
QUINTE AND AREA **LOCAL IMMIGRATION** **PARTNERSHIP**

...a better community for everyone

QLIP Local Settlement Strategy and Action Plan

May 2012

Funded by:

Financé par :



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

QLIP Local Settlement Strategy and Action Plan

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ACKNOWLEDGEMENTS

The QLIP Local Settlement Strategy and Action Plan are made possible due to the financial support provided by Citizenship and Immigration Canada (CIC).

The members of the Quinte Local Immigration Partnership (QLIP) are recognized for their invaluable support. Many individuals from a wide variety of organizations generously offered their time and assistance in the provision of information, guidance, and innovative ideas that contributed to the QLIP Local Settlement Strategy and Action Plan.

In addition, the contributions of the Quinte United Immigrant Services are recognized in support of the Local Settlement Strategy and Action Plan, and their valued support for the Quinte Local Immigration Partnership.

Table of Contents

BACKGROUND	7
Quinte Local Immigration Partnership - Area of Service.....	8
QLIP coverage area includes the counties of Hastings and Prince Edward and part of east Northumberland County	9
The Greater Quinte Area	10
Newcomers in the Greater Quinte Area.....	10
Database and Profile - Quinte Local Immigration Partnership.....	10
Country of Origin - QLIP Database - Percentage Representation	11
County of Origin: Subjective Grouping of Countries for Database Statistics	12
Visual Representation showing country of origin (grouping) within the QLIP database	13
Immigrant Population as a Proportion within the QLIP Area.....	15
QLIP and the Greater Quinte Area Statistical Profile	16
Greater Quinte Area Labour Force	17
Greater Quinte Area Occupations and Job Listings.....	18
Immigrants and Employment in Belleville.....	19
The Establishment of the Quinte Local Immigration Partnership (QLIP)	20
About the Quinte Local Immigration Partnership	20
Objectives	20
QLIP Partners include a wide cross-section of community providers.....	21
QLIP Progress.....	22
Settlement Issues and Concerns – The Findings	23
Surveys.....	24
Initial responses from immigrants identifying areas of most concern upon arrival	24
Initial response of service providers in reference to important issues to be addressed	24
Initial response of service providers in reference to gaps and barriers to be addressed	24
Focus Groups / Interviews.....	24
Transportation and Transit Concerns.....	25
Employment Concerns	25
Employment Aspirations and Employment Service Organizations	25
Employment and Family and Social Links.....	26
Employment and Language Barriers	26

Employment Related: Foreign Credentials Recognition.....	26
Legal Aid Services	27
Culture Shock.....	27
Medical Services	27
Housing Services.....	28
Identified Gaps and Supporting Information	28
Research Study Comparison	28
Day Care.....	28
The Need for Information.....	29
Finding Employment.....	29
Transportation	29
Language Programs	30
Mentoring, internships, bridging programs and foreign credential accreditation services.....	30
Medical Services and Interpretation – Gap for Newcomers	30
Identifying the QLIP Greater Quinte Area Priorities.....	31
QLIP Proposals for Change	32
Newcomer Awareness Campaign.....	32
Language Training for Newcomers as a platform for Change	32
Quinte West Chamber of Commerce, Prince Edward County Chamber of Tourism and Commerce and the Quinte Manufacturers Association as Information Dissemination Focal Points: Outreach to Employers	32
Employers and Employment Services Agencies Link.....	32
Language Skills and the Link to Transportation Services.....	33
Medical Services and Interpretation	33
QLIP Local Settlement Strategy and Action Plan	34
Research Publications.....	39
APPENDIX A.....	41
Service Provider Questionnaire (On-line).....	41
APPENDIX B.....	43
Focus Groups / Interviews Questions and Discussions	43
Questions for both groups:	43
Focus Groups / Interviews Questions and Discussions	44
Additional questions for the foreign trained professionals	44

APPENDIX C.....	44
Review of Local Service Sector Primary Areas.....	44
Quinte United Immigrant Services (QUIS).....	44
Central Eastern Ontario Translation and Interpretation Services (CEOTIS)	45
Transportation and Transit - Available Services	45
The City of Belleville Transit	45
The City of Quinte West – Quinte Access.....	45
Transportation between the City of Belleville and Trenton (in Quinte West)	46
Bancroft Community Transit Service	46
Central Hastings Public Transit System	46
Deseronto Transit	46
Transportation Portal: Hastings & Prince Edward Transportation Information Portal	47
Transportation Model - The Monieson Centre - Queen’s School of Business	47
Employment Service Organizations.....	48
Health and Medical Services in the QLIP area	49
Quinte Health Care QHC.....	49
Belleville and Quinte West Community Health Centre	49
The Hastings & Prince Edward Counties Health Unit	50
The Community Care Access Centre Belleville (CCAC)	50
English as a Second Language Training	51
Loyola School of Adult and Continuing Education in Belleville	51
Community Services Portal (Database)	51
Hastings and Prince Edward Counties Community Information Services Database	51
Legal Aid Services	52
The Community Advocacy & Legal Centre	52
Housing Assistance in the Greater Quinte Area	52
Hastings Housing Resource Centre.....	52

BACKGROUND

The Quinte Local Immigration Partnership (QLIP) was fashioned through the efforts of the Quinte United Immigrant Services (QUIS) with funding and support from Citizenship and Immigration Canada. Founded in 1986, QUIS has offered direct essential services to meet the needs of newcomers anytime after their arrival in Canada, and in 2006 added interpretation and translation services to its list of endeavours through the establishment of the Central Eastern Ontario Translation and Interpretation Services (CEOTIS). In addition, QUIS cooperates and collaborates with, and assists, other organizations concerned with the general welfare of newcomers in Canada

QUIS has also been a facilitator for Quinte area projects affecting newcomers and in 2007 established a group of Quinte area stakeholders to work with the three levels of government focused on attracting foreign investors to the greater Quinte area. In 2008, this group was re-established as the Quinte Regional Immigration Advisory Committee or QRIAC to investigate the possibility of a future immigration strategy for the Quinte area's development. In 2009, the QRIAC formed a smaller advisory group to attract, recruit, and retain foreign trained professionals through a project known as the Global Experience @ Work Project Quinte (GE@W). That project was championed by the Quinte West Chamber of Commerce, and supported by the Quinte Manufacturers Association, the East Central Ontario Training Board, the Quinte United Immigrant Services, and was funded by the Government of Ontario and Citizenship and Immigration Canada under an initiative of the Ontario Chamber of Commerce. The project was successfully completed in 2011. The previous QRIAC members had worked with the Project Coordinator for the GE@W Project Quinte to produce the "*Employer's Tool Kit*" (insert¹) providing a guide to employing highly skilled workers in the greater Quinte area, a publication that today is still being used by the QLIP Project as a tool in the process to make Quinte a more welcoming community for newcomers.

The success of these valued projects created a platform for the launch of the Quinte Local Immigration Partnership Project in 2011. Under the new QLIP valuable relationships were renewed and revitalized under a new mandate. The QLIP Partners add knowledge, innovation, creativity and vitality to the new QLIP. The Partners are working on closing the gaps in services and are focused on creating new protocols for all services for newcomers to the greater Quinte area. (Photo of Belleville Ontario²)

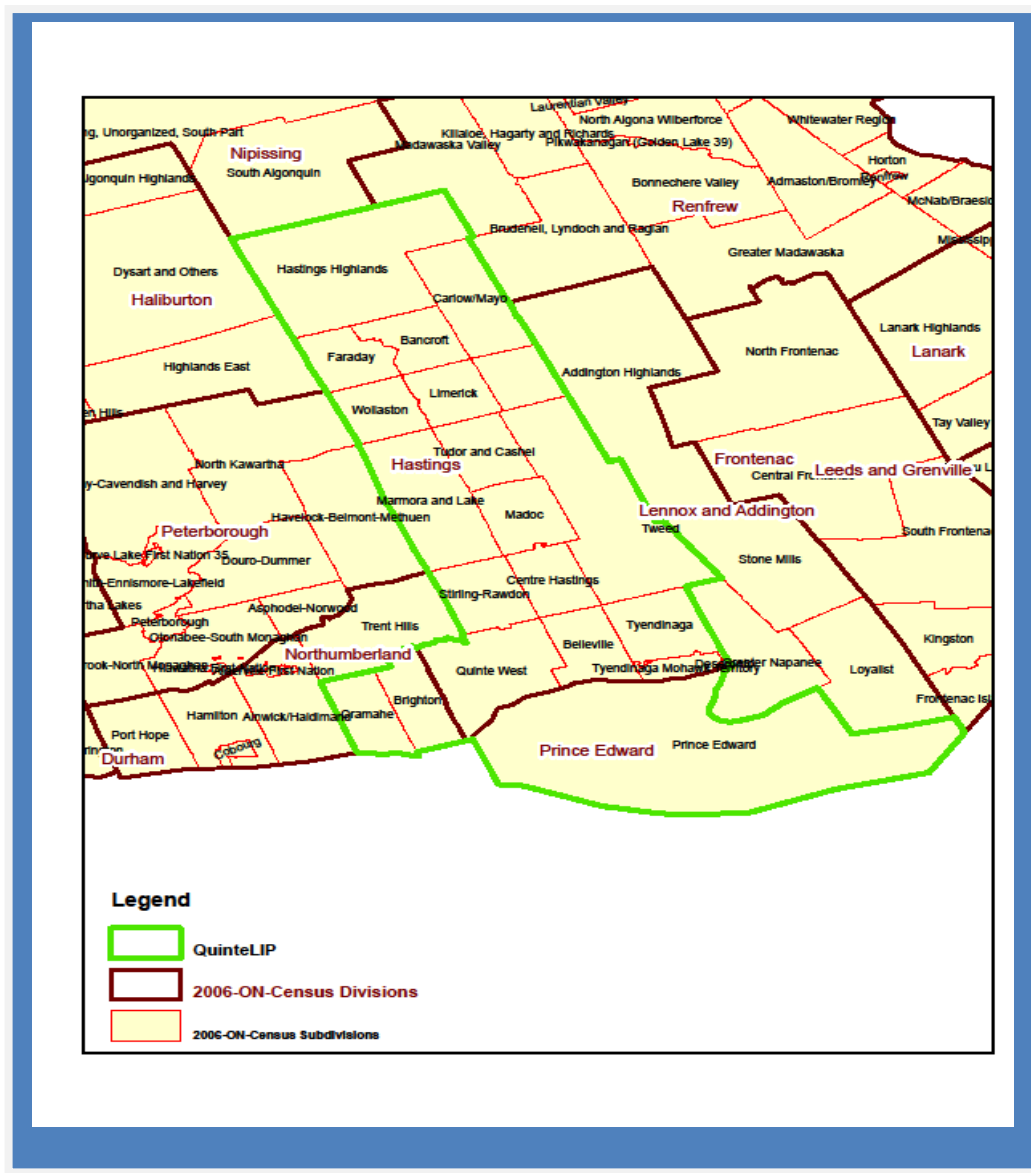


¹ Quinte West Chamber of Commerce, *Employer's Tool Kit*, Spring 2011, available at: <http://quintewestchamber.on.ca/dropzone/Tool%20Kit%20Book.pdf>

² Photo of the City of Belleville provided by Patricia Guernsey of Royal Lepage Belleville Ontario http://www.teamguernsey.com/display_page.php?id=60

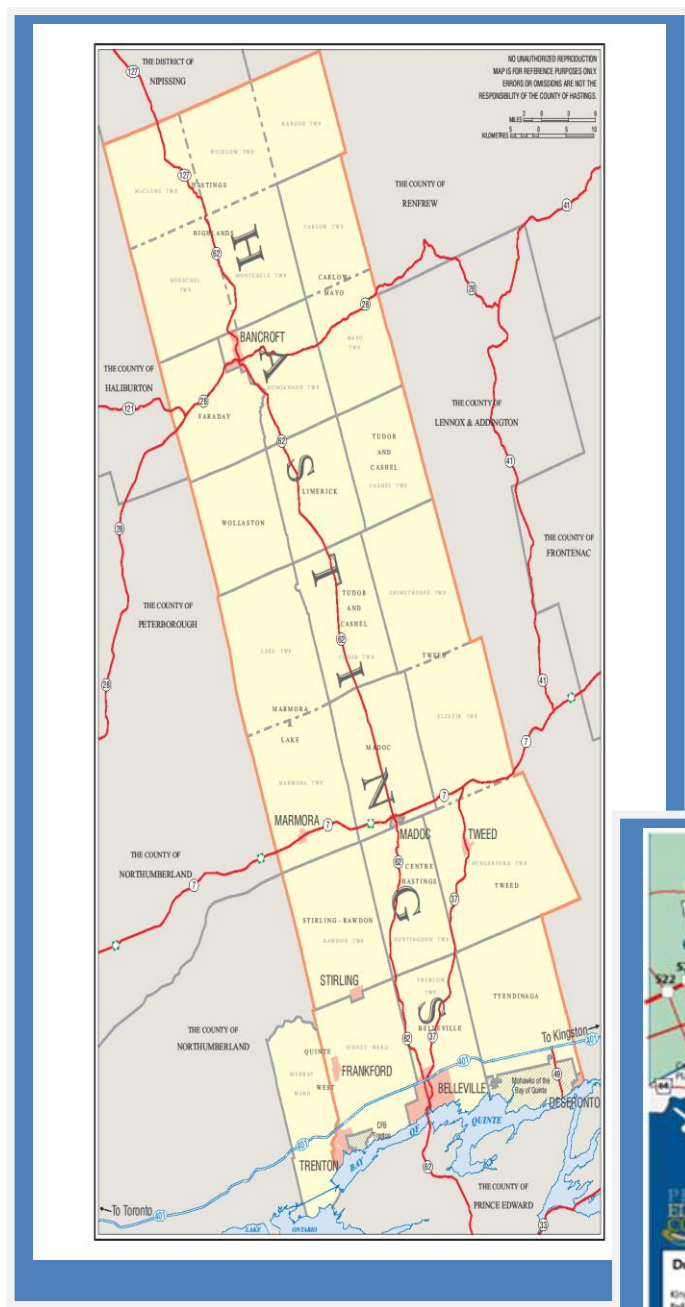
Quinte Local Immigration Partnership - Area of Service

The Quinte United Immigrant Services (QUIS) is the only settlement service provider in the greater Quinte area and has provided the impetus for the creation of the Quinte Local Immigration Partnership (QLIP). QUIS has a defined area of service and the QLIP project has embraced the same geographic delineation including Hastings County, Prince Edward County, and East Northumberland County specifically the Municipality of Brighton (Town of Brighton) and Cramahe Township (Town of Colborne). The QLIP area map below has been used with permission³ and consists of a Statistics Canada census division base map with a green overlay boundary which provides a basic illustration of the project area. It should be noted that Prince Edward County is not displayed in its true geographical representation.



³ Alexandra Bozheva, University of Western Ontario, and Statistics Canada source of base layers of draft map

QLIP coverage area includes the counties of Hastings and Prince Edward and part of east Northumberland County



Hastings County

Prince Edward County



Map References⁴

⁴ Hastings County www.hastingscounty.com and Prince Edward County <http://prince-edward-county.com>

The Greater Quinte Area

The greater Quinte area refers to the areas chiefly comprised of the Hastings County and Prince Edward County. For the purposes of this QLIP project the two areas of East Northumberland that contain the town of Brighton and Colborne have been included due to their proximity to the cities of Quinte West and Belleville and as noted above they are also served by the Quinte United Immigrant Services and therefore natural additions to the project area. The greater Quinte area stretches from the town of Picton in Prince Edward County in the south to the town of Bancroft in the northern part of Hastings County, and from Tyendinaga in the east to the town of Colborne in the west. Major centres include the City of Belleville, and the City of Quinte West.



Newcomers in the Greater Quinte Area

Local estimates place newcomers and recent arrivals (in the past three years) to the QLIP area (greater Quinte area) at approximately fifteen hundred, based on settlement client services offered. According to the Statistics Canada 2006 Census data there should be over fourteen thousand immigrants (pre 2001) living within the QLIP area. The statistical figures in this document will vary depending on the source and the time frame of the research or collection of data, but in the final analysis the figures used are very comparable from one source to another.

Database and Profile - Quinte Local Immigration Partnership

The database utilized by the QLIP is based on a modified collection of information from the current Quinte United Immigrant Services QUIS database. All personal data was removed for privacy and in respect of database usage requirements. A portion of the information retrieved from the original database is displayed in the following Table: Country of Origin – QLIP Database – Percentage Representation, and this is followed by a chart on the next page which illustrates the groupings used to consolidate the numbers into a manageable distribution.



Country of Origin - QLIP Database - Percentage Representation

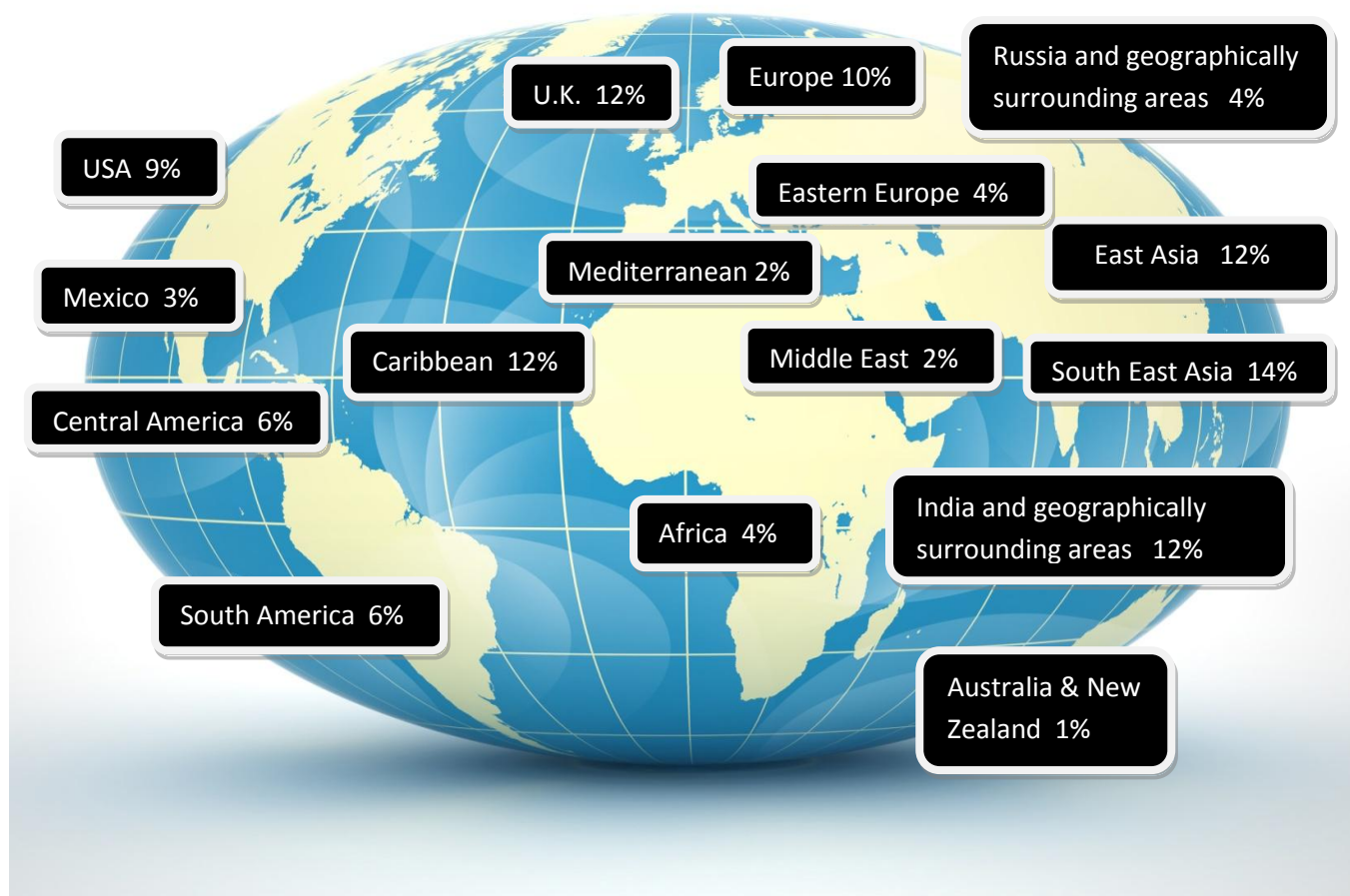
Country of Origin - QLIP Database - Percentage Representation				
Country of Origin	Immigrant Numbers	Total Immigrants	Percentage of Total	Percentage Rounded
Russia and geographically surrounding areas	28	886	3.585147247	4
Mexico	21	886	2.688860435	3
USA	71	886	9.090909091	9
India and geographically surrounding areas	96	886	12.29193342	12
Middle East	12	886	1.536491677	2
United Kingdom	91	886	11.65172855	12
Mediterranean	17	886	2.176696543	2
Europe	81	886	10.37131882	10
Australia and New Zealand	11	886	1.408450704	1
East Asia	100	886	12.80409731	13
Central America	48	886	6.145966709	6
Eastern Europe	29	886	3.71318822	4
Africa	33	886	4.225352113	4
South America	47	886	6.017925736	6
South East Asia	108	886	13.8284251	14
Caribbean	93	886	11.9078105	12
Total	886	886		

County of Origin: Subjective Grouping of Countries for Database Statistics

County of Origin: Subjective Grouping of Countries for Database Statistics	
Russia and geographically surrounding areas:	Russia, Afghanistan, Kazakhstan, Romania, Ukraine
Mexico	
USA	
India and geographically surrounding areas:	India, Pakistan, Sri Lanka, Nepal
Middle East:	Egypt, Jordan, Iran, Iraq, Lebanon, Palestine
United Kingdom:	England, Wales, Scotland and Ireland
Mediterranean:	Greece, Italy, Malta, Turkey
Europe:	Austria, Belgium, Denmark, Finland, France, Germany, Netherlands, Portugal, Sweden, Switzerland
Australia and New Zealand	to include Samoa
East Asia:	China, Hong Kong, Japan, South Korea, Tibet, Taiwan
Central America:	Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua
Eastern Europe:	Bosnia, Hungary, Kosovo, Croatia, Lithuania, Poland, Romania, Serbia, Yugoslavia
Africa:	Cameroon, Congo, Ethiopia, Guyana, Morocco, Nigeria, Tanzania, Togo, Zimbabwe
South America:	Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay, Venezuela
South East Asia:	Indonesia, Philippines, Thailand, Vietnam
Caribbean:	Bahamas, Barbados, Bermuda, Cuba, Dominican Republic, Haiti, Honduras, Jamaica, St. Lucia, Trinidad, Tobago, Virgin Islands

Visual Representation showing country of origin (grouping) within the QLIP database

Country of Origin (grouping) - QLIP Database - Percentage Representation



The greater Quinte area is home to newcomers from all over the world as is illustrated in the figure above⁵. Immigrants within the greater Quinte area represent approximately eight percent⁶ of the total population of the area. That figure is expected to grow, in view of predictions that immigration will be essential to offset the lower population growth rate and the retirement possibilities of an aging population.

⁵ <http://www.getfreeimage.com> is the source for the 3D Globe underlay. The following link will take you to the actual image:
<http://www.getfreeimage.com/image/33/world-globe-3d-ellipsoid>

⁶ Statistics Canada 2006 Census data

Locations where newcomers have settled within the greater Quinte area

Hastings County

Bancroft

City of Belleville

Carlow/Mayo Township

Centre Hastings Municipality

Deseronto Township

Faraday Township

Hastings Highlands Municipality

Limerick Township

Madoc Township

Marmora and Lake Municipality

City of Quinte West

Stirling-Rawdon Township

Tudor and Cashel Township

Tweed Municipality

Tyendinaga Township

Wollaston Township

Prince Edward County

Picton

Wellington

And areas throughout Prince Edward County

East Northumberland County

Brighton

Brighton Municipality

Colborne

Cramahe Township



Immigrant Population as a Proportion within the QLIP Area

The greater Quinte area reflects a somewhat small proportion of immigrants within the overall population compared to major urban areas in Ontario and in other parts of Canada. This may relate to some extent to the urban/rural mix or nature of the greater Quinte area. The figures below are drawn from the Statistics Canada Census⁷ information for the combined areas under the QLIP.



Percentage Comparison			
Immigrant Population and the General Population - Greater Quinte Area			
QLIP Project Area	General Population	Immigrant Population	Immigrant Percentage
Hastings County	128,790	10,285	8 %
Prince Edward County	24,930	2,370	9.5 %
Brighton Municipality	9,605	1,130	12 %
Cramahe Township	5,950	600	10 %
Totals	169,275	14,385	8 %

⁷ Statistics Canada Census 2006 data

QLIP and the Greater Quinte Area Statistical Profile

The greater Quinte area population is best described through the Statistics Canada 2006 Census figures for the Counties of Hastings and Prince Edward, and its two major centres being the cities of Belleville and Quinte West. The population is well over one hundred and fifty thousand, and within that population there are over twelve thousand immigrants.

Hastings and Prince Edward Counties Community Profile ⁸	Hastings County	Prince Edward County	Combined Profile both Counties
Population	130,474	25,496	155,970
Median Age	42.3	47.7	45
Immigrant Status and Period of Immigration			
Immigrants	10,280	2,365	12,645
Before 1991	8,270	2,140	10,410
1991 to 2000	1,235	150	1,385
2001 to 2006	780	70	850
Non-permanent Residents	445	55	500

The Cities of Belleville and Quinte West Community Profiles ⁹	Belleville	Quinte West	Combined Profile for Both Cities
Population	91,000	42,000	133,000
Median Age	41.8	41.2	41.5
Immigrant Status and Period of Immigration			
Immigrants	7,880	3,160	11,040
Before 1991	6,110	2,740	8,850
1991 to 2000	1,055	235	1,209
2001 to 2006	715	180	895
Non-permanent Residents	405	100	505

⁸ Statistics Canada, 2006 Community Profiles, Belleville: <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/prof/92-591/details/Page.cfm?Lang=E&Geo1=CSD&Code1=3512005&Geo2=PR&Code2=35&Data=Count&SearchText=Belleville&SearchType=Begins&SearchPR=35&B1=All&Custom=> Statistics Canada, 2006 Community Profiles, Quinte West: <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/prof/92-591/details/Page.cfm?Lang=E&Geo1=CSD&Code1=3512015&Geo2=PR&Code2=35&Data=Count&SearchText=Quinte%20West&SearchType=Begins&SearchPR=35&B1=All&Custom=>

⁹ Statistics Canada, 2006 Community Profiles, Belleville: <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/prof/92-591/details/Page.cfm?Lang=E&Geo1=CSD&Code1=3512005&Geo2=PR&Code2=35&Data=Count&SearchText=Belleville&SearchType=Begins&SearchPR=35&B1=All&Custom=> Statistics Canada, 2006 Community Profiles, Quinte West: <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/prof/92-591/details/Page.cfm?Lang=E&Geo1=CSD&Code1=3512015&Geo2=PR&Code2=35&Data=Count&SearchText=Quinte%20West&SearchType=Begins&SearchPR=35&B1=All&Custom=>

Greater Quinte Area Labour Force

According to the Statistics Canada 2006 Census Community Profile, the total experienced labour force, fifteen years of age and over, for the combined Counties of Hastings and Prince Edward is approximately 77,565.¹⁰ The major occupations identified are illustrated in the table below. In each county approximately sixty percent of the occupations (Hastings 68% Prince Edward 58%) are made up of those in the service industry, trades, transport and equipment operators, business and finance, and manufacturing.

Labour Force Occupations Hastings County		Labour Force Occupations Prince Edward County	
Experienced Labour Force 15 years of age and over	65,120	Experienced Labour Force 15 years of age and over	12,445
Sales and Service	17,575	Sales and Service	2,870
Trades, Transport and Equipment Operators	11,155	Trades, Transport and Equipment Operators	1,945
Business, Finance and Administration	10,075	Business, Finance and Administration	1,615
Occupations unique to processing, manufacturing and processing	6,060	Occupations unique to processing, manufacturing and processing	780
Management	5,260	Management	1,135
Social Science, Education, Government Service and Religion	4,485	Social Science, Education, Government Service and Religion	1,155
Health	3,455	Health	870
Natural and Applied Science	3,355	Natural and Applied Science	505
Occupations unique to primary industry	2,440	Occupations unique to primary industry	1,070
Occupations in Art, Culture and Recreation	1,255	Occupations in Art, Culture and Recreation	495

¹⁰ Statistics Canada, Census 2006, Community Profile Hastings County <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/prof/92-591/details/page.cfm?Lang=E&Geo1=CD&Code1=3512&Geo2=PR&Code2=35&Data=Count&SearchText=Hastings&SearchType=Begin&SearchPR=35&B1=All&Custom=> and Prince Edward County <http://www12.statcan.gc.ca/census-recensement/2006/dp-pd/prof/92-591/details/page.cfm?Lang=E&Geo1=CD&Code1=3513&Geo2=PR&Code2=35&Data=Count&SearchText=Prince%20Edward&SearchType=Begin&SearchPR=35&B1=All&Custom=>

Greater Quinte Area Occupations and Job Listings

A variety of jobs have been available within the greater Quinte area as listed on job web sites for the time frame of 2011 and into 2012. The chart below illustrates a sample number of web job listings covering the period from 2011 to March 2012 for the City Belleville. It is noteworthy that these listings are only an approximation of the actual listings for that time frame, yet the occupations compare relatively well with the range of occupations listed in the Statistics Canada 2006 Census data for the greater Quinte area. The table below was created from the listings of two web based career sites.¹¹ This “snapshot” does not tell the complete story but demonstrates the wide variety of employment possibilities.

Greater Quinte Area Careers		
Medical – Technical –Practitioner	Engineering - Technology	Financial
Medical Laboratory Technologist Manager Information Technology - Health Medical Laboratory Technologist - Microbiology Sleep Technologist Polysomnography Technologist Technician - Telecommunications Registered Nurses Registered Practical Nurses Manager, Clinical Laboratory Registered Respiratory Therapist	Aircraft Maintenance - Engineers Structural - Engineer/Technologist Director of - Production/Operations Project Engineer Reverse Logistics Analyst Technical Support - Specialist	Assistant Branch Manager Banking Chartered Accountant Financial Advisor Financial Security Advisor
Business	Operations/Production	Skilled Trades
Business Development Manager Director of Sales District Sales Manager Sales Support Human Resources Manager Communications Specialist (Media) Store Management Sales Representative	Material Handlers Plasma Setup Operator Maintenance Manager Material Handler - Manufacturing Automotive Glass Installer	Heavy Equipment Field Mechanic Gas Technician Plumber Welder Fabricator Licensed Mechanic Experienced Tri-axle Driver Excavator Operator DZ Licence Maintenance Technician Electricians Millwrights General Machinists

¹¹ Career Edge: http://www.careeredge.on.ca/job-search.cfm?search=1&per_page=10 Workopolis: <http://www.workopolis.com/EN/job-search/belleville-ontario-jobs?!=belleville,ontario&lg=en&pn=1>

Immigrants and Employment in Belleville

A May 2012 Globe and Mail article¹² provided a closer look at communities in Canada and immigrant data, based on the Statistics Canada 2006 Census. The article provided data on many smaller communities which included the City of Belleville. The table below recreated from the data in the article provides the figures for immigrants and employment in the City of Belleville. It should be noted that in the table below the median income of recent immigrants is much lower than immigrants and non-immigrants, while their level of education is much higher.



Immigrants and Employment in Belleville		
Non-Immigrants	Immigrants	Recent Immigrants
Unemployment		
6.3%	3.5%	4.5%
Median Income		
\$25,266	\$25,282	\$17,932
Post Secondary Education		
44%	56%	70%
Knowledge of Official Languages		
100% English	98% English	94% English
7% French	7% French	3% French

¹² The Globe and Mail, [Rethinking immigration: The case for the 400,000 solution](http://www.theglobeandmail.com/news/national/time-to-lead) Published Friday, May. 04, 2012 5:32PM EDT Last updated Monday, May. 07, 2012 4:53PM EDT <http://www.theglobeandmail.com/news/national/time-to-lead> [Statistics Canada, Census of the population, 2006](http://www.theglobeandmail.com/news/national/time-to-lead)

The Establishment of the Quinte Local Immigration Partnership (QLIP)

The Quinte Local Immigration Partnership (QLIP) is one of many LIPs in Ontario that have formed in order to ... *“strengthen local capacity to attract newcomers and improve integration outcomes, as indicated by enhanced economic, social, political, and civic participation...(and) ...are charged with developing and implementing strategies and action plans aimed at producing more welcoming communities.”*¹³

About the Quinte Local Immigration Partnership

The Quinte Local Immigration Partnership is comprised of a group of significant stakeholders that come together regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that fits the needs of the region it represents. The listing of the partners indicates the diverse nature of the membership and their related services within the community. Additional service providers are invited on a continuing basis to join the QLIP to ensure a comprehensive approach to providing a welcoming community for newcomers to the greater Quinte area.

Objectives

The QLIP is an initiative of Citizenship and Immigration Canada to encourage communities across Ontario to develop a comprehensive plan for the delivery of newcomer services. The QLIP initiative represents a process to examine services currently available and considers how the delivery could be enhanced, modified, or expanded to facilitate equitable access to services and to promote the long-term settlement and integration of immigrant newcomers into the greater Quinte area.

The overall objective is to advocate, recommend, and advise on initiatives that will build upon the greater Quinte area’s capacity to provide a welcoming and inclusive community for newcomers that will by its nature provide a better community for everyone.



¹³ Welcoming Communities Initiative. Website: <http://welcomingcommunities.ca/lip>

QLIP Partners include a wide cross-section of community providers

Citizenship and Immigration Canada

<http://www.cic.gc.ca>

Quinte United Immigrant Services

www.quis-immigration.org

Ministry of Citizenship and Immigration

www.citizenship.gov.on.ca

City of Belleville

www.city.belleville.on.ca

City of Quinte West

www.city.quintewest.on.ca

Corporation of the County of Prince Edward

www.pecounty.on.ca

Corporation of Hastings County

www.hastingscounty.com

Quinte West Chamber of Commerce

www.quintewestchamber.on.ca

Prince Edward County Chamber of Tourism & Commerce

www.pecchamber.com

Loyola School of Adult and Continuing Education

www.learningatloyola.ca

TESL Teachers of English as a Second Language - Kingston

<http://www.teslkingston.org>

Loyalist College

<http://www.loyalistcollege.com>

East Central Ontario Training Board

www.focusontraining.com

Community Advocacy and Legal Centre

www.communitylegalcentre.ca

Quinte Health Care

<http://www.qhc.on.ca>

Belleville & Quinte West Community Health Centre

www.bqwchc.com

The Hastings & Prince Edward Counties Health Unit

<http://www.hpechu.on.ca>

Quinte & District Rehabilitation Inc.

www.quinterehab.com

Volunteer & Information Quinte

www.viq.ca

Community Employment Services - Loyalist College

www.communityemploymentservices.ca

Community Development Council of Quinte

www.cdcquinte.com

Manufacturing Resource Centre

<http://www.manufacturingrc.ca>

Quinte Manufacturers Association

<http://www.quintemanufacturing.com>

Quinte Economic Development Commission

www.quintedevelopment.com

Francophone Immigration Support Network of East Ontario

www.cesoc.ca

QLIP Progress

To date the QLIP has progressed toward achieving its overall goal of providing the stimulus for a welcoming community for newcomers to the Quinte region. Much work is ahead but the following have been established:

- The QLIP membership was formed in the spring of 2011 and now lists some 25 member organizations with more being invited to join on a continuing basis, most recently invitations have been extended to the service sector areas of housing and mental health.
- Multiple QLIP meetings were held from April 2011 to the current date and each meeting has been productive in that valuable contributions were made to the planning process, and the identification of relevant services
- The QLIP Terms of Reference was completed in mid April of 2011 and refined in 2012
- The Quinte Local Immigration Partnership QLIP was made aware of a transportation problem for newcomers traveling from Brighton, Quinte West and Trenton to LINC and ESL classes at the Loyola School of Adult and Continuing Education in Belleville. The QLIP Partnership established a meeting between the QLIP Project Coordinator, the Quinte United Immigrant Services QUIS, the Loyola school and a local transportation provider in the area and worked out a schedule and fee that would bring LINC or ESL students to Loyola School of Adult and Continuing Education in Belleville. The solution established through the services of the QLIP in cooperation with QUIS and the Loyola school during the early start-up of the QLIP in 2011 has worked very well, but is now in jeopardy due to a recent decision to cut funding to Loyola for the transportation of students. The QLIP will be looking into further solutions to this transportation gap in service to newcomers.
- The QLIP website established in 2012
- In depth research and analysis was conducted throughout 2011 - 2012 period in support of the QLIP objectives
- On-line survey of Service Providers posted summer / fall - compiled and analyzed late 2011
- On-line survey of immigrant clients posted summer / fall - compiled and analyzed late 2011
- Database of newcomers created December 2011
- Focus group discussions and interviews completed in January 2012 including analysis and reporting
- Focus group findings support the QLIP priority areas of concern for newcomers to the greater Quinte area.
- Analysis and reporting on immigrant population including database information completed between October 2011 and January 2012



- QLIP Project Coordinator met with Quinte Health Care QHC officials in cooperation with Quinte United Immigrant Services QUIS and the Central Eastern Ontario Translation and Interpretation Services CEOTIS to establish a protocol and contract for interpretation services for QHC personnel to ensure face-to-face interpretive services are available for health care providers when interacting with newcomer patients with language difficulties. Discussions included the training of officials and staff for the QHC organization. The contract for these services became official in May of 2012.
- QLIP Local Settlement Strategy and Action Plan completed between October 2011 and May 2012
- The Intelligencer¹⁴, newspaper of Belleville, reports on March 7, 2012 that Mayor Neil Ellis of the City of Belleville is interested in having an immigration strategy within the Belleville Strategic Plan, and is interested in the work of the QLIP partnership.
- TV COGECO Community TV Channel 4 is producing a six part series *"Breaking Barriers: A Local Look at a Global Perspective"* an in depth look at the challenges and successes immigrants coming to Canada and living in Canada experience in the Quinte Region¹⁵, that looks at newcomers and in part the services available through QUIS and the work of the QLIP. Part one looked at the QUIS and to an extent the QLIP, and part six the final program may include more on the QLIP Project.



Settlement Issues and Concerns – The Findings

The QLIP research involved the creation of a greater Quinte area immigrant database, the manipulation of data in the database, research of Statistics Canada information on the greater Quinte area from the 2006 Census data, a review of the literature, websites, LIP initiatives, review of projects that were similar to the LIPs, review of other studies on immigrants, and research on the greater Quinte area. In addition, the research involved a web based survey approach which asked questions, and requested opinions from immigrants, employers and service providers. The project coordinator also conducted focus groups / interviews as information gathering sessions with the newcomers attending the night school courses for English as a Second Language (ESL) at the Loyola School of Adult and Continuing Education in Belleville. This involved two classes, a regular ESL class and a business English class. The initial web-based survey in the fall of 2011 was posted on-line at the QUIS website "Facebook" and collected responses to the newcomer Client Survey and the Service Provider



¹⁴ The Intelligencer www.intelligencer.ca Article March 7, 2012, "Immigration Plan Needed: Ellis" (Mayor Neil Ellis)

¹⁵ TV COGECO Community TV Channel 4 Source: <http://www.tvcogeco.com/belleville/shows>

Survey. The information that was revealed from the web-based survey was similar to the results gained from the focus groups / interviews and the research that was conducted.

Surveys

Initial responses from immigrants identifying areas of most concern upon arrival

1. Finding a job
2. Settlement services – papers – translations - credentials evaluation
3. Legal Help
4. Health Care
5. Cultural and faith support

Initial response of service providers in reference to important issues to be addressed

1. Employment
2. Public Transportation
3. Education
4. Health Care
5. Cultural Diversity
6. Justice and Legal Support

Initial response of service providers in reference to gaps and barriers to be addressed

1. Coordination of services (gap)
2. Awareness of services (gap) (Awareness for service providers and by newcomers)
3. Lack of services to specific groups (gap)
4. Day Care
5. Finances (barrier)
6. Public Transportation

Focus Groups / Interviews

The Loyola School of Adult and Continuing Education graciously hosted a meeting between the QLIP Project Coordinator and English as a Second Language (ESL) students who represented a variety of societal backgrounds and ethnicity. In total there were fourteen participants, which for the purpose of this research was a good number, as discussions included information on family, friends, associates, community and community organizations. They were divided into two groups, one involved those learning or improving their business English skills and the other group was comprised of those learning English for the first time, and those improving their level of skill. Their stories and opinions on their difficulties and successes as newcomers provided valuable

information, which when merged with research study data, research conducted, and surveys, provided an understanding of the areas that will require improvements in service delivery within a more welcoming community for newcomers to the greater Quinte area.

Transportation and Transit Concerns

The majority of participants in the focus groups / interviews were not overly concerned with transportation and local transit as being a major difficulty as a newcomer. Most were focused on the first job and making enough income to obtain a vehicle.

Note: This focus on obtaining a vehicle would be consistent with the greater Quinte area being very reliant on the automobile for much of its transportation. This does not negate the fact that there have been, and are concerns expressed by newcomers over the lack of transit in the greater Quinte area.

Employment Concerns

Employment was and remains the main focus for newcomers. Getting “just a job” was not all that difficult but the pay was normally low and lacking in benefits. In addition, a lack of appreciation for diversity on the part of an employer made some initial positions difficult to endure. In one instance an employer was not very understanding of the language difficulties of the newcomer employee. Participants in the focus groups commented that jobs in areas such as warehousing and other similar jobs were easier to get. Larger companies were discussed in terms of being able to provide better pay, overtime options, and benefits including assistance with prescription drugs, eyewear, and dental expenses. It was agreed by those in the focus groups that health related benefits were highly valued.

Employment Aspirations and Employment Service Organizations

A large majority of the participants found that as a newcomer they had preconceived notions that they expected to be “assisted and steered into a job” or “helped and guided by someone towards a job”. Many advised that at employment service organizations they were given advice on job searching, resume writing, presentation styles, and assistance with referrals. But many agreed that they felt the assistance was not as in-depth as they had expected it would be prior to arriving in Canada. Participants in the focus groups advised that in their view, they expected more “hands on” specific help, and that coupled with their expectations of being steered to a job lead them to become very frustrated with the process. Most agreed that after a few visits to the mainstream employment referral organizations they gave up and turned instead to family and friends for help. Even though these organizations do an admirable job, this information may suggest that alternate approaches to employment services for newcomers may need to be explored. In some cases if a newcomer could not find work in the Quinte area, he or she might go to Toronto or another larger centre to find work in a bigger market.

Employment and Family and Social Links

A majority of participants in the focus groups who became frustrated with employment referral organizations turned to family and friends within their social network to help them get jobs. One participant got help from a relative to change their resume in specific areas to make it more suitable to certain employers, and that same relative assisted in arranging an interview for a job with the current employer of the relative. The newcomer's key route to a good job was more often through a family connection. One focus group participant advised that after arriving in Canada they worked in the beginning as a care giver for a family member in order to "have a job" and then a few years after moved on to a better job. Another participant went without work for three months after arrival and it was only through a family member that they eventually acquired work. These accounts of newcomer difficulties in the labour market were also made more complicated due to language barriers. Newcomers advised that being able to attend language training was next on the list of priorities after finding a good job. They advised that because they needed to work, it was very difficult or impossible to attend Language Instruction for Newcomers to Canada (LINC) or attend ESL classes.



Employment and Language Barriers

All the focus group participants agreed that language skills, speaking English and learning to speak English, in the greater Quinte area is a key ingredient to getting a good job, and can lead to obtaining better jobs in the Quinte area. Therefore, whether it is due to challenges in transportation, affordability, or availability, attention to solutions that will deal with acquiring language skills need to be addressed in order to hopefully have an effect on attracting and retaining foreign trained workers within the greater Quinte area. One possible answer may involve the availability of LINC and ESL training to employers of newcomers through the Loyola School of Adult and Continuing Education. Loyola has of course pursued this approach with success and the QLIP Action Plan has recommended that the Loyola School pursue the possibility of reaching more employers through various channels.



Employment Related: Foreign Credentials Recognition

Foreign credential recognition and recognition of professional experience from outside of Canada was a concern and was identified as a barrier. Focus group participants, who were foreign trained professionals, discussed how newcomers who were fully qualified in the home country had difficulties getting their qualifications recognized. Newcomer participants agreed that obtaining recognition for their education was very difficult and that many of their peers found that even though their background may be as good as or even better than that of a non-

immigrant they had difficulty finding work and became very frustrated. Foreign trained professionals who participated in the focus group added that the lack of recognition for their education and their experience coupled with the language difficulties complicated the issue of obtaining a job particularly in ones field. It was also discussed how these difficulties in finding work affected ones self-esteem. Others spoke of the same problems involving friends or colleagues with excellent experience and qualifications having to take a lower level position far below their skill level in order that they may have a job. One area of assistance was expressed by a participant who advised that any new Korean business owner can seek help through the Korean Business Association (in Quinte West) in the greater Quinte area which helps not only Korean business owners but accepts persons from other countries who may need assistance. This again emphasizes the link to family, friends and social connections in seeking a formula for success as a newcomer.



Legal Aid Services

Most participants were not aware of the services of Legal Aid and the Community Advocacy & legal Centre. Participants were interested in discovering the nature of the services available. The topic will be further investigated by the QLIP Partnership in terms of being part of any awareness campaign implemented through the QLIP Action Plan.

Culture Shock

The participants referred to the complication of what they termed “culture shock” upon arrival, which made life more difficult. When asked, all agreed that the unexpected culture shock had a very significant impact upon their “new life” here in the greater Quinte area. They mentioned that in larger centres like Toronto the culture shock is lessened as the Toronto area is more culturally diverse. The greater Quinte area does not reflect a culturally diverse population. As indicated by the 2006 Census immigrants represent approximately eight percent of the area population.



Medical Services

The focus group participants were not as concerned with the availability of medical services and finding a family doctor. One participant used the “find a doctor help-line” and was given a referral to a family practitioner. In the beginning (five to eight years ago) it was difficult as there was a shortage of family physicians in the greater Quinte area but with more health care professionals being attracted to the area this participant was able to connect with a family doctor three years ago, but went without for the previous five years.

Housing Services

Housing was an issue for some participants who would like to have a home instead of an apartment but there was consensus that the available housing in the area was “adequate”.

Housing for newcomers has been identified as an area of concern by the Quinte United Immigrant Services QUIS. The QLIP Partnership when establishing an awareness campaign will include housing services available to newcomers.



Identified Gaps and Supporting Information

Research Study Comparison

A recent study “*Making Ontario Home - A study of immigrants’ need for and use of settlement services*”¹⁶ has confirmed many of the findings of the QLIP research. The following is a general comparative examination relating some of the issues to be addressed by the QLIP to the findings of this study (henceforth referred to as the MOH study). Some of the findings of the MOH study are included below as a source of information about newcomers to the greater Quinte area and comparable small centres.

Day Care

According to the MOH study, daycare for immigrants who are working may be carried out by grandparents, which in turn limits the ability of the grandparents to fully participate in the community. In the QLIP research a focus group newcomer related having a first job providing day care for a relative’s family. The QLIP has included the area of day care services as a part of its approach to addressing gaps in newcomer services.



¹⁶ Mehrunnisa Ahmad Ali (Ryerson University,) Audrey Kobayashi (Queens University), Joanna Ochoka (CCBR), Dragan Klujic (Sick Children’s Hospital), Susanna Cliff-Jungling (Queens University), Jonathan Lomotey (CCBR), [Making Ontario Home - A study of immigrants’ need for and use of settlement services](#), Ontario Council of Agencies Serving Immigrants (OCASI), and Ministry of Citizenship and Immigration (MCI) Ontario, in partnership with CERIS – The Ontario Metropolis Centre (Centre of Excellence for Research in Immigration and Settlement) WCI – The Welcoming Communities Initiative CCB – Centre for Community Based Research July 2011 (used with permission) The study included the Census area of Belleville and four other comparable smaller centres in Ontario

The Need for Information

The MOH study found that newcomers' needs include the need for more information on education opportunities, employment opportunities, and affordable housing. In general terms the QLIP research found that the dissemination of information for newcomers was important.

Finding Employment

The greatest concern expressed by newcomers from the QLIP focus groups and surveys for the greater Quinte area was that of finding employment, followed by acquiring the necessary language skills, which compares relatively well with the MOH study. In the MOH study, employment was the main concern identified, and acquiring language skills was next on the list of concerns followed by the need to find housing, and the problem of social isolation to a lesser degree in smaller centres. In addition, it is interesting to note that the MOH study found that for those living in smaller census areas the need for language skills was stronger. The study also found that newcomers accessing the services of settlement agencies for employment or skills training services were normally referred to employment agencies, where language barriers may be an issue.

A large majority of newcomers surveyed in the MOH study used employment and skills training programs and had used employment support services. Newcomers in the comparatively smaller centres like Belleville were reported as least likely to use employment and skills training programs. Most newcomers were found to have sought out the employment and skills training programs in the first year of their arrival in Canada and in the majority of cases newcomers accessed the services of immigrant serving agencies, employment centres, and colleges and universities. (Photo)¹⁷



Transportation

The MOH study found that in smaller areas the mode of transportation to employment services and skills programs was by car and to a much lesser degree by transit. This is consistent with the information gathered by the QLIP, that for newcomers to the greater Quinte area, once having secured employment, the next objective is quite often saving for an automobile.

¹⁷ Photo provided by the Quinte West Chamber of Commerce from the, Employer's Tool Kit, 2011:
<http://quintewestchamber.on.ca/dropzone/Tool%20Kit%20Book.pdf>

Language Programs

The MOH study found that newcomers living in small towns and smaller centres were most likely to use language training programs as opposed to those living in larger centres. The strong desire of newcomers to attend language training was identified in the QLIP focus groups / interviews.

Mentoring, internships, bridging programs and foreign credential accreditation services

The MOH study found that immigrants who lived in smaller towns found it difficult to access programs like mentoring, internships, bridging programs and foreign credential accreditation services. In the QLIP research focus groups / interviews foreign credential recognition was identified as a problem for skilled newcomers.

Medical Services and Interpretation – Gap for Newcomers

The Quinte United Immigrant Services has reported that there are valid concerns regarding the ability of newcomers, with language difficulties, in communicating their needs to medical service providers. This concern has led to the identification of a gap that will be closed through the provision of interpretation services to medical service providers. This concern is supported by research into the needs of newcomers when accessing medical services. In that light, the following list of recommendations which includes the provision of interpretation services came from a study titled *“Barriers to Health Service Utilization by Immigrant Families Raising a Disabled Child: Unmet Needs and the Role of Discrimination.”*¹⁸ The recommendations included:

- *Service provider training. Service providers did not have any training in cultural competency and believed that this was increasingly important in working with immigrant families...*
- *Training in culturally sensitive care...*
- *Use of translators. It would be beneficial for service providers to be trained on how to work with translators, to be aware of the language services available to immigrant families, and to be aware of the importance of using a translator in meetings with families. It is important to offer language support to families and not assume that the family knows that such support exists.*
- *Taking extra time with immigrant families. Immigrant families need extra time to be able to ask questions. Service organizations should consider giving explicit permission to service providers to take the extra time to talk with immigrant families about their health histories and their contexts before immigrating to Canada. It is important not to assume that families have knowledge of the services, supports, equipment, funding, and possibilities for their children.*

¹⁸ Gillian King, PhD. (1) et al., Barriers to Health Service Utilization by Immigrant Families / Raising a Disabled Child: Unmet Needs and the Role of Discrimination. Final Report to Citizenship and Immigration Canada. 30 April 2011. Sally Lindsay, PhD.(1); Anne Klassen, DPhil.(2); Victoria Esses, PhD.(3); Ronit Mesterman, MD.(2) 1 Bloorview Research Institute, Toronto ON, 2 Department of Pediatrics, McMaster University, Hamilton ON, 3 University of Western Ontario, London ON

- *The importance of support. Community services need to support the creation and maintenance of immigrant parent support groups for parents who have a child with a disability. Service providers need to be aware of parent support groups and refer families to them.*
- *Help in navigating the system. If possible, service providers should link immigrant families with a social worker or settlement worker who can help them navigate the system, including finding services, helping them fill out forms, and getting them supports.¹⁹*

Many of the recommendations in the study match the needs expressed within the newcomer community as discussed with QUIS staff working with newcomers in the greater Quinte area.

Identifying the QLIP Greater Quinte Area Priorities



The greater Quinte area is subject to the same economic forces and demographic shifts that affect the province of Ontario, yet within an urban/rural mix that presents its own challenges now and for the future.

In order that the greater Quinte area can meet the challenges of labour shortfalls, as have been predicted, it must be ready to utilize a diverse workforce. The advantage for any area in these changing times is utilizing its human resource to the fullest potential and in doing so support a successful economy and a strong inclusive community. A community that embraces diversity and the value that newcomers bring to an area is extremely important to building a future together. In terms of the information derived from the research, surveys, focus groups and interviews, and comparative studies the QLIP priorities are:

1. Identify labour market shortages that cannot be accommodated from the local workforce inventory and based on the research information strengthen labour market outcomes for newcomers to the greater Quinte region to eliminate shortages as they become a reality
2. Facilitate existing language training options and opportunities for newcomers already hired
3. Facilitate measures to find sustainable solutions suited to creating a welcoming community for newcomers:
 - Deal with the “culture shock” by fashioning a more inclusive environment
 - Explore existing employment services in relation to preconceived expectations by newcomers
 - Promote diversity education and training in community services and activities
 - Promote the attraction and retention of newcomers by working with the different levels of government to facilitate the adoption of an immigration strategy by local municipalities

¹⁹ Gillian King, PhD. (1) et al., Barriers to Health Service Utilization by Immigrant Families / Raising a Disabled Child: Unmet Needs and the Role of Discrimination. Final Report to Citizenship and Immigration Canada. 30 April 2011. Sally Lindsay, PhD.(1); Anne Klassen, DPhil.(2); Victoria Esses, PhD.(3); Ronit Mesterman, MD.(2) 1 Bloorview Research Institute, Toronto ON, 2 Department of Pediatrics, McMaster University, Hamilton ON, 3 University of Western Ontario, London ON

QLIP Proposals for Change

Newcomer Awareness Campaign

An awareness campaign coordinated through the QLIP will touch on areas where gaps have been identified including employment, transportation, health care, daycare, or other areas identified by the QLIP.

Language Training for Newcomers as a platform for Change

The Loyola School of Adult and Continuing Education has entered into contracts with two prominent Quinte area companies to provide ESL language training for twenty-five or more employees who are newcomers to the Quinte area. This is a significant change which in the past was not a viable option for some. Workers are mostly employed during the day, making day training a non-option and night school was in the past not “on the table” for many. Because many of the employees live in the Belleville area, getting to the Loyola School of Adult and Continuing Education is not an issue as most can drive or car pool, and if transit is an option it can also be used. The QLIP has recommend that the Loyola School of Adult and Continuing Education use this breakthrough for newcomers in ESL training as a platform for increasing the number of newcomers taking ESL training by establishing further “new” contracts with Quinte area companies.

Quinte West Chamber of Commerce, Prince Edward County Chamber of Tourism and Commerce and the Quinte Manufacturers Association as Information Dissemination Focal Points: Outreach to Employers

The QLIP partners that are most able to disseminate awareness information to employers include: the Quinte West Chamber of Commerce, the Prince Edward County Chamber of Tourism and Commerce, and the Manufacturing Resource Centre supporting the Quinte Manufacturers Association. Collectively these highly dedicated organizations may well be able to reach out to over eight hundred employers in the greater Quinte area.

Employers and Employment Services Agencies Link

Employment services agencies may have the ability to include contact information for the Loyola School of Adult and Continuing Education on the ESL option as a benefit to employers when they are seeking foreign trained workers, thereby possibly adding momentum to the process of newcomers finding employment within the greater Quinte area.



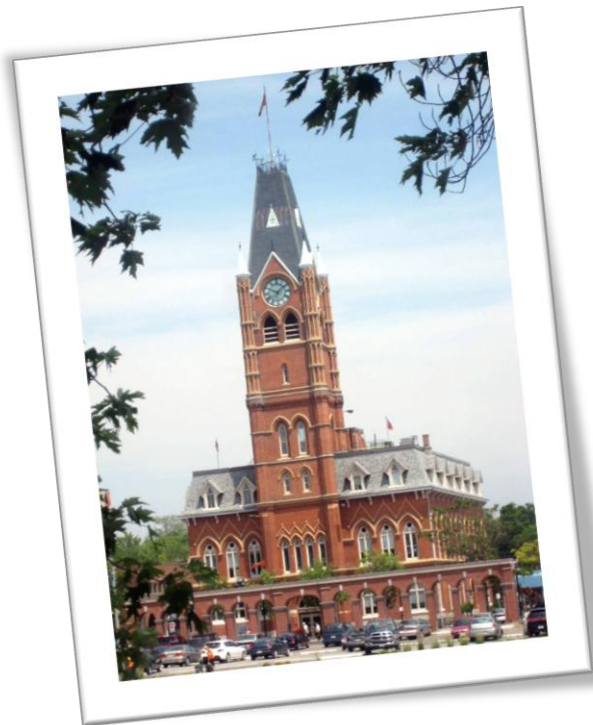
Language Skills and the Link to Transportation Services

The QLIP was advised that in order to expand the ESL training for more newcomers from Brighton and Quinte West the question of affordable transportation still applies. Taxi service is approximately \$100 per day for several students for a four day week. The Quinte Access transportation option is more expensive, and carpooling has insurance issues. The link to success for those in the Brighton and Quinte West area will require the QLIP to coordinate an approach to the transportation gap through negotiations with transportation services in the area and possible funding options.



Medical Services and Interpretation

The Quinte Local Immigration Partnership is working with the Quinte United Immigrant Services and Quinte Health Care to implement a protocol for interpretation services to assist newcomers to the Quinte area when accessing the services provided by Quinte Health Care to include: [QHC Belleville General Hospital](#), [QHC North Hastings Hospital](#), [QHC Prince Edward County Memorial Hospital](#) and [QHC Trenton Memorial Hospital](#). Face-to-face interpretation services will be the preferred approach.



QLIP Local Settlement Strategy and Action Plan

Strategy	Findings	Actions
Build potential for increased use of protocols that meet the needs of newcomer services within the greater Quinte area with an emphasis on collaborative approaches	Language interpretation services protocols or procedures need to be put in place at medical and health institutions in the greater Quinte area for reliable communication with newcomer patients	<p>Facilitate the implementation of a well defined protocol for interpretation services for medical and health institutions for communication with newcomer patients.</p> <p>Process commenced late 2011 Goal – 2012 – 2013</p> <ul style="list-style-type: none"> ➤ The Quinte Local Immigration Partnership is working with the Quinte United Immigrant Services and Quinte Health Care to implement a protocol for interpretation services to assist newcomers to the Quinte area when accessing the services provided by Quinte Health Care to include: QHC Belleville General Hospital, QHC North Hastings Hospital, QHC Prince Edward County Memorial Hospital and QHC Trenton Memorial Hospital. In addition, these services will filter down to the services offered by the Belleville and Quinte West Community Health Centre http://bqwchc.com ➤ Further, this approach includes information sessions and training for health care providers in order to accurately serve newcomer patients who cannot communicate their health care needs or difficulties. Face-to-face interpretation services will be the preferred approach. ➤ <u>The process has begun in earnest as the contract for these services became official in May of 2012.</u> <p>Through the QLIP awareness campaign facilitate the implementation of well defined protocols for interpretation services for other potential service providers in the greater Quinte area</p> <p>Goal – 2012 – 2013</p>

Strategy	Findings	Actions
Create an awareness campaign to advance the positive aspects of newcomers joining the community	Cultural diversity and sensitivity promotion will be beneficial to the greater Quinte area	<p>Promote diversity and sensitivity in the community through outreach materials, welcoming initiatives, and a multimedia communication approach focused on the positive aspects of newcomers joining the community</p> <p>Process commenced early 2012.</p> <p>Goal – 2012 – 2013 – Ongoing Campaign</p> <ul style="list-style-type: none"> ➤ TV COGECO Community TV Channel 4 is producing a six part series “<i>Breaking Barriers: A Local Look at a Global Perspective</i>” an in depth look at the challenges and successes immigrants coming to Canada (and living in Canada) experience in the Quinte Region.²⁰ It looks at newcomers and in part the services available through QUIS and the work of the QLIP. Part six the final program may in part focus on the QLIP Project ➤ TV COGECO Possible areas of focus to be determined: <ul style="list-style-type: none"> • QLIP meetings • QLIP Partners • QLIP Deputations to local Councils • Other areas of QLIP involvement <p>The product “<i>Breaking Barriers: A Local Look at a Global Perspective</i>” will be aired on TV COGECO Community TV and may influence the QLIP awareness campaign linking the work of the QLIP and public education.</p>

²⁰ TV COGECO, *Breaking Barriers: A Local Look at a Global Perspective*, <http://www.tvcogeco.com/belleville/shows>

Strategy	Findings	Actions
<p>Develop partnerships across city and municipal councils within the greater Quinte area to provide for policies and approaches to services that will foster a welcoming community that can provide the necessary services to newcomers</p>	<p>Bringing all institutions together through membership in the QLIP fosters increased interest from the Quinte area cities and counties which may translate into action</p>	<p>Work with levels of government to promote the inclusion of an immigration strategy as a standard approach to planning and development.</p> <p>Process commenced early 2012. Goal – 2012 – 2013 – Ongoing Commitment</p> <p>The Mayor of the City of Belleville has expressed interest in an immigration strategy forming part of the city strategic plan. This has encouraged the QLIP to prepare deputations to area councils.</p> <ul style="list-style-type: none"> ➤ Implement QLIP deputations to the cities of Belleville and Quinte West and the Counties of Hastings and Prince Edward ➤ QLIP deputations format to be finalized in May 2012 with tentatively plans to commence in the month of June 2012, dependant on progress and planning <p>QLIP to facilitate momentum to fashion a more inclusive environment and encourage a welcoming community for newcomers</p> <p>Goal – 2012 – 2013 – Ongoing</p> <p>Promote best practices frameworks that have proven successful within the greater Quinte area and other communities.</p> <p>Goal – 2012 – 2013 – 2014 Ongoing</p>

Strategy	Findings	Actions
<p>Create effective approaches to community services in terms of the evolving requirements of a welcoming community</p>	<p>Research and outreach ongoing with service providers</p> <p>The QLIP website will become an extension of the Partnership and act as a newcomer community services portal.</p>	<p>QLIP Website to be a “newcomer portal” to services that are available, to provide a “footpath” or “roadmap” for new arrivals and those contemplating coming to the greater Quinte area and will need to focus on areas of most interest to newcomers</p> <p>➤ The QLIP website will be hosted by the Quinte United Immigrant Services QUIS through their website.</p> <p>Goal – Creation in 2012 - Ongoing</p> <p>Promote and recommend culturally oriented activities</p> <p>Goal – 2012 – 2013 – 2014</p> <p>Explore employment services for newcomers in relation to preconceived expectations and seek solutions to amplify labour market outcomes for newcomers</p> <p>Goal – 2012 – 2013 Ongoing</p> <p>Explore Language training options and opportunities for newcomers and employers</p> <p>Goal – 2012 – 2013 – 2014 Ongoing</p> <p>Evaluate and communicate alternative delivery systems in reference to gaps in service to newcomers</p> <p>Goal – 2012 – 2013 – 2014 Ongoing</p> <p>Service sector linkage action report</p> <p>Goal – 2012 – 2013 Ongoing</p>
<p>Develop linkage action report between service sectors in terms of duplication and congruency in services for newcomers</p>	<p>QLIP has brought many service provider representatives together and the exploration of services is ongoing</p>	<p>Service sector linkage action report</p> <p>Goal – 2012 – 2013 Ongoing</p>

Strategy	Findings	Actions
<p>Engage Francophone immigrant newcomers to the greater Quinte area and through QLIP and QUIS identify issues that are prevalent in the community.</p>	<p>Research and outreach ongoing - Consultation with the Francophone immigrant newcomers.</p>	<p>Representation of the francophone immigrant newcomer community in the greater Quinte area to be explored in relation to services within the greater Quinte area.</p> <p>Goal – 2012 – 2013 - Ongoing</p>

Research Publications

Community Immigrant Retention in Rural Ontario (CIRRO) Helping rural communities to attract and retain skilled newcomers 2011 – Source: Rural Community Development Branch, Ontario Ministry of Agriculture, Food and Rural Affairs. <http://www.reddi.gov.on.ca/PDF/cirro-toolkit-EN.pdf>

The Diversity Advantage: A Case for Canada's 21st Century Economy Presented at the: 10th International Metropolis Conference: Our Diverse Cities: Migration, Diversity, and Change October 20, 2005.
<http://www.rbc.com/newsroom/pdf/20051020diversity.pdf>

Welcoming & Inclusive Communities Toolkit – Source: Alberta Urban Municipalities Association (AUMA)
http://www.auma.ca/live/digitalAssets/25/25953_WICT_booklet_10232008.pdf

Engaging the Migrant Community outside of Canada's main Metropolitan Centres: Community Engagement - the Welcoming Community Initiative and the case of Greater Victoria, by Oliver Schmidtke and Steffen Neumann, Metropolis British Columbia – Centre of Excellence for Research on Immigration and Diversity - Working Paper Series No. 10 - 13, November 2010
<http://mbc.metropolis.net/assets/uploads/files/wp/2010/WP10-13.pdf>

Canadian Diversity – Vol. 8-5 Winter 2011, International Migration: the emergence of the mobile student.
Article: Welcome to Canada?: Immigration Incentives may not be enough for International Students to Stay.
Article: Immigration and Diversity: Exploring the challenges facing international students on and off campus.
http://canada.metropolis.net/pdfs/cdn_diversity_mobilestudnt.pdf

Gillian King, PhD. (1) et al., Barriers to Health Service Utilization by Immigrant Families / Raising a Disabled Child: Unmet Needs and the Role of Discrimination. Final Report to Citizenship and Immigration Canada. 30 April 2011.
Sally Lindsay, PhD.(1); Anne Klassen, DPhil.(2); Victoria Esses, PhD.(3); Ronit Mesterman, MD.(2) 1 Bloorview Research Institute, Toronto ON, 2 Department of Pediatrics, McMaster University, Hamilton ON, 3 University of Western Ontario, London Ontario.

<http://welcomingcommunities.ca/wp-content/uploads/2011/09/families-with-disabled-child-final-report1.pdf>

Blair, K. Integrating Immigrants into the Canadian Labour Market July 13, 2005 (overview)

<http://www.ocasi.org>

Welcoming Communities Initiative (WCI) a multidisciplinary alliance of universities, colleges, and community organizations dedicated to promoting the integration of immigrants and minorities across Ontario - Local Immigration Partnerships (LIPs)

<http://welcomingcommunities.ca/lip/>

Durham Strategic Plan (LIP) - Diversity and Immigration Community Plan

http://welcomingcommunities.ca/wp-content/uploads/2011/10/Durham_Strategic-Plan.pdf

Lawrence Heights - Settlement and Employment Strategy & Action Plan

<http://welcomingcommunities.ca/wp-content/uploads/2011/09/27.pdf>

Niagara Local Immigration Partnership - Niagara's Collaborative Approach: Building on Existing Services for Newcomers

<http://welcomingcommunities.ca/wp-content/uploads/2011/09/061.pdf>

North Bay Newcomer Network – LIP Action Plan - August 2010

<http://welcomingcommunities.ca/wp-content/uploads/2011/09/07.pdf>

North Etobicoke Local Settlement Strategy - Local Immigration Partnership - March 2011

<http://welcomingcommunities.ca/wp-content/uploads/2011/09/28.pdf>

Southwest Scarborough Local Immigration Partnership - A Community Plan to Promote the Settlement and Integration of Immigrants in Southwest Scarborough

<http://welcomingcommunities.ca/wp-content/uploads/2011/09/33.pdf>

Photographs that are not footnoted were graciously provided with permission by: City of Belleville, City of Quinte West, Prince Edward County Chamber of Tourism & Commerce, and Quinte United Immigrant Services.

APPENDIX A

Service Provider Questionnaire (On-line)

1. Which of the following services and supports are provided by your agency/organization: (check all that apply)

Social Assistance	Housing	Employment
Education	Language Training	Community Connections
Health	Advocacy	Justice/Legal Support
Transportation	Financial Assistance	Referral
Assessment	Other: _____	

2. Please identify all target groups/clients served by your organization/agency: (Check all that apply)

Women Men Seniors Youth (12-24) Children (12 and under)

3. What is the outcome / goal of your services? (Check all that apply)

Settlement	Integration	Improved Language Skills	Ability to find jobs
Stronger Labour Force	Financial Independence	Improved Health	
Social and Professional Networks	Other: _____		

4. Do any of the following barriers restrict access to your services? (Check all that apply)

Language	Financial	Transportation	Childcare	Awareness of Service
Hours	Other: _____			

5. What do you think are some of the service or program delivery gaps in the community? (Check all that apply)

Funding Coordination of Services Lack of Services for Specific Groups

Childcare Transportation Awareness of Service

Other: _____

6. Please indicate the importance of addressing the following issues in your community:

	Not Important (1)	Fairly Important (2)	Very Important (3)	Extremely Important (4)	N/A (0)
Employment					
Housing					
Education					
Attitudes towards immigrants					
Cultural Diversity					
Healthcare					
Public Transportation					
Justice and Legal Support					
Newcomer-Serving Agencies Collaboration					

7. If applicable: In terms of ethnic background, where do the majority of your newcomer clients come from (list top 5)?

8. Are there some areas of concern that you hope the Quinte Local Immigration Partnership (QLIP) will address? If so, do you have recommendations on how to address these issues?

9. Do you feel that the newcomer population in the area has changed in the Past five years? If so, how?

10. Do you feel that your organization currently has capacity to meet the needs of any newcomers that come through your door?

APPENDIX B

Focus Groups / Interviews Questions and Discussions

Questions for both groups:²¹

1. Getting a job when you first arrived in the Quinte area, was it difficult?
2. Please tell me more about your experiences... the jobs and what happened?
3. Was language and communication an issue?
4. Please tell me more about your experiences...
5. In terms of transportation was it a problem for jobs or...?
6. Please tell me more about your experiences...
7. In terms of Health Care Services were there difficulties when you arrived?
8. Please tell me more about your experiences...
9. Now that you have been here for a while what has changed in terms of Health Care?
10. Please tell me more about your experiences...
11. Was education or training a factor in gaining employment?
12. Please tell me more about your experiences...
13. Any difficulties in seeking and getting legal assistance?
14. Please tell me more about your experiences...
15. Your social support network, how did that factor into your success as a newcomer?
16. Please tell me more about your experiences...
17. Did faith based or cultural groups provide assistance?
18. Please tell me more about your experiences...
19. Friends and family and extended family support, how did that factor into your success as a newcomer?
20. Please tell me more about your experiences...
21. Were community programs or schools a factor in your new situation?
22. Please tell me more about your experiences...
23. What type of experiences can anyone relate to in terms of difficulties or success?
24. The Quinte United Immigrant Services, are/were you all aware of their services?
25. Please tell me more about your experiences...
26. Local employment services, What type of experiences did you have?
27. Please tell me more about your experiences...
28. In terms of local government offices, how did they play a role in your success as a newcomer?
29. Are there any other areas that you would like to discuss as being a factor in your success as a newcomer or any factors that were not helpful in you experience?

²¹ Two groups 1.) a group comprised of those learning English for the first time, and those improving their level of skill, and 2.) a group comprised of those learning or improving their business English skills

30. Please tell me more about your experiences...
31. In terms of legal services have you used Legal Aid or a legal support service?
32. Please tell me more about your experiences...

Focus Groups / Interviews Questions and Discussions

Additional questions for the foreign trained professionals

1. Education Accreditation, what type of difficulties have you or colleges experienced?
2. Please tell me more about your experiences...
3. Canadian experience in ones profession, What type of difficulties have you or colleges experienced?
4. Please tell me more about your experiences...
5. What solutions have you or your colleges had to find in terms of education, jobs and experience?
6. Please tell me more about your experiences...
7. In terms of employment or local services what are some experiences that you can relate to as a newcomer, or experiences that you may be aware of from your colleges, family and friends?
8. Please tell me more about your experiences...

APPENDIX C

Review of Local Service Sector Primary Areas

Quinte United Immigrant Services (QUIS)

<http://www.quis-immigration.org>

Quinte United Immigrant Services was founded in 1986 and offers a large variety of services to newcomers who have arrived in Canada. QUIS offers direct essential services to meet the needs of newcomers anytime after their arrival in Canada. Their services include, but are not limited to: reception, orientation, interpretation and translation, referral to community resources, solution focused counselling and employment related services.

QUIS guides those newcomers isolated by culture and language in the greater Quinte area through the process of settlement and adjustment. QUIS encourages community respect for the diversity of newcomers by promoting recognition of the value of racial and cultural differences. It also facilitates the integration and participation of newcomers into the social, economic and cultural life of the community. QUIS is a charitable organization whose mission is to prevent and relieve the distress experienced by newcomers settling in Canada. QUIS assists newcomers in locating affordable housing, furnishings and other related items, and also to locate agencies and services to meet the needs of newcomers. QUIS also cooperates and collaborates with, and assists, other organizations concerned with the general welfare of newcomers in Canada.

Central Eastern Ontario Translation and Interpretation Services (CEOTIS)

<http://www.quis-immigration.org/interpret.html>

The Central Eastern Ontario Translation and Interpretation Services (CEOTIS) was founded in 2006 and is a division of the Quinte United Immigrant Services (QUIS). CEOTIS is a non-profit agency providing an improved link between human services professionals and limited-English speakers. They provide access to professional translation and interpretation services for all members of the community serving Central Eastern Ontario from Lindsay to Brockville and the surrounding areas. Their mission is to provide effective communication between agencies or professionals and non-English speaking clients through competent well trained, ethical and impartial interpreters. CEOTIS adheres to provincial standards for interpretation ensuring high quality and consistent delivery by trained competent and linguistically fluid interpreters.

CEOTIS provides services for both interpretation and translations. Interpretation is the act of providing oral translation between or amongst speakers who speak different languages. They offer interpreters for over 80 languages who are available 24 hours a day, 7 days a week. Interpreters are interviewed and screened for professional interpreter training, language testing, are insured and cleared by an enhanced police check. Their skilled interpreters are available for face-to-face, teleconference, and message relay. Translation occurs when written documentation in one language is rendered in writing into another language and expresses the same meaning. Their translators are ATIO certified (Association of Translators and Interpreter of Ontario) and ensure confidentiality and precision. CEOTIS strives to unparalleled excellence in providing precise, immediate and confidential linguistic translation and interpretation services in over 80 languages.

Transportation and Transit - Available Services

There is limited availability of public transportation within parts of the “catchment area”. Services available at present include: Belleville Transit, Quinte West - Quinte Access, Laidlaw Transit Ltd., Bancroft Community Transit, Central Hastings Public Transit System, and Deseronto Transit.

The City of Belleville Transit

<http://www.city.belleville.on.ca/RESIDENTSERVICES/PUBLICTRANSIT/Pages/default.aspx>

The transit system in the Belleville area is quite extensive, operates seven days a week and the ridership stands at 3,000 per day with nine routes that cover the Belleville area.

The City of Quinte West – Quinte Access

<http://www.quinteaccess.org>

The Quinte Access transit system travels through the main arteries of Trenton and is available to anyone - runs Monday to Friday 6:00 am – 7:30 pm and Saturday 9:00 am – 4:30 pm - monthly pass \$30.00.

Transportation between the City of Belleville and Trenton (in Quinte West)

<http://www.city.quintewest.on.ca/en/visitors/gettingaround.asp>

Laidlaw Transit Ltd. - Commuting service from Trenton to Belleville - 3 bus runs daily, Tuesday to Friday - Starting from the Market Square in Trenton to Toronto Dominion Bank at Front and Bridge Streets in Belleville.²²

Bancroft Community Transit Service

<http://www.bancroftcommunitytransit.com>

Bancroft Community Transit Service is limited to prearranged bookings twenty-four hours in advance. It is a non-profit organization providing a door-to-door transportation service for persons in need, using volunteer drivers, and payment is in cash unless payment is pre-arranged through the person's referral agency. Agencies that may refer persons include the Hastings & Prince Edward Counties Health Unit, Ontario Works, and the Children's Aid Society.²³ The service includes transportation to: "... *legal appointments, special programs, counseling appointments, medical appointments, day care, work placements, and necessities of life.*"²⁴

Central Hastings Public Transit System

<http://chsninc.ca/central-hastings-public-transit>

*The Central Hastings Public Transit System is an initiative of the Central Hastings Support Network, that provides a means for the general public of Central Hastings to travel within the local area in order to gain and maintain employment, further their education, obtain health care, attend to personal business, expand their social networks, etc.*²⁵

Schedules: Phase 1- Madoc/Marmora/Springbrook/Stirling/Belleville/Ivanhoe Route.

Phase 2- Madoc Township/Municipality of Tweed/Belleville Route.²⁶

Deseronto Transit

<http://deseronto.ca/departments/deseronto-transit>

Deseronto Transit in the eastern part of the "catchment" area provides public transportation services to Deseronto, Napanee, Belleville, and Prince Edward County and the service is Monday to Friday.

²² The City of Quinte West: <http://www.city.quintewest.on.ca/en/residents/busservice.asp>

²³ Bancroft Community Transit Service Website: <http://www.bancroftcommunitytransit.com> information compiled from the website

²⁴ Bancroft Community Transit Service Website: <http://www.bancroftcommunitytransit.com> information compiled from the website

²⁵ Central Hastings Public Transit System: <http://chsninc.ca/central-hastings-public-transit>

²⁶ Central Hastings Public Transit System: <http://chsninc.ca/central-hastings-public-transit>

Transportation Portal: Hastings & Prince Edward Transportation Information Portal

<http://www.hpetransportation.ca>

The newly launched information website is “... a resident focused collaborative integrated transportation system that provides an easily accessible information portal of all local transportation resources and effectively and efficiently moves people to services within and outside of Hastings and Prince Edward Counties”²⁷ The QLIP proposed awareness campaign will be able to utilize this tool considering newcomer’s needs for transportation information.

Transportation Model - The Monieson Centre - Queen’s School of Business

<http://business.queensu.ca>

The Monieson Centre Queen’s University School of Business is working with rural communities across Ontario to revitalize local economies. The QLIP Project Coordinator discussed the transportation challenges in the greater Quinte area with a representative of the Monieson Centre at a workshop in Belleville on December 07, 2011. The representative advised that the Monieson Centre is working on a “transportation mathematical model” specifically for smaller and more rural communities. The availability of this model will be pursued by the QLIP as a possible tool for the greater Quinte area.²⁸



²⁷ Hastings & Prince Edward Transportation Solutions: <http://www.hpetransportation.ca>

²⁸ Monieson Centre Queen’s University School of Business “Quinte Region Discovery Workshop” <http://business.queensu.ca/centres/monieson/index.php> presented by the East Central Ontario Training Board ECOTB <http://www.focusontraining.com> Belleville Ontario, December 07, 2011

Employment Service Organizations

The Quinte area has employment service agencies that are part of the Employment Ontario network. Their services are free and include the following agencies:

Career Edge

Career Edge has been providing employment services since 1987 and has offices in Campbellford, Napanee, Northbrook, Picton and Trenton. Career Edge provides a variety of Employment Ontario services for Youth and Adults.²⁹

<http://www.careeredge.on.ca>

Community Employment Services

Loyalist College Community Employment Services delivers Employment Ontario employment programs and services in the Belleville and Bancroft area... helping individuals to attain their employment goals extends to a diverse population including: adults, persons with disabilities, youth, students and newcomers to Canada.³⁰

<http://communityemploymentservices.ca>

Meta Employment Services

Meta Employment Services is an Employment Ontario funded program and part of the Employment Ontario network of organizations that provides one-stop shopping for all... job search needs...(and) services through this program are available at no cost to (the individual). Meta has been providing assistance to job seekers for over 30 years.³¹

<http://metaemploymentservices.com>

The **Community Employment Services** has partnered with the QLIP providing valuable information and insight into the employment needs of newcomers.

In addition to the above service providers, there are a variety of private sector employment referral companies working in the greater Quinte area.

²⁹ Career Edge <http://www.careeredge.on.ca>

³⁰ Community Employment Services <http://communityemploymentservices.ca>

³¹ Meta Employment Services <http://metaemploymentservices.com/index.html>

Health and Medical Services in the QLIP area

Quinte Health Care QHC

<http://www.qhc.on.ca>

The Quinte Health Care organization serves the greater Quinte area with services that are region based and community focused with locations in Bancroft in the north, Trenton and Belleville in the southern part, and in Picton in Prince Edward County.



Quinte Health Care provides a wide range of high quality health care services to 160,000 people living in the diverse region of Prince Edward and Hastings Counties and the southeast portion of Northumberland County. Care is provided through four hospitals – [QHC Belleville General Hospital](#), [QHC North Hastings Hospital](#), [QHC Prince Edward County Memorial Hospital](#) and [QHC Trenton Memorial Hospital](#) – and includes four emergency departments, operating rooms at three sites, a rehabilitation day hospital, children's treatment centre, ambulatory care clinics, community mental health programs and a range of diagnostic services. There are 255 inpatient beds for acute medical patients, intensive care, obstetrics, paediatrics, mental health, complex continuing care, rehabilitation and surgery.³²

In addition, QHC provides additional local services through the Belleville and Quinte West Community Health Centre <http://bqwchc.com>

Belleville and Quinte West Community Health Centre

<http://www.bqwchc.com>

The Belleville and Quinte West Community Health Centres “...offer a wide range of services and programs to improve the health of people who live in the community. The Centre has sites in Belleville and Quinte West. (Their) ...services and programs include primary health care, health promotion, and community wellness. They are available to everyone, they are confidential and they are free of charge.”³³

QLIP awareness campaign will include information on medical services throughout the greater Quinte area to ensure there is an increased level awareness on the availability of services.

³² Quinte Health Care <http://www.qhc.on.ca/about-qhc-s5.php>

³³ Belleville and Quinte West Community Health Centre <http://bqwchc.com>

The Hastings & Prince Edward Counties Health Unit

www.hpechu.on.ca

The Health Unit located in the Belleville area has partnered with the QLIP providing valuable information and insight into the health related programs and services available to newcomers.

The Hastings & Prince Edward Counties Health Unit serves the County of Prince Edward and Hastings County, Quinte West, and Belleville, Ontario from offices in Trenton, Picton, Madoc, Bancroft and Belleville. (The Health Unit)... provides dozens of programs and services, along with reliable health information to a population of approximately 150,000 people in 7,000 square km catchment area. (Their)... mission is to enable the people in Hastings and Prince Edward counties to achieve and maintain optimal health through health protection and promotion, as well as disease and injury prevention.³⁴

The Community Care Access Centre Belleville (CCAC)

<http://www.ccac-ont.ca>

The Community Care Access Centre Belleville can help individuals and family's access health and personal support services to help one live independently at home and in the community. Their services are funded by the Province of Ontario and the following information from their website summarizes their services.

...Community Care Access Centre (CCAC) connects [Care in Your Home](#) and... [Care in Your Community](#), including specialized support services... information about [Long-Term Care Options](#) ...In total, there are 14 CCACs in communities across Ontario that are funded by Local Health Integration Networks through the Ministry of Health and Long-Term Care... Each CCAC is staffed by caring and knowledgeable professionals who will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan that meets your individual needs. Then, if services are provided to you by your CCAC, we'll arrange for quality health-care professionals – nurses, physiotherapists, social workers, registered dietitians, occupational therapists, speech therapist and personal support workers – to provide a range of care and supportive services to help support you at home and help you enjoy the best possible quality of life³⁵

³⁴ Hastings & Prince Edward Counties Health Unit: http://www.hpechu.on.ca/applications/web_cms/index.php?siteid=25

³⁵ Community Care Access Centre Website: www.se.ccac-ont.ca

English as a Second Language Training

Loyola School of Adult and Continuing Education in Belleville

<http://www.learningatloyola.ca>

Learning the English language can be a challenge for many newcomers to the greater Quinte area, and the Loyola School of Adult and Continuing Education “...provides adults with opportunities to advance their basic literacy skills and to acquire English as a Second Language skills”³⁶...to enable learners to better adapt, integrate and prepare themselves for employment and life in Canada and our community. The Loyola School offers language instruction for newcomers to Canada (LINC) and English as a Second Language (ESL) through their Loyola campus in Belleville with some courses available in Trenton (Quinte West).

Community Services Portal (Database)

This community services portal (Hastings and Prince Edward Counties Community Information Services Database) is seen as a valued advancement in area access to information on services that are available in the greater Quinte area, and will prove helpful to newcomers. The QLIP awareness campaign to improve the level of services available to newcomers will include information about utilizing this online database service.

Hastings and Prince Edward Counties Community Information Services Database

<http://quinte.cioc.ca>

This site can direct one to many of the services available within the community and the database can be accessed through the Volunteer & Information Quinte website at <http://www.viq.ca> by checking under the “info services” menu for “Database of Community Services” which leads to the site: <http://quinte.cioc.ca>

Database of Community Services Enter our [database of community services](http://quinte.cioc.ca) to get detailed information on community, social, health and government organizations in the Hastings and Prince Edward Counties.³⁷

The data base of community services information can be accessed by a variety of ways: key words, location, service requested, etc., and provides necessary information on (as the VIQ site states) “...over 1,000 listings of non-profit organizations, service clubs, sport associations, arts groups and more.”³⁸

Sample selection:

VIQ1207	Prince Edward Child Care Services, Enhanced Support Program	Picton
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³⁶ Loyola School of Adult and Continuing Education: <http://www.learningatloyola.ca>

³⁷ Volunteer & Information Quinte website at <http://www.viq.ca> by checking under the “info services” menu for “Database of Community Services” which leads to the site: <http://quinte.cioc.ca>

³⁸ Volunteer & Information Quinte website at <http://www.viq.ca>

Legal Aid Services

The Community Advocacy & Legal Centre

<http://www.communitylegalcentre.ca>

The Community Advocacy & Legal Centre in the greater Quinte area has offices distributed regionally providing access to those who cannot ordinarily afford legal services within the community.

*The Community Advocacy & Legal Centre is a non-profit community legal clinic. (Serving)... low income residents of Hastings, Prince Edward and Lennox & Addington counties. The clinic (formerly known as Hastings and Prince Edward Legal Services) is currently staffed by [lawyers](#), [community legal workers](#), [law clerks](#) and [support staff](#) and is funded by [Legal Aid Ontario](#). A community-based [Board of Directors](#) is responsible for the clinic's operation.*³⁹

Housing Assistance in the Greater Quinte Area

Hastings Housing Resource Centre

<http://www.hastingshousing.com>

The Hastings Housing Resource Centre is located in the City of Belleville at 210A Front Street, and has an office in the City of Quinte West, in the town of Madoc in Central Hastings, and in Bancroft serving the northern part of Hastings County. There are no fees for their extensive services.

*The HHRC provides assistance locating, securing and maintaining immediate, temporary, and permanent housing, identifies local housing needs, and provides assistance to people who are seeking information about available rental accommodation, housing programs, and literature regarding the Residential Tenancy Act.*⁴⁰



³⁹ Community Advocacy & legal Centre: <http://www.communitylegalcentre.ca>

⁴⁰ The Hastings Housing Resource Centre: <http://www.hastingshousing.com>