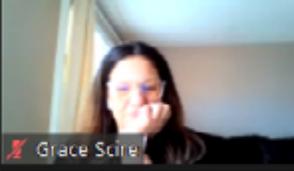
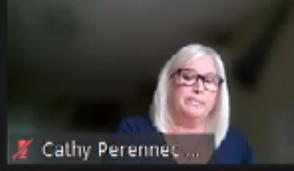
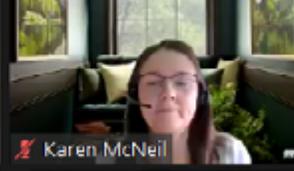
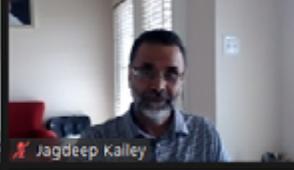
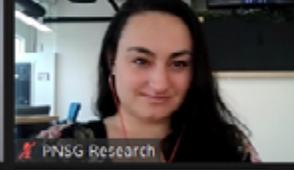
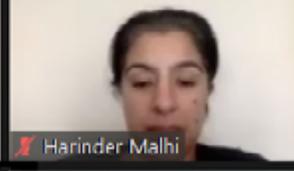
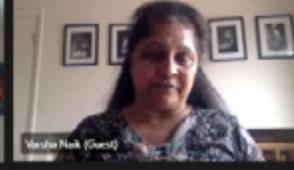


2020-2021 COLLECTIVE IMPACT REPORT

Recording View

 Kim Jenkinson	 Rodel Imbarlina-Ramos	 Anca Jugarean, Au...	 Doreen Fuchsler	 Moya MacKinnon	 Seba Jessi
 Sue Sadler	 Grace Scire	 Effat Ghassemi	 Cathy Perennec...	 Karen McNeil	 Shivangi Gaur
 Baldev Mutta	 Babur Mobarak	 Dev Maharaj Pee...	 Rose Cathy Handy	 Jagdeep Kalley	 PNSG Research
 Gurpreet Malhi, Indus (Guest)	 Jacquie Lewis	 Dima Alkabani	 Fauzia Khan AWO	 Harinder Malhi	 Liz Oka
 stefany cutuli	 Jean-Marc Ngom	 joyse	 Subhadra Ramacha...	 Angela Carter (Guest)	 Vandita Nank (Guest)

Unmute Stop Video Participants 32 Chat Share Screen Record Reactions Leave

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



Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada



We began the year...

- With the temporary closures of settlement service-providing organizations due to COVID-19, forcing service delivery to virtual channels
- Participating in new collaboration tables established to identify urgent priorities and cultivate a coordinated community response to the pandemic

We ended the year...

- Celebrating the resilience of newcomer-serving organizations and the strategies they implemented over the past year in response to COVID-19
- With a collective confidence about the priorities facing newcomers and service providers as we navigate a recovery from the pandemic
- Anticipating increased immigrant admission levels and their potential impact on Peel Region over the next few years

IN 2020-2021, PEEL NEWCOMER STRATEGY GROUP...

- Hosted the **2021 IRCC Planning Day** online with 96 settlement stakeholders across Peel, Halton, Dufferin and parts of Northern Ontario – to document and celebrate the resilience of the settlement sector and to identify planning priorities for the coming year
- Coordinated **12 capacity- and awareness building workshops** for settlement workers, addressing key priority areas identified by Executive Council and the Peel-Halton-Dufferin Language & Settlement Partnerships, drawing **567 total participants** across ten topics organized into three learning streams
- Participated in **community collaboration tables** established in response to both COVID-19 and new anti-racism momentum, including Peel's **Community Response Table** and the **Anti-Black Racism & Systemic Discrimination collaborative**, as well as various sub-tables
- Co-authored a **health equity advocacy** paper, *The Outcomes of Oppressive Systems: a Collective Call to Co-Design an Equitable & Inclusive Health System in Peel*, with diverse community stakeholders and equity leaders, leading to engagement with key health system leaders from Ontario Health, local hospital institutions, public health and municipal governments
- Launched Mississauga Halton LHIN's (local health integration network) *Newcomer Guide to Health & Social Services in the City of Mississauga* on the Peel Immigration Web Portal in **major languages spoken by Peel newcomers**

Peel Newcomer Strategy Group

Peel Newcomer Strategy Group (PNSG) is the **local immigration partnership** serving Peel Region. 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-level strategic planning, stakeholder engagement and communications, convening and participating on community advisories, conducting research and formulating policy recommendations, and managing ImmigrationPeel.ca, the region's immigration web portal.

PNSG's priority focus areas, 2020-2025

1. Mental health
2. Healthcare
3. Women & families
4. Seniors
5. Youth

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

IMPROVING SOCIAL AND ECONOMIC OUTCOMES FOR PEEL NEWCOMERS

SITUATION

- Prior to the pandemic, about 19,000 newcomers settled in Peel annually.
- 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 and communications
- Service integration
- Research and policy
- Project management

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



The impact of COVID-19 on settlement services

In March 2020, public health mandates required settlement service providers to close their doors to in-person program delivery. Service providers responded by transitioning quickly and successfully to **virtual forms of service delivery** and client engagement.

This transition had various impacts and raised key issues:

- Newcomer clients' ability to attend virtual programs were mixed. Many navigated a lack of adequate devices in their household, a lack of digital literacy, unreliable Internet services, a lack of privacy and the need to prioritize home-schooled children
- Deepening concerns for clients' mental health due to pandemic-related isolation and challenging family dynamics

This sudden, unanticipated shift to virtual service delivery also raised questions of future service capacity and service delivery after COVID-19. IRCC actively consulted with stakeholders nationally with an eye to potentially maintain some level of virtual service delivery after agencies return to in-person programming.

The pandemic's impact on service demand was also mixed:

- 50% fewer newcomer children registered for school
- Fewer English-language learners attending some programs, while other programs reported achieving their targets
- Fewer client assessments and referrals conducted
- Pre-pandemic wait-lists significantly reduced

Almost 80,000 newcomers to settle in Peel by the end of 2023

In our *2019 Report on Peel Newcomers*, the most recent census period (2011-2016) showed that Peel settled an average of 18,821 newcomers annually during that period – or **6.4% of the national average**.

In 2019, Canada welcomed 341,000 total newcomers. Based on the 6.4% average, PNSG estimates that **21,824 immigrants** settled in Peel during the last full calendar year prior to the pandemic. This is very close to the actual number of newcomers (21,780) who, in 2019, indicated at port-of-entry that they intend to settle in Peel.

While COVID-19 slowed newcomer arrivals in 2020, it did not stop immigration completely. According to IRCC, **Canada welcomed 46% fewer newcomers in 2020 (184,370) than it did in 2019 (341,175)**. 45% fewer (11,975 total) newcomers indicated at port-of-entry in 2020 that they intended to settle in Peel compared to the year before.

In October 2020, IRCC announced new immigrant admission levels to compensate for this pandemic-related decrease in immigrant arrivals and bring immigration back on track to meet national economic and population-growth needs. The department set national admission targets at **401,000 in 2021, 411,000 in 2022 and 421,000 in 2023**.

*If Peel's historical proportion of settling 6.4% of national annual immigrant admissions holds between 2021 and 2023, Peel can expect to welcome 25,664 newcomers in 2021, 26,304 in 2022 and 26,944 in 2023 – a total of **78,912 over the next three years, or almost 24% higher in 2023 than in 2019**.*

As Peel continues to strategize a recovery from COVID-19, it must also consider this expected, planned increase in newcomer settlement to our region.

2021 IRCC Planning Day

A global pandemic. An unexpected, collective transition to virtual service delivery. Digital access and equity challenges. A national plan to accelerate immigrant admissions. These unique circumstances demanded a collective planning process among IRCC-funded stakeholders and service providers.

PNSG coordinated the **2021 IRCC Planning Day** with help from Ryelle Strategy Group, which had facilitated past Planning Day events. A small cross-region, cross-sector planning committee was established, and this group quickly felt that the overall objective of this year's consultation was to **document and celebrate the resilience of settlement service providers** since the start of the pandemic.

PLANNING DAY COMMITTEE

- IRCC
- EXECUTIVE COUNCIL CO-CHAIRS
- HALTON NEWCOMER STRATEGY
- PEEL NEWCOMER STRATEGY GROUP

A pre-event survey was created to identify key consultation themes. The survey measured:

- How organizations adapted to challenges posed by COVID-19
- What gaps still exist in a service provider's ability to deliver services
- What's working well and what isn't
- What changes adopted in response to the pandemic should be retained after COVID-19
- What support is needed to achieve these priorities
- What supports service providers would like to see from funders

KEY PRIORITIES

Pre-event survey results informed key priorities and challenges faced by the sector, and these shaped the online consultation facilitated by Ryelle Strategy Group:

1. Enhancing service capacity

Planning Day discussions raised a range of needs, including additional support for case management for families, increased social isolation, competing technology challenges and requirements facing clients and service providers. Organizations also emphasized the challenge of establishing client rapport in a virtual environment.

2. Leveraging technology more effectively

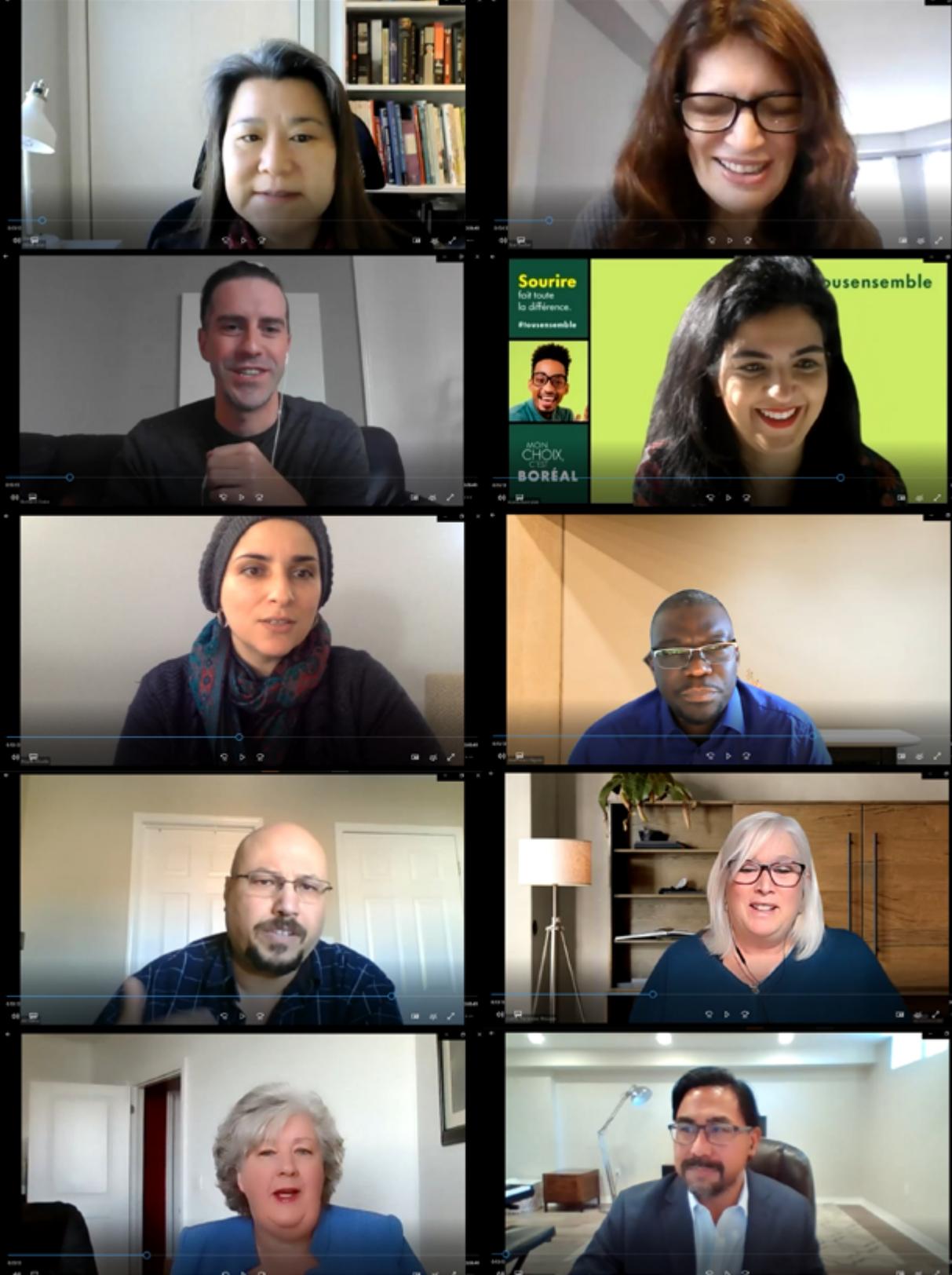
All discussion groups discussed the role and impact of technology across all priority areas, whether technical issues (low bandwidth, lack of available or current technologies), the need for digital literacy supports (particularly for older clients), a lack of standardized processes, and addressing privacy and security concerns. Addressing this priority area will help settlement workers better serve and coach clients while establishing higher levels of trust and comfort.

3. IRCC operational supports

Tremendous gratitude was expressed for IRCC's funding flexibility during the pandemic, as well as a need for ongoing responsive support moving forward.

4. Increased immigrant admissions

Balancing this new virtual service capacity with an expected reopening of service agencies presents new opportunities to serve plans to increase immigrants admissions; however, uncertainty was expressed regarding sustainability.



COVID-19 is indeed a serious challenge since it came without much warning and we had to hit the road running. The experience and professionalism of the staff helped set up a digital platform to deliver lessons online. Students showed appreciation for trying new ways to establish a better learning platform. We inform clients about services available in the area and help them choose what and where they want to receive services.

Vietnamese Community Centre of Mississauga

At the onset of the pandemic, many students did not make the switch to online. They would not show up to classes. The administrative team worked hard and called every single missing student to draw them back. Our teaching staff redesigned their classes and material to create exciting new online lessons. As a result of collaborative and innovative hard work, our registration numbers are higher than they were in the pre-pandemic days.

Newcomer Centre of Peel

Management came together with all hands on deck, delivering cell phones, shopping for masks, arranging for acrylic shields. IT supported us throughout the transition with a smile on their face although they carried many heavy pieces of the transition. Frontline staff stayed safe and focused on supporting people in the best way possible and supporting their colleagues until everyone got the basics of new tech environments. And, our funders have all been superbly supportive so we can focus on the important work of supporting people.

Halton Multicultural Council

Building the sector's capacity to face new challenges

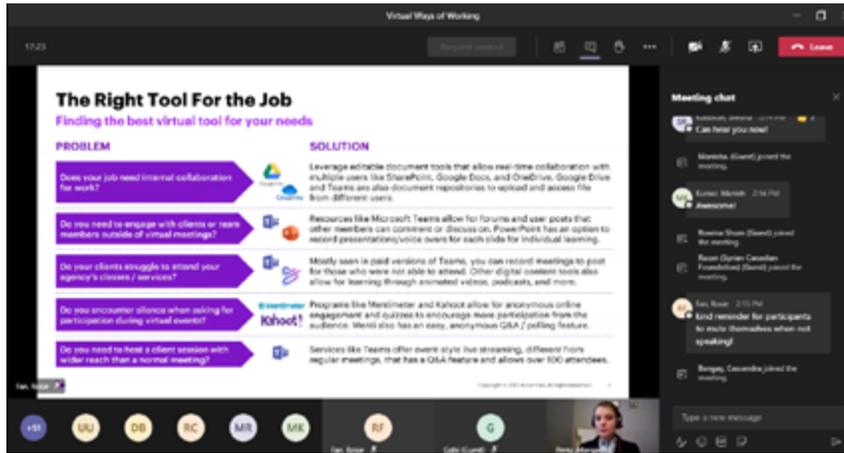
As client and service provider needs began to be expressed soon after the start of the pandemic, PNSG began working with the co-chairs of Executive Council and its four sub-committees – Community Connections Partnership; Information, Awareness & Orientation Partnership (IAOP), Labour Market Partnership, and Language Partnership – as well as its Halton counterpart (Halton Newcomer Strategy) to determine how best to respond to a wide range of new challenges. Collectively, we mapped and prioritized capacity-building and learning opportunities, and PNSG sourced appropriate presenters and facilitators.

The result was a series of twelve 60-90 minute workshops across ten topics and three learning streams:

Maximizing virtual service delivery	Building the settlement sector's resiliency	Enhancing a client-centered focus
<ol style="list-style-type: none"> 1. Virtual Ways of Working Accenture 2. Virtual Service Delivery Best Practices Panel & Discussion IRCC Technology Task Force 3. Sustaining Virtual Service Delivery Accenture 	<ol style="list-style-type: none"> 4. Understanding Suicide CMHA Peel-Dufferin 5. Mental Health 101 Punjabi Community Health Services 6. Building Resiliency in Extraordinary Times CMHA Peel-Dufferin 7. Compassion Fatigue CMHA Peel-Dufferin 8. Building a Healthy Virtual Work Culture Accenture 	<ol style="list-style-type: none"> 9. Anti-Oppression & Anti-Racism Regional Diversity Roundtable 10. What the Employment Ontario Transformation Means for You WCG, ACCES, Peel Halton Workforce Development Group

ADVISING ORGANIZATIONS

- ACCES EMPLOYMENT
- COSTI
- DIXIE BLOOR NEIGHBOURHOOD CENTRE
- HALTON CATHOLIC DISTRICT SCHOOL BOARD
- HMC CONNECTIONS
- HALTON NEWCOMER STRATEGY
- NEWCOMER CENTRE OF PEEL
- PEEL DISTRICT SCHOOL BOARD
- POLYCULTURAL IMMIGRANT & COMMUNITY SERVICES



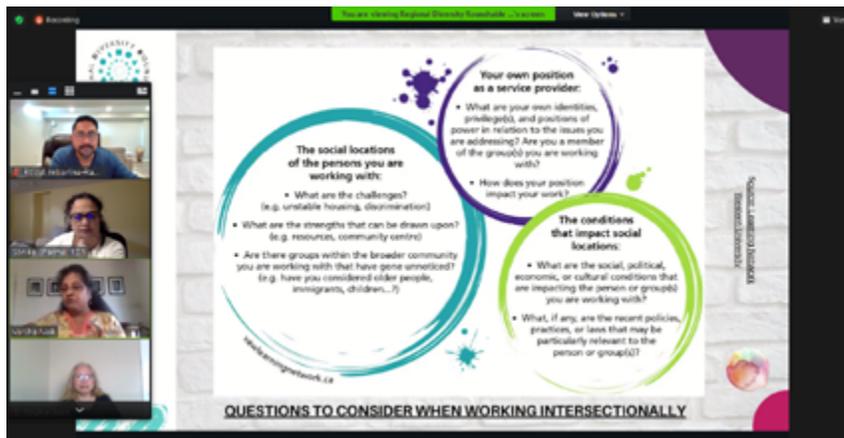
IMPACT

567 total participants
12 workshops
10 topics
3 learning streams



46% frontline workers
22% managers, supervisors
26% identified as serving Halton
69% identified as serving Peel

94 out of 100 felt that workshop content was relevant to their work, and **90 out of 100** said they will do something new or different as a result of attending a workshop



Many thanks for another informative and eye-opening session. I learned a lot and went through many emotional stages. I was thrilled to hear the valuable and expert opinions of the guest speakers, excited to think of the changes we can adopt as an organization, and then terrified when I considered how far behind we are technologically. I am not sure if I should recommend we reduce staff by half, give up our physical building location or some other cost-savings to find the money to implement digital solutions. I think our organization really needs to do some higher-level thinking and find the strength to make some hard decisions. Regardless, the presentation today was excellent and will fuel positive change.

Advocating for changes to health care

Healthcare is a persistent newcomer priority. The urgency to address newcomers' access to health services and disparate health outcomes was heightened as a result of the disproportionality of COVID-19 infections among South Asians, Blacks and Latinos in Peel, as well as new momentum in the anti-Black racism movement resulting from the June 2020 deaths of George Floyd and Pakistani-born, Malton resident Ejaz Choudry.

To support these efforts while strengthening the voice of the newcomer, PNSG undertook a qualitative research interview initiative in 2020 to gather **first-person narratives about the experiences of Peel newcomers when they engage local healthcare services.**

The following are quotes gathered as part of this research, which highlight the intersectional challenges facing newcomers and potential opportunities to work with stakeholders to improve newcomers' healthcare experiences:

The first time that I visited the hospital; I had to go through the admission process. When I tried to register, I could not fill out the application because I did not speak any English, and I could not understand all the information. I needed an interpreter to help me out with the process. The lady got very upset with me because I couldn't speak any English. In the end, she helped me out, but she was very upset and treated me very badly. Finally, I finished the intake process and I could see the doctor, but it was a very unpleasant situation for me.

When my mom came here as a visitor we went to the doctor and I interpreted for her. I'm not a certified translator. I was afraid the doctor might use medical terminology that I wouldn't know, and that I'd mess it up. And who will suffer... the patient, right?

Indus offers important health supports and counselling for seniors. One striking story that comes to mind... a woman and her elderly father came in to speak with a worker about her father's health. He had been unwilling to leave the house to socialize with family, to exercise, even to sit in the backyard. With his quality of life declining, they wanted to explore senior's wellness programs at Indus. During the intake meeting they had together with the worker, it was unclear what the barrier was. After several conversations with the worker, however, enough rapport was established that he was able to disclose that he was struggling with incontinence. He was ashamed to talk about this with his wife and daughter, and so was choosing to stay at home close to a bathroom at all times. These services are so essential to preserve the dignity of seniors.

– Gurpreet Malhotra, Executive Director, Indus

The place that we are living is playing a key role in [my autistic son's] behavior and my family's overall well-being. Our family of five lives in a two-bedroom apartment, and because of my son's changing moods, sometimes I keep him in a separate room. The rest of the family will all sleep in the same room because my son could wake up at 3 AM and start laughing, crying or shouting. The Ontario Works income, it's barely enough. We have to pay for the rent, which is \$1,600 per month. We have to pay for insurance and for gas. We're barely able to meet our basic needs.

Recently, I cut my finger and tore open my hand badly at work. It was a workplace injury, but that time I didn't have good cashflow. I did not want to report it because I was in the three-month wait period (less than three months in Canada). I went to healthcare, and they gave me a treatment that worked very well. But I didn't report to WSIB. I had no idea what would happen if I did, to be honest. A nurse told me that they wouldn't report it, but that I had to leave right away.

If I am not suffering from coronavirus, then I will be questioning myself, 'do I really need to take the vaccine?' If it is mandatory and the medical staff say that this is something that eventually all can suffer from, or it is inevitable, in that situation I'll be open, but I'll have a few questions prior. It won't be a straightforward thing for me. There are some vaccinations back in my home country. We used to have polio vaccinations. As children, they have some vaccinations that are compulsory, right? It is part of that umbrella that these vaccinations are mandatory for you... then it is a different scenario, but (if it's not), why should I take a vaccine for something that I have not suffered from, right? Like if I don't have any symptoms... why should I take a vaccination, right?

It's very simple. Everybody has to take care of their lungs by practising breathing and yoga to keep in good health. I have to share with you that it's very important to keep the lungs healthy. And I can tell you by doing a simple (yoga) practice, you know, for a few months, it will be effective to prevent it. If we have very healthy and strong lungs, you know, we will not be afraid of COVID. And that will increase the prevention and prevent COVID.

PNSG is planning to combine these insights with new quantitative data for a 2021-2022 report on newcomers' health outcomes and access to healthcare services.

Health equity collaboration and advocacy

A newly established, community-led **Anti-Black Racism & Systemic Discrimination collaborative** led to the creation of system sub-tables focused on policing, education and healthcare. PNSG joined the collaborative's healthcare group to build new, timely relationships with this sector and to enhance its research in this area.

Engagement with new stakeholders led to co-authoring a **health equity position statement** – *The Outcomes of Oppressive Systems: a Collective Call to Co-Design an Equitable and Inclusive Health System in Peel* – which collected first-person accounts of inequities facing racialized Peel residents, including newcomers, as well as population-level outcomes.

The paper advocated for:

- Meaningful health system co-design involving diverse groups historically marginalized and under-represented in health research, education, policy and practice
- An explanation of how equity is embedded in decisions about health funding
- Health professionals building their personal capacity to work with diverse members of the Peel community through accreditation requirements
- An explanation of how data already collected by service providers is used to inform decision-making, particularly decisions aimed at addressing equity concerns
- Leveraging existing indicator frameworks that inform, enhance and augment collective health preparedness through an equity lens
- Publicly available interpretation service statistics
- A description of equity work undertaken to fulfill requirements set out in the Province of Ontario's 2018 Health Equity Guidelines

At time of writing, the paper has resulted in meetings with Ontario Health executives, hospital institution CEOs and Vice Presidents as well as public health officials and mayors.

Peel Immigration Web Portal vital during the pandemic



The Peel Immigration Web Portal – ImmigrationPeel.ca – proved to be an essential resource during the pandemic. The site’s interactive Calendar of Events, which local organizations can use to promote their events, programs and classes for newcomers, was busy since the start of the pandemic as these opportunities became virtual:

- 345** events published since March 2020
- 49,201** site visitors from Mar 2020-Mar 2021
- 86,759** page-views over the same period

Demonstrating leadership on the national stage

LIPs and RIFs Combating Racism and Discrimination: What is Our Role and What Are Our Boundaries?
Chair: Rodel Imbarlina-Ramos, Peel Newcomer Strategy Group
Wednesday November 25th, 11:15 - 12:15 PM (America/Toronto)
[Plenary Session / Séance plénière](#) [English](#)



Pathways to Prosperity, a national alliance of university, community and government partners dedicated to fostering welcoming communities and promoting the integration of immigrants and minorities across Canada, held its annual conference online in November 2020.

PNSG facilitated the opening plenary session on a special conference day dedicated to local immigration partnerships. The panel discussion addressed the challenges facing LIPs in balancing stakeholder expectations to participate in community-focused advocacy initiatives, including anti-racism activities.

Advocating to the federal immigration minister



PNSG participated in a pre-budget consultation with federal immigration minister, the Hon. Marco Mendicino, in February 2021. It was an opportunity to advocate directly to the minister on behalf of settlement service stakeholders we've worked with throughout the year, including:

- The need for more culturally-appropriate and language-specific mental health supports for newcomers
- Addressing the various new issues related to the transition to virtual settlement service delivery, such as client connectivity challenges, digital device limitations, equity-related issues, as well as more service-provider supports

Participation on various committees and advisories

While PNSG maintains its own advisory committees – Central Planning Table (CPT, our strategic advisory), Service Delivery Network (SDN), and a Refugee Resettlement Working Group – staff also participate on a number of local, regional and national discussion tables.

In 2020-2021, this list included:

- Peel's Community Response Table (pandemic-related community coordination)
- Anti-Black Racism & Systemic Discrimination Collaborative and its healthcare and policing sub-tables
- Peel-Halton-Dufferin Executive Council (comprised of CEOs and Executive Directors of IRCC-funded organizations)
- Peel Poverty Reduction – Research, Policy & Evaluation committee
- Regional Diversity Roundtable
- National LIP Secretariat
- Mississauga Ontario Health Team's health equity community of practice
- Peel Halton Workforce Development Group's *Ethnography of Underemployment in Mississauga & Brampton* research advisory
- Pathways to Prosperity LIP Conference Planning Committee
- BRIDGES 2021 Forum Planning Committee
- Brampton-Springdale Network (BSN) Service Providers
- Erin Mills Connects
- Interfaith Council of Peel

PNSG advisory tables

CENTRAL PLANNING TABLE (CPT)

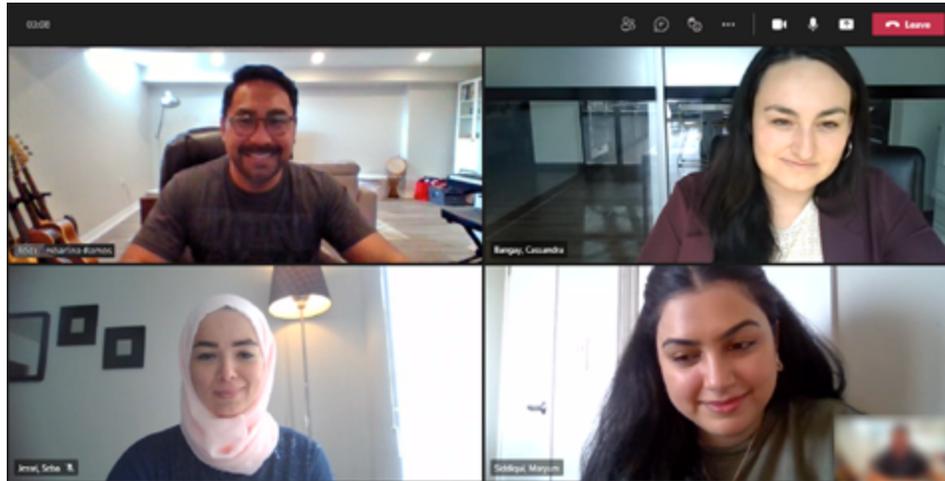
ACCES Employment – Sue Sadler
Conseil scolaire catholique MonAvenir – Marie-Pierre Daoust
COSTI – Josie Di Zio
IRCC – Stefanie Isler
Newcomer Centre of Peel – Effat Ghassemi
Peel District School Board – Louise Clayton
Peel Halton Workforce Development Group – Shalini Da Cunha (co-chair)
Peel Multicultural Council – Naveed Chaudhry
Province of Ontario – Lorraine Hogan
Punjabi Community Health Services – Baldev Mutta
Region of Peel – Sonia Pace (co-chair), Arlene Coventry-Bauer & Judith McWhinney
Regional Diversity Roundtable – Varsha Naik
United Way of Greater Toronto – Nation Cheong

REFUGEE RESETTLEMENT WORKING GROUP

ACCES Employment – Sue Sadler, Vibha Vohra-Bhalla
Afghan Women's Organization – Fauzia Khan, Adeena Niazi
Associated Youth Services of Peel – Kelly Henderson
Brampton Multicultural Community Centre – Salima Tejani, Jimena Merlo
Catholic Crosscultural Services – Michael Raymond
Catholic Family Services Peel Dufferin – Shelina Jeshani, Sangeeta Raina
Centre Francophone – Cyriaque Njejimana
City of Brampton – Alain Normand, Michelle Sullivan
City of Mississauga – Jennifer Cowie Bonne
City of Toronto – Vera Dodic, Nicole Watson
CMHA Peel Dufferin – Tajman Grewal, David Smith, Michelle Lewis
COSTI – Mirna El Sabbagh, , Josie Di Zio, Lara Hussein
Family Services of Peel – Sandra Rupnarain
FCJ Refugee Centre – Loly Rico
Findhelp / 211 – Angela Finateri
IRCC – Cliff Fast, Ana Raicevic
Malton Neighbourhood Services – Jacquie Lewis
Mississauga Community Legal Services – Ritu Gupta
Mississauga Public Library – Ambreen Kamal

SERVICE DELIVERY NETWORK (SDN)

Caledon Community Services – Cathy Perennec McLean & Grace Scire
Malton Neighbourhood Services – Jacquie Lewis
Peel Multicultural Council – Naveed Chaudhry & Jagdeep Kailey
Polycultural Immigrant & Community Services – Marwan Ismail (co-chair) & Nadia Sohkan
Punjabi Community Health Services – Baldev Mutta (co-chair), Amanjit Kahlon, Amal Murtaja & Shivangi Gaur
IRCC – Stefanie Isler
Peel CAS – Mary Beth Moellenkamp, Liz Okai, Mandisa Sifelani, Kaltun Osman, Mohamed Malik
Muslim Community Services – Sandra Kaldas
Muslim Council of Peel – Rabia Khedr
My Furniture Bank – Kathryn Palangio, Jay Siva
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, Nala Moorthy, Jim Van Buskirk, Christin Hanna, Lavaughn Samuel, Lisa Hill, Martha Brunet
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
Region of Peel – Ann-Marie Koumettou, Augustina Nagberi-Asseez, David Hodkin, Gehna Singh Kareckas, Lucy Rodriguez, Nicole Carasco, Beth Lefebvre, Sonia Pace, Adaoma Patterson, Beth Storti, Melissa Toney
The Salvation Army – Melody Watson, Allison Waltho, Rudo Chiyangwa
United Way of Greater Toronto – Ruth Crammond, Nauman Khan, Nation Cheong



PEEL NEWCOMER STRATEGY GROUP TEAM IN 2020-2021

Cassandra Bangay, Research and Policy Specialist

Maryum Siddiqi, Peel Immigration Web Portal (PIWP) Web Specialist

Seba Jessri, Service Integration Specialist

Rodel Imbarlina-Ramos, Director



It's been an honour to work with you over the past three years. I recall participating in PNSG's earliest steering committee meetings going back to 2007, not knowing that I'd one day play a bigger role. I hope you feel that PNSG is in a different, better place – more confident and assured in how it supports newcomer-serving organizations and how it contributes to regional planning.

My fondest memory is hosting this year's IRCC Planning Day and feeling tremendously privileged to celebrate the resilience of the settlement landscape after a transformative year.

I am grateful for my PNSG colleagues, the learning and mentorship I've gained from community leaders, the partnership and support we've received from UWGT, Region of Peel and IRCC, and the honesty and advocacy of countless stakeholders. I look forward to watching PNSG grow and evolve in the years to come, and I hope you'll continue to support the PNSG team and the next director.

With thanks and appreciation,

Rodel Imbarlina-Ramos



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