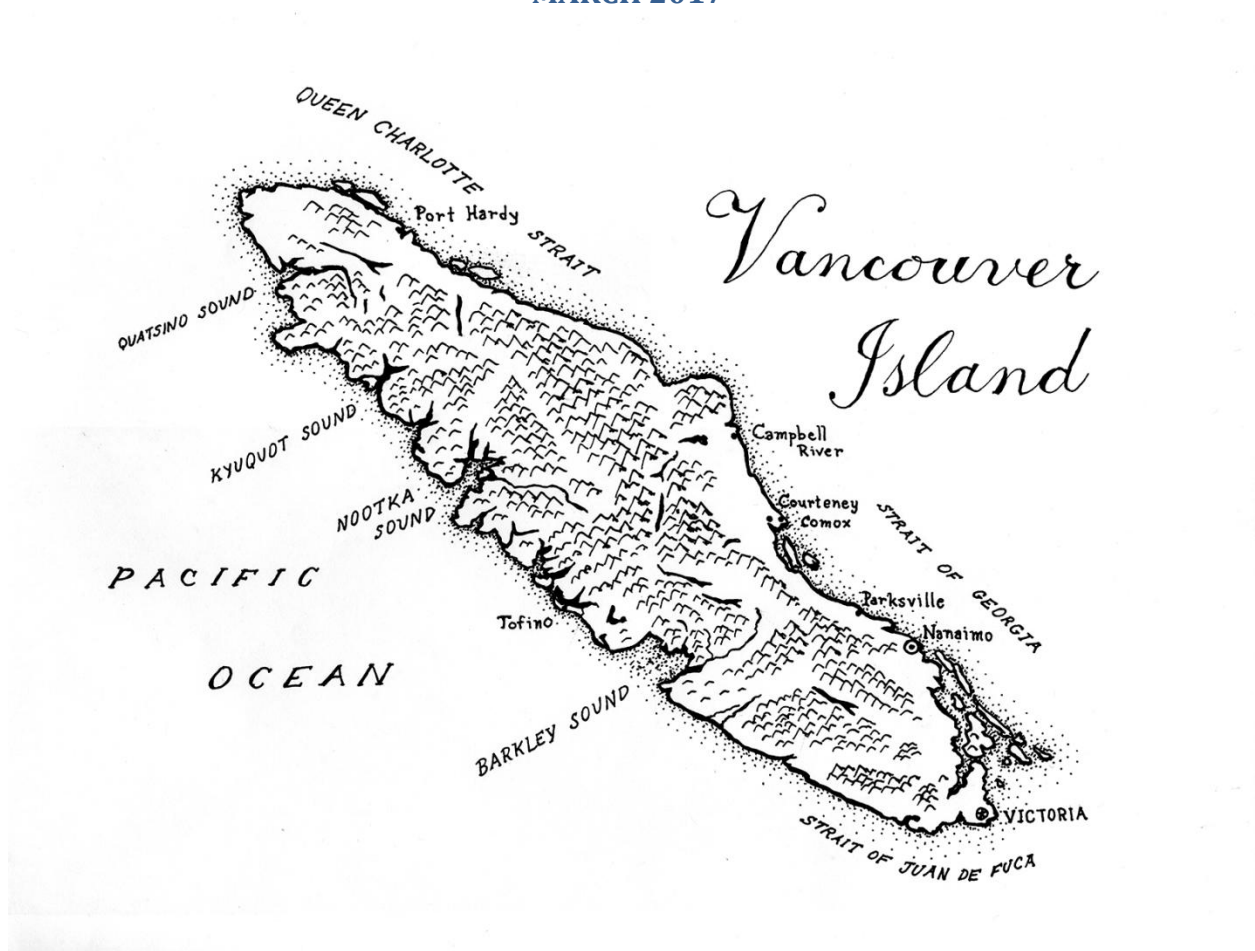




Vancouver Island Refugee Response Team

ANNUAL REPORT
MARCH 2017



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Acknowledgements

This project was funded by the Provincial Government of British Columbia in response to the severe refugee crisis emanating from Syria. The Ministry of Jobs, Tourism and Skills Training created a \$1 million dollar Refugee Readiness Fund wherein \$500,000 was allocated to funding the five community Refugee Response Teams: Metro Vancouver, Fraser Valley, Thompson-Okanagan, Cariboo, and Vancouver Island. These teams were created for the proactive plan to help settle newcomer Syrian refugees integrate into communities across the province of BC.

The Vancouver Island Refugee Response Team (VIRRT) is led by the Victoria Immigrant and Refugee Centre Society (VIRCS), and it includes representatives from all immigrant settlement organizations on Vancouver Island, as well as representatives from organizations in the following sectors: education, health services, housing, private refugee sponsoring groups (Anglican Dioceses and ICA), government sponsoring organizations (ICA and CIS) local governments, employment agencies and private sector employers.

Data for Syrian Refugee Settlement on Vancouver Island By Region

- Campbell River, Comox Valley, Parksville, Qualicum: 8 families, over 40 individuals
- Nanaimo: 28 families (GAR), approximately 150 individuals
- Cowichan Valley: 13 families, 71 individuals- 7 GAR (42 individuals), 6 PSR (29 individuals)
- Greater Victoria: Over 65 families, 245 individuals (GAR), 170 individuals (PSR & BVOR)¹

Provincial Context

- Just over 3,600 Syrian refugees have arrived in BC between Nov, 2015 and Jan, 2017.
- In BC, 70% of arrivals were GARs compared to 55% nationally; 17% of arrivals were PSRs compared to 35% nationally; and 13% were BVORs compared to 10% nationally.
- 53% of arrivals were under 18, 76% spoke neither official language, Government Assisted Refugees were in larger families, 24% had 0 years of schooling, 60% had 1-12 years of schooling, 8% had 13 or more years of schooling.²
- Estimated Syrian Newcomers to Arrive to BC in 2017: 900³

¹ Numbers represented include fluctuation of families who have relocated to other parts of the island, British Columbia and other parts of Canada.

² Data retrieved from Darcy Bromley Senior Policy/Program Advisor, Western Region, IRCC, March 9, 2017 and the Open Data Website

³ Data retrieved from Senior Policy Advisor, Immigration Policy Robyn Uhl with the Government of BC, Ministry of Jobs, Tourism and Skills Training, 2017.

Introduction

This report summarizes the resettlement of over 750 Syrian refugees on Vancouver Island, from April, 2016 to March, 2017. The provincial government provided funding to five regions across BC to launch refugee response teams which were designed to help plan and coordinate access to safe and sustainable housing, language acquisition, education, health care, and labour market integration. For a comprehensive list of stakeholders, working group members and partners during this past year, please see [Appendix A](#).

Highlights

HOUSING SUMMARY

Across Vancouver Island, there is less housing stock available. Specifically low levels are reflected in Greater Victoria (vacancy rate at .5%) and now mid-Island in Nanaimo (1.5% in 2016). With increased pressure on Public Housing Providers, the VIRRT Housing Working Group pursued multi-tiered and creative approaches to support the availability of housing on behalf of Syrian newcomer families. The VIRRT employed strategies such as interpersonal meetings with property management firms, mobilization of faith groups, appealing to individual landlords, bolstering availability of formal tenant education training through the Ready to Rent Certification, and approaching local municipalities to problem solve. Some momentum has been gained and the following lists some highlights to build upon.

Pacifica Housing Experience Video –A collaboration between Intercultural Association of Greater Victoria (ICA), Pacifica Housing (who successfully housed over 30 Syrian newcomer families in Greater Victoria and mid-Island). The video was created to educate and encourage private sector housing providers and public housing providers to provide housing to Syrian families.

Central Vancouver Island Documents Models for Housing beyond Month 13 – The Central Vancouver Island VIRRT Liaison has created a model for continuing housing supports beyond March of this year. This model has been disseminated with all Housing Working Group members on the island to implement and execute.

Housing Briefing Template for Landlord BC and Private Stakeholders – Supporting a strategy/ campaign to engage private housing stakeholders with provision of low market rentals (one unit per firm). Request for engagement presented to Landlord BC Conference by Property Management Stakeholder.

Vancouver Island Comprehensive List of Private & Public Housing Providers – An exhaustive list of private and public housing providers was created for the purpose of connecting settlement workers to housing opportunities and resources for Syrian families in need of housing.

EMPLOYMENT SUMMARY

Syrian newcomers reflect incredible diversity in fields of work, training and study, which include philosophy, interfaith studies, tailoring, plumbing, French, English, sewing and design, carpentry, engineering, construction, baking, cheese production, medicine, science, and education. Some common skill sets include men with trades and construction backgrounds (formally trained and non-

formal) and women with high level skills in knitting, cooking and sewing. The VIRRT Employment Working Group members responded to the diversity of experience and interest, but also worked through Canada BC Jobs Grant to leverage collective training and employment opportunities.

Employer Interviews and Consultations: The VIRRT from Campbell River to Victoria conducted Employer interviews and consultations across sectors of hospitality, retail, construction, culinary and food services and trades. This landscape of employers documented hiring policies, training requirements, recommended employers, language requirements, and those “ready-to-hire”. Liaisons and coordinators provided expertise on culturally responsive practices in hiring newcomer refugees. Information and research concerning federal and provincial employer incentives was also shared.

Organizational Collaboration: [North Island Employment Foundation Society \(NIEFS\)](#) has a 26 year history in the Campbell River area. Due to the relationship networking with key partner agencies, including the [Immigrant Welcome Centre \(IWC\)](#), an organizational MOU between NIEFS and the IWC created cohesive work processes and strategic planning process for mutual collaboration. Through their partnership, both organizations have benefitted from the innovations of each other all the while keeping the newcomer at the centre of their focus. Successful strategies that have been applied to support labour market integration include Customized Employment Development Services (CED) and job carving. Job carving creates an opportunity to create a “new” job from specific elements of the role hired for. This technique was first applied to individuals with cognitive factors. However, the job carving method is seen as a successful way to hire and retain newcomers in the workforce, despite limited language acquisition or other settlement barriers.

Women’s Labour Market Integration, Public Market Vendors – Fifteen Syrian newcomer women recently became certified with their Food Safe Entry Level 1 due to the generous funding provided by VIRCS and Vancity Savings Credit Union. With this certification, women will be in position to sell their culinary items at local public markets and gain culinary employment in Victoria. The VIRRT has been able to secure two local markets for this enterprise. VIRCS and House of the World Society (HOWS) are partnering to create a model of entrepreneurial opportunities for Syrian and other newcomer women to obtain income through these markets.

Coordination of Architectural Sheet Metal Apprenticeships - Supported through a Canada BC Jobs Grant, the Roofing Contractors Association of BC administered and provided training to 14 Syrian men. Local construction company Parker Johnson Industries of Victoria hired the trained men in January of 2016. Three months later, eight men continued in their role with Parker Johnson, with beginning wages of \$16 per hour. There is a long term possibility to earn \$35 per hour as a Journeyman in three years through an apprenticeship program. Of the 14 men, six transferred to different industry jobs.

ColdStar Freight Company Youth Hiring Program – A local business, specializing in refrigerated freight systems, has created a program to employ Syrian youth on Vancouver Island. Their program allows youth to earn income on the weekends while obtaining their fork lift and other equipment training/certifications. Youth can slowly integrate into the workplace while potentially create a long-standing job post secondary school graduation.

Convened meetings between Camosun College Access, Culinary, Hospitality and Tourism & Contract Procurement with Tourism Victoria – Initiated to advance newcomer employees within the hospitality and tourism sector, this set of meetings and contract procurements are negotiating an eight-week hospitality tourism training and certification program. The program would be potentially funded with

support through Canada BC Jobs Grant and would guarantee employment in the tourism and hospitality sector.

Employer Education and Awareness Forum Meeting – Hosted at Greater Victoria Public Library, this forum provided education surrounding how to hire and retain newcomer immigrant and refugee employees. Attendees included the Roofing Contractors Association of BC, the BC Construction Association, BC Transit, Slegg Lumber, House of the World Cooperative, tourism employers, the Victoria Chamber of Commerce, settlement workers and employment program representatives. Employers from various sectors expressed their interest in continuing these forums in hopes to find more support and collaboration for hiring and retention in their workforce.

HEALTHCARE SUMMARY

The VIRRT Healthcare Working Group, with strong organizational support through Island Health, was comprised of diverse health practitioners seeking to address immediate, long term and preventative health concerns of Syrian families arriving to Vancouver Island over the past 13 months. Across Vancouver Island, health practitioners were encouraged to register with the Interim Federal Health Program (IFHP), which provides limited, temporary coverage of health-care benefits to resettled refugees and other groups, in order to be compensated for providing health care to newcomers. Access to culturally responsive mental health supports, dental service, and interpretation services through the Provincial Language Services Line have been and remain key areas of concentration and attention.

Island Health Comprehensive Care for Refugee Families - Island Health provided patient centred, trauma informed, and culturally responsive health care for refugees. Specifically, Island Health created a clinic which acted as a Refugee Health Care Hub working closely with the Resettlement Assistance Program (RAP) provider for hundreds of Syrian newcomers. A focus on relationship building between health practitioners and patients is a promising practice gaining more attention, and in the context of newcomer care holds even more importance. Community based services, such as Island Health, have established relationships with families, creating more accessible, prevention-based services with a greater capacity to respond to crisis.

Refugee Health Care Resource Package for Medical Office Assistants (MOA) and General Practitioners Created – To promote easier access to medical care for newcomers, the VIRRT Health Working Group created a healthcare support package to enable medical clinics, medical staff and medical offices the proper reference information and cultural support for Syrian families. Resources included stories from Syria, how to register with IFHP, explanatory difference of refugee statuses, links to access the Provincial Language Services Line (PLSL), Arabic speaking pharmacists, and various health information websites. The package will be disseminated by Erica Kjekstad of the South Island Division of Family Practices to all health clinics on the island.

IFHP Quick Guides Created – Through a VIRRT Health Working Group Initiative, the MISA North Island (Campbell River/ Courtenay) Liaison created a step-by-step guide for how to register for the IFHP. This work was done to simplify registration in medical offices who had not registered in order to provide healthcare for Syrian newcomer families.

Dental Assistance Support Template – Initially created by VIRRT Liaison Kathryn Holopainen of the Immigrant Welcome Centre in Cowichan Valley, then adapted for Greater Victoria, this template outlines the language support, financial support and settlement support offered each Syrian patient for

dental care. The template describes the benefit systems available within the first year under IFHP coverage in addition to the second year under employment and provincial health benefits. The template also dispels potential stigmas surrounding the treatment of Syrian newcomers. The BC Dental Association will be disseminating this template among all dental providers as to increase the amount of dental supports available for families.

Camosun College Dental School – In response to a confluence of factors, including high dental need, inadequate and inaccessible coverage provided under IFHP, and dental offices providing limited patient uptake, a strategy for dental care was created. This strategy outlines Camosun College Dental School providing preliminary screening, education, x-rays, and cleaning with the intent to invite dentists to treat comprehensive dental care. The Greater Victoria Dental Society will triage with Camosun. Currently the ICA of Greater Victoria is funding an initiative for children to receive screening and cleaning in a coordinated series of group appointments.

Call out for General Practitioners through the South Island Family Practice Division - South Island Family Practice Division (SIFPD) has provided several requests for GP participation and is maintaining a list of those interested. Consultation with Dr. Meb Rashid, Medical Director of Toronto's only in-hospital refugee clinic at the Women's College Hospital Crossroads Clinic, recommended a regional funding strategy for GPs to access Provincial Language Services. Currently, the cost for PLS is \$1.80 per minute which is deferring GPs away from financially investing in that provision for patients. In this way, more doctors can assist newcomers without the incurrence of high-translation fees, and provide patients with confidential interpretation. The SIFPD Executive Director, Mr. Clay Barber, is moving this initiative forward.

Mental Health Care for Syrian Newcomers Suffering from Trauma - Vancouver Island Counselling Centre for Immigrants and Refugees (CCIR) board members Adrienne Carter, M.S.W, R.C.S.W and Linda McLagan, M.A., R.D.T., were instrumental in providing mental health care services for over 30 Syrian newcomer adults. Although multiple challenges faced by the newly formed CCIR, they were able to assist newcomers transitioning into their new life in Victoria and initiate a healing process from traumatic experiences. Treatment modalities included play therapy, family therapy, EMDR, and talking therapies. In addition, they were able to train and support translators needed for mental health care support.

Food Security for Syrian Newcomers – The Food Share Network in Victoria, BC as well as the Food Banks in Cowichan Valley, have created educational pieces for the public in how to donate Middle Eastern and Halal foods. The VIRRT has also connected with the Muslim Food Bank of Vancouver to provide additional models for organizations wanting to provide food for Syrian families.

EDUCATION SUMMARY

The VIRRT Education Working Group had a diverse sector of representatives responding to the learning needs of newcomers, including pre-school children to adults. For children, the focus was on the children's integration within the school districts and other programs such as the Strong Start program and services offered through youth groups at settlement agencies. For adults, the focus primarily rested on the English Language (LINC and ESL) programs provided by settlement organizations and colleges. Post secondary institutions offered diverse programming intended to provide career and employment pathways for newcomers from Syria. The Greater Victoria Public Library offered fully accessible, multicultural, settlement orientation services and programming. Community-based educators across

the island responded to wait list challenges and provided flexible conversation clubs. There is also an outreach to women currently being utilized for those who need to be at home with their families.

Summer Academic Camp for Syrian Refugee Children, Summer 2016 – Inspired by the Muslim Food Bank in Vancouver, and through partnership of the Victoria Immigrant and Refugee Centre Society (VIRCS) and the Red Cross, this program developed a curriculum to help newcomer Syrian children ease their transition into public schools. The program was highly responsive to the expressed needs of parents for academically focussed summer programming. In addition, there were workshops on Red Cross Bullying Self Care and artistic expression. Syrian parents and children were integrally connected to the program staff and the activities were supported with Arabic translation. The camp was attended by 20 Syrian children aged 7 to 13. The curriculum is available for replication in other regions.

Backpacks to support School Start Up – VIRCS received funding from the Greater Victoria Savings and Credit Union Legacy Foundation to provide backpacks and school supplies for 150 Syrian refugee children on Vancouver Island. Backpacks were distributed among children in elementary school (kindergarten to grade 6, ages 6-12). Twenty-five backpacks were distributed in Duncan through the Cowichan Intercultural Society. Twenty-five made it to Nanaimo and were distributed through the Central Vancouver Island Multicultural Society. The remaining 100 backpacks were distributed in Victoria.

Sooke School District On-Campus Healthcare Program, 2015 to 2016 – The administration staff of School District 62 created a healthcare program for children on campus. Syrian newcomer children were able to access medical services, despite waiting for GP approval. Other schools along the island saw this initiative as a way of networking families to medical health services and are implementing similar models.

Achievement of SWIS Workers for all School Districts on Vancouver Island –Nanaimo, Cowichan Valley and Greater Victoria have been able to acquired funded SWIS Workers for their schools. Educators and staff are noticing the increase of support due to the efforts of the SWIS workers, who are educating and integrating Syrian newcomer children.

Cultural Ambassadors for Sooke Schools – As an initiative of the Multicultural Program at School District 62, Canadian-born students act as Cultural Ambassadors with newcomer students. These ambassadors help students locate their classes, help students connect with school activities, and help them understand the Canadian school system (i.e. structure, rules, etc.). In doing so, Canadian-born students are given a responsibility to help and an awareness of multicultural needs – a truly cultural awareness training put into practice.

Mayne Island Welcoming Event for Syrian Newcomers - The Mayne Island Refugee Support Group organized a picnic to welcome Syrian newcomers, and provide a recreational relief to their resettlement experience. The event was attended by more than 160 Syrian newcomers. The Mayne Island group currently maintains a fundraising campaign to provide free English classes for any newcomer on the waitlist for the LINC classes and to provide an arts therapy group at an elementary school in Victoria.

Camosun College Adult ESL Graduates –Most of the Syrian men attended and successfully graduated the Adult ESL Course offered through Camosun College. In addition, Camosun has collaborated with industry stakeholders to develop courses catered for job-ready employment. The School of Access is providing ongoing ESL programming for newcomer students. Many students who have taken ESL at

Camosun will enter career/ trades oriented programming at Camosun in the future, with support and assistance provided through Ghofran Zrek, an Arabic speaking Student Navigator. Most if not all newcomers will be eligible for Adult Upgrading Grant funding. This provincial grant covers, in full, tuition, fees, books, a bus pass, and provides some money towards child care to facilitate students taking any upgrading courses including ESL, Math and English. These courses are offered year-round, and students can start at any time. If anyone has questions, Ghofran can be reached at 250-370-3466 or ZrekG@camosun.bc.ca

UVIC Continuing Education Funding for Syrian Refugee, \$25,000 – This year, UVIC will host the very first Syrian student to participate in their continuing education program. Planning support and coordination of VIRRT is assisting this Syrian student to enter a diploma program with an intercultural and career orientation. The experience is being documented in order to replicate this initiative for remaining candidates (remaining 20,000 approx).

Recommendations

HOUSING

Engagement from Provincial, Municipal and Local Representatives in Formulating Strategic Housing Policies - With the high increase in housing demand for public and private markets and the decreasing availability for low-income/subsidized housing, there needs to be a strategic policy created for newcomer families and other vulnerable populations. Municipal and provincial regulations should ensure that a percentage of all new housing built is designated to affordable housing. Many newcomer families come with debts due to travel loans and are limited to employment options due to language barriers. As per the experience of Waterloo Regional District, high-level decision makers need to engage in separate and distinct processes to address the newcomer housing response. Opportunities for regular planning, decision making, and advocacy is encouraged to be had among higher level policy makers. Enabling the settlement of newcomers by providing affordable homes is essential to their social integration and stability.

Alternative Housing Provisions – Strategic engagement with local construction companies, land owners and housing development agencies should be encouraged to formulate more long-term possibilities for housing in a currently tight housing market. Discussions with municipalities to develop bylaws that encourage the construction of secondary dwellings, carriage homes, suites, and additional dwellings available as rental units should be considered.

Vancouver Island Landlords Welcome Newcomers Award - Initially implemented by the region of Waterloo, the Landlords Welcome Newcomers Award is a model to encourage the engagement of landlords across BC. Higher-level bodies are engaged in this process, which helps promote housing for newcomers while highlighting the efforts of community members. The VIRRT has suggested to private and public stakeholders for this initiative to be adopted in Greater Victoria and other locations, to implement as a promising practice, to foster more housing initiatives for newcomers facing challenges in a low vacancy rate and competitive market.

BC Housing Policy and the National Occupancy Standards - The VIRRT would like to encourage the BC Housing Policy to apply discretion and flexibility when conforming to the National Occupancy Standards. In doing so, housing provision and opportunities will accommodate families in a more culturally respective way, allowing for affordable homes to be more available.

One Low Market Rental in One Year Campaign - Supported by Landlord BC, housing stakeholders, and municipalities are encouraging a commitment from each property management firm to offer more affordable housing to newcomer families. Similarly, in the North Island, Executive Director of the IWC recommends that strong relationships are built between settlement managers and rental agents in order to foster an opportune and smooth access to appropriate rental properties.

EMPLOYMENT

Expanded Hiring Incentives for Newcomers – The VIRRT would like to encourage the provision of targeted wage subsidies for newcomer adults in positions that do not involve cost intensive or formal training. Federal programs exist to support youth (e.g. “get-youth-working”) but no federal or provincial

wage subsidy programs can be accessed by newcomers since they have no previous Canadian workforce attachment or employment insurance history. The Canada BC Jobs Grant remains an excellent incentive for larger companies with formal certification and training requirements, as well as encourages capacity development. Employers whose businesses are smaller and/ or provide in-house, lower cost or on-the-job training, are not able to access incentives that allow them to integrate employees with low English and no Canadian workforce experience easily.

More support for refugee youth in transition from Secondary Education to Post Secondary/ Trades –

School Districts and the settlement community reports a particular need for youth in this age group to have support in career planning and decision making, post-secondary education, skill development, and barriers that inhibit their education (e.g. academic catch up, language). Based on this identified need, Camosun College is planning a program for International Students in order to provide an orientation to successful college practices. Dependent on the funding structure, this would be a beneficial program for youth who are newcomers.

Expanded opportunities for Post-Secondary Training at Camosun College, North Island, and VIU –

Beyond ESL and LINC programs, refugee students are able to enter programs in plumbing, mechanics, culinary, and health attendants while learning work-place based language skills. Through these opportunities, they may remain eligible for provincial income support based on labour market integration focus of an education action plan.

Sustained Employer Education Outreach and Resources to Enable Hiring and Retaining Newcomer Employees –

While the efforts of local employers who have been recognizably eager to hire newcomer immigrant and refugee employees, there is a need for continued education and cultural awareness in order to stabilize their newcomer workforce. Both newcomer employee and hiring employer should be educated on how to better understand one another, aware of the cultural differences and expectations.

HEALTHCARE

Dental Care Provision for Newcomer Adults – While emergency dental care is covered for newcomers under the Interim Federal Health Program, there is an underlying lack of preventative and treated care for adults with dental health concerns. The VIRRT recommends partnering with dental schools or retired dentists to provide dental screenings and cleanings so that active dentists will treat and care for adults needing dental care.

Increase of General Practitioners for Family Health Care – The VIRRT encourages sustained strategies to engage local GPs to assist and care for newcomer families. Each family is extensively screened for medical illnesses upon their initial arrival in Canada. However, maintaining care for the families (specifically GARs) needs more participation of local GPs, particularly with the Victoria Refugee Health Clinic Hub being reported to approach threshold. More referrals for specialized services, for example mental health, eye care, neurology, etc. can then be coordinated for holistic treatment.

Refugee Healthcare Working Group Table/Hub – In coordinated efforts with many community and public health providers, the work and efforts of those attending the VIRRT Health Working Group were able to disseminate information and create resources for overall health care. The Island Health Medical Officer has offered to continue to convene the Refugee/ Newcomer Health Working Group, in order to

address the gaps in health support and continue provision for newcomers who will still come to Vancouver Island.

Mental Health – The VIRRT would like to support funding for culturally responsive group and individual therapy, provided by clinical counsellors and practitioners with trauma-informed practice training, such as the CCIR. Currently in BC, clinical counsellors are not able to register for compensation under the IFHP, and group therapy is not permitted. In addition, we encourage there to be a model for a more non-clinical pathway to support mental health through social connections, community events and recreation (e.g. soccer clubs, arts, youth conferences), needs to be developed.

EDUCATION

Continued Engagement with School Districts and Settlement Service Agencies – Through the VIRRT Education Working Group, School Districts and settlement service agencies were able to connect needs of students with programs available for newcomer youth. We would like to encourage this collaboration going forward, as newcomer youth face a variety of identity, cultural, and social challenges in their integration within new schools.

Cultural Competency and Education Training for School Staff and Educators – Educators and school staff need to be supported in how to integrate newcomer students within the classroom. There are often multiple barriers which can leave the student feeling isolated, and the teacher feeling under-supported in helping newcomer students. More training regarding the context from which families arrived (e.g. UNHCR) and equipping for those engaged in education support for children is highly recommended towards establishing an environment of cultural safety.

Integrate Workplace-based Language Training – Among adult ESL learners, we encourage workforce and language program planning. This will promote relevant job-specific training and increase the ability of a newcomer to gain sustainable labour force attachment that will support their family.

Overarching Key Themes

The following themes build upon the work, momentum and successes of the past year.

1) Continued Refugee Response coordination and planning in and across each region of Vancouver Island is critical.

- There is a need for harmonized structures and systems to support a collaborative and inclusive planning and coordination process, to avoid waste and duplication. A central repository of Vancouver Island focussed vital information, resources and a “one stop” website needs to be maintained.
- Support practical means for stakeholders to engage with one another. VIRRT can share Membership Contact list among stakeholders. Allow and encourage people to be connected via telephone, e-mail or interpersonal communication.

2) Education and Training: Varied Workshops and Tools for Host Communities.

- Tap into existing expertise in cultural integration using train-the-trainer models.
- Knowledge mobilisation of evidence-based promising practices (e.g. newcomer youth initiatives).

- Based on recommendations from Syrian families, provide opportunities for Canadians in workplaces, schools and communities to understand the rich and complex fabric of their lives and societies (not only defined by the current humanitarian crisis).
- Respond to the request from school district staff and educators, and health professionals, for information on the background and context of the Refugee experience (United Nations High Commission on Refugees).

3) Data: Resettlement of newcomers of this stature has not occurred previously on Vancouver Island. Formal collection of quantitative and qualitative data will substantiate a need for improvement in critical areas of settlement and support more relevant planning.

- A 'Housing Needs and Demands Study' for newcomer populations has not yet been undertaken on Vancouver Island. Barriers to housing or homelessness in this community are still largely unknown.
- Data on community and regional profiles should continue to be collected and shared with newcomers to provide decision-making support regarding settlement in various areas of Vancouver Island. For example, resources to provide information about housing, employment, education, health care, cultural networks, and transportation in each region on the Island.

Appendix A List of Stakeholders, Working Group Members and Partners for Each Sector

Chair: Alvaro Moreno, Settlement Programs Director, VIRCS

Coordinator: Alix Hotsenpiller, VIRCS

Co-Coordinator: Andrea Westfall, VIRCS

Settlement Sector

1. David Lau, Executive Director, VIRCS
2. Jean McRae, CEO (or designate), ICA
3. Lynn Weaver Executive Director (or designate), CIS, Duncan
4. Kelly McBride (or designate), Acting Executive Director, CVIMS, Nanaimo
5. Jim Brennan (or designate), Executive Director, MISA, North Vancouver Island
6. Alfred Okot Ochen, VIPP Case Manager, VIRCS

Sponsor Organizations

1. Jean McRae, CEO (or designate), Intercultural Association of Greater Victoria
2. Reverend Bruce Bryant-Scott, SAH Director, Anglican Diocese of Victoria
3. Julia Herzog Lib, Director, Victoria Refugee Sponsorship Support Program

Elected Representatives

1. Mayor Lisa Helps (or designate), City of Victoria
2. Mayor Barb Desjardins (or designate), Township of Esquimalt
3. Mayor Richard Atwell (or designate), Municipality of Saanich
4. Mayor Nils Jensen (or designate), District of Oak Bay
5. Murray Rankin MP (or designate) Government of Canada
6. Randall Garrison MP (or designate Martha Juillerat) Government of Canada
7. Beth Burton-Krahn, Esquimalt Council
8. Hazel Braithwaite, Oak Bay Council
9. Charlayne Thornton-Joe, Victoria Council
10. Alistair MacGregor, MP, Government of Canada

Education

1. Ian Humphries, Dean, Access Camosun College
2. Simon Burgers, Superintendant, Greater Victoria School District 61
3. Scott Stinson, Superintendant School District 63
4. Jim Cambridge, Superintendent Saanich School District 62
5. Joy Davis, Community & Government Relations, University of Victoria,
6. Jennifer Rowan, Adult Services Coordinator, Greater Victoria Public Library
7. Tracy Kendrick, Children's and Teen Services Coordinator, GVPL
8. Jennie Edgecombe, CEO, Vancouver Island YMCA – YWCA
9. Rami Sarakbi – Community Integration Coordinator, Canadian Red Cross
10. Jason Jones, Community Program Manager, Saanich Parks and Recreation
11. Winnie Lee, Director of Operations, Manager of SWIS – ICA
12. Catherine Jenson, Program Manager (Strong Start), Ministry of Education.
13. Christine Bossi, Canadian Red Cross.
14. Barbara Ryecroft, BC Teachers Federation
15. James Harada-Down, Community and Government Relations Office UVIC

16. Jennifer Vornbrock, Community and Government Relations Office UVIC
17. Joann Lawson, English Language Co-Op
18. Kate Longpre, Community Integration Coordinator, ICA
19. Katherine O'Conner, Social Justice Chair, BC Teacher's Federation
20. Laura Schwertfeger, District Principal, International Student Programs SD 62
21. Mark Johnston, District Vice Principal, International Student Programs SD 62
22. Monika Hall Kowalewski, English Language Co-Op
23. Rebecca Siebert, Refugee Sponsorship Program Coordinator, Anglican Diocese of British Columbia
24. Denise Wehner, English Language Learner Coordinator and Vice Principal of Languages and Multiculturalism, SD 61
25. Ximena Londono, Francophone Society
26. Jenni Edgecombe, CEO of YMCA and YWCA

Healthcare

1. Clay Barber, Director, South Island Division Family Practice (SIDFP)
4. Elaine Halsall, Manager Child Youth and Family Mental Health - VIHA
5. Linda McClagan, Co-Chair, Immigrant and Refugee Wellness Centre (IRWC)
6. Mandy Hayre, Chair, Dental Programs, Camosun College
7. Phyllis Argue, Senior, Manager, Red Cross
8. Connie Haselden, Manager Child Youth and Family Public Health, VIHA
9. Dr. Dee Hoyano, Medical Health Officer, VIHA
10. Jan Tatlock, Public Health Director (Nanaimo) VIHA
11. Kathy Easton, Manager, Child Youth & Family Public Health (S. Island) VIHA
12. Dr. William Cunningham, President, BCMA and Medical Director, VIHA
13. Carolyn Fast, Executive Director, BC Association of Clinical Counsellors
14. Linda McLagan/ Adrienne Carter, Counselling Centre for Immigrants and Refugees
15. Sarah Bower, Manager Child, Youth & Family Rehab Services
16. Winnie Lee, Director of Operations, ICA
17. Murray Rankin, Member of Parliament, Victoria
18. Heather Wood, Partner, Access Midwifery
19. Brenda Bolton, Food Share Network Coordinator
20. Charlotte Brown, N.P. Island Health
21. Denise Robertson, Executive Director of Island Deaf and Hard of Hearing Centre
22. Jennifer Vornbrock, Community and Government Relations Office UVIC
23. Jo-Anne Hellwig, Project Administrator, South Island Division of Family Practice
24. Kate Longpre, Community Outreach Coordinator, ICA
25. Kelly Reid, Island Health
26. Keri Grenidge, Coordinator of Immigrant Women Projects, VIRCS
27. Kiran Kshatriyak, Camosun College Dental Program
28. Mandy Hayre, Chair of Camosun Dental College
29. Ximena Londono, Francophone Society
30. Lorna McRae, Access Midwifery
31. Rami Sarakbi and Jessie Bowen, Canadian Red Cross
32. Rebecca Siebert, Refugee Sponsorship Program Coordinator, Anglican Diocese of British Columbia

Housing

1. Kathy Hogan, Executive Director, Urban Development Institute – Victoria
2. Christine Culham, Senior Manager, Regional Housing Capitol Regional District
3. John Reilly, Manager, Housing Planning, Policy and Programs, Capitol Regional District (CRD)
4. Shona Redman, Member Services Representative & CRB Specialist, LandlordBC
5. Yvonne Blair, Manager of Tenant Relations, Greater Victoria Housing Society
6. Linda Baird, Regional Manager, BC Housing
7. Shelley Morris, Executive Director, Cridge Centre for the Family
8. Dean Fortin, Executive Director, Pacifica Housing
9. Derek Pinto, Landlord
10. Kerry Panter, Member Services Director, Co-operative Housing Federation of BC
11. Adam Yahgi, Housing Coordinator, ICA Victoria
12. Kim Grantham, Ministry of Social Development Social Innovation
13. Ashleigh Kolla, Community Outreach Coordinator, Carillion Services
14. Kate Longpre, Community Outreach Coordinator, ICA
15. Shawn Jackson, Ministry of Social Development and Social Innovation
16. Rebecca Siebert, Refugee Sponsorship Program Coordinator, Anglican Diocese of British Columbia
17. Stephen Power, Pacifica Housing
18. Ximena Londono, Francophone Society
19. Elie Kosma, Resettlement Assistance Program Manager, ICA Victoria.

Employment

1. Doug Maclaren CEO, SkillSource BC
2. Andrea Di Lucca, Community Investment Portfolio Manager, VanCity Savings
3. Dallas Gislason, Economic Development Executive, Greater Victoria Development Agency
4. Jordan Perrault, Employment Specialist BC Construction Association- Integrating Newcomers
5. Deb Hamblin, Employment Services Manager, ICA
6. Thuy Sin, Settlement Case Worker, Campbell River IWC
7. Donna Wingfield, Senior Program Development Officer, Service Canada.
8. Jennifer Hawes, Owner, Coldstar Freight and Transportation.
9. Kate Longpre, Community Integration Coordinator, ICA.
10. Jakelina Listes, House of the World Society
11. Michelle Traore, Manager of Operations, Industrial Marine Training & Applied Research Centre (IMTARC)
12. Miriam Valois, Vancity Savings Credit Union
13. Dave Coleman, Roofing Contractors Association of BC
14. Nancy Wyeth, Executive Director of Community Micro Lending
15. Peter Miles, Account Representative, The Chamber
16. Rebecca Siebert, Refugee Sponsorship Program Coordinator, Anglican Diocese of British Columbia
17. Ximena Londono, Francophone Society
18. Yolanda Sterk, Vancity Savings Credit Union