



Best Practices
for **Working with Homeless**
Immigrants and Refugees

A Community-Based Action-Research Project

PHASE II : ACTION

Funded by

**Supporting Communities
Partnership Initiative
(SCPI)**



Access Alliance
Multicultural Community Health Centre

PART I: BACKGROUND

1.0 INTRODUCTION

Best Practices for Working with Homeless Immigrants and Refugees was a two-year, community-based action-research project that was extended for a third year. This project was sponsored by Access Alliance Multicultural Community Health Centre and funded by the Supporting Communities Partnerships Initiative (SCPI). The overall objectives of this project were to:

- * *Document* the experiences of adult immigrants and refugees who have used single men's and women's shelters and drop-ins (i.e. "visibly" homeless) in downtown Toronto.
- * *Develop* best practices among shelter and drop-in staff for working with immigrants and refugees.
- * *Facilitate* the linking of shelters/drop-ins with health, settlement, legal and community-based social services.

Phase I, the *research phase*, of this project was completed a year ago and was documented in the report, *Best Practices for Working with Homeless Immigrants and Refugees: A Community-Based Action-Research Project, Phase I: Research*, March 2003. This report outlined the completion of the specific goals of this part of the project, which were to:

- * *Interview* adult immigrants and refugees who have used single men's and women's shelters and drop-ins in downtown Toronto.
- * *Interview* shelter and drop-in staff to identify the service needs of homeless immigrants and refugees.
- * *Conduct focus groups* with staff from settlement agencies, community legal clinics and community health centres to identify ways to strengthen links with shelters and drop-ins.
- * *Develop an analysis* of the rules and practices that inhibit access to services for homeless immigrants and refugees.
- * *Develop recommendations* for increasing access and improving services.

The findings and recommendations from Phase I informed the process of Phase II, the *action phase*. Rather than letting the research sit on a shelf, it was the vision of this project to take the findings and recommendations from the research and act on them. This process began 6 months before the completion of Phase I and received further funding from SCPI to be extended for a third year. With this extended funding, the specific goals of Phase II were to:

- * *Prioritise the 21 recommendations* in the research report to identify those recommendations upon which action would be taken.
- * *Hold roundtable discussions* to develop pilot project ideas based on the findings of the research.

- * *Hold community meetings* to facilitate the co-ordination of advocacy efforts of various networks working on issues affecting homeless immigrants/refugees
- * *Hold a press conference* to raise the public's awareness of homelessness and housing issues among immigrants and refugees.

This document reports on the process and outcomes of the *action phase* of the project and outlines possible next steps for the community to continue the work now that funding for this project is finished.

1.1 Phase I: Research – Findings and Recommendations

The research phase of the *Best Practices for Working with Immigrants and Refugees* project generated 11 findings and 21 recommendations for addressing housing, homelessness and access to services for homeless immigrants and refugees as well as the needs of the service providers who work with them. The findings and recommendations are organised into eight themes: *socio-economic status, housing and homelessness, shelter and drop-in services, language, discrimination, co-ordination of services, training, and future research and funding*. The full list of these findings and recommendations can be found in Appendix A.

PART II: SETTING PRIORITIES FOR ACTION

2.0 Identifying Recommendations to Follow

The first step that needed to be taken in the *Action Phase* of the project was to prioritise the recommendations from the research in order to set specific goals for action. The Steering Committee needed to prioritise which recommendations were top priorities for advocacy and future funding. The committee engaged in this process in October 2002. In this priority setting exercise each Steering Committee member was asked to identify 3 recommendations from the research using the following criteria:

- achievability
- impact
- time
- expertise
- resources
- funder support.

From this process 4 areas of action were identified which then became the themes for roundtable discussions:

1. Culturally appropriate service delivery in shelters and drop-ins
 - addressing recommendations 7, 8, 9 and 15
2. Linguistic accessibility of shelters and drop-ins
 - addressing recommendations 10, 11 and 12
3. Co-ordination of services between shelters, drop-ins and other sectors
 - addressing recommendation 17
4. Co-ordination of training on issues affecting homeless immigrants and refugees
 - addressing recommendations 18 and 19

3.0 Roundtable Discussions

Each round table met at least twice during the early months of 2003. The goals of the roundtable discussions were as follows:

To bring together key agencies and individuals with expertise in issues related to the 4 prioritised areas.

- * To build on key issues identified through the research, develop opportunities and identify the best next steps for taking advantage of these opportunities in each of the 4 prioritised areas.
- * To brainstorm pilot project ideas in each of the 4 areas.
- * To facilitate the building of partnerships to conduct projects.

3.1 Opportunities for Action

3.1.3 Roundtable on culturally-appropriate service delivery in shelters and drop-ins

This roundtable had the participation of members from a number of organisations, which are listed in Appendix A. This group came to the conclusion that providing culturally-appropriate services is the guiding principle/standard that should be followed in every aspect of the work we do. Therefore, the opportunity for action that arose out of this roundtable was as follows:

Culturally appropriate service delivery will become a guiding principle/standard that will inform discussions at, and actions arising out of the other roundtables.

3.1.2 Roundtable on linguistic accessibility of shelters and drop-ins

This group identified the following 2 opportunities for action in this area:

1. An immediate coordinated access approach
 - Develop model of coordinated response regarding language issues and needs of shelters and drop-ins.
2. Public awareness/advocacy
 - Create awareness that interpretation is a discrete and critical service (e.g. Make the case for why this is important for agencies/organizations that serve immigrants/refugees).

This roundtable had the participation of members from many organisations, as listed in Appendix A.

3.1.3 Roundtable on co-ordination of services between shelters, drop-ins and other sectors

This group identified the following 3 opportunities for action in this area:

1. Develop a coordinated model of service delivery
2. Coordinate funding between levels of government

- Bring together levels of government (that provide funding to immigrants and refugees) with agencies that provide services to immigrants and refugees to discuss a pilot project and identify responsibilities of each level of government.
3. Advocacy
- Develop a clear message on housing and employment strategies.

This roundtable had the participation of members of the organisations listed in Appendix A.

3.1.4 Roundtable on co-ordination of training on issues affecting homeless immigrants and refugees

This roundtable had the participation of members of the organisations listed in Appendix A.

This group identified the following 3 opportunities for action in this area:

1. Vision/mission/values statement
 - Develop a Vision, Mission and Values Statement for culturally-sensitive training in shelters and drop-ins for homeless refugees and immigrants.
2. Establish training needs
 - Identify best service practices consistent throughout agencies serving refugees and homeless.
 - Develop basic education/training for service providers (front-line governance and management).
 - Establish a code of best service practices (based on city access, equity and human rights).
3. Develop a plan for sustainability
 - Permanent funding/long term;
 - Development funding;
 - Partnerships (college, hostel training centre);
 - Leadership body (co-ordinator);
 - Political and agency buy-in.

4.0 Working Day

The roundtables had the participation of approximately 50 different agencies, government departments, funders and volunteers. These gatherings led to the development of project and programming opportunities to improve services for homeless immigrants and refugees, but it was recommended to bring all 4 of the roundtables together to identify shared opportunities. This led to a “working day” in the spring of 2003 to make concrete decisions around next steps for these groups.

The objectives for the Working Day were as follows:

- * To identify common opportunities for action across roundtables (what needs to be done?)

- * To clarify geographical and sectoral scope of the opportunities (what areas of the city should be involved and which sectors?)
- * To identify lead and contributing organizations (who should work together?)
- * To determine next steps (where do we go from here?)

Working Day participants were asked to participate in 2 related activities, first to identify shared opportunities and strategies and second, to assess what strengths we already have.

4.1 Identifying Shared Opportunities

Based on the opportunities identified at the roundtable meetings, participants worked together in small groups to identify the following:

- Shared objectives (i.e. which opportunities are striving to achieve similar outcomes/results?)
- Shared funding opportunities (i.e. what opportunities could be funded by a single funder?)
- Shared participants (i.e. which opportunities will involve many of the same participants?)

Participants were asked to identify opportunities that were shared across the roundtables that could become the basis for taking action in each of the roundtable areas. Based on responses, the opportunities were summarized as follows:

1. Develop an integrated/coordinated model of service delivery to address homelessness among immigrants and refugees in Toronto (pilot project).
2. Establish a single planning table with funding and broad representation.
3. Develop a framework for the delivery of culturally-appropriate services.

Through this discussion, participants also identified 4 principles that would be essential to making the above opportunities a success:

- Build on existing resources, especially existing lobbying/advocacy groups pressing for more affordable housing.
- Be realistic.
- Be client focussed.
- Be mindful of the longer term objectives while we begin to focus on next steps.

4.2 Assessing Our Strengths

For the second exercise, participants were asked to assess the perceived strengths of each opportunity based on 3 criteria:

- Commitment from stakeholders (i.e. what is the level of interest from roundtable participants in moving this forward?)
- Potential for funding (i.e. what is the likelihood in securing funding to support implementation?)
- Sustainable outcomes (i.e. what is the likelihood of this opportunity leading to sustainable impacts/outcomes?)

Using these criteria, participants ranked the 3 opportunities as follows:

1. Start with *planning table* (features should include: funded, concrete workplan, measurable and sustainable results, accountable to stakeholders, diverse participation – including funders, managers, front-line workers)
2. Develop *integrated/co-ordinated model of service delivery*

(*The development of a framework for *culturally-appropriate service delivery* was not explicitly ranked, but participants agreed that this framework should be developed to guide the pilot project.)

4.3 Next Steps

Working Day participants recommended the following next steps:

1. Access Alliance MCHC should bring discussion back to the project Steering Committee to facilitate movement towards a “planning table” to determine action on the 3 opportunities within the context of the 4 roundtable areas.
2. The Steering Committee should be involved and should be open to new members and work toward developing terms of reference and goals for the work that needs to be done
3. Co-leads should be identified from roundtables to help facilitate the continuation of this work.

The project Steering Committee now had a mandate to continue the work of the project and it would do so in the form of a “planning table”. Shortly after the Working Day the project was awarded further funding from SCPI to continue the action phase for one year, into the spring of 2004. The Steering Committee opened its doors to new members from various organisations and sectors serving immigrants and refugees who are homeless or at risk. This new, larger group, that met to form the “planning table”, became known as the Planning and Implementation Committee.

PART III: TAKING ACTION

5.0 The Planning and Implementation Committee (PIC) and Working Groups

Following the Working Day, the Planning and Implementation Committee was formed and was comprised of representatives from a number of organisations, as listed in Appendix A.

The objectives of the Planning and Implementation Committee (PIC) were as follows:

- * Develop workplans to implement results of roundtable meetings and “Working Day.”
- * Implement short-term activities and develop proposals for long-term projects.
- * Develop principles on cultural competency to guide the implementation of projects and actions.

In order to meet these objectives the PIC engaged in a number of activities:

1. Developed guiding principles on cultural competency – (see section 5.1)
2. Created a work plan and working groups – (see section 5.2)
3. Oversaw the work of the working groups – Two members of the PIC attended each working group and reports on the actions of the working groups were given at each PIC meeting.
4. Council on Homelessness and Immigrants and Refugees – In order to continue the work of this project once funding had come to an end and to further the scope of the project, the PIC had the idea of creating a Council on Homelessness and Immigrants and Refugees. A project proposal was developed and submitted to the SCPI Programs Fund for consideration with the Ontario Council of Agencies Serving Immigrants as the lead agency. The goals of this council were to be as follows:
 - To create a strong and sustainable partnership and network between all stakeholders involved with immigrants and refugees who are homeless or at risk of experiencing homelessness, with the objective of establishing a co-ordinated approach to address their needs and decrease the risk of homelessness.
 - To develop effective policy recommendations, with the objective of reducing the risk of homelessness among immigrants and refugees. Solutions to issues and barriers are created where policy meets practice.
 - To develop training resources and implement capacity building activities with the objective of enhancing service co-ordination and provision of accessible, equitable and culturally appropriate services and supports to immigrants and refugees who experience homelessness and who are at risk of becoming homeless. (This goal is mainly from the Training Working Group for the development of a training manual – see section 5.2.3.)

Unfinished Work:

Council on Homelessness and Immigrants and Refugees – The council has not received funding. The Best Practices for Working with Homeless Immigrants and Refugees project has come to a close and without a council, there is no way to carry on with unfinished work.

5.1 Guiding Principles on Cultural Competency

In keeping with the discussions of the roundtable on culturally-appropriate service delivery in shelters and drop-ins, the PIC developed a set of guiding principles that would govern how groups within the project would develop and implement actions. The principles were adapted from: the *Breaking Barriers Project* of the Centre for Addiction and Mental Health and the *Informal Housing Network Project* of the York Hispanic Centre, Islamic Social Services and Resources Association, Syme-Woolner Neighbourhood and Family Center and Community Resources Consultants of Toronto. They were as follows:

- *Create* and *maintain* a safe environment that facilitates open and respectful participation.
- *Respect* individual and personal privacy on all matters brought to the Working Groups and Planning and Implementation Committee.
- *Demonstrate* commitment to work collectively to achieve the goals and objectives of the Working Groups and Planning and Implementation Committee through active participation.
- *Ensure* that client needs remain the foundation for planning activities.
- *Consult* and *partner* with communities, recognising their capacity and strengths.
- *Operate* with the understanding that various forms of oppression based on race, ethnicity, class, gender, sexual orientation, immigration status, religion, mental health status and ability form a system of interlocking oppressions that are mutually enforcing and cannot be addressed in isolation.
- *Recognise* that immigrants, refugees and persons without status may face multiple barriers to full and equitable participation in Canadian society.
- *Advocate* for change acknowledging that inequitable resource distribution and utilisation create systemic barriers for different communities.

5.2 Working Groups

The PIC developed a work plan outlining the tasks required to implement short-term activities and develop proposals for long-term projects. In order to carry out activities and develop proposals, working groups were needed. In accordance with the discussions of the 4 roundtables and the recommendations from the Working Day, the PIC created 3 working groups in the following areas:

- * Co-ordination of Services: to address the roundtable area of co-ordination of services between shelters, drop-ins and other sectors and to develop a pilot project

- * Language Access: to address the roundtable area of linguistic accessibility of shelters and drop-ins and the general accessibility of services for those with limited proficiency in English.
- * Training: to address the roundtable areas of culturally appropriate service delivery in shelters and drop-ins and the co-ordination of training on issues affecting homeless immigrants and refugees.

5.2.1 Co-ordination of Services Working Group (CWG)

The Co-ordination of Services Working Group (CWG) was initially comprised of members from organisations listed in Appendix A.

The objective of the working group was to improve co-ordination of services between sectors serving homeless immigrants and refugees. In order to achieve this objective the CWG undertook the following activities:

1. Research service coordination – Examples of other service co-ordination projects were collected including “Settlement and Education Partnerships in Toronto” and “Growing Up Healthy Downtown”.
2. Identify neighbourhoods – Downtown West and Scarborough were identified as the neighbourhoods that would participate in a co-ordination of services project.
3. Identify partner agencies – Partners were identified from shelters, drop-ins, legal clinics, community health centres, settlement agencies, mental health service agencies and addictions service agencies in Downtown West and Scarborough.

The initial partners were:

* **Scarborough:**

Catholic Cross-Cultural Services (*LEAD AGENCY*)
 Agincourt Community Services Association
 Birkdale Residence
 Family Residence
 Scarborough Housing Help Centre
 Second Base Youth Shelter
 Somaliland Canadian Society
 Tropicana Community Services
 Warden Woods Community Centre

* **Downtown West:**

St. Christopher House (*LEAD AGENCY*)
 Access Alliance MCHC
 Kensington Bellwoods Community Legal Services
 St. Stephen’s Community House
 Salvation Army Evangeline Residence (Women’s Shelter)
 Salvation Army Toronto Hope Shelter (Men’s Shelter)
 Scott Mission

Sistering

YMCA of Greater Toronto - Newcomer Information Centre

YMCA House (Youth Shelter)

Centre for Victims of Torture (*REFERRAL AGENCY*)

Counselling and Addiction Services, CAMH (*REFERRAL AGENCY*)

4. Develop co-ordination of services pilot project – Two pilot project proposals were developed for co-ordinated service delivery in a multidisciplinary approach, one for downtown west and one for Scarborough. These proposals, entitled *Newcomer Settlement Opportunities in Shelters*, were submitted for consideration in the SCPI 2004 Programs Fund and both received some funding, although less than requested.

5.2.2 Language Access Working Group (LWG)

The Language Access Working Group (LWG) was initially comprised of members from organisations listed in Appendix A.

The objectives of this working group were:

- * To create awareness that interpretation is a discrete and critical service. (e.g. Make the case for why this is important for agencies/organisations that serve immigrants/refugees).
- * To develop a model of interpreter service delivery in co-ordinated response to language issues and needs of shelters and drop-ins.

These objectives were carried out through a number of activities:

1. Fact Sheet – Statistical data was collected from research and compiled to form a fact sheet that outlined the issue of language as a barrier to services (see Appendix B.1)
2. Snap-shot Survey – A “snap-shot” survey of one day in the shelter system in Toronto was conducted asking shelter workers to document the first languages of those using their services. It was found that one third of the people using shelter services on that day had a first language that was something other than English.
3. Interpreter services pilot project for shelters and drop-ins – The research of this project and the work of the LWG influenced SCPI to identify an interpreter service pilot project as a priority project in its community plan. A model of service delivery for interpreter services was developed and the group informed SCPI’s process in building a targeted RFP for the pilot project. The LWG identified that the best model for the project would be a central interpreter services agency that would provide services to shelters and drop-ins. The working group felt that such an agency would need to meet the following criteria in order to effectively deliver service. These criteria were as follows:

- service delivery (i.e. delivery of diverse, professional interpreter services to agencies serving homeless and marginalized peoples) must be the primary focus of this project
 - the agency delivering service must have organizational capacity that includes:
 - a large pool of interpreters;
 - interpreters that are available weekends and after hours;
 - ability to respond rapidly to requests;
 - demonstrated experience and expertise in providing interpreter services;
 - organizational infrastructure to support a new project.
 - the agency delivering service must have capacity in:
 - training of staff in various agencies on how to work with interpreters;
 - training of interpreters around issues of homelessness and poverty, anti-oppression, anti-discrimination, mental health, addictions and the refugee experience;
 - providing interpreter training to staff in various agencies who speak a second language and are already regularly used as interpreters.
 - the agency delivering service also must have a demonstrated capacity in:
 - working with homeless immigrants and refugees;
 - implementing an outreach strategy;
 - committing to work in partnership and collaboration with an advisory committee;
 - an infrastructure of governance and communication that keeps the agency accountable to the community.
4. Eliminate Language Barriers Campaign – The LWG took on a public awareness and advocacy campaign to address language access barriers. A number of activities contributed to this campaign.
- **Letters of Support** – The group requested that organisations write letters of support to urge the three levels of government to work together towards eliminating language access barriers. Methods used to collect letters of support were as follows:
 - emails and phone calls to various organisations that serve immigrants and refugees
 - a brief presentation and display at the OCASI conference
 - a web page display on OCASI.org

A sample letter of support (see Appendix B.2) was made available that organisations could print out on their own letterhead and sign. At the end of the process 17 letters of support were received from the following organisations:

Canadian Labour Congress
 Centre of Excellence for Research on Immigration and Settlement
 Ontario Association of Interval and Transitional Housing
 Association of International Physicians and Surgeons of Ontario
 Policy Roundtable Mobilising Professions and Trades (PROMPT)
 Ontario Society of Senior Citizens' Organisations

Council of Agencies Serving South Asians
Community Information Toronto
Midaynta
York Community Services
Fontbonne Ministries
Women's Habitat
Romero House
Flemingdon Neighbourhood Services
Kensington-Bellwoods Community Legal Services
St. Christopher House
St. Felix Centre.

- Petition – A petition was created requesting that all three levels of government take steps toward eliminating the language barriers that impede access to services in the City of Toronto and other cities across Canada. This petition was put up online at PetitionsOnline.com and was circulated to various agencies in paper format. 424 signatures were collected.
- Press Conference – A press conference was held in the Queen's Park press gallery to bring attention to the language barriers that exist in accessing services. It was communicated that these language barriers are a form of discrimination and violate basic human rights (see Appendix B.3 for press release). Since human rights is part of the portfolio of the Attorney General of Ontario, following the press conference, letters of support and signed petitions were then taken to his office.
- Letters to Politicians – In follow-up to the press conference and the LWG's initial contact with the Attorney General of Ontario, a letter was sent to the Attorney General requesting that he set up a meeting, including representatives from all three levels of government, to discuss how they may address language access barriers. In conjunction with this letter, letters were sent to other politicians at each level of government informing them of the LWG's issue and its request for a tripartite meeting. The Attorney General was also notified of these letters. The politicians that were contacted held the following positions:
 - Prime Minister of Canada
 - Minister of Citizenship and Immigration Canada
 - Minister Responsible for Homelessness
 - Minister of Justice and Attorney General of Canada
 - Premier of Ontario
 - Minister of Citizenship and Immigration Ontario
 - Mayor of Toronto
 - Toronto City Councillor/Chair of Community Services Committee

Unfinished Work:

- Eliminate Language Access Barriers Campaign – During the June 2004 federal election, the Eliminate Language Access Barriers campaign was put on hold. This work must continue. The funding for the action phase of this project has come to an

end, yet the LWG hopes that the advisory committee that will work with the agency that received funding for the interpreter services pilot project will possibly take on the coordination of this campaign

5.2.3 Training Working Group (TWG)

The Training Working Group (TWG) was initially comprised of members from the organisations listed in Appendix A.

The objectives of this working group were:

- * To increase the knowledge of existing training relevant to homeless immigrants and refugees.
- * To increase cultural competency in shelters and drop-ins through training and development of tools.

These objectives were carried out through a number of activities:

1. **Collect Information on relevant existing training** – Working group members collected information regarding training that exists which addresses issues that immigrants and refugees face. Some of the resources collected include:
 - Toronto Hostels Training Centre – Training Calendar (2003/2004)
 - Working with Newcomers: Assessment and Referral – Resources Exist for Networking and Training (RENT)/ COSTI North York Housing Help
 - Street Help Travelling Directory – NaMeRes (2001)
 - Immigrant Settlement Counselling: A Training Guide – Ontario Council of Agencies Serving Immigrants (2000)
 - Guidelines and Procedures for the Accommodation of Religious Requirements, Practices and Observances – Toronto District School Board (2000)
 - Building Bridges: Mental Health Education Workshops for Immigrants and Refugees – Canadian Mental Health Association
 - Building a World that Offers Safety and Security to Refugees – Inter-Church Committee for Refugees (1994)
 - Working with Newcomers: A Guide for Immigration and Settlement Workers – Employment and Immigration Canada (1991)
 - Newcomers Guide to Services in Ontario – Ministry of Citizenship, Ontario (1988)
2. **Environmental scan** – This group also conducted an environmental scan of agencies serving people who are homeless or at risk to ask their perceptions of gaps in training tools and information available with respect to the needs of immigrants and refugees. They were also asked about the kinds of training they had received. (See Appendix C.1 for Environmental Scan.)
 - Training gaps included:
 - language access/ESL issues
 - Cultural Competency/Sensitivity and Anti-Racism/Anti-Oppression
 - Issues of People without Status
 - Support for Foreign-Trained People

- Support for Appeals/Deportation
- Status Determination Process
- Referral Sources
- Health, Mental Health and Addictions Issues and Assessment
- Navigating the Immigration/Refugee System
- Trafficking
- Children and Youth Issues – School, Health
- Types of training received included:
 - Cultural Competency/Sensitivity and Anti-Racism/Anti-Oppression
 - Immigration and Refugee Law
 - Refugee Determination Process
 - Health, and Mental Health and Newcomers – AIDS and Newcomers; Trauma and Newcomers
 - When asked what the challenges were around gaining access to training or implementing it, most responses alluded to a lack of time and resources, high staff turn-over and dealing with multiple demands of the homeless community.

3. **Develop a Manual** – It was also the hope of the TWG to produce a manual on cultural competency principles and practices for shelters, drop-ins and other agencies working with homeless immigrants and refugees. The manual would also cover issues that workers need to know regarding the issues that immigrants and refugees who are homeless or at risk face, both in coming to a new country and in possibly being homeless. This manual would address some of the gaps identified by front line workers in the environmental scan. Due to limited time and resources the manual was not developed. However, an outline including the contents of a training manual was created to be used as part of a potential funding proposal for training manual development (see Appendix C.2 for training manual outline). This training manual development became part of the mandate of the Council on Homelessness and Immigrants and Refugees. (see section 5.0).

Unfinished Work:

Due to the fact that the Council on Homelessness and Immigrants and Refugees did not receive funding, the training manual development also did not receive funding. However, this is a much needed resource and the training manual outline that was developed is available for future funding opportunities (see Appendix C.2).

PART IV: NEXT STEPS

6.0 Mapping Community Collaboration

Since the project has come to an end the torch needed to be passed. Therefore, a wrap-up event was planned to map community collaboration so that agencies could pool resources to accomplish some of the unfinished work of this project and identify other areas that need attention when working with immigrants and refugees who are homeless or at risk.

The Mapping Day started with a plenary session that included:

- * a presentation of the background on research and recommendations of the *Best Practices for Working with Homeless Immigrants and Refugees Project* (slides are available);
- * presentations of each of the working groups from the *Best Practices* project;
- * a presentation of a vision of next steps with the intention of inspiring projects to be involved in creating solutions to issues and barriers;
- * presentations by the agencies that attended that day, what programs they offered and what they were looking for.

The group was then asked to participate in two different activities. One to focus ideas and another to generate possible next steps.

6.1 Focussing Ideas

The group was asked to write down the ideas that they have about the work they do and divide them into two categories:

- * “What we are doing.”
- * “What we want to do.”

Once all ideas were contributed the group was then asked to identify themes that were evident across the ideas that were put forth. Five **themes** were identified:

1. Health
2. Child and Youth Services
3. Housing
4. Training – for service providers and service users
5. Access to Services

* Advocacy and Networking were two other themes, but the group felt that these themes would be interwoven with the other 5 themes.

6.2 Possible Next Steps

The large group was broken up into 4 smaller groups to address issues under each theme. (Child and Youth Services and Health were grouped together). In this exercise the groups were asked to engage in 3 processes.

1. Look at the ideas that corresponded to “What we are doing.” and break these activities down into what resources are needed to achieve them.
 - how are people accomplishing this?
 - where are they getting funding from?
 - what resources do they have that assist them?This created a sharing opportunity for everyone to see how everyone else accomplishes their programming and with what kind of resources, giving everyone new tools.
2. Examine the ideas that corresponded to “What we want to do.” and determine if there are certain actions that could be undertaken. Each action corresponded to one of 3 groups:
 - i. what is being done – where the “what we are doing” overlaps with “what we want to do” (i.e. what we want to do is already being done);
 - ii. what could be done – this is where a number of organisations have identified that they want to accomplish something but either haven’t received funding or are only partially doing it and it is conceivable that partnering with other agencies could accomplish what they want;
 - iii. what we want to do – this is where a number of organisations have identified that they want to accomplish something but don’t have any resources toward doing so. This group would form potential partnerships for future development (i.e. future funding, proposals, etc.).
3. Group members were then asked to identify their agencies with different actions. No formal commitment was made, but potential partnerships were created.

6.3 Community Collaboration Map

At this point a tree was created. The issue of Homelessness and Immigrants and Refugees was the trunk. The themes were large branches. The actions within the themes were smaller branches branching off the larger ones and finally the agencies were the leaves around each small branch.

The Tree that was created is summarised in Table 1. Community Collaboration Map.

Table 1. Community Collaboration Map

Issue	Themes	Actions	Agencies
Homelessness and Immigrants and Refugees	Health	Clean and sober halfway house for Somali men	St. Vincent de Paul
			CAMH
			First Homes
		Support for newcomer youth living with HIV/AIDS	Regent Park CHC
			AIDS Committee of Toronto
			United Way
		Funding for dental program	Red Cross
			Volunteer dentists
			Ministry of Health
	SCPI		
	Child and Youth Services	Reception program for newcomer "separated" youth (16-18yrs)	St. Michael's Hospital
			OCASI
			Youth Assisting Youth
		Replicate Jessie's model in other areas	CultureLink
			Red Cross
			Wellesley Central
	Housing	Eviction Prevention	McConnell Foundation
			SOY
			Jessie's
			CERA
		Advocacy	COTA
			Evangel Hall
			Jessie's
			CERA
		Mediation	COTA
			Evangel Hall
			Jessie's
CERA			
Access, partnerships, supply, income (welfare, minimum wage), and adequate housing	COTA		
	CERA		
	Jessie's		
	OCASI		
Training	Anti-oppression	Shelters	
		The 519	
		St. Christopher House	
		SHAD	
		Toronto Drop-In Network	
		CAMH	
		RENT	
	Immigrant and refugee specific issues	SHAD	
		CAMH	
		Toronto Drop-In Network	
		RENT	
	Adult, Family and Children's Literacy and ESL	Hostel Training Centre	
		YMCA NIC	
		Frontier College	
		Co-ordination of Services projects (Toronto and Scarborough)	
Access to Services	Create a network of service providers for information sharing and referral	YMCA NIC	
		Family Shelters	
		SOY	
			The 519

			LAMP
			COTA
			Ministry of Health

PART V: PROJECT EVALUATION

In the spring of 2003, all project participants were asked to reflect on what went on during the action phase of the project. They were asked a number of questions specific to the working groups in which they participated in order to determine if they felt the groups' objectives were met. They were also asked a number of general questions about the operation of the project, whether the overall objectives were met and guiding principles followed (See Appendix D for sample evaluation forms).

Overall the feedback from participants was very positive. They felt the project was very inclusive, achieved its objectives and kept a client-focussed perspective. Some highlights included:

- * The opportunity of having funders and different sectors working together so successfully in one project was invaluable.
- * Networking and learning from others was also invaluable.
- * Participants felt it was a very inclusive process and liked the consultative approach and consistent commitment of partners in the project.
- * A deepening of participants understanding of various issues facing immigrants and refugees who are homeless or at risk was experienced.
- * Participants enjoyed being a part of a project that took action to heart.

Areas for improvement included:

- * Ensuring that all participants have an awareness of how to work within an anti-oppressive framework.
- * Planning time better by taking into account how over taxed participants already are because of the multiple demands of the social services sector.
- * Having more participation of members of the communities we serve rather than just service providers.

APPENDIX A: PARTICIPATING ORGANIZATIONS

Roundtable on culturally appropriate service delivery in shelters and drop-ins:

Access Alliance MCHC
Across Boundaries: Ethnoracial Mental Health Centre
Centre for Addiction and Mental Health – Community Support and Research Unit
Centre for Information and Community Services
Community Resource Consultants of Toronto
Matthew House
Nellie's
Red Door Shelter
Salvation Army - Immigrant and Refugee Services Centre
Scarborough Network of Immigrant Service Organizations
Sistering
St. Christopher House
United Way
YWCA – Woodlawn Residence

Roundtable on linguistic accessibility of shelters and drop-ins:

Access Alliance MCHC
Centre for Spanish Speaking Peoples
City of Toronto
Community Information Toronto
Ministry of Citizenship
Ministry of Health and Long Term Care
Red Door Shelter
Salvation Army – Immigrant and Refugee Services Centre
St. Christopher House
West End Drop-In Network

Roundtable on co-ordination of services between shelters, drop-ins and other sectors:

Access Alliance MCHC
Centre for Information and Community Services
City of Toronto – Diversity Management and Community Engagement
City of Toronto – SCPI
City of Toronto – Shelter, Housing and Support Division
COSTI – North York Housing Help
Fred Victor Women's Hostel
Homes First
Houselink
Kensington/Bellwoods Community Legal Services
Red Door Shelter

Rexdale Community Legal Clinic
Salvation Army – Hope Shelter
Salvation Army - Immigrant and Refugee Services Centre
Sistering
St. Christopher House
St. Joseph's Women's Health Centre
St. Stephen's Community House
Working Skills Centre
and an independent participant

Roundtable on co-ordination of training on issues affecting homeless immigrants and refugees:

Access Alliance MCHC
Canadian Red Cross – First Contact Project
Centre for Addiction and Mental Health (CAMH)
City of Toronto – Shelter, Housing and Support Division
COSTI Immigrant Services
FCJ Hamilton House
Four Villages Community Health Centre
Ontario Council of Agencies Serving Immigrants (OCASI)
Refugee Law Office
Resources Exist for Networking and Training (RENT) project
Salvation Army - Immigrant and Refugee Services Centre
Toronto Hostels Training Centre
West Toronto Community Legal Services (WTCLS)
Working Skills Centre

Planning and Implementation Committee:

Access Alliance MCHC
Across Boundaries
Canadian Red Cross
Centre for Addiction and Mental Health
Centre for Equality Rights in Accommodation
COSTI
Flemingdon Community Legal Services
Fred Victor Centre
Ontario Council of Agencies Serving Immigrants
Red Door Shelter
Regent Park Community Health Centre
St. Christopher House
St. Joseph's Women's Health Centre
St. Stephen's Community House
Scarborough Network of Immigrant Service Organisations
Seaton House - Long Term Program

Sistering
Sojourn House

Co-ordination of Services Working Group:

Access Alliance MCHC
Canadian Red Cross
Citizenship and Immigration Canada
C/S Info Resource Centre Advisory
Houselink
Kensington Bellwoods Community Legal Services
Ministry of Citizenship of Ontario
St. Christopher House
St. Stephen's Community House
Salvation Army Immigrant and Refugee Services
Scarborough Network of Immigrant Service Organisations
SCPI
Seaton House
Sistering
Sojourn House
United Way
YMCA Newcomer Information Centre

Language Access Working Group:

Access Alliance MCHC
Ministry of Citizenship of Ontario
Nellie's Shelter
Salvation Army Immigrant and Refugee Services
Sojourn House
West-End Drop-In Network
Woodgreen Red Door Shelter
YWCA of Greater Toronto

Training Working Group:

Access Alliance MCHC
Across Boundaries
COSTI
East York East Toronto Family Resources
FCJ Hamilton House Refugee Project
OCASI
Resources Exist for Networking and Training (RENT)
Seaton House - Long Term Program
SCPI
Sojourn House

Toronto Hostels Training Centre
West Toronto Community Legal Services
YWCA

APPENDIX B: RESEARCH FINDINGS AND RECOMMENDATIONS

SOCIO-ECONOMIC STATUS

FINDING #1: Immigrants and refugees are at-risk for homelessness due to poverty, cuts to social programs, unrecognised employment and education credentials, delays in work permits, and mental illness.

RECOMMENDATION #1: With support from appropriate levels of government, community agencies should continue to address poverty, cuts to social programs, lack of recognition for foreign trained professionals and workers, delays in work permits, and mental health issues among homeless immigrants and refugees in Toronto and across Canada.

HOUSING

FINDING #2: The current housing market in Toronto is inadequate for meeting the needs of immigrants and refugees.

RECOMMENDATION #2: Federal, provincial and municipal governments should work together to immediately implement a National Housing Strategy in Canada.

RECOMMENDATION #3: The federal government should provide funds to provincial and municipal governments to develop affordable housing that is accessible to immigrants and refugees.

RECOMMENDATION #4: Not-for-profit housing providers should make a commitment to ensuring that immigrants and refugees have equitable access to all forms of not-for-profit housing.

RECOMMENDATION #5: Community-based agencies should continue to pressure the appropriate levels of government to amend the Tenant Protection Act (TPA) and reinstate rent control.

SHELTER AND DROP-IN SERVICES

FINDING #3: Despite the number and variety of shelters and drop-ins in Toronto, the needs of homeless immigrants and refugees are not consistently being met.

RECOMMENDATION #6: The federal government should provide funds to the provincial and municipal governments to create new shelters and drop-ins, and to support existing shelters and drop-ins, to specifically meet the needs of immigrants and refugees in Toronto.

RECOMMENDATION #7: In co-ordination with shelters, Shelter, Housing and Support Division (SHS) should evaluate whether these shelters are meeting the specific needs of immigrants and refugees, particularly women.

FINDING #4: Many shelters and drop-ins are not accessible for immigrants and refugees due to uncomfortable environments and lack of culturally appropriate services.

RECOMMENDATION #8: Shelters and drop-ins should work together with Shelter, Housing and Support Division (SHS) and the Ontario Association of Hostels (OAH) to develop definitions of “culturally appropriate services” and to develop and share culturally appropriate service delivery models.

RECOMMENDATION #9: The provincial government should fund the Shelter, Housing and Support Division (SHS) and its constituent shelters to develop standards on the delivery of culturally appropriate services, and to ensure that these standards are rigorous and measurable.

LANGUAGE

FINDING #5: Many shelters and drop-ins are not linguistically accessible to immigrants and refugees.

RECOMMENDATION #10: Shelters and drop-ins should work with Shelter, Housing and Support Division (SHS) to develop pilot programs to address the issue of language access in shelters.

RECOMMENDATION #11: The Shelter, Housing and Support Division (SHS) should build on existing guiding principles within Shelter Standards on linguistically appropriate services by developing standards on language.

RECOMMENDATION #12: The City of Toronto should ensure that all city-funded agencies and services (including shelters and drop-ins) have consistent access to funding for interpreter services to better meet the language needs of immigrants and refugees, and other clients, with limited or no English language skills.

DISCRIMINATION

FINDING #6: Immigrants and refugees may face barriers to accessing housing and services for the homeless due to discriminatory practices among some landlords and shelter and drop-in staff.

RECOMMENDATION #13: Community legal clinics and other community-based agencies should continue to raise awareness about discrimination in housing and other barriers to housing through education and advocacy with the public and various levels of government.

RECOMMENDATION #14: The Supporting Communities Partnerships Initiative and other appropriate funding bodies should support research to study the rate and nature of evictions among immigrants and refugees in Toronto.

RECOMMENDATION #15: Shelters and drop-ins should develop in-house anti-racism/anti-oppression policies that are delivered appropriately and monitored on an ongoing basis.

RECOMMENDATION #16: Shelter, Housing and Support Division (SHS) should evaluate the delivery of anti-racism/anti-oppression services to ensure that shelters and drop-ins meet existing standards.

COORDINATION OF SERVICES

FINDING #7: There is a lack of effective co-ordination of services among shelters and drop-ins and between these services and settlement organisations, community legal clinics and community health centres.

RECOMMENDATION #17: Settlement agencies and shelters and drop-ins should work with appropriate levels of government and other key stakeholders to develop systems and structures to improve co-ordination of services between sectors.

TRAINING

FINDING #8: Shelter and drop-in staff require improved and up-to-date information on current immigration and refugee policy and how to complete refugee claimant forms.

RECOMMENDATION #18: Shelters and drop-ins and other community-based agencies should collaborate to increase the capacity of their respective organisations to plan and deliver training on diversity, immigration and refugee policy, and completing refugee claimant forms.

FINDING #9: Some shelter and drop-in staff require more knowledge on the culture, religion and history of immigrant and refugee groups.

RECOMMENDATION #19: Together with Shelter, Housing and Support Division (SHS), agencies that deliver training to shelters and drop-ins should evaluate whether their training on specific issues affecting immigrants and refugees (such as immigrant and refugee policy, cultural competence, anti-oppression/anti-racism, and completing refugee claimant forms) is reaching the agencies and individuals that need it most.

FUTURE RESEARCH AND FUNDING

FINDING #10: There is insufficient knowledge and information about the scale of visible and hidden homelessness among immigrants and refugees in Toronto among policy makers, academics, shelter/drop-in staff and other service providers. This knowledge gap hinders the development of broad policy and program initiatives that address homelessness among immigrants and refugees in a systemic manner.

RECOMMENDATION #20: The Supporting Communities Partnership Initiative and other appropriate funding bodies should support research to quantify the full extent of hidden and visible homelessness among immigrants and refugees in Toronto.

FINDING #11: Many of the findings and recommendations of the *Best Practices for Working with Homeless Immigrants and Refugees* project require actions that cannot be adequately addressed within the limited time and budgetary scope of the current SCPI fund. This project has identified key issues and challenges that require sustained effort and funding.

RECOMMENDATION #21: The Supporting Communities Partnership Initiative should make a commitment to the development of best practices for working with marginalised populations, such as immigrants and refugees and other populations, in future funding initiatives.

APPENDIX B1: FACT SHEET

See L:\HRBremner\Working Groups\Language Working Group\Fact Sheet\AAFactsheet.pdf

APPENDIX B2: SAMPLE LETTER OF SUPPORT

(Your agency letterhead)

Date

Dear Sir or Madam:

The report **Best Practices for Working with Homeless Immigrants and Refugees**, funded by the Supporting Communities Partnership Initiative and authored by Access Alliance Multicultural Community Health Centre, has identified language as a major barrier faced by immigrants and refugees accessing shelter, drop-in, settlement, and other community-based services in Toronto. Due to limited or no English language skills, immigrants and refugees become further isolated and not receive the services they need, putting them at risk for long periods of homelessness. The research report is available for download at www.settlement.org (click “Reference Shelf” then click “Research Reports”).

This report is a positive response to a long-standing concern that I and others in our organization have expressed regarding the pressing need to provide linguistically and culturally appropriate services in shelters and drop-ins and other agencies serving immigrants and refugees in Toronto.

As shelters and drop-ins serve increasing numbers of immigrants and refugees throughout the City, it is critical that these agencies are responsive to the needs of newcomers who have become homeless.

We fully support the actions outlined in the “What we need to do...” section of the attached “Fact Sheet”.

Immigrants and refugees are valued members of our society and have contributed consistently to building strong and vibrant communities. I am confident that we can count on you to fund services that improve language access and move quickly to implement actions in this important service area.

We look forward to your response.

Sincerely,

(your signature)

APPENDIX B3: LANGUAGE ACCESS PRESS RELEASE

For immediate release

Language access barriers for marginalised Peoples must be addressed

(press conference March 22, 2004 – 11h00, Queen’s Park)

(Toronto, March 18, 2004) – On **Monday, March 22** the Language Access Working Group of the Best Practices for Working with Homeless Immigrants and Refugees Project will be holding a press conference at Queen’s Park. The group is lobbying all three levels of government to work together towards the elimination of language access barriers for marginalised Peoples. Speakers will include City of Toronto **Councillor Olivia Chow**, Executive Director of the Ontario Council of Agencies Serving Immigrants, **Debbie Douglas** and Executive Director of Nellie’s, **Cindy Cowan**. The working group hopes that a tripartite agreement can be made to implement programs where interpreter services are available to those homeless and marginalised people who need them, to ensure that everyone can access the assistance they need. The group believes that this would uphold basic human rights and reduce homelessness and poverty, contributing to people’s right to participate fully as citizens

“**This is a matter of human rights,**” said Cindy Cowan, Executive Director of Nellie’s (a Toronto women’s shelter), “and we intend to bring this issue to the attention of the Attorney General of Ontario on March 22. Not having interpreter services available for people who need them further marginalises and discriminates against them, negating their human rights. We have chosen March 22 to launch our campaign in honour of the International Day for the Elimination of Racial Discrimination.”

Language is a major barrier that further marginalises people who are attempting to gain access to necessary services. In Toronto, the facts that 47% of the population is made up of immigrants and refugees and that 43% of Ontario’s Aboriginal Peoples live in Toronto result in 42% of Toronto’s population having a first language that is neither English nor French. Add in the fact that 36% of members of racialised groups in Canada live under the poverty line and the result is that one-third of people using shelters in Toronto have a first language other than English.

The Best Practices for Working with Homeless Immigrants and Refugees Project is a community based action-research project lead by Access Alliance Multicultural Community Health Centre. This project brought together the experience and knowledge of people from different sectors including health (community health centres), homeless (drop-ins, shelters, housing help centres), settlement, mental health, legal and various government departments. The project is funded by the Government of Canada’s Supporting Communities Partnership Initiative (SCPI) and administered by the City of Toronto.

For information: H. R. Bremner, Project Coordinator (416) 324-0927 ext. 285. Or visit www.ocasi.org (under “Highlighted News”, click “Eliminate Language Access Barriers Campaign”).

APPENDIX C1: TWG ENVIRONMENTAL SCAN

Best Practices for Working with Homeless Immigrants and Refugees Project

ENVIRONMENTAL SCAN ON TRAINING September 8, 2003

Best Practices for Working with Homeless Immigrants and Refugees is a collaborative action-research project coordinated by Access Alliance Multicultural Community Health Centre and funded by the Supporting Communities Partnership Initiative (SCPI). Our research identified training on homeless immigrant and refugee issues as a key need for shelter, drop-in, settlement, community health, and community legal staff. However, this research did not identify the specific types of training needed nor quantify these needs.

So, we are doing a *short scan* of training needs among community-based agency staff working with homeless immigrants and refugees in Toronto. This scan will be used to build on existing training or to develop new training materials (e.g. manual on cultural competency). *Training is key to ensuring that staff are equipped with the knowledge and skills to provide services in a responsive and appropriate way.*

We would greatly appreciate it if you would take the time to complete and return the following brief questionnaire by **Friday, October 24, 2003**. Please use a dark pencil or pen to fill-in your responses. Unless otherwise indicated, please provide only one answer for each question. ***Please return the survey in the stamped addressed envelope provided.***

If you have any questions, please contact Sam Dunn, Project Coordinator, at 416 324 0927 ext. 286 or sdunn@accessalliancemchc.on.ca

I. Contact Information

1. Name: _____
2. Title/position: _____
3. Agency name: _____
4. Agency mailing address: _____

5. Phone number: (____) _____
6. Fax number: (____) _____
7. Email address: _____

II. Background Information

8. Type of agency:

5 Shelter:

3 Adult **(2men; 1women)**

1 Youth

1 Family

1 Refugee

Other: _____

2 Drop-In **(1 women; 1 youth)**

0 Out of the Cold program

2 Mental health agency

0 Community health centre

2 Housing help centre

Other: _____

9. Number of individuals served: _____

10. a) Percentage of current clients at organization that are homeless immigrants and refugees:

6 0-20%

2 21-40%

1 41-60%

1 61-80%

1 81-100%

b) Ethnoracial or ethnocultural communities* these individuals belong to (please list all):

East African	9	South Asian	4	South American	6
West African	6	Caribbean	4	Middle East	4
Asian	2	Eastern European	7	Central American	3

* The *Working Group on Training* defines the terms “ethnoracial” and “ethnocultural” as follows: “Ethnoracial” refers to individuals or groups of people with a shared ethnicity/culture. The term “racial” is used to reflect the reality that for some groups the colour of one’s skin may be a dominant factor in their reality and experiences. This term replaces problematic language such as “visible minority”. Ethnocultural refers to individuals or groups of people with a shared ethnicity/culture, however the colour of one’s skin is not a dominant factor in their reality or experience. The *Working Group* acknowledges that ethnocultural individuals who do not belong to the dominant groups also experience discrimination and systemic barriers based on factors such as refugee or immigrant status, language differences, socio-economic status etc.

III. Training Information

11. a) Which training centres/trainers are you aware of that provide training on homeless immigrant/refugee related issues? (check all that apply)

9 Toronto Hostels Training Centre
6 COSTI
5 FCJ Hamilton House
5 R.E.N.T.
5 OCASI
5 CAMH
 Other: Parkdale Legal **3** Across Boundaries **1** OISE **1**
 CultureLink **1** CCVT **1** CAAT **1**
 SCPI **1** Skills for Change **1**

b) From which training centres/trainers have staff at your organization received training from on homeless immigrant/refugee related issues? (check all that apply)

8 Toronto Hostels Training Centre
5 FCJ Hamilton House
3 R.E.N.T.
2 COSTI
2 OCASI
1 CAMH
 Other: Parkdale Legal **3** Across Boundaries **1** OISE **1**
 CAAT **1** CCVT **1** CultureLink **0**
 SCPI **1** Skills for Change **1** None **1**

12. a) What types of training on homeless immigrant and refugee issues have staff at your organization received? (check all that apply)

8 Cultural competency/cultural sensitivity
6 Anti-discrimination/anti-oppression
6 Immigration and refugee law
5 Refugee determination process
 Other:
 Health & Newcomer Issues **1** The Clarke & Newcomers **1**
 CCVT **1** AIDS **1**
 Familiarization with issues & support networks **1**

b) What are the gaps in training on homeless immigrant and refugee issues?

Language Access/ESL Issues	3	Cultural Competency/sensitivity	2
People w/o Status – what to do?	2	Anti-Racism/Anti-Oppression	1
Support for foreign trained	1	Support through appeals/deportation	1
Determination Process	1	Referral Sources	1
Health Issues	1	Mental Health Issues	1
Addictions Issues	1	Mental Health Assessment	1
Orientation	1	Forms	1
Housing	1	Trafficking	1
Children & Youth Issues	1	School Process	1
Specifics in Ethnicity & Region	1		

13. What are the issues facing staff/board members/volunteers in receiving training on homeless immigrant and refugee issues? (e.g. lack of resources, lack of time etc.)

Lack of Resources	10	Lack of Time	7
Inconvenient Timing	1	Lack of good comprehensive training	1
Opportunity	1	None	1

14. What are the issues/challenges in implementing the learnings from training? (e.g. staff turnover, lack of time/resources etc.)

Lack of Time/Heavy Load	3	Lack of Resources	2
“don’t use it; lose it”	2	multiple demands from community	1
Staff Turn-over	1	applying learning to non-I/R program	1
Unaware of Training	1	not everyone gets training	1
Issue of Relief/Casual Staff	1	Cannot accompany outside of agency	1
Status Determination & Privacy	1	None	1

15. Are you aware of any manuals or tools on cultural competency for working *specifically* with homeless immigrants and refugees?

3 Yes **8** No

a) If yes, please name:

Directory of African/Russian/South American Services for Newcomers (3 directories)
Track
Guide for Immigrant Settlement Services
Inter-Church Committee – “World Safety”
Community for Accessible AIDS Treatment (CAAT)

b) If no, would you benefit from a manual on cultural competency for working with homeless immigrants and refugees?

11 Yes **0** No

If yes, what topics and tools would be useful? (e.g. assessing needs of homeless immigrants and refugees; understanding refugee process etc.):

Understanding refugee/immigration process and updates**5**

Cultural Ways and Holiday Practices	2	Lists of Agencies	1
Legal Information	1	Free translation(confidential/sensitive)	1
Cultural Competency/Sensitivity	1	Convention vs. Refugee Claimant	1
Gov't's Responsibility to Homeless	1	Referrals to specific communities	1
Resources	1	Impacts of Racism on Mental Health	1

16. How would you like this training to be delivered?

- 8** In-house **(least expensive)**
- 4** Train-the-trainer
- 4** Agency focussed
- 2** Large forums **(sharing between agencies)**

Other: _____

THANK YOU!

APPENDIX C2: TWG TRAINING MANUAL OUTLINE

Best Practices for Working with Homeless Immigrants and Refugees Project *Staff Training/Reference Manual* Brief Outline

Purpose:

- a quick orientation/training/reference booklet for frontline workers who work with homeless immigrants and refugees
- to provide information to workers to improve cross-cultural communication and understanding

Content:

1. Introduction

- 1.1. principles/values of working in a multicultural/multiracial setting
- 1.2. cultural sensitivity/anti-oppression/anti-racism (cross-cultural understanding)
 - 1.2.1. what is this?
 - 1.2.2. stress the importance of not “putting people in a box”
 - questions to ask yourself and things to think about

2. Coming to Canada

- 2.1. overview of process of immigration
- 2.2. overview of process of gaining refugee status
 - 2.2.1. from what types of conditions are many refugees fleeing?
 - depending on issues (ex. sexual orientation or gender identity), ethnospecific agencies may not be an appropriate referral
 - 2.2.2. difference between immigrants and refugees, different barriers and eligibilities
- 2.3. what if someone doesn't have status?
 - what does this mean? what are the barriers and eligibilities?
- 2.4. what are the barriers that immigrants and refugees face?
 - how can we remove barriers that may be present in the work that we do?
- 2.5. process of settlement
- 2.6. effects on mental/physical health
 - 2.6.1. in the process of settlement
 - 2.6.2. in facing barriers
 - 2.6.3. in fleeing an oppressive regime (refugees)

3. Address homelessness in immigrant and refugee communities

- 3.1. what is this?
- 3.2. causes of homelessness: visible and invisible homelessness
- 3.3. conditions and further barriers that prevent access
- 3.4. effects on mental/physical health

4. Recognizing peoples' immediate needs

- 4.1. ideal assessment checklist
- 4.2. list of common forms and where to find them
- 4.3. list of physicians who will do immigration medicals (?)
- 4.4. difference between consultants and immigration lawyers – who is accessible and who offers best service?

Include in each section relevant contacts or references (not all, this exists already)

- 211, useful websites, key phone numbers

APPENDIX D: PROJECT EVALUATION FORMS

<p>Best Practices for Working with Homeless Immigrants and Refugees Project</p> <p>Project Evaluation</p>
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The following evaluation is based on the outcomes/impacts of the workplans for each working group and PIC, along with general evaluation information including our guiding principles.

On a scale of 1 to 5, where 1 means “strongly disagree” and 5 means “strongly agree,” how would you rate the following:

(Please circle the appropriate response)

Planning and Implementation Committee

- The project produced a clear process for implementing the work of the “Working Day” and roundtables that were held on April 14, 2003:

1 2 3 4 5

- The project led to stronger coordination of efforts within and between sectors (health, settlement, homeless, legal, mental health) to address homelessness among immigrants and refugees in Toronto:

1 2 3 4 5

All Project Participants

- Short term activities of the project and/or proposals for projects submitted to funders addressed key issues facing homeless immigrants and refugees in Toronto:

1 2 3 4 5

- The project was carried out using an inclusive consultative approach with partners:

1 2 3 4 5

- The project drew upon the experience and perspectives of a very diverse group of partners:

1 2 3 4 5

- A safe environment that facilitates open and respectful participation was created and maintained:

1 2 3 4 5

- Individual and personal privacy on all matters brought to the Working Groups and Planning and Implementation Committee were respected:

1 2 3 4 5

- Commitment to work collectively to achieve the goals and objectives of the Working Groups and Planning and Implementation Committee through active participation were demonstrated:

1 2 3 4 5

- Client needs were consistently the foundation for planning activities:

1 2 3 4 5

- Communities' capacity and strengths were recognized in consultation and partnering:

1 2 3 4 5

- The understanding that various forms of oppression based on race, ethnicity, class, gender, sexual orientation, immigration status, religion, mental health status and ability form a system of interlocking oppressions that are mutually enforcing and cannot be addressed in isolation was the foundation for operation of the project's Working Groups and Planning and Implementation Committee:

1 2 3 4 5

- The fact that immigrants, refugees and persons without status may face multiple barriers to full and equitable participation in Canadian society was recognized throughout the project:

1 2 3 4 5

- Advocacy for change was carried out, acknowledging that inequitable resource distribution and utilisation create systemic barriers for different communities:

1 2 3 4 5

What were some of the highlights of your experience with this project?

What are some of the learnings that you will take from this project?

What would you have done differently to improve some part of this project?

Any additional comments:

Best Practices for Working with Homeless Immigrants and Refugees Project

Project Evaluation

The following evaluation is based on the outcomes/impacts of the workplans for each working group and PIC, along with general evaluation information including our guiding principles.

On a scale of 1 to 5, where 1 means “strongly disagree” and 5 means “strongly agree,” how would you rate the following:
(Please circle the appropriate response)

Coordination of Services Working Group

- A strong partnership has been established in preparation for the delivery of coordinated services to homeless immigrants and refugees:

1 2 3 4 5

- A clear framework was developed for the delivery of coordinated services to homeless immigrants and refugees:

1 2 3 4 5

- Knowledge and awareness of agencies/sectors participating in this project and in services to homeless immigrants and refugees has increased:

1 2 3 4 5

- The funding proposal for the pilot project is strong and covers all current ideas and concerns:

1 2 3 4 5

All Project Participants

- Short term activities of the project and/or proposals for projects submitted to funders addressed key issues facing homeless immigrants and refugees in Toronto:

1 2 3 4 5

- The project was carried out using an inclusive consultative approach with partners:

1 2 3 4 5

- The project drew upon the experience and perspectives of a very diverse group of partners:

1 2 3 4 5

- A safe environment that facilitates open and respectful participation was created and maintained:

1 2 3 4 5

- Individual and personal privacy on all matters brought to the Working Groups and Planning and Implementation Committee were respected:

1 2 3 4 5

- Commitment to work collectively to achieve the goals and objectives of the Working Groups and Planning and Implementation Committee through active participation were demonstrated:

1 2 3 4 5

- Client needs were consistently the foundation for planning activities:

1 2 3 4 5

- Communities' capacity and strengths were recognized in consultation and partnering:

1 2 3 4 5

- The understanding that various forms of oppression based on race, ethnicity, class, gender, sexual orientation, immigration status, religion, mental health status and ability form a system of interlocking oppressions that are mutually enforcing and cannot be addressed in isolation was the foundation for operation of the project's Working Groups and Planning and Implementation Committee:

1 2 3 4 5

- The fact that immigrants, refugees and persons without status may face multiple barriers to full and equitable participation in Canadian society was recognized throughout the project:

1 2 3 4 5

- Advocacy for change was carried out, acknowledging that inequitable resource distribution and utilisation create systemic barriers for different communities:

1 2 3 4 5

What were some of the highlights of your experience with this project?

What are some of the learnings that you will take from this project?

What would you have done differently to improve some part of this project?

Any additional comments: