

Regina Region Local Immigration Partnership  
2017-2018 Progress Report



## Table of Contents

[Page 3 About the Regina Region Local Immigration Partnership](#)

[Page 4 Regina Region Local Immigration Partnership Structure](#)

[Page 5 Work Achieved: Partnership Council and Immigrant Advisory Table \(2017 –18\)](#)

[Page 6 Measuring the RRLIPs Partnerships \(2017 - 18\)](#)

[Pages 7 - 13 Measuring the Settlement and Integration Community Plan \(2017 - 18\)](#)

[Pages 14 - 16 Awareness and Engagement \(2017 - 18\)](#)

[Page 17 Employer Survey \(2017 - 18\)](#)

[Page 18 RRLIP Community Collaborations \(2017 - 18\)](#)

[Page 19 Looking Ahead \(2018 - 19\)](#)

[Page 20 - 21 Acknowledgements \(2017 - 18\)](#)





## About the Regina Region Local Immigration Partnership

**Vision:** Regina welcomes newcomers, values and celebrates diversity and supports the integration of all residents.

**Mission:** The Regina Region Local Immigration Partnership (RRLIP) and its member organizations will educate, collaborate and partner for the benefit of newcomers in Regina.

**Objectives:** *The RRLIP aims to*

- Develop and engage a multi-sector council, diverse immigrant advisory table and working groups to support the community's settlement and integration priorities
- Engage traditional and non-traditional partners in the inclusion of newcomers
- Strengthen local capacity to integrate newcomers
- Increase knowledge about newcomer needs, strengths and local strategies for support
- Promote welcoming attitudes and increase the full participation of newcomers in the Regina community

**Key Project Definitions:**

- ⇒ Throughout Canada, **Local Immigration Partnerships (LIPs)** are a mechanism to develop local partnerships and community-based planning around the needs and strengths of newcomers.
- ⇒ The **Regina Region Local Immigration Partnership** is a community collaborative that acts as an incubator for ideas, identifying newcomer needs and mobilizing the appropriate community resources to meet those needs. The RRLIP builds on existing strengths in the community to facilitate the full participation of newcomers in Regina.
- ⇒ The **RRLIP Partnership Council** is a local multi-sector collaborative that addresses opportunities and challenges associated with fostering an inclusive, diverse and welcoming community.
- ⇒ For the purposes of this project, **Newcomers** will be defined as people born outside of Canada and currently residing in Regina, Sask.

# Regina Region Local Immigration Partnership Structure

## Convened Tables

- ⇒ In 2017-18, RRLIP convened tables included the Partnership Council, Immigrant Advisory Table, Canadian Housing Advisory Committee and Private Sponsorship Group Network. RRLIP convened table members are considered **primary partners**.

## Accountable to Community

- ⇒ Each table sits a minimum of 4 times per fiscal year (April 1st to March 31st). Exceptions include a table convened during the fiscal year (e.g. Private Sponsorship Group Network listed below).
- ⇒ Minutes are taken at each meeting and available on the project website
- ⇒ Terms of Reference are established for each table, within their first year of development

## Partnership Council and Immigrant Advisory Table

- ⇒ Partnership Council oversees the development and progress of the Local Immigration Partnership and its community action plan
- ⇒ Immigrant Advisory Table informs the work of the Partnership Council, providing insight, lived experience and connections to the newcomer community



## Working Groups/Advisory Committees

The RRLIP project convenes advisory committees and working groups to either support the implementation of the actions embedded in the Settlement and Integration Community Plan or to support activities laid out in the RRLIP project's contract agreement with its funder.

- ⇒ Private Sponsorship Group Network (convened in September 2017), shares challenges, promising practices and local program and resource information. A membership survey helped the RRLIP identify key information the members required, such as local employment programs and services.
- ⇒ Canadian Housing Advisory Committee is developing a framework to support newcomers' adaptation to Canadian housing. As a committee comprised of housing sector stakeholders, they have identified gaps in newcomer support and are developing local solutions to meet the needs.

All meeting minutes and existing Terms of Reference documents can be found at [www.rrlip.ca](http://www.rrlip.ca)

## Work Achieved: Partnership Council and Immigrant Advisory Table (2017-18)

### *Highlights...*

#### Partnership Council

- ⇒ Oversaw the implementation of Year 1 of the [Settlement and Integration Community Plan](#)
- ⇒ Guided the RRLIP's facilitation and hosting of the [Regional Local Immigration Partnership's Learning Event in Regina, Saskatchewan](#)
- ⇒ Supported and promoted community training opportunities within their sectors and beyond (e.g. We Speak Google Translate Training)
- ⇒ Considered and discussed all input and updates from the Immigrant Advisory Table
- ⇒ Contributed to, and participated in, a project collaboration that saw Regina's assets promoted to 50 Chinese immigrants already accepted for entry into Canada
- ⇒ Oversaw the development and delivery of an Annual Community Forum to update and engage with community members

#### Immigrant Advisory Table

- ⇒ Provided on-going consultation, insight, lived experience and information to the Partnership Council table
- ⇒ Was promoted and viewed as a consultative body for the community (e.g. community stakeholders requested the opportunity to gain feedback from the IAT on topics such as program, service and resource development and newcomer outreach strategies, etc. This past year, Regina Public Library and Early Years Family Centres consulted with the IAT to understand, from the newcomer perspective, how their programs, services and outreach strategies can be more responsive to the needs of the newcomer community – what is working well, what requires improvement etc.).
- ⇒ Contributed to, and participated in, a project collaboration that saw Regina's assets promoted to 50 Chinese immigrants already accepted for entry into Canada
- ⇒ Shared IAT learnings with other newcomer community members (e.g. employment service providers information was shared by IAT members with others; Google Translate tool, RRLIP resource lists, etc.).

## Measuring the RRLIPs Partnerships (2017-18)

### Primary Partnerships

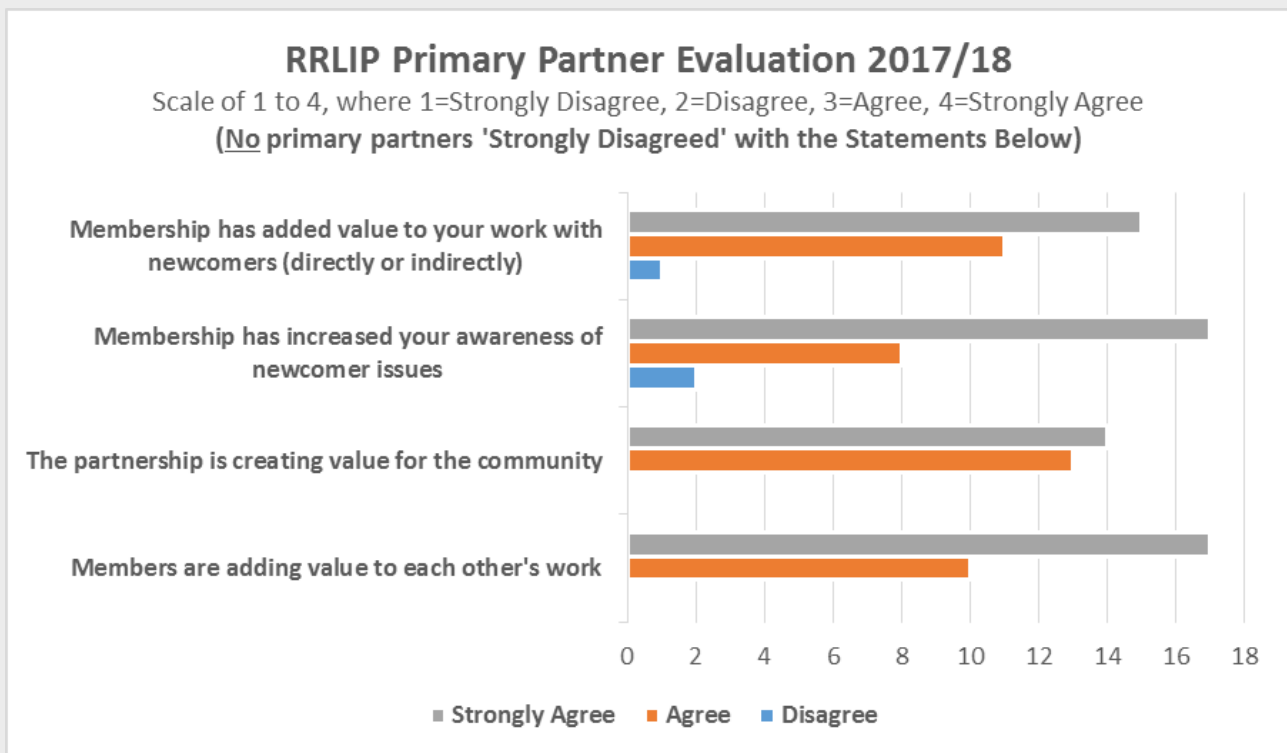
A tool was created to measure and capture the added value the RRLIP had on its primary partners in 2017-18. Primary partners sit at RRLIP convened tables (e.g. Partnership Council, Immigrant Advisory Table, Canadian Housing Advisory Committee, Private sponsorship Group Network)



*“I have found that being a member has broadened my understanding of the issues faced by the immigrant population. There is ample opportunity given for me to provide input to the needs of the committee.”*

**CHAC member**

Survey respondents indicated...



### What has been beneficial to the above primary partners in 2017-18?

Primary partner answers included: various training opportunities (e.g. Google Translate), employment provider presentation and information, RRLIP resources (e.g. conversation circle, ethnic grocery store lists), increased awareness of newcomer related issues, welcoming and collaborative nature of the group, learning from others at the table, brainstorming a unified approach to better serving newcomers, etc.



# Measuring the Settlement and Integration Community Plan (2017-18)

## EDUCATION PRIORITY (RESULT):

Agencies, organizations and institutions are aware of existing informal language learning opportunities and coordinate to fill gaps.

*RRLIP identified informal language learning opportunities*

- ⇒ On-going outreach to organizations to ensure Conversation Circles list is kept current
- ⇒ Revisions to the Conversation Circle's list (added new programs such as the local French and RODS Youth Conversation Circles) and a dedicated blog post to share revised list

*RRLIP project staff promoted existing and new informal language learning opportunities in the community on 40+ occasions*

- ⇒ Attendance and promotion at community events such as: INVOLVE (3 sessions); Regina Open Door's Community and Recreation Fairs; International Refugee Day; Regina Public Library Event; RRLIP 1st Annual Community Forum; Community Connection Events
- ⇒ Engagement with service providers, community based organizations and others such as: Catholic Family Services; Early Years Family Centres; Dewdney East Community Association; U of R. LINC; Regina Open Door Society; Regina Immigrant Women Centre; Sask Power; Canadian Housing Advisory Committee, Immigrant Advisory Table; Islamic Circle of North America; African Community Resource Network

*10+ local service providers promoted existing informal language learning opportunities through the distribution of the RRLIP's Conversation Circles list.*

- ⇒ Promotion of the information by service providers and others such as: Regina Open Door Society Life Skills and Settlement Workers; Welcoming Community for Newcomers staff; Newcomer Welcome Centre; Language Assessment and Referral Centre; SSWIS workers – in fall school orientation, and throughout the year; Regina Immigrant Women Centre; LINC teachers (Sask. Polytech and RODS) and the Immigrant Advisory Table members

*The community coordinated to fill gaps in services.*

- ⇒ The development of a new, short-term language learning opportunity in the Regina community, created to fill a programming gap in a target area. The RRLIP project assisted with the identification of the area's existing supports, gaps in service, connection to qualified facilitation, and later with promotion of the program.

# Measuring the Settlement and Integration Community Plan (2017-18)

## CHILDCARE PRIORITY (RESULT):

Promising practices related to culturally sensitive planning and program development are shared with providers and the community.

*RRLIP initially collaborated with 13 local childcare providers to develop major childcare themes and identify promising practices within each theme; continuing to build on local knowledge and insight*

- ⇒ Focus groups and interviews
- ⇒ On-going outreach to the childcare provider community to build on local promising practices knowledge/insight
- ⇒ Regular updates to the promising practices guide

*RRLIP project staff developed a guide entitled “Childcare Promising Practices : Newcomer Children/ Their Families”*

- ⇒ A compilation of the findings from the focus group sessions and interviews
- ⇒ Report link: [http://rrlip.ca/userdata/files/201/Project%20Resources/Local%20Childcare%20Promising%20Practices%20\(Newcomer%20Children%20and%20Families\).pdf](http://rrlip.ca/userdata/files/201/Project%20Resources/Local%20Childcare%20Promising%20Practices%20(Newcomer%20Children%20and%20Families).pdf)

*RRLIP has shared and will continue to share promising practices information with local childcare providers and broader community*

- ⇒ The project website and blog
- ⇒ On-going, in-person meetings with other childcare providers
- ⇒ Community and RRLIP facilitated events, etc.



*Childcare providers identified the benefits of learning and sharing promising practices information*

- ⇒ A project evaluation survey (illustrated on page 9)

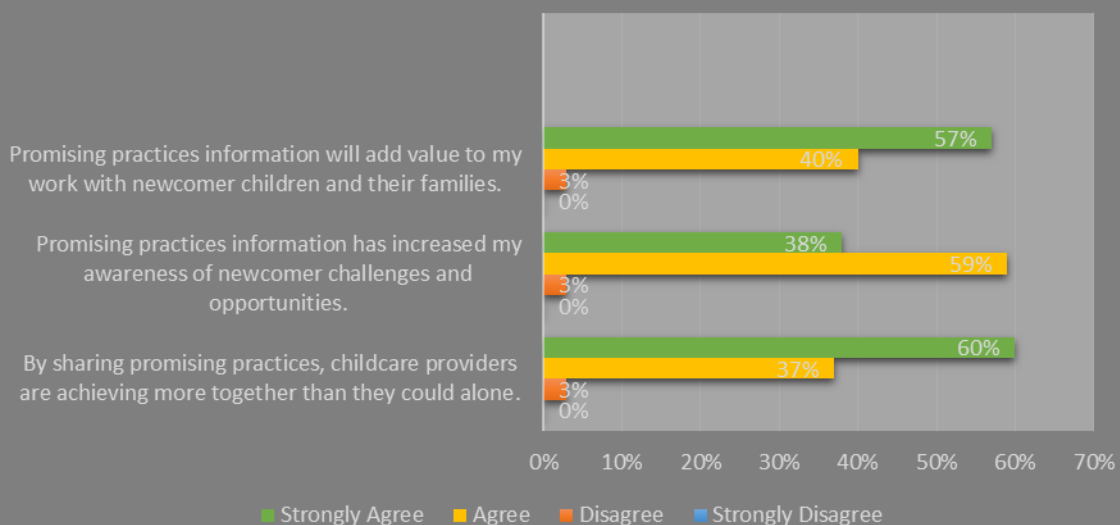
*“Thank you very much for the information in the Childcare Promising Practices Guide. I found the information in the document very relevant to the work that we do here at Regina Open Door Child Care. As a centre that focuses primarily on working with newcomer families, we have implemented many of the strategies discussed, however, there was additional information from other providers that was very valuable to us and will help us improve the service we provide to our clients even further.”*

# Measuring the Settlement and Integration Community Plan (2017-18)



## Childcare Provider Respondents

No respondents 'strongly disagreed' with any statements below



*“I liked the way we all shared our knowledge and experiences. I think what I will do differently is I will talk with others about issues as they come up. I have been letting things get out of control because I didn’t know how to handle them. Right now my confidence level is high. Thank you.”*

*Childcare provider respondents were also asked this question...*

**Thinking about the promising practices information, what will you now do differently in your daycare setting? Sample answers included these direct quotes:**

- ⇒ My takeaway is encouraging families to share their culture with other families (e.g. I love the ‘day of cultures’ idea).
- ⇒ I will use pictures and simple language posters around the daycare. I have been having difficulty communicating basic things and I think this will really help the two newcomer families I serve.
- ⇒ When we discussed the importance of developing programming to suit the newcomer child’s developmental stage instead of chronological stage, the light bulb went off for me! I know this from an ECE perspective but I had not thought about how important it really would be with the newcomer children.
- ⇒ Because of this day, I now feel comfortable to reach out to other providers to talk about the challenges I’m having. I think now I don’t have to feel so isolated.
- ⇒ I found the Google Translate App information really helpful. I am going to take the training as soon as possible.
- ⇒ I know I will go back to my business on Monday and talk to the newcomer families about showing me how to cook their foods. I owe it to their children to put in my best effort.

# Measuring the Settlement and Integration Community Plan (2017-18)

## CANADIAN DAILY LIVING (RESULT):

Newcomer populations are better engaged in social integration opportunities.

*RRLIP identified approximately 230 social integration opportunities*

- ⇒ Continuous outreach to gather pertinent information from community organizations and others, to share with the newcomer and support community
- ⇒ Emails, phone calls, in-person meetings, community and RRLIP convened events

*An additional 150 + requests were received from local service providers*

- ⇒ Strong community partnerships
- ⇒ RRLIP project brand recognition

*"Our organization's department uses the RRLIP blog as a source for newcomer clientele seeking ways to get involved in the community. Recently, a newcomer client expressed gratitude for having one place to find out what is taking place in the community. She told us she has shared the website and blog with her cultural group too."*

*RRLIP promoted and shared 380 + social integration opportunities for newcomers and their support community*

- ⇒ Promotion on the project website and blog
- ⇒ Inclusion in project newsletters (Newcomer News and Project News)
- ⇒ Attendance at community events and meetings, etc.

*As a result of social integration opportunities being regularly identified and promoted, community partners reported positive impact*

- ⇒ Increased newcomer knowledge of social integration opportunities and how to engage (i.e. where to go, who to contact)
- ⇒ Increased newcomer attendance at programs and events (one-time and on-going)
- ⇒ Increased service provider awareness of opportunities to share with newcomer clients

# Measuring the Settlement and Integration Community Plan (2017-18)

## EMPLOYMENT PRIORITY (RESULT):

Newcomer focused workplace mentorship, bridging and other employment programs are identified, supported and promoted.



*RRLIP convened 2 special group sessions with local newcomer-focused employment service providers to gather pertinent program and service information.*

- ⇒ RRLIP convened Immigrant Advisory Table and the Private Sponsorship Group Network meetings with newcomer employment service providers
- ⇒ On-going outreach to employment service providers to ensure program and service information is kept up to date

*Employment service provider program and service information was promoted on approximately 60+ occasions to community members*

- ⇒ The RRLIP project blog, newsletters, in-person meetings and RRLIP convened meetings with primary stakeholders such as the Immigrant Advisory Table, Private Sponsorship Group Network and Partnership Council Table, etc.

*Service gaps identified*

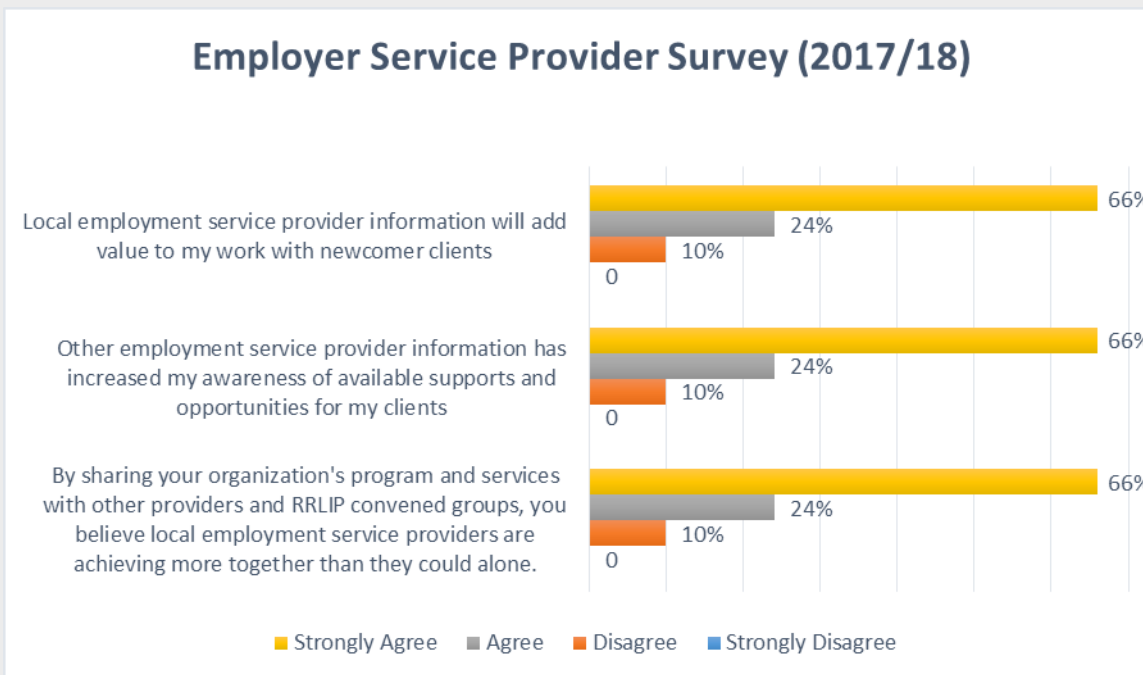
- ⇒ Discussions with local employment service providers. Identified gaps included: employment programs for newcomers 30+ and additional funding support for increased in-take capacity for mentoring/bridging programs. Findings were shared with funder in follow-up reports and at Partnership Council meetings.

*Employment service providers are better connected; working together*

- ⇒ Employment service provider evaluation (page 12)

# Measuring the Settlement and Integration Community Plan (2017-18)

## EMPLOYMENT PRIORITY:



How have the opportunities to come together as a sector added value to your work with newcomers?

Answers included:

- ⇒ Greater awareness of available resources to share with clients and to develop opportunities for professional development, programming and referral
- ⇒ “I have been able to make better informed suggestions to my clients for using service providers in the city that can assist them better than our organization. I am always happy to refer someone elsewhere if it serves the clients better.”
- ⇒ “I have benefited most from opportunities to share resources.”



# Measuring the Settlement and Integration Community Plan (2017-18)

## ORGANIZATIONAL STRENGTH (RESULT):

Community is updated about the RRLIP, more aware of newcomer needs and strengths and better engaged in the initiative.

*The RRLIP and partner organization, the South Saskatchewan Community Foundation, hosted the first annual "Update, Engage and Learn" Community Forum (March/2018)*

- ⇒ Shared updates from both organizations
- ⇒ Highlighted examples of how the RRLIP connects, informs and supports community
- ⇒ Shared ways to become involved in the project



*61 individuals attended*

- ⇒ Newcomers
- ⇒ Employers and those who facilitate newcomer employment
- ⇒ Organizations involved in newcomer settlement and support
- ⇒ Engaged citizens
- ⇒ 2 Newcomer Volunteers

*Small group discussions - major barriers to newcomers being employed and possible solutions*

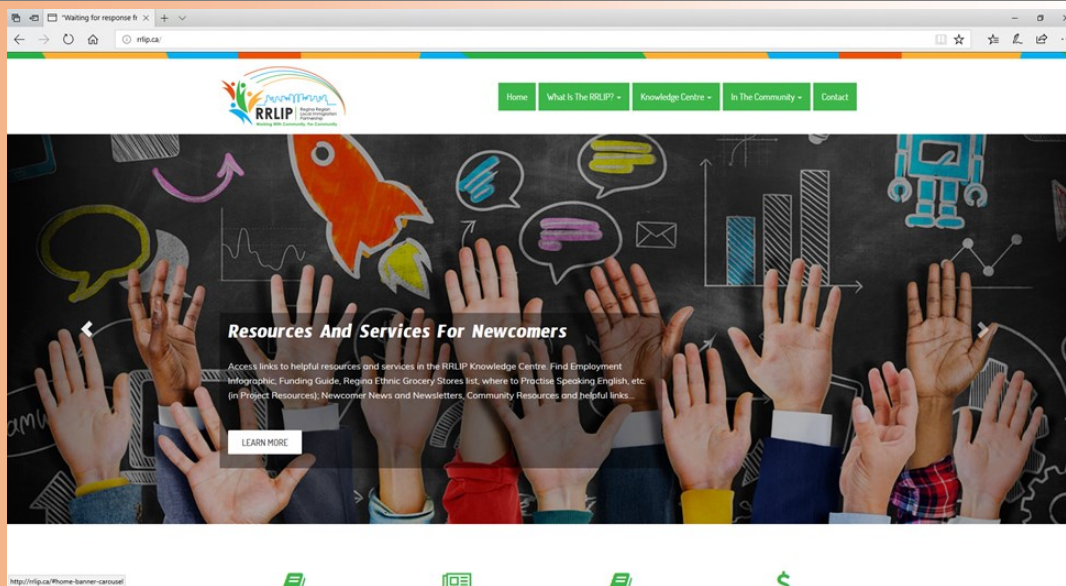
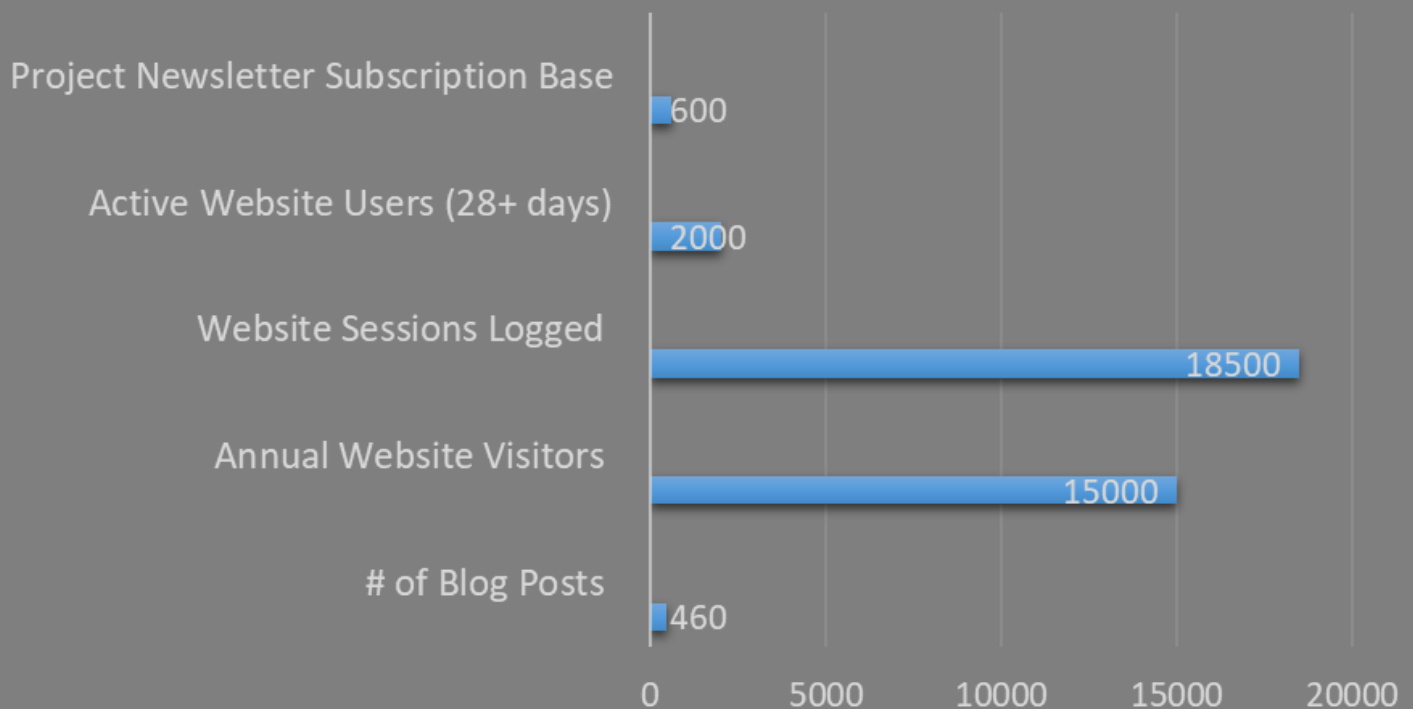
- ⇒ **Barriers (answers included):** accreditation of education and recognition of foreign credentials; reluctance to hire newcomers due to challenges with staff acceptance; difficulty acquiring references; employer discrimination during the screening process; a disconnect between current labour market and skills of incoming newcomers; newcomers not being aware of employment rights and responsibilities (WCB, sick time, overtime), etc.
- ⇒ **Possible Solutions (answers included):** development of workplace integration programs (such as work placements, mentorships, internships); provide a list of translators for employers/agencies; provide education for employers on newcomers; provide information and orientations to newcomers on "Canadian culture" so newcomers can be aware of cultural differences and expectations; create an inventory of community employers who hire newcomers, etc.

*Learning Outcomes at the Community Forum*

- ⇒ Forum attendees identified learning outcomes in four main categories: RRLIP's role within the community; newcomer challenges, barriers and solutions; available newcomer services; and newcomer employment issues.

## Awareness and Engagement (2017-18)

### RRLIP Project Communications 2017/18



- ⇒ Each project newsletter was distributed to 600+ community residents and stakeholders
- ⇒ The RRLIP project website has grown from 8500 visitors and 10,800 sessions logged (2016/17) to over 15000 visitors and 18,500 sessions logged (2017/18)
- ⇒ Community organizations reported their reliance on the 460+ blogposts to inform their clients about local programs, services and events relevant to newcomers

## Awareness and Engagement (2017-18)

⇒ Developed an *Employment Fact Sheet* <http://rrlip.ca/pages/project-resources>

⇒ Regularly updated existing project resources

⇒ Developed a *Funder's Guide* - targeted information to support organizations in their search for funding [Funding Guide - 2018](#)

⇒ Oversaw the translation of the Refugee Photo Project into French <http://rrlip.ca/pages/refugee-stories>

⇒ Organized and hosted the Regional LIPs Learning Event

⇒ Engaged with traditional and non-traditional community stakeholders on approximately 100+ occasions, in an effort to involve many in welcoming, settling and integrating newcomers

⇒ Attended and participated in a variety of community events to connect and collaborate (e.g. Community Connections, World Refugee Day, Peace Walks, etc.)

⇒ Presented to conference attendees at the National LIPs Learning Event and the SAISIA Summit (Saskatchewan Association of Immigrant Settlement and Integration Agencies)

⇒ Organized and delivered, in collaboration with a pre-arrival organization, an on-line workshop to promote Regina's assets to 50 Chinese immigrants

⇒ In partnership with other organizations, provided training opportunities to stakeholder groups and the broader community (e.g. Google Translate App training, Housing Sector webinar, etc.).

⇒ Developed and disseminated an Employer Survey to further understand the Regina context in regards to newcomer employment

⇒ Developed a Promising Practices Guide, in collaboration with local childcare providers [http://rrlip.ca/userdata/files/201/Project%20Resources/Local%20Childcare%20Promising%20Practices%20\(Newcomer%20Children%20and%20Families\).pdf](http://rrlip.ca/userdata/files/201/Project%20Resources/Local%20Childcare%20Promising%20Practices%20(Newcomer%20Children%20and%20Families).pdf)



### EMPLOYMENT OF NEWCOMERS

ONE OF THE MAJOR REASONS FOR CANADA'S IMMIGRATION PROGRAM IS TO RESPOND TO LABOUR MARKET DEMANDS

Did you know...

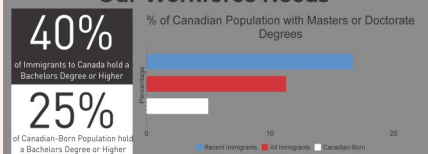
1 in 5 Canadians is foreign born

The Canadian government is committed to raising immigration levels each of the next 3 years

In 1971, there were 6.6 people of working age for each senior. By 2012, this ratio dropped to 4.2 to 1, and projections put the ratio at 2 to 1 by 2036

In recent years, more than 80% of the immigrants coming to Canada are under 45 years of age

**Immigrants Are Coming With Skills Our Workforce Needs**



• While immigrants account for approximately 20% of Canada's population, they represent around 50% of all science, technology, engineering and math (STEM) degree-holders in Canada at the bachelor's level and above.

• Immigrants also have a higher rate of entrepreneurship than their Canadian-born counterparts. This not only creates jobs, but can also attract investment and trade ties to Canada, and help generate innovation domestically.

Thank you to our project partners:

Partner by: Immigration, Refugees and Citizenship Canada

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Partner by: IRSD

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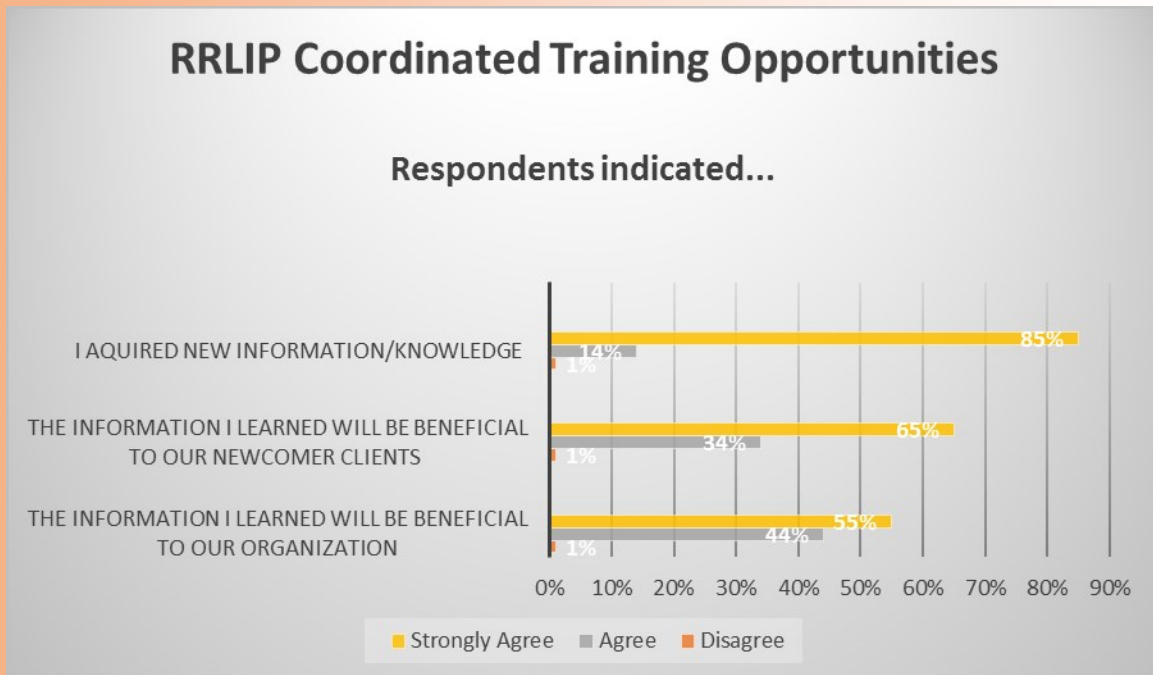
Partner by: IRSD

Partner by: IRSD

## Awareness and Engagement (2017-18)

In partnership with other organizations, the RRLIP project coordinated training opportunities for stakeholder groups and the broader community (e.g. Google Translate App training, Housing Sector webinar, etc.).

Impact was measured and the results indicated value to the community.



How will the information learned benefit you, your organization and newcomer clients? Answers included:

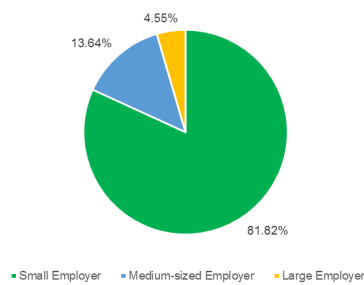
- ◆ It helped us understand the needs and barriers.
- ◆ The training will help in our overall diversity strategy.
- ◆ The information will be useful to us as we communicate with newcomer clients.
- ◆ It helped us understand how to extend services within our organization to support newcomers.

“Within our organization we will continue to discuss and brainstorm about the ideas from the *Bricks and Mortar : Rethinking Refugees and Housing* webinar. “

Housing Sector Stakeholder

## Employer Survey (2017-18)

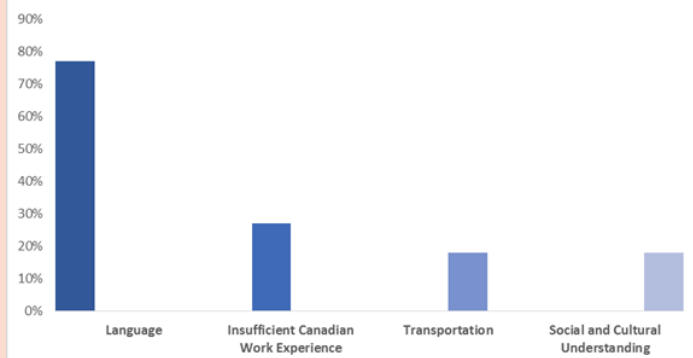
Employer Demographics



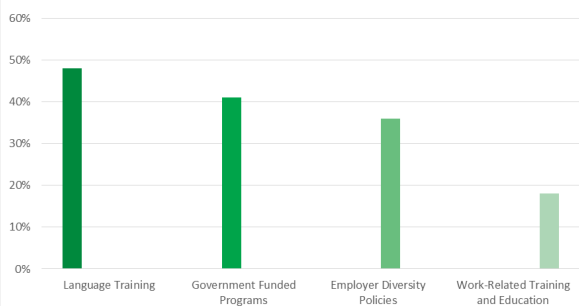
The Regina Region Local Immigration Partnership (RRLIP) conducted a survey of local employers in an effort to better understand the barriers and challenges involved in hiring and retaining newcomers in the local workforce. The surveying period ran from March 1 to March 23, 2018. A total of 22 survey responses from a variety of small, medium and large local diversity employers were collected.

When asked about the barriers or challenges to hiring newcomers, the most frequently mentioned issue local employers reported was language. Insufficient Canadian work experience, transportation, social and cultural understanding, not knowing where to recruit newcomers, the lack of newcomer applicants on posted positions, and newcomers struggling to communicate their experience in interviews were additional common barriers employers mentioned.

Challenges and Barriers to Hiring Newcomers



Solutions to Overcoming Challenges and Barriers



Employers were then asked to identify solutions to overcoming the barriers and challenges of hiring newcomers. The common solutions suggested were language training, work-related training, employer diversity policies, and government funded programs.

In order to overcome language and communication barriers within the workplace, employers suggest including on the job language training specific to sector; more accessible language training in country of origin; and referring newcomers to available language training opportunities.

Employers who have hired newcomers were asked to share their experiences and challenges. Language, understanding and adapting to Canadian culture, and religious understanding were the top employer concerns. Other major challenges included comprehension issues, not knowing employee rights, understanding of the systems used in business practices, not showing up to work commitments, and wages lower than government social programs.

Employers also shared their successes and promising practices of hiring newcomers, which included strategies such as becoming a diversity employer; communication; encouragement and continuous involvement; language supports; and paying higher wages than social assistance.

The full report is available at: <http://rrlip.ca/userdata/files/201/Project%20Resources/Employer%20Survey%20Full%20Report%20-%20FINAL.pdf>



# Regina Region Local Immigration Partnership (2018-19)

## LOOKING AHEAD...

### Continued implementation of the Settlement and Integration Community Plan

[Settlement and Integration Community Plan - 2017-2020](#)

- ◆ **Employment** (Anticipated Result: Local employers support the development of Canadian experience opportunities for newcomers)
- ◆ **Childcare** (Anticipated Result: Childcare providers integrate cultural practices and language retention opportunities into planning and program development)
- ◆ **Canadian Daily Living** (Anticipated Results: Needed mental health supports are identified and implemented at the community level; Newcomers better adapt to Canadian housing through an increased understanding of practical living skills)

### 1st Annual Newcomer Employment Week (May 2018)

Goals:



- ◆ Increase awareness of newcomer employment opportunities (& challenges)
- ◆ Connect newcomers with employment opportunities and existing employment support programs
- ◆ Connect employers with the newcomer workforce and existing support programs
- ◆ Engage those who are not currently hiring and working with newcomers

### Annual Community Forum (early 2019)

Goals:

- ◆ Increase awareness of newcomer needs and strengths
- ◆ Strengthen connections to newcomers and other stakeholders
- ◆ Increase project engagement



### Funders Forum (early 2019)

Goals:

- ◆ Increase awareness of newcomer-focused funding opportunities
- ◆ Strengthen connections between funders and local service providers

[Funding Guide - 2018](#)



### Raising Awareness and Educational Support (on-going)

(e.g. development of additional infographics, webinar hosting focused on local priority topics, other pertinent training opportunities)

Goals:

- ◆ Increase awareness of newcomer needs and strengths
- ◆ Strengthen educational supports for local stakeholders

## Acknowledgements (2017-18)

*With thanks and appreciation to all involved in the RRLIP project...*

### 1) Partnership Council Members:

- ◆ Assemblée Communautaire Fransaskoise (CHAIR) 
- ◆ Regina Public Library (CO-CHAIR) 
- ◆ Regina Fire and Protective Services 
- ◆ Regina Police Service 
- ◆ Réseau en immigration francophone de la Saskatchewan 
- ◆ UR International 
- ◆ Regina Open Door Society 
- ◆ City of Regina - Community/Cultural Development 
- ◆ Government of Saskatchewan - Labour Market Services 
- ◆ Immigration, Refugees and Citizenship Canada 
- ◆ Regina Public School Division 
- ◆ Saskatchewan Health Authority – Regina Area 
- ◆ Immigrant Advisory Table (IAT Chair) 

## Acknowledgements (2017-18)

*With thanks and appreciation to all involved in the RRLIP project...*

- 2) Immigrant Advisory Table (individual newcomer members)
- 3) Private Sponsorship Network Members (individual members)
- 4) Canadian Housing Advisory Committee Members:

- ◆ Regina Housing Authority 
- ◆ Sask. Landlord Association 
- ◆ Sask. Housing Corporation 
- ◆ Regina Open Door Society 
- ◆ Salvation Army  Giving Hope Today
- ◆ Regina Immigrant Women Centre  *Regina Immigrant Women Centre*
- ◆ YWCA 
- ◆ Justus Smith, REALTOR® 
- ◆ Catholic Family Services 
- ◆ Phoenix Residential Society  Phoenix Residential Society  
Strengthening Community  
by Supporting Recovery
- ◆ Assemblée Communautaire Fransaskoise 

### RRLIP Project Partners (Project Administrators and Funder):



Funded by:	Financé par :
 Immigration, Refugees and Citizenship Canada	Immigration, Réfugiés et Citoyenneté Canada

