

2018-2019 COLLECTIVE **IMPACT** REPORT



Chaos
Husam Rabahia, 2009
Acrylic on canvas.

Cover Art

Husam Rabahia is a visual artist and art teacher from Syria. He graduated from Damascus University with a post-graduate diploma in Fine Arts in 1998 and worked as a freelance artist and art teacher at the Institute of Plastic and Applied Arts Education. His works have been featured in art exhibitions in Syria.

Husam came to Canada in 2016 as a refugee and is active in the Peel arts community as an intern at the Art Gallery of Mississauga.

***chaos** depicts expressions and emotions as pale, blurred figures in an imaginative and mysterious swamp environment. The work was lost in the Syrian civil war.*

Peel Newcomer Strategy Group (PNSG) is a project of the United Way of Greater Toronto (UWGT) and is funded by:



IMMIGRATION MATTERS TO PEEL REGION

A major settlement destination for newcomers to Canada, Peel Region is also an immigrant-majority population. According to census 2016 data, **51.5 percent** of Peel's **1.37 million** residents are foreign-born. Among them, **94,105** are newcomers who arrived in Canada between 2011 and 2016. This means that over that five-year census period, Peel welcomed an average of **18,821** newcomers annually.

That's **50 newcomers settling in Peel daily** – about 29 to Mississauga and 22 to Brampton. What's more, these numbers are expected to grow.

Canada's federal government announced plans to boost the volume of immigrant admissions in the coming years, and this will have an impact in Peel. In 2016, Canada admitted **296,346** permanent residents, and Peel settled about **6.4 percent** of this national total. If this proportion holds, by 2021 when the annual admission level is expected to rise to **350,000**, Peel can expect to settle about **22,200** newcomers each year, or about **3,500 more** than it did in 2016.

IN 2018-2019, PEEL NEWCOMER STRATEGY GROUP

- **Co-hosted community consultations** by coordinating an IRCC Planning Day with more than **111** settlement stakeholders from across Peel and Halton, as well as a multi-stakeholder consultation with newcomers and non-settlement stakeholders
- **Convened advisory groups**, including our Central Planning Table, Service Delivery Network, the Peel Immigration Web Portal steering committee, and the Refugee Resettlement Working Group in response to the region's commitment in 2018 to help resettle 200 refugee claimants
- **Contributed to a multi-agency initiative** to host an **information session** for **81 refugee claimants** aimed at providing legal, human rights and housing information as well as connecting them to local service-providing organizations
- Worked with local stakeholders to **relaunch ImmigrationPeel.ca** with new content, design and online functionality
- **Released a 2019 Report on Peel Newcomers** grounded in new research that will **inform community strategic planning**. This new report paints a holistic picture of economic participation among Peel newcomers, informal settlement supports, newcomer-client priorities as well as the capacity-building and training needs of service providers
- **Coordinated training** to settlement workers and managers to enhance their ability to serve LGBTQ+ newcomer clients more effectively

PEEL'S LOCAL IMMIGRATION PARTNERSHIP

Peel Newcomer Strategy Group (PNSG) is the **local immigration partnership** for Peel Region, serving the City of Brampton, the Town of Caledon and the City of Mississauga. As a **community collaborative**, PNSG engages local service providers and stakeholders to optimize and coordinate services that facilitate newcomer settlement and integration.

PNSG accomplishes this through:

- Community strategic planning
- Stakeholder engagement and communications
- Convening a Central Planning Table (our strategic advisory), a Service Delivery Network (our incubator for settlement-service innovations) and a regional Refugee Resettlement Working Group
- Participating on numerous community advisories and committees
- Conducting research and formulating policy recommendations
- Managing ImmigrationPeel.ca, the region's immigration web portal

PNSG receives core funding from Immigration, Refugees & Citizenship Canada (IRCC) with project and salary support from the Region of Peel. Our fiscal sponsor, the United Way of Greater Toronto (UWGT), also provides salary, management and shared-services support.

PNSG emerged in 2007 through a collaboration led by the United Way of Peel Region (now UWGT), the Region of Peel and CIC (now IRCC), recognizing that a **population-level strategy** aimed at driving positive social and economic outcomes for newcomers in Peel required **broad, cross-sector participation**. By 2012, PNSG adopted a **collective impact** lens, acknowledging the **multi-stakeholder** nature of its work and that the participation of **community partners representing all sectors** is critical to achieving community-wide change.

VISION

NEWCOMERS TO PEEL ARE INCLUDED
IN ALL ASPECTS OF THE COMMUNITY,
EMBRACING EVERYONE'S CONTRIBUTION
AND ENSURING WELL-BEING FOR ALL

MISSION

TO CHAMPION A COORDINATED AND
COLLABORATIVE STRATEGY FOR THE
SUCCESSFUL ENGAGEMENT OF
NEWCOMERS IN THE ECONOMY AND
COMMUNITY OF PEEL

COLLECTIVE IMPACT

- BACKBONE SUPPORT
- COMMON VISION
- CONTINUOUS COMMUNICATION
- MUTUALLY-REINFORCING ACTIVITIES
- SHARED MEASUREMENT

IMPROVING SOCIAL AND ECONOMIC OUTCOMES FOR PEEL NEWCOMERS

SITUATION

- An average of 19,000 newcomers settle in Peel annually.
- However, it takes years for the average newcomer to reach income parity with established immigrants and Canadian-born residents in Peel.
- Newcomers are disproportionately unemployed and under-employed despite high levels of education.
- Service-providing organizations say they need better support to assist newcomer clients more holistically.
- Many newcomers rely on informal settlement supports in the community that are not connected to formal service providers.



PNSG FUNCTIONS

- Community-level strategic planning
- Stakeholder engagement, communications and committee convening
- Service integration
- Research and policy

STAKEHOLDERS

- Newcomers
- Settlement agencies serving newcomers
- Local service-providing organizations
- Government and funders
- Diverse community stakeholders

INTENDED OUTCOMES

- Services for newcomers are accessible, coordinated and sensitive to their needs
- Newcomers are employed similarly to non-newcomers
- Greater connections established between informal community supports and formal service providers

IMPACT

- ✓ Enhanced capacity to integrate newcomers more holistically and effectively
- ✓ Peel is a welcoming community for newcomers

Some of the ways that PNSG worked collectively with partners in 2018-2019 to co-create this impact are featured in the pages that follow.

IRCC SETTLEMENT-FOCUSED CONSULTATION

In 2018, PNSG was tasked by IRCC to conduct two community consultations. The first, which was coordinated in partnership with Halton Newcomer Strategy (HNS), the Peel-Halton Settlement Partnerships Executive Council and IRCC, saw PNSG host a large consultation focused on settlement-sector stakeholders to identify newcomer settlement and integration priorities that would help inform IRCC's 2019 national call-for-proposals process.

PNSG and HNS worked with Executive Council, IRCC and Ryelle Group to identify objectives for the planning day, while maintaining continuity with the previous IRCC planning day, held in 2016. The event began with context-setting presentations from each local immigration partnership, as well as the Francophone community. Attendees, which included a handful of non-settlement stakeholders and funders, were then organized into broad neighbourhood-level groups to identify local needs, issues, gaps and trends.

- *More than 110 participants attended the September 14, 2018 IRCC Planning Day at the Living Arts Centre in Mississauga*
- *Representation from 45 organizations, including IRCC-funded agencies across Peel and Halton, funders, education, workforce development, healthcare, as well as local Francophone and diversity stakeholders*





KEY PLANNING DAY HIGHLIGHTS

1. A HOLISTIC APPROACH TO EMPLOYMENT SERVICES

Employment was confirmed as the top newcomer-client priority, as well as the need to engage multiple stakeholder groups that support employment, offer specialized training and serve specific newcomer segments, such as youth.

2. CULTURALLY APPROPRIATE MENTAL HEALTH SUPPORTS

Mental health and trauma continue to feature prominently in community planning discussions. Culturally appropriate services are needed to support those experiencing mental health and addiction challenges while reducing stigma attached to these issues. Frontline settlement training was also suggested as a way to direct newcomers to appropriate programs.

3. COLLABORATIVE APPROACHES TO SERVICE DELIVERY AND SYSTEM NAVIGATION

System-level service navigation and coordination also continue to be concerns as service providers are not fully aware of programs and services to which to refer clients. This has resulted in newcomers left without access to a full suite of relevant services, ultimately impacting their ability to make programming choices best suited for them.

4. BUILDING THE CAPACITY AND KNOWLEDGE OF SERVICE PROVIDERS

Robust professional development, training and collaborative connections to the larger ecosystem of community-based service providers would provide tremendous benefits to improve service provision.



The full IRCC Planning Day report from September 14, 2018, including regional newcomer data and neighbourhood-level insights, is available online at peelnewcomer.org and on the Peel-Halton Settlement Partnerships web portal.





EXTENDING CONSULTATIONS TO DIVERSE STAKEHOLDERS

The second community consultation, which was attended by a wider diversity of community stakeholders, including newcomers, was also conducted jointly with HNS. The session began with a lived-experience panel of newcomers, who provided first-hand accounts of their settlement and integration experiences and focused on the intersectionality of their needs, requiring funders and service providers to think more cross-sectorally to coordinate a more effective community response.

Guided by an IRCC-led national consultation format that focused on four key pillars – client-centred programming, outcomes-driven and measurable indicators, creating more welcoming and responsive communities, and alternative and innovative solutions – PNSG and HNS enhanced learning gained from the large-scale, settlement-focused Planning Day with multi-stakeholder perspectives that also drove learning that will shape IRCC call-for-proposal priorities.

- *Consultation participants included all levels of government, emerging settlement providers, education, children's protection, settlement and service navigation stakeholders, as well as newcomers themselves.*

KEY CONSULTATION INSIGHTS

1. MORE SUPPORT NEEDED TO CULTIVATE CROSS-SECTOR PARTNERSHIPS

Stakeholders expressed they have limited capacity to establish cross-sector partnerships and would benefit from greater funder clarity on priority cross-sector collaborations, access to best-practice models and the development of tools that guide partnership development.

2. MORE SUPPORT TO MEASURE IMPACT

Similarly, stakeholders shared that they have limited research and evaluation capacity and require support with measurement frameworks and methodologies endorsed by funders.

3. SEGMENT-SPECIFIC PROGRAMMING

Stakeholders cited the need to design and offer more programs aimed at specific priority segments of the newcomer population, such as seniors and even international students, citing limited funding support and eligibility criteria.

4. STRENGTHENING THE VOICE OF THE NEWCOMER

Greater cultivation and embedding of the newcomer voice in service and program design as well as stakeholder engagement holds tremendous potential to improve settlement planning.

The full IRCC Consultation report from October 11, 2018 is available online at peelnewcomer.org and on the Peel-Halton Settlement Partnerships web portal.



SERVICE DELIVERY NETWORK – INCUBATING INNOVATION

Since 2012, PNSG has convened Service Delivery Network (SDN), a settlement collaborative comprised of five agencies located in distinct, high newcomer-growth neighbourhoods in Peel. SDN serves as an incubator for new settlement innovations, striving to improve coordination of service delivery for newcomers through collaboration within and outside of the settlement service sector.

SETTLEMENT/PEEL CAS PARTNERSHIP – JOINT HOME-VISITS PILOT

With Peel CAS, SDN completed a pilot of settlement/children's protection agency joint home-visits and frontline settlement training in 2018. The initiative was aimed at increasing referral capacity among settlement agencies and Peel CAS, creating a proactive and preventative approach to mitigate the involvement of CAS or police services with newcomers and build the capacity of diverse service providers to respond to the needs of vulnerable newcomers in an effective, culturally-sensitive and coordinated way.

The pilot resulted in significant, two-way learning when settlement and Peel CAS conducted joint home-visits. For example, intensive mental health supports are required to address the trauma-related roots of challenges facing newcomer children and youth in schools, as well as improve frontline staff sensitivity and understanding of LGBTQ+ and gender issues. As a direct result of this pilot, PNSG and SDN developed a plan to increase the settlement-sector's ability to respond to the needs of LGBTQ+ newcomers through training.

SDN'S FOUNDING MEMBERS:

- CALEDON COMMUNITY SERVICES IN BOLTON
- MALTON NEIGHBOURHOOD SERVICES IN MALTON
- PEEL MULTICULTURAL COUNCIL IN MEADOWVALE
- POLYCULTURAL IMMIGRANT & COMMUNITY SERVICES NEAR SHERIDAN
- PUNJABI COMMUNITY HEALTH SERVICES IN BRAMPTON SPRINGDALE



CAPACITY-BUILDING — LGBTQ+ TRAINING

The need to build settlement's capacity to work with LGBTQ+ newcomer clients was not only identified through the joint home-visits pilot. It was also validated among several settlement advisories and at events, such as the IAOP (Information, Awareness and Orientation Partnerships) Crisis Support Workers' Forums and Punjabi Community Health Services' (PCHS) Crisis Workers Conference.

PNSG worked closely with Peel Multicultural Council and PCHS to plan a series of LGBTQ+ training sessions aimed at frontline and management settlement-agency staff. The group enlisted the help of OCASI, which provided facilitators, content and resources.

Throughout September and October 2018, five training sessions were offered, drawing over 70 frontline workers and settlement managers from SDN member agencies and Peel CAS.

Participants expressed the intention to be more mindful in creating safer spaces for LGBTQ+ newcomer clients, such as recognizing prejudices among themselves and colleagues, as well as including an LGBTQ+ case scenario for job candidates during settlement-agency interviews.



LOOKING TO 2019-2020

Informed by practical experience, PNSG settlement-sector survey data, recent IRCC consultation findings and recommendations from an SDN impact evaluation report, SDN looks to explore new cross-sector partnership opportunities and expand settlement-worker training moving forward.

REFUGEE CLAIMANTS IN PEEL

COLLABORATION THAT DRIVES COMMUNITY-BUILDING

The arrival of hundreds of refugee claimants to the Greater Toronto Area grabbed headlines in 2018. Many were initially housed in residences at post-secondary educational institutions, and nearby municipalities – like Peel – committed to supporting their resettlement. Peel, in particular, committed to resettling about 200 refugee claimants.

In response, PNSG and the Region of Peel reconvened our Refugee Resettlement Working Group – a multi-stakeholder committee originally formed to assist with the influx of Syrian refugees in 2016 and comprising more than 80 local stakeholders. PNSG convened the meeting and, within a week's notice, attracted more than 50 participants. Details about the refugee claimants, then residing in Toronto, were shared between Toronto and Peel stakeholders, as well as news about hotel accommodations for those designated to settle in Peel – efforts that were led by the Region of Peel and COSTI.

PNSG played a role in connecting relevant stakeholders and creating the capacity for service-provider collaboration and coordination, enabling claimants in Peel to connect to local services and information as they await their refugee claims to be heard.



COMMUNITY INFORMATION FAIR FOR REFUGEE CLAIMANTS AT PEEL MULTICULTURAL COUNCIL

Peel settlement service providers share a collaborative legacy in supporting refugee newcomers. This supportive spirit was extended to refugee claimants resettling in Peel as a number of organizations banded together to organize a community information fair for them.

The event was hosted by Peel Multicultural Council and held on October 19, 2018. It attracted **81 refugee claimants**, who came to hear two legal speakers provide important information on pathways to permanent residency and family reunification, as well as human rights issues with respect to housing. The event also featured a number of local service providers, dinner and entertainment to welcome them to our community.

The event was held in the wake of several high-profile anti-refugee protests across the Greater Toronto Area. As a result, organizers were careful to promote the event in ways that were unlikely to attract the attention of anti-refugee groups.

PARTICIPATING ORGANIZATIONS

- Afghan Women's Organization
- Catholic Family Services Peel Dufferin
- Centre for Education & Training
- COSTI
- Dixie Bloor Neighbourhood Centre
- Newcomer Centre of Peel
- Peel CAS
- Peel District School Board
- Peel Multicultural Council
- Polycultural Immigrant & Community Services
- Province of Ontario
- United Way of Greater Toronto



PEEL IMMIGRATION WEB PORTAL

ImmigrationPeel.ca
A Resource for Newcomers and Employers

   Translate

I Want To...

Before You Arrive ▾

Living ▾

Learning ▾

Working ▾

Welcome to Peel region

(Mississauga, Brampton and Caledon)


Arrival Checklist


Housing


Find Newcomer Services Near You


Learn Language


Employment Programs


Finding a Job

The redesign of the regional immigration web portal (ImmigrationPeel.ca) featured enhanced navigation, improved visual engagement, refreshed content guided by community stakeholders and new online functionality.

RELAUNCHING A KEY RESOURCE FOR NEWCOMERS AND SERVICE-PROVIDERS

The Peel Immigration Web Portal – ImmigrationPeel.ca – is the region’s primary information source for newcomers settling in Peel. Since 2008, it has provided information on settlement service providers, employment, Peel’s various neighbourhoods, as well as key community amenities. The site is hosted by the Region of Peel, and PNSG maintains and updates the portal.

A project steering committee comprised of community settlement and government stakeholders provides advisory contributions that guided the portal’s relaunch and content updates, ensuring the portal provides up-to-date information for newcomer and local service-provider users. PNSG is grateful for the contributions of the PIWP steering committee, whose members include:

- Catholic Crosscultural Services
- Centre of Education and Training
- COSTI
- Dixie Bloor Neighbourhood Centre
- Job Skills
- Peel District School Board
- Peel Multicultural Council
- Punjabi Community Health Services
- Region of Peel
- Town of Caledon

IMMIGRATIONPEEL.CA

- Receives almost 50,000 site visitors annually
- While it was originally intended for newcomers who are abroad and considering to settle in Peel Region, 80 percent of site visitors are already in Canada



The hallmark of the redesign was the inclusion of an interactive community services map, enabling visitors to select the local services they wish to visualize on the map, while also providing travel directions and links to service-provider websites.

RESEARCH – NEW INSIGHTS TO DRIVE STRATEGY

Research is a key PNSG pillar, and 2018 saw investments in new studies to complement service-provider surveys and community consultations, providing quantitative and qualitative data to drive community planning. Three key questions drove our work:

1. Peel's population is comprised 51.5 percent of immigrants, and newcomers possess high levels of education; however, they persistently earn less than Canadian-born Peel residents. Employment consistently ranks as newcomers' top settlement priority. *What can we learn about newcomers' economic participation in Peel that can drive strategies to address this disparity?*
2. According to IRCC's *Evaluation of the Settlement Program (2017)*, only 39 percent of newcomers to Canada, nationally, participate in at least one government-sponsored settlement service. This means that the majority are not accessing these formal supports, which prompts one to ask *how newcomers not using services are integrating in our community?*
3. Settlement service providers continue to report that newcomers present with a wide range of needs that they are not fully equipped to address on their own. This intersectionality of newcomer needs – traditional settlement priorities (like employment, housing and education) with non-settlement needs, such as mental health or crisis and trauma – begs the question *how to prioritize and address the full range of newcomer needs given our capacity constraints?*

LONGITUDINAL IMMIGRATION DATABASE STUDY

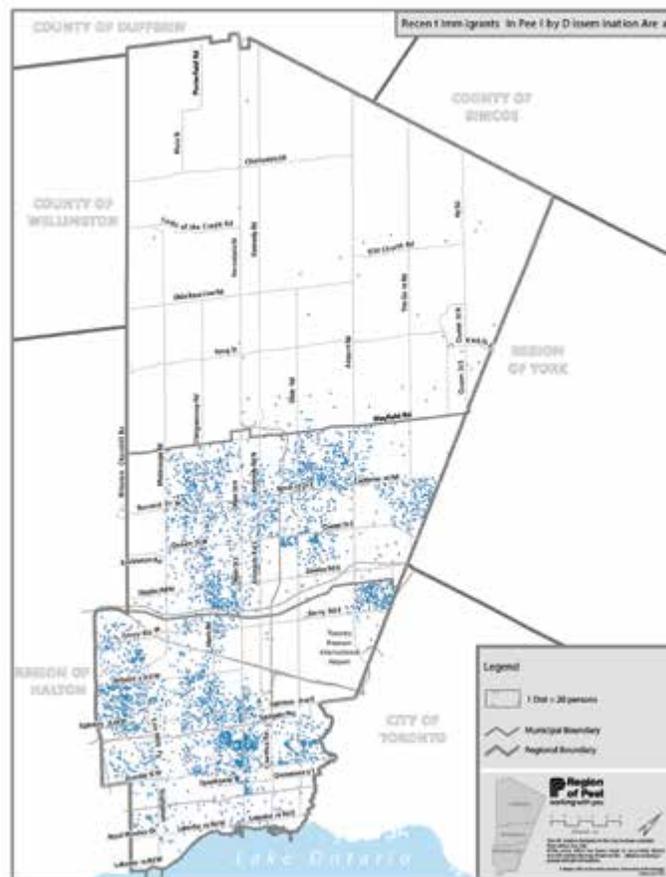
PNSG commissioned the Statistics Canada Research Data Centre at University of Western Ontario to conduct a longitudinal immigration database study. The research combines immigrant landing data with Canadian Revenue Agency tax-filer data, providing an updated picture of the economic inclusion of Peel newcomers, as well as new insights about their migration patterns into and out of Peel Region.

KEY LEARNING

- **The flows of immigrants to and from Peel challenge any notion that our region is solely an immigrant-receiving community.** While direct migration – settling in Peel upon arrival in Canada – is significant, secondary migration accounts for a higher proportion of the immigrant inflow to Peel. What's more, a large number of immigrants leave Peel annually, and this number is rising over time.
- **Immigrants in Peel persistently earn less employment income** – about 85 cents on average for every dollar earned by Canadian-born residents in Peel.
- **Immigrants in Peel receive less social assistance income** – only 16 cents for every dollar that Canadian-born residents in Peel declared in social assistance income.
- **Newcomers and even established immigrants in Peel are disproportionately under-employed** compared to Canadian-born residents despite possessing higher levels of education.



PNSG released a compilation of all of these findings in 2019. You may download PNSG's 2019 Report on Peel Newcomers at peelnewcomer.org from our Research & Data page.



Peel Data Centre helped PNSG visualize census 2016 data in ways that supported PNSG research and our stakeholders during community consultations.

INFORMAL SETTLEMENT STUDY

PNSG commissioned Regional Diversity Roundtable (RDR) to study how newcomers not accessing formal settlement services in Peel are integrating into the community. While little literature exists regarding informal settlement supports, RDR examined the role of ethnic, online and social media in providing information to Peel newcomers and conducted an online survey and focus groups.

KEY LEARNING

- **80 percent** of respondents agree that the majority of newcomers in Peel do not participate in formal settlement services
- Many newcomers cited **leveraging family and friend networks** to gain employment; however, this employment tends to not be aligned with their intended occupation
- Over **55 percent** are familiar with newcomers accessing informal settlement supports in the community
- A majority of focus group participants said that they **recommend formal settlement services to newcomers**
- Over **62 percent** feel that newcomers are integrating faster today than in the past thanks to self-seeking abilities and social media support

“Overwhelmingly, participants have stated that successful settlement to them is concurrent with holding meaningful employment in their field of expertise”

Regional Diversity Roundtable, Informal Settlement Study, 2018

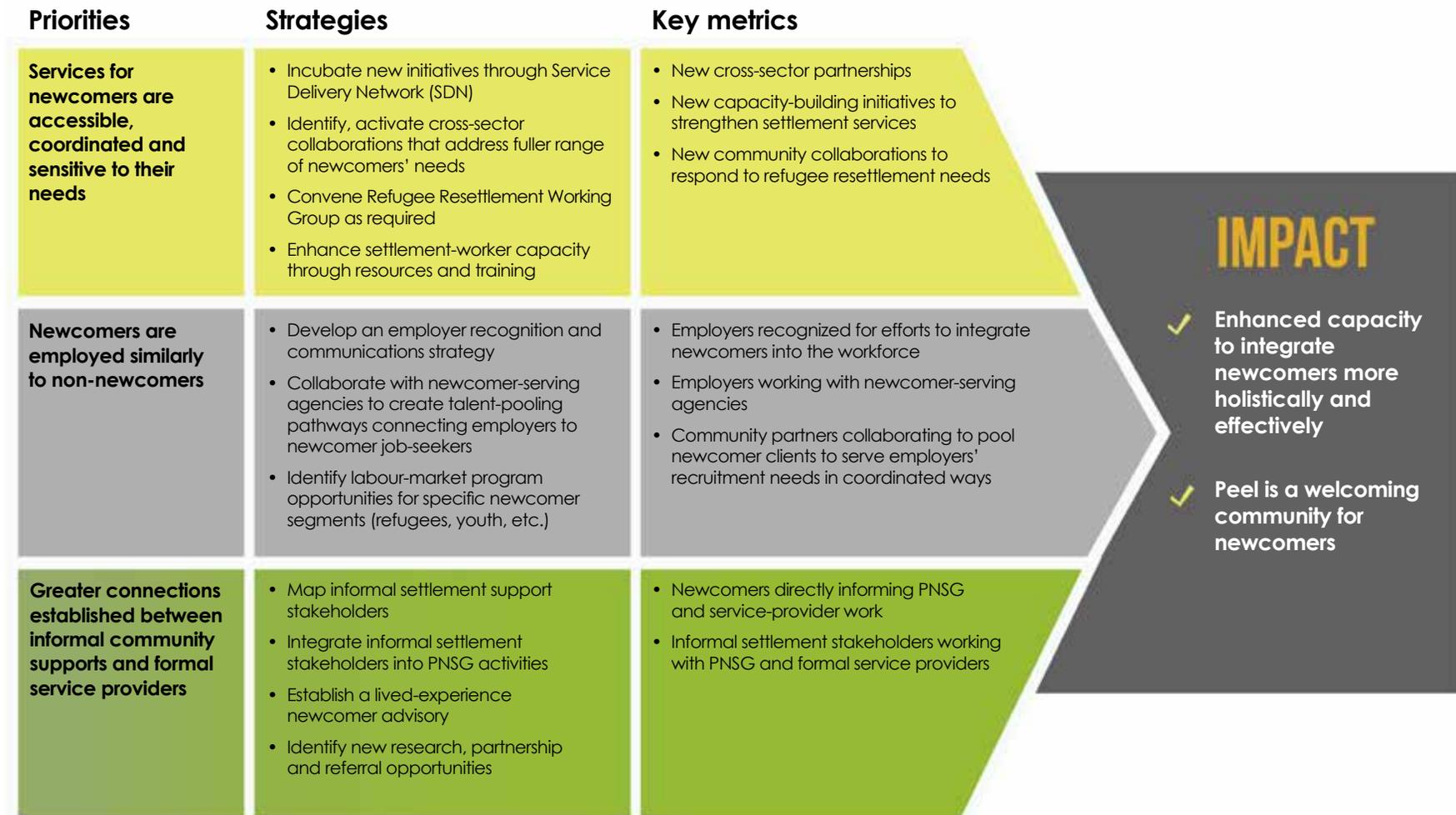
PLANNING FOR THE FUTURE

By gathering consultation, research and survey insights, PNSG can ground its strategy and action plan over the next few years in quantitative and qualitative evidence. As a result, the following learning from these initiatives will influence PNSG's activities moving forward, including:

- Complementing our existing strategic priorities for service coordination and newcomer employment with a third: **creating more connections between formal and informal community systems** that support newcomer settlement to **reach the wider newcomer population in Peel**.
- Addressing the intersectionality of newcomer needs by **promoting greater collaboration among settlement and non-settlement service-providing organizations** in Peel and **identifying capacity-building resource and training opportunities for settlement workers**.
- **Creating value for employers in Peel to engage newcomer job-seekers** to address newcomers' top settlement need, as well as persistent unemployment and under-employment disparities, while also identifying segment-specific strategies for newcomers who are particularly disadvantaged in the labour market.
- **Strengthening the 'voice of the newcomer'** in PNSG activities to inform ongoing strategy and action planning.

By enhancing our capacity to integrate newcomers more holistically and effectively, we hope to create positive social and economic outcomes for newcomers and strengthen our collective ability to cultivate a welcoming community for all in Peel Region.

PLANNING > ACTION > IMPACT



PNSG WORKING GROUPS

CENTRAL PLANNING TABLE (CPT)

ACCES Employment – Sue Sadler (outgoing co-chair)
Conseil scolaire catholique MonAvenir – Marie-Pierre Daoust
COSTI – Mario Calla
IRCC – Joy Contram-Seetanh
Newcomer Centre of Peel – Effat Ghassemi
Peel District School Board – Louise Clayton
Peel Halton Workforce Development Group – Shalini Da Cunha
(incoming co-chair)
Peel Multicultural Council – Naveed Chaudhry
Province of Ontario – Lorraine Hogan
Punjabi Community Health Services – Baldev Mutta
Region of Peel – Sonia Pace (co-chair) & Judith McWhinney
Regional Diversity Roundtable – Varsha Naik
Skills for Change – Roland Rhooms
Town of Caledon – Mayor Allan Thompson
United Way of Greater Toronto – Ruth Crammond

PEEL IMMIGRATION WEB PORTAL (PIWP) STEERING COMMITTEE

Catholic Crosscultural Services – Klara Frasheri
Centre of Education and Training – Anca Jugarean
COSTI – David Lovelock
Dixie Bloor Neighbourhood Centre – Praveen Kalra
Job Skills – Trisha Tailor
Peel District School Board – Mohsen Mahmoud
Peel Multicultural Council – Linda Wang
Punjabi Community Health Services – Neelam Rampal
Region of Peel – Reena Aggarwal
Town of Caledon – Heather Savage

SERVICE DELIVERY NETWORK (SDN)

Caledon Community Services – Francesca Bernadowitsch
Malton Neighbourhood Services – Jacquie Lewis
Peel Multicultural Council – Naveed Chaudhry &
Jagdeep Kailey (co-chair)
Polycultural Immigrant & Community Services – Marwan Ismail
Punjabi Community Health Services – Baldev Mutta (co-chair)
& Anu Randhawa

IRCC – Joy Contram-Seetanh
Peel CAS – Mary Beth Moellenkamp, Liz Okai, Danielle Ungara &
Mohamed Malik

REFUGEE RESETTLEMENT WORKING GROUP

ACCES Employment – Paula Calderon, Sue Sadler, Vibha Vohra-Bhalla

Afghan Women's Organization – Fauzia Khan, Adeena Niazi

Associated Youth Services of Peel – Kelly Henderson

Brampton Multicultural Community Centre – Dima Amad

Catholic Crosscultural Services – Michael Raymond

Catholic Family Services Peel Dufferin – Shelina Jeshani

Centre Francophone – Cyriaque Njejjimana

City of Brampton – Ann Muir, Alain Normand, Cheyenne Stodolny,
Michelle Sullivan

City of Mississauga – Jennifer Cowie Bonne

City of Toronto – Vera Dodic

CMHA Peel Dufferin – Tajman Grewal, David Smith

COSTI – Mirna El Sabbagh, Lara Hussein

Family Services of Peel – Sandra Rupnarain

FCJ Refugee Centre – Loly Rico

Findhelp / 211 – Angela Finateri

IRCC – Cliff Fast, Alexandra Kotyk, Nida Kazmi, Ana Raicevic

Malton Neighbourhood Services – Jacquie Lewis

Mississauga Community Legal Services – Ritu Gupta

Mississauga Furniture Bank – Kathryn Palangio

Muslim Community Services – Sandra Kaldas

Muslim Council of Peel – Rabia Khedr

Newcomer Centre of Peel – Effat Ghassemi

Peel CAS – Mohamed Malik, Mary Beth Moellenkamp

Peel Children's Centre – Donna McIlroy

Peel District School Board – Ted Byers, Louise Clayton, Brooke
Derausseau, Maureen Mackay, Nala Moorthy, Jim Van Buskirk

Peel Multicultural Council – Jagdeep Kailey

Peel Regional Police – Janice Aavasalmi, Karlene Krusch,
Cameron Walker

Polycultural Immigrant & Community Services – Marwan Ismail,
Nadia Sokhan

Province of Ontario – Lorraine Hogan, Raghad Hussami

Punjabi Community Health Services – Amandeep Kaur,
Baldev Mutta, Anu Randhawa

Region of Peel – Kate Bingham, Nicole Carasco, Cathy Casetto,
Andrew Cooper, Rebecca Cowell, Janet Eagleson, Violette
Geadah, Scott Harrison, David Hodkin, Cheryl Jamieson,
Jessica Kwik, Bethany Lee, Beth Lefebvre, Lawrence Loh,
Sonia Pace, Adaoma Patterson, Sue Ritchie, Kelly-Anne
Salerno, Gehna Singh Kareckas, Beth Storti, Melissa Toney

United Way of Greater Toronto – Ruth Crammond, Anita Stellinga,
Jen Turner



PEEL NEWCOMER STRATEGY GROUP STAFF IN 2018-2019

Rodel Imbarlina-Ramos, Director

Esel Panlaqui, Service Integration Specialist

Trisha Scantlebury, Research and Policy Specialist

Maryum Siddiqui, Finance and Administrative Coordinator, Peel Immigration Web Portal (PIWP)
Community Engagement Specialist and Web Specialist

Subhi Tarim, Research and Policy Specialist (interim)

Leila Mortazavi, Peel Immigration Web Portal (PIWP) Web Specialist



Peel Newcomer Strategy Group
c/o United Way of Greater Toronto
90 Burnhamthorpe Road West, Suite 408
Mississauga, ON L5B 3C3
tel 905 276 0008 | peelnewcomer.org





"Shh" by Anran Guo

An immigrant from China who settled in Peel in 2014, Anran created "Shh," an installation of shredded newsprint designed to block a hallway, requiring visitors to walk through it, changing the installation's shape and often attaching itself onto visitors. The shredding of newsprint represents unheard voices, and the installation serves as a metaphor for one's feelings of marginalized interactions in a new community.