

Government of Ontario's Role in Immigration and Settlement

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Introduction

Immigration and settlement is a shared responsibility between the federal and provincial governments in Canada, as set out in the *Constitution Act*, 1867 and reaffirmed in the *Immigration and Refugee Protection Act*, 2001. Constitutionally, nonetheless, it is the federal government that has paramountcy over immigration and settlement, meaning that provincial laws cannot run counter to federal authority. Moreover, historically it has been the federal government that has been the most active regarding involvement in immigration and settlement with provinces playing little to no role in this sphere of activity. Starting in the 1990s, however, the provinces become much more active players in this policy area. Provinces began to view immigration and settlement as increasingly important in shaping the economy and societies of their jurisdictions. Most provinces, including Ontario, now have nomination programs, bi-lateral agreements with the federal government, and are heavily involved in providing their own settlement and integration services for their newcomer population.

This increase in provincial immigration and settlement activity in Ontario came most visibly to the fore when it signed the first bi-lateral immigration agreement, the Canada-Ontario Immigration Agreement (COIA), with the federal government on November 21st, 2005. Ontario was the last province to sign such an agreement. The COIA committed the federal government to provide \$920 million of new funding for settlement and integration supports to Ontario communities and outlined that both the Ontario Government and the Canadian Government would work together on: settlement and language training services; partnerships with municipalities (including a tri-lateral MOU with the two parties and the City of Toronto); the Ontario Immigrant Nomination Program; temporary foreign workers; and the Ontario Immigration Web Portal (Government of Canada, 2017a). In 2011, the first COIA expired. In 2015, however, both the Canada-Ontario Agreement on Foreign Workers and the Canada-Ontario Agreement on Provincial Nominees were signed. In November 2017, these two agreements became annexes for the second Canada-Ontario Immigration Agreement which is now in effect. This second COIA, lays out a Canada and Ontario's partnership for immigration planning and programming which includes: French-speaking immigration; consultation with local governments; immigration promotion and recruitment; immigrant selection; settlement, integration and refugee resettlement; multiculturalism and citizenship. The COIA also includes annexes relating to French-speaking immigrants, municipal partnerships and international students.

The Province of Ontario has also developed legislation around immigration and settlement, most importantly the *Ontario Immigration Act* which was signed in 2015 and came into effect on January 1st, 2018. This legislation, which will be explained in detail in this report, regulates an Employer Registry and Recruiter Registry, as well as settlement and integration programs and

selection programs. Other Ontario legislation relating to immigration and settlement have mainly focused on economic aspects of immigration and most especially related to employment.

The Government of Ontario's Ministry of Citizenship and Immigration (MCI) was the ministry responsible for overseeing immigration and settlement related matters, until June 29th, 2018 when the new Progressive Conservative government was sworn into office and disbanded MCI in a cabinet shuffle. Previous MCI responsibilities are now spread between three Ministries; the Ministry of Children, Community and Social Services now is responsible for citizenship and immigration policy, the Ministry of Training, Colleges and Universities runs training programs; and the Ministry of Economic Development, Job Creation and Trade is responsible for the Ontario Immigrant Nominee Program. These ministries and others are responsible for implementing various strategies and actions plans that are either directly focused on immigration and settlement or have aspects that are targeted at newcomers. Currently, the main strategy related to immigration and settlement is Ontario's *A New Direction: Ontario's Immigration Strategy* that came into effect in 2012 and continues to guide the Province on immigration matters. Ontario has also implemented action plans in late 2015 for supporting Syrian refugees resettling in Ontario. Furthermore, the Province coordinates various committees and working groups that are focused on newcomer employment, resettling refugees and francophone immigration and settlement.

The above-mentioned legislation, strategies and action plans have led to the Province developing many programs and initiatives directed at immigration and the successful settlement and integration of newcomers. The Province's main type of support is through providing funding for third parties to deliver settlement and integration services which includes employment support for internationally trained professions, language training, municipal supports, settlement supports for various groups of newcomers, and more. They also run the Ontario Immigration Nominee Program and run Global Experience Ontario, an access centre for internationally trained professionals. The following report outlines the above-mentioned legislation, ministries, strategies/action plans, committees/working groups and programs/initiatives, along with others not mentioned above, to highlight the role played by the Government of Ontario in the immigration and settlement sector up until the change in government in June of 2018. The implications of the change in government and the disbanding of the Ministry of Citizenship and Immigration (MCI) for the role of the province in immigration and settlement related matters is unclear at this time.

Putting the Ontario Government's Role in Immigration and Settlement in Context: A Literature Review

Immigration, as identified, is legislatively a shared responsibility of the federal and provincial governments as laid out in Section 95 of the *Constitution Act*, 1867. In the nineteenth century there was a period of federal and provincial engagement with immigration related matters (Schertzer, 2015, p. 390), however, this was short lived. From the end of the nineteenth century until the mid-1990s the federal government took the lead role with immigration matters, while

the provinces at best were only minor players. In the mid-1990s, the provinces began reengaging with immigration and settlement related matters which has changed the dynamics of immigration and settlement policies and programs in Canada. The following section of this report is a short review of English language literature on the role provinces have played in immigration and settlement matters in Canada. Due to the increased activity of provinces in the mid-1990s, literature capturing their role only significantly started to be produced in the early 2000s. The literature has focused on four major areas that are interrelated: 1) the role of federalism and other explanations for the increased activities and growing responsibilities of the provinces; 2) bilateral agreements; 3) provincial nominee programs (outside of Quebec); and 4) the development of provincially funded settlement services. In addition to highlighting these main areas of focus in the literature, this section will also provide a short overview of the discussions in the literature that have focused on Quebec and Ontario.

Since the mid-1990s immigration has been used as one of the policy domains to explain the evolution of Canadian federalism with an overall movement toward greater decentralization (Seidle, 2001a). The reasons attributed to the increased role of the provinces have focused on federal initiative, provincial initiative, the agency of politicians and bureaucrats, as well as other factors. Mireille Paquet has argued that the federalization of immigration, which includes both a “decentralizing mechanism and a mechanism of province building” (2014, p. 522), are the root causes of the increase of provincial responsibility. She contends that it was bureaucrats who played a key role in developing immigration and settlement policymaking at the provincial levels (Paquet, 2015).

Robert Schertzer (2015) suggests that the change was a result of collaborative federalism that included “multilateral processes focused on setting shared national-level priorities and policy (outside of Quebec) (p. 384). He argues that the development was caused by three things: the 2012 Joint Federal-Provincial-Territories Vision for Immigration; the turn to relying on multilateral institutions to manage relations; and the FPT Vision Action Plan (2015, pp. 392-396).

By contrast, Keith Banting’s (2012) research points to the relationship between the federal and provincial governments as being asymmetrical. Banting found that there was no shared conception of federalism when it came to federal and provincial immigration relationships and critical decisions only take place between the federal government and individual provinces (2012, pp. 261-263). Paquet (2017) assessed the gradual institutional change of the federalism of immigration in Canada and Australia through a historical institutionalist approach. According to her, the new policy problem that forced the increase of provincial responsibility for immigration matters in Canada was a lack of fairness and inadequate management by the Canadian government of immigration. The provinces had limited access to use immigration as a resource which motivated them to try to gain greater control.

Closely interconnected to the academic research that captures the changing roles of the federal and provincial governments in immigration and settlement related matters is literature about

bilateral federal-provincial agreements related to immigration. For example, Leslie Seidle (2010a) argues that the shift in increased provincial action occurred in a large measure due such bilateral agreements. In the 1976 *Immigration Act* it states that a Minister could develop an agreement with any province to formulate, coordinate, or implement immigration policies or programs (Seidle, 2010a), therefore legislative space was opened for the building of bilateral agreements. In 1991, the Quebec and Canadian governments signed the McDougall/Gagnon Tremblay Accord giving Quebec power to select all economic immigrants to the province, to determine the level of immigration to Quebec, and complete control of settlement and integration matters in the province (Seidle, 2010b, p. 3). Other provinces took note of this sharing of responsibilities, especially the Prairie Provinces and some of the Atlantic Provinces, and expressed their concerns over their lack of a fair share of immigrant distribution across the country (Seidle, 2010a). Provincial nominee programs started to be developed as a result (Seidle, 2010a). In part, because Ontario had long been the prime destination for immigrant newcomers and hence benefited from standard federal immigration policy and practices, Ontario was slow to develop its own policies and argue for greater control.

Tying into the literature on federalism and bilateral immigration agreements, is literature focused on provincial nominee programs and regionalization of immigration. The literature on provincial nominee programs tend to be case studies focused on a specific province or comparative case studies between provinces. Manitoba was the first province to initiate a provincial nominee program in 1998 and thus is highlighted throughout this literature. Paquet (2017) notes that the motivation of Manitoba to establish a provincial nominee programs was focused on changes in the economy, fears of a declining population, and an argument about the unfairness regarding the distribution of immigrants between provinces (pp. 453-454). Within seven years of Manitoba's very successful provincial nominee program being established all provinces had established their own program. The provinces used the similar discourse around how the federal government was unable to response to the specific needs of their province and thus a nominee program that could address specific provincial needs was necessary (Paquet, 2017, p. 455).

In addition to the motivations behind the establishment of provincial nominee programs, the literature also captures the positive impacts that these nominee programs have had along with some of the challenges they have posed. Through case studies on Manitoba, Nova Scotia, and Ontario, Sasha Baglay (2011) shows that the introduction of the provincial nominee programs has had wide-ranging implications for immigrant selection and the nature of immigration regulation (pp. 121-122). The programs provide an array of possibilities for individual provinces depending on their needs, created greater opportunity for community involvement in the immigration process, and helped to create a more balanced geographic distribution of immigrants across regions (Baglay, 2011, p. 134). Emma Flynn and Harald Bauder (2015) also attributed provincial nominee programs to the change in geographical settlement patterns across provinces (p. 2) and a corresponding decline in Ontario and Toronto's share of newcomers.

Baglay (2011) identifies the challenges with provincial nominee programs which has been centred on developing a design that fits in with the existing pan-Canadian immigration system

and with managing the interactions and the overlap between the two levels of government's selection programs. Leslie Siedle's 2013 report, *Canada's Provincial Nominee Immigration Programs: Securing Greater Policy Alignment* attempted to find a solution to these challenges and called for the federal and provincial governments to jointly develop a vision and framework for provincial nominee programs.

Academic work has also examined the role provincial governments have played in settlement and integration programming for newcomers who settle in their provinces. Literature has both noted the relationships between the federal and provincial governments for delivery of settlement services and to a lesser extent some literature has focused on provinces funding or delivering settlement services themselves. In regards to the former there have been four main models captured in the literature regarding federal settlement service delivery in the provinces: 1) Quebec and its complete autonomy over settlement services; 2) a "devolved" model that Manitoba and British Columbia had between 1999 and 2014 (Leo and August, 2009; Leo and Enns, 2009); 3) a co-management model between both levels of government as used by Alberta since 2007 and Ontario between 2005 to 2011; and 4) a completely federally controlled model that is currently the most commonly used (Schertzer, 2015, p. 391). By contrast there is only a limited number of studies with respect to provinces funding or delivering settlement services. The provinces differ in the settlement and integration supports they provide for newcomers. For example, Ontario has focused on employment programming. As Keith Banting (2012) observes, the role provinces take in longer-term integration relies heavily on their own labour market, education and social services policies (p. 262).

The literature has identified Quebec as an anomaly in relation to immigration compared to the other provinces. This is a situation that is not unique to immigration policy but parallels many other policy domains where due to Quebec's historical circumstances the federal government has negotiated special status with enhances provincial powers for the province. Keith Banting (2012) and Paquet (2014) highlight the historical push on the part of Quebec to decentralize immigration selection and admission starting in the 1960s. In the 1970s Quebec created strong language and education laws and created its own Ministry of Immigration in 1968 (Banting, 2012, pp. 263-264). Additionally, in 1978 the Cullen-Couture Agreement provided Quebec with control over economic immigrant selection and eventually signed the Canada-Quebec immigration agreement in 1991 (Banting, pp. 264-265; Paquet, 2017, p. 449). Germain and Trinh's (2011) offer an overview of the main players in Quebec and highlighted the responsibilities of the different Quebec Ministries including the Ministère de l'Immigration et des Communautés culturelles, now known as the Ministère de l'Immigration, de la Diversité et de l'Inclusion.

Since Ontario receives the largest number of newcomers compared to the other provinces, it tends to be highlighted in comparative literature, and occasionally the literature has focused solely on the province. For example, John Biles, et al. (2011) provide a historical overview of immigration and settlement in Ontario highlighting four main periods. The first is the early beginnings of the province to the postwar WWII period that did not include provincial led settlement services, however, it was the period of development of human rights infrastructure in

Ontario (p. 196). The late 1960s to 1980s saw an increase of diverse newcomers settling in Ontario, the development of a Ministry responsible for settlement related matters, and the development and enhancements of provincial settlement services (pp. 198-201). Following this, the 1990s was the “yo-yo era” as the NDP government attempted to create an infrastructure for integration and inclusion, while the Conservative government scaled back the NDP’s efforts (Biles et al., 2011, p. 201). The final era that Biles et al. (2011) note is the 2000s with the development of the Canada-Ontario Immigration Agreement (COIA) which was signed in 2005 (p. 204). COIA gave an additional \$920 million in federal settlement funding that flowed to the province over the following five years (p. 205). The COIA was the first time Ontario was given an increased responsibility over the integration of newcomers (Biles et al, 2011, p. 205).

Biles et al. (2011) also highlighted the role played with the settlement and integration of newcomers by Ministries beyond the now disbanded Ministry of Citizenship and Immigration. In a comparative article, Baglay’s (2011) assessed Ontario’s provincial nominee program to Manitoba and Nova Scotia. In Baglay’s comparison, she notes that unlike Manitoba and Nova Scotia, Ontario did not have a struggle with population decline (at least not in the same way). Rather their provincial nominee programs were developed with a focus to attract highly skilled and educated immigrants to help strengthen Ontario’s knowledge-based economy (p. 132). Other literature focused on Ontario immigration and settlement tends to be based on the employment related studies. Michelle Golberg’s (2006), for instance, centred her analysis on the access to professions and trades for highly skilled immigrants in Ontario and the need for the province to address roadblocks in relation to this.

What flows throughout some of the literature on the provinces’ role in immigration and settlement related matters is the place of neoliberal policy shifts; from research highlighting the rhetorical way immigration is seen as an investment in the provincial economies (Goldberg, 2006) to pieces that document the privatization and marketization of settlement services (Flynn & Bauder, 2015; Lowe, Richmond and Shields, 2017). Specifically, Emma Flynn and Harald Bauder’s (2015) article, *The Private Sector, Institutions of Higher Education, and Immigrant Settlement in Canada*, argues that the implementation of regional immigration policies and programs helped both the federal and provincial governments to enact their neoliberal values (p. 4). The influence of neoliberalism in shaping contemporary immigration policy and programming is an important theme that requires increased attention (Low, Richmond and Shields, 2017).

Methodology/Approach

To collect information on the Government of Ontario’s role in immigration and settlement we undertook an analysis of government documents, websites and other online resources. We began by conducting an initial online scan of the Government of Ontario’s Ministry of Citizenship and Immigration webpage. Through this webpage we were able to find a list of the Ministry’s responsibilities, plans, reports and relevant legislation. We began categorizing these initiatives into groups: 1. Legislation, 2. Strategies/Action Plans, 3. Ministries/Offices, 4. Committees/Working Groups, and 5. Programs/Initiatives. Once we gathered a list of the

legislation, strategies/action plans, groups, and projects that were associated with the Ministry of Citizenship and Immigration we did an online search of further details into each. The Government of Ontario's INFO GO website was helpful in understanding the make-up of the Ministries and Offices, while the Government of Ontario's Grant Ontario website helped to clarify the goals, priorities and criteria of relevant funding and grant opportunities initiated by the Government of Ontario. This research also exposed initiatives from other Ministries which were then further explored through the respective Ministry's website, Ontario *Newsroom* releases and program websites.

Throughout the process of developing this report, significant changes have taken place at the provincial level of government and thus subsequent updates to the report have been made. On November 24, 2017, the Canadian and Ontarian Governments signed the new Canada-Ontario Immigration Agreement, on December 13th, 2017, the Ministry of Citizenship and Immigration released their 2017 progress report, and on June 29, 2018 the new Ontario Government, under leadership of Premier Doug Ford, was sworn into government and appointed a new cabinet which disbanded the Ministry of Citizenship and Immigration, merging its functions into other ministries.

Jurisdiction

Immigration falls under both the federal and provincial governments in Canada as laid out in the *Constitution Act, 1867* and the *Immigration and Refugee Protection Act, 2001*. In the *Constitution Act*, Section 95 states that "in each Province the Legislature may make Laws in relations to... immigration into the Province; and it is hereby declared that the Parliament of Canada may from time to time make Laws in relation to... immigration into all or any of the Provinces; and any Law of the Legislature of a Province relative to... immigration shall have effect in and for the Province as long and as far only as it no repugnant to any Act of the Parliament of Canada". In the *Immigration and Refugee Protection Act (IPRA)*, further instructions are laid out for how a federal and provincial partnership can be developed. Subsection 8 of the *IRPA* states that "the Minister, with the approval of the Governor in Council, may enter into an agreement with the government of any province for the purposes of this Act," while subsection 9 provides the guidelines establishing sole provincial responsibility around permanent residents and subsection 10 outlines the Federal Minister's responsibility to consult with provincial governments.

Federal-Provincial Agreements

1. Canada-Ontario Immigration Agreement, 2017

The *Canada-Ontario Immigration Agreement – 2017 General Provisions* was signed on November 24th, 2017, by the now disbanded Ontario Ministry of Citizenship and Immigration and Department of Immigration, Refugees and Citizenship Canada (IRCC). The purpose of the agreement is to "further strengthen the long-term partnership between

Parties in the field of immigration.” The objectives of the agreement are as follows (*Canada-Ontario Immigration Agreement, 2017*):

- a. “foster collaboration between the Parties with respect to policy, including selection policy, planning, and program development related to attracting and welcoming Immigrants and Temporary residents to Ontario;
- b. maintain and enhance a positive relationship between Canada and Ontario related to the appropriate level and composition of Immigrants to the Province, including collaborating on increasing economic immigration, acknowledging their respective roles for the promotion, recruitment, selection and admission of Immigrants and Temporary Residents, and the settlement and integration of Immigrants to Ontario;
- c. respond to Ontario’s current and emerging economic development, social, and labour market priorities through bilateral discussions on immigration policies and programs, including economic immigration policies; recognizing the role of immigration in supporting the economic development of communities in Ontario, including francophone communities, and encourage immigration throughout the province of Ontario, including small, rural and northern communities;
- d. support the successful economic and social integration and settlement of Immigrants and Refugees in Ontario through programs supported by appropriate, fair, equitable, predictable and ongoing provincial and federal funding;
- e. support Canada’s humanitarian objectives through collaboration on issues impacting Specified Humanitarian Groups Resettled from Abroad in Ontario;
- f. facilitate collaboration in the development and implementation of strategies to address barriers to foreign qualification recognition and integration of Immigrants into the labour market;
- g. ensure the effectiveness and integrity of the programs of Canada and Ontario through enhanced cooperation in information sharing and through the respective monitoring and reporting processes of the Parties;
- h. develop common outcome measurement frameworks and, where possible, undertake joint research projects;
- i. foster effective cooperation in the promotion, attraction, and retention of French-Speaking Immigrants to continue to encourage the growth of francophone communities in Ontario; and
- j. facilitate good governance in relation to this Agreement through the establishment of effective mechanisms for bilateral collaboration...”

The main section of the *Agreement* are the following:

- k. Immigration planning and programs: establishes the roles of both governments for recruitment and selection. Canada will develop Immigration Levels Plans in consultation with Ontario and will develop immigration policies. Ontario will provide nominations for immigrants through their Provincial Nominee Program and receive a share of the Refugees Canada resettles.

- l. French-Speaking Immigration: both governments will collaborate to improve the vitality of Minority Official Languages Communities through recruiting and promotion strategies targeted at potential Francophone newcomers and strengthening Francophone settlement and integration supports.
- m. Consultations and Local Government: both governments agreed to consult each other on any policies, legislations, programs or initiatives that are related to immigration and settlement while respecting each other's jurisdictions. They also agreed to consult with local governments in order to explore any immigration and settlement issues that may be of interested in their communities.
- n. Promotion and Recruitment: both governments will work together for promotion and recruitment of immigrants and temporary residents. Ontario will provide the Canadian Government with Provincial Nominee levels plan and sociodemographic indicators, while Canada will provide information to Ontario about recruitment opportunities
- o. Selection and Inadmissibility: Canada is mainly responsible for immigrant selection and fully responsible for determining admissibility of immigrants, while Ontario has authority to nominate Provincial Nominees and is able to consult on selection policies
- p. Settlement, Integration and Refugee Resettlement: The two governments agreed to work together to provide settlement and integration supports for newcomers. Canada will also collaborate with Ontario on refugee resettlement and consider all those Ontario communities with capacity to resettle refugees
- q. Multiculturalism and Citizenship: both government agreed to promote multiculturalism and citizenship, while respecting Canada's jurisdiction over citizenship matters.
- r. Implementation: An Agreement Management Committee is established to oversee the implementation of the *Agreement*.

As part of the *Canada-Ontario Immigration Agreement* there are five annexes negotiated in 2017 and the beginning of 2018 that have defined the roles and responsibilities of both parties on the Provincial Nominee Program, foreign workers, French-speaking immigrants, partnership with municipalities and international student.

Canada-Ontario Immigration Agreement Annex A: Provincial Nominees 2017

This Annex defined the roles and responsibilities of both governments with respect to the Ontario Immigrant Nominee Program (OINP). The objectives of the annex are to strengthen Ontario's ability to maximize the economic benefits from immigration, increase Francophone immigrants to Ontario, and process permanent resident applications efficiently. This also sets out the criteria for how Ontario will evaluate and nominate candidates for the OINP and provides criteria for when the Province can support a temporary resident work permit.

Canada-Ontario Immigration Agreement Annex B: Foreign Workers 2017

The purpose of this annex is to allow IRCC, Employment and Social Development Canada, and the Government of Ontario to better collaborate to ensure that national interests and provincial priorities are being served through the Temporary Foreign Worker Program (TFWP) and the International Mobility Program (IMP), and that employers in Ontario are offering jobs to Canadians before they hire temporary workers. The annex outlines the roles and responsibilities of each party in supporting the TFWP and the IMP, provides a mechanism for which Ontario can recommend exemptions and occupations for priority treatment in respect to Labour Market Impact Assessments, and seeks to increase cooperation between the two levels of government for the administration of the TFWP and IMP and for the protection of foreign workers.

Canada-Ontario Immigration Agreement – Annex C: French-Speaking Immigrants 2018

This annex is meant to facilitate cooperation between both governments in regards to Francophone newcomers with the objective to increase the number of Francophone newcomers migrating to Ontario and support the development of sustainable connects between Francophone communities and these newcomers for successful settlement, integration and retention.

Canada-Ontario Immigration Agreement – Annex D: Partnership with Municipalities 2018

This annex commits both parties to working with municipalities and stakeholders from the private sector to attract and retain immigrants and support settlement and integration. Both parties will cooperate with and consult municipal governments, work with the Municipal Immigration Committee, acknowledge that the City of Toronto may represent its own interest, and that both parties will use immigration to support Minority Official Languages Communities. As part of the Annex, both parties agree to develop a Memorandum of Understanding on information sharing, and immigration and settlement matters, with the City of Toronto due to their large newcomer populations by the end of Spring 2018.

Canada-Ontario Immigration Agreement – Annex E: International Students 2018

This annex seeks to facilitate cooperation between both governments for issues related to international students including the program itself, international students' entry into Ontario and their transition to post-graduation employment or permanent residency.

Provincial Legislation**1. *Ministry of Citizenship and Culture Act, 1990***

In 1982, the *Ministry of Citizenship and Culture Act* established the first Ministry of Citizenship and Culture within the Government of Ontario. The *Act* was revised to its contemporary version in 1990. The *Act* lays out the Minister's and Deputy Minister's responsibilities and rules for delegation of power, as well as many of the operational aspects of the Ministry that is responsible for immigration and settlement. Most importantly, Section 4 of the *Ministry of Citizenship and Culture Act* states that the objectives of the Ministry were the following:

- a. "to encourage full, equal and responsible citizenship among the residents in Ontario;
- b. recognize the pluralistic nature of Ontario society, to stress the full participation of all Ontarians as equal members of the community, encouraging the sharing of cultural heritage while affirming those elements held in common by all residents;
- c. to ensure the creative and participatory nature of cultural life in Ontario by assisting in the stimulation of cultural expression and cultural preservation; and
- d. to foster the development of individual and community excellence, enabling Ontarians to better define the richness of their diversity and the shared vision of their community." (*Ministry of Citizenship and Culture Act*, 1990)

2. *Fair Access to Regulated Professions and Compulsory Trades Act, 2006*

In 2006, the Government of Ontario passed the *Fair Access to Regulated Professions and Compulsory Trades Act (FARPCTA)* to ensure that regulated professions and individuals applying for registration in a regulated profession are governed by "transparent, objective, impartial and fair practices" (*FARPCTA*, 2006, Section 1). The *FARPCTA* was developed both for those trained in Ontario and outside of Ontario, including internationally trained professionals. It provides legal guidelines on general and specific duties that a regulated profession must do in order to ensure its practices are "transparent, objective, impartial and fair", as well as the defines the criteria for reporting, compliance orders, appeals and provides a list of regulated professions. Furthermore, the *FARPCTA* established the position and duties of the Fairness Commissioner and their respective Office within the Government of Ontario (Section 13). Part V, Section 17 of the *FARPCTA* established Access Centres for internationally trained individuals.

The Office of the Fairness Commissioner will be further explored in the "Ministries/Offices" section of this report, while the Access Centre for internationally trained professionals (Global Experience Ontario) is furthered explored in the "Programs/Initiatives" section.

3. *Newcomers Employment Opportunities Act, 2010 (Bill 89)*

The *Newcomers Employment Opportunities Act* was enacted in 2010 to amend four different Acts to provide better opportunities for employment for newcomers. The following provides an overview of the amendments made to their corresponding Acts:

- a. Section 1: *Fair Access to Regulated Professions Act, 2006*,
 - i. Section 11 originally required regulated professions to ensure that individuals who exercise certain decision-making responsibilities have received appropriate training. The amended subsection 11 (2) of the *Act* changed to require a regulated profession to “publish” its training materials on its website.
 - ii. Subsection 13 (3) expanded the Fairness Commissioner’s functions to include “comparing the registration requirements of the regulated professions to the requirements in other North American jurisdictions and any other jurisdictions that the Fairness Commissioner considers appropriate.
 - iii. Subsection 17 (2) originally described the functions of the Access Centre for Internationally Trained Individuals. The amendment to subsection 17 (3) changed to permit “the Access Centre to give applicants and potential applicants information concerning registration requirements with respect to professions governed by the *Regulated Health Professions Act, 1991*.” There was also a new subsection 17 (4) added which stated “that any information made available to applicants or potential applicants must include fact sheets that outline the registration requirements for each profession.”
 - iv. Section 19 originally required “regulated professions to review their registration practices and to file a report on the results to the Fairness Commissioner”. Subsection 19 (2) of the Act was amended with the requirement that “regulated professions must also review the reasonableness of the fees they charge for access to registration records.”
 - v. Section 20 required “regulated professions to submit annual fair registration practices reports to the Fairness Commissioner”. Subsection 20 (2) was added and “describe[d] the information with respect to internationally trained individuals that the report must include.”
 - vi. Subsection 26 (3) was added to the *FARPCTA* and required regulated professions to respond to Fairness Commissioner recommendations and subsection 26 (4) required the regulated profession to publish its response on its website.
- b. Section 2: *Ministry of Citizenship and Culture Act, 1990*
 - i. The *Ministry of Citizenship and Cultural Act* was amended to provide changes to Ontario’s Provincial Nominee Program that was established under the Canada-Ontario Immigration Agreement, 2006. Specific requirements were provided for applicants for nomination in the investor category who plan to operate a business outside of the Greater Toronto Area.

- c. Section 3: *Regulated Health Professions Act, 1991*
 - i. Subsection 22.4 (4) was added to the Health Professionals Procedural Code of the *Regulated Health Professions Act* which newly required a College to publish its training materials on its website.
 - ii. Subsection 22.5 (1) of the Code was amended to “expand the Fairness Commissioner’s functions to include comparing registration requirements of the Colleges to the requirements in other North American jurisdictions and any other jurisdictions that the Fairness Commissioner considers appropriate.”
 - iii. Subsection 22.7 (1.1) was added to the Code and “describe[d] the information with respect to internationally trained individuals that a College’s fair registration practices report must include”.
 - iv. Subsection 22.5 (4) was added to the Code which “requires that a College [must] respond to recommendations that the Fairness Commissioner makes in respect of the College”, and subsection 22.5 (5) of the Code “requires the College to make its response available on its website”.
- d. Section 4: *Taxation Act, 2007*
 - i. Part IV. 1: Section 103.1 was added to the *Taxation Act* and established the Newcomers Employment Opportunity Tax Credit.

The Newcomers Employment Opportunity Tax Credit will be further explained in the “Programs/Initiatives section of this report.

4. *Ontario Immigration Act, 2015*

In May 2015, the *Ontario Immigration Act* received Royal Assent and was proclaimed (taking effect) on January 1st 2018 (MCI, 2017d, p. 7). The *Act* affirmed the Government of Ontario’s commitment to the following:

- a. “Collaborating with the Government of Canada on recruitment, selection and admission, to Ontario, of immigrants and foreign nationals on a temporary basis
- b. Collaborating with all partners, including municipalities and employers to address the short-term and long-term labour market needs of Ontario
- c. Collaborating with all partners, including the not-for-profit sector, to enable immigrants to settle in Ontario and to integrate quickly into and to participate fully in Ontario society
- d. Enabling all communities across Ontario, including Franco-Ontarian communities, to attract, welcome and integrate immigrants.” (*Ontario Immigration Act, 2015*)

The *Ontario Immigration Act* also describes Ministerial powers (Section 2), the establishment of an Employer Registry (Section 5) and a Recruiter Registry (Section 6), outlines for funding settlement and integration programs (Section 10), and the criteria for permanent and temporary resident selection programs (Section 11). Other sections in the *Ontario Immigration Act* provide the specifics of the above-mentioned sections such as

sharing of private information, investigation and enforcement (*Ontario Immigration Act*, 2015). The *Ontario Immigration Act* positions the Government of Ontario as full partners with the federal government on immigration (MCI, 2017a, p. 7).

5. *Ontario Anti-Racism Act, 2017 (Bill 114)*

The *Ontario Anti-Racism Act* provides various anti-racism measures. It received Royal Assent on June 1st, 2017, and has been enacted as Chapter 15 of the *Statutes of Ontario*, 2017. The *Ontario Anti-Racism Act* requires that the Government of Ontario develop and maintain an anti-racism strategy that “aims to eliminate systemic racism and advance racial equity” and has measurable targets and indicators to be able to evaluate the effectiveness. The targeted groups are Indigenous, Black and Jewish communities and communities that are impacted by islamophobia. The *Ontario Anti-Racism Act* does not specifically target newcomers; however, many newcomers are a part of some of the above mentioned targeted groups. Some 70% of immigrant newcomers are visible minorities.

Strategies/Action Plans

It is important to note that the information provided in this section is based on the strategies and action plans that were in place prior to the recent provincial election and change of government with its cabinet shuffle that took place on June 29, 2018, when the new Premier Doug Ford and the Progress Conservatives were sworn into office.

1. **A New Direction: Ontario's Immigration Strategy**

Ontario's Immigration Strategy was first released in November 2012, and was meant to provide a “new direction for immigration in Ontario-attracting highly skilled workers and their families, supporting diverse communities and growing a globally-connected economy” (MCI, 2012, p. 12). The objectives of the *Strategy* are three-fold: to attract a skilled work force and build a stronger economy; to help newcomers achieve success; and to leverage the global connections of Ontario's diverse communities (MCI, 2012, p. 1). The *Strategy* also laid out 14 targets for the Government of Ontario, which were the following (p. 1):

- a. “As immigration increases, raise the proportion of economic immigrants to 70 per cent from the current level of 52 percent.”
- b. “Request a doubling of [Ontario's] Provincial Nominee Program limit to 2,000 in 2013, increasing to 5,000 in 2014.”
- c. “Achieve employment rates and income levels for immigrants that are in line with those of other Ontarians.”
- d. “Maximize the potential and use of temporary foreign workers and international students.”
- e. “Improve job prospects of non-economic immigrants.”

- f. "Provide more resources for employers to recruit and welcome immigrant employees."
- g. "Encourage employers to develop or expand mentorship, internship and on-the-job training programs."
- h. "Achieve five per cent Francophone immigration."
- i. "Increase employment rates of immigrants in fields that match their experience."
- j. "Work toward a decrease in the unemployment rate of recent immigrants so that it is in line with that of other Ontarians."
- k. "Increase the number of immigrants licensed in their professions."
- l. "Create a Ministers' Forum to drive a "no wrong door" approach to accessing immigrant services."
- m. "Commit to annual reports on progress and achievement."
- n. "Establish a Minister's Table with employers to consult businesses on immigration matters."

Ontario's Immigration Strategy is meant to guide the Government of Ontario on their immigration and settlement activities.

2. Ontario Refugee Resettlement Plan

In light of Government of Canada's commitment to resettle Syrian refugees, the Government of Ontario launched their Refugee Resettlement Plan in September 2015 to help guide and coordinate the resettling, integration and support of Syrian refugees destined for Ontario (MCI, 2017d, p. 26). The now disbanded Ministry of Citizenship and Immigration and Cabinet Office led the coordinated effort that mobilized other ministries, Ontario municipalities, settlement agencies, community organizations and individuals (MCI, 2017d, p. 28). As part of the Plan, they established the Syrian Refugee Resettlement Secretariat for cross-government coordination (MCI, 2017d, p. 31). In September 2015, the Government committed \$10.5 million to provide immediate overseas relief and support for refugee resettlement and integration supports in Ontario (MCI, 2017a). Additionally, in August 2016, the Government of Ontario further announced that they would be investing an additional \$1.55 million to help refugees resettle in the province. The investment, in addition to the previous \$10.5 million commitment, helped to support 26 settlement agencies, mental health training for front-line settlement workers, funding for School Mental Health ASSIST, and summer programming for refugee students (MCI, 2016a).

It should be noted that the Ontario Refugee Resettlement Plan has not been put into a formal document but rather encapsulates the various actions the Government of Ontario took to support Syrian refugee resettlement, such as provincewide coordination, a Welcome Syrian Refugee website and the actions taken by various Ministries which will be explained in the "Ministries/Offices," "Committees/Working Groups" and "Programs/Initiatives" sections of this report (MCI, 2016b).

3. Ontario Health System Action Plan: Syrian Refugees

The *Ontario Health System Action Plan for Syrian Refugees* was developed to “guide Ontario’s health system in supporting the arrival and integration of both government assisted and privately sponsored Syrian refugees (Ministry of Health and Long-Term Care, 2015, p. 5). The goal of the *Action Plan* for Syrian Refugees was to “wrap health services around refugees at each stage of their resettlement journey” (Ministry of Health and Long-Term Care, 2015, p. 12). The *Action Plan* also outlined in detail three objectives that provide the framework for Ontario’s health system actions: to understand refugees’ health status to assess their needs; to prepare Ontario’s health system to support refugees’ health needs by providing the necessary information, coordination and outreach; and, to respond to the health need of refugees in the communities where they settle (Ministry of Health and Long-Term Care, 2015, p. 12).

4. Ontario’s Strategy to End Human Trafficking

In 2016, the Ontario Government, under the Ministry of the Status of Women¹, developed the *Ontario’s Strategy to End Human Trafficking*. The strategy is not directed specifically at newcomers but does highlight that migrant workers are one of the most vulnerable targets of human trafficking, along with indigenous peoples, young women, at-risk youth, youth in care and persons with mental health and addictions issues (Government of Ontario, 2016a). The Government of Ontario agreed to invest \$72 million as part of the anti-human trafficking strategy which focused on four areas of action: prevention and community services, enhancement of justice sector initiatives, develop indigenous-led approaches, and provincial coordination and leadership (Government of Ontario, 2016a).

5. A Better Way Forward: Ontario’s 3-Year Anti-Racism Strategic Plan

A Better Way Forward: Ontario’s 3-Year Anti-Racism Strategic Plan, developed in 2017, set forth a strategic anti-racism plan for Ontario. The Government’s anti-racism approach was meant to acknowledge that “systemic racism exists and actively confronts the unequal power dynamic between groups and the structures that sustain it” (p. 11). The *Plan* was guided by seven principles that include: systemic focus; whole-of-government, collective impact approach; targeted universalism; distinctness and intersectionality of racisms; inclusive process; transparent, evidence-based approach; and sustainability (p. 13). There were various anti-racism initiatives laid out in the *Plan* that falls under four categories. The first category is Policy, Research and Evaluation which included the development of a disaggregated race-based data collection framework and guidelines and an anti-racism impact assessment framework (pp. 15-18). The second category is

¹ The Ministry of the Status of Women was disbanded to become Women’s Issues within the Ministry of Children, Community and Social Services.

Sustainability and Accountability which included the development of anti-racism legislation (which resulted in the *Ontario Anti-Racism Act*) and called for public reports on progress (pp. 23-25). The third category is Public Education and Awareness which included targeted public education and awareness initiatives and initiatives to address Islamophobia (pp. 29-32). The fourth and final category is Community Collaboration which included establishing the Minister's anti-racism consultation group and holding an annual anti-racism conference (pp. 35-36). The *Strategic Plan* does not focus specifically on newcomers but it does address that black communities, many of whom include newcomers, as well as indigenous communities, are experiencing high levels of racism and thus there are calls for indigenous and black specific anti-racism strategies including the *Ontario Black Youth Action Plan* explained below (pp. 38-39).

6. Ontario Black Youth Action Plan

The Ministry of Children and Youth Services² introduced the *Ontario Black Youth Action Plan* in February 2017. Again, while not explicitly targeted at immigrants, many Black young people are of migrant backgrounds. The *Plan* is meant to increase opportunities for Black children, youth and families through the development of new services and supports (MCYS, 2017). As part of the *Plan*, the Government of Ontario committed to:

- a. "Investing in culturally focused parenting initiatives and mentorship programs"
- b. "Supporting young people's wellness with programming that takes preventative measures"
- c. "Supporting access to high education and skills development"
- d. "Investing in community outreach and promoting anti-violence"
- e. "Supporting communities collectively" (MCYS, 2017).

The *Plan*, which is set to be implemented over four years, would cost \$47 million and is set to support 10,800 Black children and youth each year (MCYS, 2017).

Ministries/Offices

It is important to note that the information provided in this section is based on the ministries that were in place prior to the cabinet shuffle that took place on June 29, 2018.

1. Ministry of Citizenship and Immigration

The proportion of immigrants settling in Ontario has been on the rise since the early 1950s (Ministry of Finance, 2017). In the 1960s, there was a change to the immigrant selection criteria that removed the explicitly race-based criteria. This considerably changed where the immigrants to Canada originated from, leading to a significant increase in the number of visible minorities settling to Ontario (Biles et al, 2011, p. 198)

² The Ministry of Children and Youth Services is now disbanded and responsibilities have been placed under the Ministry of Children, Community and Social Services (Secretary of the Cabinet, 2018).

and elsewhere in Canada. Although racism existed in Ontario prior to this change, it became much more apparent as discrimination and prejudices towards the new visible minority immigrants began to surface (Biles et al., 2011, p. 198). Consequently, inclusion of these newcomers became a policy concern of the Ontario Government, and the Province issued a policy statement on multiculturalism in 1977 and passed the Ministry of Citizenship and Culture Act in 1982 (Biles et al., 2011, p. 198; MGCS, n.d.).

The Ministry of Citizenship and Culture Act, 1982, established the first Ministry of Citizenship and Culture on February 13th, 1982 under PC leader, Bill Davis. Prior to this, culture and citizenship functions were the responsibility of the Ministry of Culture and Recreation (MGCS, n.d.a). The Ministry of Citizenship and Culture's role was to "encourage equal and responsible citizenship through programs emphasizing the participation of all Ontarians as equal members of the community" (MGCS, n.d.a). The Ministry also developed multicultural programs that aimed at recognizing, sharing and preserving diverse cultures (MGCS, n.d.a). After five years in existence, in 1987 the Ministry of Citizenship and Culture split in two ministries under Liberal Premier David Peterson: the Ministry of Culture and Communications and the Ministry of Citizenship (MGCY, n.d.a). The new Ministry of Citizenship had a similar mandate to its predecessor, with an increase of focus on inclusion. Its broad responsibilities included: multiculturalism, settlement and integration of newcomers, indigenous community development, anti-racism, human rights, and disability and senior's issues (MGCY, n.d.b).

In 1995, the newly elected Progressive Conservatives, under Mike Harris, began to implement their Common-Sense Revolution platform that called for neoliberal restructuring and a smaller government. Consequently, Harris merged the Ministry of Citizenship with the Ministry of Culture, Tourism and Recreation to form the Ministry of Citizenship, Culture and Recreation (MGCY, n.d.b). The new Ministry scaled back their inclusion and settlement initiatives and turned down an offer of devolution of immigration and settlement related responsibilities from the federal government (Seidle, 2010b, p. 9). The Province's interests in immigration matters declined (Biles et al., 2011, p. 202; Pauquet, 2014, p.532). In 2001, the Ministry was split in two, to create the Ministry of Tourism, Culture and Recreation and the Ministry of Citizenship. The Ministry of Citizenship was mandated to enforce human rights legislation, support equality for Ontario residents, women, seniors and people with disabilities (MGCS, n.d.d).

In 2003, after the Liberal Party under Dalton McGuinty took office there was a significant shift in the importance awarded to immigration. The Ministry of Citizenship became the Ministry of Citizenship and Immigration (MGCY, n.d.d), highlighting the increased profile that the Ontario Government awarded to immigration for the Government. There were two major concerns the Province had at this time: they wanted a 'fair share' of the federal spending on immigration and settlement as compared to Quebec, and they wanted to address the declining economic outcomes experienced by

newcomers (Seidle, 2010b, p. 9). The Liberals were committed to enhancing the support for the labour market integration of newcomers. In 2016 and early 2017, the Ministry split in four: Ministry of Citizenship and Immigration, Ministry of International Trade, Ministry of Seniors Affairs and Ministry of the Status of Women – each taking on responsibilities previously housed in the previous Ministry of Citizenship and Immigration.

The Ontario Ministry of Citizenship and Immigration “provide[d] services to help integrate newcomers and refugees, supports not-for-profit community organizations and promotes great social inclusion, community engagement and recognition among all Ontarians” (Government of Ontario, 2017a). Hence, the Ministry was responsible for both newcomer immigration and settlement, and activities related to the not-for-profit community. The last Liberal Minister responsible for the Ministry was the Hon. Laura Albanese, who had a budget of \$112.5 million. In 2016/2017, the Ministry provided approximately \$100 million to settlement services providers who provided services for permanent residents, refugee claimants, naturalized Canadian citizens and in some cases temporary residents (Office of the Auditor General of Ontario, 2017, p. 662). Actual funding programs are examined in the “Programs/Initiatives” section of this report.

In Premier Wynne’s mandate letter to the Hon. Laura Albanese, when she took over the position in 2016, it stated that the priorities for the Ministry were to:

- a. “Work with the Federal Government to maximize the economic benefits of immigration”
- b. “Build diverse and inclusive communities and ensure newcomers including refugee prosper in Ontario”
- c. “Support volunteers, and civic and community engagement and recognition of Ontarians”
- d. “Build Ontario’s highly skilled workforce for the modern economy
- e. “Make everyday lives easier for Ontarians” (Wynne, 2016).

Additionally, the Premier wanted the Ministry to deliver on results by driving progress in the following areas:

- a. “Continue implementing and reporting on Ontario’s Immigration Strategy”
- b. “Support the Minister of Advanced Education and Skills Development with the creation of an international undergraduate and graduate education strategy”
- c. “Deliver and improve programs to meet the needs of newcomers, including the government’s Newcomer Settlement program, the Adult Non-Credit Language Training programs and the Bridge Training programs”
- d. “Strengthen the Office of the Fairness Commissioner’s ability to deliver on its mandate”
- e. “Lead and co-ordinate Ontario’s work with the non-profit sector” (Wynne, 2016).

Within the Ministry of Citizenship and Immigration, there were various divisions responsible for different aspect of the Ministry's mandate.

a. Citizenship and Immigration Division

The Citizenship and Immigration Division was responsible for promoting and supporting responsible citizenship, multicultural diversity, voluntary action and full participation for the economic and social benefit of communities in Ontario. This division focused on helping immigrants become self-sufficient and participate in their communities. Four branches within the Ministry reported to the Citizenship and Immigration Division: Client Services and Liaison Branch; Strategic Policy, Research and Analytics Branch; Program Management and Evaluation Branch; and, Refugee Settlement Programs (INFO GO, 2017a). These responsibilities now fall under the Ministry of Children, Community and Social Services (Secretary of the Cabinet, 2018).

b. Immigration Selection Division

The Immigration Selection Division was responsible for overseeing the delivery, management and upgrading of Ontario's immigration selection programs. The Immigration Selection Division was mandated to increase the number of economic immigrants to Ontario and improve the economic immigration services in order to support the business community in Ontario. The Business Immigration and Selection Branch reported to the Immigration Selection Division (INFO GO, 2017b). These responsibilities now fall under the Ministry of Economic Development, Job Creation and Trade (Secretary of the Cabinet, 2018).

c. Ontario Refugee Resettlement Secretariat

In 2015, the Syrian Refugee Resettlement Secretariat was temporarily established under the Cabinet Office to support the coordination of the cross-government work of resettling Syrian refugees in the province (MCI, 2017d, p. 31; Office of the Auditor General of Ontario, 2017, p. 665). In February 2016, the Secretariat was transferred to the Ministry of Citizenship and Immigration (Office of the Auditor General of Ontario, 2017, p. 665). Then in June 2017, the Secretariat transformed into the Refuge Resettlement Secretariat which continued to be responsible for leading cross-government efforts to support the resettlement and integrations of all refugees in Ontario and following-up on the settlement and integration of Syrian refugees (MCI, 2017d, p. 31; INFO GO, 2017c). The Refugee Resettlement Secretariat had a two-year mandate and collected longitudinal data on the outcomes of refugees and vulnerable newcomers. This data was intended to be used to inform strategies aimed at improving support for vulnerable newcomers (MCI, 2017d, p. 31).

d. Office of the Fairness Commissioner

The Office of the Fairness Commissioner works with both regulated professions and compulsory trades in Ontario and is responsible for ensuring that their registration practices are transparent, objective, impartial and fair. The Office reported to the Ministry of Citizenship and Immigration (Office of the Fairness Commissioner, n.d) and now reports to the Ministry of Training, Colleges and Universities (Secretary of the Cabinet, 2018).

e. Ontario Immigrant Investor Corporation

The Ontario Immigrant Investor Corporation was formed by the requirements of the *Immigration and Refugee Protection Act*, and acts as the “approved fund” under the Immigrant Investor Program (Public Appointments Secretariat, 2017). The corporation members form its board membership; these three members are appointed by the Lieutenant Governor in Council (Public Appointments Secretariat, 2017).

2. Ministry of Health and Long-Term Care

The Ministry of Health and Long-Term Care provides funding for 75 Community Health Centres who provide health services and programs to individuals who face barriers to accessing health services such as vulnerable newcomers (Office of the Auditor General of Ontario, 2017, p. 668). Additionally, as part of the Refugee Resettlement Plan, the Ministry of Health and Long-Term Care established a toll-free, multilingual Refugee HealthLine to connect refugees to health care providers (MCI, 2016b). They also developed and delivered the *Ontario Health System Action Plan: Syrian Refugees*, as described in the “Strategies/Action Plans” section of this report. The *Action Plan* required that the Ministry work with stakeholders to ensure that refugees had access to appropriate health services. Furthermore, the Ministry’s Emergency Operations Centre was operational during the initial welcoming of Syrian refugees and acted as a single point of contact for Ontario’s health system support for the Syrian refugees (Ministry of Health and Long-Term Care, 2015, p. 7).

3. Ministry of Education

The Ministry of Education provides elementary and secondary education to newcomer students in Ontario, as it does for all children and youth residents. However, it also provides English language acquisition supports, special education, mental health services for newcomer children and youth, and summer school opportunities (Office of the Auditor General of Ontario, 2017, p. 667).

As part of Ontario's response to Syrian refugee resettlement the Ministry of Education worked with various Ontario school boards to develop settlement plans for Syrian students and promote mental health supports for students and their families (MCI, 2016b). The Ministry also trained educators on conducting literacy and math assessments to ensure proper school placements (MCI, 2016b).

4. Ministry of Advanced Education and Skills Development

The Ministry of Advanced Education and Skills Development, Ministry of Education and Ministry of Citizenship and Immigration worked together to deliver the adult education system in Ontario. In regards to newcomers adult education programs includes the Adult Non-Credit Language Training Program and the Ontario Bridge Training Program (MAESD, 2017, pp. 21-23) which are explained below in the "Programs/Initiatives" section of this report. The Ministry also provided employment training, literacy skills, labour market programs and services that help newcomers from jobs through Employment Ontario (Office of the Auditor General of Ontario, 2017, p. 667).

As part of Ontario's response to Syrian refugee resettlement the Ministry of Advanced Education and Skills Development had Employment Ontario service providers improve their service coordination and capacity to be able to provide appropriate services to Syrian refugees. Some examples include: language assessments, workplace mentorship programs, foreign credential assessments, and occupation-specific language training (MCI, 2016b). The Ministry also increased its funding to the World University Service of the Canada Student Refugee Program which helps to sponsored refugee students with expenses related to their education (MCI, 2016b).

The Ministry of Training, Colleges and Universities became responsible for the newcomer training programs (Secretary of the Cabinet, 2018).

5. Ministry of Children and Youth Services

As part of Ontario's response to Syrian refugee resettlement the Ministry of Children and Youth Services did the following: expanded their Youth Outreach Worker Program in Hamilton, Ottawa and Toronto; provided standardized mental health assessments for youth and children through the Ministry's Child and Parent Resource Institute; and established a specialized team to act as the provincial resource to other children's aid societies and settlement partners led by Peel Children's Aid Society (MCI, 2016b). The Ministry was also responsible for the *Ontario Black Youth Action Plan*. The Ministry of Children and Youth Services is now disbanded and responsibilities fall under the Ministry of Children, Community and Social Services (Secretary of the Cabinet, 2018).

6. Ministry of the Status of Women

The Ministry of the Status of Women originally launched the Neighbours, Friends and Families Immigrant and Refugee Communities Campaign in 2010 and has recently put out a call for the 2017-2019 Campaign (Government of Ontario, 2017e). The Campaign is explained below in the “Programs/Initiatives” section of this report. The Ministry of the Status of Women has been disbanded to become Women’s Issues, a portfolio that falls under the same Minister responsible for Children, Community and Social Services (Secretary of the Cabinet, 2018).

7. Ministry of Community and Social Services

The Ministry of Community and Social Services provided social assistance to low-income newcomer families in Ontario, as it did for other low-income Ontario residents (Office of the Auditor General of Ontario, 2017, p. 668). The Ministry of Community and Social Services, the Ministry of the Status of Women and other affected ministries were also taking the lead in implementing *Ontario’s Strategy to End Human Trafficking*. As part of this strategy the Provincial Anti-Human Trafficking Coordination Office was established (MCSS, 2017). The Ministry of Community and Social Services was expanded to now become the Ministry of Children, Community, and Social Services (Secretary of the Cabinet, 2018).

8. Ministry of Economic Development and Growth

The Ministry of Economic Development and Growth, along with the Ministry of Citizenship and Immigration, was a designated referral partner for the federal Global Skills Strategy pilot program (MCI, 2017d, p. 16). The Global Skills Strategy program facilitates Labour Market Impact Assessment applications for temporary foreign workers and provides a service channel to help guide employers through their federal immigration options (MCI, 2017d, p.16). The program began in June 2017, from then until the end of 2017 the Ministry of Economic Development and Growth and the Ministry of Citizenship and Immigration had referred six Ontario companies to the program (MCI, 2017d, p. 16). The Ministry of Economic Development and Growth has expanded to now include trade in its portfolio to become the Ministry of Economic Development, Job Creation and Trade (Secretary of the Cabinet, 2018).

9. Ministry of Francophone Affairs

The Ministry of Francophone Affairs worked with the Ministry of Citizenship and Immigration on various Francophone newcomer related initiatives. The Ministry of Francophone Affairs provided francophone related advice for the *Ontario Immigration Act*, sat as an observer on the Group of Experts on Francophone Immigration and continues to support the implementation of *Ontario’s Immigration Strategy’s* goal of 5% Francophone immigration (MFA, 2017). The Ministry of Francophone Affairs was

disbanded and became a responsibility of the Minister Responsible for Accessibility (Secretary of the Cabinet, 2018).

10. Anti-Racism Directorate

The Anti-Racism Directorate was established in February 2016 to lead the Government of Ontario's anti-racism initiatives (Government of Ontario, 2017j). The Directorate administers the *Anti-Racism Act* and works to eliminate systemic racism in government institutions (Government of Ontario, 2017j). The Ford government has made cuts to the Anti-racism Directorate and its sub-committees and seemingly downgrading its Status (Bueckert, 2018; Ontario NDP, 2018 September 20).

Committees/Working Groups

It is important to note that the information provided in this section is based on the committees and working groups that were in place prior to the cabinet shuffle that took place on June 29, 2018. It is unknown at this time what committees and working groups will continue to meet under the new government.

1. Minister's Employer Tables

The Minister's Employer Tables were developed to provide the Minister of Citizenship and Immigration insight into the perspectives of employer's regarding the challenges and opportunities of accessing internationally trained and educated workers (MCI, 2017a). The roundtables also provided regional and provincial wide perspectives on labour needs and policy programming and responses (MCI, 2017d, p. 9). From 2013 to the end of 2017 there were 25 Minister's Employers Tables held in 16 different Ontario communities. There have been approximately 500 employers and organizations who have participated in the Minister's Employer Tables (MCI, 2017d, p. 8). The information gathered at the meetings over 2017 was being used to create nine recommendations to achieve the following: address barriers to opportunities within the immigrant selection process, improve labour market integration of international talent, and develop a business advisory council (MCI, 2017d, p. 9).

2. Canada-Ontario Foreign Worker Working Group

The Canada-Ontario Foreign Worker Working Group would meet to discuss the Temporary Foreign Worker Program and the International Mobility Program and to oversee its implementation in Ontario (MCI, 2017a).

Members: Staff from the Ministry of Citizenship and Immigration and the Department of Immigration, Refugees and Citizenship Canada (MCI, 2017a).

3. Refugee Resettlement Related Groups

As part of the Refugee Resettlement Plan the Government of Ontario established different groups to help with specific aspects of the Province's refugee response:

a. Ministers' Ad Hoc Committee on Refugees

The Ministers' Ad Hoc Committee on Refugees was established in November 2015 to coordinate the Government of Ontario's approach to refugee resettlement and integration and work closely with the federal government (MCI, 2017a; Office of the Premier, 2017). The Ad Hoc Committee was co-chaired by the Minister of Citizenship, Immigration and International Trade (later known as Ministry of Citizenship and Immigration) and the Minister of Health and Long-Term Care (Office of the Premier; 2017).

Members: Minister of Citizenship and Immigration; Minister of Health and Long-Term Care; Minister of Community Safety and Correctional Services; President of the Treasury Board and Minister Responsible For Poverty Reduction; Minister of Education; Minister of Community and Social Services; Minister of Municipal Affairs and Housing; Minister of Economic Development, Employment and Infrastructure; Minister of Children and Youth Services; Minister of Government and Consumer Services; and, Minister of Research and Innovation and Training, Colleges and Universities (Office of the Premier, 2017).

b. Special Advisory Table on Refugees

The Special Advisory Table on Refugees was established in December 2015 to provide leadership, strategic guidance and information sharing to address issues and create solutions for the influx of Syrian refugees (MCI, 2017a; MCI, 2015).

Members: The co-chairs were the Minister of Citizenship, Immigration and International Trade and the Minister of Health and Long-Term Care, other members include senior decision makers from various Ontario Ministries and leaders from municipalities and several different sectors including: settlement, health, education, training, employment, and the faith-based community (MCI, 2015; MCI, 2017a).

c. Refugee Resettlement Response Working Groups

There were four stakeholder Working Groups established that involved both Ontario government staff and key stakeholders (MCI, 2017a). The four Working Groups were:

- i. Health and Mental Health Working Group;

- ii. Education, Literacy, Training and Employment Working Group;
- iii. Settlement, Housing and Municipal Supports Working Group;
- iv. Private Sponsorship and Faith-Based Supports Working Group.

d. Inter-Ministerial Research and Evaluation Working Group

The Inter-Ministerial Research and Evaluation Working Group was established to study and evaluate the outcomes of the resettled refugees (MCI, 2017a).

Members: List unavailable.

e. Academics Advisory Table

The Ministry of Citizenship and Immigration partnered with many leading academics to establish the Academics Advisory Table to gain advice and feedback on the resettlement of the Syrian refugees (MCI, 2017a).

(Invited) Members: Alice Young, Citizenship and Immigration Division, MCI; Andrew Sally, Syrian Refugee Resettlement Secretariat, MCI; Branka Agic, Centre for Addiction and Mental Health (CAMH), Camille Orridge, Wellesley Institute; Christina Clark-Kazak, Glendon College at York University; Hannah Evans, Syrian Refugee Resettlement Secretariat, MCI; Heather Krause, Syrian Refugee Resettlement Secretariat, MCI; Jamie Pitts, Citizenship and Immigration Division, MCI; Jeffrey Reitz, University of Toronto; Jennifer Hyndman, York University; Jennifer Jenkins, University of Toronto; John Shields, Ryerson University; Keith Banting, Queen's University; Kevin Pottie, University of Ottawa; Kwame McKenzie, Centre for Addiction and Mental Health (CAMH); Laurie McNelles, Treasury Board Secretariat; Mehrunnisa Ahmad Ali, Ryerson University; Melissa Thomson, Syrian Refugee Resettlement Secretariat, MCI; Michaela Hynie, York University, Faculty of Health; Morton Beiser, Ryerson University; Naomi Alboim, Queen's University; Philip Kelly, York University, Geography; Shahrzad Mojab, University of Toronto, Ontario Institute for Studies in Education; Susan McGrath, York University, Social Work; Yvonne Ferrer, Citizenship and Immigration Division, MCI (list provided by BMRC-IRCMU member, Dr. John Shields).

4. Group of Experts on Francophone Immigration

The Group of Experts on Francophone Immigration was formed based on a recommendation made by the French Language Services Commissioner. The purpose of the Group of Experts was to help the Province plan for recruitment, integration and retention of Francophone immigrants, and to reach a five percent target for Francophone immigration to Ontario (MCI, 2017a). The Group of Experts developed a report in

November 2016 with 13 recommendations to guide the Province's efforts and resources to increase Francophone immigration. The recommendations were as follows:

- a. "Develop a marketing plan to promote French Ontario internationally"
- b. "Establish an annual international Francophone mission entitled "Destination Ontario français" (Destination French Ontario)"
- c. "Work with the government of Canada to increase the selection of Francophone immigrants to Ontario"
- d. "Work with the federal government to make language testing more accessible"
- e. "Improve, and increase access to, the information available online for potential Francophone immigrants prior to arrival in Ontario"
- f. "Work with the federal government to consider a new, more inclusive federal definition of a Francophone immigrant"
- g. "Proactively welcome Francophone newcomers to Ontario in French"
- h. "Leverage Ontario's municipalities to help attract, retain and integrate Francophone newcomers to communities across the province"
- i. "Ensure the quality and consistency of French-language services when identifying and funding agencies capable of providing Francophone immigrants and refugees with services in French"
- j. "Work with Francophone community groups create and distribute informational materials about the settlement services available to Francophone newcomers"
- k. "Continue to work with colleges, universities and other partners to develop initiatives that ensure international students are both welcomed and supported in their new environment"
- l. "Report back on progress towards the five percent target and on implementing the recommendations made in the report" (Group of Experts on Francophone Immigration, 2017).

These recommendations helped to focus the Government of Ontario's efforts and resources to increase Francophone immigration to Ontario. The Province took steps towards meeting the recommendations particularly to enhance overseas promotion of immigration to Ontario for Francophone immigrants (MCI, 2017a).

Members: Alain Dobi (Co-Chair), Director, Central-Southwestern Francophone Immigration Support Network; Peter Hominuk (Co-Chair) Executive Director, Assemblée de la francophonie de l'Ontario; Caroline Andrew, Director, Centre on Governance, University of Ottawa; Rym Ben Berrah, Co-Chair, Regroupement étudiant franco-ontarien; Brigitte Duguay-Langlais, Coordinator, Francophone Immigration Support Network of Eastern Ontario; Christian Howald, Project Coordinator, Northern Ontario Francophone Immigration Support Network; Didier Marotte, Executive Director, Centre communautaire francophone de Windsor (Place Concorde); Jacqueline Noiseux, Executive Director, Association française des municipalités de l'Ontario; Valerie Sniadoch, Director, Employability and Immigration Programs, Réseau de développement économique et d'employabilité – La bonne affaire.

Government Ex-Officio Members: Richard Lecours, Manager, Operations, Integration – Ontario Region, Immigration, Refugees and Citizenship Canada; Suzanne Skinner, Manager, Business Immigration and Selection Branch, MCI.

5. Advisory Committee on Francophone Immigration

The Ministry of Citizenship and Immigration established an Advisory Committee on Francophone Immigration in 2017 to provide advice to the Ministry on how to move forward on the recommendations from the Group of Experts of Francophone Immigration (MCI, 2017d, p. 22).

Members: List unavailable.

Programs/Initiatives

It is important to note that the information provided in this section is based on programs and initiatives that were in place prior to the cabinet shuffle that took place on June 29, 2018.

1. Ontario Immigrant Nominee Program

The Ontario Immigrant Nominee Program (OINP) is an immigration program that allows the Province of Ontario to nominate individuals and their families to the federal government for permanent residency. It is designed to support employers to attract and retain the skilled workers they need to stay competitive (MCI, 2017a). Those that are nominated typically include skilled workers, international students, entrepreneurs, and staff from foreign corporations who are expanding in Ontario (MCI, 2017a). The various streams within the OINP are the following (Government of Ontario, 2017c):

a. Employer Job Offer Stream

This stream allows individuals to apply for the OINP if they have support from an Ontario Employer (Government of Ontario, 2017k).

b. Foreign Worker with a Job Offer Stream

This stream allows skilled foreign workers with a job offer from an employer in Ontario to apply for the OINP (Government of Ontario, 2017l).

c. International Student with a Job Offer Stream

This stream allows international students with a job offer from an employer in Ontario to apply for the OINP (Government of Ontario, 2017m).

d. In-Demand Skills with a Job Offer Stream

This stream is targeted at in-demand foreign workers with a job in specific agricultural and construction occupations (Government of Ontario, 2017n).

e. Masters Graduate Stream

This stream allows international students who have completed a Master's degree in Ontario to apply for the OINP. A job offer is not required for this stream (Government of Ontario, 2017o).

f. International PhD Graduate Stream

This stream allows international students who have obtained their PhD in Canada an opportunity to apply for the OINP. A job offer is not required for this stream (Government of Ontario, 2017p).

g. Ontario's Express Entry Human Capital Priorities Stream

This stream is designated for skilled workers who have qualified for IRCC's Express Entry pool and have the "required education, skilled work experience, language ability, and other characteristics to help them successfully establish and integrate into Ontario's labour market and communities" (Government of Ontario, 2017q).

h. Ontario's Express Entry French-Speaking Skilled Worker Stream

This stream is designated for French-speaking skilled workers, who have strong English language skills, have qualified for IRCC's Express Entry pool and who have the "required education, skilled work experience, language ability, and other characteristics to help them successfully establish and integrate into Ontario's labour market and communities" (Government of Ontario, 2017r).

i. Ontario's Express Entry Skilled Trades Stream

This stream allows skilled workers with work experience in an eligible skilled trade to apply to the OINP if they have qualified for IRCC's Express Entry pool and have "the skilled work experience, skilled trades' certification (if required), language ability, and other characteristics to help them successfully establish and integrate into Ontario's labour market and communities." (Government of Ontario, 2017s).

j. Corporate Stream

This stream is designated for established international corporations interested in expanding into Ontario or who are interested in buying an existing business. Once the business has successfully been established and has met the Performance Agreement obligations, as many as five key essential staff are able to apply to the ONIP under the Corporate Stream (Government of Ontario, 2017t).

k. Entrepreneur Stream

This stream allows individuals from outside of Canada who want to implement a new business idea in Ontario or who want to buy an existing business in Ontario an opportunity, once their business is successfully established, to be nominated for permanent resident status (Government of Ontario, 2017u).

In 2017, Ontario was allocated 6,000 nominees by the federal government; this is compared to only 1,300 in 2013. In 2017, the program moved to an online application process and created the Ontario Express Entry: Skilled Trades Stream and Employer Job Offer: In-Demand Skills Stream pilot over the past year (MCI, 2017d, p. 10).

2. Newcomer Settlement Program (Funding)

The Newcomer Settlement Program provides funding to community based organizations to deliver settlement and integration services for newcomers. Funded services include: needs and referral services, interpretation and translation services, orientation services and community connection services (Office of the Auditor General of Ontario, 2017, p. 663). These services provide information, tools, resources and essential supports that help newcomers find housing, learn about life in Ontario, find employment, gain language-training supports and develop social connections (MCI, 2017a). Funded services are delivered in over 30 communities in Ontario and offered in over 90 languages. In 2016, the Province stated that they would be allocating \$22 million over the following two years to 98 community based organization which would be delivering 117 settlement projects (MCI, 2017a).

Funded Organizations: A list of community based organizations funded under the Newcomer Settlement Program is provided in Appendix A of this report.

A new stream within the Newcomer Settlement Program, Newcomer Youth Settlement and Integration Services, was introduced in 2016. The stream was targeted at vulnerable newcomer youth and is being delivered by 14 agencies at a cost of \$3 million. The Ministry of Citizenship and Immigration stated that the project “aim[ed] to increase *resiliency* [emphasis added] among refugee youth who have experienced trauma and war, and will support the well-being of newcomer families by reducing inter-generational conflict” (MCI, 2017a).

Funded Organizations: List unavailable

Under the Newcomer Settlement Program, the Ministry of Citizenship and Immigration also provided funding for Orientation to Ontario, which is a bilingual federal-provincial pilot program. The program provided orientation information and settlement referrals for newcomers through webinars, workshops and online and print resources (MCI, 2017d, p. 20).

3. International Student Connect Pilot Program (Funding)

The Ministry of Citizenship and Immigrations funded COSTI Immigrant Services to deliver the International Student Connect program which provides both online and in-person support for international students in Ontario. The program provided international students with group workshops, one-on-one sessions, handbooks, fact sheets, transition plans and webinars (International Student Connect, n.d.).

4. Online Resources: Ontario Immigration Website, Getting Settled in Ontario

The Government of Ontario has a few online resources dedicated to providing information for newcomers settling in Ontario. There is a website called ontarioimmigration.ca that provides information on the Ontario Immigrant Nominee Program as well as links to pre-arrival and post-arrival information. Many of the links on the website direct the user to the “Getting Settled in Ontario” website page on the Ontario.ca website. This webpage provides information about opening a bank account, finding housing, learning English and French, finding a job, enrolling your children in school, finding child care, getting health care, getting a driver’s license, transportation and information on who to call during an emergency.

5. Refugee Resettlement Program

In response to the increase of Syrian refugees who were welcomed into Ontario, the Ministry of Citizenship and Immigration invested \$10.5 million over a two-year period starting in 2016 to support refugees and private sponsors (Government of Ontario, 2017b). Some of this money was allocated to the UNHCR and the UN World Food Programme, to organizations recruiting and supporting private sponsors including Lifeline Syria, to community organizations for support and integration services for the refugees (this funding program is described below) (Government of Ontario, 2017b). The Ministry of Citizenship and Immigration developed a resource webpage explaining what the Ontario Government was/is doing to support the resettlement of Syrian refugees. The webpage included: information on the Government’s activities supporting Syrian refugees; statistics; volunteer opportunities; donation opportunities; sponsorship information; information on where to donate items, housing, legal information, health care services; and a list of other resources (Government of Ontario, 2017b).

6. Settlement and Integration Services for Refugees and Vulnerable Newcomers (Funding)

The Government of Ontario committed \$6.5 million in 2017-2018 and \$11 million in 2018-2019 for the Settlement and Integration Services for Refugees and Vulnerable Newcomers funding (Government of Ontario, 2017h). The original funding was a result

of the increase of refugees, refugee claimants and vulnerable newcomers who were welcomed into Ontario in 2016 and their need for supports. Funding in 2017-2018 went to programs that targeted services for refugees, refugee claimants, and other newcomers with intensive employment, health and mental health needs (Government of Ontario, 2017h). There were two funding streams under the program. The first was the social integration stream which funded direct services or capacity building projects that supported clients who faced significant settlement barriers as a result of low education, low official language skills, high health and mental health needs, and/or have a disability. The second stream was the economic integration stream which funded employment and self-employment projects for individuals with low levels of education and language fluency (Government of Ontario, 2017h). The Ministry of Citizenship and Immigration wanted to build on the settlement services successes and thus continued with the program for the 2018-2019 fiscal year (Government of Ontario, 2017h).

Funded Organizations: List unavailable.

7. Private Sponsorship Support (Funding)

The Ministry of Citizenship and Immigration provided funding for private sponsorship information and training sessions for private sponsors (MCI, 2017d, p. 30). Additionally, MCI funded training for lawyers and law students on private sponsorship (MCI, 2017a).

Funded Organizations: List unavailable.

8. Adult Non-Credit Language Training Program (Funding)

The Government of Ontario's Adult Non-Credit Language Training Program provides funding for English and French as a Second Language training for eligible adult immigrants whose first language is not English or French (MCI, 2017a). The program is intended to improve newcomer's language skills to help them live and work in Ontario so that they can contribute to the Ontario society and economy (MCI, 2017a). Furthermore, a piloted program that started in 2016 focuses on e-learning programming to support access to language training across Ontario (MCI, 2017a). Throughout the 2016-2017 fiscal year there were 33 English and 5 French school boards receiving funding to deliver the program and the Ministry of Citizenship and Immigration committed \$58.8 million for the program in the 2017-2018 fiscal year (MCI, 2017d, p. 33).

Funded Organizations: Ontario Public and Catholic District School Boards; complete list is unavailable.

9. Language Programs for Children and Youth

Newcomer children and youth attending kindergarten to grade 12 whose first language is not English nor French, or who speak a different form of English or French than is

spoken in Ontario, are able to receive language training and support in schools (MCI, 2017c). Some schools in Ontario have newcomer reception centres that will test newcomer children or youths' language proficiency and refer families to schools with language training support (MCI, 2017c).

10. Coordinated Language Assessment and Referral System (CLARS)

CLARS is the official system by which language assessment is conducted in Ontario. In order to attend an adult language training program (provincially or federally funded) a newcomer must have a language assessment done through CLARS (MCI, 2017c). CLARS was jointly funded by the Ministry of Citizenship and Immigration and the federal government (Office of the Auditor General of Ontario, 2017).

11. Language Interpreter Services Program (Funding)

The Language Interpreter Services Program provided funding for the delivery of interpreter services for domestic and/or sexual violence victims (including human trafficking victims). Services included both spoken interpretation for non-English and French speakers and sign language interpretation for Deaf or hard of hearing individuals (MCI, 2017a). The program was developed to improve victims' access to social, healthcare, justice and law enforcement services. The program has supported the delivery of over 70 spoken languages and two sign languages (American Sign Language and la langue des signes Québécoise) (MCI, 2017a).

Funded Organizations: Barbra Schlifer Commemorative Clinic; Multilingual Community Interpreter Services; INCommunities, Kitchener-Waterloo Multicultural Centre; Across Languages; Multicultural Council of Windsor & Essex County; Immigrant Women Services Ottawa; and Thunder Bay Multicultural Association.

12. Ontario Bridge Training Program (Funding)

Ontario's Bridge Training Program provided funding for projects for internationally trained professionals with occupation specific training and services for accreditation in their respective regulated professions or access to employment in their high-skilled nonregulated profession (MCI, 2017a). In 2016, there were 68 bridge training program funded projects ran by colleges, universities and non-profit community agencies. The Government increased the programs budget in 2017 by \$7 million to \$23.2 million annually (MCI, 2017d, P. 39). In 2017, the Ontario Government opened three new piloted streams of the Ontario Bridge Training Program: Getting a License and Getting a Job; Changing the System; and Francophone Bilingual Employment (Government of Ontario, 2017d).

Funded Organizations: A list of organizations and projects funded under the Ontario Bridge Training Program is provided in Appendix B of this report.

13. Global Experience Ontario

Global Experience Ontario was a resource center directly run by the Ministry of Citizenship and Immigration that provided information about licensing for internationally trained newcomers wanting to work in the non-health related professions and skills trades (MCI, 2017a). Global Experience Ontario provided workshops on a variety of topics such as: the licensing and certification process, getting your credentials assessed, employment and training programs, getting financial assistance, English and French language training, joining professional networks, and mentorship and internship programs (Government of Ontario, 2017f). Global Experience Ontario also had a “Licensing in Ontario’s Regulated Professions” training for employer counsellors and settlement service providers who work with internationally trained professionals (MCI, 2017a). Services were provided in English and French and can be given in-person, over the phone, online or through video calls. Services can also be provided prior to the newcomer’s arrival in Canada (MCI, 2017d, p. 39).

14. HealthForceOntario’s Access Centre for Internationally Educated Health Professionals

The HealthForceOntario’s Access Centre provided programs and services for Internationally Educated Health Professionals to help them with training, licensing, employment and exploring alternative career options in Ontario’s health care system. Services included: licensing and registration information; referrals to community services; information sessions, webinars, and multi-week training courses; assistance from an advisor’ and, access to materials and resources (HealthForceOntario, 2017).

Regulated health professions supported by the Access Centre for Internationally Educated Health Professions include: Audiologists, Chiropodists, Chiropractors, Dental Hygienists, Dental Technologists, Dentists, Denturists, Dietitians, Homeopaths, Kinesiologists, Massage Therapists, Medical Laboratory Technologists, Medical Radiation Technologists, Midwives, Naturopaths, Nurses, Occupational Therapists, Opticians, Optometrists, Pharmacists, Pharmacy Technicians, Physicians, Physiotherapists, Podiatrists, Psychologists, Psychotherapists, Respiratory Therapists, Speech-Language Pathologists, and Traditional Chinese Medicine Practitioners and Acupuncturists (HealthForceOntario, 2017).

15. Attracting Francophone Immigrants

The Ministry of Citizenship and Immigration internationally promoted Francophone immigration to the Province as well as provided knowledge and immigration advice to potential Francophone immigrants. As part of this promotional strategy the Province was featured in the editorial section of L' Express Magazine's 2016 and 2017 special editions on settling in Canada (MCI, 2017d, p. 17). MCI also partnered with the Canadian Embassy in Paris to conduct informational webinars, participated in France's 2016 and 2017 Canada week, and participated in Destination Canada in 2016 and 2017 (MCI, 2017d, pp. 16-17). Furthermore, the Ministry had French-language twitter and Facebook accounts (MCI, 2017d, p. 17). In early 2018, a delegation from the Ministry of Citizenship and Immigration had plans to travel to Morocco and Algeria for the first ever Destination Ontario français mission to inform potential French-speaking immigrants about life in Ontario (MCI, 2017d, p. 22).

16. Municipal Immigration Program (Funding)

The Government of Ontario provided funding to Municipalities in Ontario to meet their local settlement needs and ensure that the benefits of immigration are maximized (MCI, 2017a). Within the Municipal Immigration Program there were three streams of funding:

a. Municipal Immigration Information Online

This program provided funding for municipalities to develop and enhance websites that promote municipalities as attractive destinations for immigrants, highlight local labour market gaps, support local employer engagement and to provide local settlement information (MCI, 2017a). The Program funded 32 local immigration portals that provided information to over 160 Ontario communities including Francophone communities (MCI, 2017d, p. 15).

Funded Municipalities: Brantford-Brant, Chatham-Kent, Durham Region, City of Guelph and Count of Wellington, Halton Region, City of Hamilton, Huron County, City of Kingston, Lambton County, Leeds and Grenville, City of London, Niagara Region, North Bay, Northumberland County, Northwest Ontario, City of Ottawa, Oxford Country, Peel Region, Peterborough, Sault Ste. Marie, Simcoe County, Smith Falls, St. Thomas-Elgin, City of Greater Sudbury, Timmins, City of Toronto, Waterloo Region, City of Windsor and Essex County, York Region, and the Municipal Francophone Immigration website.

b. Municipal Innovation Fund

This program was launched in 2014-2015 and funded municipal projects that are directed at promoting innovative approaches to attracting and supporting the integration of immigrants. In 2016, this program was supporting eight municipalities (MCI, 2017a).

Funded Municipalities: List unavailable.

c. Municipal Immigration Workshop

The purpose of this funding stream was to support a workshop in 2018 that facilitated direct interactions between municipal projects that have received funding through the Municipal Immigration Information Online or Municipal Innovation Fund. The workshop was meant to allow municipal stakeholders to share their ideas, best practices and approaches to their web content, technology and the sustainability of their projects in support of newcomers (Government of Ontario, 2017w).

Funded Municipality: unavailable.

17. Multicultural Community Capacity Grant Program (Funding)

The Ministry of Citizenship and Immigration launched the a two year, \$6 million Multicultural Community Capacity Grant Program in June of 2017 to support diversity and inclusion initiatives for newcomer communities (MCI, 2017e). \$1,000-\$8,000 grants were provided for initiatives that were focused on one of the five priorities: civic engagement, social connections, education and empowerment, women's empowerment and capacity building and partnerships (MCI, 2017e). In its first round of funding, 465 projects received funding which included employer connecting events, recreational programming, mentoring and tutoring for children and youth, and support groups for newcomer mothers (MCI, 2017d, p.41).

Funded Municipalities: List unavailable.

18. Neighbours, Friends and Families Immigrant and Refugee Communities Campaign (Funding)

The Ministry of the Status of Women's Neighbours, Friends and Families initiative was a domestic violence public education campaign to bring awareness of the signs of woman abuse and how the public can help a woman at risk (Government of Ontario, 2017e). The Campaign originally started in 2006 as an English language campaign, then expanded to include indigenous and Francophone communities. Eventually the program was expanded in 2012 with a third campaign: The Neighbours, Friends and Families Immigrant and Refugee Communities Campaign, which lasted until 2016 (Government of Ontario,

2017e; Immigrant Refugee Communities Neighbours, Friends and Families, n.d.). The Immigrant and Refugee Communities Campaign was launched to include local/regional projects 'by and for' newcomer communities "to engage communities in meaningful dialogue and action on issues of violence against women and help change norms and attitudes regarding woman abuse and encourage healthy relationship" (Government of Ontario, 2017e).

Funded organizations during the 2012-2016 Campaign: COSTI Immigrant Services, St. Stephen's Community House, Newcomer Women's Services Toronto, Social Services Network York Region, Family Services Toronto, Multicultural Council of Windsor and Essex County, Rexdale Women's Centre, Thunder Bay Multicultural Association, and the Hamilton Urban Core Community Health Centre (Immigrant Refugee Communities Neighbours, Friends and Families, n.d.).

The most recent Immigrant and Refugee Communities Campaign is for the 2017-2019 time period. On top of raising awareness about the warning signs of woman abuse and promotion of bystander intervention, the new campaign aims to increase awareness of the unique barriers newcomer women face when they are in need of support for abuse (Immigrant Refugee Communities Neighbours, Friends and Families, n.d.).

19. Newcomer Employment Opportunity Tax Credit

The Newcomer Employment Opportunity Tax Credit was introduced in 2010 as part of the *Newcomers Employment Opportunities Act*, 2010 and is section 103.1 of Ontario's *Taxation Act*, 2007. The Tax Credit is for eligible employers who employ permanent residents and naturalized citizens (who have resided in Canada over two years) and who attended a qualifying language training program during the taxation year while they were employed by the employer (*Newcomers Employment Opportunities Act*, 2010).

20. Anti-Human Trafficking Community Supports Fund (Funding)

The Anti-Human Trafficking Community Supports Fund was provided by the Ministry of Community and Social Services and started in 2017. It is an initiative under Ontario's Strategy to End Human Trafficking. The funding supported 45 projects ran by community based organizations that are responding to human trafficking (Government of Canada, 2017g, p. 5). The program was meant to target a variety of contributing factors contribute to individuals increased vulnerability to human trafficking; newcomers are over populated in many of the categories such as those who experience systemic racism and discrimination, or are precariously employed, or have precarious immigration statuses (Government of Canada, 2017g, p. 7). Funding was prioritized to four areas: improve availability of services; increase accessibility and responsible of systems; strengthen system navigation; and support and improve safe transitions of people at risk (Government of Canada, 2017g, p. 6). One of the subcategories under the improvement

of available services is “legal aid; interpretation/translation services; and immigration support” (Government of Canada, 2017g, p. 6).

Funded Organizations: List unavailable.

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Appendix A: Newcomer Settlement Program Funded Agencies

Source: Ministry of Citizenship and Immigration, 2017

1. **Access Alliance Multicultural Health and Community Services**, 340 College Street, Suite 500, Toronto M5T 3A9
2. **Afghan Women's Counselling and Integration Community Support Organization**, 789 Don Mills Road, Suite 700 Toronto M3C 1T5
3. **African Community Services of Peel**, 10 Gillingham Drive, Suite 308 Brampton L6X 5A5
4. **Arab Community Centre of Toronto**, 555 Burnhamthorpe Road, Suite 209 Etobicoke M9C 2Y3
5. **Association canadienne-française de l'Ontario (ACFO) de London-Sarnia**, 495 Richmond St., Suite 200 London N6A 5A9
6. **Black Coalition for AIDS Prevention (Black CAP)**, 20 Victoria Street, 4th Floor Toronto M5C 2N8
7. **Bloor Information and Life Skills Centre**, 672 Dupont Street, Suite 307 Toronto M6G 1Z6
8. **Brampton Multicultural Community Centre**, 197 County Court Boulevard, Suite 303 Brampton L6W 4P6
9. **Canadian Centre for Victims of Torture**, 194 Jarvis Street, 2nd Floor Toronto M5B 2B7
10. **Canadian Centre for Victims of Torture**, 2401 Eglinton Ave E, Suite 310, Toronto, M1K 2N8
11. **Canadian Centre for Victims of Torture**, 1527 Victoria Ave, 2nd Flr, Toronto, ON M1L 2T3
12. **Canadian Ukrainian Immigrant Aid Society**, 2383 Bloor Street West, 2nd Floor Toronto M6S 1P6
13. **Catholic Centre for Immigrants, Ottawa**, 219 Argyle Avenue, Ottawa ON K2P 2H4
14. **Catholic Community Services of York Region**, 21 Dunlop Street Richmond Hill L4C 2M6
15. **Catholic Crosscultural Services**, 55 Town Centre Court, Suite 401, Toronto M1P 4X4
16. **Catholic Crosscultural Services**, 8 Nelson Street, Brampton, ON L6X 4J2
17. **Catholic Crosscultural Services**, 3660 Hurontario St. 7th Fl, Mississauga, ON L5B 3C4
18. **Catholic Crosscultural Services**, 4557 Hurontario St, Unit B11, Mississauga L4Z 3M2
19. **Catholic Crosscultural Services**, 1447 Miss Valley Blvd, Mississauga, L5A 3Y4
20. **Catholic Crosscultural Services**, 3227 Eglinton Ave E, Unit 135, Scarborough M1J 3M5
21. **Catholic Crosscultural Services**, 2425 Eglinton Ave E, Ste 202, Scarborough, ON M1K 5G8
22. **Catholic Crosscultural Services**, 1200 Markham Road, Suite 503, Scarborough, ON M1H 3C3
23. **Catholic Immigration Centre Ottawa**, 219 Argyle Avenue, Suite 500 Ottawa K2P 2H4
24. **Centre de sante communautaire Hamilton Niagara**, 1320 Barton Road East Hamilton L8H 2W1

25. **Centre for Information and Community Services of Ontario**, 2330 Midland Avenue, Scarborough, M1S 5G5
26. **Centre for Spanish Speaking Peoples**, 2141 Jane Street, 2nd Floor Toronto M3M 1A2
27. **Centre francophone de Toronto**, 555 Richmond Street West, Suite 303, P.O. Box 905 Toronto M5V 3B1
28. **Christie Refugee Welcome Centre**, 43 Christie Street Toronto M6G 3B1
29. **Collège Boréal**, 21 LaSalle Blvd. Sudbury P3A 6B1
30. **Community Action Resource Centre in Toronto**, 1652 Keele Street Toronto M6M 3W3
31. **Community Development Council Durham**, 458 Fairall Street, Unit 4 Ajax L1S 1R6
32. **Conseil économique et social d'Ottawa-Carleton**, 649 Montréal Road, Suite 202 Ottawa K1K 0T4
33. **COSTI Immigrant Services**, 1710 Dufferin Street Toronto M6E 3P2
34. **COSTI Immigrant Services**, Welcome Centre Immigrant Services, 8400 Woodbine Ave, Suite 102-103 Markham L3R 4N7
35. **COSTI Immigrant Services**, Welcome Centre immigrant Services, 9325 Yonge St, Richmond Hill L4C 0A8
36. **COSTI Immigrant Services**, 7220 Kennedy Road, Kennedy Fields Plaza, Markham L3R 7P2
37. **COSTI Immigrant Services**, Centennial Mall, 227 Vodden Street East, Unit 3, Brampton L6V 1N1
38. **Cross-Cultural Community Services Association** (formerly Toronto Chinese Community Services Assn.), 3636 Steeles Avenue East, Unit 213A Markham L3R 1K9
39. **Cross-Cultural Community Services Association** (formerly Toronto Chinese Community Services Assn.), 302 Spadina Ave, Unit 206, Toronto, ON M5T 2E7
40. **Cross-Cultural Community Services Association** (formerly Toronto Chinese Community Services Assn.), 720 Burnhamthorpe Rd W, Unit 2, Miss ON L5C 3G1
41. **Cross-Cultural Community Services Association** (formerly Toronto Chinese Community Services Assn.), 325 Bamburgh Circle, Unit A107, Scarborough M1W 3Y1
42. **CultureLink Settlement and Community Services**, 2340 Dundas Street West, Suite 301 Toronto M6P 4A9
43. **Davenport-Perth Neighbourhood & Community Health Centre**, 1900 Davenport Road Toronto M6N 1B7
44. **Dixie Bloor Neighbourhood Centre**, 3650 Dixie Road, Suite 103 Mississauga L4Y 3V9
45. **Eastview Centre**, 86 Blake Street Toronto M4J 3C9
46. **Elsbeth Heyworth Centre for Women** (North York), 2350 Finch Avenue West, Unit D Toronto M9M 2C7
47. **FCJ Refugee Centre**, 208 Oakwood Avenue Toronto M6E 2V4
48. **Folk Arts Council of St. Catharines Multicultural Centre**, 85 Church Street St. Catharines L2R 3C7
49. **For Youth Initiative**, 1652 Keele Street Toronto M6M 3W3
50. **Fort Erie Multicultural Centre**, 52 Jarvis Street, P.O. Box 104 Fort Erie L2A 2S4
51. **Halton Multicultural Council**, 1092 Speers Road Oakville L6L 2X4

52. **Hamilton Urban Core Community Health Centre**, 71 Rebecca Street Hamilton L8R 1B6
53. **Immigrant Services Guelph-Wellington**, 104 Dawson Road, Unit 101 Guelph N1H 1A6
54. **Indus Community Services** (formerly India Rainbow Community Services of Peel), 3038 Hurontario Street, Unit 206 Mississauga L5B 3B9
55. **Jane Finch Community and Family Centre**, 4400 Jane Street, Unit 108 Toronto M3N 2K4
56. **Jewish Family Services of Ottawa**, 2255 Carling Avenue, Suite 300 Ottawa K2B 7Z5
57. **JIAS (Jewish Immigrant Aid Services) Toronto**, 4600 Bathurst Street, Suite 325 Toronto M2R 3V3
58. **JobStart**, 2930 Lake Shore Blvd. West M58 1J4
59. **JobStart**, 41 Chauncey Avenue Toronto M8Z 2Z2
60. **JobStart**, 219 Dufferin St Unit 1C M6K 19Y
61. **Kababayan Community Service Centre**, 1313 Queen Street West, Suite 133 Toronto M6K 1L8
62. **KCWA Family and Social Services**, 27 Madison Avenue Toronto M5R 2S2
63. **Kingston Community Health Centres**, 263 Weller Avenue Kingston K7K 2V4
64. **Kitchener-Waterloo Multicultural Centre**, 102 King Street West Kitchener N2G 1A6
65. **La Cité collégiale**, 801 Promenade de l'Aviation Ottawa K1K 4R3
66. **La Passerelle Intégration et Développement Economique**, 2 Carlton Street, West Mezzanine Toronto M5B 1J3
67. **Lebanese & Arab Soc. Service Agency of Ottawa-Carleton**, 2410 Holly Lane Ottawa K1V 7P1
68. **Lifeline Syria**, 40 University Ave, Toronto, On M5T 1T1
69. **LINC Centre**, 4002 Sheppard Ave, East, Suite 501, Toronto, ON M1S 4R5
70. **London Cross Cultural Learner Centre**, 505 Dundas Street London N6B 1W4
71. **Malton Neighbourhood Services**, 3540 Morning Star Drive Mississauga L4T 1Y2
72. **Malvern Family Resource Centre**, 90 Littles Road Scarborough M1B 5E2
73. **Markham South Welcome Centre**, 7220 Kennedy Rd, Markham L3R 7P2
74. **Mennonite Community Services of Southern Ontario**, 16 Talbot Street East Aylmer N5H 1H4
75. **Mennonite New Life Centre of Toronto**, 1774 Queen Street East, Suite 200 Toronto M4L 1G7
76. **Multicultural Council of Windsor and Essex County**, 245 Janette Avenue Windsor N9A 4Z2
77. **Muslim Resource Centre**, 111 Waterloo St., Suite 312 London N6B 2M4
78. **Muslim Resource Centre for Social Support and Integration**, Suite 312, 111 Waterloo Street, London, ON, N6B 2M4
79. **New Canadians Centre Peterborough**, 221 Romaine Street Peterborough K9J 2C3
80. **Newcomer Centre of Peel**, 165 Dundas Street West, Suite 402 Mississauga L5B 2N6
81. **Newcomer Women's Services Toronto**, 745 Danforth Avenue, Suite 401 Toronto M4J 1L4

- 82. North Bay & District Multicultural Centre**, 100 Main Street North Bay P1B 1A8
- 83. North York Community House**, 700 Lawrence Avenue West, Suite 432 Toronto M6A 3B4
- 84. North York Office**, 1761 Sheppard Ave East, 1/F Toronto M2J 0A5
- 85. Northwood Neighbourhood Centre**, 1860 Wilson Avenue, Unit 400 Toronto M9M 3A7
- 86. OCASI-Ontario Council of Agencies Serving Immigrants**, 110 Eglinton Avenue West, Suite 200 Toronto M4R 1A3
- 87. Ottawa Chinese Community Service Centre**, 400 Cooper Street, Suite 2000 Ottawa K2P 2H8
- 88. Ottawa Community Immigrant Services Organization**, 959 Wellington Street West Ottawa K1Y 2X5
- 89. Parkdale Intercultural Association**, 1257 Queen Street West Toronto M6K 1L5
- 90. Parya Trillium Foundations**, 344 John St. Markham L3T 5W6
- 91. Peel Multicultural Council**, 6630 Turner Valley Road Mississauga L5N 2P1
- 92. Polycultural Immigrant & Community Services**, 17 Four Seasons Place, #102 Toronto M9B 6E6
- 93. Polycultural Immigrant & Community Services**, Toronto
- 94. Punjabi Community Health Services**, 1515 Matheson Blvd East, Ste 209, Miss L4W 2P5
- 95. Punjabi Community Health Services**, 50 Sunny Meadow Blvd, #201 Brampton L6R 0Y7
- 96. Punjabi Community Health Services**, 2980 Drew Road, Unit 241 Mississauga L4T 0A7
- 97. Quinte United Immigrant Services**, 41 Octavia Street, Unit 301 Belleville K8P 3P1
- 98. Reception House Waterloo Region**, 675 Queen St E, #201 Kitchener N2M 1A1
- 99. Refugee 613**, info@refugee613.ca
- 100. Rexdale Women's Centre**, 925 Albion Rd, Suite 309 Etobicoke M9V 1A6
- 101. Sault Community Information & Career Centre INC.**, 503 Queen Street East Sault Ste. Marie P6A 2A2
- 102. Scadding Court Community Centre**, 707 Dundas Street West Toronto M5T 2W6
- 103. Settlement Assistance and Family Support Services**, 1200 Markham Road, Suite 214 Toronto M1H 3C3
- 104. Skills for Change**, 791 St. Clair Avenue West Toronto M6C 1B7
- 105. Social Enterprise for Canada**, 17705 Leslie Street, Unit 11 Newmarket L3Y 3E3
- 106. Sojourn House**, 101 Ontario Street Toronto M5A 2V2
- 107. South Asian Women's Centre**, 800 Lansdowne Avenue, Unit 1 Toronto M6H 4K3
- 108. South Essex Community Council**, 215 Talbot Street East Leamington N8H 3X5
- 109. St. Stephen's Community House**, 1415 Bathurst Street Toronto M5R 3H8
- 110. Sudbury Multicultural and Folk Arts Association**, 196 Van Horne Street Sudbury P3E 1E5
- 111. The 519 Church Street Community Centre**, 519 Church Street Toronto M4Y 2C9
- 112. Thorncliffe Neighbourhood Office of Toronto**, 18 Thorncliffe Park Drive Toronto M4H 1N7

- 113. Thunder Bay Multicultural Association**, 17 North Court Street Thunder Bay P7A 4T4
- 114. Toronto Integrated Service Centre**, 3850 Finch Ave E, Suite 403 Toronto, ON M1T 3T6
- 115. TRIEC**, 250 Dundas Street West, Unit 603 Toronto M5T 2Z5
- 116. University Settlement Recreation Centre**, 23 Grange Road Toronto M5T 1C3
- 117. Welland Heritage Council and Multicultural Centre**, 26 East Main Street Welland L3B 3W3
- 118. Wesley Urban Ministries**, 52 Catharine Street North, Hamilton L8R 1J1
- 119. West Neighbourhood House**, 248 Ossington Avenue Toronto M6J 3A2
- 120. Woodgreen Community Services**, 815 Danforth Avenue, 4th Floor Toronto M4J 1N5
- 121. Woodside Square LINC Centre**, 1571 Sandhurst Circle, Unit 202, Toronto, ON M1V 1V2
- 122. Working Skills Centre of Ontario**, 55 Eglinton Avenue East, Suite 703 Toronto M4P 1G8
- 123. Working Women Community Centre**, 533 Gladstone Avenue, Unit A Toronto M6H 3J1
- 124. YMCA of Cambridge Immigrant Services**, 258 Hespeler Road Cambridge N1R 3H3
- 125. YMCA of Hamilton Burlington Brantford**, 79 James Street South Hamilton L8P 2Z1
- 126. YMCA of Sarnia-Lambton**, 1015 Finch Drive Sarnia N7S 6G5
- 127. YMCA of Simcoe Muskoka**, 320 Bayfield Street, Unit 63A Barrie L4M 3C1
- 128. YMCA of Sudbury**, 140 Durham Street Sudbury P3E 3M7
- 129. York Region Immigrant Youth Centre**, 5284 Highway 7 East at McCowan Road, Unit 2, Markham, L3P 1B9

Appendix B: Ontario Bridge Training Program Projects and Funded Organizations (2016)

General (Government of Ontario, 2016b)

1. **Access Centre for Regulated Employment (ACRE):** *WIL Counselling for Training and Employment*
2. **Arrimage emploi (Securing Employment):** *La Cité collégiale*
3. **Group Mentorship for Immigrant Employment:** *WIL Counselling for Training and Employment*
4. **Immigrant Access Fund: Micro Loans for Internationally Trained Individuals:** *Immigrant Access Fund of Canada Inc.*
5. **Project North/Nord:** *Laurentian University*
6. **Leadership Connections:** *ACCES Employment Services*
7. **London Middlesex Immigrant Employment Council (“LMIEC”) Job Match Network:** *WIL Counselling for Training and Employment*
8. **Ottawa Job Match Network:** *LASI World Skills*

Employer Engagement (Government of Ontario, 2016c)

9. **The Employer Campus: Building a Training Infrastructure for Immigrant Integration in the Workplace:** *Toronto Region Immigrant Employment Council (TRIEC)*
10. **Global Experience @ Work:** *Ontario Chamber of Commerce*
11. **Hire Immigrants Ottawa:** *United Way / Centraide Ottawa*
12. **The Mentoring Partnership:** *Toronto and Region Immigrant Employment Council (TRIEC)*
13. **New Canadian Employment Connections Project:** *Greater Kitchener Waterloo Chamber of Commerce*
14. **Niagara Immigrant Connections Initiative:** *Niagara Workforce Planning Board*
15. **WES Credential Evaluation:** *World Education Services (WES)*

Occupation Specific (Government of Ontario, 2016d)

Biotechnology

16. **Certificate in Life Science Enterprise:** *University of Toronto - School of Continuing Studies*

Business

17. **Bridge Program for Internationally Educated Professionals:** *York University*
18. **Business Edge: A Program for Internationally Educated Professionals:** *Rotman School of Management, University of Toronto*

19. Business Services Bridging Project: *Pathways to Employment - Community MicroSkills Development Centre*

Employment Counselling

20. Career and Work Counsellor Program (for Internationally Educated Professionals): *George Brown College*

Environmental

21. Bridging to Environmental Occupations: *YWCA Hamilton*

22. Building Environmental Systems: *Seneca College of Applied Arts and Technology*

23. Green Economy Employment Program: *Community Microskills Development Centre*

24. Professional Access into Employment: *Toronto and Region Conservation Authority*

25. Pathways to Employment in the Sustainability and Energy Sector: *Humber College Institute of Technology and Advanced Learning*

Financial Services

26. Bridging Program for Internationally Educated Professionals: *York University*

27. College Immigrant Pathways - Financial Services Essentials: *Seneca College of Applied Arts and Technology*

28. Financial Services Connections: *Accessible Community Counselling and Employment Services (ACCES)*

Health Care

29. Bridge Training for Internationally Trained Mental Health Professionals: *Mennonite New Life Centre of Toronto*

30. Bridge Training in Healthcare Interpreting for Internationally Educated Professionals: *York University*

31. Career Transitions for International Medical Doctors: *Catholic Centre for Immigrants*

32. The Michener Bridging Program for Internationally Educated Medical Laboratory Technologists: *The Michener Institute for Applied Health Sciences*

33. The Michener Bridging Program for Internationally Educated Radiological (X-Ray) Technologists: *The Michener Institute for Applied Health Sciences*

34. OCECCA Implementation and Evaluation: *Touchstone Institute (formerly CEHPEA)*

35. Pathways to Health Care Employment in North-Western Ontario for Internationally Trained Individuals: *Confederation College*

36. Programme d'accès aux services de santé pour les immigrants (PASSI) Access to Health Services Program for Immigrants "AHSPI": *La Cité Collégiale*

Human Resources

37. Bridging Program for Internationally Educated Professionals: *York University*

38. Human Resources Connections: *Accessible Community Counselling and Employment Services (ACCES)*

39. Job Skills Human Resources Bridging Program: *Job Skills Employment and Business Programs and Supports*

Information Technology

- 40. Bridging Program for Internationally Educated Professionals: *Faculty of Liberal Arts and Science, York University***
- 41. Bridging to Information and Communications Technology (ICT) Occupations: *YWCA Hamilton***
- 42. Information Technology Connections: *Accessible Community Counselling and Employment Services (ACCES)***
- 43. Integrated Work Experience Strategy Ontario: *Information and Communications Technology Council (ICTC) Canada, Inc.***
- 44. Mobile Systems Integration Bridging Program for Internationally Trained IT Professionals: *Humber College Institute of Technology and Advanced Learning***
- 45. Navigating the Canadian IT Workplace: *Ottawa Chinese Community Service Centre***
- 46. .NET Solutions for Internationally Trained IT Professionals: *Humber College Institute of Technology and Advanced Learning***
- 47. Programme d'accès aux technologies de l'information et des communications "PRATIC" (Access to information technology and communications program): *La Cité Collégiale***

Project Management

- 48. Engineering Connections: Project Management: *Accessible Community Counselling and Employment Services (ACCES)***
- 49. Middle Level Manager with Technical Background Bridge Program: *Ryerson University – Chang School of Continuing Education***
- 50. Bridge training program – project management: *Collège Boréal***

Sales and Marketing

- 51. Sales and Marketing Connections: *Accessible Community Counselling and Employment Services (ACCES)***
- 52. Bridge Training for Internationally Educated Professionals: *York University***

Supply Chain / Logistics

- 53. Supply Chain Awareness Program for Employment: *Community MicroSkills Development Centre***
- 54. Supply Chain Connections: *Accessible Community Counselling and Employment Services (ACCES)***

Research Projects (Government of Ontario, 2016e)

- 55. Bilingual Proficiency Framework - (BPF), Cadres de référence de la compétence bilingue (CRCB): *La Cité Collégiale***

- 56. Competence Assessment Schema for Internationally Educated Dietitians:** College of Dietitians of Ontario
- 57. Cultural Competency Training:** Human Resource Professionals Association of Ontario (HRPAO)
- 58. Enhancing Internationally Educated Nurses' Language Competencies: Fair and Effective Systems Change:** York University
- 59. Exam Preparation for Medical Laboratory Technologist:** Canadian Society for Medical Laboratory Science (CSLMS)
- 60. IEN Success: Leveraging Collaborative Partnerships:** George Brown College of Applied Arts and Technology
- 61. Improving Recruitment, Hiring, Workplace Integration, and Retention of Internationally Trained Engineers (ITEs) in Engineering Companies:** Ontario Society of Professional Engineers
- 62. Partnering with Employers: Increasing IEN Employment in Healthcare Organizations:** McMaster University
- 63. Prior Learning Assessment and Recognition (PLAR) process review project:** The College of Opticians of Ontario
- 64. Showcase and Repository of Regulatory Practices to Facilitate Integration of Internationally Educated Individuals:** Ontario Regulators for Access (ORAC)

Appendix C: Overview of Key Findings from the Auditor General's 2017 Annual Report:
Section 3.13: Settlement and Integration Services for Newcomers

Source: Office of the Auditor General of Ontario, 2017

The overall conclusion of the Auditor General's assessment of Ministry of Citizenship and Immigration funded settlement and integration services was that the Ministry did not effectively have in place systems and procedures to monitor that funded services providers consistently provide effective services (p. 660). The following are the Auditor General of Ontario's key findings:

Key Findings

1. The Ministry does not allocate its funding for services based on the actual settlement and integration needs of newcomers (p. 657).
 - a. The need for language training has declined (p. 657).
 - b. Funding for bridge training has decreased despite successful program results (p.657).
2. The Ministry does not consistently select and fund service providers best able to deliver services to newcomers (p. 658).
 - a. All existing newcomer settlement service providers were renewed regardless of their proposal score (p. 658).
 - b. New applicants to provide bridge training are rarely awarded contracts regardless of their qualifications to deliver services (p. 658).
3. The Ministry does not assess significant differences between service providers' costs to ensure they operate cost-effectively (p. 658).
4. The Ministry does not consistently monitor the outcomes of service providers and newcomers to facilitate taking corrective action (pp. 658-659).
 - a. Language learners at some school boards do far better than learners at other school boards (p. 659).
 - b. Differences in success of bridge training between service providers are not compared (p. 659).
5. Language learner progress is still low among participants who received more instruction (p. 659).
6. Ministry performance indicators are not sufficient to monitor newcomer settlement and integration outcomes (p. 659).
 - a. Ministry performance indicators for newcomers do not measure key aspects of integration including health, housing and education (p. 659).
 - b. There is no indicator to measure the number of newcomers receiving social assistance (p. 659).
 - c. Ministry learning targets for language training provide little insight into whether newcomer language training goals are met (p. 659).
7. Newcomers with limited language skills may not be aware of available services as the Ministry's websites are only in English and French (p. 660).