✓
	3.3.3	Work to promote and enhance access to reduced-cost space for ethno-cultural and community groups (i.e. community garden space, outdoor recreation space, fee waivers for facility bookings, etc.).	**CmS (PPD, PW)**	✓

4. A REPRESENTATIVE WORKFORCE

The City will strive to build a workforce that represents the population it serves.

Objective	Key Activities		Lead Dept. (Participating Depts.)	Within Existing 2020 Resources
4.1 **Diversify the Public Service by creating opportunities for Newcomers and employment equity seeking groups.**	**4.1.1**	Develop a Diversity Hiring Program aimed at increasing employment opportunities for newcomers and employment equity groups. Program components to include: dedicated HR staff position on equity and diversity, data collection and monitoring, employment equity training, language skills inventory, development of targets and timelines for equity hiring, etc.	**HR**	
4.2 **Create training and employment opportunities for Newcomer youth at the City.**	**4.2.1**	Develop a Newcomer Youth Employment Strategy. Activities to include: seeking senior government funding for paid internships, targeted newcomer job fairs/recruitment drives, consideration of 'newcomer preferred' designations for some positions in areas with high newcomer populations, etc.	**HR (ALL)**	
4.3 **Build a Winnipeg Police Service and Winnipeg Fire Paramedic Service that represent the demographics of the communities they serve.**	**4.3.1**	Review and work to address potential barriers for newcomers and employment equity groups seeking to enter various careers within the Winnipeg Police Service and Winnipeg Fire Paramedic Service.	**WPS WFPS**	✓
	4.3.2	Develop and pilot a mentorship program for newcomer candidates seeking to enter the police force.	**WPS**	✓
4.4 **Support Newcomer employment opportunities through social procurement policies and related initiatives.**	**4.4.1**	Develop social procurement strategies to create employment opportunities for marginalized groups who face barriers to employment.	**CmS (FIN)**	
	4.4.2	Explore opportunities to develop a Municipal Nominee Program with provincial and federal partners to enhance immigrant recruitment to Winnipeg.	**HR (CmS)**	

5. ACTIVE IMPLEMENTATION

The City intends that the Policy be implemented through collaborative interdepartmental and intergovernmental relations, multi-stakeholder partnerships, identification of external funding sources, communication, and advocacy.

Objective	Key Activities		Lead Dept. (Participating Depts.)	Within Existing 2020 Resources
5.1 **Dedicate staff resources to support Newcomer programs and services and implement the *Newcomer Welcome and Inclusion Strategic Framework.***	**5.1.1**	Create a Newcomer Services Coordinator position in Community Services and an Equity and Diversity Coordinator position in Human Resource Services to oversee and coordinate implementation of the full Strategic Framework with internal and external partners.	**CmS** **HR**	
	5.1.2	Establish a Newcomer Services inter-departmental working group to oversee implementation of the Strategic Framework and reports to Council on progress.	**CmS (ALL)**	
5.2 **Diversify representation on civic committees.**	**5.2.1**	Review recruitment and composition of City of Winnipeg boards, commissions and advisory committees and adapt processes to ensure representation of a diverse cross-section of members that reflects community demographics, equity seeking groups, and intersectionality.	**CC**	
5.3 **Collaborate with the community to implement the Strategic Framework.**	**5.3.1**	Develop a multi-stakeholder Advisory Table to implement the Newcomer Welcome & Inclusion Policy and Strategic Framework, in consultation with the Human Rights Committee of Council, the Immigration Partnership Winnipeg Council, and the Ethno-cultural Council of Manitoba.	**CmS**	

5.4 **Collaborate with other levels of government to support better inclusion, settlement, and integration of Newcomers.**	**5.4.1**	Pursue partnerships and funding opportunities to support implementation of the Strategic Framework, including but not limited to: employment and training programs, affordable housing programs, etc. The successful '*Winnipeg Private Refugee Sponsorship Assurance Program*' that supported and encouraged local private refugee sponsorship efforts, serves as an example and could be explored to revitalize and reopen.	**CmS (ALL)**	
5.5 **Report regularly to monitor active implementation.**	**5.5.1**	Report back to HRCC within one year on the status and implementation of the Strategic Framework.	**CmS**	✓

ABBREVIATIONS:

ALL	All City of Winnipeg Departments
CC	City Clerk's Office
CmS	Community Services
CSC	Customer Service & Communications
FIN	Corporate Finance
GCWCC	General Council of Winnipeg Community Centres
HR	Human Resource Services
HRCC	Human Rights Committee of Council
IRD	Indigenous Relations Division
LS	Legal Services
PPD	Planning, Property & Development
PW	Public Works
TR	Winnipeg Transit
WFPS	Winnipeg Fire Paramedic Service
WPS	Winnipeg Police Service