NEWCOMER WELCOME & INCLUSION POLICY

Stakeholder Engagement Summary

November 2019

Background

Thousands of newcomers arrive in Winnipeg each year with many facing economic and social challenges as they adjust to life in their new city. To ensure Winnipeg is welcoming and inclusive to all newcomers, the recently established Human Rights Committee of Council directed the Public Service to develop a Newcomer Welcome & Inclusion Policy.

The project will include the creation of a policy framework and implementation plan outlining how the City of Winnipeg (City) can enhance the lives of newcomers in Winnipeg and better serve their distinct needs.

Engagement

Stakeholder input was used to inform the development of the Newcomer Welcome & Inclusion Policy framework, and to identify priorities and potential actions for implementation.

The City reached out to organizations that serve newcomers, in particular those working with recent immigrants and refugees, to discuss opportunities to enhance newcomer settlement in Winnipeg. Four workshops were held with stakeholders. The workshops included a discussion on the City's role in welcoming, including, and integrating immigrants and refugees, as well as discussion on strategic priorities for the policy. Workshops details are in Table 1 below.

Table 1: Stakeholder engagement activities

Date	Activity	Stakeholders	Attendees
October 15, 2019	Workshop	Newcomer service providers	23
October 15, 2019	Workshop	Ethno cultural organizations	19
October 16, 2019	Workshop	Newcomer youth	13
October 18, 2019	Workshop	Francophone service providers	7
October 28, 2019	Meeting	Equity and Diversity Sub-committee of the Human Rights Committee of Council	10
October 29, 2019	Meeting	Immigration Partnership Winnipeg Multi-stakeholder Council	20



Figure 1: Stakeholders provide input at a workshop

To learn more about the Newcomer Welcome & Inclusion Policy, please visit winnipeg.ca/newcomerpolicy

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What We Heard

In small groups, workshop participants brainstormed possible actions on how the City could welcome, include, and integrate immigrants and refugees. Participants were asked to think specifically about actions that fall under the City's jurisdiction. Following the brainstorming exercise, each group shared their ideas with all participants at the workshop. Participants then voted for their favorite ideas through a 'dotmocracy' activity by placing stickers (3 each) beside ideas they supported the most. The table below outlines the top five supported actions by participants that were identified at the workshops.

Table 2: Dotmocracy results

Rank	Possible Action	Dots
#1	Create a 'superpass' for newcomers that would provide newcomers with free access to all City services, including transit, recreation facilities, and programming.	23
#2	Implement a long-term anti-racism campaign for Winnipeg residents to combat negative attitudes towards newcomers.	18
#3	Provide cultural sensitivity training to City staff to combat negative attitudes towards newcomers.	15
#4	Provide employment assistance to newcomers.	14
#5	Encourage more affordable and diverse housing that meets the needs of newcomers through bylaws and zoning.	13

A number of themes for consideration in the Newcomer Welcome & Inclusion Policy emerged during the small group discussions. The most common themes present at all four stakeholder workshops included:

1. Access to recreation opportunities (48)
2. Affordability and inclusivity of City services (35)
3. Access to transit (22)
4. Opportunity for employment and assistance (16)
5. Availability of programs and information in multiple languages (15)

(x) represents the number of times a theme appeared in the comments captured in the stakeholder workshop notes.

The small group discussions also yielded some unique themes that were distinct at each of the four stakeholder workshops. A sample of unique themes are listed below:

Newcomer Service Providers
- Method for evaluating success
- Interdepartmental oversight committee for policy implementation

Ethno Cultural Groups
- Credential recognition when hiring and work mentorships
- $1 leases for ethno cultural community centres

Newcomer Youth
- Provide art space
- Work with schools to communicate information about City services

Francophone Service Providers
- Implement an access without fear policy*
- French language programs and service map

** Access to police services without fear of repercussion for persons without status.*

A list of common themes identified at the workshop is available in Figure 3 under each policy framework pillar. The full workshop results can be found in Appendix A, while the notes from each workshop can be found in Appendix B.



Figure 2: Dotmocracy exercise

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1. A Welcoming City

- Welcome portal via webpage or app (19)
- Welcoming event (8)
- Staff involvement (8)
- Cultural ambassadors (6)

2. A City Without Racism

- Anti-racism campaign (16)
- Cultural sensitivity training for City staff, including police (12)
- Accountability and consequences (11)
- Negative experience with police (7)

3. Equitable & Accessible Services

- Access to recreation (48)
- Affordability of City services (35)
- Access to transit (22)
- Programs and information in multiple languages (15)
- Housing size and affordability (10)

4. A Representative Workforce

- Job opportunities and assistance (16)
- Employment equity quotas (11)
- Foreign credential recognition (3)
- English language training (2)

5. Active Implementation

- Staff position for newcomer services (5)
- Advisory group for implementation (5)
- Method for evaluating success (4)
- Timelines for implementation (4)

6. Other

- Community funding via grants or WPRSAP (10)
- Safety (8)

(x) represents the number of times a theme appeared in the stakeholder workshop notes

Figure 3: Common themes identified at the workshops organized by policy framework pillar

The City also met with Equity and Diversity Sub-committee of the Human Rights Committee of Council and the Immigration Partnership Winnipeg Multi-stakeholder Council. Themes that were discussed at both meetings included:

- Cultural sensitivity training for City staff, including police
- Access to recreation
- Affordability of City services
- Access to Transit

These themes overlap with the most common themes at the stakeholder workshops in the figure above. One idea that was unique to the meetings was partnering with sports teams to increase the reach of an anti-racism campaign. Notes from the meetings can be found in Appendix C.

Next Steps

Input received from the stakeholder engagement process will help guide the development of the Newcomer Welcome & Inclusion Policy. The policy will be presented to the Human Rights Committee of Council for final feedback in winter 2019/20 once the recommended policy is complete. The policy is expected to go before Council for approval in early 2020.

Appendices

Appendix A – Workshop results
Appendix B – Workshop notes
Appendix C – Meeting Notes

To learn more about the Newcomer Welcome & Inclusion Policy, please visit winnipeg.ca/newcomerpolicy

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Appendix A – Workshop results

Table 1. Possible actions on how the City could welcome, include, and integrate immigrants and refugees

Rank	Possible Action	Dots
#1	Create a 'super pass' that would provide for free access to all City services for newcomers including transit, recreation facilities, and programming.	23
#2	Implement a long-term anti-racism campaign for Winnipeg residents to combat negative attitudes towards newcomers.	18
#3	Provide cultural sensitivity training to City staff to combat negative attitudes towards newcomers.	15
#4	Provide employment assistance to newcomers.	14
#5	Encourage more affordable and diverse housing that meets the needs of newcomers through bylaws and zoning.	13
#6	Provide space for community gardens to address food security among newcomers.	6
#6	Create an evaluation mechanism monitor the success of the Newcomer Welcome and Inclusion Policy.	6
#6	Develop a Welcome Portal on the City of Winnipeg's website with information on municipal services for newcomers in multiple languages.	6
#9	Improve ease of access to Community Incentive Grants to newcomers.	5
#9	Develop employment equity quotas to improve access to City of Winnipeg jobs for newcomers.	5
#11	Establish employment equity quotas for hiring City staff.	4
#11	Establish a formal relationship with Ethno Cultural Council of Manitoba.	4
#11	Create a new policy pillar for safety, including cultural and physical safety.	4
#14	Create a Newcomer Advisory Table	3
#14	Create a new staff position to implement the Newcomer Welcome & Inclusion Policy	3
#14	Allow community partners run City facilities more effectively.	3
#14	Include culturally appropriate mental health and wellness programming in the leisure guide.	3
#14	Create a safe space for newcomer seniors and youth at City facilities, as well as space for newcomer artists.	3
#19	Consider long term settlement and integration of newcomers.	2
#19	Collaborate with cultural ambassadors for newcomer mentorships.	2
#19	Make more resources and information available in various languages in public spaces.	2
#19	Provide more information to immigrants and refugees on rights and laws in Canada.	2
#19	Create a youth advisory council in the City of Winnipeg with a newcomer representative.	2
#19	Host book clubs with books translated to multiple languages.	2
#19	Work with schools to communicate information to newcomers about City services.	2
#19	Make residential parking permits trump parking meters in core neighbourhoods.	2
#19	Educate newcomers on the risks of gangs and involvement in crime.	2

Table 2. Small Group Discussion Themes by Policy Framework Pillar

1. A Welcoming City
• Welcome portal via webpage or app (19) • Welcome event (8) • Staff involvement (8) • Cultural ambassadors (6) • Multi-language portal and information (5) • Information on services (4) • Affordability (3) • Integration (2) • Mentorship (2) • Education on rights and laws (2) • Library welcoming hub (2) • Parks (1) • Leadership involvement (1)
2. A City Without Racism
• Anti-racism campaign (16) • Cultural sensitivity training for staff, including police (12) • Accountability and consequences (11) • Negative experience with police (7) • Leadership involvement (4) • Transit involvement (3) • Recognition of non-Canadian statutory holidays (2) • School involvement (2) • Relationship with police (1) • Respect (1)
3. Equitable & Accessible Services

• Access to recreation (48)
  o Reduce fees (16)
  o Prioritize swimming (9)
  o Enable facility use/rental (7)
  o Extend hours (5)
  o Offer a variety of languages (5)
  o Offer Women-only programs (4)
  o Improve registration (2)
• Affordability and inclusivity of City services (35)
  o Recreation (16)
  o Transit (14)
  o Community spaces (5)
  o Affordable housing by-law requirements(3)
  o Easy application process (2)
  o Festivals and professional sports (1)
• Access to transit (22)
  o Reduce fares (17)

    - Routes (6)
    - Cultural sensitivity (3)
- Programs in multiple languages (15)
    - Recreation programs and swimming lessons (5)
    - Welcome portal (5)
    - City of Winnipeg website (3)
    - 311 (2)
    - Libraries (1)
    - Public engagement (1)
- Housing size and affordability (10)
- Programming (9)
- Increase facility hours (7)
- Libraries (6)
- Space for community functions (5)
- Metal health and wellness programming (5)
- Safe space (4)
- Food security (3)
- Art space (1)

4. A Representative Workforce

- Opportunity for employment and assistance (16)
- Employment equity quotas (11)
- Foreign credential recognition when hiring (3)
- English language training (2)
- Volunteer opportunities at the City (1)
- Work mentorship program (1)

5. Active Implementation

- Staff position for newcomer services (5)
- Advisory group for implementation (5)
- Method for evaluating success (4)
- Timelines for implementation (4)
- Training for City staff on the policy (4)
- Interdepartmental oversight committee (2)
- Formal relationship with Ethno Cultural Council of Manitoba (2)
- Educate staff on policy (1)
- Collaboration with newcomer community (1)

6. Other

- Community funding via grants or WPRSAP (10)
- Newcomer safety (8)
    - Personal security (4)
    - Road safety (3)
    - Policy name (1)
- Permits for housing and businesses (3)
- Education on risks of gangs and involvement in crime (2)
- Parking meters on residential streets (1)

- Voting for non-citizens (1)
- Integration, not assimilation (1)
- Volunteer opportunities on boards and commissions (1)
- Access Without Fear (1)

(x) represents the number of times a theme appeared in the comments captured in the stakeholder workshop notes. One comment can have multiple themes.

Table 3. Small Group Discussion Themes by Stakeholder Session

Session	Policy Framework Pillar	Theme
Session 1 – Newcomer Service Providers	1. A Welcoming City	Welcome portal via webpage or app (12) Welcome event (2) Staff involvement (1) Multi-language portal and information (1) Information on services (1) Library welcoming hub (1) Leadership involvement (1)
	2. A City without Racism	Anti-racism campaign (7) Cultural sensitivity training for staff, including police (7) Accountability and consequences (1) Leadership involvement (1) Transit involvement (1) Negative experience with police (1)
	3. Equitable and Accessible Services	Access to recreation (25) Affordability and inclusivity of City services (15) Access to transit (15) Programs and language in multiple languages (7) Increase facility hours (4) Library (4) Programming (3) Housing size and affordability (2) Space for community functions (2) Safety (1) Food security (1)
	4. A Representative Workforce	Employment equity quotas (3) Opportunity for employment and assistance (2)
	5. Active Implementation	Advisory group for implementation (4) Method for evaluating success (4) Staff position for newcomer services (3) Timelines for implementation (3)

		Training for City staff on the policy (3) Interdepartmental oversight committee (2) Collaboration with newcomer community (1)
	6. Other	Newcomer safety (6) Community funding via grants or WPRSAP (2) Permits for housing and businesses (1) Parking meters on residential streets (1)
Session 2 – Ethno Cultural Organizations	1. A Welcoming City	Staff involvement (5) Welcome portal via webpage or app (4) Welcome event (3) Information on services (3) Affordability (3) Cultural ambassadors (2) Integration (2) Multi-language portal and information (1) Parks (1)
	2. A City without Racism	Accountability and consequences (6) Anti-racism campaign (5) Leadership involvement (2) Recognition of non-Canadian statutory holidays (2) School involvement (2) Transit involvement (1) Respect (1)
	3. Equitable and Accessible Services	Access to recreation (11) Affordability and inclusivity of City services (8) Programs and language in multiple languages (5) Housing size and affordability (3) Access to transit (2) Increase facility hours (2) Programming (2) Metal health and wellness programming (2) Food security (1)
	4. A Representative Workforce	Opportunity for employment and assistance (11)

		Employment equity quotas (5) Foreign credential recognition when hiring (3) English language training (1) Volunteer opportunities at the City (1) Work mentorship program (1)
	5. Active Implementation	Staff position for newcomer services (2) Formal relationships with Ethno Cultural Council of Manitoba (2) Training for City staff on the policy (1)
	6. Other	Community funding via Grants or WPRSAP (4) Permits for housing and businesses (2) Voting for non-citizens (1) Volunteer opportunities on boards and commissions (1)
Session 3 – Newcomer Youth	1. A Welcoming City	Cultural ambassadors (3) Mentorship (2) Education on rights and laws (2) Staff involvement (1) Welcome event (1) Multi-language portal and information (1)
	2. A City without Racism	Accountability and consequences (4) Cultural sensitivity training for staff, including police (4) Negative experience with police (6) Anti-racism campaign (4) Leadership involvement (1) Transit involvement (1) Relationship with police (1)
	3. Equitable and Accessible Services	Affordability of City services (7) Access to recreation (4) Access to transit (4) Housing size and affordability (3) Metal health and wellness programming (3) Safety (3) Library (2) Programming (2)

		Programs and language in multiple languages (1) Increase facility hours (1) Space for community functions (1) Food security (1) Art space (1)
	4. A Representative Workforce	Opportunity for employment and assistance (2) Employment equity quotas (2) English language training (1)
	5. Active Implementation	Advisory group for implementation (1) Timelines for implementation (1) Educate staff on policy (1)
	6. Other	Newcomer safety (2) Community funding via Grants or WPRSAP (2) Education on risks of gangs and involvement in crime (1) Integration, not assimilation (1)
Session 4 – Francophone Service Providers	1. A Welcoming City	Welcome portal via webpage or app (3) Welcome event (2) Multi-language portal and information (2) Cultural ambassadors (1) Staff involvement (1)
	2. A City without Racism	Cultural sensitivity training for staff, including police (12)
	3. Equitable and Accessible Services	Access to recreation (8) Affordability and inclusivity of City services (5) Housing size and affordability (2) Programming (2) Programs and language in multiple languages (2) Space for community functions (2) Access to transit (1)
	4. A Representative Workforce	Opportunity for employment and assistance (1) Employment equity quotas (1)
	5. Active Implementation	-
	6. Other	Community funding via Grants or WPRSAP (2) Access Without Fear (1)

(x) represents the number of times a theme appeared in the comments captured in the stakeholder workshop notes.

Appendix B – Workshop Notes

Session 1 – Newcomer Service Providers
October 15, 2019

Winnipeg

1. A Welcoming City

Possible Actions:

- 'Welcome portal' on City website for newcomers
- Welcoming activities (i.e. Welcome Fair)

- accessible orientation, website, apps on website
- welcome package 4 newcomers.
- city fill in gap (w/ Entry losing funds) on city services
- using libraries as settlement hubs. ●
- Welcome portal in many languages, plain language
  ie' Embed google translate ●●●
- mayor involved
  - welcome fair
  - w/ inter'l students.

2. A City without Racism

Possible Actions:

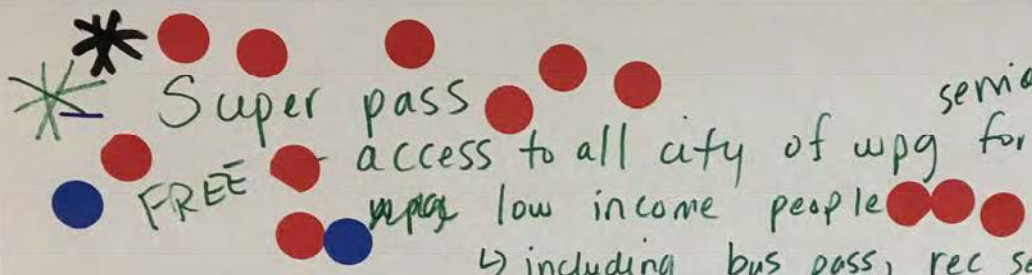
- City-wide anti-racism campaign
- Public Service training on anti-oppression, immigrant and refugee issues, and cross-cultural awareness

- long term education - not just on + off.
- training needs to include actions, hold staff accountable to expectations
  → workers need to be held to the standard
  → visit orgs + volunteer each employee 1/2 days per yr.
  ie: police
  → staff making a commitment to execute the training
- anti-racism campaign
  w/ partners + govt.

3. Equitable & Accessible Services

Possible Actions:

- With community groups and users:
  - Review current programs and services
  - Develop and provide culturally appropriate and community responsive policies, procedures, programs, services and facilities



* Super pass

FREE - access to all city of wpg services for all ~~[illegible]~~ ~~wpg~~ low income people

↳ including bus pass, rec services etc..

↳ w/ opt out clause.

→ could grow $ - b/c ↑ bus riders, people @ city facilities

- better use of city facilities
  - letting comm. partners run city facilities more effectively.
  - including 24/7 safe space - ↓ city gate keeper mentalities of
- city staff visit w/ comm. groups in a 'new way' ie: like United way staff ~~the~~ going for visits
- language supports for services in rec
- adult + women swimming lessons * in languages other than English/French.
- communication / outreach / training for staff
  ↳ ie: on free rec pass for newcomers.

4. A Representative Workforce

Possible Actions:

- Leadership pathways for newcomer employees
- Targets and timelines towards an inclusive workforce
- Newcomer youth employment strategy

- include 50-50 equity b/t male, female, focus on newcomer women
- clear timelines around gender parity as well

5. Active Implementation

Possible Actions

- Staff position for Newcomer Services at the corporate level
- Composition of City of Winnipeg boards, commissions and advisory committees to reflect community demographics
- Advocate to other levels of government and stakeholders

- Newcomer Advisory Table ●●●
- Interdept. committee to oversee implentation
- city work to secure other funding to implement ●
- Evaluation - how do we build this in ● ●● ●●● - measures / criteria to measure success.
* Staff person @ city @ city level.
- fund settlement orgs to provide orientation to newcomers on indigenous issues.

Other Priorities/Actions

- Transit - new pillar
- ~~Zoning or bi-laws~~
* enhanced integration through changes of bi-laws & zoning (ie: low income housing, access to transport) so newcomers can live in diverse neighbourhoods.
- Safety (either own or integrated into other pillars)
  - cultural safety
  - physical safety
    - road closures
    - more accessible bus routes.
- Parking
  - installing metres in places in core areas.
  - ↳ residential permits don't work on ~~residential~~ metered parking
    ↓ structural racism

Missing

- safety (physical)
  - ex road closures, speed zones, 24/7 safe spaces
- better coordination of bus routes
- respect, (cultural) safety
  - are underlying values & guiding principles

add to #1 - Super pass! great idea!
- co-ordinated departments; opt-out;

housing - affordable, accessible
- City permit dept
- certain % of new builds (multi units) are affordable
- apply by-laws

} should this be under #3?

- could 311 have over-the-phone interpreters?

- "welcome portal" in many languages

- how will this be evaluated??

- great to have designated staff @ corporate level

most important

- training of City staff
  (sustained learning plan) with evaluation

free/low-cost

- super pass
- ♀ only activities; ↓ fees for seniors
- unused (non-gym) spaces in schools - in evenings + weekends
  use them (library, music art, etc)

Q1

P#1 ✗ add safe to Welcoming City
safety

P#1 ✗ welcoming Package for newcomers
P1 ✗ good resources on website

P1 ✗ What can the city do to provide a Centralized orientation for newcomers

P#3 ✗ not asking for ID in accessing services
e.g. library service

"Access for All"

Specialized recreation services for newcomers
e.g.- Swimming pool for women only
- swimming lessons in English only right now
- Swimming lessons for adults in other languages

P1 - Orientation App for newcomers
- Google translate City of Winnipeg website
↳ Plain language

Q1 Multiple welcome fairs

↳ Plain language

Q1 Multiple welcome Fair
- Settlement services in libraries
  ↳ City to partner w/ settlement Agencies
- City to invest to train newcomer around local indigenous issues
  ↳ City to fund settlement agencies to provide this training
- First 5 yrs. to get free leisure pass to have an accessible recreation

P4 – Wpg city unions education / training
- labelling in busses / make it simpler / Plain language
- Training for staff / city bus drivers
- Helping 30-55 yr old to get job
- Newcomer Advisory council
- Interdepartmental (omni Heef rom diff. part of city for implementation

Q2

- City work to secure other funding (5)
- one or 2 buses to Springfield (1 morning, 1 evening) (3)
  ↳ partner w/ Springfield municipality

- Accessible orientation resources on websites and apps
  Welcome Package for newcomers (1)

- Ensuring recreational lessons provided in multi languages for adults and women (3)
- ✓ Accessibility of subsidies / Super pass that is easy to apply for

- Training for city staff on anti-oppression, anti-racism (4)
- ~~Und~~ Cross-cultural awareness

- Street safety - cross walks (1)
- Education about city services for newcomers
- Libraries as a settlement port/place

Newcomer Advisory Council / Interdepartmental committee (5)

Cost $$

① Super Pass

↳ Wpg Mayor has to be a champion

② Funder education needs to happen across the board

③ Transit → HUGE NEED

→ Anti Racism Action Plan

FREE

Super Pass

① TRANSIT

② Recreational and Community Services
↳ 3rd party stakeholders → fee subsidy

③ Review the composition
of all the boards

"get rid of the pale, stale, and male"

④ Zoning + Bylaws
↳ strategic and inclusive development
of new communities and existing communities

Most important activities

→ Transit needs to be a priority
→ facilitates everything "access"

→ representation at all levels with equitable distribution → 50% → 55%

→ Super Pass → access to all city of Winnipeg services
→ the "opt out"

Cit

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newcomers
- get rid of

① Q2

MOST IMPORTANT - Q2

Frame the Policy for **ALL** Winnipegers

- 24 hr Safe-spaces
- ~~Better~~ Use of City Facilities
  - Leisure Guide +
  - Community Centres
  - open hours + access for the community
  - letting ~~the~~ community partner in expanding programs with city at facilities
  - empty spaces + kids not having activities sitting unused
  - city is gatekeeper not supporting community + meeting needs
  - non-profits filling the void
- Transit
  - service level
  - cost (off hours/not rush hour lower fee)
  - signage
- Low-cost activities
  - ie. ball diamond - skating cricket on school grounds
  - bookings (don't require all the time)
  - recreation in evenings
  - keep lights on + let people play

② - A

(2) Q2

- **Anti - Racism**
  - underpins everything
  - need City staff to be aware + exhibit positive behaviours
  - "My Winnipeg"
  - University of Regina - back to school campaign...
    "You are welcome here... racism is not"

1 POLICY FWK - THEMES + ACTIO

Q1

- Budget implications - staffing / in kind
  - not always a huge cost, remove barriers for community to do work

- Community Centres - role + function
  - programming for youth/all
  - city operated vs community operated

- Active Imp - Training Police/Fire/Paramedic on cultural training/awareness, basic interaction, + safety (ie. pizza box in oven)
- E.r.i.k → emergency information notices for fridge with basic info
  (was a cost)

2 P

Q1 -T

APPROAC

-#3 —

—

(2) POLICY FWK -

Q1: 'Training' → needs a commitment to execute + expectation to perform/behaviours

→ sitting in a training session is not enough, needs performance expectation (City of Reconciliation, but no smudging policy)

→ require volunteer hours (ie x times or hours/yr) with an organization → Learning by doing

APPROACH → cultural humility → lifelong commitment to education on cultural dif., power imbalances

-#3 – Women's only swim time → more, expand hours

– Transportation, signage → getting people around to these programs + wayfinding

① Thoughts on draft framework:

- More involvement from Mayor (IE attend Welcome Fair, host Int. students)
- Very specific outcomes / timeframe for goals (accountability)
- Evaluation / ongoing consultation w/ community
- Review / update policies / frameworks (IE: police application) Intense
- Issue of union impacting hiring policy
  - Hiring process needs to be review
- Ongoing trainings rather than one day (cultural shift)

- Increase bus routes / better bus (to connect to different areas)

- Review / Update policies / [illegible]
- Issue of union impacting hiring policy
  - Hiring process needs to be review
- Ongoing trainings rather than one day (cultural shift)

- Increase bus routes / better bus services for bus users (to connect to different areas)
- Inter gorenment collaboration on [illegible] access to services
- distribution / communication to newcomers as well as services (IE access to rec. centers, not all are aware)

Topic 2:

- Top 3:
  - Staff positions for Newcomer services at corporate level
  - city-wide anti-racism campaign (partner/government)
  - targets/timeline towards Inclusive workplace

- Low Cost
  - Encourage Mayor involvement & leadership (human rights city, better representation)
    - ↳ Welcome fair
  - Communication b/w newcomers & service providers IE: reduced passes to city rec. services
  - Newcomer community collaboration culturally appropriate, policy, etc.

City's role in welcoming + including newcomers?

- transit → special break for public transportation (ID, free tokens, lower cost)
  - other cities have this.
- access to recreation + services.
- bus service (public) for employers just outside the city (ie: Springfield) to bring workers to job
- signage in the city - very hard to navigate - need clearer signage → with images / clear words
- ✱ employment - City representative of demographics
  - representative workforce.
- use of spaces for ethno-cultural groups to utilize
- ↑ in property taxes can be a challenge for newcomers to own homes.
- get rid of metal detectors at millenium library

* city community centres as 24/7 safe spaces.
- partner to get a city superpass - yes, if I qualify I want a city superpass
- city more strategic of land use permit
  - multi-family housing
  - social housing / RGI.
  - also outside core area

  ↓ ie. w/ EIA or something

  ↓ forcing developers to create a lot of options

- fire fighters/ parametics. → more training on working with newcomer communities (ie: life skills, communication)
  + fire/parametics to train community on fire safety.
- $ access to trained, professional interpreters (WRHA gets calls from city) → need to develop a policy.
  + communication / support for staff
- Safer streets
  → crosswalks
  → bike lane's - many unsafe
  → areas for children to play.
  ↳ not only a park, but in the streets.
- procurement.
  ↳ more locally focussed
  ↳ invest back into organizations + local groups

* anti-racism policy
  → especially for city police
  → racial profiling, carding, circling in inner city
  → agressive police, anti-not great

- recycling - making it easier for people to know how + do it correctly.
- Standing permits for community spaces
  - ie: baracades up on Ellen St on weekends so kids can play
  - Isabel @ 30km - due to speed / safety.
- benefits of co-op housing → ~~more~~ ↑ co-ops for newcomers
- anti-racism
  - apply to all city staff
    ie: city recreation staff not held accountable. for racism
- Leisure Guide - in more languages. - even if on-line
- for fee subsidy
  - not enough time to register after Leisure Guide comes out → need more time.
- transit
  → bus drivers need to be trained about working w/ people from different cultures.
- active support for the refugee population
  ↳ WPRSAP → bringing it back - provides. assurance for private sponsor groups.
- refugee claimants not funded federally (ineligible)
  → can the city chip in to support this groups
  → shelter for the claimants? funding
  → tied to idea of sanctuary city
- very difficult to access fee subsidy, process confusing (ie: getting a receipt + they think it's a bill)
  → need more info/outreach about fee subsidy - need help to fill application
  no follow up confirming time + place.

- need womenably acuss to rec - ie: Swimming
- 1 in 4 Winnipeger's are not born in Canada
  → all of these are Winnipeger's
  ↓
  don't always seperate out groups → other low income, indigenous groups also need these support
  - Human Rights not only Newcomer Rights
- Support for Francophone newcomers - more servces
  → ie: through Libraries -
- accessibilty to winter sports
  - expensive gear.
  - need to learn the sport
  - need to offer more for low income immigrants
- Key beliefs / values / principals - essential human needs.
  1. - housing
  2. - learning + livelihood
  3. community
- dignified, equitable access - what does this look like in terms of access to libraries, recs, servces.
- role of newcomers in reconciliation, respectful relations w/ indigenous folks
- re-examing the cities regulations - prevent newcomers from participating in employment
- multilangage books in libraries - even more.

Session 2 – Ethno Cultural Organizations
October 15, 2019

Winnipeg

1. A Welcoming City

Possible Actions:

- 'Welcome portal' on City website for newcomers
- Welcoming activities (i.e. Welcome Fair)

- waive fees for use of parks ~~[illegible]~~. ie. Central park global market - couldn't rumble cost $ to rent the park space in past 2yrs.
- welcome fair.
  - partner w/ comm. agencies.
    - funding from various groups.
- open houses of municipal services - every few months
  ↳ fire hall, police, rec, city hall

~~[illegible]~~

- newcomer web page - designated stand alone page on city website using plain language
  - listing all city services (ie: how to get library card)
  - + what city services have other languages available (ie: 311)

low cost

~~[illegible]~~

- Consider long term settlement + integration of newcomers.
  ↳ what services consider will help them integrate.
- city outreach workers - city can come to cultural activities to talk about city services.

2. A City without Racism

Possible Actions:

- City-wide anti-racism campaign
- Public Service training on anti-oppression, immigrant and refugee issues, and cross-cultural awareness

~~precautions for pe~~

- anti-racism legislation and enforcement.
  - could write it in a bi-law.
- sustained anti-racism campaign- not just a one time thing
- political leadership takes strong, consistent, position on anti-racism. / FREE
- recognize cultural days + celebrations by council including independence days — linked to political leadership

Equitable & Accessible Services

Possible Actions:

- With community groups and users:
  - Review current programs and services
  - Develop and provide culturally appropriate and community responsive policies, procedures, programs, services and facilities

- free access to uty rec. facilities + prog. for the 1st year - including swimming, learn to skate.
- culturally appropriate.
- wellness programming for mental health in Leisureguide
- cultural ambassadors at comm. centres.
-

4. A Representative Workforce

Possible Actions:

- Leadership pathways for newcomer employees
- Targets and timelines towards an inclusive workforce
- Newcomer youth employment strategy

- train / support newcomers so can be included in various roles in city workforce.

- credential recognition – city advocate to support better employment opps. for newcomers.

- mentorship prog. for newcomers.

- targeted quotas for employment equity – that are monitored (like the province).

- employment pathways to entry level jobs for adult newcomers

- pathways for adult newcomer professionals to get employment w/ city

5. Active Implementation

Possible Actions:

- Staff position for Newcomer Services at the corporate level
- Composition of City of Winnipeg boards, commissions and advisory committees to reflect community demographics
- Advocate to other levels of government and stakeholders

- Staff position to implement policy
- formal relationship w/ ethno-cultural council of MB. to get input

Other Priorities/Actions

- language training / consider different dialects.
- food security. – opp. to grow food / gardens – provide city land to do comm. gardens, opps to bring people together to grow cult. app. food.
- permits – need to consolidate – (ie: get noise, get street closure)
  - ↳ all in one permit
- WPRSAP. – city take leadership to renew and open up fund.
- Community incentive grants
  - ↳ need more access to these grants and $ available through city councilors
    - ↳ hard for newcomer orgs. to access
  - requires that org. has matching funds – $10K
    - ↳ this can be a challenge to obtain
      - → You also need to provide quotes.
      - – matching fund requirement is a barrier for some newcomer groups who do not have large budgets.
- permanent resident voting @ the municipal level.

① Welcoming City ÷ Annual Multicultural Parade

* Not only political but public service ~~workers~~/leaders e.g. Dir. → ÷ City leadership representation at ethnocultural celebrations

* Passes for Folkfestival | Voyageur, ~~Blue~~ Sports – Jets, Bombers | Baseball → ÷ Waive fees to support these communities

② City c/out Racism: – Key anti-racism messages inside City Bus

- Anti racism bill-boards with messages all over the city

③ Equitable & Accessible Services – ÷ Reduce fees to increase access

÷ Extend the hrs of city facilities to open longer to increase access to more ppl.

④ Representative Workforce – Create targetted Quotes for representation at Leadership levels.

⑤ Active Implementation: Simply the permit process for businesses & events – ÷ Use simple language

Free or Low-Cost Activities

① #5 below -
② Extended hours of operation for city rec services
③ #6 ↓
④ Facilitate awareness access to city of Wpg Community Incentive grants to Newcomer organizations — Eliminate Red tape -

Most Important part of policy

① Targetted Quotas for employment equity that city commit to.
② Promote Urban farming to grow ethnic foods.
③ Create a staff position for New Commer Services at the Corporate level
④ A sustained Anti-Racism Campaign that does not stop.
⑤ Free access to city recreation services for Newcomers in their 1st Year
⑥ A single place to issue permits — Consolidate all into one stop shop.
⑦ Privat & Refugee Sponsorship Assurance
⑧

Welcoming City

It should transcend
- should include long term settlement and integration - Kick start long term settlement & Integration.
- Respect + understand newcomers' cultures
- Outreach workers' introducing available services to newcomers & Refugees

2] Racism should include consequences / Accountability
- Complaint ~~House~~ House

3]

4 Employment Pathway
- Entry level Allocate to new comers
- Newcomers Adult employment strategy
- Training + Recruitment
  - professionals + Transfer
  - foreign credentials + skills

PRIORITY

1) Employment Equity

2) Welcoming City – Beyond welcome fair – Long term ultimate Objective

3) Formal Relationship with ethno-communities for Contd. feedback

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LEAST PRIORITY/cost less

- Formal Relationship with Ethno – communities.
  - A centre to address grievances
- Free Recreats activities
- Reduced Transit fare for newcomers

TOPIC 1 – Thoughts on Fwk / Actions

1

1. Welcoming City
   - Welcome fair – once / month, open house of municipal services + orientation (ie. how parking metres work, services, library card etc)
     - Work with settlement agencies to give info presentations + additional settlement support
     - visiting homes
   - Newcomer webpage – plain english, 'how to' information, services ... eventually have in dif. languages
   - translation services ... info on webpage on how to access (increase awareness)

* = most important Q.2

2. A

(2)

- Info on webpage about other resources (ie. CFS, provincial progs, settlement agencies)
  - Make page stand-alone? (City page hard to navigate)
  - 311 + services in other language → promote + make sure effective

2. Anti Racism

(X) Leadership needs to take strong stand → consistent, long-term, permanent

- Awareness - start with this, involve schools, add to curriculum, include cultural days of importance (Council recognition of these days) + work with schools to recognize + support by giving presentations (3)

3. Equitable + Accessible Services
- Help newcomers understand property + hsg standards
- Ensure that new housing enables large families
- Interpreters avail at Budget consultations + any consultation
- Affordable programs
- Culturally appropriate times for programs (ie women only)
- Staff training
- awareness

4. Representative Workforce (4)
- Ensure city employees reflect diversity

Budget consultations
+ any consultation ⊕ Staff training

4. Representative Workforce (4)

⊗ Ensure city employees reflect diversity

- Go to high schools to hire summer students (ie. Green team) Be proactive + outreach/connect to newcomer youth. Volunteer ops.
- Annual reporting + review of Diversity hiring

5. Implementation ⊕ Staff "Newcomer services"

- call for vols to commissions
  ↳ outreach proactively to newcomers

Three (3) most important activities

→ enforcement to older employers

→ a city without racism
↳ people don't feel welcome in Wpg due to racism

→ representative workforce → strategy not only for youth → including dialects
→ more diverse hiring / language bank among city staff

→ skills training

→ not only a welcoming website but a "centre"
→ multiple centres, so everyone and all can access → run throughout the day!
→ on-site childcare

→ priority → skills training for all newcomers
→ recognition of credentials
→ language training
→ professional training — what are the expectations of working in Canada / Wpg!
→ mentorship

what's missing?
→ Mental health programming for recreational services

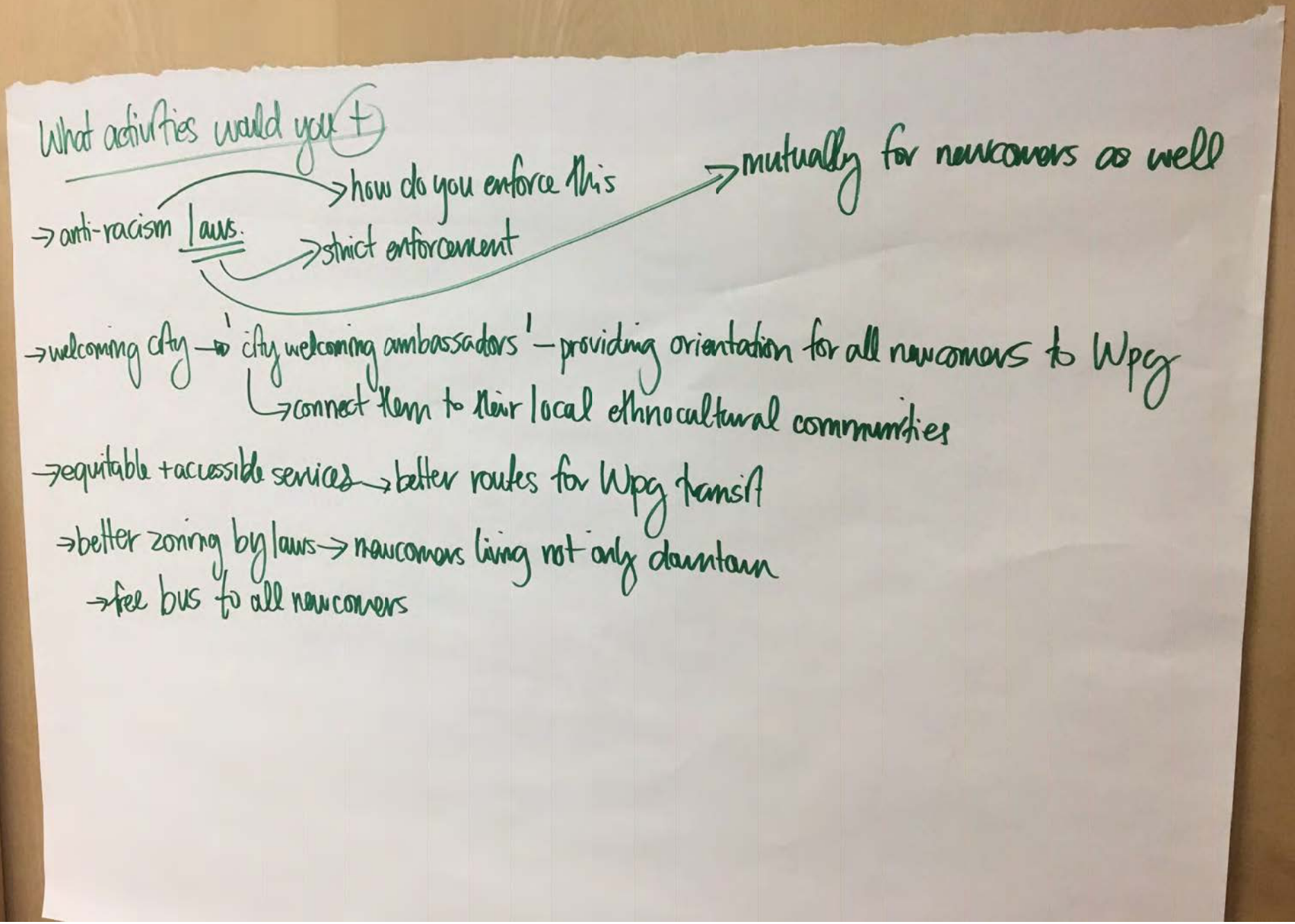
Three free

→ wellness programming for mental health in leisure guide that's culturally approved

→ women only swimming — women instructor / cultural preferences

→ city of upg camping in leisure guide — dip in tents.

— help debunk stigma regarding camping


What activities would you ↑
→ anti-racism laws:
→ how do you enforce this
→ strict enforcement
→ mutually for newcomers as well
→ welcoming city → 'city welcoming ambassadors' - providing orientation for all newcomers to Wpg
→ connect them to their local ethnocultural communities
→ equitable + accessible services → better routes for Wpg transit
→ better zoning by laws → newcomers living not only downtown
→ free bus to all newcomers

What is the City of Wpg's role in welcoming, including + integrating immigrants and refugees in our city?

- welcoming at the airport
- how to use public transit.
- basic orientation to city servias. and the city spots
- how to get a library card — bank to use
- people who don't ~~xxxx~~ speak english need help/interpreters
  — multi-language inform-ti
- advocating for housing for large families
- educating Int'l / students about rules + regulations, (city does regulate land use) ~~Sss~~ and short-term accommodatin related to housing
- creating a hub for ethno-cultural comm. groups
  - providing buildings
- create large welcome event / festival
  - mayor + council come to meet comm. members
  - service fair

- 'Doors open' / open house @ city hall. Targeted @ newcomers

* Space for cultural community centres - gathering place for programs → $1 land leases
  - free or cheap
    ↳ partnership b/t city + ethno-groups to provide land / buildings to ethno groups
    - prioritize ethno-cultural groups
- orientation about fire safety, carbon monoxide
- ~~help~~ what to expect - if you call an ambulance - $500.
  need education
* more affordable sport + recreation activities for newcomer children
- culturally appropriate recreation programmings
- women's only swim opportunities through public pools
- ~~childcare~~ - free or very affordable respite care / drop-off for parents of ~~children~~ children in community centres.
- WPRSAP
  ↳ top up that fund and re-open the fund, make it permanent.
  ↳ city take leadership on re-initiating this program.

- inform newcomers about police - how they work, what can expect.
  - gentle orientation about police since they fear police.

- cross cultural training for police / cultural sensitivity training

- land for growing food - city provide free/accessible cultural appropriate food production - promoting urban farming + community gardens.

- teaching newcomer parents about rules + laws around behavior mgmt. discipline + about domestic violence.
- teaching law enforcement.
- rights + responsibilities - in their own language about. disciplining children, spousal abuse etc...
- educate employers about the value of hiring newcomers. + credential recognition
- interpreters available to share important information
  - paper is not the way - verbal communication, people summarize in presentations
- reduce bus fare for newcomers - transit

city workforce

- people employed in the city should reflect the city's demographics

Session 3 – Newcomer Youth
October 16, 2019

Winnipeg

- Bus service sometimes late
- Bus Drivers not welcoming
- Getting kicked off the Bus due to not having token
- Police racist, prejudice to newcomers
- water not clean
- pot holes are the worst!
- 311 wait times
- 311 not easy to access
- Not all newcomers knew about 311
  - misconceptions about 311 (cost money)
- provide permits to have housing like IRCam across the city
- land permits for more subsidize housing with larger #s of rooms, mixed income properties

- Leisure guide in multiple languages
- transportation needed to access services
- educating newcomers about city services
- need newcomer youth programs (art, sport, etc.)
- more opportunities for newcomers to use City rec spaces
- Super pass for bus and services, and membership to rec services
- employment opportunities in the city for newcomer youth
  - increase representation!
- all year youth employment opportunities year round
- Big event.
- local smaller more frequent events for newcomers to come together
- employment training
- Newcomer youth employment strategy
- Get rid of security at library

- educate newcomers around their rights as newcanadians
- police should have training!
- Be cautious of police 'flexing' muscle with presence at activities
- want front line police staff to have training by youth newcomer reps & community organizations
- have more newcomers become police
- remove demographic questions from city job applications
- build relationships between newcomers and police
- Remove cost to using ambulance fees
  - other countries do not have costs to using ambulance
- equity for use of services
- have night walks to increase safety with individuals trusted by the community

- communication and training to city staff
  - starting with leadership ●

- Safe space for seniors at city facilities ●●●
  and newcomer youth, as well as space for newcomer artist

- Ensuring newcomer representation in the city's workforce

- Youth Advisory Council in the City - ensuring newcomer rep (a few seats) ●●

- Get change from bus driver or better yet reduce bus ticket cost

- Zero racism tolerance on the bus, can be include in anti-racism campaign

- timeline that the policy actions needs to meet

- intercultural training for staff
- have city workers come out to the community
- having stricter consequences for police racism
- eliminate police favouritism and bribery
- Ensuring newcomer youth have equal access to city rec spaces
- Ensuring city spaces contain art studio spaces
- Presenting vocal newcomer and ethnocultural art at city spaces and city public art
- More opportunities for newcomer youth to join sports teams (higher levels)
- Ensuring access to shared spaces for ~~near~~ newcomers and community organizations
- host book clubs with translated books ●●

- host book clubs wi

- home purchasing
  - portal in multiple language
  - local smaller events, like Aurora - senior program
  - safe space for seniors
    - 24 safe space of rec centres (but must be safe)
    - 1yr free for city services for newcomers
    - low-income access pass
    - free or low-income bus pass (not only for folks on EIA)
    - Education on City services in multple language (acess to one on one)
    - Advocate to other levels of gov't around health services
    - Anti-racism should also include anti-sexism, anti-homophobia, anti-islamophobia
      - intersectional lens within the campaign
    - More multilingual books (not just old but new books!)

- Info on what happens after highschool
- ~~Info~~ on job fair, experiance

---

3 best Ideas No $$

- Employment practices

*Education should be controlled by ~~GOW~~ city of Wpg.

- Find the money
- Money goes to things that aren't a priority
- HOW CAN ~~GOW~~ CITY OF WINNIPEG PUT MONEY TOWARDS ROADS THAT DONT NEED FIXING BUT THEY CANT HELP NEW COMERS WITH ~~THERE~~ NEEDS
- Learn about the consequeses of going down the wrong path, NOTE SHOPS ●
-

- More housing for all family sizes
- Affordable houses
- promoting spaces for planting / gardens

---

3 most important activites

- Collabrotive work with mentorships with cultural ambassadors, equal
- Training on prejudice and Racism follow up measures to success, accountability,
- *More resources available / info in public space upon arrival in various languages
- Selective on who gets to be apart of the police force (Background checks etc.)
- Zero tolerance to racism
- Education, newcomers not having to assimilate but integrate, equal distribution between cultures
- Rights, and laws, provide more information to immigrant, newcomer refugee

- Cultural Ambassador
  - Strong speakers
  - Be the engangers

- Decrease the prices of bus tickets/Passes
- People will cheat the system.
- low income get reduced or free transportation
- ~~If people~~ no Diverse the committee
- More resources to assit newcomes when the come to canada
- Arrival Package
- Difficult finding places to assit with new comer needs
- School were the ones to provide help
- Mental Health/Trama, programming/support(s)
- Leisure guide has mental health resources.
- paired with a mentor when arriving in canada

- Tour guide figure when people come to Canada
- Cultural Ambassadors act as a mentor to newcome
- Anti-racism campaign,
- Meaningful/tactical training, needs to be a fol through @ cadet, watch
- Relationships with police and newcomers and good, reactive approach, education about right
- JOBS, Language barrier, more support
- Awareness is it good enough (3) and everything else
- Awareness all throughout winnipeg, nothing will work without this
- Agree (4)
- Educate about CRIME/GANG
- Safety Questioned
- impression that canada is safe

Session 4 – Francophone Service Providers
October 18, 2019

1) - ambitieux 2 → 3 → 4 → 5 → 1
- bon départ
-

recatégoria
récatégoriser / regrouper

'app'

3) ① application technologique avec intelligence artificielle pour appuyer le portail ● – en langue différent (comme peggo chats)

① - porte ouverte

④ ou ⑤ - programme de mentorat avec stage ● ●
- fournir premiere experience de travail ●

③ - logement abordable. ● ● ●
dans des voisinages different.

– Rendre activités aussi accessibles que possible
– Passes de transport gratuites
– Access Without fear
– Créer division sportive ie débutant / non-compétitive
Ex Intégrer à travers du sport
– Donner l'argent aux centres communautaires pour encourager les jeunes

- fournir premiere experience de trav

③ - logement abordable. ● ● ●

dans des voisinages different.

- Rendre activités aussi accessibles que possible
  - Passes de transport gratuites
- Access Without Fear
- Créer division sportive ie débutant / non-compétitive
  - Intégrer à travers du sport
- Donner l'argent aux centres communautaires pour encourager les jeunes

Ville accueillante > d'où accès à
fear ?

- Rare pour nouveaux arrivants facilité par le maire
- Rendre possible des positions d'autorité pour minorités visibles / nouveaux arrivants
- Inclure minorités visibles au niveau des entraîneurs / enseignants pour activités de loisirs

Priorités / thèmes

* Policier surtout formé interculturel & systématique.
  - ambulancier
  - hopitaux

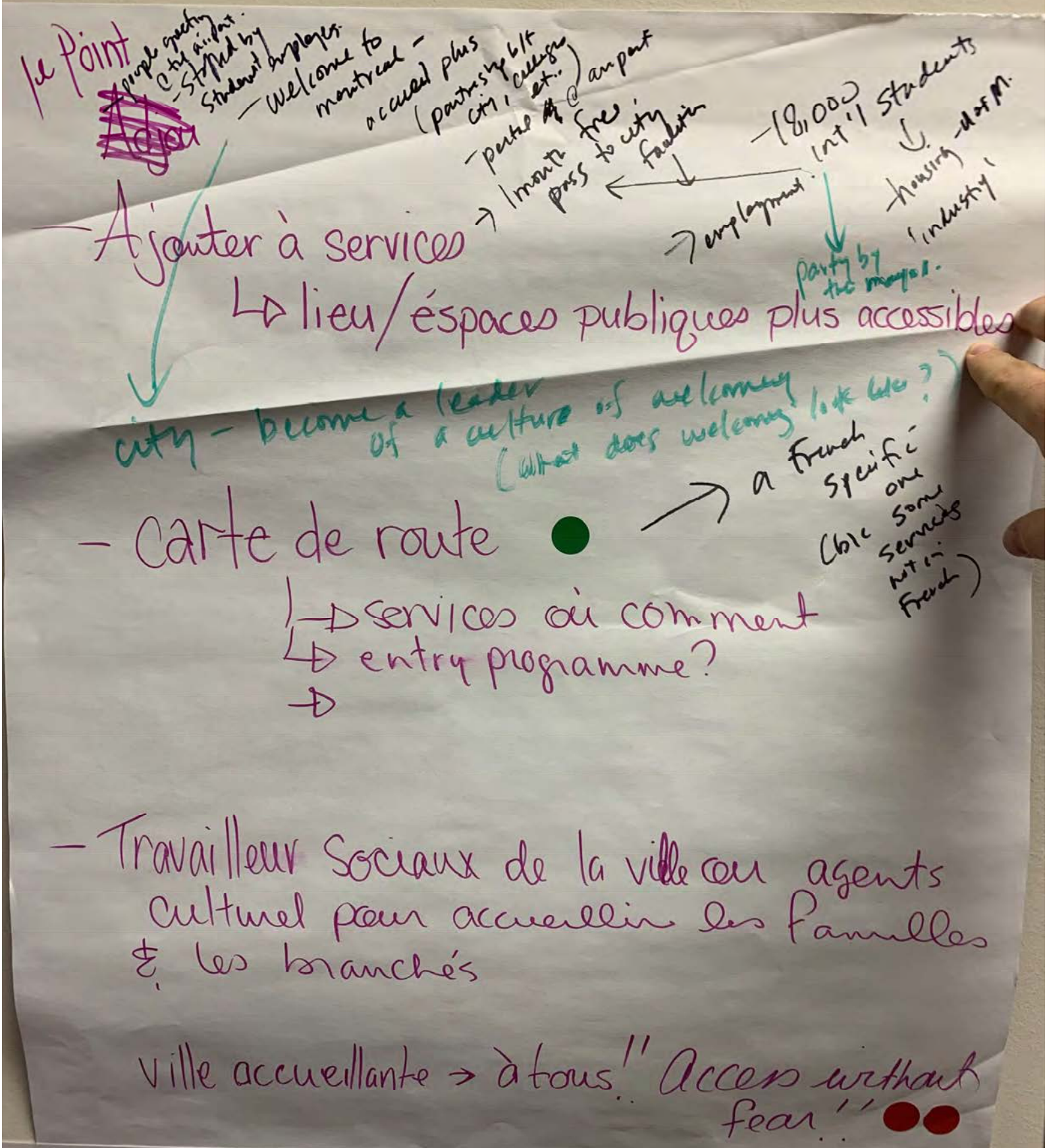


3. Transport accessible gratuit

Sécuriser les espaces & lieu publiques.

Quel est le rôle de la Ville de Wpg dans l'accueil, l'inclusion et l'intégration des immigrants et des nouveaux arrivants dans notre ville ?

- services offerts gratuitement aux nouveaux arrivants - les familiariser avec les lieux, donner accès aux centres communautaires
  - natation
  - patinage
  - camps d'été
  - ↳ particulièrement importante / adultes et enfants
- Processus pour obtenir subventions est compliqué
- Communiquer la structure des centres communautaires
- Cours en français
- Processus d'inscription (loisirs) est trop compliqué
- Organiser rendez-vous avec experts sur services offerts aux nouveaux arrivants
  - ↳ non seulement pour nouveaux arrivants, aussi pour ceux qui n'y sont pas familiers
- Natation est une priorité - adultes et enfants
  - ↳ subventionné par la Ville?
- Coupons pour essayer des activités avant de s'inscrire à long terme


le Point
- Ajouter à services
↳ lieu/espaces publiques plus accessibles
- carte de route
↳ services ou comment
↳ entry programme?
- Travailleur Sociaux de la ville ou agents culturel pour accueillir les familles & les branchés
ville accueillante → à tous!" Access without fear!"
faire pour nouveaux arrivants facilité par le maire

Appendix C – Meeting Notes

Newcomer Welcome & Inclusion Policy – Equity and Diversity Sub-Committee of the Human Rights Committee of Council

Location:	Millennium Library 251 Donald St.	**Date:** **Participants:**	October 28, 2019 10

Meeting Minutes

- Police need training on intersectionality and anti-oppression every few years to decrease racial profiling and enhance the understanding of newcomer experiences
- Promote hygiene services that could assist low-income newcomers such as low cost showers at pool and recreation facilities
- Consider offering a free transit pass to flood evacuees for one month
- Provide training to front line staff who have access to phones and computers on how to use Google Translate to assist community members who do not speak English
    - See the We Speak Translate program run by the Intercultural Association of Greater Victoria
- Review composition of City of Winnipeg boards, commissions and advisory committees to ensure representation reflects community demographics
    - This action from the policy framework needs different wording
    - Suggested wording: Review composition, process, recruitment and training for City of Winnipeg boards, commissions and advisory committees and adapt with the goal of these groups including an intersectional and diverse make up that reflects community demographics

Newcomer Welcome & Inclusion Policy – Immigration Partnership Winnipeg Multi-stakeholder Council

Location:	Cindy Klassen Recreation Complex 999 Sargent Ave.	**Date:** **Participants:**	October 29, 2019 20

Meeting Minutes

- Public Service training on anti-oppression, immigrant and refugee issues and cross-cultural awareness
    - Training is very important but it should not simply be a half day or one day training.
        - The training needs to be experiential e.g. City staff volunteering or getting exposure to community based organizations, hearing real people's stories
        - Community-based organizations would need to be compensated
    - There were different perspectives on whether mandatory or recommended training would be more impactful.
        - If training is recommended, one suggestion was to it a requirement for job promotion, thus making it a requirement for succession in certain, predetermined positions
    - Expectations around having knowledge of and training in anti-oppression and cross cultural awareness should be included in staff performance measures
- Would like to see activities related to equitable treatment of people, especially visible minority newcomers and indigenous people, by the police, for example standards and addressing systemic bias
- Support for having more low cost and accessible swimming programs for newcomers with a focus on refugees
    - Swimming is a life skill and many newcomers have drowned
    - Could approach the private sector for funding
- An access without fear policy is important
    - Community advocates did an access to information and learned there was an increase in status checks by police since 2014
- Access to City services
    - Overall there was support for the super pass, however one significant concern that rose was that non-newcomers living in chronic poverty may be resentful of this benefit for newcomers
        - Look at possibility of including this activity in the Poverty Reduction Strategy
        - Ideally, should make the reach of the super pass as broad as possible to include all low income newcomer groups including indigenous and other new residents to Winnipeg
    - Need to prioritize refugee population

- Support the creation of a city outreach team which could extend beyond city staff and work closely with community partners
    - For example, SEED Winnipeg has access to benefits program
    - The outreach team could attend their drop in days to share city services along with other groups
- Anti-racism campaign
    - Collaborate with community groups, business and other partners on an anti-racism campaign e.g. Chamber of Commerce, MANSO, SEED Winnipeg etc.
    - Partner with sports teams to do an anti-racism campaign as can have a wider reach
        - For example when the Blue Bombers supported sex trade issues during Grey Cup
- Immigration Partnership Winnipeg Multi-stakeholder Council is interested in serving as an advisory council in collaboration with Ethno-cultural Council of Manitoba to add members with lived immigrant and refugee experience
- The City needs to build on the host society's role
    - What is the role of citizen's in creating a welcoming city?
    - Maybe a civic engagement initiative to engage City residents in the strategy's goals