

2023 IRCC BC/YUKON SUMMIT

# Summary Report

Collectively Envisioning the  
Future of Settlement & Integration

SEPTEMBER 26 & 27, 2023



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# Territorial Acknowledgement

As a provincial umbrella association, AMSSA acknowledges that B.C. is on the unceded homelands of First Nations who have stewarded this land since time immemorial. We recognize the privilege that we have as settlers on this land, and acknowledge that AMSSA's operations is on the unceded traditional territories of the x<sup>w</sup>məθkwəy̓ əm (Musqueam), Skwxwú7mesh (Squamish), and Səl̓ílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. As an organization, AMSSA is committed to creating a safe space for indigenous voices.



## 2023 IRCC BC/YUKON SUMMIT

# Collectively Envisioning the Future of Settlement & Integration

## About the Summit

The 2023 Immigration, Refugees and Citizenship Canada (IRCC) BC/Yukon Summit provided provide space for co-creating the future, increasing connections, and building capacity as the sector moves towards the upcoming IRCC Call for Proposals (CFP).

Taking place over two days on **September 26 and 27, 2023**, the Summit included a combination of hybrid keynote and plenary sessions and in-person and online concurrent and discussion opportunities. Selected plenaries focused on IRCC's content delivery in addition to a lineup of settlement experts who come together to support the sector in various aspects of programming and service delivery. In addition, the 2023 IRCC BC/Yukon Summit provided online and in-person networking and brainstorming opportunities for the sector to create and sustain new forms of collaboration.

## Summit Theme

In the past few years, the BC/Yukon Settlement and Integration sector's ability to adapt to welcoming and integrating increased numbers of newcomers and various humanitarian movements has dramatically influenced the emergence of innovative strategies and valuable collaborations across the sector.

With the IRCC's CFP this year, the BC/Yukon Settlement and Integration sector came together to reflect upon its milestones and accomplishments to better envision the future.

IRCC's CFP provides the opportunity for organizations across the country to plan their vision for services and program delivery that shape the way newcomer needs will be addressed in the upcoming years.

To support the sector, the Affiliation of Multicultural Societies and Service Agencies (AMSSA) 2023 IRCC BC/Yukon Summit focused on preparing the sector for the CFP process, offering resources and practical tools to best plan the five upcoming years.

### THE THEME FOCUSED ON THREE KEY PILLARS:

#### CO-CREATING THE FUTURE

Conversations centered around planning services and program delivery

#### INCREASING CONNECTIONS

Dialogue on collaborations between service providing organizations (SPOs), Indigenous organizations, francophone organizations and external stakeholders

#### CAPACITY BUILDING

Discussion and training to support the Settlement and Integration sector

**Katie Crocker, Chief Executive Officer, AMSSA, welcomed delegates to the September 26-27, 2023, Immigration, Refugees and Citizenship Canada (IRCC) BC-Yukon Summit: *Collectively Envisioning the Future of Settlement* at approximately 8:48 a.m.**

**AMSSA AND IRCC’S OPENING REMARKS AND INDIGENOUS WELCOME**

Katie Crocker invited Elder Mary Point, Musqueam Nation, to provide an Indigenous welcome and set the tone for the day.

**Indigenous Welcome by Elder Mary Point, Musqueam Nation**

Elder Mary Point welcomed delegates to the Musqueam village of Spul’u’kwuks, a place of significant cultural importance. The Summit focused on welcoming newcomers and recognized the Truth and Reconciliation Commission (TRC) Calls to Action. These Calls to Action incorporate the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the 231 Calls to Justice for the Missing and Murdered Indigenous Women and Girls (MMIWG) report. Ensuring safety and inclusivity for all and equal rights for all is crucial. The Summit highlighted the need to update organizational policies to reflect a reconciliation lens and promote an environment of inclusion and reconciliation. As we move forward, let us honour our past and strive for a better future.

**Mary Point led delegates in the Musqueam Paddle Song.**

**Sabrina Dumitra, Director of Programs, Affiliation of Multicultural Societies and Service Agencies**

Sabrina Dumitra welcomed in-person and virtual delegates, provided a territorial acknowledgement, and reviewed logistics for the Summit. IRCC was thanked for its financial support and partnership.

**Honourable Marc Miller, Minister of Immigration, Refugees and Citizenship Canada**

In a pre-recorded message, The Honourable Marc Miller, Minister of IRCC, congratulated all involved in organizing the 2023 IRCC BC and Yukon Summit. The Summit provides a valuable platform to share ideas and initiatives, strengthen partnerships, and foster connections between newcomers and their communities. Minister Miller expressed gratitude to AMSSA and all agencies that support newcomers, and wished the delegates a fruitful Summit.

**Anastasia Chyz-LeSage, Director of Integration for Settlement Networks for BC and Yukon, Immigration, Refugees and Citizenship Canada**

Anastasia Chyz-LeSage acknowledged that the Summit was taking place on the traditional unceded territory of the Musqueam Nation and thanked Elder Point for her inspiring words. It emphasizes Canada’s commitment to reconciliation and healing with Indigenous people. It recognizes the invaluable role that First Nations, Inuit, and Métis people have played in building the country’s diverse narrative. Anastasia Chyz-LeSage encouraged delegates to reflect and honour the children who never returned and the survivors of residential schools and their families and communities on National Truth and Reconciliation Day.

Anastasia Chyz-LeSage discussed settlement services for newcomers, including the challenges and successes of both service providers and clients. Anastasia Chyz-LeSage highlighted the importance of fair and culturally sensitive services and the involvement of anti-racism and gender-based analysis plus (GBA+) concepts in understanding how clients experience services. The Summit offers plenary and concurrent sessions on various topics, including unpacking anti-racism, working towards equity in the settlement and integration sector, and insights regarding data reports. Anastasia Chyz-LeSage emphasized the importance of settlement services in helping newcomers adapt to life in Canada and achieve their goals.

**Katie Crocker, Chief Executive Officer,  
Affiliation of Multicultural Societies and Service Agencies**

Katie Crocker described the IRCC BC Yukon Summit, which provided space for co-creating the future, increasing connections, and building capacity in the settlement and integration sectors. The Summit would include 17 hybrid keynote and plenary sessions, and in-person and online concurrent discussion opportunities. It would focus on three key pillars: increasing connections, co-creating the future, and capacity building.

The sector is tackling ongoing challenges of the immigration landscape at home and abroad, innovatively exploring the intersections of settlement and other sectors. The Summit resulted from many meetings and consultations and was a combined effort of AMSSA team members, stakeholders, and SPOs. Planning for the Summit began in June 2023, and it would be fully hybrid, allowing delegates to coalesce in in-person and online spaces.

**VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

# FOSTERING relationships BETWEEN newcomer SERVICE ORGANIZATIONS & Indigenous ORGANIZATIONS

PRESENTERS: MARY POINT, SHARON JINKERSON BRASS, NORM LEECH



EVERYTHING WE KNOW & NEED COMES FROM THE LAND, OUR FIRST GRANDMOTHER

WE ARE THE LAND & THE LAND IS US. IN NATURE, WE COME home to ourselves



WE ARE CONNECTED TO EVERYTHING

**MATRILINEAL SOCIETIES**  
ROOTED IN INTEGRITY & VALUES OF CARE, SAFETY, LOVE & PROTECTION

WE CONTINUE UNEARTHING TRUTHS  
PAIN & STRUGGLE CAN BE CATALYST FOR CHANGE

“COLONIALISM IS NOT THE ELEPHANT IN THE ROOM. IT’S THE AIR & EVERYONE HAS BEEN BREATHING IT.”

— NORM LEECH

GET TO KNOW US, LEARN & HONOUR OUR PROTOCOLS • WE ARE HERE TO BRING BEAUTY INTO THE WORLD •

**RECONCILIATION**  
COMING TOGETHER AS EQUALS, TO SEE ONE ANOTHER.  
*to heal*  
& BECOME WHOLE AGAIN.

WORKING RELATIONALLY TAKES TIME.

GO SOFTLY, CREATE SPACE, COME FORWARD AUTHENTICALLY  
“REMEMBER & SHARE WHO YOU ARE. HONOUR WHO WE ARE”

TOGETHER WE CAN **RESTORE BALANCE**  
TO UNDO THE DAMAGE INFLECTED BY COLONIALISM, THE BIGGEST & DEEPEST FORM OF TRAUMA WE HAVE EXPERIENCED.

• connect  
• notice  
**TRANSFORM.**  
OUR GIFT AS HUMANS IS OUR CAPACITY TO IMAGINE NEW WAYS OF BEING & TO TRANSFORM



**Relationships TAKE TIME.**  
IT’S A JOURNEY.

**OUR CHALLENGE:**  
NAVIGATING THE COMPLEXITY OF THE FUNDING SYSTEM IN WHICH WE LIVE & WORK. TIMELINE LIMITATION & CONSTRAINTS.

**ALLOW NEWCOMERS TO BE WHO THEY ARE**

THEY HAVE HAD TO LEAVE THEIR LAND BEHIND, THEY SHOULDN’T HAVE TO ABANDON THEMSELVES.

connection & unity heal us.  
BREAK DOWN THE SILOS THAT HAVE BEEN IMPOSED ON US

TRANSFORMATION BEGINS WITH IDEAS & CONNECTION



## PLENARY SESSION

## Fostering Relationships Between Newcomer Serving Organizations & Indigenous Organizations

The plenary session titled “Fostering Relationships between Newcomers Serving Organizations and Indigenous Organizations” included three Indigenous Elders who engaged in dialogue on fostering relationships between newcomer-serving organizations and Indigenous organizations. The sector must work to centre Indigenous voices through partnerships and amplify the voices of Indigenous leaders within and beyond the sector. Each organization is at a different point in this journey of decolonization and is committed to progressing.

### Elder Mary Point

Elder Point commented on the significance of nurturing positive relationships and upholding the rights of all individuals. Elder Point spoke to the rich history and way of life of First Nations, which places high value on cultivating strong bonds, trust, and respect. Emphasizing the importance of following proper protocol, Elder Point encouraged delegates to build meaningful relationships with Indigenous communities while remaining mindful of their customs and traditions. The Vancouver International Airport’s collaboration with the Musqueam Indian Band towards achieving sustainability and inclusivity was also noted. In conclusion, Elder Point urged everyone to remain committed to the ongoing journey of reconciliation and to foster robust relationships grounded in mutual respect and understanding.

### Elder Sharon Jinkerson-Brass

Elder Jinkerson-Brass shared her experiences and teachings about her traditional culture and the importance of honouring ancestors. She is from the Key First Nation in Saskatchewan, and was the first of three generations to raise her child. Elder Jinkerson-Brass emphasized the significance of reconciliation and coming together as equals to share truth. She also talked about her growing relationship with the spirit world and ancestors and shared her grandmother’s wisdom about

using sacred tobacco medicine to build relationships with Elders. Elder Jinkerson-Brass highlighted the importance of respecting and acknowledging the impact of not having an ancestral connection and creating positive change and connection through our experiences, even in the face of pain and struggle.

### Norm Leech, Executive Director, Frog Hollow Neighbourhood House

Norm Leech expressed his privilege to share the stage with extraordinary women and participate in this interesting dialogue. Conversations like this provide an opportunity to address matters that require attention. Norm Leech always begins with a land acknowledgement that acknowledges that the land is our first ancestor. We acknowledge that the land is not property; it is a relative that is connected to us.

As a community, we aim to educate people about what it means to live here as good human beings. We want to share this wisdom with those new to this land. We must address the challenges of living in a new country to live harmoniously with the environment. We must work together to ensure everyone has an equal opportunity to succeed. We need to be interested in the experiences of Indigenous people to find solutions, heal, and help one another. We believe in transformation and that our Indigenous ways of being have allowed us to survive and thrive despite the atrocities committed against us.

Katie Crocker expressed gratitude for everyone’s presence and collaboration with IRCC to achieve the same goal for the future of Canada. She acknowledged BC’s leadership in building relationships with Indigenous organizations. Before proceeding to the questions, panellists were invited to share thoughts or respond to each other’s remarks.

Elder Point highlighted challenges faced by First Nations culture and language, and emphasized the importance of acknowledging past mistakes and working towards building a better future. Individuals were encouraged to learn more about each other's cultures and build relationships based on patience and respect. It was essential to create safe spaces where people can share their stories and learn from each other. Elder Point valued the enriching experiences of learning about each other's cultures and appreciates the efforts to build a better future for all.

During an ensuing question and answer session, the following comments were offered:

- To put reconciliation into action, we need to invest time in relationships and approach interactions with curiosity, patience, and groundedness
- Traditional practices such as praying or reflecting before responding to questions can help understand and appreciate Indigenous cultures
- Prioritizing meaning and intention over technique or skill when engaging in traditional practices can help build relationships and respect for the culture
- Raising awareness about reconciliation and colonization to newcomers can be done by turning experiences into art, literature, and other forms of expression, reconnecting with the land, and conversing about colonization's impact on our lives.

Panelists were invited to share some final words.

Elder Jinkerson-Brass discussed the importance of reciprocal relationships in Indigenous communities. She highlighted the significance of conducting everything in a ceremony, creating a space where one is entirely present in the moment. Individuals must approach the process creatively, bring gifts, and be prepared to listen when visiting an Indigenous community. Elder Jinkerson-Brass shared her experience of working reciprocally in a multimedia art and mask dance company, inviting all creation to wake up their spirits. Delegates were encouraged to think creatively and work reciprocally to develop the right relationship.

Elder Point emphasized the importance of building relationships with individuals traumatized and separated from their natural lives. Providing a safe and welcoming environment for these individuals as they settle into their new land is crucial. While it is essential to educate them on the current rules of the land, it is equally important to allow them to be who they are and respect their true selves. Our collective responsibility is to support them until they feel a sense of belonging.

Katie Crocker thanked the panellists for their insightful thoughts and the gift of their valuable time. She expressed gratitude for their graciousness in sharing themselves with the audience and acknowledged the immense courage and emotional effort it takes to speak so openly.

**[VIEW FULL SESSION RECORDING HERE](https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/)**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

## PLENARY SESSION

## Evolving Context of Settlement Services

Anastasia Chyz-LeSage provided a presentation titled “Evolving Context of Settlement Services,” and highlighted:

- Establishment of solid foundations during CFP 2019
- Key findings
  - Overall, core settlement services are working well for clients
- Unique clients per region
- Selected client languages by regions (2022-2023) (Arabic, Dari or Pashto, Ukrainian). Ukrainians settled disproportionately in smaller centres.
- Evolving landscape
- In-person, hybrid, virtual services formats
- Anti-racism and decolonization
- Focus on equity requests for quotations
- GBA+
- Building our vision.

Katherine Martin, Program Advisor, IRCC, continued the presentation and offered the following comments regarding small centres:

- Challenges faced by small communities despite similarities in low population and isolation
- Formation of a working group to collaborate with small centres and increase cooperation
- Advantages offered by small centres include a lower cost of living, a desirable lifestyle, and competitive job markets; housing remains a pressing issue

- Prioritization of funding for administration to cover the full cost of delivering IRCC services
- Investments in additional centres, which scale up successful services to meet client demand, and monitor the growth of eligible client ppts
- Collaboration and partnerships with successful SPOs to address the unique needs of small centre communities.

Jared Soanes, Acting Assistant Director, IRCC, continued the presentation and offered the following comments regarding language training:

- Many clients face language and financial barriers when accessing IRCC services
- 70% of LINC clients reported fluent or quite fluent language ability after participating in language training compared to 56% upon arrival in Canada.
- IRCC partners with organizations to provide language assessments and facilitate access to services
- Efforts to reduce wait times have yielded successful outcomes
- IRCC plans to introduce virtual and hybrid services for language training and support services
- IRCC remains committed to addressing transportation and job-related issues that our clients face.

Leanne Hodaly, Assistant Director, Settlement Network, BC Yukon Region, IRCC, continued the presentation and offered comments regarding:

#### Settlement Workers in Schools (SWIS)

- SWIS programs play a key role in the rollout of youth employment skills funding
- Mental health is a significant challenge for SWIS programs due to pre-arrival trauma, racism, and difficulty adapting to schools
- Ancillary engagement sessions promote mental health adjacent supports
- Continued support is needed for mental health, professional development, and funding for complimentary services outside the classroom

#### Local Immigration Partnerships (LIPs)

- Two new eligible activities for LIPs are newcomer retention in small centres and anti-discrimination and cultural diversity awareness
- LIPs have formed partnerships with Indigenous peoples and produced the First Peoples Guide for Newcomers with guidance from Indigenous Elders.

Shawna Bundac, Acting Manager, Resettlement Program, IRCC, continued the presentation, and offered comments regarding:

#### Francophone Communities

- Seven francophone service provider organizations across BC and Yukon to reinforce links between French and English services

- Work of IRCC to increase services in French, highlighting the importance of services for francophones, by francophones
- It is essential to confirm clients' preferred language for services and provide information on both English and French school systems
- Ensure that French-speaking newcomers are aware of the available services should they choose to receive them in French

#### Settlement case management

- The definition of case management has been refined
- Three new case management programs were established in BC to expand access to case management services
- A language bridge program was launched between two of the largest resettlement communities to help newcomers find permanent accommodation
- Need to improve access to case management services for non-government-assisted refugees
- Customized case management programs are being expanded, particularly for 2SLGBTQQIA+ clients

#### Resettlement Assistant Program (RAP)

- RAP has been significantly updated since 2019
- Three new resettlement communities have been added
- RAP is being modernized, and communication between IRCC and RAP organizations is being strengthened
- Working towards national standardization and clear referral pathways for newcomers to access settlement services.

Anastasia Chyz-LeSage continued the presentation, and offered comments regarding:

Regional processes and goal (current funding cycle)

- Regional settlement and resettlement programs follow national guidelines and policies
- A national financial policy dictates funding administration and management of grants
- Program officers may request a lot of information due to these guidelines
- Resolving urgent service gaps is prioritized, and scaling up services where demand is high
- Proposals are reviewed by a regional committee that considers unmet client needs through an intersectional lens

Keys to success

- IRCC needs your expertise to improve and modernize its services
- Considering the needs of diverse client groups and providing equitable services
- Employee salaries may change based on funding recipient determinations and prevailing wages.

During an ensuing question and answer session, the following comments were offered:

- Surrey was included in the Vancouver figures to study the trend of clients settling in the Fraser Valley region
- Occupancy for Language Instruction for Newcomers to Canada (LINC) is decreasing while waitlists are increasing
- iCARE statistics are used to ensure accurate information, and providers are asked to consider measures to address empty seats
- Comparable wages in the sector are determined by the percentage increase proposed by each organization
- No statistics are available for the number of Francophones arriving in BC through the government-assisted refugee program.

**VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

**CONCURRENT SESSION****Exploring Accessibility for Inclusive Services and Programming (In-Person)**

**Description: There is a call to action for greater accessibility in services and programming. This session explores the importance of accessible services and programming. It is interactive and engages participants in the conversation, and creating space for sharing strategies, best practices, and asking questions to support newcomers with diverse abilities.**

Nigel Scott, Vancouver Community College, reviewed a presentation titled “Exploring Accessibility for Inclusive Services and Programming”, and highlighted the following:

- The Social Model of Accessibility which states that society puts barriers in place for people with disabilities
- Deaf community members identify more as a cultural group than as impaired individuals
- Disability, duty to accommodate, accommodation plan, and duty to inquire are important terms related to accessibility
- Language and education are important when talking to and about disabled people
- Accommodations aim to level the playing field and eliminate barriers
- There is a limiting factor – the point of undue hardship – when implementing accommodations
- Having financial resources readily available helps organizations implement accommodations quickly
- Ongoing training for staff reduces attitudinal barriers and creates a shared model for disability and accommodation
- Cost can be a barrier for people with disabilities, so organizations need to consider proper funding for accommodations
- Encouraging newcomers to disclose their disability or accommodation needs can be challenging, especially in cultures where it is common to hide disabilities
- Organizations must be prepared for ever-evolving demand and new groups with different needs.

Adrienne Fitch, Disability Foundation, reviewed a presentation titled “Be a Navigator – Practical Suggestions and Resources for Providing Services to Newcomers with Disabilities”, and highlighted the following:

- Settlement workers lack training around disabilities, causing many to fall through the cracks
- Quality referrals and centralization of services, follow-up and advocacy support needed
- Settlement workers can build a resource list and develop relationships with resource providers to be good navigators
- Volunteers need to be paid or motivated to prevent gaps in service
- MOSAIC and the Disability Alliance of BC have developed a new program called Accessibility for Newcomers to help newcomers with disabilities apply for Persons with Disabilities (PWD) benefits
- Settlement workers can benefit from a Mental Health First Aid course to help newcomers, especially refugees, with trauma and mental health issues
- Blind or visually impaired newcomers need websites and forums to be accessible with a screen reader, and can also help settlement organizations understand accessibility issues
- Not all blind or visually impaired people have access to screen readers

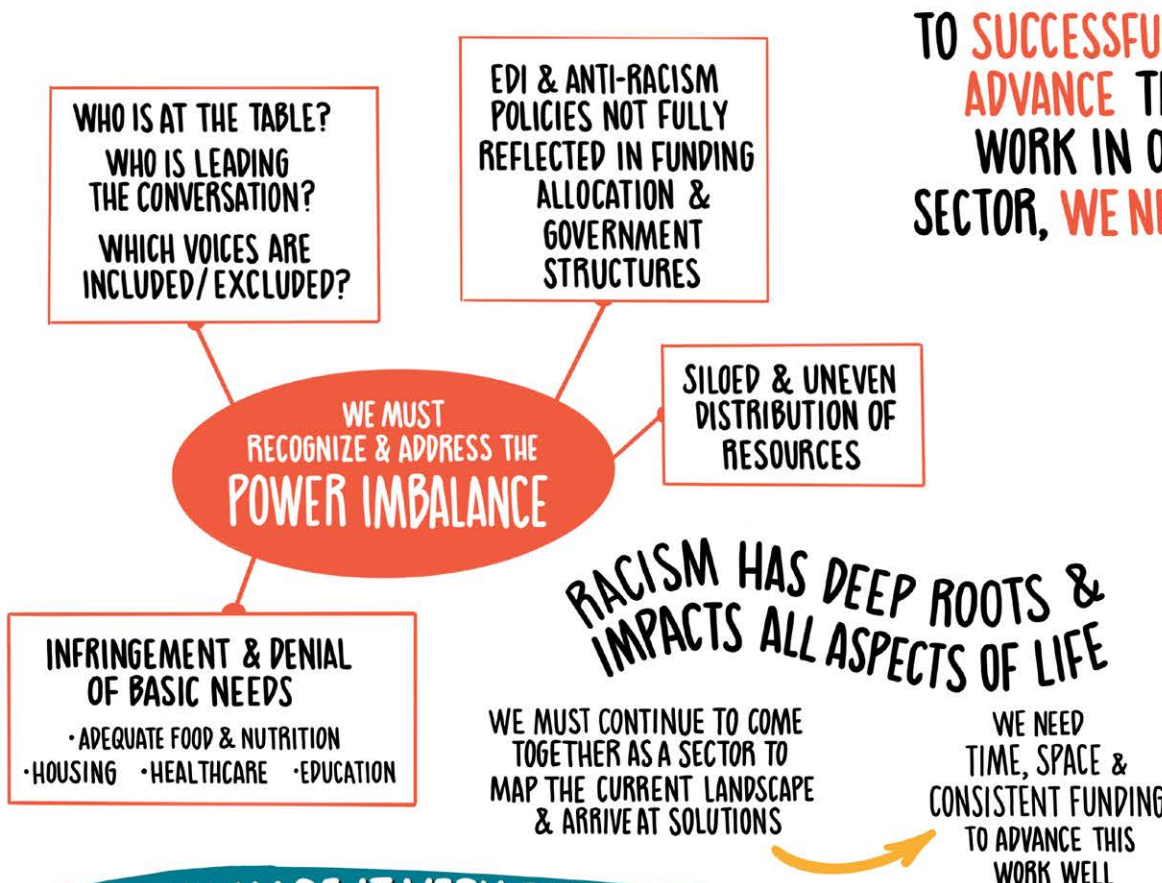
- Deaf and hard-of-hearing newcomers face communication barriers, expensive American Sign Language (ASL) interpretation fees, and benefit from closed captioning and live transcription
- Written materials should be provided in plain language without jargon
- Accommodation is necessary, but true accessibility requires all settlement workers to have the knowledge and resources to support newcomers with disabilities
- People with disabilities are the best experts on the services they need.

Delegates were given a [Resource List, and a Mind Map on Disability](#).

During an ensuing question and answer session, the following comments were offered:

- Peer-to-peer learning opportunities for disabled students are essential, but accommodations and universal design strategies are in place to make the learning environment more accessible
- Rick Hansen Certification is a good starting point for creating an accessible physical space, but it is focused on mobility and may not consider other disabilities
- LINC course materials and language assessments have not been adapted for accessibility, making it a considerable challenge to support newcomers with disabilities
- Supports are provided on an individual basis to ensure accessibility and inclusivity for students requiring it
- Recently, Wavefront provided English and ASL learning to a group of Ukrainian newcomers who were hard of hearing.

# UNPACKING ANTI-RACISM WORKING TOWARD EQUITY IN THE SETTLEMENT & INTEGRATION SECTOR



**TO SUCCESSFULLY ADVANCE THIS WORK IN OUR SECTOR, WE NEED...**

- ONGOING FUNDING TO GUARANTEE SERVICE CONTINUITY FOR ALL
- ADDRESS ONGOING STRATIFICATION THAT PRIVILEGES SOME NEWCOMERS OVER OTHERS
- TRANSPARENCY IN IMMIGRATION SYSTEM
  - REALITY matching PROMISES & EXPECTATIONS
- TO STOP LEAVING PEOPLE IN VULNERABLE & PRECARIOUS SITUATIONS
- TRUE REPRESENTATION IN ALL ORGANIZATIONS & DECISION-MAKING SPACES
- EDUCATION OPPORTUNITIES & LEARNING SUPPORT
  - > FACILITATED ANTI-RACISM CONVERSATION CIRCLE
  - > ANTI-RACISM INCUBATOR
  - > ONGOING, MULTI-YEAR, EXPERT-LED PROGRAMS ACCESSIBLE TO ALL
  - > PEER-TO-PEER TRAINING & SUPPORT

**WE HAVE MADE IT VERY FAR BUT WE STILL HAVE A LONG WAY TO GO. WE WILL CONTINUE TO CREATE CHANGE TOGETHER**

**WE NEED MORE FUNDING FOR RESEARCH, MAPPING & ADDRESSING RACISM WITHIN OUR ORGANIZATIONS. "CHANGE STARTS AT HOME"**



**CONCURRENT SESSION****Unpacking Anti-Racism and Working Toward Equity in the Settlement and Integration Sector (In-Person)**

**Description: This is an opportunity for an informal discussion on anti-racism in settlement service delivery and employees' experience working in the sector. Participants are invited to share their lived experience and the participation of sector leadership and employees is encouraged. We will discuss the capacity of the sector to identify and address systemic racism. This discussion session will help regional IRCC staff better understand Anti-Racism in the context of the settlement sector.**

Jennifer Reddy, Senior Equity Advisor, Hospital Employees Union, informed that the session was organized to discuss the issue of anti-racism in the settlement sector. The session's objective was to respond to an invitation from IRCC to articulate the views of SPOs on ways to advance anti-racism in the settlement sector. Delegates were invited to share their ideas and thoughts respectfully and safely, and guidelines were provided to facilitate the discussion.

This discussion created an open forum to share responses to pre-crafted questions.

In response to the question, "*Regarding the topic issue for your table, does this issue show up in the settlement sector?*", responses were offered regarding:

- Reciprocity is important in discussions of racism in the settlement sector
- Power imbalances and funding structures contribute to systemic issues
- Marginalized groups, such as racialized children, face inequitable outcomes
- Certain clients may not feel welcome in schools due to group affiliations

- Funding decisions may favour certain ethnicities over others
- Intersectional factors, such as spousal visa status, can limit opportunities for some women.

**Institutional Racism**

- Inclusivity is essential in hiring, promotions, policies, and procedures
- Funding should be accessible to both larger organizations and small grassroots movements
- Community-based care and capacity building should be prioritized
- Diversity goes beyond language barriers and includes cultural nuances
- Open and honest conversations about race are necessary for true equity and inclusion
- Baseline understanding of racial demographics is crucial for necessary education and socialization
- Creating a welcoming and inclusive environment for everyone is essential.

**Anti-Indigenous Racism**

- Settlement concept and its implications
- Decolonization and personal growth were emphasized as important factors
- Advocacy for Indigenous peoples, immigrants, and refugees affected by colonization
- Education and awareness-raising were stressed in the sector, particularly in terms of immigration
- Bridging the gap between newcomers and the Indigenous community

- Newcomers to Canada need to understand the history and struggles of Indigenous peoples.

### Anti-Black Racism

- The education system's ability to meet the needs of Black students, including those of refugees
- The complexity of addressing anti-Black racism within equity, diversion, and inclusion (EDI) policies
- The question of how to address this issue effectively remains critical for many school districts.

### Anti-Asian Racism

- Asia is a diverse continent, yet often viewed as a monolith
- Racism against the Chinese community has deep historical roots in Canada
- Systemic racism exists in political and decision-making spheres
- Organizations have done community research on racism patterns but lack funding
- The COVID-19 outbreak has led to an increasing prevalence of racism
- Acknowledging and addressing racism is crucial for staff wellbeing and quality of service
- Investing in Human Resources (HR) resources and creating safe spaces for staff is important
- Lack of consistent funding for anti-racism initiatives presents an opportunity for IRCC to support this work
- Community research is necessary to address racist incidents effectively

- Working together as a sector can make progress towards a more inclusive society.

### Superiority of One Group Over Another

- Individuals from diverse backgrounds face challenges when seeking assistance
- Difficulties in obtaining appointments and finding interpreters to facilitate communication
- Barriers to accessing housing with landlords asking inappropriate questions
- Underreporting of issues in schools and potential tension between diverse cultural groups, including instances of racism within the community.

Jennifer Reddy emphasized the need for a hospitable and inclusive environment that addresses racism within the sector, both institutionally and interpersonally. The discussion highlighted the challenges faced by staff and clients, particularly those in settlement situations, emphasizing addressing anti-Indigenous and anti-Black racism. Diverse representation at decision-making tables was deemed significant, and the importance of documenting anti-racism efforts through program design, policies, recruitment and training, and coalition building was stressed.

In response to the question, "*What are you already doing that is anti-racist in any of these areas: program design, program delivery, evaluation, policy development, recruitment and retention, training, coalition-building?*", responses were offered regarding:

- Conducting a longitudinal analysis to understand diversity, including race, gender, ethnicity, heritage background, and sexual orientation

- Caution about the information requested by funders and commitment to fostering a culture of inclusion and equity within the organization
- Education and background are important factors besides surface-level information such as race
- A four-day workweek pilot was introduced to address institutional barriers and increase flexibility in how people work
- Initiation of a Safe Harbor program to ensure settlements and workers feel safe and secure, including a training program that focuses on racial issues
- Commitment to examining structural policies and procedures to create an inclusive and welcoming work environment for everyone
- Significant progress made in changing the complexion of their team, including a board entirely Black, Indigenous, and People of Colour (BIPOC) of eight members and four BIPOC members in the leadership team
- Everyone has a role to play in building a more inclusive society.

In response to the question, “*Drawing on key issues, in what ways can we advance anti-racism work in the settlement sector?*”, responses were offered regarding:

- Organizations serving newcomers should have a comprehensive anti-racism strategy and implementation plan in place
- Creation of an active learning community of practice that incorporates ongoing evaluation and measurement, funded by IRCC, should be encouraged
- IRCC and settlement organizations could provide paid education and training to policy and decision-makers to address institutional racism in their funding and work
- Normalization and understanding of racism and unconscious bias are needed, particularly regarding the diverse experiences of BIPOC people in Canada
- Settlement workers need education on the topic of racism within racialized communities
- Stigmatization of First Nations and Indigenous people should be avoided by providing accurate information and resources
- Smaller organizations with limited resources and capacity need support to understand the process better and work towards achieving the milestones
- A cohort-based approach should be adopted for a more comprehensive approach to implementing the EDI framework
- Ongoing funding, addressing eligibility barriers, and education for all involved are crucial issues that must be addressed.

## CONCURRENT SESSION

## Hybrid Service Delivery: Digital Transformation in the Settlement and Integration Sector (Hybrid)

**Description: A hybrid in-person/digital service delivery model can help organizations in the settlement and integration sector to create accessible, flexible and more choices for clients to access the services that they need. Knowing and understanding what is needed for digital transformation in the settlement and integration sector will help the organizations in the sector to move towards the future of digitization of the sector.**

Jim Brennan was introduced as moderator for the discussion session, which would centre around digital transformation in the settlement sector. Cansu Ekmekcioglu, Doctoral Researcher, University of Toronto, and Amy Holstrom, Access, were introduced as the panellists.

During an ensuing question and answer session, the following comments were offered:

- Newcomers' needs must be at the center of decision-making for hybrid service delivery
- Organizations need to have a suite of technologies, including hardware and software, to deliver hybrid services in an interoperable way
- Human elements, such as digital literacy training and upskilling, are necessary to support hybrid service delivery
- Cultural change is required at the organization, sector, and funder levels to enable hybrid service delivery
- Access Employment successfully transitioned to hybrid service delivery during the pandemic, emphasizing the importance of engagement and using multiple accessible tools
- SPOs must consider crucial data collection and evaluation factors for hybrid service delivery
- Ensure accessible online registration forms, optimize forms for mobile use, add relevant questions, and enhance inclusivity through rewording
- Track and analyze in-person service demand, create customized reports for staff to access program-specific data, identify delays, streamline data collection, and adapt to evolving needs
- Work effectively with data and define the right metrics for program and service success
- Align objectives with data points, integrate dashboards and custom reports into daily practices
- Employ a newcomer-centric approach, capture feedback through various processes, employ multiple channels for data collection, and rigorously validate feedback for reliability
- A standard protocol for hybrid service delivery could benefit front-line providers
  - Standardization creates consistency in tools, coaches, and supporting staff
  - It sets expectations for services and reduces confusion and inconsistencies between providers
- Access Employment offers registration options online or on-site
- AI Chatbot Vera provides information on services, specific programs, and support with registration
  - Clients can request in-person contact if preferred
- Providing human element in settlement services is crucial for successful integration of newcomers
- Cultural diversity within the sector must be recognized and worked with

- Geographical disparities introduce complexities and nuances that require an understanding of what works effectively in different settings and contexts
- Low-tech, asynchronous text-based activities can be adapted to support clients as their technology needs evolve
- Providing training and hands-on experience with various tools for staff and newcomers is key and efficiently conducted by dedicated digital navigators
- One-on-one support in the newcomer's language, especially within marginalized groups
- Establishing partnerships with larger organizations enhances efficiency and scalability
- Collaboration and knowledge sharing can maximize the benefits of hybrid service delivery and improve outcomes for newcomers
- Forums, training opportunities, and tool demonstrations can facilitate learning and experience sharing among organizations
- Smaller group training and follow-up meetings can be organized for more in-depth learning
- Collaboration with the university sector can create learning and generate innovation
- Canada's leadership in scientific research, particularly regarding technology, offers opportunities for innovation and staff development.
- Non-profit sector is experimenting with incorporating advancing technology and policy alignment, particularly with AI
- Organizations are sharing insights and practical use cases, focusing on addressing data security and privacy challenges
- Confidence levels in technology, security, and privacy vary across organizations
- Cybersecurity risks are evolving, requiring increased IT resources, cybersecurity insurance, and continuous updates
- Collaboration with various systems and practices is desired within the sector
- Access, supported by SDI funding, utilizes a chatbot with AI for user-friendly responses
  - The focus is on leveraging technology to address specific challenges and associated costs alongside change management that engages staff and emphasizes technology's role in streamlining work and enabling more attention to complex human interactions, emphasizing training and retraining
- Digital transformation is happening faster than protocols can be implemented in many sectors
- Settlement sector is not unique in facing these complexities

**VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

# TAKING INTO CONSIDERATION DIFFICULT BEHAVIOURS

IDENTICAL PROBLEMS EXPERIENCED BY BEGINNERS  
 WHAT YOU NEED TO KNOW  
 HOW THEIR LANGUAGE SKILLS HAVE PROGRESSED IN THEIR MOTHER TONGUE

YOU NEED TO ASK QUESTIONS

CAN A PERSON WITH DYSLEXIA LEARN A SECOND LANGUAGE?



DYSLEXIA IS NOT A -READING PROBLEM-



...DIRECTION  
 THE OPPOSITE  
 WRITING IN



CONSTANT PROBLEMS WITH "BASIC" CONCEPTS



LACK OF PROGRESS



AUDIO BOOKS  VISUAL AIDS  
 MULTISENSORY APPROACH

## CONCURRENT SESSION

## Recognizing and Accommodating Challenging Behaviours in an EAL Classroom (Hybrid)

**Description: In the EAL classrooms, there are newcomer students who just struggle in their language skills. Maybe they have a hard time focusing, maybe they are always moving, maybe they still have trouble writing on the line even after years of class, or maybe there is just something more going on than just the average EAL struggles. Plus, with many cultural stances towards any type of learning or learner “difference,” there may never be any type of formal assessment, let alone a concrete diagnosis. This session will help instructors specifically recognize potential reading disabilities in an EAL environment. The aim is to equip instructors with knowledge that will accommodate these learners’ needs. It will look briefly at literacy acquisition across different languages with a spotlight on the challenges found in the English language.**

Jessica Leslie, Team Lead and Accessibility Support Coordinator, Immigrant Services Association of Nova Scotia (ISANS), reviewed a presentation titled “Reading Disorders in the English as an Additional Language (EAL) Classroom”, and offered the following comments:

- ISANS is a key contact in Nova Scotia for refugee, settlement, and immigration matters, assisting over 3,700 clients across various language programs and services
- Teachers and program management staff often lack training in recognizing learning challenges, despite 10-15% of classes typically having learners with such barriers
- Potential learning challenges include Autism, ADHD, Dyslexia, physical impairments, as well as trauma, which can mimic the behaviours from other challenges or disabilities
- Dyslexia, a common learning disability, affects multiple language processing aspects and estimated to impact 10-20% of the global population

- Dyslexia is not solely a reading issue but involves auditory processing challenges, affecting language manipulation
- Dyslexic learners may struggle with reading fluency, comprehension, writing, and various listening and speaking difficulties
- Examples of experiences of Dyslexia include poor directionality, difficulties reading along with the class, reading out letter names rather than blending sounds, and a lack of correlation between a sound and a letter
- Supporting dyslexic learners involves utilizing resources within organizations, seeking professional assessment when suspected, partnering with local universities, and tapping into local and provincial dyslexia societies
- BC TEAL offers upcoming webinars on learning challenges in the EAL classroom.

Azza Daba, Structured Literacy Interventionist and Educational Consultant, reviewed a presentation titled “Understanding and Accommodating Struggling EAL Learners”, and offered the following comments:

- Eligibility for accommodation and support in an EAL classroom should extend to anyone with formally identified or suspected learning differences
- When a student is struggling, instructors should explore their educational history, family background, and proficiency in their first language
- Language orthography, particularly in English, can significantly impact struggling learners, especially those with dyslexia

- Dyslexic students benefit from understanding that spelling represents meaning more than sounds and making connections with similar words
- Accommodations in EAL classes can involve addressing letter-sound mapping variations, teaching based on morphology, and using dyslexia-friendly fonts, assistive technologies, and multisensory teaching techniques
- Morphological processing skills play a vital role in improving reading abilities, particularly for learners with dyslexia
- While people with dyslexia can learn new languages, it may be more challenging for them.

**VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>



# OVERVIEW OF DATA & REPORTS FROM THE IRCC'S OUTCOMES ANALYSIS UNIT

## • SURVEY OF NEWCOMER OUTCOMES



• THE DATA HELPS US TO DETERMINE WHETHER ANY CHANGES TO THE PROGRAMS ARE NECESSARY OR NOT

## • QUESTIONS FOR ASSESSING OUTCOMES







- IMMEDIATE OUTCOMES
- INTERMEDIATE OUTCOMES
- LONG-TERM OUTCOMES

• REPORTING ON OUR ACTIVITIES IS ESSENTIAL SO THAT WE CAN UNDERSTAND WHAT WE ARE CONTRIBUTING

• NOT PROVIDING OUR NUMERICAL DATA WILL AFFECT FUNDING



## • HISTORICAL DATA IS USED FOR:

-  DECISION MAKING
-  HELPING TO DEVELOP PROGRAMS
-  IDENTIFYING CLIENTS & NON-CLIENTS
-  INFORMING THE MEASURES TO BE TAKEN

**PLENARY SESSION****Insights on Data and Reports from the IRCC Outcomes Analysis Unit**

Jeslyn Thibedeau, Assistant Director, Outcomes Analysis Unit, IRCC, provided a presentation titled, “Measuring the (Re)Settlement Program,” and highlighted:

- Outcome structure
  - Immediate outcomes = change in knowledge
  - Intermediate outcomes = change in behaviour
- Expected outcomes of resources to clients
- Measuring success
  - Understanding success equips IRCC to make client-driven decisions, respond better to mass arrival and continue to evolve the rpm as our clients’ base changes
- How (Re)Settlement Program measurement works
  - Outputs + Outcomes + context
  - Main sources of data
- Where IRCC begins
- Where outputs are obtained: iCare
- Examples of outputs
- Where outcomes are obtained: Newcomer Outcomes Survey (NOS)
- Context
  - Annual Report on Project Implementation and Outcomes (ARPIO)
  - Demographics (immigration files)
- What is the ARPIO?

During an ensuing question and answer session, the following comments were offered:

- iCARE’s case management capacity is being improved
- IRCC is exploring ways to expand iCARE’s functionality for SPOs
- Bulk upload process is necessary, but users can reach out to the help desk for assistance
- Timely delivery of monthly and quarterly dashboards is crucial
- Eligibility for settlement services is the responsibility of the organization
- Non-clients are permanent residents eligible for settlement services but have not accessed them
- Changes to classes in iCARE can be made within a considerable time frame
- Data sources are utilized for SPO evaluation, and outcomes are measured.

**VIEW FULL SESSION RECORDING HERE**

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## Closing Remarks

Adriana Contreras, Graphic Recorder, explained the English-language graphic illustrations created during the Summit.

### MEETING ADJOURNED

The September 26-27, 2023, IRCC BC-Yukon Summit: Collectively Envisioning the Future of Settlement and Integration adjourned on September 26, 2023, at approximately 4:56 p.m.

2023 IRCC B.C. - YUKON SUMMIT

# Think Better

## HOW TO TRAIN your BRAIN

SPEAKER: DR. SHAHANA



Give yourself **Permission** to CARE OF YOURSELF

**PRIORITIZE YOUR WELL-BEING**

WE EXPERIENCE **3400** DIFFERENT EMOTIONS A DAY

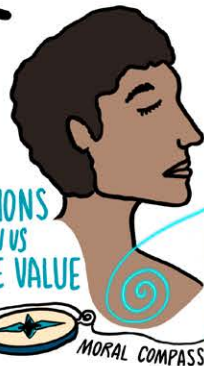
LEARN TO **ACCEPT & PROCESS** your EMOTIONS

**LOOK UPSTREAM**  
PREVENTATIVE approach TO MENTAL HEALTH



**BETTER OUTCOMES**

EMOTIONS SHOW US **WHAT WE VALUE**



ACKNOWLEDGE HOW YOU ARE FEELING

Don't abandon **YOURSELF**

**WHAT STORIES DO YOU TELL YOURSELF? HOW ARE THEY SERVING YOU?**

THE **Sensation** IN YOUR BODY  
THE **Story** IN YOUR HEAD  
**Significance**

WHY AM I **feeling** THIS WAY?

WHAT WOULD **it say** ABOUT ME?

ASK IT **7** TIMES

APPROACH FEELINGS WITH **Curiosity** NOT JUDGEMENT



PERCEIVED LOSS OF CONTROL  
**FEAR**  
ANGER  
SADNESS  
ENJOYMENT  
DISGUST

TRAIN your **PERCEPTION** THROUGH **Self-awareness**

WHAT COMES IN THE WAY OF THINKING BETTER?



NOT KNOWING HOW TO DEAL WITH DISTRESS  
UNCERTAINTY & UNMET EXPECTATIONS

**Reframe** HOW YOU APPROACH EACH DAY

EXPECTATION MANAGEMENT × PERCEPTION = **OUTCOME**



ACCEPT HOW YOU FEEL & **let it go**

**EMOTION = ENERGY in MOTION**

COMPLETE THE **emotional CYCLE** SOFTEN THE **sensation**

**STRATEGIES**

BREATHE PHYSIOLOGICAL SIGH 4-7-8 BREATHE

CHANGE the ENVIRONMENT EXERCISE SNAP (10-30 SEC)

TEMPERATURE SHIFT TOUCH (# 20 SECOND HUG) → DECREASES CORTISOL

SOCIAL INTERACTION



**self acknowledgment**  
SHINE LIGHT on HOW FAR YOU HAVE COME.  
**self compassion**

**MANY OF US GO ABOUT OUR DAYS ON AUTOPILOT, LET'S CHANGE THAT!**

**"WE DON'T SUFFER FROM A LACK OF JOY, JUST FROM NOT RECOGNIZING IT"**

**Delegates were welcomed to the September 26-27, 2023, IRCC BCY Summit: Collectively Envisioning the Future of Settlement and Integration on September 27, 2023, at approximately 8:31 a.m.**

### **KEYNOTE ADDRESS: THINK BETTER – HOW TO TRAIN YOUR BRAIN**

Dr. Shahana Alibhai expressed gratitude for the opportunity to present at the Summit. She shared her family's story of coming to Canada and the kindness shown to them by the Canadian Red Cross. Dr. Alibhai reflected on her grandmother's advice and recognized the importance of helping others. She acknowledged the delegates and everything they bring to the table daily.

The pursuit of freedom is essential to accomplishing goals, and it is crucial to inquire thoughtfully to achieve success. Mental health is a topic of great importance, with many individuals facing diagnosable conditions or struggling with daily pressures. A proactive approach to mental health is necessary, with greater emphasis on teaching coping strategies and emotional intelligence.

Emotional well-being is equally significant as physical health; discovering a sense of purpose and meaning in life can be a source of motivation and fulfillment. It is crucial to remain mindful of the people we associate with and how they influence our emotional health. Stress can impact our emotional well-being, and managing our expectations and perceptions is essential to maintain good mental health. Dr. Alibhai shared several personal anecdotes and insights as a physician, speaker, and mentor on mental health.

Dr. Alibhai shared insights on fostering greater self-awareness by understanding the science of emotions. Emotions are not inherently good or bad, and we should strive to embrace the full spectrum of our emotional experiences. Fear is a common root for many uncomfortable emotions, and it is crucial to recognize how it affects our lives. By exploring our emotions further, we can identify the underlying fears that may drive them. Creating a safe and supportive environment where everyone feels comfortable sharing their concerns is essential. As we work towards self-awareness, we approach our fears with curiosity and compassion.

Dr. Alibhai emphasized the importance of questioning our beliefs and values, recognizing, and managing emotions effectively, and prioritizing self-care to reduce burnout. She suggested recognizing and integrating team members' values into decision-making processes can lead to better outcomes. Managing emotions effectively involves accepting and working through them; breathing techniques, short exercise snaps, and social interaction can help. Self-care can be facilitated through resources such as magnesium, omega-3 fatty acids, and vitamin D, but one should always check with a doctor before taking any supplements.

Remember, recognizing it in everyday life is the key to finding joy.

During an ensuing question and answer session, the following comments were offered:

- Stigma related to seeking professional help for mental health issues is a collective problem that needs to be addressed openly
- Speaking openly about personal struggles can help reduce the stigma associated with mental health issues
- To avoid spiralling, it is essential to cultivate resilience and self-awareness
  - Acknowledge your progress, and approach remaining struggles with kindness and compassion towards yourself
- Leaders can support their staff with stress by understanding their emotional makeup, values, and motivations
  - This can help them better support their team's professional development while respecting privacy.

**VIEW FULL SESSION RECORDING HERE**

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## PLENARY SESSION

## Labour Market Outlook 2021-2030

Matt Ayres, Chief Labour Market Economist, Ministry of Post-secondary Education and Future Skills, provided a presentation titled, “Labour Market Outlook’ Labour Market Information Office; Workforce Development and Skills Training,” and offered comments regarding:

- Current trends in the BC labour market
- Overview of the BC Labour Market Outlook 2022 Edition
- Changing nature of BC populations
- Permanent Residents (12-month moving sum)
- Temporary worker permits (12-month moving sum)
  - Increase in temporary work permits has had a significant impact on the labour market
- Discrepancies between the two monthly surveys: the Labour Force Survey (LFS) and Survey of Employment, Payroll and Hours (SEPH)
  - The adjusted LFS line is starting to diverge significantly from the red line, which could be due to missing temporary foreign workers (TFWs) in the LFS
- International Students/Asylum claims (12-month moving sum)
- Employment of recent immigrants by sector (2012-2022)
- Which sectors hired TFWs
  - Recent immigrants in Canada account for 4% of the total labour force, up from 2.9%
  - Professional, scientific, and technical services (including technical occupations) have seen a significant increase in recent immigrant workers, from 3.8% to 6.7% of the workforce
- Accommodation and food services have seen a minor increase in recent immigrant workers, from 5.5% to 6.1%
- TFWs are more common in accommodation and food services, manufacturing, agriculture, forestry, and primarily agriculture
- Retention rates in 2020 by province and selected census metropolitan areas (CMAs)
  - Interprovincial migrants tend to settle in Vancouver Island or the Okanagan
  - International migrants tend to concentrate within Vancouver
- Median Income Trajectory of Immigrants who landed between 2010-2019
  - Immigrants who struggle to find suitable careers or get their qualifications recognized have poorer economic outcomes than those who find careers quickly
- The number of unemployed remained higher than job vacancies
- Involuntary Part-time employment rate increased
- Retirement increased by layoffs also increased
- Wage continues to grow at a faster pace
- Future of work
  - COVID-19 forced many people to work from home, and the trend continues, with remote and hybrid work arrangements becoming more common
  - Employers need to be flexible with their workforce to keep up with the changing landscape of work
  - Artificial intelligence (AI) has raised ethical and regulatory concerns

- Gig Economy
  - Men and landed immigrants are overrepresented in ride-sharing and delivery service jobs in Canada
  - There is ongoing research to understand how the gig economy is changing
- Overview of BC Labour Market Outlook 2022
- Over one million job openings: 2022-2032
  - The workforce is expanding and replacing old workers
  - 47% of workers are newly starting, but this number is slightly decreasing each year
  - International immigrants are filling more of the pie chart each year
  - Migrants from other provinces make up about 8% of the workforce
  - Interprovincial migration dropped to zero but is expected to return
  - Affordable living is an essential factor in where migrants choose to live
- Supply sources have shifted
- Upward trend of new immigrants as a share of labour supply by Labour Market Outlook edition
  - Immigrants will make up 38% of job openings, a significant increase from the prior years
  - Immigrants are an essential dynamic in determining the future labour market, and the trend is expected to continue in 2023
- Impact of demographics
  - The millennial age groups may have very different expectations around work post-pandemic
  - The workforce will see a vast number of job opportunities for those age cohorts in fairly senior management positions due to relatively few 50 to 59-year-olds that may have typically filled those positions
- Typical education background
- Job openings by region
- Top 10 major industry by type of job opening
  - Healthcare and social assistance have the most significant number of job openings
  - Professional scientific and technical services are strong growth tech sectors
  - Construction is an enigma in outlooks, with high rates of replacements relative to expansion and growth
  - There is a possibility of a surge in residential construction activity
  - Construction activity in heavy engineering, LNG terminals, pipelines, etc., is difficult to predict
- More detail on construction
  - Painters and drywallers can move between commercial and residential sectors
  - Specific sub-sectors are not allocated to these workers
- High opportunity occupations
  - Occupations from different education levels are included
  - Civil engineers, Information Technology (IT) jobs, early childhood educators, and automotive service technicians are consistently on the list
  - Retail and food service manager sector is a huge employer



- The report also lists expected hourly wage rates for each occupation
- Where can I find more information
- 2022 Forecast Summary

During an ensuing question and answer session, the following comments were offered:

- Data shows immigrants are moving back to Vancouver despite high living costs
- Cultural preferences play a significant role in housing choices
- Affordability and availability challenges exist in the housing market across BC
- Community is a consistent theme for immigrants, and attempts to push them into rural areas have not been successful
- Workforce participation breakdowns by country of residence before landing provide significant data
- Most groups have demonstrated increased participation in the labour force, with the gap relative to Canadian males closing
- We aspire towards a more equitable and inclusive labour market, with Canadian males taking on home-based roles to close the gap further
- Increase in immigrants arriving through economic pathways
- Exploration of ways to analyze different streams of entry and evaluate performance
- Emphasis on international credential recognition to improve outcomes for immigrants
- Caution against overreliance on median statistics due to variance at the edges
- Professional colleges typically handle credential recognition
- A multifaceted perspective is needed when analyzing overqualification in the labour market
- Existing programs not structured to accommodate the current activity level of TFWs
- A high level of TFWs may not be sustainable in the long run
- Managing expectations and recognizing the challenges of the path to permanent residency are essential
- Economic migrants tend to fall within the late 20s to 40s age bracket
- Immigrants in the 20 to 30 and 30 to 40 age groups have increased over time
  - This trend has significant implications for population growth and demographic changes
- Data on unpaid work is challenging to measure, but there is a Statistics Canada survey on the unpaid care economy
  - The survey did not break down the data by immigrant versus non-immigrant
- Labour Market Outlook can be a helpful tool for communicating the importance of immigration in the labour force
  - More nuanced data may be necessary to understand the labour market fully
- Various factors influence interprovincial migration and tend to be cyclical

- Older workers are increasingly in the labour market, and ageism is a barrier to employing people in jobs
- Immigration has a positive impact on the economy and job market, but added demand for services can offset some benefits
- In labour market analysis, there is no differentiation between part-time and full-time workers
- Despite an unfavourable economic outlook, the labour market outlook is better, and we remain optimistic about its performance.

**VIEW FULL SESSION RECORDING HERE**

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## CONCURRENT SESSION

## Bridging Collaboration Strategies and Best Practices within the Settlement Sector and the Private Sector (In-Person)

**Description: Collaboration strategies and sharing best practices are crucial within the settlement and integration sector as they foster a culture of teamwork, enable knowledge exchange, and promote continuous improvement. It is important more than ever that this extends into the private sector with partnerships with businesses and employers to maximize service reach and client impact. By working together and learning from each other's successes and best practices, organizations can elevate their efficiency, innovation, and service delivery. Sharing best practices and successes, and intentional collaboration will allow organizations to apply what they learn from others to their own models and services and incorporate those ideas into program planning.**

Zahra Esmail, Chief Executive Officer, Vantage Point, reviewed a presentation titled “Bridging Collaboration Strategies and Best Practices within the Settlement Sector and the Private Sector”, and highlighted the following:

- Vantage Point is a provincial organization that offers services to non-profits across BC
    - Provides education and training, assessments, and strategic planning for small to medium-sized organizations
  - Collaboration is working with other organizations for mutual benefit or enhanced impact
  - The Collaboration Continuum: Communication → Cooperation → Coordination → Collaboration → Integration
  - Collaboration can be challenging due to differing levels of trust, differences in organizational structures, and a lack of resources to support collaboration
- Collaboration success keys include putting the mission first, having clear goals, understanding contribution, building relationships, knowing limits, communicating, measuring, and reflecting, and being authentic and honest
  - A Way Home Kamloops is an example of a successful collaboration for youth homelessness
  - Vantage Point and Pacific Legal Education and Outreach Society work together to reduce administrative burdens
  - Lookout Housing and Health Society has successfully merged with two organizations through mutual trust in leadership.

Najibe Raie, Vice-President, Business and Strategy, Primacorp, reviewed a presentation titled “Public-Private Partnerships”, and highlighted the following:

- Collaboration between non-profits and for-profit organizations is necessary to address ongoing issues, such as the housing crisis in Canada
- Primacorp is a company with a mission to change lives through education, service, and care, with branches in real estate, education, and philanthropy, with nearly 3,000 staff
- Primacorp has partnered with the IRCC and CCIS to provide hotel accommodation in Calgary for refugees for over two years
- Social impact brands under Primacorp include Joe's Table Café, which provides employment opportunities for people with disabilities, and Schej Realty, which is open to partnerships to host refugees
- In Corporate and Social Responsibility, Primacorp has amassed over \$24 million in donations

- IRCC-funded hotel in Calgary provides support for refugees, including bursaries, mental health therapists, and LINC classroom spaces
- Joe's Table provides employment opportunities for disabled people with partnerships with Kurdish Canadian Society and Waves Coffee
- Primacorp Foundation invests in the refugee settlement sector with \$250,000 funding
- Funding is available for up to 50% scholarship for refugees wishing to study at any of Primacorp's 45 campuses across Canada
- Funding is available for IRCC staff and non-profits to cover up to 50% of a 1-year diploma in community counselling.

During an ensuing question and answer session, the following comments were offered:

- Primacorp considers anyone who claims to be fleeing war and discrimination as refugees
- There is often no funding provided for collaboration, but it can be included in funding proposals
- Trust needs to be rebuilt with succession, and the conversations can start from all levels
- Taking a leap of faith in collaborating with corporate organizations can pay off
- A \$2.2 million budget is available through the Corum Deo Charitable Foundation to provide bursaries and scholarships to refugees wishing to study anywhere in Canada.

2023 IRCC B.C. - YUKON SUMMIT  
 USING RESEARCH TO INFORM  
 programming & key priorities

# Migrant Employment

PRESENTER: SUZANNE HUOT  
 UBC CENTER FOR MIGRATION STUDIES



MANY FOLKS FACE DIVERSE FORMS OF DISCRIMINATION OUTSIDE & INSIDE THE COMMUNITY (MINORITIES WITHIN A MINORITY)

**HOLISTIC INTEGRATION**  
*is essential*



A SENSE OF *Belonging*

MORE THAN SERVICE DELIVERY IT'S WHERE MANY FOLKS FIND THEIR COMMUNITY

## RECOMMENDATIONS

- COLLABORATE WITH FRANCOPHONE ORGANIZATIONS
- REFER CLIENTS TO FRANCOPHONE SPACES
- WORK TO MAKE INFORMATION AVAILABLE IN BOTH OFFICIAL LANGUAGES
- APPLY THE PRINCIPLE OF ACTIVE OFFER
- ACKNOWLEDGE THAT FOR MANY FOLKS FRENCH MAY BE A FIRST OFFICIAL LANGUAGE. GIVE PEOPLE THE OPTION TO CHOOSE IN WHICH LANGUAGE THEY WANT TO ENGAGE

## CONCURRENT SESSION

## Using Research to Inform Programming and Key Priorities (In-Person)

**Description: Research remains a key aspect of the settlement and integration program in BC. Regular and consistent data not only keeps the sector up-to-date, but it also helps inform programming decisions and identify key priorities. To that end, the sector needs to build a connection with research bodies. In this plenary, a panel of researchers from the UBC Centre for Migration (CMS) discuss the different areas of research the centre is working on as well as the ways in which their work ties into settlement and integration.**

Hongxia Shan, Associate Professor, Department of Educational Studies, UBC Centre of Migration Studies, provided a presentation titled, “Translating Immigrant Advantage: Challenges and Opportunities; Learning From Empirical Research,” and offered comments regarding:

- The conundrum of recognition
  - Critical research is limited to skill and cultural regulation and further entrenches the divide between recognizers and people waiting to be recognized
- Towards immigrant advantage
  - Immigrants as “distinction knowledge bearers”
  - “Migration-specific capital” and “migration-related competency” are both proposed concepts that suggest immigrants develop competencies and resources that they can use across various occupational fields
- Immigrant Advantage
  - Given the social, cultural, geographic, professional, and biographic distances that immigrants traverse, they are likely to develop distinct ways of knowing, doing, saying and being, which constitute a potentiality that could be translated as we expand existing practices
- Directing attention to:
  - Understanding the kind of advantages immigrants bring and what is needed for them to be mobilized is crucial
  - Immigrant advantage needs to be translated into the context of the new country
- Immigrant advantage: from the perspectives of research respondents
  - Most of the professionals consider their prior education and work experiences as advantages, regardless of stereotypical images of education in other countries and contexts
  - They bring multiple linguistic and cultural capacities, comparative lands, and global perspectives, and can identify gaps, issues, and areas of improvement at work
  - They also bring dispositions such as tenacity, perseverance, passion, and sensitivity, given their biographical histories, and different knowledge technologies, products, processes, and practices which contribute to innovation within their profession
- Translating immigration advantage: challenges at multiple levels
  - Institutional-level challenges include being one step behind changes related to immigration and licensure requirements, with getting licenses being a major complaint for over 90% of respondents
  - Organizational-level challenges include limited access to desired products, positions, and information about labour laws
  - Personal level challenges include facing racist, sexist encounters and microaggressions at work, and having to earn recognition and respect over time

- Example of earning respect
  - A female project manager faced challenges in making herself heard and getting recognition at work
  - She tended to individualize the problem and try to find fault with herself, attributing it to being an immigrant, speaking English as an additional language, or having a particular personality
- Translating immigrant advantage: Possibilities
  - Institutional-level changes are needed to utilize the advantages of immigrants better
  - Organizational
    - Immigrants should be involved in projects and considered for leadership positions
    - Accessible information on workers' rights and benefits is necessary
  - Organizations must attend to issues of EDI
  - Interpersonal
    - Foster everyday conviviality and multiculturalism to improve interpersonal relations
    - Skilled immigrants are resourceful and engage in Continuous Professional Learning
    - They bridge gaps, address problems, and keep up with changes in their professions
- Recommendations for immigrant services
  - Assist immigrants in the navigation of professional regulation systems and communicate gaps in licensure practices
  - Work with immigrants on communication and cultural confidence

- Create opportunities to cultivate every conviviality, and multiculturalism
- Create opportunities for skilled immigrants to build connections and communities based on professional areas of practice
- Provide public education on immigrant advantage.

Suzanne Huot, Assistant Professor, Department of Occupational Science and Occupational Therapy, UBC Centre for Migration Studies, provided a presentation titled, "Migrant Employment," and offered comments regarding:

#### **Immigrant employment and lifelong learning study**

- The project will look at the role of advanced digital technologies in immigrant employment and lifelong learning, with a focus on three sub-areas

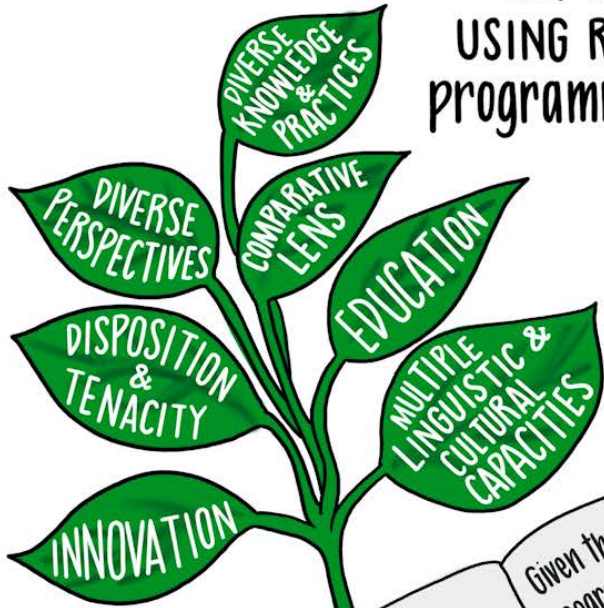
#### **Francophone immigration**

- Considerations:
  - Anglo dominant environments
  - Household level factors
  - Concurrent needs
  - Retention

#### **Holistic integration**

- Holistic integration is essential for all forms of integration (social, cultural, economic, political)
- Strong social supports and networks can contribute to labour market preparation and participation

2023 IRCC B.C. - YUKON SUMMIT  
 USING RESEARCH TO INFORM  
 programming & key priorities



**POTENTIAL in PRACTICE**  
 THAT NEEDS SPECIFIC CIRCUMSTANCES



REQUIRES  
 CONTINUED INVOLVEMENT IN  
 EPISTEMIC COMMUNITIES  
 OF PRACTICE



# TRANSLATING THE IMMIGRANT ADVANTAGE

PRESENTER: DR. HONGXIA SHAN  
 UBC DEPARTMENT OF EDUCATIONAL STUDIES

## RECOMMENDATIONS:

- ASSIST IN NAVIGATING PROFESSIONAL REGULATION SYSTEMS & COMMUNICATE GAPS IN LICENSURE PRACTICES
- NURTURE & ENCOURAGE COMMUNICATION & CULTURAL CONFIDENCE
- CREATE OPPORTUNITIES TO...
  - CULTIVATE EVERYDAY CONVIVIALITY & MULTICULTURALISM
  - BUILD CONNECTIONS & COMMUNITIES BASED ON PROFESSIONAL AREA OF PRACTICE
- PROVIDE PUBLIC EDUCATION ON IMMIGRANT ADVANTAGE



- Francophone community is highly diverse and multicultural, with some facing traditional barriers and forms of discrimination
- Public libraries, educational institutions, recreational culture, and leisure spaces play a significant role in building social supports and networks that lead to employment or help with childcare

### Intersectionality

- Occupation plays a significant role in how spaces are used and occupied
- Spaces can be physical, virtual, or symbolic
- Symbolic spaces refer to informal spaces that are not officially Francophone but are used by French speakers

### Daily occupations: productivity – self-care – leisure – etc.

- People in the gig economy value autonomy and flexibility in managing their time
- Employment should fit into the rest of their lives and what they need to be doing for themselves, their children, and their spouse

### Key themes in francophones research

- Invisibility
- Francophone community spaces as a beacon
- FMC's role in immigrant integration is complex
- West Coast and Metro Vancouver particularities

### Recommendations

- Collaborate with francophone organizations
- Refer clients to francophone spaces

- Work to make information available in both official languages
- Apply the principle of active offer
- Acknowledge that for many, French may be the first official language spoken, and not the mother tongue
- Recognize francophone spaces offer much more than service delivery and enable multiple roles.

Vince Hopkins, Assistant Professor, Department of Political Science, UBC Centre for Migration Studies, provided a presentation titled, “Can Policy Communication Influence Support of Immigrants? Evidence From A Recent Survey of Canadians”, and offered comments regarding:

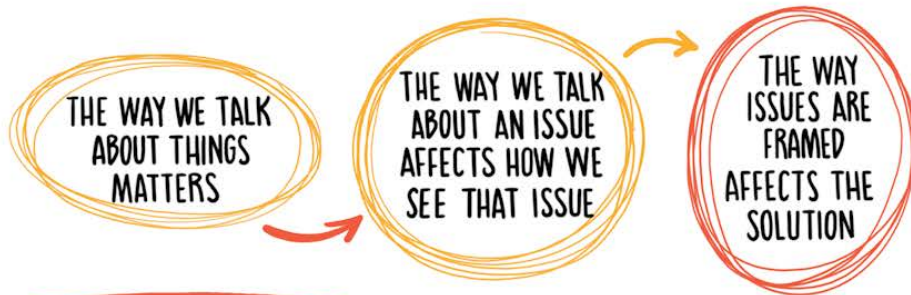
- Public opinion can be malleable
- Consumer confidence by month
  - Public opinion can change quickly or gradually, which is important to consider when thinking about public opinion toward immigration policy in Canada
- Public opinion plays a significant role in shaping public policy
- Public opinion can influence the lived experience of newcomers
- Can policy communication influence support for immigration?
  - The language used to talk about newcomers can affect widespread opinion about immigration in Canada
- Summary of a survey of 2,000 Canadians conducted last month about immigration
  - The language used to talk about low-skilled immigration can shape public attitudes about immigration in Canada

2023 IRCC B.C. - YUKON SUMMIT  
**USING RESEARCH TO INFORM  
 programming & key priorities**

PRESENTER: VINCE HOPKINS · UBC CENTER FOR MIGRATION STUDIES



Can **POLICY COMMUNICATION**  
 INFLUENCE SUPPORT FOR IMMIGRANTS?



**LESSONS for CONCRETE ACTION**

**COMMUNICATIONS**

- OUTREACH: TAILORING COMMUNICATIONS ABOUT CLIENTS, WITHOUT STEREOTYPING
- MESSAGING: VALUE OF EMPHASIZING THE CONTRIBUTIONS OF "LOWER-SKILLED" NEWCOMERS.
- QUESTION THE "HIGH-SKILLED/LOW-SKILLED" SILOS & HOW THE TERMS AFFECT PERCEPTION

**STRATEGIC CONTEXT**

- CANADIANS ARE LESS FAMILIAR WITH "LOWER-SKILLED" IMMIGRATION; THIS LIKELY SHAPES THEIR RECEPTIVENESS TO NEW INFORMATION (POSITIVE & NEGATIVE)
- EDUCATION & CAREFUL POLICY COMMUNICATION PLAY A HUGE ROLE

- Approach
  - The use of the terms “high” and “low” skilled, which are used to refer to education and experience that demands a wage premium in the labour market
  - Potential stereotypes associated with these terms
- Support of immigration in Canada
  - Canadians are generally supportive of immigration to Canada, but it is conditional
- What drives immigration attitudes?
  - Extensive scholarly literature on the “political economy” of immigration
  - Government messaging can shape public opinion
- Can policy communication include support for immigration?
  - How elites talk about immigration can influence support for immigration policies
  - This is especially true for policies related to low-skilled immigration
- Survey
  - Support for immigration → Policy information → support for immigration
  - Showing people information about immigration policies, including government plans
  - Randomizing features to allow for fair comparisons
  - Asking the same question at the end to see if support changes
  - Low-skilled immigration information changes support
- Policy information:
  - The Problem: “Canada’s economy depends on immigration. However, Canada now faces a critical labour market shortage, causing uncertainty for businesses and workers”
  - Skill: “One plan for reform would grant legal immigration status to record numbers of low/high-skilled immigrants”
  - Sentiment: In the positive condition: “Researchers argue that large increases in immigration can have positive effects on employment.” In the mixed condition, people also read, “However, other researchers argue that immigration can also have negative effects on employment.” These statements were based on published findings from labour economics.
- Summary
  - Consistent with prior research, Canadians say they prefer higher-skilled to lower-skilled immigrants
  - Providing information about the benefits of migration has a significant effect on support for low-skilled immigration
- Impact of policy information
- Summary
  - Canadians generally support immigration but with conditions
  - Public opinion on lower-skilled immigrants is sensitive to the language and terminology used
- Lessons for concrete action
  - Communications
  - Outreach: tailoring communications about clients without stereotyping

- Messaging: the value of emphasizing the contributions of “lower-skilled” newcomers
- Strategic context
- Lack of familiarity with low-skilled immigrants may make Canadians sensitive to information in the language they see around them
- Positive information can build support, but negative language can mount an anti-immigrant sentiment
- Education, policy communication, and careful work can maintain support for immigration in Canada.

During an ensuing question and answer session, the following comments were offered:

- Framing theory suggests that how we discuss a particular issue can shape people’s considerations and beliefs
- Provide a balanced perspective to the public and ensure that they receive accurate and truthful information grounded in their lived experiences and policy realities
- Practice critical discourse analysis in health professional education to enable students to think beyond the traditional biomedical model
- Adopt a strengths-based approach to shift our focus to working across languages and cultures to find more appropriate and effective solutions
- Immigration is a complex issue, and we need to approach it with a balanced perspective that considers the needs of all stakeholders involved

- Newcomers are often assumed to be inferior but possess equal or better skills than established professionals
- The language used in settlement work and services should be mindful to avoid perpetuating stereotypes and biases
- Bureaucratic barriers in the Canadian labour market prevent individuals from pursuing self-employment and entrepreneurship
- Skilled immigrants and international students make significant contributions to the engineering field, with many starting their own businesses
- More support and resources are needed for aspiring entrepreneurs, regardless of their background or status
- Individuals who do not speak French or English may feel excluded in cities where these languages are commonly spoken
- It is important to create a welcoming environment for all individuals, regardless of their language background
- Learning French can be more challenging than English, which is why some parents enroll their children in French immersion schools
- Knowing French can give individuals an added advantage in the Canadian labour market
- We should not solely focus on referring French-speaking individuals to Francophone resources, as some people may not speak French or English but are still interested in accessing support.

## CONCURRENT SESSION

## Enhancing Gender Based Analysis Plus in the Settlement Sector (Hybrid)

**Description: GBA+, a federal framework, is informed by an intersectional approach to address inequities and foster inclusion. The Settlement Sector across Canada is advised to apply a GBA+ lens in its policies and programming. To that effect, a nationwide project, led by seven umbrella organizations across Canada, has been launched to enhance national newcomer-serving sector capacity in mainstreaming GBA+ in their respective provinces and regions. With the ongoing federal recommendation to apply an equity lens to organizational policies and programs, it has become ever more important for Service Providers to demonstrate their commitment to GBA+.**

Sandhya Ghai, EDI Practitioner, was introduced as the moderator for the discussion session on GBA+ in the settlement sector.

The Moderator introduced the panellists:

- Denise Gareau, Director, GBA+ Unit, Women and Gender Equality (WAGE)
- Natasha Beg, Assistant Director, Settlement and Integration Policy Branch, IRCC
- Leesha Kanbour, Director of National Sector Engagement, AMSSA.

Sandhya Ghai provided an overview of GBA+, and offered the following comments:

- GBA+ explores how people of all genders experience policies and initiatives
- The + indicates that it goes beyond biological genders and explores additional socio-cultural differences such as race, culture, disability and other intersecting identity factors

- It is a framework that should be implemented at all stages of the policy and program design cycle
- The first step is to identify the context, and ask how people might be affected
- The second step is to reflect on the challenges and barriers that people may face at different levels of access
- Next is to gather the facts through researching and consulting
- Finally, ongoing monitoring and evaluation through a GBA+ lens
- GBA+ is an investment to improve and maximize efficiency and management, challenging inclusiveness.

During an ensuing question and answer session, the following comments were offered:

- GBA+ and EDI share the recognition that representation is essential for decision-making
- EDI focuses on the numbers, while GBA+ uses intersectional approaches that acknowledge that no group is homogenous
- GBA+ is less about the identity factor, and more about the systemic issues and cultural norms that create barriers for diverse identity factors
- Both EDI and GBA+ ensure that all individuals and groups are valued, respected, and supported in a culturally safe environment
- GBA+ is a foundational analytical process applied from a policy/program perspective to achieve objectives and better understand the inequalities experienced
- Settlement sector employees with diverse backgrounds naturally embed many GBA+ principles within their programs, and implementing GBA+ provides a more rigorous framework

- GBA+ is critical to understanding the nuances of the human experience
- Policymakers need to consider unique circumstances within populations
- The “plus” allows for work across organizations to address change more effectively
- Gender is not the only point of entry; understanding intersectionality is important
- Discrimination occurs across different intersections of identities and circumstances
- GBA+ provides the framework and tools to ensure program and policy design achieves the desired objectives
- GBA+ is a continuous improvement process that helps in evidence-based policymaking using diverse sources and information
- It fosters engagement with new perspectives and has led to more humble policymaking that is open to different ways of knowing and perspectives
- GBA+ has been embedded in the federal fiscal and budgeting process since 2019 and guides funding to allocate it where it will be used most effectively to target those who are most impacted
- Other federal departments have adopted GBA+ guidance, and there has been an increased focus on applying a GBA+ lens to policy-making across the board and policy continuum
- In the context of settlement programming, there is continued work towards the improvement of using GBA+ to understand the different experiences and outcomes of programs and policies
- A dedicated group is looking at this work and providing GBA+-informed data on settlement programming, which is used to design better policies
- GBA+ has been around for nearly 30 years and has undergone three federal audits
- Shortcomings still exist in implementing GBA+ effectively in policy and programming
- Disaggregated data can be a challenge, but it’s not always the goal - it’s about understanding the end game and having evidence to close gaps in policy and programming
- GBA+ must be implemented as an organization’s core competency, not just the responsibility of one specialized group
- Resources, time, and capacity are essential, and organizations must bolster their internal capacity to incorporate GBA+ into day-to-day work
- Monitoring and evaluation are critical to understanding gaps in capacity and other constraints that can prevent the integration of GBA+
- The National GBA+ Project is a collaborative initiative to enhance GBA+ capacity in the settlement and integration sector
- AMSSA is one of the umbrella organizations involved in this national project
- The aim is to co-create nationally by sharing best practices and ideas throughout the sector
- The primary objectives are to enhance sector capacity, build upon existing knowledge and initiatives, celebrate strengths within the sector, and address gaps and barriers in place

- The first step is to assess internally the pilot approaches before bringing an assessment and pilots to IRCC-funded settlement organizations tailored to the sector
- The approach will be flexible and not prescriptive
- Documentation and case studies are important to find what works where challenges are, to demonstrate that GBA+ tools result in change and that the fundamental needs of people are being addressed
- GBA+ needs to become a reflex embedded throughout an organization and activities instead of a siloed approach
- Collaboration will help to build that reflex. Asking continual questions on what works and what does not is key
- The Canada-wide project to implement GBA+ in the settlement sector will help to make it more mainstream
- Organizations can talk to each other, share best practices, and learn from one another, as well as through their clients. It is important that this work is done early, and often.

**VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

# TAKING CARE OF OURSELVES

IN A CONSTANTLY EVOLVING ENVIRONMENT

WE NEED TO NORMALIZE NOT FEELING WELL

SELF-CARE IS NOT A BAND-AID SOLUTION



SYMPTOMES CAUSED BY PATHOLOGICAL SYSTEMS

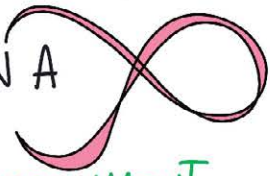
HOW OFTEN DO WE VALIDATE OUR EMOTIONS?



PUSHING BACK AGAINST HARMFUL NARRATIVES



SURVIVING IN A CONSTANTLY CHANGING ENVIRONMENT



OUR WORLD IS NOT SLOWING DOWN...

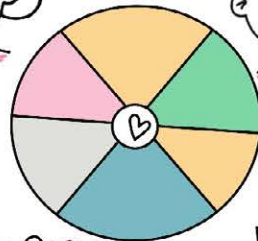


HAVING EMOTIONS IS HUMAN, NOT A LACK OF

PROFESSIONALISM



IT IS IMPORTANT TO BE ABLE TO IDENTIFY OUR EMOTIONS



WE LABEL OUR FEELINGS WITHOUT THINKING ABOUT WHAT IS HAPPENING INSIDE OF US



INSTEAD OF BEING RADICALLY HONEST ABOUT...

PERSONAL CARE!



AFFECTED

VS.

WEAKENED



**CONCURRENT SESSION****Self-care in Changing Environments (Hybrid)**

**Description: This session would be aimed at frontline workers who are experiencing burnout in an ever-changing settlement sector. The session will provide practical tips on how to engage in self-care and avoid burnout. It will help to decrease stigma and improve awareness regarding practitioner wellness through an intersectional feminist lens. It would outline how all self-care is political, revolutionary, and essential for surviving changing environments and creating change to better our environments.**

Jennifer Hollinshead, Founder and Clinical Director, Peak Resilience, reviewed a presentation titled “Self-care in Changing Environments”, and highlighted the following:

- Negative experiences are due to a pathological system, not an individual
  - Self-check-in and self-care are essential, especially in care and support-related industries
  - There is harm in labeling self-care as good or bad, and we need to challenge harmful ideas around self-care
  - Self-care can be a luxury for some, and it looks different for everyone
  - Long-term self-care is more challenging than short-term escapes, and the importance of self-compassion was emphasized
  - The first step in self-care is to be real, understand your abilities and effects on others, and recognize where the line is between being impacted and being impaired
- Discussion were asked to consider the following questions in discussion in the chat:
    - What self-care are you feeling shame around?
    - What self-care are you feeling proud of?
    - How can you connect to safe-enough people about self and community care?
    - What do you do if you need extra support?

During an ensuing question and answer session, the following comments were offered:

- Validate the emotion of disappointment and understand the limitations of what can and cannot be done
- Labelling coping strategies as “good” or “bad” can be harmful and lead to self-judgment
- All labels can have negative impacts
- All work towards self-care is an active resistance to harmful, oppressive, deadly systems
- Different communities experiencing self-care can shape the future of how people take care of themselves in general.

**VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

# 2021 CENSUS RESULTS

ON IMMIGRANTS & RECENT IMMIGRANTS IN BC & YUKON



**CENSUS DATA**  
AIMS TO COUNT  
EVERYONE IN THE  
COUNTRY  
EVERY 5 YEARS  
YEARS ENDING IN 1 & 6

**HIGH QUALITY DATA**  
THAT MATTERS  
TO CANADIANS

**ACCURATE  
OBJECTIVE  
UNBIASED**  
TO BE INTERPRETED

**INFORM  
POLICY &  
SERVICES**

**APPLY YOUR  
KNOWLEDGE**

**LEAD INNOVATIVE  
SOCIAL CHANGE**

**MORE THAN  
11,000  
TABULATIONS**  
AVAILABLE 24/7

**DATA IS AN ESSENTIAL TOOL** to UNDERSTAND  
HOW SOCIETY IS CHANGING

**TURN  
UNCERTAINTY  
into  
GREATER  
POSSIBILITY**

**STATCAN.GC.CA**

**FOLLOW THE  
NUMBERS,**

*you will* **START to GET ANSWERS**

**NUMBERS + IDEAS  
CONTEXT**

**CENSUS QUESTIONS  
PROVIDE  
COMPARABLE DATA  
OVER THE YEARS**

**carefully UPDATED**

**WITH CURRENT ISSUES & TRENDS**  
Eg. GENDER GAPS, VETERAN EXPERIENCE,  
MINORITY LANGUAGE

**WHAT  
ARE URGENT  
AREAS OF  
ACTION?**

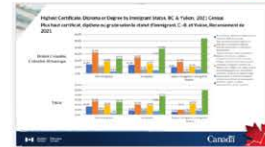
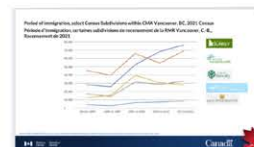
**WHERE  
ARE WE  
SUCCEEDING?**

**WHERE  
ARE THE  
GAPS?**

**WORTH NOTING...**

- \* **CUSTOMIZED DATA** IS AVAILABLE
- \* **STATISTICS CANADA** FOLLOWS STRICT **CONFIDENTIALITY** PROTOCOLS

**EXTRA INFORMATION**



## PLENARY SESSION

## 2021 Census Results on Immigrants &amp; Recent Immigrants in BC and Yukon

Francisco Luna, Statistics Canada, provided a presentation titled, “2021 Census Results On Immigrants and Recent Immigrants in British Columbia and Yukon,” and offered comments on the following:

- About Statistics Canada
- 2021 Census of Population
- Geography
- Population and percentage change, immigrant status, 2016 to 2021 in BC and Yukon
- Population and percentage change from 2016 to 2021, select CMAs and census agglomeration (CA) in BC and Yukon
- Immigrant and recent immigrant population, percentage change from 2016 to 2021, selected CMAs and CAs in BC and Yukon
- Immigrant population, BC and Yukon 2001, 2006, 2011, 2016, and 2021 Census.

Francisco Luna highlighted findings from the 2021 Census pertaining to BC and Yukon, including:

- Select CMA and CA Population by immigrant status
- Number of immigrants by period of immigration
- Immigrant population by period of immigration select CMA and CA
- Immigrant population and recent immigrant population select municipalities within CMA Vancouver
- Immigrant and recent immigrant population: top five municipalities in CMA Vancouver
- Period of immigration select census subdivision within CMA Vancouver BC

- Immigrant and recent immigrant population, Whitehorse City and Whitehorse CAs, Yukon
- Period of immigrant Whitehorse City, Yukon
- Top five places of birth, immigrant, and recent immigrant population
- Immigrant and recent immigrant population, top three places of birth, select CMAs, and CAs
- Distribution of recent immigrants by board age groups, selected CMAs and CAs
- Admission category and applicant type for the immigrant and recent immigrant population who were admitted between 1980 and 2021
- Pre-admission experience for the immigrant and recent immigrant population who were admitted between 1980 and 2021
- Recent immigrants, mother tongue responses, selected CMAs and CAs
  - Top three non-official languages spoken most often at home
- Highest certificate, diploma, or degree by immigrant status
  - Top three fields of study, immigrant status, population 15 years and over
- Labour force status, immigrant status, population aged 15 years and over in private household
- Recent immigrants, labour force statistics in select CMAs and CAs
  - Top three industries
  - Top three occupations by immigrant status and in select CMAs and CAs
- Median total income in 2020 by immigrant status, income recipients aged 15 years and over in private households

- Prevalence of low income based on the low-income measure, after tax, by immigration status, person in private households in occupied private dwellings
- Finding 2021 Census data on the Statistics Canada website.

During an ensuing question and answer session, the following comments were offered:

- Statistics Canada ensures equity in collecting data by offering official forms in English, French, and other languages
- Translation services are provided to assist with the Census and other needs
- Statistics Canada aims to foster inclusivity and encourages all individuals to seek assistance if needed
- The Census questionnaire offers multiple options for completion, including online assistance and translations in various languages
- Telephone-assisted interviewers and field assistants are also available for those who prefer in-person assistance
- The Census questions are modified over time to reflect new issues and societal changes while also maintaining comparability with older versions
- There is a definition book available to aid in the interpretation and use of data
- The approach is conservative, balancing comparability with the need to keep up with society's changes
- There have been adjustments to the questions related to gender and veteran status in the 2021 Census
  - Other questions may have been modified or added
- Valuable data products are available from the 2021 Census, including the Census Profile
- The Census Profile provides data related to the income of new immigrants who have moved to Canada between 2016 and 2021
  - Information about the geographic and economic aspects of newcomers, as well as their cultural diversity, is also available
- The Indigenous populations' profile provides detailed demographic information, including Indigenous identity, history, and socioeconomic diversity of Indigenous populations
- Visit the website to explore these resources and learn more about the growth of the populations you are interested in
- In relation to highlighting poverty in young children, it is crucial to consider the social and financial factors that contribute to the situation
  - Statistics Canada cannot provide a definitive comment due to the complexity of the issue, but interesting facts about income have been gathered
- The low-income measure after tax is an official threshold used to determine poverty status
  - Further investigation could be done in this direction to address the issue
  - To better understand how Statistics Canada defines low income and its relation to poverty for 0-5-year-olds, visit the website for more information and definitions
- The low-income measure is determined using different measurements
  - Visit the website for more information

- Census profiles and metadata can help understand the data
- Definitions for different measurements of low income can be found in the notes section
  - Choose the most appropriate option based on your needs
- The credential recognition process can be slow and expensive for recent immigrants
- It is unclear whether recent immigrants stay within their fields
- Resources are available for those who obtained their education abroad and are looking to work in the same occupation in Canada
  - Further research is needed to provide a more comprehensive answer
- National Data Strategy Framework exists for the Federal Public Service
- SPOs can obtain needed data through microdata files or research data center
- Microdata files are publicly available
- The Research Data Centre allows access to microdata, survey, and program data
  - These options are available to the general public and can help find and access needed data

- Statistics Canada and BC Statistics collaborate closely to share resources
  - Information flows in both directions between Statistics Canada and BC Statistics
  - They work together to exchange important data
  - They are committed to forming statistical alliances of the highest quality with all provinces and territories
  - They can achieve greater success in their shared goals through partnerships with specific agencies.

Delegates were informed that the resources showcased in the presentation can be accessed through the hyperlinks provided on each slide. These hyperlinks lead to the datasets used in the presentation.

#### **VIEW FULL SESSION RECORDING HERE**

<https://www.amssa.org/fall-2023-ircc-bcy-summit-sommet-dircc-de-la-c-b-et-du-yukon-2023/>

## AMSSA Closing

Katie Crocker invited South African singer Maju Maju and the Ukrainian choir to perform at the Summit's closing.

The September 26-27, 2023, IRCC BC-Yukon Summit: *Collectively Envisioning the Future of Settlement and Integration* concluded on September 27, 2023, at approximately 4:05 p.m.

# Appendices

The following items are helpful references.

## **APPENDIX 1: SUMMIT PROGRAM**

You can view the full Summit Program online [here](#).  
The Summit Agenda is also outlined on pages 61 & 62.

## **APPENDIX 2: LIST OF ACRONYMS**

Detailed on page 63.

## APPENDIX 1 AGENDA DAY 1

● Keynote/Welcome Session   ● Plenary Session   ● In-Person Only Session   ● Online Session

8:30 AM – 9:30 AM	<b>AMSSA and IRCC Opening Remarks &amp; Indigenous Welcome</b> Katie Crocker & Sabrina Dumitra, <i>AMSSA</i> - Anastasia Chyz-LeSage, <i>IRCC</i> - Mary Point	Grand Ballroom B&C
9:40 AM – 10:55 AM	<b>Fostering Relationships Between Newcomer Serving Organizations &amp; Indigenous Organizations</b> Norm Leech, <i>Frog Hollow Neighbourhood House</i> - Mary Point - Sharon Jinkerson-Brass	Grand Ballroom B&C
10:55 AM – 11:30 AM	Break & Networking	
11:30 AM – 12:30 PM	<b>Evolving Context of Settlement Services</b> Anastasia Chyz-LeSage, <i>IRCC</i>	Grand Ballroom B&C
12:30 PM – 1:45 PM	Lunch & Networking	
1:45 PM – 3:05 PM	<b>Exploring Accessibility for Inclusive Services and Programming</b> Adrienne Fitch, <i>Disability Foundation</i> - Nigel Scott, <i>Vancouver Community College</i>	In-Person Fraser
	<b>Unpacking Anti-Racism and Working Toward Equity in the Settlement and Integration Sector</b> Leanne Hodaly & Jared Soanes, <i>IRCC</i> - Jennifer Reddy	In-Person Grand Ballroom A
	<b>Hybrid Service Delivery: Digital Transformation in the Settlement and Integration Sector</b> Cansu Ekmekcioglu, <i>University of Toronto</i> - Manjeet Dhiman, <i>ACCES Employment</i> - Jim Brennan	Online
	<b>Recognizing and Accommodating Challenging Behaviours in an EAL Classroom</b> Jessica Leslie, <i>ISANS</i> - Azza Daba, <i>Consultant</i>	Online
3:05 PM – 3:35 PM	Break & Networking	
3:35 PM – 4:50 PM	<b>Insights on Data and Reports from the IRCC Outcomes Analysis Unit</b> Jeslyn Thibedeau, <i>IRCC</i>	Grand Ballroom B&C
4:50 PM – 5:00 PM	<b>AMSSA Closing Remarks</b> Katie Crocker, <i>AMSSA</i>	Grand Ballroom B&C



## APPENDIX 1 AGENDA DAY 2

● Keynote/Welcome Session   ● Plenary Session   ● In-Person Only Session   ● Online Session

8:30 AM – 9:30 AM	<b>Keynote Address: Think Better - How to Train Your Brain</b> Dr. Shahana Alibhai	Grand Ballroom B&C
9:40 AM – 11:10 AM	<b>Labour Market Outlook 2021-2030</b> Matt Ayres, <i>Ministry of Post-Secondary Education and Future Skills</i>	Grand Ballroom B&C
11:10 AM – 11:50 AM	Break & Networking	
11:50 AM – 1:05 PM	<b>Bridging Collaboration Strategies and Best Practices within the Settlement Sector and the Private Sector</b> Zara Esmail, <i>Vantage Point</i> - Laura Guzman & Najib Raie, <i>Primacorp</i>	In-Person Fraser Room
	<b>Using Research to Inform Programming and Key Priorities</b> Hongxia Shan, Suzanne Huot & Vince Hopkins, <i>UBC Centre for Migration Studies</i>	In-Person Grand Ballroom A
	<b>Enhancing Gender Based Analysis Plus in the Settlement Sector</b> Natasha Beg, <i>IRCC</i> - Sandhya Ghai - Denise Gareau, <i>Women and Gender Equality (WAGE) Canada</i> - Leesha Kanbour, <i>AMSSA</i>	Online
	<b>Self-care in Changing Environments</b> Jennifer Hollinshead, <i>Peak Resilience</i>	Online
1:05 PM – 2:20 PM	Lunch & Networking	
2:20 PM – 3:45 PM	<b>2021 Census Results on Immigrants &amp; Recent Immigrants in BC and Yukon</b> Francisco Luna, <i>Statistics Canada</i>	Grand Ballroom B&C
3:45 PM – 4:00 PM	<b>AMSSA Closing Remarks</b> Katie Crocker, <i>AMSSA</i>	Grand Ballroom B&C

## APPENDIX 2

# List of Acronyms

The following acronyms are used in these notes:

**AI** Artificial Intelligence

**AMSSA** Affiliation of Multicultural Societies & Service Agencies

**ARPIO** Annual Report on Project Implementation & Outcomes

**ASL** American Sign Language

**BIPOC** Black, Indigenous, and People of Colour

**CA** Census agglomeration

**CFP** Call for Proposal

**CMA** Census metropolitan areas

**EDI** Equity, diversion and inclusion

**HR** Human Resources

**IRCC** Immigration, Refugee and Citizenship Canada

**IT** Information Technology

**LFS** Labour Force Survey

**LINC** Language Instruction for Newcomers to Canada

**LIP** Local Immigration Partnership

**MMIWG** Missing and Murdered Indigenous Women and Girls

**NOS** Newcomer Outcomes Survey

**PWD** Person with Disability

**RAP** Resettlement Assistance Program

**SEPH** Survey of Employment, Payroll and Hours

**SPO** Service Provider Organization

**SWIS** Settlement Workers in Schools

**TFW** Temporary foreign worker

**TRC** Truth and Reconciliation Commission

**UNDRIP** United Nations Declaration on the Rights of Indigenous People

## Connect with AMSSA

4445 Norfolk Street, Burnaby, BC V5G 0A7

604-718-2780 | 1-888-355-5560

[amssa@amssa.org](mailto:amssa@amssa.org) | [amssa.org](http://amssa.org)

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