



Burlington Inclusivity Advisory Committee

Sub Committee – Newcomer Integration Minutes of Meeting

Date : Friday, June 7, 2019.
Time : 11:00 am
Location : Burlington Public Library – 676 Appleby Line

1. **Members Present**

Kumkum Bhandari
Heba Lamloom
Maroun Naser (Chair)
Rana Al Semaani

2. **Member Regrets:**

Kate Dunn
Roy La Chappelle.

3. **Discussions:**

- a. Agreed on our **Vision** being to 'Create a Sense of Belonging for **New Residents of Burlington**' (**NRB**) this can be done through the following plan:
- Become aware of what is already in place in terms of services in support of new residents.
 - Measure impact of existing **NRB** services and effectiveness.
 - Identify the gaps in services and what needs be done to improve the integration of NRB.
 - Make recommendations to the City for improvements of current services and the introduction of new ones.
- b. Agreed that our approach should not be 'one size fit all' when helping new residents feel that they form part of the community, so we tentatively agreed to split the new residents into two categories based on their integration needs as follows:

| Primary NRB: Moving to Canada | Secondary NRB: Moving within Canada |
|---|---|
| <p>Settlement Services</p> <ul style="list-style-type: none">- Meet and Greet support- Accommodation/Housing- Employment/Volunteering- Schooling & Health- Financial affairs (bank accounts)- Government Services- Emergency awareness e.g. fire alarms, etc.- Services for seniors- Culture / History awareness- Sponsor, suppliers, vendors | <p>Recreational Services</p> <ul style="list-style-type: none">- Culture / History awareness- Entertainment and sports- Special events- Sponsor, suppliers, vendors |

- c. Explored ways to create a sense of belonging:
- How safe in Burlington?

- ii. Cost of living in Burlington; accommodation?
- iii. School districts in Burlington?
- iv. Ease of commute?
- v. How can our team use the culture and individuals' personal background to raise the sense of belonging (**Kumkum Video**)?
- vi. Identify where new residents get their support from e.g. faith groups?
- vii. How easy is it to find info and support for services, events (recreation and entertainment) in Burlington?
- viii. What are the best ways to disseminate information about the city services to NRDs?

4. Actions:

- a. Invite a COB representative to explain current services targeting NRBs and sharing of info and needs with other entities within Burlington e.g. welcome wagon, HMC Connections, etc. this could also be done via email – Maroun to ask Liza.
- b. Gather info about the main NRB social profiles in Burlington, through the City records or 2016 Census – TBA
- c. Invite NRB service providers; like www.welcomewagon.ca, including CoB to share with us info on:
 - i. The services they offer
 - ii. How do they determine their success i.e. their added value.
 - iii. Their source of information about NRB's e.g. other than the Welcome Wagon, most services are reactive i.e. NRB's need to know about them and contact them for support e.g. The Center.
 - iv. How can we add value to them.

5. Adjournment: 12:30 p.m.