

Leeds & Grenville Diversity Day 2018 & Immigration Portal Launch

SUMMARY REPORT

PREPARED BY: ST. LAWRENCE-RIDEAU IMMIGRATION PARTNERSHIP



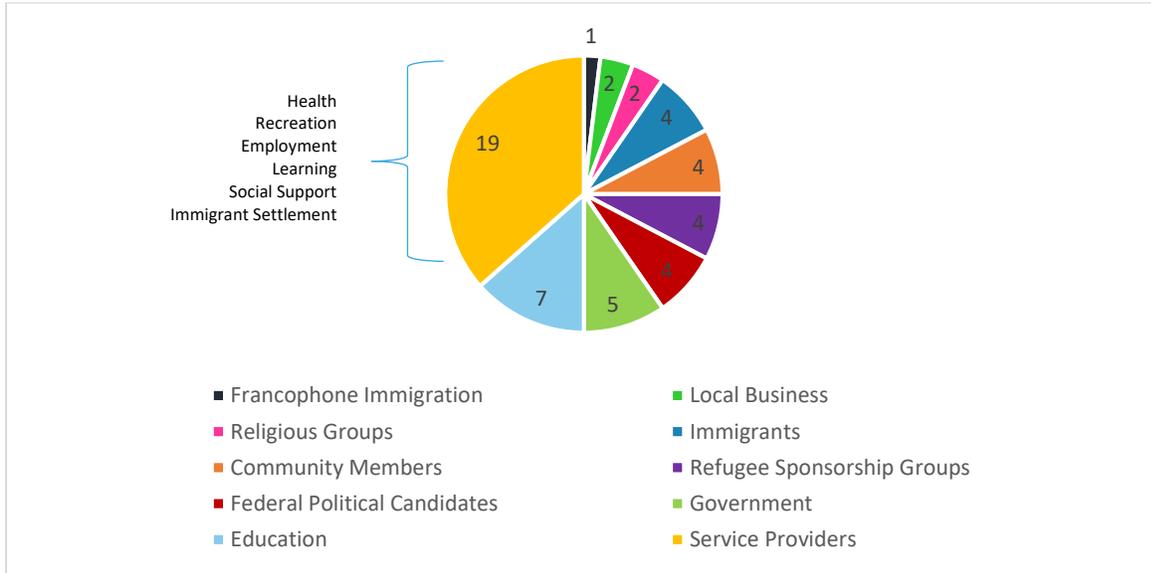
Event Description

On November 28th 2018, Leeds & Grenville Diversity Day 2018 and Immigration Portal Launch was hosted by the St. Lawrence-Rideau Immigration Partnership and City of Brockville at Maplehurst Manor in Maitland. This was the fourth Diversity Day hosted by the Immigration Partnership and the City. Fifty-five participants attended the event that was comprised of four sections:

1. Marc-André Ranger, Immetis Immigration Law: Overview of Immigration Pathways to Canada
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<https://immetis.com/canada-visa/>
2. Express Entry Activity: Three hypothetical profiles were entered into the Express Entry eligibility test to determine what skills, language, work experience, education etc. were required to be successful for the Express Entry visa program. The eligibility test can be found here: www.canada.ca/en/immigration-refugees-citizenship/services/come-canada-tool-immigration-express-entry.html.
3. Immigrant Settlement Scenarios (Group Discussions): Using real life scenarios provided to the Immigration Partnership prior to Diversity Day, each table of participants was presented with two scenarios that related to newcomers settling in Leeds and Grenville and/or service providers supporting them. Solutions were discussed at each table, and presented to all event participants via brief presentations. Please see pages 2-16 for a summary of each scenario.
4. Immigration Portal Launch: Jason Dias from MDB Insight, consultant and lead of the Immigration Portal revisions, presented the new Leeds and Grenville Immigration Portal to participants, showcasing some of the changes and ease of access now available to users. The new portal can be found here: www.leedsgrenvilleimmigration.ca

Participants

A variety of stakeholders and partners participated in Leeds & Grenville Diversity Day 2018 and Immigration Portal Launch. A full attendee list can be found in Appendix A.



Evaluation

All participants were asked to complete an event evaluation. The following is a summary of the key results.



Of survey respondent indicated that the event was excellent or very good.

Participants were most interested in:



Immigration Pathways to Canada Presentation



Express Entry Exercise



Immigrant Settlement Scenario Discussions

Participants indicated that they would like to see the following topics, activities or speakers at future Diversity Day events:

Topics:

- Solutions to the cultural clash of integrating into Canada
- Employment issues and solutions
- Refugee support information
- Stories from employers who were successful at integrating newcomers
- How to teach intercultural intelligence
- How to deal with conflict
- How to integrate newcomers into the school system
- How newcomers can sponsor their families to Canada
- How to increase immigration to the area

Activities:

- Exercises dealing with cultural understanding
- Workshop on how to teach anti-bias and intercultural intelligence
- Have representatives from different local organizations that support newcomers come speak about how they can be of service

Speakers:

- More newcomers (including immigrant entrepreneurs, refugees and youth)

Immigrant Settlement Scenarios – Group Discussions

Prior to the event, community newcomers and service providers shared real-life immigrant focused scenarios with the Immigration Partnership. These scenarios were divided amongst the tables of Diversity Day participants. Participants were asked to discuss the nature of each scenario or challenge, and come up with solutions to each. Solutions were shared with all event participants via short presentations. The following tables highlight each scenario and present resources that may be helpful in overcoming each challenge.

INTERNATIONAL STUDENT AND HOMESTAY PARENTS		
Scenario	You and your spouse are hosting an international student from Brazil who has always lived in a large city. They are 17 years old, very out-going, and have strong English language skills. The student seems unhappy and bored, and complains constantly that there is nothing to do in their new small town. They refuse to engage in any local activities. You want the student to feel engaged and happy.	
What is the nature of the problem?	Typical teenage problems (Hard to find friends/feeling isolated) Do they have sufficient connectivity to back home? Why aren't they engaging, if they are outgoing etc.	
Potential Solutions	Encourage membership in groups. If the thing you want to do isn't there, you have to start/create it. Investigate travel options, where are you able to access in your community. Find local cultural connections to back home (through Facebook, etc.). Tap into the persons' passion, what is it that gets them excited? If a shorter visit, perhaps step up as a host to provide more opportunity for fun experiences, trying new things, etc. Easier to step outside your comfort zone if your comfort zone feels secure. Eg. Build cultural connection if possible, before pushing for outside connections Meet them where they are as a starting point. Engage them as experts. Can they teach you how to cook a dish, or speak their language?	
Helpful Resources	Canada Homestay Network	www.canadahomestaynetwork.ca
	Upper Canada Leger Centre – International Education	www.uclc.ca
	Catholic District School Board of Eastern Ontario – International Education	www.internationaleducation.cdsbeo.on.ca
	Leeds and Grenville Immigration Portal – Connecting with the Community	www.leedsgrenvilleimmigration.ca/daily-living/#connecting

INTERNATIONAL STUDENT AND EMPLOYMENT

Scenario	<p>You are a local employer who has recently hired an international student from St. Lawrence College in Brockville. As you are completing their new hire paperwork, you notice they've brought two visas with them. One is a work permit that says they're only permitted to work in a job that is related to their field of study (which you are not). The other is their study visa that says they can work up to 20 hours a week on or off campus. You want to hire them, but are confused about the visas and whether the student is able to legally work for you.</p>	
What is the nature of the problem?	<p>Understanding which visa is applicable in this circumstance-both? One or the other? What are the legal implications? What is the employer's due diligence?</p>	
Potential Solutions	<p>Might not consider this applicant because of the added work to resolve the confusion of hiring this individual, look to another applicant Call immigration lawyer Seek out available government resources to understand the situation-what tools exist to understand the hiring process?</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership Immetis Immigration Law St. Lawrence College- International Department</p>	<p>Diversity.matters@eecentre.com https://immetis.com/ www.stlawrencecollege.ca/audience-menu/international-students/</p>

NEWCOMER FAMILY AND LANDLORD

Scenario	<p>As a newcomer to Leeds and Grenville, one of your first tasks is to find accommodation for you and your family. You are a visible minority and speak excellent English. Your children are young, and you would like to find a home that is safe, quiet, and of course, priced within your limited budget. You show up to a couple of apartment viewings, and after a few minutes with each owner, you are told that the apartments are not suitable for your needs, when in fact, you like the apartments and are interested in renting. You are confused about the reactions of the property owners, and are getting desperate to find a place to live.</p>	
What is the nature of the problem?	<p>Discrimination Misinformation, lack of information etc. that can affect landlord's willingness to take the risk</p>	
Potential Solutions	<p>Contact ombudsman, OHRC- though it's likely to cause long-term tension Reach out to LIP for refugee-friendly landlords Bring a guarantor to future appointments Go through a rental broker? Try to reach out through local networks (word of mouth) through community groups or local ethnic associations, faith communities, making sure that the lines of communication are open to these groups. Figure out what the landlord's fears are (too many people in the apartment, etc.) and assuage their fears. Storytelling around what they want and how they envision their new lives</p>	
Helpful Resources	<p>Ontario Human Rights Commission</p> <p>Refugees for Brockville</p> <p>St. Lawrence – Rideau Immigration Partnership</p>	<p>www.ohrc.on.ca</p> <p>Jackie Schoemaker Holmes 613.213.1032 jscholmes@gmail.com</p> <p>diversity.matters@eecentre.com</p>

NEWCOMER AND LANDLORD

Scenario	<p>You are a local landlord renting to a family of new immigrants, and you have asked them to pay their monthly rent using post-dated cheques or e-transfers. They've refused, insisting on cash only, but you can't come to the apartment every month to collect as you're often travelling for work. You would like to keep the family as tenants, but are unsure how reliable their payments will be.</p>	
What is the nature of the problem?	<p>Banking literacy is knowledge of the banking system. Do they have a SIN? A bank account? Communication/language barrier/cultural/literacy. Technology issue re: e-transfer</p>	
Potential Solutions	<p>Go to LIP for service/assistance Find out why they don't have/have post-dated cheques/e-transfer Have someone else pick up rent monthly Communication through interpreter/someone who can find out what's going on Pay in advance if possible instead of monthly Help set up bank account if necessary Computer set-up</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership Global Affairs – Country Insights Cultural Crossing Guide</p>	<p>Diversity.matters@eecentre.com www.international.gc.ca/cil-cai/country_insights-apercus_pays/countryinsights-apercusays.aspx?lang=eng http://guide.culturecrossing.net/index.php</p>

IMMIGRANT AND SOCIAL ISOLATION

Scenario	<p>You are a 70 year old newcomer to Canada who has recently moved to Brockville upon recommendation of your son who is currently residing there. After a few months of your arrival to Brockville, your son obtains a new job in Toronto which results in him and his family moving. He feels strongly that Brockville is a better place for you to live because it is smaller, safer, and less expensive than Toronto. Although you will miss your family when they move to Toronto, you decide to stay in Brockville. You start to feel lonely and isolated. You struggle with the public transit system because it takes so long to get anywhere, and you find waiting for the bus in the winter very uncomfortable. You want to make your son happy by staying in Brockville, but you are finding yourself to be unhappy.</p>	
What is the nature of the problem?	<p>Isolation Economic resources Lack of connections, and no support system Potential mental health issues</p>	
Potential Solutions	<p>Join the newcomers club, the YMCA, faith groups, seniors club, Sheppard Centre, CPHC, library, the Legion, Volunteer Centre, or other groups Child should ensure mom is connected to mental health services, that they're connected to her doctor, that the doctors have all the info available for referral. Should also connect his mom to the LIP and see if his employer/other employees can make any referrals for his mom Leave pamphlets in seniors buildings Lobby for better transportation systems</p>	
Helpful Resources	<p>Brockville Newcomers Club YMCA of Brockville & Area Leeds and Grenville Immigration Portal Fifty Plus Brockville Community & Primary Health Care (CPHC) Volunteer Centre of St. Lawrence-Rideau T.R. Leger Immigrant Services</p>	<p>www.brockvillenewcomersclub.com www.brockvilley.com www.leedsgrenvilleimmigration.ca/daily-living/ www.fiftyplusbrockville.ca www.cphcare.ca www.volunteercentre.ca www.trimmigrantservices.ca</p>

NEWCOMER AND VOLUNTEERING

<p>Scenario</p>	<p>You are a job coach at a local employment agency and you are assisting a newcomer who has been living in Leeds and Grenville for a few months. After taking some time to get settled and acquire things such as a SIN card, driver’s license, and health card, your client feels they are ready to find a job. You recognize that since your client doesn’t have any Canadian work experience, or contacts in the area, it may be challenging for them to find work immediately. After receiving negative responses to a few jobs they recently applied to, you start to look at other pathways that will help with them secure employment. You suggest volunteering as a potential option. Your client is unfamiliar with volunteering, because as they explain to you, in their home country, organizations and communities rely only on paid staff. It is unheard of to ask someone to work without financial compensation. They are hesitant to volunteer, but want to find a job in the next few weeks.</p>	
<p>What is the nature of the problem?</p>	<p>Canadian work history issue from employer perspective Cultural awareness Accent vs. English perspective Need income vs. desired sector experience Time</p>	
<p>Potential Solutions</p>	<p>Coach employer re: cultural awareness Wage subsidies Job trials- via employment organization Celebrate employers who are hiring newcomers Employers learn from other employers who have hired newcomers Survival job Eg. Tim Horton’s that pays, and look to volunteer to build connection in the sector they want to work in.</p>	
<p>Helpful Resources</p>	<p>Volunteer Centre of St. Lawrence-Rideau Employment + Education Centre CSE Consulting KEYS Job Centre T.R. Leger Immigrant Services</p>	<p>www.volunteercentre.ca www.eecentre.com www.cseconsulting.com www.keys.ca www.trimmigrantservices.ca</p>

NEWCOMER AND EMPLOYMENT

Scenario	You work for a local employment agency, and have recently started supporting a newcomer in their job search. After a couple of appointments, you learn that your client is not willing to work with people of the opposite gender who are not their relatives. You know this will likely cause obvious challenges to the client finding any sort of work.	
What is the nature of the problem?	Cultural or religious issue Very limiting at first blush	
Potential Solutions	<p>Consult LIP re: like issues to assist</p> <p>Education about nature of work in Canada</p> <p>Negotiation with employer</p> <p>Find out more about the issue</p> <p>Bring family member to help</p> <p>Find like-culture business owners for employment or to network with</p> <p>If it is possible, have male only or female only clients/contact</p> <p>Find out how it was addressed in newcomer's country</p> <p>Work from home if possible</p> <p>Resources to commute to larger centres</p> <p>Reach out to other agencies; even to other employers</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership</p> <p>Employment + Education Centre</p> <p>CSE Consulting</p> <p>KEYS Job Centre</p> <p>T.R. Leger Immigrant Services</p>	<p>Diversity.matters@eecentre.com</p> <p>www.eecentre.com</p> <p>www.cseconsulting.com</p> <p>www.keys.ca</p> <p>www.trimmigrantservices.ca</p>

NEWCOMER AND LANGUAGE

<p>Scenario</p>	<p>You are a Leeds and Grenville newcomer who wants to study English. You try to study online independently at night through YouTube, but realize that you need more structure, instruction, and interaction with a teacher and other students. You want to become a Canadian Citizen and know that this hinges on your language skills. You would like to have another job and educational opportunities, but are forced to work at an unskilled level because your English is rudimentary. Recently, you hoped to adjust your work hours to permit attending classes at T.R. Leger, but your employer did not permit this schedule change. You cannot afford to reduce your hours and still support your family. Your English level is not high enough to allow you study independently online through the LINC* Home Study program.</p> <p>*LINC (Language Instruction for Newcomers to Canada) is a Language instruction program funded by Immigration Refugees Citizenship Canada.</p>	
<p>What is the nature of the problem?</p>	<p>Services required are not available outside of his work schedule Probably unable to afford tutoring/classes Potentially, employer lacks awareness of the impacts of this person improving language skills</p>	
<p>Potential Solutions</p>	<p>Peer-to-peer/volunteer tutors Attending programs at community centre, library, etc. Some colleges have volunteer based body language programs Volunteering in the community for immersion learning opportunities Education/awareness for the employer to understand the social determinants of health and the impact on productivity, etc.</p>	
<p>Helpful Resources</p>	<p>St. Lawrence-Rideau Immigration Partnership T.R. Leger Immigrant Services St. Lawrence College Volunteer Centre of St. Lawrence-Rideau Brockville Public Library</p>	<p>Diversity.matters@eecentre.com www.trimmigrantservices.ca www.stlawrencecollege.ca www.volunteercentre.ca www.brockvillelibrary.ca/</p>

EMPLOYER AND HIRING IMMIGRANTS

Scenario	You are a local employer who is interested in hiring immigrant staff. You have heard from other local employers that their immigrant staff are very dedicated, reliable, and hard-working. You don't know whether you want to hire from abroad, or try to find immigrants who are already living in Canada or Leeds and Grenville. You have no idea where to begin, but you need staff to be trained and read-to-go in the next 2 months.	
What is the nature of the problem?	Lack of knowledge of where to go for information and assistance Needs workers in short order	
Potential Solutions	Direct to LIP, Employment Ontario Providers, Service Canada-maybe. Might not be so useful given timeframe for needing employees. Needs local access to workers. Start at the local level Doesn't believe he could get skilled workers from abroad in that time. Immetis Law says this is possible, send to them! Do the employees need to come trained? Who pays during the training period? Connect to incentives with EO programs Place job ads on website Tap into International Experience Program Check into unions and association specific to the type of worker needed	
Helpful Resources	St. Lawrence-Rideau Immigration Partnership T.R. Leger Immigrant Services Immetis Immigration Law Employment Ontario Service Canada Employment + Education Centre CSE Consulting KEYS Job Centre	Diversity.matters@eecentre.com www.trlimmigrantservices.ca https://immetis.com/ www.ontario.ca/page/employment-ontario www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html www.eecentre.com www.cseconsulting.com www.keys.ca

NEWCOMER AND HEALTHCARE

Scenario	<p>You are a member of a refugee sponsorship group, and are assisting a newcomer family settle into the area. The wife has said she would like to see a doctor, and the only doctors currently accepting patients are male. She refuses to become a patient with either of the doctors. She has an underlying condition that needs to be managed or it could cause her serious health problems in the future.</p>	
What is the nature of the problem?	<p>Cultural sensitivity/issue with seeing a male doctor</p>	
Potential Solutions	<p>Tap into networks, members of sponsorship committee with a female doctor, get the wife in there Travel to another community Problem solve-can she see a male doctor if her husband or someone accompanies her? Even if she's connected to a female GP, referrals, specialists etc., she may eventually encounter a male healthcare professional Walk-in clinic if female staffed</p>	
Helpful Resources	<p>Refugees for Brockville</p> <p>Leeds, Grenville & Lanark Health Unit</p>	<p>Jackie Schoemaker Holmes 613.213.1032 jscholmes@gmail.com</p> <p>https://healthunit.org/</p>

NEWCOMER AND EMPLOYMENT

Scenario	You work for a local employment agency and are assisting a newcomer client from Syria who speaks very little English. They have been in Canada for 6 months and would like to find employment in the Brockville area. The client’s lack of English skills is creating barriers to finding employment – mostly because employers aren’t able to provide them with sufficient training on the job, particularly with regards to Health and Safety issues. They need to find work soon in order to support their family.	
What is the nature of the problem?	Need work, language lacking English communication skills Lacking Canadian work experience to get an employer to hire them Status-work permits required or not? Lack of safety knowledge	
Potential Solutions	Interpreter to find out background Refer them to TR Leger Immigration Services or LINC (Language Instruction for Newcomers to Canada) language to improve skills Refer to Ontario Works for immediate income support if required Refer to Volunteer Centre to network, increase skills to segue to employment Provide WHMIS + 4Step in their language or with assistance of interpreter to ensure comprehension Looking at possible entry level survival positions like production, cleaning, restaurant kitchen prep, or tech assistance (if they have the skills) to gain Canadian experience Referral to WES (World Education Services) organization for possible credential recognition Bridging program	
Helpful Resources	St. Lawrence-Rideau Immigration Partnership T.R. Leger Immigrant Services Employment Ontario Employment + Education Centre CSE Consulting KEYS Job Centre Volunteer Centre of St. Lawrence-Rideau Ontario Works World Education Services	Diversity.matters@eecentre.com www.trlimmigrantservices.ca www.ontario.ca/page/employment-ontario www.eecentre.com www.cseconsulting.com www.keys.ca www.volunteercentre.ca www.mcscs.gov.on.ca/en/mcscs/programs/social/ow/ www.wes.org/ca/

NEWCOMER AND ENTREPRENEURSHIP

Scenario	<p>You are an immigrant who has been living in Leeds and Grenville for 4 years. You have a university degree in Economics, 5 years of related work experience from your home country, and speak excellent English. Since you arrived to Leeds and Grenville, you have been struggling to find meaningful work, and are now contemplating starting your own business. You are somewhat familiar with the process involved with starting a business in your home country, but are lacking in knowledge of what to do in Leeds and Grenville. In addition, since you have been working 'survival jobs' since you arrived to the area, you don't have any money to start a business.</p>	
What is the nature of the problem?	<p>Knowledge of process to start Finding funding</p>	
Potential Solutions	<p>Leeds Grenville Small Business Enterprise Centre Grenville Community Futures Development Corporation Search for funding to assist with the start-up. Business registering, WSIB, CRA Economic Development in the township Mentorship through Employment + Education Centre or KEYS Connect with LIP Partners Network with others from community/culture to assess and determine what they did for assistance</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership</p> <p>Leeds Grenville Small Business Enterprise Centre</p> <p>Grenville Community Futures Development Corporation</p> <p>Canada: Starting a Business</p> <p>Employment + Education Centre</p> <p>CSE Consulting</p> <p>KEYS Job Centre</p>	<p>Diversity.matters@eecentre.com</p> <p>www.lgsbec.com/</p> <p>www.grenvillecfdc.com/</p> <p>www.canada.ca/en/services/business/start.html</p> <p>www.eecentre.com</p> <p>www.cseconsulting.com</p> <p>www.keys.ca</p>

NEWCOMER AND THE WORKPLACE

Scenario	<p>You are a newcomer who has just been hired by a local organization. This is your first job since arriving to Canada 6 months ago. You speak excellent English and come to the job with a strong and relevant skill-set. You have moved from a country where a hierarchical workplace is the norm. It is rare for front-line staff or junior managers to ever speak to the boss. When they do, it is upon the request of the boss. A few weeks pass and the organization's boss calls you to their office wanting to know why you haven't been communicating to them about your work. They are confused and offended as to why you are not sharing your progress and challenges. In turn, you are also confused as to why your boss expects this level of communication with you. In your home country, this would be completely inappropriate behavior. You want to keep your job and make a good impression on your employer.</p>	
What is the nature of the problem?	<p>Cultural differences Not in-depth enough orientation/onboarding</p>	
Potential Solutions	<p>Train the newcomer through HR/community Find an advocate Try and open communication Heighten awareness of cultural differences Help create agency and peer group awareness</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership T.R. Leger Immigrant Services</p>	<p>Diversity.matters@eecentre.com www.trimmigrantservices.ca</p>

SERVICE PROVIDER AND INTERCULTURAL COMMUNICATION

Scenario	<p>You are the manager for a local service provider that offers family-related support services. You and your staff work directly with clients on a daily basis. Over the past 4 months, there has been a significant increase in the number of newcomer clients accessing your services. These clients come from a wide range of backgrounds. To ensure you are providing them with the most effective and culturally appropriate services, you want you and your staff to become more competent in inter-cultural communications.</p>	
What is the nature of the problem?	<p>Cultural awareness Cultural Resources</p>	
Potential Solutions	<p>Training Communication skills Long-term planning Identify resources, needs, and training Connect with LIP</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership</p> <p>T.R. Leger Immigrant Services</p> <p>Skills You Need: Intercultural Communication</p>	<p>Diversity.matters@ecentre.com</p> <p>www.trlimmigrantservices.ca</p> <p>www.skillsyouneed.com/ips/intercultural-communication.html</p>

NEWCOMER AND EDUCATION

Scenario	<p>You are a parent in a devout religious newcomer family who has recently arrived to a community in Leeds and Grenville. You have become concerned about the things your children are telling you regarding their ESL teacher's comments at school about their religion. You become suspicious that the children are being pitted against the cultural/religious values of your family. You become concerned about your children continuing to attend this particular school.</p>	
What is the nature of the problem?	<p>Misunderstanding Confusion Language barrier, lack of cultural awareness, religious or racial biases</p>	
Potential Solutions	<p>Talk to the teacher, communication, openness, common ground between people, willingness to learn</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership</p> <p>Upper Canada Leger Centre – International Education</p> <p>Catholic District School Board of Eastern Ontario – International Education</p>	<p>Diversity.matters@eecentre.com</p> <p>www.uclc.ca</p> <p>www.internationaleducation.cdsbeo.on.ca</p>

IMMIGRATION MYTHS

Scenario	<p>You are attending a work related event and during a networking break, begin chatting with a colleague from another local organization. Your relationship with this person is quite new, and you know they are a well-respected person in the community. After a few minutes, the individual begins to explain their perspectives on the arrival of new immigrants to the area. They are not supportive of this trend, nor the resources being spent on assisting immigrants. You are of a different mind-set; being a front-line supporter of these newcomers, having newcomer friends, and being a supporter of Canada’s pro-immigration position. You want build your work relationship with this individual, while at the same time correcting some of the negative immigration myths they are mentioning.</p>	
What is the nature of the problem?	<p>Fear Racism Ignorance Intolerance</p>	
Potential Solutions	<p>Explore their view more and then help inform them about the benefits of immigration</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership</p> <p>T.R. Leger Immigrant Services</p> <p>Skills You Need: Intercultural Communication</p> <p>Myths and misconceptions about refugees and immigrants in Canada</p>	<p>Diversity.matters@ecentre.com</p> <p>www.trlimmigrantservices.ca</p> <p>www.skillsyouneed.com/ips/intercultural-communication.html</p> <p>https://ccrweb.ca/en/facing-facts-myths-and-misconceptions-about-refugees-and-immigrants-canada</p>

NEWCOMERS AND THE WORKPLACE

Scenario	<p>You work for a local employment agency and are helping a number of newcomer clients to find work. Upon following-up with employers of the clients, you learn that the clients are not respecting the workplace rules surrounding punctuality. Speaking to some of the newcomers on this challenge, they express that in their home countries, arriving and leaving work is based on their schedule, not the employers'. For example, they are used to taking care of all family responsibilities before arriving to work. Showing up late is 'the norm' and there are no negative repercussions. Arriving late to work is not seen as a sign of disrespect or being lazy or disorganized. Due to this approach regarding punctuality, the newcomer clients are not able to secure employment in Canada.</p>	
What is the nature of the problem?	<p>Cultural differences Language barrier</p>	
Potential Solutions	<p>Educate both the employee and employer Find out if anyone in the business understands their culture Be sure the employee understand the consequences</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership Employment + Education Centre CSE Consulting KEYS Job Centre T.R. Leger Immigrant Services</p>	<p>Diversity.matters@eecentre.com www.eecentre.com www.cseconsulting.com www.keys.ca www.trimmigrantservices.ca</p>

IMMIGRATION NEGATIVITY

Scenario	<p>You are a local first-line responder who has been called to a car accident. After a quick assessment of the accident, you notice that one of the individuals involved in the accident does not speak English, and has a very evident fear of all police and medical authorities on the scene. You learn from a colleague that the individual has recently arrived to the community from a country where the police and other authorities are generally feared, and interactions with them typically involve a bribe. The individual requires medical attention, and will have to make a statement to the police regarding accident details.</p>	
What is the nature of the problem?	<p>Utter fear and past terrifying experiences</p>	
Potential Solutions	<p>Assess the degree of urgency if there are numerous victims Try to find a translator or a family member, or use google translate General reassurance from first responders including eye contact, use their name based on their ID, hand holding, smiling Look for insurance papers to assure help</p>	
Helpful Resources	<p>St. Lawrence-Rideau Immigration Partnership T.R. Leger Immigrant Services Google Translate</p>	<p>Diversity.matters@eecentre.com www.trimmigrantservices.ca https://translate.google.ca</p>

APPENDIX A: Event Participant List

Ahmad	Khadra	Immigrant
Alexis	Green	Leeds, Grenville, and Lanark Health Unit
Alpa Shah	Kaushal	
Amy	Webb	Township of Leeds and the Thousand Islands
Anne	Lusby	
Bobbie	Wylie	Occasional Teachers of UCDSB
Brandy	Smith	Brockville Public Library
Carolyn	Ciccoritti	United Welcome
Chantale	Blanchette	Francophone Immigration Support Network of Eastern Ontario
Colleen	Savage	Fulford Academy
Dave	Henderson	Brockville Mayor
Denise	Bowes	United Welcome
Elaine	Nixon	Mary Jean McFall Campaign
Emily	Knapp	Brockville and District YMCA
Emily	Wimpenny	Brockville and District YMCA
Fagner	Pupo	Brockville and District YMCA
Jason	Dias	MDB Insight
Javiera	Soto Breiding	Sabor Del Sur
Jodie	Marie White	March of Dimes Canada
Johanna	Ziegler	Fulford Academy
Julie	Case	TR Leger Immigrant Services
Kara	Turner	Smith Falls Local Immigration Partnership
Karen	Templeton	Wesleyan Resettlement Group
Kashif	Riaz	Immigrant
Kate	Kudelka	KEYS Job Centre
Kathleen	Hara	Big Brothers Big Sisters of Leeds and Grenville
Ken	Breiding	Sabor Del Sur
Kendra	Lorimer	City of Brockville
Kimberly	Little	United Counties of Leeds and Grenville
Lauren	Smith	St. Lawrence-Rideau Immigration Partnership
Lesley	White	City of Brockville
Louise	Slobodian	KEYS Job Centre
Marc-Andre	Ranger	Immetis Immigration Law

Marianne	Emig Carr	Refugees for Brockville
Marilies	Rettig	Mary Jean McFall Campaign Liberal Party of Canada Candidate, Leeds-Grenville-Thousand Islands and Rideau Lakes
Mary-Jean	McFall	
Meghan	Sample	Upper Canada Leger Centre
Melissa	Francis	St. Lawrence-Rideau Immigration Partnership
Michelle	Carroll	Employment + Education Centre
Michelle	Taylor	NDP Candidate, Leeds-Grenville-Thousand Islands and Rideau Lakes
Mike	Baker	
Monique	Haggar	
Omneya	Asfoor	KEYS Job Centre
Robin	Reil	Catholic District School Board of Eastern Ontario
Rod	Palmer	CSE Consulting
Rosemary	von Rooi	Fulford Academy
Sadia	Kashif	Immigrant
Shelly	Vickery	
Siobhan	Brodowski	1000 Islands Bed and Breakfast
Steve	Joudoin	Fulford Academy
Sue	Watts	Employment + Education Centre
Tanis	Brown	Leeds, Grenville, and Lanark Health Unit
Tracy	McDonald	CSE Consulting
Wendy	MacLean	Christ United Church, Lyn
Wendy	Onstein	Leeds and Grenville Small Business Centre