



Because of OLIP...: Community Successes Caused by OLIP

- Ottawa has a shared vision and a common strategy (named the [Ottawa Immigration Strategy](#)) for improving local capacity to attract, settle and integrate immigrants.

Since the launch of the new Strategy in June 2011, Ottawa has made grade strides in implementing the collective priorities set within the overall immigration strategies. The following paragraphs regroup action on the Ottawa Immigration Strategy into four categories:

- (1) leadership engagement and continued planning;
- (2) service enhancement and coordination;
- (3) improving immigrants access to economic opportunities
- (4) building a welcoming community

BUILDING A COMMUNITY-WIDE MECHANISM TO SUPPORT MULTISECTORAL COLLABORATION

- There is a multi-sectoral partnership between key local institutions that are actively working to promote collaborative action and collective impact on the goals of the Ottawa Immigration Strategy. The structure of OLIP's governance table is comprised of seven tables, each fulfilling a different function and all supporting a successful implementation of the Ottawa Immigration Strategy. However, the most important aspect of the OLIP partnership is the culture of governance that OLIP has established, including the norms, protocols, and approach. Successful features of the OLIP's governance mechanism include:
 - **Cross-sectoral nature of the OLIP partnership:** By design, the OLIP Council represents the Ottawa community. For the first time in Ottawa, we have key community institutions and stakeholders working together to proactively plan for ways to improve immigrant settlement and integration. Partners at the OLIP Council include all four school boards, universities, colleges, employer associations, settlement, social, and health service providers, regional planning bodies, funders, and civic groups, and multiple department of the City of Ottawa.
 - **Shared principles, clear protocols, and a transparent engagement** creates trust and facilitates cooperation between OLIP partners in multiple sectors.
 - **Shared vision & common directions among partners** from multiple sectors facilitates alignment and collaboration around specific themes/topics – examples include the Equity Project, City of Ottawa Immigration Network, the Civic Engagement Working Group,...., etc.
 - **Different levels of planning** ranging from high strategic planning to a more detailed action-oriented planning maintain engagement and produce concrete results.

- **Numerous opportunities for nuanced discussions** among partners from multiple sectors leads to effective identification and prioritization of needs, as well as the design of sound collaborative initiatives.
- The [Ottawa Immigration Forum](#), a signature OLIP event (held biannually), has become a new local tradition and a rendez-vous for key local stakeholders from government, academia, media, and civil society to learn about progress and plans, and to have an opportunity to network and share insights on challenges.
- OLIP's [Partnerships for Integration Newsletter \(PIN\)](#) now acts as an effective vehicle for facilitating information flow between OLIP partners working in the sectors covered by the Ottawa Immigration Forum. The PIN is made possible by a generous grant from the Ottawa Community Foundation in 2012.
- The [OLIP Website](#) has been redeveloped entirely to become a virtual hub for OLIP partners to connect with each other, provide updates on collaborative work in progress, and access to an up-to-date knowledge base to support action.

LEADERSHIP ENGAGEMENT & CONTINUED PLANNING

- Immigrant integration is now an important municipal priority. OLIP has worked closely with the City of Ottawa to establish clear priorities for the attraction and integration of immigrants in Ottawa, in alignment with the Ottawa Immigration Strategy. This work resulted in the launch of the first ever [Municipal Immigration Strategy](#) and the creation of new internal structure (called City of Ottawa Immigration Network) to lead continued cross-departmental planning and implementation of the new municipal immigration strategy. A designated leadership and an evaluation plan institutionalize the municipal immigration strategy and the commitment of the City of Ottawa in the successful integration of immigrants in our city.

The Municipal Immigration Strategy is comprised of 13 strategic outcomes and strategic actions under three key pillars: (1) planning and coordination of service delivery across City departments; (2) communication and public awareness; and (3) employment and economic opportunities.

- OLIP partners collaborated to develop recommendations to LHIN's Integrated Health Services Plan (2013-2016) suggesting ways the LHIN can leverage OLIP's cross-sectoral work on improving immigrants health outcomes. These recommendations were accepted in part and have led to the prioritization of investments in immigrant health within the annual business plans of the LHIN in both 2013 and 2014. The result of this opening is the establishment of innovative programming to build the capacity of health service in Ottawa to address the needs of immigrants.
- Joint plans are established with local health and resource centres to address the neighborhood dimension of immigrant integration by designing joint action initiatives in three areas: 1) research and planning for a more cohesive social development in neighborhoods; 2) greater access to community health care services for immigrants; and 3) civic engagement of immigrants, with specific focus on greater voter turnout by immigrants and greater participation and empowerment of immigrant civic actors.

SERVICE ENHANCEMENT & COORDINATION

- Significant improvements are made to [Ottawa's Immigration Portal](#), with new content aiming to enhance and leveraging existing capacity to attract and orient newcomers, including international students to supportive local resources. Funded by MCI and lead by the City of Ottawa, this work involved the collaboration of local

universities and colleges and settlement service providers. As such, Ottawa Immigration Portal enhancement has contributed to building inter-sectoral interest and support for the attraction and integration of immigrants, including international students.

- New tools and training workshops are created to equip settlement and health professionals to assist in enhancing the health literacy of immigrants. Funded and led by the City of Ottawa's Public Health Department, the Health Skills, Health Smarts initiative is implemented in partnership with local settlement service and health service providers.
- Refugees arriving in Ottawa now benefit from a new medical clinic funded by the Champlain Local Health Integration Network. The clinic receives \$100,000 annually to improve the quality of specialized health services required by refugees. As an ancillary benefit, the clinic will reduce avoidable emergency room visits, alleviating stress on the health system. The medical Clinique is located in 219 Argyle - a location that has over the years become a hub for new immigrants and refugees - and is led in partnership by the Somerset West Health & Resource Centre and the Catholic Centre for Immigrants.
- [Youth Futures Ottawa Program](#) moved to new heights thanks to permanent funding from the City of Ottawa and expanded partnership with colleges, Ottawa community Housing, and local Health and Resource Centres.
- Immigrants' awareness on healthy living is improved thanks to the development of lesson plans that help language training providers to include healthy living tips, ideas, and message developed by the Ottawa Public Health (OPH). This collaborative initiative, called "*Healthy Eating, Active Living (HEAL)*" builds on the work of the Ottawa Public Health in 2012 with Settlement Service Provider Organizations (SPOs), which lead to the training of settlement counsellors in providing health maintenance advice to newcomers. The new lesson plans will soon be made available for all language instructors in Ottawa.
- Immigrant and refugee families are now better supported to access health services more easily, thanks to the addition of a new team of Multicultural Health Navigators to Ottawa's health care service delivery. The Multicultural Health Navigators is launched in the fall of 2013 thanks to funding from the Champlain Local Health Integration Network (LHIN) and to the leadership of Somerset West Community Health Centre, the Catholic Centre for Immigrants (CCI) and the "Conseil Economique et Sociale d'Ottawa Carleton (CESOC), and the Ottawa Public Health. Multicultural health brokers (lay health professionals from immigrant communities) are proven to help improve the health outcomes of immigrants through greater awareness of how to access existing services and through targeted community education on culturally significant health promotion strategies.
- Plans are underway to strengthen local health services with language and cultural interpretation services, under a new partnership between the Champlain Local Health Integration Network (LHIN), Health & Resource Centres; and local language and cultural interpretation service providers. It is expected that this work will be launched in the fall of 2014.
- A new language service delivery is being established thanks to cooperation between the federal and provincial governments; and thanks also to a stronger capacity for collaboration by local language training providers in the settlement sector and in local school boards. The new [Coordinated Language Assessment and Referral System \(CLARS\)](#) is operational effective May 1st 2014, and is expected to create a coordinated approach to language assessment and referral based on common standards and protocols and delivered in a consistent fashion across the province. The new CLARS System is operated by the YMCA/YWCA.

IMPROVING IMMIGRANTS' ACCESS TO ECONOMIC OPPORTUNITIES

- There are now clearer pathways for immigrant job seekers to find employment in the trades. This is critical because there are severe current and deepening skills shortages in key trade sectors; while at the same time we have high levels of unemployment and underemployment among immigrants. This work is funded by the Ontario Ministry of Citizenship and Immigration and led by the City of Ottawa, World Skills, and the YMCA / YWCA
- Micro loan programs are established to capitalize on immigrants' entrepreneurship drive and help them overcome critical barrier to accessing loans. The partners leading this collaboratives are comprised of the Ottawa Community Loan Fund, the City of Ottawa, the Alterna Savings, the Ontario Centre of Excellence, the Carleton Centre for Community Innovation (3ci), and the Catholic Centre for Immigrants. Microloans for francophone entrepreneurs are also established thanks to funding from FedDev Ontario, Citizenship and Immigration Canada, and the Fondation Franco Ontarienne.
- A new [Ottawa Immigrant Entrepreneur Awards](#) are established by the City of Ottawa to recognize the countless contributions of immigrant entrepreneurs to Ottawa's economic and social development. The annual Awards have also become a vehicle for linking top immigrant entrepreneurs with Ottawa's business network/community
- A first-ever Professional Internship for Newcomers (PIN) Program was launched by the City of Ottawa, in the spring of 2013. This significant initiative draws from the learning of the Federal Internship Program and leverages the knowledge and connections of local employment service providers to channel immigrant job seekers to municipal career opportunities.

BUILDING WELCOMING COMMUNITIES

- Twelve OLIP partners have launched a joint new community of practice initiative, entitled the Equity Project, to leverage the knowledge and experience of practioners to build more inclusive systems and practices.

Launched in 2012, the Equity Project is now (since August 2013) being funded by the Ontario Trillium Foundation until 2016. The Equity Project intends to promote immigrants' equitable access to social, health and education services by: a) drawing from and building on the experience of organizations; b) ceating a safe space for organizations to name challenges and gaps; c) facilitating inter-organizational learning and the development of shared knowledge and strategies; d) create a more enabling environment to support the work of organizations who undertake the arduous work of equity and inclusion. The partners involved in this endeavor include:

- City of Ottawa
- University of Ottawa
- Ottawa Carleton School Board
- Ottawa Public Health
- Vanier Community Resource Centre
- Centretown Community Health Centre
- Nepean Community Health Centre

- Pinecrest Queensway Community Health Centre
 - Ottawa Police
 - Children`s Aid Society
 - City for All Women Initiative
 - Youth Services Bureau
- Plans are being developed and implemented to help empower immigrant civic actors through a series of workshops to promote a greater understanding of how our systems of government, education, housing, health care, and justice work.
 - Health equity training modules for health professionals are being developed, with funding from the Champlain Local Health Integration Network. Once this work is complete, these training modules will be disseminated to all local health care service providers in Ottawa. The partners involved in this work include OLIP, Centretown Community Health Centre, and the Champlain LHIN.
 - Plans are underway to build local infrastructure to support greater inclusion through more diverse public boards in Ottawa. OLIP partners are now scoping out how to replicate Toronto's very successful "Diversity-on-Boards" initiative established by the Maytree Foundation. Targeted public boards include non-profit boards, invest Ottawa board, Greater collaboration between Francophone and Anglophone partners is attained thanks to explicit articulation of shared vision and goals. Further progress is being planned through the dissemination and application of the Francophone Lens**.
 - For the first time in its history, Ottawa celebrates and welcomes newcomers collectively. [The Welcoming Ottawa Week \(WOW\)](#) was proclaimed and launched by Mayor Jim Watson on June 26th, 2013. The Welcoming Ottawa Week is an annual, week-long series of dialogues, cultural and celebratory events, sports activities, documentary screenings, and other fun events designed to convey the genuine welcome and hospitality of Ottawans to newcomers, while providing opportunities for quality interactions between residents, old and new.
-
- ** Francophone Lens is a technical tool developed collaboratively by OLIP, the Réseau de Soutien de l'immigration de l'Est Ontario, and the Centre on Governance, which is intended to aid the OLIP partners to reflect about the unique needs of Francophone Immigrants as they implement the Ottawa Immigration Strategy