

# QUINTE LOCAL IMMIGRATION PARTNERSHIP

...a better community for everyone

**Minutes of the meeting  
10 February 2015**

<b>MEETING :</b>	Quinte Local Immigration Partnership <a href="http://www.quintelip.ca">www.quintelip.ca</a>
<b>LOCATION</b>	Belleville City Hall Sir Mackenzie Bowell (SMB) Meeting Room 3rd floor 169 Front Street, Belleville, Ontario
<b>PROJECT COORDINATOR</b>  <b>ADMINISTRATOR /FACILITATOR</b>	<ul style="list-style-type: none"> <li>• <b>John L. Robertson</b> - Project Coordinator – Quinte Local Immigration Partnership - <b>Email:</b> <a href="mailto:lip@quinteimmigration.ca">lip@quinteimmigration.ca</a></li> <li>• <b>Orlando Ferro</b> – QLIP Administrator / Facilitator Executive Director – Quinte Immigration Services QUIS <b>Email:</b> <a href="mailto:oferro@quinteimmigration.ca">oferro@quinteimmigration.ca</a></li> </ul>
<b>NOTE TAKER</b>	<ul style="list-style-type: none"> <li>• <b>John L. Robertson</b> - Project Coordinator – QLIP Partnership</li> </ul>
<b>ATTENDEES</b>	<ul style="list-style-type: none"> <li>• <b>Michelle Rosebush</b> - Coordinator - Non-credit Programs - Loyola School of Adult and Continuing Education - Algonquin and Lakeshore Catholic District School Board</li> <li>• <b>Cory MacKay</b> - Chief of Police - Belleville Police Service</li> <li>• <b>Caroline Day</b> - Sun Life Financial</li> <li>• <b>Suzanne Andrews</b> - Manager Quinte West Chamber of Commerce</li> <li>• <b>Robynne Smith</b> - Director School of Continuing Education - Loyalist College</li> <li>• <b>Karen Post</b> - Manager of Economic and Strategic Initiatives - City of Belleville</li> <li>• <b>Joanne Leith</b> - Employment Consultant - Loyalist College Community Employment Services</li> <li>• <b>Dr. Aruna Alexander</b> - United Nations Association in Canada - UNAC Quinte</li> <li>• <b>John Costello</b> - Producer Belleville/Napanee - TVCOGECO</li> <li>• <b>Charlene Bessin</b> - Managing Consultant - Small Business Centre</li> <li>• <b>Paul Osborne</b> - President - Board of Directors - Quinte Immigration Services</li> <li>• <b>Karen Kitchen</b> - Member - Board of Directors Quinte Immigration Services</li> <li>• <b>Denyce Diakun</b> - Director Student Success - Loyalist College</li> <li>• <b>P. Golda Whittaker</b> - Program Manager - Meta Employment Services</li> <li>• <b>Jodie Russett</b> - International Coordinator - International Centre Loyalist College</li> </ul>

DISCUSSION

• **Introductions and opening remarks**

- **Acknowledgement - Special appreciation to Karen Post** - Manager of Economic and Strategic Initiatives - City of Belleville for providing the Sir Mackenzie Bowell Meeting Room at Belleville City Hall.
- **Sun Life Financial Representative Caroline Day** – Quinte Newcomer Appreciation Event at Sun Life Financial, 365 North Front Street, Belleville on Thursday February 12, 2015 from 5 p.m. to 7 p.m.
- **United Nations Association in Canada – UNAC Quinte - Dr. Aruna Alexander** - First anniversary event - The City of Belleville joined the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD) - Celebratory events are scheduled for Thursday April 16 2015 details to follow.
- **Proposed Workshop “Licensing in Ontario’s Regulated Professions”** Training available from Global Experience Ontario (MCIIT) for settlement workers, Employment Ontario providers, job developers and employers – Date to be determined for April 2015.
- **QLIP Partners review of CEOTIS Marketing Package** - CEOTIS Central Eastern Ontario Translation and Interpretation Services Language Guide posters and information brochures were reviewed by the Partners and discussed in reference to their creation and substantial distribution to numerous services providers in the Quinte Region that deal with newcomer clients who may have limited English language skills. The posters provide easy identification of some 125 languages in order to request an interpreter.
- **Improving Service delivery to Newcomers in a cost effective and efficient approach**
- Partners were advised of the progress of the Central Eastern Ontario Translation and Interpretation Services CEOTIS targeted marketing campaign that started in August 2014 that included the development of:
  - New Language Guide Identification Posters (approximately 125 languages identified)
  - New Brochure with increased effectiveness promoting the services
  - Website to be launched in the near future
- **Numerous organisations throughout the Quinte Region were provided language guides** and brochures by mail, email, fax, and hand delivery in a targeted distribution of material to service providers including: Legal community, Medical, Social Services communities and many others. Response was positive especially when the service was explained in terms of how it can benefit their work with newcomer clients.
- **CEOTIS representations were made through a QLIP volunteer to the Hastings County Law Association HCLA** as well as the HCLA Law Library and the Court Offices in the Quinte Consolidated Courthouse in Belleville. CEOTIS information packages (posters and brochures) were hand delivered including special CEOTIS letters advising on availability of Court or MAG certified interpreters (MAG - Ministry of the Attorney General).
- **Gap in Health Care Service to Newcomers Closed**
- Partners were advised that the new CEOTIS Language Guide Identification Posters identifying approximately 125 languages (laminated for health care use) that simplify access to interpretation services for health care providers serving newcomers with limited English language skills were provided to the Patient Experience Specialist for Quinte Health Care QHC. As a result the CEOTIS Language Guides etc. will be readily available to medical personnel to include Emergency Rooms. QHC dissemination of information through internal communication systems to be actioned.
- **UPDATE:** The electronic Language Guides have been emailed to all personnel as a start to the provision of CEOTIS services to QHC.

- **Gap in Education Related Service to Newcomers Closed - as a direct consequence of QLIP Partners collaborative efforts at this QLIP meeting**
- An identified gap in an education related service for newcomers was presented to the Partnership at this meeting. Through concerted dialogue the Partners proposed many alternative solutions, recommendations were presented, options were analyzed paying close attention to efficiencies and cost effectiveness for a necessary outcome. At the close of the meeting QLIP Partners in the Education field agreed to collaborate further on a solution.
- **UPDATE: Gap Closed - On the day following the QLIP Partners meeting** collaborative efforts closed the gap in service to newcomers attending Loyola School of Adult and Continuing Education with an efficient and cost effective solution. **Special appreciation** goes out to the Loyalist College representatives in attendance during the QLIP Meeting for their contributions to closing this gap.
- **Employment Services Note:** Newcomers with limited English skills visiting Employment Services in the Quinte Region can be referred to Quinte Immigration Services for translation of documentation and be provided necessary information.
- **A QLIP Meeting in Napanee will be pursued in the spring of 2015** with the suggested input of several of the QLIP Partners present at the meeting.
- **Loyola School of Adult and Continuing Education - Coordinator - Non-credit Programs Michelle Rosebush –** ESL and LINC Classes in Belleville cover beginner, intermediate and advanced levels – morning, afternoon and evening classes – classes can be joined at any time - English TOEFL/IELTS training available.
- **Quinte West Chamber of Commerce Manager Suzanne Andrews** - suggested that information on ESL night classes at Loyola School of Adult and Continuing Education be provided to employers through the Chambers of Commerce in the Quinte Region with a letter/poster focused on how English as a Second Language (ESL) training can benefit employers.
- **Small Business Centre SBC Managing Consultant Charlene Bessin –** Newcomers to the Quinte Region are making use of SBC services. There is a need to focus on business development for newcomers starting businesses and creating employment.
- **Quinte West Chamber of Commerce Manager Suzanne Andrews –** noted that newcomers are interested in purchasing businesses in Quinte West
- **Belleville Police Service Chief of Police - Cory MacKay** - provided information on the Community Safety Group meeting (Nov 2014) and information on the Community Hub – the training required is completed online. Community Safety and Well-being is a comprehensive integrated approach to crime prevention.
- **QLIP Strategy and Action Plan 2014 / 2015 / 2016** progress, challenges and moving forward were discussed.
- **Black History Month February:** <http://www.cic.gc.ca/english/multiculturalism/black/>
- Every year, Canadians are invited to participate in Black History Month festivities and events that honour the legacy of black Canadians, past and present. Canadians take this time to celebrate the many achievements and contributions of black Canadians who, throughout history, have done so much to make Canada the culturally diverse, compassionate and prosperous nation it is today. During Black History Month, Canadians can gain insight into the experiences of black Canadians and their vital role in the community (CIC web notation).

- **Meta Employment Services Program Manager P. Golda Whittaker** – advised that employers may be eligible for up to \$10,000 in government support per person for training costs to purchase training for existing and new employees through the Canada-Ontario Job Grant to help Ontario's employers develop their workforce through employer-led training. Direct financial support will be available to small, medium and large businesses with a plan to deliver short-term training to existing and new employees. For Information and to apply online go to: <http://www.tcu.gov.on.ca/eng/eopg/cojg> or call your Employment Ontario office for details.

NEXT MEETING	LOCATION	TIME
<b>Tuesday March 10, 2015</b>	<b>City of Quinte West Municipal Building Multipurpose Room, 1st Floor 7 Creswell Drive, Trenton, Ontario</b>	<b>10:00 a.m. to 12 noon</b>