Phase 3 Implementation Plan Stakeholder Engagement Summary



### **Background**

The Newcomer Welcome & Inclusion Policy (Policy) and Strategic Framework (Strategic Framework) was adopted by Council on February 27, 2020. The Policy presents a vision for how the City of Winnipeg (City) can better support the settlement and integration of Newcomers, and foster a welcoming, inclusive, and equitable city for all new residents of Winnipeg.

The Newcomer Welcome and Inclusion Strategic Framework accompanies the Policy and provides a roadmap for the City to implement the Policy. Some of the key activities identified within the Strategic Framework have been and continue to be implemented within existing resources. Many other key activities remain unfunded at this time.

Council directed the Public Service to report back on the status of the Phase 2 Implementation Plan, and prioritize activities for the Phase 3 Implementation Plan. Council also directed that the Phase 3 Implementation Plan should include estimated resource requirements to be considered for the next four-year budget cycle (2024-2027).

### **Engagement**

In September 2022, the City reached out to organizations that serve newcomers, as well as ethno-cultural organizations, to discuss the Policy and Strategic Framework. Two workshops were held with community stakeholders. The workshops included a discussion on the successes and challenges of the Policy, as well as discussion on the key activities under each pillar within the Strategic Framework.

Stakeholder input was used to inform the key activities that should be prioritized in the next phase of implementation and identify gaps in the Policy.

Stakeholder workshop notes are available in Appendix A. Workshop details are in Table 1.



Figure 1: Participants provide input at a workshop



Figure 2: Participants vote on key activities





Table 1: Stakeholder engagement activities

Date	Activity	Attendees
September 20, 2022	Workshop – Newcomer Service Providers	21
September 20, 2022	Workshop – Ethno-Cultural Organizations and Newcomer Youth	16

#### What we heard

The City presented a review of the Policy with workshop participants. Participants were asked to reflect and share the successes and challenges associated with the Policy. Successes and challenges identified by participants include:

#### **Successes**

- Third Party Referral program for the Recreation fee subsidy and Temporary Recreation Pass for Refugees
- Strong partnerships and collaboration between the City and community
  - o Partnership on anti-racism initiatives
- Diversity & Equity Fire Training Program (DEFT)
- Targeted job fair for newcomer youth
- Anti-oppression training for City leaders
- Hiring dedicated staff from newcomer backgrounds to work on newcomer issues
- Increased outreach of the Winnipeg Police
- Partnership on Newcomer Welcome Fair
- Opening the Equity & Inclusion Office at the City
- Increase in programs available to newcomers

Other frequently noted successes, not directly associated with the Policy include:

- WINNpass
- Newcomer eligibility for Employment and Income Assistance (EIA)

#### **Challenges**

- Barriers to access programs and services for newcomers such as recreation, WINNpass
- Lack of funding/resources for policy implementation
- Lack of access to information for newcomers about City programs and services
- Need for improved communication between the City and the Province, sector, and community (in particular newcomers that do not access settlement services)
- Need more champions at the City internally within departments and at the political level
- Lack of safe space for ceremony
- City programs and services not always culturally safe or relevant (i.e. no interpretation, cultural brokers)
- Lack of public awareness about the Policy
- Lack of financial empowerment/adaptive programs for newcomers



Phase 3 Implementation Plan Stakeholder Engagement Summary

- Newcomer communities not able to access City facilities for events (should be low or no cost; a lot of red tape)
- Lack of long-term anti-oppression training plan for City staff, including Police services
- More diverse workforce at the City is needed
- Access to data is needed to support policy changes
- Lack of civic engagement for newcomers due to barriers such as no voting rights for Permanent Residents

Other frequently noted challenges, not directly associated with the Policy include:

- Lack of support for people living in precarious situations
- Limited access to housing
- Community safety
- Need for a dedicated phone number for newcomers to get information about programs and services
- 311 has long wait and response times

#### **Key activities**

The Strategic Framework includes objectives and key activities related to each of the five strategic priorities:

- 1. A welcoming city
- 2. A city without racism
- 3. Equitable and accessible services
- 4. A representative workforce
- 5. Active implementation

The project team reviewed the key activities and provided a <u>status update on the Strategic Framework</u>. The update included whether the activity is in progress, delayed due to COVID-19 or requires additional funds and/or resources to move forward.

Participants were asked to vote for their top five key activities through a 'dotmocracy' activity by placing stickers (5 each) beside the key activities they think should be prioritized in the next phase of implementation.

Table 2 outlines the top seven supported key activities by participants that were identified at the workshops.

For the full list of all the key activities and their overall rank, see Appendix B.





**Table 2:** Dotmocracy results

Rank	Strategic Priority & Objective	Key Activity		Dots
#1	Strategic Priority: A city without racism  Objective: Train the Public Service on antioppression, including anti-racism and cross-cultural competency.	2.2.1	Develop and implement anti-oppression training to the City of Winnipeg Public Service. Focus on anti-racism, intersectionality, immigrant and refugee issues, cross-cultural competency, and provide tools to support inclusivity in all City work.  Winnipeg Police Service sworn members to receive training in bias-free policing on a more regular basis (every 3-5 years).  *Key activities 2.2.1 and 2.2.2 were combined for this activity based on participant feedback.	19
#2	Strategic Priority: Active implementation  Objective: Collaborate with other levels of government to support better inclusion, settlement, and integration of Newcomers.	5.4.1	Pursue partnerships and funding opportunities to support implementation of the Strategic Framework, including but not limited to: employment and training programs, affordable housing programs, etc. For example, explore re-opening the 'Winnipeg Private Refugee Sponsorship Assurance Program'.	17
#3	Strategic Priority: A representative workforce  Objective: Diversify the Public Service by creating opportunities for Newcomers and employment equity seeking groups.	4.1.1	Develop a Diversity Hiring Program aimed at increasing employment opportunities for newcomers and employment equity groups. This should include: employment equity training programs, language skills inventory, development of targets and timelines for equity hiring, etc.	16
#4	Strategic Priority: Active implementation  Objective: Dedicate staff resources to support Newcomer programs and services and implement the Strategic Framework.	5.1.1	Create a Newcomer Services Coordinator position in Community Services and an Equity and Diversity Coordinator position in Human Resource Services to oversee and coordinate implementation of the full Strategic Framework with internal and external partners.	15



Phase 3 Implementation Plan Stakeholder Engagement Summary

Rank	Strategic Priority & Objective	Key Activity		Dots	
#5	Strategic Priority: A representative workforce  Objective: Create training and employment opportunities for Newcomer youth at the City.	4.2.1	Develop a Newcomer Youth Employment Strategy. Activities to include: paid internships, targeted newcomer job fairs/recruitment drives, consideration of 'newcomer preferred' designations etc.	12	
#6	Strategic Priority: Equitable & Accessible Services  Objective: Improve access to recreation for Newcomers, and adapt services and programs to meet Newcomers' unique needs.	3.2.1	Review and apply methods of data collection related to participant needs, interests, barriers, etc., to inform future program development.	11	
#7	Strategic Priority: A city without racism  Objective: Work to build understanding between Newcomers and Indigenous people.	2.4.2	Foster effective relationships between Indigenous and newcomer groups through community connections that support dialogue.	10	

#### Gaps

In small groups, participants were asked to discuss the key themes or activities that are missing from the Policy and report back to the group. Some participants shared their frustrations about how difficult it is to find, learn, and access the programs and services the City offers.

Some workshop participants also noted that if Winnipeg truly envisions itself as a welcoming city, the City needs to work in collaboration with the settlement stakeholders as well as ethnocultural communities to:

- Produce materials in plain language
- Translate City materials in different languages
- Offer presentations on key City services in efforts to reduce existing barriers

Additional gaps and ideas identified by participants include:



Phase 3 Implementation Plan Stakeholder Engagement Summary

- Access without Fear Policy<sup>1</sup>
- Engagement with community related to permanent resident voting
- Mental health strategy for newcomers
- Financial literacy and empowerment training and programs
- Communication strategy to inform the public about the contributions of newcomers to the City
- Municipal nominee program
- Legal aid and other services for people with precarious status
- Support to create a community ethno-cultural centre
- Free Transit to and from Downtown and areas newcomers access programs and services
- Strategy to reach newcomers that do not use settlement services
- Strategy to retain newcomers
- Programs for newcomer moms
- Affordable housing initiatives
- Employment mobility pathway pilot program

### **Next steps**

Input received from the stakeholder engagement process will guide the development of Phase 3 Implementation of the Strategic Framework.

The Public Service will report back to the Human Rights Committee of Council (HRCC) in March 2023 for their consideration. The report will include an update on the status of the Phase 2 Implementation, as well as priority activities for Phase 3, including estimated resource requirements. The report will then be presented to the Executive Policy Committee and to Council for consideration. The advancement of some key Phase 3 activities will be dependent on Council approval for staff and program funding for the Policy.

### **Appendices**

Appendix A – Workshop notes

Appendix B – Workshop results

<sup>&</sup>lt;sup>1</sup> The Access without Fear policy aims to reassure people with no immigration status that they can access police services without fear they may be reported and ultimately detained, or deported.