Minute No. 159
Report – Executive Policy Committee – February 18, 2020

Item No. 2 Newcomer Welcome and Inclusion Policy and Strategic Framework

COUNCIL DECISION:

Council concurred in the recommendation of the Executive Policy Committee and adopted the following:

1. That the inventory of current City of Winnipeg welcome and inclusion information and services available for newcomers, attached as Appendix A, be received as information.

2. That the Newcomer Welcome and Inclusion Policy, attached as Appendix B, be adopted.

3. That the Public Service be directed to report back to the Human Rights Committee of Council within one year on the status and implementation of the Strategic Framework, as identified in the Policy.

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

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DECISION MAKING HISTORY:

Moved by His Worship Mayor Bowman,
That the recommendation of the Executive Policy Committee be adopted.

Carried

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On February 18, 2020, the Executive Policy Committee concurred in the recommendation of the Human Rights Committee of Council and submitted the matter to Council.

Robert Vineberg, Council Member, Immigration Partnership Winnipeg, submitted a communication dated February 18, 2020, with respect to the matter.

COMMITTEE RECOMMENDATION:

On February 4, 2020, the Human Rights Committee of Council concurred in the recommendation of the Winnipeg Public Service and submitted the matter to the Executive Policy Committee and Council.

Vicki Sinclair, Manitoba Association of Newcomer Serving Organizations, submitted a communication titled 2019-4 Access Without Fear Policy with respect to the matter.

On April 24, 2019, the Human Rights Committee of Council passed the following motion:

Moved by His Worship Mayor Bowman,

WHEREAS the City of Winnipeg is home to more than 176,000 newcomers from across the world;

AND WHEREAS the City of Winnipeg provides services and information for and works with newcomers to Canada in a variety of ways;

AND WHEREAS unlike some other Canadian cities such as Calgary, the City of Winnipeg does not have a formal Newcomer Welcome and Inclusion policy;

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DECISION MAKING HISTORY (continued):

COMMITTEE RECOMMENDATION (continued):

AND WHEREAS a Newcomer Welcome and Inclusion policy should serve as the blueprint for enhancing the lives of newcomers in Winnipeg by identifying ways in which the City could better meet their distinct needs by working toward barrier free access to City services and examining ways to enhance education and training of City employees on human rights and inclusion policies.

THEREFORE BE IT RESOLVED that the Winnipeg Public Service be directed to:

1. Develop a Newcomer Welcome and Inclusion Policy framework for the City of Winnipeg that:

    A. Itemizes current City of Winnipeg welcome and inclusion information and services available for newcomers.

    B. Provides a framework for enhancing the lives of immigrants in Winnipeg by identifying ways in which the City of Winnipeg could better serve their distinct needs including, but not limited to, economic and social cooperation, intergovernmental relations; service access and equity; advocacy, communication, public awareness and education.

2. Report back within 180 days with the policy and an implementation plan.

ADMINISTRATIVE REPORT

Title: **Newcomer Welcome and Inclusion Policy & Strategic Framework**

Critical Path: Human Rights Committee of Council – Executive Policy Committee – Council

AUTHORIZATION

Author	Department Head	CFO	CAO
N. DePape T. Knowles Yarnell	C. Fernandes	N/A	M. Ruta, Interim CAO

EXECUTIVE SUMMARY

Winnipeg strives to be a welcoming city to all new residents, including people arriving from reserves, rural communities, other provinces or territories, or countries outside Canada. Appendix A of this report lists the current City of Winnipeg welcome and inclusion information and services available to newcomers. While there are a wide range of current initiatives, the City would benefit from a comprehensive policy and strategy to welcome and support newcomers to the city. The proposed Newcomer Welcome and Inclusion Policy, which includes a Strategic Framework (see Appendix B) seeks to enhance the lives of all newcomers in Winnipeg and better serve their distinct needs by improving newcomer access to City services, and increasing public awareness and education on human rights, equity, diversity, and inclusion, with a focus on creating a welcoming, inclusive, and equitable city for all.

The Newcomer Welcome and Inclusion Policy and Strategic Framework have been designed utilizing the principles of human rights, anti-oppression, intersectionality, and community development as the guiding principles for all of its work and actions.

Within these guiding principles, five Strategic Priorities form the foundation for the Newcomer Welcome and Inclusion Policy and Strategic Framework:

1. **A Welcoming City**: Work to ensure all newcomers to Winnipeg are welcomed and supported.
2. **A City Without Racism**: Address racism and discrimination in the city and work to eliminate inequities through education, public awareness and leading by example.
3. **Equitable and Accessible Services:** Work to provide City services that are equitable, responsive to community need, and accessible for all, through partnerships, social cooperation and advocacy.
4. **A Representative Workforce**: Strive to build a City workforce that represents the population it serves.

5. **Active Implementation:** Implement through collaborative interdepartmental and intergovernmental relations, multi-stakeholder partnerships, communication and advocacy.

To create the Strategic Framework, the City has worked in collaboration with Immigration Partnership Winnipeg (IPW). Four stakeholder consultations were held in October 2019 with Anglophone & Francophone newcomer service providers, ethno-cultural leaders, and newcomer youth. Additional sessions were held with the Equity & Diversity sub-committee of the Human Rights Committee of Council (HRCC), and the IPW multi-stakeholder Council. Input received at these consultation sessions has directly informed the strategy. In addition, the Public Service looked at what other Canadian cities are doing to welcome and include newcomers, and identified activities these cities are undertaking that could be contemplated for Winnipeg (see Table 9 for a summary of this jurisdictional research).

The Strategic Framework includes Objectives and Key Activities related to each of the identified Strategic Priorities. These Activities are complementary by design and together will contribute to the overall success of the strategy. In consideration of the multi-year budget process underway and current financial constraints, Activities that can be undertaken within existing resources have been identified within the Strategic Framework. The balance of Activities that make up the full strategy are not resourced at this time (staffing and funds), but will be explored by the Public Service in the coming year through additional interdepartmental review, further discussions with community partners, and exploration of external funding and grant program opportunities.

RECOMMENDATIONS

1. That the inventory of current City of Winnipeg welcome and inclusion information and services available for newcomers, attached as Appendix A, be received as information.

2. That the Newcomer Welcome and Inclusion Policy, attached as Appendix B, be adopted.

3. That the Public Service be directed to report back to the Human Rights Committee of Council within one year on the status and implementation of the Strategic Framework, as identified in the Policy.

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

REASON FOR THE REPORT

On April 24, 2019, the Human Rights Committee of Council (HRCC) directed the Winnipeg Public Service to:

1. Develop a Newcomer Welcome and Inclusion Policy framework for the City of Winnipeg that:
   a) Itemizes current City of Winnipeg welcome and inclusion information and services available for newcomers.
   b) Provides a framework for enhancing the lives of immigrants in Winnipeg by identifying ways in which the City of Winnipeg could better serve their distinct needs including, but not limited to, economic and social cooperation, intergovernmental relations; service access and equity; advocacy, communication, public awareness and education.

2. Report back within 180 days with the policy and an implementation plan.

IMPLICATIONS OF THE RECOMMENDATIONS

The recommendations in this report include adoption of a Newcomer Welcome and Inclusion Policy with five strategic priorities: A Welcoming City; A City without Racism; Equitable and Accessible Services; A Representative Workforce; and Active Implementation.

The Strategic Framework outlines Key Activities to implement the Policy and enhance newcomer inclusion in Winnipeg. Some of these Activities can be undertaken within the authority of the Public Service, and are achievable within existing budgets and with existing resources. In consideration of current financial and resource constraints, full implementation of the Strategic Framework will require phased implementation.

As noted above, potential advancement of currently unresourced activities will be explored by the Public Service in the coming year through additional interdepartmental review, discussions with community partners, and exploration of external funding/grant program opportunities.

HISTORY/DISCUSSION

1. OVERVIEW

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 (HRCC) directed the Public Service to develop a Newcomer Welcome and Inclusion Policy as one of its first actions.

With a view to enhancing the lives of immigrants in Winnipeg, specific direction was given by HRCC to identify ways that the City could better serve the needs of immigrants through economic and social cooperation, intergovernmental relations, service access and equity,

advocacy, communication, public awareness, and education. Also requested was a list of current City welcome and inclusion information and services available for newcomers.

2. DEFINING 'NEWCOMER' AND APPRECIATING UNIQUE NEEDS

Winnipeg should be a welcoming city to all new residents regardless of their origin, including new residents from reserves, rural communities, other provinces or territories, and countries outside Canada.

For the purposes of this report and the proposed Newcomer Policy, the term 'Newcomer' refers to refugees, recent immigrants, refugee claimants, temporary residents including temporary foreign workers and international students. A list of related definitions is found in the Policy in Appendix B.

Newcomers to Winnipeg from outside Canada face particular barriers as they settle into their new city, particularly those who do not speak English or French, are a visible minority, have been impacted by violence due to conflict in their home country, or are of another faith than the majority of the population. Other barriers a newcomer may face could be impacted by their gender, age, sexual orientation, citizenship status, education and credentials, or mental and physical abilities. Together, these unique aspects of a newcomer's identity will directly impact their experience in Winnipeg.

Through the development of this Policy it has been clear that some of the barriers faced by Newcomers in our city are similar to those faced by other equity seeking groups, such as women, Indigenous people, visible minorities, and persons with a disability. As a result, some of the strategic priorities, objectives and key activities are framed such that they take this broader view and can bring about positive benefits for all equity seeking groups.

Deeper exploration of the interests and needs of other equity seeking groups is either currently being explored through other City initiatives, or will be pursued in the future but may require more time, stakeholder engagement, and community input to identify priorities and develop specific actions.

3. A COLLABORATIVE APPROACH

The development of the Newcomer Welcome and Inclusion Policy and Strategic Framework was done in collaboration with Immigration Partnership Winnipeg (IPW), who has taken a leadership role in advocating for newcomer needs. Many departments across the Public Service have been actively involved in providing services to newcomers for many years, and were involved in the development of this Policy and framework. Key community stakeholders were also engaged through the development of this report, and their input directly informed the recommended objectives and activities.

4. RECOMMENDATIONS FOR A MORE WELCOMING AND INCLUSIVE WINNIPEG

Based on input by IPW and stakeholders, a review of what other cities are doing to support Newcomers and related resources, and inter-departmental input, the following components are recommended as the foundation for mobilizing the City's efforts in welcoming and including Newcomers to Winnipeg.

A. Newcomer Welcome and Inclusion Policy:

A draft Newcomer Welcome and Inclusion Policy (see Appendix B) has been prepared for consideration (per Recommendation 2) and states that, going forward:

> *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.*

Supporting this overarching statement are four principles, which informed the development of the Policy and strategic framework, and shall be adhered to in carrying out the activities:

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.

B. Strategic Framework:

Building on the foundation of the five Strategic Priorities with related objectives listed in the Newcomer Welcome and Inclusion Policy, a Strategic Framework has been prepared that outlines Key Activities to advance each objective of the Policy. Through the full implementation of this strategy, the City of Winnipeg could take a lead role to champion and develop a welcoming and inclusive municipality – where all residents feel a sense of belonging and respect, and where our newest residents can thrive.

For reference, a summary of these priorities and objectives that are outlined in the Policy and the Strategic Framework is provided in Table 1 below.

Table 1. Newcomer Welcome and Inclusion Strategic Framework	
Strategic Priorities	**Objectives**
1. A Welcoming City *The City will work to ensure all Newcomers to Winnipeg are welcomed and supported.*	1.1 Improve communications and promotions to Newcomers of existing and future City programs and services. 1.2 Create welcoming and orientation opportunities for Newcomers to learn about and connect with the City. 1.3 Encourage Newcomers to access City services. 1.4 Educate Newcomers on important life-safety issues through targeted information campaigns.
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.*	2.1 Demonstrate anti-racism leadership city-wide. 2.2 Train the Public Service on anti-oppression, including anti-racism and cross-cultural competency. 2.3 Build relationships to foster community safety and trust. 2.4 Work to build understanding between Newcomers and Indigenous peoples.
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.*	3.1 Support and encourage Newcomers to access City services. 3.2 Improve access to recreation for Newcomers, and adapt services and programs to meet newcomers' unique needs. 3.3 Support Newcomer community use of City facilities.
4. A Representative Workforce *The City will strive to build a workforce that represents the population it serves.*	4.1 Diversify the Public Service by creating opportunities for Newcomers and equity seeking groups. 4.2 Create training and employment opportunities for Newcomer youth at the City. 4.3 Build a Winnipeg Police Service and Winnipeg Fire Paramedic Service that represent the demographics of the communities they serve. 4.4 Support Newcomer employment opportunities through social procurement policies and

	related initiatives.
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.*	5.1 Dedicate staff resources to support Newcomer programs and services and implement the Newcomer Welcome and Inclusion Strategic Framework. 5.2 Diversify representation on civic committees. 5.3 Collaborate with the community to implement the strategy. 5.4 Collaborate with other levels of government to support better inclusion, settlement, and integration of Newcomers. 5.5 Report regularly to monitor active implementation of the strategy.

Strategic Framework Implementation
In consideration of budget and resource constraints, the Strategic Framework, attached to the Policy will require phased implementation. Key Activities that can be undertaken within existing resources are noted in the Strategic Framework. Opportunities to move forward on the currently unresourced activities will be explored by the Public Service, through discussions with community partners, exploration of external funding sources, and future departmental budget planning cycles.

5. SUPPORTING DATA

Winnipeg is a growing city with over 10,000 new immigrants choosing Winnipeg as their home each year (Period of immigration between 2011 – 2016, City of Winnipeg). As stated in the City of Winnipeg Population, Housing and Economic Forecast, immigration is recognized as playing a key role in population growth, and it has and continues to be, the largest single contributor to population growth in Winnipeg. The following information is presented to broaden the understanding of immigration and demographics for the City of Winnipeg.

Immigrant Population in the City of Winnipeg
Tables below present data from the 2016 Census of the population of the *City of Winnipeg, Census Subdivision area (CSD)*.

1 in 4 Winnipeggers (26%) is an immigrant to Canada.		
Total Winnipeg Population (Private Households)	**690,015**	
Immigrants	176,155	**26%**

Table 3. Immigrant Population in Winnipeg *(Source: 2016 Census, Statistics Canada)*

1 in 4 Winnipeggers is a first generation Canadian (28%) *includes Immigrants and Canadians born outside Canada* **1 in 5 Winnipeggers is a second generation Canadian (19%)** *born in Canada with at least one parent born outside Canada***.**		
Total Winnipeg Population (Private Households)	**690,015**	
First Generation	192,560	**28%**
Second Generation	127,905	**19%**

Table 4. Generation Status *(Source: 2016 Census, Statistics Canada)*

Most recent immigrants (79%) are recent graduates, skilled workers, businesspeople, and their families, *arriving through the Manitoba Provincial Nominee Program* **Fewer recent immigrants are refugees (8%)**		
Total Recent Immigrants (arrived between 2011-2016)	**52,020**	
Economic immigrants (MB Provincial Nominee Program)	41,045	**79%**
Principal applicants	16,150	**-**
Secondary applicants	24,895	**-**
Family sponsored immigrants	6,750	**13%**
Refugees	4,140	**8%**
Other immigrants	90	**0.2%**

Table 5. Admission Category *(Source: 2016 Census, Statistics Canada)*

Immigration has been increasing, with 30% of all immigrants being 'recent immigrants' *having arrived in the 5 year period (2011 – 2016)*		
Total Immigrants	**176,155**	**100%**
Before 1981	**37,655**	**21%**
1981 to 1990	**16,165**	**9%**
1991 to 2000	**17,870**	**10%**
2001 to 2010	**52,445**	**30%**
2001 to 2005	*15,940*	*9%*
2006 to 2010	*36,505*	*21%*
2011 to 2016 (recent immigrants)	**52,020**	**30%**

Table 6 – Period of immigration *(Source: 2016 Census, Statistics Canada)*

Most recent immigrants (91%) are visible minorities		
Recent Immigrants who are Visible Minority	47,170	**91%**
Immigrants who are Visible Minority	131,160	**74%**
Visible Minority population of Winnipeg	193,050	**28%**

Table 7 – Visible minority population *(Source: 2016 Census, Statistics Canada)*

In addition to the Census data above for the City of Winnipeg (CSD), two documents are appended to the report with supplementary information to help further understand the profile of the immigrant population in Winnipeg, and the important role immigrants play in our economy. Both documents present numbers for the *Winnipeg Census Metropolitan Area (CMA)*, a slightly larger geographic area than the City of Winnipeg. The Winnipeg CMA includes 5,810 immigrants who settled outside the City of Winnipeg.

Immigrant Population in the Winnipeg CMA

Appendix C to this report is a summary infographic of the 2016 Census, prepared by the Calgary Local Immigration Partnership for the Immigration Partnership Winnipeg. The table below highlights some key data.

Newcomers have a high level of education.
67% of recent immigrants and 58% of all immigrants have completed a post-secondary education. 53% is the Winnipeg population average. (population 15 yrs and over)
Most newcomers are knowledgeable of English or French.
Only 6% of recent immigrants and only 5% of all immigrants are unable to speak either official language.
Newcomers are contributing to the economy.
Recent immigrants have a greater labour force participation rate (74%), and all immigrants have a similar participation rate (68%), as the general population (67%).
More newcomers experience low income.
Immigrants (17.9%) and in particular recent immigrants (32.7%) have higher rates of low income than the general population (15.7%). (LICO-BT)

Table 8. Demographic Profile Highlights Winnipeg CMA *(Source: 2016 Census, Statistics Canada)*

The Role of Immigration in the Winnipeg Labour Market

Appendix D of this report provides an overview of the role of immigration in the Winnipeg labour market, prepared by Immigration, Refugees and Citizenship Canada. Some key highlights of this profile include findings that immigrants are critical to sustained economic growth of the region, including the achievement of broad social and economic goals related to an aging population. Immigration also contributes to building Winnipeg's French-speaking population with Winnipeg having the highest francophone immigration rate among urban centres (outside of Quebec) in the 2016 Census.

Increasing Number of Refugees to Manitoba

While representing a small portion of the immigrant population, refugees to Canada arriving in Winnipeg present unique needs and opportunities. Data from a Province of Manitoba report, Manitoba Immigration Facts 2017, shows that Manitoba welcomed just over 5% of all refugees and protected persons to Canada. This includes almost 8% of privately sponsored refugees, and 7% of Canada's government-assisted refugees. The Province reports that of all permanent residents to Manitoba, almost 15% initially landed as refugees and protected persons.

Refugees are arriving in Manitoba from around the world, with the majority settling in Winnipeg. Of refugees arriving in Manitoba in 2017, almost 17% were from Syria; Eritrea, Somalia, Iraq, Ethiopia, and Democratic Republic of Congo represent the other top source countries.

Impacting refugee trends is the significant increase in irregular migrants or 'asylum seekers' arriving in Canada via Manitoba. The Province reports helping 1,090 asylum seekers in 2017 and that there was a 354% increase in refugee claims in 2017 over 2016. Not all of these refugees live in Winnipeg, but the city would have experienced similar trends.

6. THE ROLE OF CITIES IN NEWCOMER SETTLEMENT

All three levels of government in Canada have a vital role in the settlement and integration of newcomers to Canada. While immigration and settlement is a shared responsibility between the federal and provincial governments, municipalities are the closest level of government to people in their everyday lives and have a responsibility in supporting newcomers to their community.

As newcomers interact with municipal governments, they face unique barriers to accessing municipal services and entering the municipal workforce. Municipalities across Canada are beginning to formally recognize the role their level of government plays in a newcomer's settlement and integration experience in their communities, and are working to address those unique barriers.

A number of cities in Canada have taken steps to acknowledge the important role they play in supporting newcomers, and have developed successful Welcoming and Inclusion strategies. A brief summary of some of these initiatives is highlighted in Table 9 below.

Table 9. Examples of Newcomer Activities in Other Canadian Cities	
City	**Activity Highlights**
Calgary	• Welcoming Community Policy (2011), serves as the 'blueprint' for how the City will enhance the lives of immigrants and serve their distinct needs. A companion Policy Framework and Implementation Plan outlines how the City will implement the policy • Welcome to Calgary web portal, as well as a fact sheet on immigrant population trends and growth • Newcomer guide and city map
Edmonton	• Edmonton Immigration and Settlement Policy (2007), which aims to create a municipal environment that attracts and retains immigrants, refugees and their families. • City of Edmonton Access to Municipal Services Without Fear Policy (2018), adopted to address the reluctance of residents with precarious or undocumented immigration status by supporting their access to City services and programs without fear of reporting. • New Residents portal on website • Newcomer guide in 8 languages • Citizen and New Arrival Information Centre service counter is located in City Hall, and offers assistance in 150 languages • Multicultural Relations Services office
Saskatoon	• Cultural Diversity & Race Relations Policy (2004), which includes outcome statements and indicators of success • Anti-racism educational campaign entitled '*I Am the Bridge…to ending Racism'* • Welcoming Newcomers web portal, Newcomer guide and city map • 'Taking Stock Through Taking Action: Capacity for Newcomer Settlement and Integration in Saskatoon' report
Ottawa	• Approved first Municipal Immigration Strategy in 2013. Updated with the City of Ottawa Municipal Immigration Strategy (2016-2018). • City leads a working group called the 'Municipal Immigration Network' to share information about newcomers, and identifies and develops interdepartmental initiatives. Thirty City staff from various departments form the network, along with representatives from the Ottawa Local Immigration Partnership (OLIP) and the Francophone Immigration Support Network of Eastern Ontario (FISNEO). • 'Professional Internship for Newcomers' program that provides newcomers with work experience through short term City of Ottawa paid employment positions • 'Diversity Cafes' hosted for staff to learn about the experiences of newcomers and immigrants. • Professional and business development loans program for

	newcomers, as well as an Immigration Entrepreneur awards program. • Special events include 'Welcoming Ottawa Week', and International Student Celebration event • Online multi-lingual Immigration portal on city website
London	• City of London led the development of a community driven strategy called 'Choose London – Innovative, Vibrant and Global: London's Newcomer Strategy (2018-2023). This strategy includes three Strategic Priorities: Enhance Awareness, Facilitate Access and Active Engagement.

The City of Winnipeg is a member of the 'Coalition of Inclusive Municipalities' of the Canadian Commission for United Nations Education, Scientific and Cultural Organization (CCUNESCO). The CCUNESCO has recently prepared a tool-kit for cities on how to support newcomers entitled *Welcoming Immigrants and Refugees to Canada: The Role of Municipalities* (July 2019). This tool-kit lists the following strategies for municipalities who want to become more inclusive of newcomers:

1. Centralize information and services.
2. Partner with public libraries.
3. Use special international or national dates or campaigns to raise awareness on migration, inclusion, and diversity related issues or to celebrate and commemorate specific groups.
4. Host a welcoming event for newcomers.
5. Provide opportunities to connect and learn about other cultures, customs and traditions.
6. Increase awareness of racism and discrimination.
7. Strengthen local partnerships and coordinate efforts.
8. Form a Coalition, Committee or Advisory Group.
9. Join a network to share experiences and promising practices.

A municipality can create a welcoming community and attract and retain newcomers by:

- Identifying and removing barriers
- Promoting a sense of belonging
- Meeting diverse individual needs
- Offering services that promote successful integration, defined as the "ability to contribute, free of barriers, to every dimension of Canadian life – economic, social, cultural and political."

7. CURRENT CITY SERVICES FOR NEWCOMERS AND RELATED INITIATIVES

While Winnipeg has not had a Policy or comprehensive Newcomer strategy to date, many departments have undertaken efforts to support Newcomers over the years. A summary of current Welcome and Inclusion Information and Services is attached as Appendix A. Some highlights of current initiatives include the following:

- With IPW, the City hosts an annual Welcome Fair for newcomers
- The Winnipeg Public Library has books in 38 languages for adults and 24 for children, hosts English conversation groups, and a creative writing program for adult newcomers
- Francophone newcomers are provided information on City services when they first arrive, and French Language Services participates in job fairs throughout the year
- Winnipeg Fire Paramedic Service hosts a newcomer youth career camp
- Newcomers are eligible for recreation fee subsidies in their first year, and special recreation programs are offered including a Muslim women's swim time

In addition, the City has established several policies and made commitments that embody many of the values that are reflected in the Newcomer Welcome and Inclusion Policy, including:

1. ***City of Winnipeg Code of Conduct:***
   - Outlines core values and behaviours expected of the Public Service, including valuing diversity, appreciating differences in all forms, and acknowledging biases so that barriers and all forms of discrimination can be eliminated from the workplace.

2. ***Equity and Diversity Initiatives:***
   - Began over a decade ago to help build and maintain a more diverse and equitable workforce. This includes providing special measures for designated group members to remedy past discrimination and accelerating the process of increasing diversity in the workforce for designated groups.

3. ***Coalition of Municipalities against Racism and Discrimination (CCMARD):***
   - The City of Winnipeg became a signatory to Coalition of Municipalities Against Racism and Discrimination (CCMARD) in 2007. This coalition seeks to broaden and strengthen our society's ability to protect and promote human rights through coordination and shared responsibility among local governments, civil society organizations and other democratic institutions.
   - The Newcomer Welcome and Inclusion Policy aligns to the values of CCMARD and would reflect a significant action taken by the City of Winnipeg in fighting against racism and discrimination.

4. Indigenous Programs and Initiatives:

Winnipeg's Indigenous Accord:

- Adopted by City Council on March 22, 2017, the *Indigenous Accord* is our shared commitment to the Truth and Reconciliation Commission's (TRC) 94 Calls to Action.
- The Newcomer Welcome and Inclusion Policy works towards Indigenous and non-Indigenous peoples 'to live together in dignity, peace, and prosperity'. The City of Winnipeg must play a vital role in assisting newcomers to understanding the history of Indigenous peoples and the reconciliation process to ensure the future generations of Winnipeggers may live in harmony and prosperity.

Welcoming Winnipeg - Reconciling our History:

- *Welcoming Winnipeg* is an initiative that responds to the national dialogue to re-examine historical markers and place names to resolve the absence of Indigenous perspectives, experiences, and contributions in the stories remembered and commemorated in Canadian cities.

Oshki Annishinabe Nigaaniwak

- *Oshki Annishinabe Nigaaniwak*, the City of Winnipeg's Indigenous Youth Strategy, was approved in late 2008 by City Council. The objective was to give Indigenous youth positive opportunities in the community and civic system by bridging and providing culturally appropriate programs and supports related to employment, literacy and recreation to increase resiliency, self-sustainability, pride and future opportunities.
- The Newcomer Welcome and Inclusion Policy looks upon the *Oshki Annishinabe Nigaaniwak*, as a model to be followed in working to ensure employment equity among newcomer youth at the City of Winnipeg.

8. SUMMARY OF STAKEHOLDER ENGAGEMENT

To gain input and insight from Newcomers and immigrant settlement agencies, four stakeholder engagement sessions were held in collaboration with Immigration Partnership Winnipeg with newcomer service providers (in both English and French), ethno cultural organizations, and newcomer youth. Two additional meetings were held with the Human Rights Committee of Council Equity and Diversity sub-committee, and the IPW Council. The Stakeholder Engagement Summary, attached to the report as Appendix E, describes the engagement process and summarizes the feedback received.

Some highlights of priority activities that were identified in the community consultations include:

- Develop a welcome portal on the City website with information for newcomers
- Improve the accessibility and affordability of City services, including recreation and transit, and create a 'welcome pass' for newcomers in their first year
- Undertake an anti-racism campaign and cultural sensitivity training for City staff, including police
- Provide job opportunities and assistance for newcomers to enter the City workforce, and establish employment equity targets
- Establish a staff position for Newcomer Services

FINANCIAL IMPACT

Financial Impact Statement **Date:** January 8, 2020

Project Name:

Newcomer Welcome and Inclusion Policy & Strategic Framework

COMMENTS:

There is no financial impact with respect to the recommendations of the report.

Original signed by K. Lemoine

Kelly Lemoine, CPA, CA
Manager, Finance and Administrative Services
Community Services Department

CONSULTATION

This Report has been prepared in consultation with:
City Clerk's Office
Corporate Finance
Corporate Human Resource Services
Customer Service & Communications
Indigenous Relations Division
Legal Services
Planning, Property & Development
Public Works
Water and Waste
Winnipeg Fire Paramedic Service
Winnipeg Police Service
Winnipeg Transit

OURWINNIPEG POLICY ALIGNMENT

The Newcomer Welcome and Inclusion Policy and Strategic Framework align with OurWinnipeg, as adopted in 2011, as follows:

03 QUALITY OF LIFE

03-1 Opportunity

Direction 7: Develop community-directed strategies to support quality of life for our growing communities of international newcomers.

Enabling Strategies:

- Use recreation and leisure, library, arts & culture and other Civic services to address social and recreational needs within our growing ethno cultural communities, working in partnership with community organizations, residents and other levels of government.
- Work collaboratively to identify and address barriers to service for newcomers.
- Maintain and share community demographic information as a strategic planning tool.
- In partnership with other service providers, promote initiatives to socially engage newcomers and to invite newcomers to participate in opportunities in their communities and throughout the city.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

N/A

SUBMITTED BY

Department: Community Services
Division: Community Development
Prepared by: T. Knowles Yarnell, N. DePape, G. Boru
Date: January 8, 2020
File No: CMS-2019-7

Attachments:

Appendix A Current Newcomer Welcome and Inclusion Information and Services

Appendix B Newcomer Welcome and Inclusion Policy & Strategic Framework

Appendix C 2016 Census Infographic - Immigrant Population in Winnipeg CMA (Calgary Immigration Partnership)

Appendix D Economic Profile Spring 2019 - Immigration in Winnipeg (Immigration, Refugees and Citizenship Canada)

Appendix E Stakeholder Engagement Summary