**Transversal 3**

**Objectives:**

The aim of this project is to examine the settlement sector discourses and practices of resilience through a comparative study of immigrant serving organizations (ISOs) in three Ontario cities (Ottawa, Toronto, and Kitchener-Waterloo). In so doing, this project will complement the findings of Transversal I (Analysis of governance structures and policy discourses at the three levels of government) and Transversal II (The perspectives of government officials on migration and resilience: a comparative examination of Canada's federal, provincial and municipal governments). Together, the three projects will provide a systems approach to immigrant resilience that takes into consideration the role of various state and non-state actors, including the three levels of Canadian government (federal, provincial, and municipal) and the nonprofit sector. Moreover, the comparative approach will help to shed new light on how the notion resilience is used and/or framed in different contexts.

Specifically, Transversal III involves a discourse analysis of ISO documents along with interviews of ISO representatives. As such, the findings of this project will provide a practical analysis of how the notion resilience applies to and/or is mobilized by ISOs, and thus can serve to identify key areas for potential action and program/policy development.

As of January 2020, we have identified the following dimensions of resilience through analysis of specific ISO documents that also apply to the settlement sector more widely:

-Resilience of the broader settlement sector,

-Organizational resilience of specific ISOs,

-Program resilience or the resilience of specific programs (e.g., settlement, language training, refugee resettlement, employment, community connection, youth programs, etc.),

-Staff resilience,

-Newcomer resilience and/or resilience of specific newcomer groups (e.g., skilled workers, refugees, women/men, youth, seniors, families, etc.),

-Volunteers’ resilience,

-Community resilience (community and volunteers may overlap depending on the cases),

-Language/linguistic resilience (specifically for Francophone ISOs in minority contexts).

How will this project be implemented in practice?

The teams across the three city networks will collaborate to develop a common methodology with the aim to ensure comparability across the three case study sites. Concomitantly, ISO selection in each city will be made such as to represent key local contextual characteristics and/or needs.

In Winter and Spring 2019, the three teams met virtually a number of times to develop the methodology and determine the ISO selection process across the three cities. Since Summer 2019, each team has identified potential ISOs to be studied.

The next step was to undertake a search of the types of documents available for each ISO and to conduct a general scan to determine the prevalence of the use of “resilience.” A preliminary scan of many documents revealed that the term is rarely used by ISOs. We then proceeded to develop proxies (e.g., challenges, barriers, adversity, crisis, struggles, burden, cost, coping, overcoming, adaptation, transformation, etc.) that could serve to identify factors/processes that involve some form of resilience in relation to various actors (sector as a whole, agencies/organizations, programs, staff, clients/newcomers, volunteers, broader community).

This preliminary scan also allowed us to assess the types of documents available for each ISO – e.g., annual reports, newsletters, program descriptions, website pages, and social media (Facebook, Twitter, You Tube) among others. It was also important to determine the period/timeframe for which documents were available since our analysis aimed to consider potential changes over time. For most ISOs we were able to access annual reports (for periods ranging from 5 to 10 years), websites/webpages, and/or newsletters.

Ottawa-Gatineau

The research team conducted analysis of two ISOs: 1) the Catholic Centre for Immigrants (CCI), one of Ottawa’s largest ISOs, which also is the Resettlement Assistance Program (RAP) holder for government sponsored refugees; and 2) the *Conseil Économique et Social d’Ottawa-Carleton* (CÉSOC), which is Ottawa’s main ISO serving French-speaking newcomers.

Progress made by January 2020:

-CCI report is being revised and edited;  
-CESOC report is being written;  
-We will use key informant interviews conducted with settlement representatives in a number of previous projects (to avoid research fatigue).

Toronto

To ensure methodological consistency, the research team is collaborating with the Ottawa-Gatineau team to complete the analysis of two ISOs in Toronto; the plan is to complete the analysis by May 2020. The two case study ISOs are: 1) COSTI, one of Toronto’s largest ISOs and also the Resettlement Assistance Program (RAP) holder for government sponsored refugees; and 2) the Ontario Council of Agencies Serving Immigrants (OCASI), an umbrella organization representing all ISOs in Ontario.

Kitchener-Waterloo

The research team needs to coordinate with other researchers and projects underway in the Kitchener-Waterloo city-network to determine selection of ISOs and next steps. Research will be conducted during summer-fall 2020.

What are the stages of this project?

1. Methodology development and ISO case study selection;
2. ISO documents selection and discourse analysis;
3. Key informant interviews with ISO representatives;
4. Preparation of technical reports and findings dissemination.

Knowledge mobilization

Community outreach (throughout)

-Community outreach will be enhanced by posting information/updates on team activities through project website and social media.

-Findings will be shared through various (in)formal meetings and presentations to community partners, local communities, governments, stakeholders and public at large (organized in collaboration with community partners).

Summary & Technical reports (Summer 2020)

-Each research team will prepare summary/technical reports useful to all Partnership members, made available to the public on project website.

Policy briefs & research digests (Summer 2020)

-One or more policy briefs & research digests to be posted on project website.

Academic conferences (Spring 2019-Summer 2020)

-Presentations at local/national/international conferences:

Mesana, V. et Veronis, L. 2019. La langue française comme « valeur » de résilience : Un examen des discours sur l’immigration francophone en contexte minoritaire au Canada, 4e Congrès du Réseau francophone de sociolinguistique (RFS), Ottawa, 13-16 juin 2019.

-Poster presentations

Scoles, C. & Veronis, L. 2020. Resilience and Refugee Resettlement: An analysis of the Catholic Centre for Immigrants in Ottawa. Abstract submitted to the National Metropolis Conference, Winnipeg (MB), March 19-21 (conference postponed indefinitely due to COVID-19 pandemic).

Scoles, C. 2019. Resilience and Resettlement: An analysis of the Catholic Centre for Immigrants in Ottawa. Poster presented at the Alex Trebek Forum: “Humanizing Migration” held at the University of Ottawa, Ottawa, June 19.

-Community presentations

Scoles, C. & Veronis, L. 2019. Discourses of Resilience in the Settlement Sector: Two ISA Case Studies in Ottawa. Ottawa-Gatineau City-Network Meeting, December 6.

Peer-reviewed publications (Summer 2020)

-We anticipate 1 peer-reviewed article focusing on the different types or forms of resilience that emerge from the ISO discourse analysis. Potentially a second article may be prepared with the aim to compare ISO discourses and practices of resilience in relation to each city context.

Who works on this project?

Project PIs:

Luisa Veronis and Virginie Mesana (past postdoctoral fellow, uOttawa), Rupaleem Bhuyan (U of T), and Margaret Walton-Roberts (Wilfrid Laurier U)

Project Teams:

Ottawa-Gatineau:

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John Shields, Professor (Ryerson U)  
Research assistant: Cecilia Scoles, MA candidate (uOttawa)

Kitchener-Waterloo:

Margaret Walton-Roberts, Professor (Wilfrid Laurier U & Balsilie School)  
Research assistants: Blair Cullen (PhD candidate, WLU) and Kanchan Ladhar (undergraduate)