Current Welcome and Inclusion Information and Services

Available for Newcomers

November 2019

This document itemizes current City of Winnipeg welcome and inclusion information and services available for newcomers, as requested by the Human Rights Committee of Council on April 24, 2019. While the listing is comprehensive, it is not necessarily exhaustive of every action the City has taken related to information and services for newcomers.

Winnipeg

CITY DEPARTMENT	INITIATIVE NAME	DETAILS	ADDITIONAL INFO
Animal Services	Introduction to Dogs as Companion Animals	This program is designed to introduce newcomers to dogs as companion animals. Animal Services staff complete classroom visits at organizations and discuss pet behaviour and responsible pet ownership. A friendly dog also accompanies the presentations to allow students an opportunity to interact with a dog. Classes have been comprised of newcomers from Somalia, Iraq, Pakistan, India, and the Congo. Many of the participants have never interacted with a dog and are delighted to have the opportunity.	
Assessment and Taxation	Assessment and Taxation 101	Information for newcomers about the property assessment process and taxation. This information is important as it has a bearing on their decision to own property in the city. Newcomers learn about development fees, land transfer fees, municipal and school taxes. They also learn about how the City generates revenue for funding city services like transit, police and fire paramedic.	
Community Services	Development of a Newcomer Welcome and Inclusion Policy (in progress)	On April 24, 2019, the Human Rights Committee of Council tasked the Public Service with developing a Newcomer Welcome and Inclusion Policy framework for the City of Winnipeg.	
	Immigration Partnership Winnipeg (IPW)	The Director of Community Services sits on the Council of IPW, a federally funded initiative that aims to facilitate the development and implementation of sustainable local solutions for the successful integration of newcomers to Winnipeg. In addition, a representative from the Community Development Division is a member of the IPW Inclusion and Civic Engagement Sector Table.	
	Human Rights Committee of Council	The Director of Community Services attends the Human Rights Committee of Council as a representative of the public service.	
	Social Grant Administration	Social grants are provided to a number of non-profits, including newcomer-serving agencies like IRCOM and the Immigrant Centre.	
	Outreach and Community Connections	The Community Development Division works to build relationships with newcomers and newcomer-serving agencies in order to provide information on City programs and services, assist newcomer-serving agencies with access to City services (e.g. free swim passes for IRCOM), provide information and hands-on assistance with the Fee Subsidy Program so that newcomers can access recreation facilities and programs, etc. The Community Development Division currently has a temporary Community Development Worker dedicated to newcomers.	
	Newcomer Welcome Fair	The Community Services Department participates as part of the organizing committee and acts as a partner for IPW's Annual Newcomer Welcome Fair.	
	Member of Newcomer Coalitions and Networks	The Community Development Division participates in a number of newcomer coalitions and networks , including the Newcomer Sport Coalition, the Newcomer Education Coalition, and the Network of Organizations for War Affected Newcomers (NOWAN).	
	Newcomer/ Indigenous Relations	The Community Development Division is a member of the IPW Indigenous and Newcomers Engagement Sector Table. One of their current projects is an Indigenous orientation tool kit for newcomers. The Division is also part of the organizing committee for Indigenous Week 2020, with some newcomer/Indigenous relations activities being planned (in partnership with Circles for Reconciliation and IPW).	
	Public Education about Newcomer Issues	The Community Development Division provides presentations and outreach to various groups about newcomer realities and issues (e.g. university students).	
	Movement for Life Program	The Community Development Division is a partner in the creation of training curriculum for childcare providers to help develop physical literacy in preschoolers, including some newcomer children.	
	Soccer for Peace	The Community Development Division assists with the coordination of the Soccer for Peace event with many partners, including newcomer-serving agencies.	
	New Canadian Skate Program	The Community Development and Recreation Services Divisions partner with Mosaic – Newcomer Family Resource Network and West End Biz to offer learn to skate sessions for newcomers in Central Park.	For Winter 2019, three 2-hour sessions were offered for ten participants.

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Community Services	Job Fair - Outreach to Newcomers	To support summer programing and the opening of outdoor pools, Community Services increases its staffing complement significantly from July – September. As part of this process, Community Services holds a three-day event where interested candidates can come to apply and interview on site for open positions, including some designated bilingual positions. In preparation for this event, HR and Recreation Services staff do a significant amount of outreach, including working with Immigration Partnership Winnipeg (IPW). Information is provided on each position, certification requirements, the application process, interview and resume tips, etc.	
	Recreation Fee Subsidy Program	The goal of the Recreation Fee Subsidy Program is to expand access to recreation opportunities and experiences for Winnipeggers, regardless of family income. The Program provides admission to City recreation facilities and activity subsidies for registered Leisure Guide activities. In order to qualify, the applicant must be a City of Winnipeg resident and one of the following must apply: • They have a social assistance case number • They have entered the country as a refugee • They have a family income below the low income cut-off (LICO)	
	SPIN (Sport Programs in Inner City Neighbourhoods)	SPIN aims to eliminate barriers to participation in organized sport programming that inner-city children face. SPIN provides opportunities to learn basic athletic skills, sportsmanship, teamwork, leadership and fair play in a non-competitive and safe environment. These skills help children develop self esteem and confidence, equipping them with the tools to help resist gangs and anti-social behaviour. There is a high concentration of newcomers participating in SPIN.	
	Newcomer Multi-Sport Program	The Newcomer Multi-Sport Program (formerly Liberty Soccer Academy) is supported by and became a host group/site for SPIN (effective April 2016). The City's Recreation Services Division provides access to transportation and assists in providing available sport opportunities. The Newcomer Mult-Sport Program is the only host group currently receiving full transportation (school buses coordinated and paid for by the City's Recreation Services Division).	
	Equitas – International Centre for Human Rights Education Welcoming Refugee Children and Youth – Action Plan & Play it Fair Tool Kit	The City of Winnipeg is working in collaboration with Equitas – International Centre for Human Rights Education to bring awareness to children's rights through an educational approach. The City of Winnipeg also works in collaboration with other municipalities and service providers to strengthen the collective impact of children's rights in Canada, and introducing a variety of resources aimed at increasing children's voices and leadership in decision making. Many of our resources help to establish an understanding of building welcoming and inclusive spaces for refugee children and youth, and help prepare us to enhance our programs and curricula to ensure that newcomer and refugee children/youth have positive first experiences in our programs, facilities and the broader community. This initiative has been incorporated into a variety of City of Winnipeg free/drop-in and registered recreation programs.	
	French Newcomer Learn to Skate Program	In cooperation with L'activite sportive du Manitoba (SportsEnFrancais), the Recreation Services Division runs a registered French Learn to Skate program on Saturdays at Maginot and Bertrand Arenas for French-speaking newcomers. They pay the registration fee and the City of Winnipeg supplies the French-speaking instructors, equipment and ice time. There are approximately 20 newcomer youth participants that attend.	
	Charlie Gardiner Arena Learn to Skate Program	In cooperation with Dufferin & John M. King Schools (as part of their Phys-Ed curriculum), the Recreation Services Division runs a free Learn to Skate program during the day on Wednesdays at Charlie Gardiner Arena. The City of Winnipeg supplies the instructors, equipment and ice time. There are approximately 85 children that attend, mostly inner-city Indigenous and newcomer youth.	
	Special Events/ Initiatives with Community Partners	The Recreation Services Division participates in a number of special events and initiatives with community partners. Some examples include the Sakihiwi Festival at Magnus Eliason Recreation Centre (summer 2019) and the Anti Bully Event at Turtle Island Neighbourhood Centre with Ma Ma Wi (summer 2019).	
	Newcomer Awareness Training for Staff	In partnership with IPW and the Social Planning Council of Winnipeg, Recreation Services staff are trained on how to create a more diverse and welcoming workforce. By the end of the session, employees have a broader understanding of issues facing newcomers, immigrants and refugees, and are better equipped to work with these participants and the challenges they face in a new country.	

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Community Services	French Recreation Programming and Swimming Lessons	The Leisure Guide offers French preschool and children's registered programming opportunities available to all, including Francophone newcomers. In addition, French swimming lessons are offered at Bonivital and Margaret Grant Pools. The Recreation Fee Subsidy Program is available for these programs.	
	Learn to Skate Program	In partnership with the Boys & Girls Club, the Recreation Services Division runs a free outdoor Learn to Skate program on Tuesdays from 4:30 – 6:30 p.m. at the South Winnipeg Community Centre, Ryerson Site. There are approximately 30 children participating, ranging in age from 6–12 years old. The participants are primarily newcomers.	
	Leisure Guide Programming	A variety of program opportunities exist for all ages, including a number of cultural programs (e.g. African Drumming and ethnic cooking programs).	
	Swimming Counts	The Swimming Counts program is delivered to Grade 4 children in the Winnipeg School Division, many of whom are newcomers or from families with low incomes. Children learn basic water safety, swim skills and self-rescue techniques. 1,300 students participated in the first year of the program (2018).	
	Newcomer Swim Academy	In partnership with the Newcomer Sport Academy, the Recreation Services Division provided pool space and instruction for swimming lessons and water safety in the spring of 2019. The program ran at Sherbrook Pool and was focused on newcomer youth.	
	Free Teen Swim	The Recreation Services Division offers free swim times for teens between the ages of 10–17 years at various locations.	
	Women's Only Swim	The Recreation Services Division provides women's only swim times at Kinsmen Sherbrook and Margaret Grant Pools, offering privacy for religious reasons and for those who prefer to not be seen by men in their swimming attire.	
	Multilingual Water Safety Campaign	In 2019, the Recreation Services Division ran a multilingual water safety radio campaign on a local multilingual radio station. Messaging was translated into Tagalog and Punjabi.	
	Fee Waivers on Room Bookings for Not-for-Profit Organizations	Not-for-profit organizations (including newcomer and cultural groups) offering free community programming—or hosting meetings—can request the rental fee to be waived for bookings in libraries and recreation facilities.	
	EAL (Learn English) Collections	Winnipeg Public Library maintains a large collection of English as an Additional Language (EAL) and Adult Literacy (ABE) resources to borrow. Specialized resources include English learning materials (grammar, vocabulary, etc.), dual-language dictionaries, guides on tests, and English workbooks for all levels of EAL.	There are 6,224 items in Winnipeg Public Library's EAL collections and 6,666 items in the ABE (Adult Literacy) collections.
	Multilingual and Dual-Language Collections	Winnipeg Public Library has books in 38 languages for adults and 24 for children. Dual-language children's books offer English side-by-side with a second language - there are 23 languages in this collection. Millennium Library provides a rotation of deposits to branches based on local language needs. Multilingual books are also provided for rural public libraries on deposit.	There are 22,459 items in the multilingual collection and 4,766 items in the dual-language collection.
	Online English Databases	Winnipeg Public Library has eight EAL learning resources for remote use anywhere in Winnipeg. These specialized online resources offer learning modules in learning English, IELTS exam, and read-along books for children, teens and adults.	https://guides.wpl.winnipeg.ca/az.php?s=52327
	English Conversation Groups	Adult EAL learners practice intermediate English language speaking and listening skills with a trained volunteer (CLB 4-6). Each session runs for eight weeks. Up to eight sessions run at a time at various library locations.	Outreach Services trains volunteers and oversees the programs. In 2018, across all libraries and types of programs, 177 programs for newcomers were provided with 3,425 in attendance.
	Finding Your Voice Program	A six-week creative writing program for adult newcomers, led by local writer Janine LeGal. The program teaches creative writing, self-editing and explores themes of being a newcomer in Canada.	One or two sessions are offered annually.
	WELL Adult Literacy Program	WELL is a provincially-certified adult literacy program teaching basic reading, writing, communication and numeracy skills. Participants include settled newcomers who need upgrading for employment or are furthering their education goals.	Classes run Monday–Thursday afternoons at Harvey Smith Library. https://wpl.winnipeg.ca/library/well.asp

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Community Services	Community Outreach	Winnipeg Public Library Outreach Services staff provide presentations, info booths, pop-up libraries, membership sign-up and account assistance in the community. Regularly scheduled visits include newcomer settlement agencies, cultural events, shelters, senior housing, EAL programs, and adult learning centres. Newcomer program sites visited in last year include: MITT, Red River College EAL, IRCOM, EESE, Mosaic EAL programs. Branch staff visit local school EAL programs for children and their families.	In 2018, Winnipeg Public Library offered 357 off-site programs and school presentations with 28,750 in attendance. There were 23 visits to newcomer groups only with 1,928 in attendance.
	Newcomer Info Guide	An online Info Guide on recommended resources for EAL learning and citizenship resources is maintained at winnipeg.ca/library. This Info Guide includes benchmarked lesson plans and activities for EAL learners and teachers on how to use the library. In 2020, this Guide will be split into EAL Learning and Citizenship. Video introductions to the library are planned for 2020.	https://guides.wpl.winnipeg.ca/newcomersandcitzenship
	Library Orientation Materials	An easy-to-read, plain language booklet "Going to the Library" has been printed for newcomers and newcomer-serving agencies. Available in print or to download. Winnipeg Public Library also has an information flyer translated into 14 languages.	https://guides.wpl.winnipeg.ca/newcomersandcitzenship
	Community Crisis Workers	Winnipeg Public Library Community Crisis Workers (CCWs) work with individuals and organizations providing information, referral and support in housing, benefits, basic needs, mental health, employment, counselling, and community resources, including newcomer agencies.	Two CCWs, based out of Millennium Library. CCWs travel to other branches as needed and accompany Outreach Services to select special events.
	Altered Minds Inc.'s Entry Program	Entry Program visits Millennium Library every month for library cards and tours. Staff meet each group in the lobby and every participant gets a library card. Visits are coordinated through Outreach Services.	
	TEAL/TEAM Conference	Winnipeg Public Library attends each TEAM (Teaching English to Adults in Manitoba) and TEAL (Teachers of EAL) conference to present on EAL resources.	Conferences run annually in spring and fall.
	Tours and Orientations	Specialized tours adapted to Canadian Language Benchmarks (CLB) and needs of the group are offered at Millennium Library and at branches on request. Each hour-long tour introduces how to use the library and an orientation to EAL resources. Tours and orientations are provided in French at St. Boniface and Millennium Libraries upon request.	In 2018, 30 guided orientations to the library were offered for newcomer groups.
	Information Services	Residents use libraries for learning, meeting and connecting with others. Staff will answer any questions and help with any need such as help with resumes, finding language material, sourcing government forms and referrals to appropriate agencies .	• 20 library branches across the City • 2,862,604 in-person visits in 2018 • 287,553 questions answered in 2018
	Bookable Computers, Internet and WiFi.	All City libraries offer free access to computers, internet and WiFi, including for residents without home/mobile access to computers and internet (the library is their source of internet and computer services). Free workshops and classes on how to use computers, internet and software such as Microsoft Word and Excel are offered.	There were 313,010 computer bookings in 2018. In 2019, all computer courses were revised and handouts simplified for easier reading by people with lower reading levels.
	Tutorial Rooms and Leisure Space	Currently, eight branches have free tutorial rooms for small group work and one-on-one tutoring. Library spaces and tutorial rooms are often used by newcomers, students and tutors.	https://wpl.winnipeg.ca/library/ourservices/meetingrooms.asp

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Customer Service and Communications	Service in languages other than English and French (official languages)	The City has a third-party contract to provide telephone service (311 and 911) in languages other than English and French (upon request).	
	Bilingual Service	311 and the Bilingual Service Centre (an in-person 311 front counter at City Hall), and other City frontline staff can provide bilingual services in person to residents. In accordance with Part 9 of the City of Winnipeg's Charter and the City's Official Languages of Municipal Services By-law, projects and services that are city-wide or in the Riel District are legally obligated to be provided in both official languages (English and French).	
	Support to Francophone Newcomers	Francophone new immigrants with limited or no English are provided with information on City services when they arrive at the airport or to the Francophone Settlement Office. French Language Services staff host information tables at community job fairs and provide four information sessions per year on how to apply for a position at the City, with the support of a francophone community organization and settlement office.	
	Communications about City Services, Programs, and Events	City events are advertised in libraries, recreation facilities and community centres to ensure the broad public is informed. Outreach and relationship building is undertaken with immigration organizations to seek their help in communicating information about City programs and services.	
	Public Engagement Outreach	The Office of Public Engagement often reaches out to newcomer groups to engage in City projects. Newcomer outreach occurs on a project-by-project basis and depends on the type of project and input required.	
	Public Engagement Services in French	Public engagement opportunities for city-wide projects and projects in the Riel District are offered in French.	
Human Resources (HR)	Workplace Training/ Education	During 2019, the Employee Development Branch facilitated at least 24 courses related to the "Respecting Diversity" competency. In total, 4,832 City of Winnipeg employees participated in diversity-related training opportunities provided by the Employee Development Branch.	
	Community Outreach	Corporate HR attends a number of community events and career fairs throughout the year, a number of which have a newcomer focus. In addition, they partner with a number of newcomer groups to network with clients, offer employment presentations/information sessions, and conduct mock interviews. Corporate HR also hosts employment presentations for newcomers and adult job seekers at 180 King St.	Newcomer partners include: Success Skills Centre N.E.E.D.S. – Newcomers Employment and Education Development Services Inc. Immigrant Centre Manitoba Start
	Immigration Partnership Winnipeg (IPW)	Corporate HR participates as part of the IPW Employment Sector Table.	

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Planning, Property and Development	Housing Rehabilitation Investment Reserve (HRIR)	The HRIR provides capital funding to a wide range of affordable housing and revitalization initiatives within Housing Improvement Zones throughout the City. The Housing Division's relationship with newcomer organizations has generally been accomplished through the HRIR via organizational participation in neighbourhood housing stakeholder meetings and planning sessions. Over the years the program has funded a number of initiatives supporting newcomers including the following: • Phase 2 Renovation Plan: Abri Marguerite Inc. is a non-profit organization with a volunteer Board of Directors and is one of 14 communities of service under the umbrella of the Catholic Health Corporation of Manitoba. It was created in 2008 with the sole purpose of accommodating the large number of francophone refugees and immigrants coming to Manitoba with no place to stay upon their arrival. The facility is utilized as short-term transitional housing and the average stay is approximately three to four weeks, providing time for the Accueil francophone staff to find them more permanent accommodations. Services are available in both official languages. • Marie Rose Place: In 2004, Hargrave Holdings Ltd. (HHL), in collaboration with the Holy Names Sisters, helped found Holy Names House of Peace (HNHP). HNHP operates "Neighbours", which is an intercultural, interfaith, transitional/supportive home for single newcomer women. Funding assisted in the construction of the Marie Rose Place project, a six-floor housing facility consisting of 40 transitional/supportive two-bedroom furnished apartments, containing 80 beds, for newcomer single, immigrant and refugee women who may have a child. • HOMES Program: The West Central Women's Resource Centre exists to empower women to help themselves, their families and their community to safer, healthier lifestyles. Through their peer mentorship model, the goal of the Housing for Options, Mentorship & Economic Security (HOMES) program is to assist community women with housing challenges, recognizing the multiple barriers and complexities of their lives. Funding supported staffing to coordinate the following outreach services for women who are homeless or at risk of becoming homeless. • Manitoba Interfaith Immigration Council: Funding was provided for the development of the building at 521 Bannatyne - Welcome Place. The City also contributed land for this development.	The HRIR receives capital funding of $1,000,000 annually. The funding is allocated equally amongst five Housing Improvement Zones. Within that amount $200,000 is allocated to indigenous housing.
	Partnership with Manitoba-City Small Business Collaboration Working Group	City and Province partnership to facilitate new business start-ups. The initiative is led by Entrepreneurship Manitoba with participation from this Department as well as Community Services. Services are available in both official languages.	
Transit	Low Income Bus Pass Program	Approved in the 2019 budget for implementation by April 2020. Newcomers will be eligible for the program in their first year of arrival to Canada. Eligible adults will qualify for a 30 percent discount on the cost of a full fare adult monthly pass in 2020, a 40 percent discount in 2021, and a 50 percent discount starting April 1, 2022.	
	Transit Travel Training Program	A free travel training program provided by Winnipeg Transit to interested community groups. The Travel Trainer provides a detailed presentation on everything to do with how to take a bus: understanding routes and schedules, buying peggo cards (or passes and tickets), paying fares, transferring, accessing real-time bus information, etc. Presentations are made to many different groups, including students and seniors, and have recently been focused on groups of new immigrants and refugees.	

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Water and Waste Department	Utility Billing Centre Customer Service	Utility Billing Centre staff can access interpreter services to assist customers who want to discuss their utility bill and services in their native language. Customers having difficulty paying their utility bill can speak to a billing representative about making payment arrangements. The City also works with the Salvation Army to support low income individuals and families having difficulty paying their City of Winnipeg utility bill through the H2O Help to Others Program. Customers dealing with a high utility bill resulting from a water leak within their house or building can also speak to a billing representative about the City's Water Leak Credit Policy, which provides financial assistance to deal with the high bill.	
	Multilingual Communication	In addition to making customer communication materials available in both official languages, Water and Waste has made efforts to communicate in other languages: 1) In 2012, as part of the rollout of the new curbside garbage, recycling and yard waste collection program, the department had its Recycling and Garbage Services Guide translated into five languages: English, French, Tagalog, Chinese Mandarin, and Punjabi. While customers received the English version of the Guide with their new carts (French version was also provided initially in the Riel Community), there was information on the back of the Guide instructing them to contact 311 to request a Guide in one of the other languages. 2) In summer 2019, the department sent over 23,000 letters to customers with known lead pipes in their homes to advise that Health Canada had lowered the acceptable lead level in water, to offer water testing and to provide tips on how to reduce lead exposure. Given the criticality of this letter, the department included information at the top of the letter in Tagalog, German and Punjabi advising that this was important information and that it should be translated. 3) The department does some targeted advertising for its recycling program in order to reach newcomers/residents who do not speak English, i.e., radio ads on Punjabi radio stations, prints ads in Filipino publications.	
Winnipeg Fire Paramedic Service (WFPS)	Newcomer Youth Career Camp	This program is designed to create awareness of careers as firefighters and paramedics and to provide youth with activities at the Winnipeg Fire Paramedic Training Academy (CPR First Aid training and certification, skill building, and team work). The program encourages youth towards educational advancement while building positive relationships between participants and City of Winnipeg employees.	
	Fire Safety House	The Safety House is a portable classroom and hands-on learning tool that provides both children and adults with knowledge in fire and life safety. This program often introduces newcomers to the Service for the first time.	
	School Visits	Establishing contact with community members, many of whom are newcomers to Canada, to teach fire safety and to connect with the community to create a rapport with the Service. Information and sessions available in French upon request.	
	English as an Additional Language - Fire Safety Lecture	The WFPS - Fire Public Education Team regularly delivers audience-specific fire and life safety educational programming to the students of the Winnipeg School Division English as an Additional Language Program (EAL). Not only are students taught home fire safety, but also the importance of smoke alarms, how to engage 911, and how to react to fire alarm activation.	
	Welcoming New Canadians - An Introduction to Emergency Medical Services and Accessing 911	The WFPS - Emergency Medical Services Public Education Team delivers an easy-to-follow presentation designed to introduce new immigrants to the world of paramedics and 911 communications. Available in French upon request.	

CITY DEPARTMENT	INITIATIVE NAME	DETAILS	ADDITIONAL INFO
Winnipeg Parking Authority	Vehicle for Hire Passenger Information - Know Your Taxi	Online fact sheets (available in both English and French) provide tips on how to keep oneself safe and informed about the taxi industry.	https://www.winnipeg.ca/vehiclesforhire/passengers.stm
	Vehicles for Hire Passenger Information - Know your Personal Transportation Providers (PTP)	Online fact sheets (available in both English and French) provide Information about rideshare vehicles.	https://www.winnipeg.ca/vehiclesforhire/passengers.stm
Winnipeg Police Service (WPS)	Diversity Workshops	Visible minority community members are invited to come for a tour and are encouraged to apply for work with WPS. In the last year, WPS hosted one workshop for 60 adults and one for visible minority youth.	
	Outreach and Community Safety Education	WPS partners with a number of newcomer groups to offer various presentations, including Intro to WPS and Personal Safety for Newcomers. Officers also attend these locations at times for drop ins. Available in French upon request.	Newcomer partners include: E.E.S.E - Enhanced English skills for Employment I.R.C.O.M - Immigrant and Refugee Community Organization of Manitoba Altered Minds Entry Program Immigrant Centre