

2018 Alberta Integration Summit:

Final Report

Final Report

Alberta Association of Immigrant Serving Agencies (AAISA)

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Funded by:

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Immigration, Refugees
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Table of Contents

	Page
1. Acknowledgements	2
2. Introduction	4
3. Plenary Sessions	4
Opening Remarks	4
Plenary 1: Service Mapping Presentation	4
Plenary 2: Call for Proposals 101	5
Plenary 3: National Settlement Council (NSC) Update	6
Plenary 4: Community Typologies	7
Plenary 5: Cluster Update	7
Plenary 6: Overview Language, Youth, Community Connections, and Labour Market	8
Plenary 7: Targeted Services	10
Plenary 8: Vision for a Program Management Reset	11
Plenary 9: Diversity and Inclusion from an Intersectional Lens	13
4. Consultation on CFP Priorities	13
5. Professional Development	18
Workshop Block A	18
Workshop Block B	19
6. Summit Survey Feedback	21
7. Appendices	24
Appendix A: List of Attendees	24

1. Acknowledgements

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Dedicated and Valued Volunteers and AAISA Members

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2. Introduction

In September 2018, AAISA hosted the Annual Integration Summit over three days in Edmonton, Alberta (September 19 – 21, 2018). The Alberta Summit was the third such event in the Prairies-Northern Territories (PNT) Region in the month of September, following Summits in Saskatchewan and Manitoba. The first two days of the event primarily focused on consultations for the priorities for IRCC's 2019 Call for Proposals. They also provided an opportunity to share information on the context and vision for the sector through plenary sessions. The third day was organized by AAISA staff and included plenaries and workshops on various topics to support sector professional development.

The following summary report is based on this event and the learnings that were discussed during the three days of plenaries, panels, and breakout discussions. The report will highlight the significant themes, ideas, and information that were shared among stakeholders at the event in order to frame the priorities for the sector moving forward.

3. Plenary sessions

Opening Remarks

The opening remarks included Erick Ambtman, Executive Director of the Edmonton Mennonite Centre for Newcomers (EMCN), Corrine Prince, Director General of IRCC, Minister Christina Gray of the Ministry of Labour, Government of Alberta and Rod Loyola of the Legislative Assembly. Additionally, as part of a land acknowledgement, elder Tom Snow addressed reconciliation in Alberta, highlighting that the immigrant sector has a role to play in reconciliation as it welcomes newcomers to Canada. Corrine Prince, Director General of IRCC and co-Chair of the National Settlement Council, also presented on a vision for immigrants' success contributing to the success of Canada, highlighting the importance of data in Canada's ability to enact a national plan for settlement and integration.

English and French presentation decks for all plenary sessions can be found here: <http://aaisa.ca/media/media/>.

Plenary 1: Service Mapping Presentation

This plenary was presented by John Biles, Acting Director of the Settlement Network at IRCC, Alice Wong from the Ministry of Labour and Sarosh Rizvi, Executive Director of AAISA. It viewed the state of settlement in the province from the national and provincial lenses, while focusing on the current needs and future directions for Service Provider Organizations (SPOs).

John Biles' presentation focused on the state of Alberta settlement, including the range and variety of services offered across Alberta. He also addressed the number of IRCC staff changes in the region, introducing the incoming Directors and Managers. The presentation also emphasized the declining number of arrivals in Alberta since 2017, and the subsequent impact that will have on funding in the coming years. This included:

- The current over-investment in language training
- The emphasis on occupancy rates in English classes instead of enrollment rates
- The rates of Information and Orientation, Needs Assessments, Language Assessments and Community Connections year to date delivery



- The engagement role of AAISA as a megaphone for the Alberta sector
- Alberta's lack of success on Service Delivery Improvement Initiatives applications

Alice Wong's presentation focused on the programming offered across the province. Focusing on three areas - labour market attachment for newcomers, language supports and French supports for newcomers - she presented on the province's data for the current and previous fiscal year. She updated the group on Alberta Labour's current Call for Proposal and highlighted the following programming in the province:

- Trauma informed courses for hospitality and customer service environments
- Improving labour market attachment for newcomers
- Workplace and Community Integration streams

Sarosh Rizvi presented on AAISA's role in supporting the sector and both level of funders openness to feedback from the sector to help guide programming going forward. The presentation highlighted three questions:

- How can the sector be proactive and provide context in guiding the sector?
 - This included the role of iCARE, funding levels and the ability of the sector to demonstrate the needs and gaps of programming and collective decision making
- What is AAISA's role going forward?
 - This included gathering and sharing better information across surveys and caucus meetings on top of existing quantitative data and how to meet the needs of the entire sector when the needs across municipalities vary drastically
- The professionalization of the sector?
 - This included sector compensation, the development of sector protocols and continued professional development for all staff in the sector

Plenary 2: Call for Proposals 101

This plenary was presented by Grace Van Fleet, Assistant Director, Settlement Services from IRCC. It provided details, guidelines, and criteria on three main funding opportunities through IRCC. Specifically:

- Expression of Interest (EOI)
- Request for Quotations
- Call for Proposals (CFP)

Call for Proposals were described as a way to procure core services in settlement/resettlement and direct/indirect services every three to five years and result in Contribution Agreements. Applicants submit a full application, IRCC reviews and assesses applications, and then the applicant and IRCC enter into negotiations for a Contribution Agreement. Upon a successful negotiation, organizations receive a Contribution Agreement with IRCC. IRCC provided advice on how to put together a successful proposal, which includes: preparing documents as early as possible, staying informed, and applying early in the process to avoid last minute challenges. She also spoke of common missteps SPOs encounter when applying for funding and how to avoid them.

Questions for the session included:

- The guidelines for the new CFP. Ms. Van Fleet noted that they are currently being updating and, once completed, will be posted on the IRCC website.
- The idea of applying early, in which the response was that SPOs will have six weeks to get their documents...
- LIP eligibility for funding, which the response was to focus on their status and whether their agency would have to apply for funding through a fiscal agent

Plenary 3: National Settlement Council (NSC) Update

This plenary session was presented by Corrine Prince, Director General of IRCC and Erick Ambtman, Executive Director of EMCN, who spoke of the development at NSC and NSC Plus. The NSC Plus group included representatives from LIPs as well as certain underserved populations who met with IRCC to receive feedback in four (CORE) programming areas:

- Client Centred: Programming that is tailored to meet the specific profiles of clients (e.g., Francophone newcomers, women, youth, LGBTQ2+, refugees, and other clients who are vulnerable, marginalized, or face barriers).
- Outcomes driven: Programming that is driven by evidence to ensure the best outcomes for clients, both in the short and long term, moving from outputs to outcomes
- Responsive to need: Programming that meets the needs of both clients and society to best integrate newcomers and achieve a shared vision for settlement and integration while contributing to welcoming communities.
- Effectively using our resources: IRCC also highlighted next steps, which include the continuation of priority setting based on the needs of newcomers, consultation and collaboration with all stakeholders, and accumulation and analysis of data to better understand the diverse needs of newcomers.

Erick Ambtman presented to attendees on AAISA's process of accounting for all members' concerns in presenting them to NSC. Additionally, he spoke of the debriefing process that Alberta's delegates will follow to ensure that all information gathered at NSC meetings is shared among all service providers in the province.

Questions for the session included:

- The discrepancy between Alberta's two representatives at NSC vs. the three for BC. This was responded by acknowledging that the current terms of reference for the NSC are under review and that one of the items on the agenda is the number of seats for Alberta.
- Concern about the basis of IRCC basis of funding on landing numbers which was responded by emphasizing that IRCC is not the sole funder that can support this population and by also comparing funding for settlement in Canada to that in the USA.

Plenary 4: Community Typologies

This presentation was delivered by Abdi Aden, Acting Supervisor, Settlement Network, IRCC with responses from Angelica Lambert, Strategic Engagement Lead for Small Centres at AAISA and Ida Kamariza, Coordonnatrice, Réseau en immigration francophone de l'Alberta (RIFA).

Abdi Aden's presentation spoke of the Small Centres Strategy and how to ensure fairness to clients and SPOs. He spoke of inconsistencies in service profiles in communities of similar sizes, inconsistencies in smaller centres vs. their urban counterparts, and the need for enhanced services for vulnerable newcomers. This led to the creation of a tiering system in the PNT region and in Alberta specifically, made up of the following four tiers:

1. **Tier 1: Smaller Communities:** Population of up to 10,000 and/or 20+ landings and/or unique clients in iCARE for 206/17
2. **Tier 2: Small Cities:** Population of 10,000 to 35,000 and/or 50+ landings and/or unique clients in iCARE for 2016/17
3. **Tier 3: Medium-sized Cities:** Population of 35,000-150,000 and/or 200+ landings and/or unique clients in iCARE for 2016/17
4. **Tier 4: Major Urban Centers:** Population over 150,000 and/or 1000+ landings and/or unique clients in iCARE for 2016/17

The community typology system aims to inform a suite of settlement services that IRCC seeks to fund in each community, enhance consistency, and ensure comparable settlement services regardless of the community. The next step would be to identify a minimal basket of services to be available in each community tier. This identification can be done by considering the details of the community, focus on client-centred programming approach, find and build upon strengths within a community, and leverage existing partnerships.

Angelica Lambert followed the presentation by highlighting AAISA's engagement strategies, including an annual survey, site visits, regular teleconferences and face to face meetings. These strategies also inform the Small Centres toolkit, which will be completed by AAISA this fiscal year. She spoke of recommendations at the Systems and Organizational levels, along with examining inconsistencies in the tiering system, as certain municipalities have differing supports within the same tiers whereas others have shifted the tiers under which they fall.

Ida Kamariza spoke of the realities of Francophone immigration in Alberta and about the improved prospects of retention of Francophone newcomers if services, especially language resources, was improved.

Plenary 5: Cluster Update

This plenary was presented by John Biles, Acting Director of the Settlement Network at IRCC. The IRCC Cluster approach was designed asynchronously as an experiment to view the varying aspects within the broader settlement framework so as to create professional development and networking opportunities for service providers operating in the same general areas. To date, the cluster system has worked well in the areas of language assessment, employment, post-secondary institutions, and information and orientation. It has also accomplished useful results among service providers for refugees, Francophone newcomers, case management, youth, newcomer women, small centres, and LGBTQ2+ newcomers. A member of the PNT

Management Team will be tasked with leading the development of each cluster, with sessions rotating between the three provinces of the PNT region over the three years of the current CAs.

Some of the clusters have worked on implementing a joint evaluation of similar types of programming, which is an effective way to allocate resources. Some of the challenges faced by the system include allocating resources equitably, timing or planning, outcomes, and access to reports. Professional development is an important part of IRCC's planning activities. IRCC has set norms for maximum financial support for professional development as part of contribution agreements, which include:

- Providers in large centres: \$2700 for conference participation plus \$150/staff member for staff of language programs and \$300/staff member for other settlement staff.
- Providers in small centres: \$3000 for conference participation plus \$150/staff member for staff of language programs and \$300/staff member for other settlement staff.

Questions for the session included:

- Clarification about where funding will be allocated for professional development. This was responded to by identifying three areas of professional development funding, including:
 - A per head rate for each IRCC-funded staff to attend individual or group professional development trainings
 - A standard amount per agency to send staff to larger or national conferences such as Metropolis and Pathways to Prosperity
 - A fund for participation in cluster events
- Sharing information about upcoming clusters, which was responded to with a clarification on who the correct contact is as IRCC is focusing on how to bring the cluster information to the broader sector
- How to engage with IRCC once an issue has been identified to involve in the planning phase of the varying areas of professional development in the sector. This was responded to by emphasizing the growth of umbrella organizations and their relationships with IRCC as key contributors to developing the issues and solutions

Plenary 6: Overview Language, Youth, Community Connections, and Labour Market

This session was delivered by Rhonda McIntosh, Acting Manager, Settlement Network, IRCC and Ryan Palik, Saskatchewan Intercultural Association (SIA). Rhonda MacIntosh's presentation covered what is being done now in the realms of language, employment, youth and community connections, while also focusing on priority setting and next steps.

- **Language:**
 - IRCC-funded immigrant serving agencies currently offer blended, informal and formal language training to newcomers in small centres and urban areas of Alberta.
 - Language training is offered through 30 contribution agreements across Alberta.
 - This funding provides Stage 1 (Literacy to CLB-4) and Stage 2 (CLB 5 –CLB 8) learning opportunities for newcomers in the province.

- Language training comprises approximately 40% of Alberta's federal settlement funding allocation for fiscal year 2018-2019.
- **Employment:**
 - IRCC-funded immigrant serving agencies provide employment related services including employment preparation, employment counseling and employer engagement in Urban and Small Centres Alberta.
 - Employment Related Services are funded through 28 contribution agreements.
 - Proposals for blended language/employment pilot projects remain a priority for expansion.
 - Employment Related Services programming has been almost exclusively the domain of provincial government in Alberta, with only very modest investments by IRCC.
- **Youth:**
 - IRCC-funded immigrant serving agencies currently deliver youth related services for newcomer youth in Small Centre and Urban Alberta.
 - Youth services are funded through 25 contribution agreements.
 - IRCC negotiated target numbers of 17,297 SWIS clients in fiscal year 2018-2019. \$7,628,463 in funding has been allocated to SWIS programming.
 - IRCC negotiated target numbers of 5,203 critical-hour youth clients in fiscal year 2018-2019. \$4,831,659 in funding has been allocated to Critical Hour Youth Programming.
 - IRCC negotiated target numbers of 2,475 spring/summer youth clients in fiscal 2018-2019. \$1,396,266 in funding has been allocated to spring/summer programming.
- **Community Connections:**
 - IRCC-funded immigrant serving agencies currently offer Community Connections programming to newcomers in Small Centre and Urban Alberta through:
 - Volunteer Engagement
 - Mainstream Engagement
 - Connecting newcomers to Canadians
 - Community Connections activities are offered via 35 negotiated contribution agreements.
 - Targeted matching and volunteer coordination are taking place at individual SPOs using their resources to engage the broader community.
 - Community Connections funding comprises 6% of Alberta's settlement funding allocation for fiscal year 2018-2019.

For priority-setting in these areas, the emphasis was placed on the connection of IRCC investment to landing numbers and demonstrable needs. IRCC is currently working to:

- Prioritize programming needs
- Identify what program aspects require additional funding
- Look beyond outcomes in those areas where they lack the ability to effectively demonstrate the impact of services and activities

Ryan Palik presented on the results of summer program evaluation from the Summer Youth Program (SYP) which was delivered by 23 organizations across three provinces and Nunavut. The revised Summer Youth Program Logic Model was presented to demonstrate the planning behind the programming. The ultimate outcome of the SYP is the integration and contribution of newcomer and refugee children to Canada's economic, social, political, and cultural development. During the evaluation of the program, it was confirmed that the SYP works toward addressing several settlement and integration needs of newcomer youth. In particular, it encourages youth to learn about community, the local environment, and Canadian society. It also builds relationships and develops connections and social engagement. The SYP enhances newcomer youth's ability to integrate into the school system.

Questions for the session included:

- Advice for a service provider who delivers a six-week women's program on how to do continuous follow up. The response acknowledged the difficulty of ongoing follow-ups and spoke to the informal methods agencies can implement to foster long-term relationships with clients.
- How to solicit donations, especially for material goods, while still following IRCC funding guidelines. IRCC assured agencies that, although they are required to declare any in-kind funding, they are welcome to support outside of IRCC programming.

Plenary 7: Targeted Services

This session was delivered by Lori Wilkinson - Immigration Research West (IRW) who was presenting on the results of a survey done on Yazidi refugees. Additionally, Elisha Astles, Acting Manager, Settlement Network, IRCC and Bindu Narula, Resettlement and Integration Manager, Calgary Catholic Immigration Society responded to the research.

Lori Wilkinson presented on specific stories of Yazidi refugees, and on some of the difficulties of identifying the group or even their shared history. With the purposes of helping to guide and inform coordination of services for a high-needs and vulnerable group of newcomers, preliminary results were shared from the first of a study on Yazidi refugees' settlement experiences in Winnipeg, Calgary, Toronto, and London. Data was drawn from 35 in-person interviews conducted in Kurmanji. A few fundamental differences between Yazidi refugees as compared to others were presented, namely:

- The majority being female, as they were more likely to be able to escape
- That all came as GARs
- And that none had a knowledge of English, as many had no schooling and those that did, were educated in Arabic
- They have experienced profound trauma and exposure to violence, which negatively influences their ability to successfully settle once they arrive in Canada

Although most Yazidi refugees had attended pre-arrival workshops, there was much misinformation and misaligned expectations due to language limitations.

While the sample of 35 refugees is not representative enough to draw systems level conclusions, the report did find some direct similarities to both the Oliphant Report and the IRCC Syrian Review (2018).

Bindu Narula presented on the planning and response in Calgary to the arrival of Yazidi refugees. This included the following factors and challenges:

- The fact that they were coming as Internationally Displaced Persons (IDPs) and not as refugees from their home countries
- The feelings of lack of honour stemming from being held captive
- The language barrier, including the resistance to speak Arabic as it was the language of the captors
- The desire to work with female support workers who were in especially short supply due to the rarity of Kurmanji speaking support staff in general
- The physical and health needs, including conversion disorder stemming from the trauma they incurred in Iraq
- Pushback from the Kurdish community, who desired to be part of the process, while the community was not ready to receive the support
- The creation of non-traditional family units as an adoption technique after having lost many family members

Questions for this session included:

- Is there anything Canada is doing to support the family members of refugees who have arrived in Canada? This was responded to by indicating that the Oliphant Report will be delivered by Parliament in the coming days that will speak to the strategy on this.
- What are the lessons learned that we can include in our support of these populations? This was responded to by emphasizing the importance of background information about the history of particular regions, but also a reminder that there is no single solution for these situations. Additionally, the fact that refugee status is a temporary state for individuals was indicated and the importance of building a connection with refugees after their arrival was essential.

Plenary 8: Vision for a Program Management Reset

This plenary was presented by John Biles, Acting Director of the Settlement Network at IRCC. The purpose of this session was to re-examine the processes and systems in place and look at the next logical step in the evolution of settlement systems. The desired impacts of a reset include:

- Funding recipients can maximize time spent delivering services to newcomers and further develop their capacity and expertise.
- Create time and space for Officers to focus on value-added activities, such as:
 - increased engagement with service provider organizations;
 - information gathering on local needs and how they relate to national priorities and trends; and
 - ongoing analysis of gaps in services.

IRCC has identified a need to re-think the nature of the Officer-SPO relationship since this is a central element of the integrated approach to the program management reset. This would require a culture change in the design, delivery, and management of how IRCC develops and implements contribution agreement management processes. These changes are especially important as the sector is approaching the upcoming five-year CFPs, which come with their own host of administrative constraints. The program management reset significantly shifts relationships and roles in a number of ways:

- **For Officers and IRCC:**
 - There is a movement from reactive approaches with stakeholders to proactive engagement with partners.
 - A shift from enforcement-based oversight and information gathering to a collaborative approach to information gathering.
 - There will be a shift from a need-to-know basis type of approach to internal requests to developing expertise of newcomers' needs within the context of the community receiving services.

- **For SPOs and funding recipients:**
 - Movement from being apprehensive of inquiries made by Officers to developing an interest in sharing successes and challenges
 - A shift from focusing on transactional elements to working in an environment based on mutual trust.
 - There will also be a shift from emphasizing 'reporting up' rather than achieving results to an increased attention on delivering outcomes and addressing client needs.

Critical success dependency, which includes a balanced approach to risk to allow reporting and budget flexibility, should be adopted. This is an approach that has a well-informed management of risk as it supports responsive, innovative, and outcomes-based programming. The new approach will result in more meaningful reporting and oversight requirements as well as more budget flexibility, when appropriate.

Vision implementation and the way forward include:

- Continuous exploration of how IRCC administers and manages the program based on a renewed assessment of risk.
- Support more time spent on value-added activities for both IRCC staff and funding recipients.
- Engagement of funding recipients throughout the process in order to assess the impact of IRCC's decisions and changes.
- The sector will be a partner in the implementation of the longer-term vision.

IRCC has a Gantt chart for the processes to get from the Summit to April 1, 2020. They emphasized that individual SPOs need to stay on schedule for their activity monitors, as well as budget and reporting deadlines to ensure that IRCC offices can stay on schedule themselves. IRCC also shared a risk assessment framework and individual agencies risk ratings.

Questions from this session included:

- Clarification about transparency around risk ratings for agencies, which was responded to by the role of GCS and the ability to know risk rating by the number of monitors that are required by IRCC
- Clarification between small and large agreements, that was responded to by referring to an earlier presentation that identified the types of agreements that fall into either category.

Plenary 9: Diversity and Inclusion from an Intersectional Lens

The final plenary of the Summit was delivered by Irfan Chaudhry, Director of MacEwan University's Office of Human Rights, Diversity and Equity Marni Panas, Senior Advisor, Diversity and Inclusion, Alberta Health Services (AHS). Responding to their presentation was Adebayo Katiti, a refugee from Uganda. She shared her story of being a Refugee Claimant who initially came to Canada as an athlete but stayed when facing persecution in her home country due to her sexual orientation.

Marni Parnas spoke of her own intersecting identities and how policy, legislation, practice and faith affect them. Additionally, she spoke of her role at AHS and the role of its Diversity and Inclusion principles. Irfan Chaudhry focused in more detail on understanding intersectionality as the idea of multiple identities intersect to create a whole that is more than the sum of their parts.

The plenary session was accompanied by a panel discussion, comprised of both presenters and the respondent. The session included conversations about the ideas of living dual lives with identities that are forced to be hidden, persecution and the definition of allyship.

4. Consultation on CFP Priorities

During the first two days of the Summit, breakout sessions focused on identifying priorities for the upcoming Call for Proposals. IRCC staff facilitated concurrent sessions on a variety of areas of programming, where participants worked in smaller groups to discuss possible priorities. Following a report-back from smaller groups on the priorities they identified, participants were given the opportunity to vote on their top three priorities. The below section outlines the top priorities identified in the twelve different breakout session.

Needs Assessment and Referral

Participants in this session emphasized systems-level solutions to better facilitate the Needs Assessment and Referral (NARS) processes. Participants suggestions included mechanisms to streamline processes for both clients and staff, and high-level coordination across service providers.

Priorities identified:

1. Centralized case management database with resource access
2. A full and comprehensive needs assessment, combining settlement needs and language assessment coupled with less silos and improved history of client services aimed at demographics, such as youth, vulnerable population, or seniors

3. Case management approach for multi-barriered clients

Information and Orientation

Participants in this session emphasized systems coordination and service approach as priorities in Information and Orientation. They also suggested particular topics within Information and Orientation programs that require further focus.

Priorities identified:

1. A “community of services” approach to reduce competition and encourage common outcomes
2. Mental health, physical health, and human rights
3. Outreach and mobile services to isolated newcomers to provide I&O

Local Immigration Partnerships (LIPs)/Reseau en Immigration Francophone de l'Alberta (RIFs)

The priorities stemming from the LIPs/RIF breakout session, looked at specific aspects of their operations in the Alberta context.

Priorities identified:

1. The need to implement action plans while maintaining the autonomy and flexibility needed to respond to local needs as a means of navigating overarching principles (LIP)
2. Services for clients who are not eligible for IRCC funding (RIF)
3. Francophone specific language services in Francophone agencies (RIF)

Support Services

The priorities identified by participants focused on both improving access to services and improving their success when receiving services. While programs and services may be high quality, these barriers may diminish their impact on clients.

Priorities identified:

1. More flexibility in the definition of crisis counselling as well as more sessions and a broader scope to deal with trauma
2. Accessibility to 100% funded childminding services so clients can access other services essential to their settlement and integration (e.g. language training/LINC)
3. Access to reliable transportation in order to access services (i.e. subsidized taxi fares, bus hires to ‘hubs’ for groups of clientele)

Language

Recommendations were identified for the different aspects of the assessment, development, delivery, and availability of language services.

Priorities identified:

1. Increase in availability of language classes for newcomers with higher CLB levels (5+) with a focus on academic training in addition to employment specific training
2. Development of CLB appropriate curriculum and materials
3. The need for psycho-social assessment and crisis counseling before language training

While improved ability to assess client trauma and psycho-social wellbeing is beneficial for language service providers, access to language services is essential to their settlement process. This should not be delayed, as is a key factor in integration, financial stability, and other aspects of wellbeing.

Youth

Of the priorities identified, two were about program types that target emerging needs. The third priority focused on service coordination and collaborative system development to support efficiency and effectiveness in service delivery.

Priorities identified:

1. Enhanced settlement services for youth aged 16 to 24 years (e.g. academic bridging, academic language, and transitioning)
2. Out of school time (summer, critical hours)
3. Support from IRCC for interagency and intergovernmental partnerships (e.g. enhanced communication for less duplication, increased system effectiveness, access to other funding sources)

Community Connections

Participants highlighted the reliance of community connections programs on the work of volunteers, the success of which requires agencies to provide professional and timely coordination. Space is an important aspect of the impact of these programs, and therefore opportunities for services in public facilities creates bridges between newcomers and the broader community.

Priorities identified:

1. IRCC-funded volunteer coordinator
2. 2015 CFP Priority adjusted – Settlement supports in libraries, community centres, community spaces, local service provision agencies that facilitate bridging...
3. Developing a conception of community connections as a “two-way street” model for integration and recognizes the host communities’ opportunities to learn and grow

Labour Market

Participants in the Labour Market breakout session prioritized flexibility in program to support alignment to the local context to ensure clients develop relevant skills that meet the labour market’s needs.

Priorities identified:

1. Development of soft skills, life skills, and professional skills that are customized for newcomers and the community where they are located; integration of these skills with language and technical skills
2. Creation and development of entrepreneurship programs that address the skills and needs of clients
3. Continuum of services with flexibility to adapt and design programs to labour market needs

LGBTQ2+

Discussion participants emphasized the need for funding to support organizational and staff capacity development to welcome and serve LGBTQ2+ clients. The importance of developing networks of LGBTQ2+ newcomers was also emphasized.

Priorities identified:

1. Comprehensive mandatory training plan to assist agencies to serve this vulnerable newcomer population
2. Safety audit with follow up to assess its effectiveness
3. Funding to partner with non IRCC-funded agencies of expertise to train staff to assist this community
4. Supports for LGBTQ2+ newcomer networks

Seniors

The priorities identified in this breakout session focused on funding for services that allow agencies to connect and overcome isolation as well as those orientation programs that incorporate learning on seniors for the whole family.

Priorities identified:

1. Family inclusion orientation
2. Addressing or identifying cases of isolation
3. Outreach

Women

Programs that achieved outcomes for women in different areas of settlement and integration were highlighted, as well as services for vulnerable women and support that remove barriers to service access.

Priorities identified:

1. Women's outcomes for language, social integration, employment, etc.
2. Specialized services for vulnerable women including mental and physical health, positive parenting in a Canadian context, social connections, and basic needs including housing and human rights. This also includes employment training for low literacy women.
3. Federally funded child-minding services

Newcomers with Disabilities

The priorities identified focused on expanding supports for newcomers with disabilities and to build organizational capacity to support those newcomers.

Priorities identified:

1. Inclusion and diversity training on disabilities, including knowledge exchange for SPOs, families, and communities.
2. Development/creation/adaptation of tools/resources to support those with disabilities (I.e. language assessment, language classes etc.)
3. Program development for those with disabilities

Francophone Communities

The priorities identified for funding targeted towards Francophone agencies emphasized the coordination of programming as well as programs with specific focus on mental health and digital literacy.

Priorities identified:

1. Coordinate programming for the holistic care of the needs of immigrants
2. Mental health and stress management programming
3. Digital literacy

Small Centres Communities

In Alberta's small centres, the breakout discussion identified the need for capacity building and administrative support for agencies, as well as more funding for support services and employment programming.

Priorities identified:

1. Appropriately funded capacity building for Small Centres in the way of professional development and language, settlement, and integration supports
2. Greater ration of support services and admin funding for Small Centres SPOs
3. Labour market programming tied through technology with best practices from larger centre

Common themes and priorities for funding

Across the different breakout sessions, two common themes emerged around programming priorities for the Call for Proposals to focus on.

System coordination

The need for greater coordination of programs and across agencies was highlighted in a number of sections. This emerged in both breakouts on specific service types (NARs, I&O, Labour Market) and on programming for target groups (Youth, Francophone). Suggestions focused on the role of data systems to achieve greater coordination of services, as well as a case management framework and a continuum of services approach.

Organizational capacity development

The topic of organizational capacity development came up in a variety of breakout sessions as a priority. Sessions on community connections, disabilities, LGBTQ2+, and small centres communities mentioned specific aspects of this, including professional development, training, administrative funding, and staff positions. Such items build a foundation for agencies to offer effective, outcome-driven programming.

5. Professional Development

The third day of the Annual Integration Summit was developed by AAISA staff, with the guidance of the Summit Advisory Committee. This Committee helped identify the different topics for discussion and provided some suggestions for potential speakers. The day started with an opening plenary, which was followed by a block of short workshops in the morning and long workshops in the afternoon.

Workshop block A

Five hour-long sessions we held following the opening plenary.

A1 – Conflict resolution from an intercultural perspective

This workshop focused on conflict management in the workplace through intercultural communication and intercultural understanding. Participants learned strategies for intercultural conflict resolution between staff, as well as for between management and staff as well as organizations.

The session was led by Sarah Apedaile, an intercultural specialist and faculty development advisor at Norquest College.

A2 – Professional development: AAISA’s current and future learning opportunities and standards for the sector

AAISA presented on the future of its professional development offerings and professional standards. Participants were given the history of AAISA’s PD and certification, followed by discussions about the upcoming changes to AAISA’s professional development delivery in aiming to better meet the professionalization needs of the sector and newcomers in Alberta.

The session was led by Sarosh Rizvi and Jana Miller from AAISA.

A3 – Best practices in child and youth programming

In this workshop, a panel of service providers shared their approaches to child and youth programming. They spoke of their specific services, their rationale, and the best practices around development, implementation, and management.

Presenters included: Sentsetsa Pilane from the Boys & Girls Clubs Big Brothers Big Sisters of Edmonton; Matthew Knox from the Calgary Bridge Foundation for Youth; Kim Chung from the Centre for Family Literacy; and Ricardo Morales from the Calgary Catholic Immigration Society.

A4 & A5 – Innovative Practices in Settlement and Integration

Two concurrent sessions took place, where agencies presented on specific innovative program offerings or approaches. Following brief presentations, there was an opportunity to ask questions and discuss learnings.

Session A4 included presentations by:

- Calgary Bridge Foundation for Youth - The mentorship expansion project
- Central Alberta Refugee Effort – Youth in transition
- Immigrant Language & Vocational Assessment-Referral Centre – Remote language assessment
- Edmonton Mennonite Centre for Newcomers – LGBTQ+ newcomer group
- Bow Valley College – Indigenous awareness training for English language learners
- Calgary Immigrant Women’s Association – Bridging the divide between disabilities and settlement sector through the IDEA project
- Calgary Immigrant Women’s Association – Child development worker certification for immigrant women

Session A5 included presentations by:

- Bredin Centre for Learning – Creative connections: Settlement and integration through art and innovation
- Calgary Immigrant Women’s Association – Health literacy partnerships to improve the health outcomes of multi-barriered immigrant women
- Calgary Immigrant Women’s Association – Addressing market demand and developing a career path for women with mid-level English
- Central Alberta Refugee Effort: Community-based care for newcomer children
- Lethbridge Family Services – Engaging newly landed GAR youth during RAP/ISP orientation period
- Calgary Catholic Immigration Society – Settlement best practices for the Yazidi population
- Edmonton Mennonite Centre for Newcomers – Innovative collaboration to build settlement and integration capacity in the broader community: From siloed sector to collaborative programming for cross-sector capacity

Workshop block B

This set of workshops looked to provide time for presentation as well as group work and discussion. Five concurrent sessions took place for a period of three hours.

B1 – Following a code of conduct and addressing ethical dilemmas faced by the sector

In addition to presenting a code of conduct, this session included presentations on promoting a safe workplace environment, ethics in research, and specific ethical dilemmas that have arisen



in the sector. Featuring presentations on following a code of conduct and addressing ethical dilemmas in the sector, participants engaged in group discussions.

The session included presentations from Valerie Ouedraogo from MacEwan University, Sarosh Rizvi from AAISA, and Renais Gayle who is an educational consultant.

B2 – Developing Opportunities to Collaborate with the Francophone Sector

A panel led this workshop focused on promoting excellence in Francophone newcomer service delivery through collaboration, with discussion on best practices for collaboration, challenges, and potential strategies.

The panel was composed of the following people: Esdras Nqenzi from the Centre d'Accueil de Nouveaux Arrivants Francophone de Calgary; Rhéal Poirier from the Government of Alberta Francophone Secretariat; Houmou Guiro from Portail de l'immigrant en Alberta; Alejandra Aracena from Centre d'Accueil Francophone; and Bonaventure Otshudi from the Ontario Council of Agencies Serving Immigrants.

B3 – Outcome measurement practices and lessons learned

This workshop aimed to support participants on how to define outputs, outcome measures, and their value. Presenters shared examples of each and shared their experiences with different outcomes measures. Additionally, the session examined the challenges of developing a culture of evaluation and suggested strategies for shifting from outputs to outcomes.

The session was led by Roxanne Felix-Mah from the University of Alberta, Kim Tucotte from the City of Edmonton, Sheilah Pitman from United Way of the Alberta Capital Region, and Zedingle Ghebremusse from the City of Edmonton.

B4 - Promoting inter-culturism and collaboration with Indigenous communities

During this workshop, participants examined the importance of collaboration and cultural understanding between Indigenous and non-Indigenous communities and agencies. Presenters shared examples of initiatives and programs that engage these communities and agencies and further outline the necessary components of effective collaboration, the challenges that may arise, and potential strategies.

The presenters in this session included Robbie Kaboni, Bryn Herbert, and Tristan Ironstar from the Bent Arrow Traditional Healing Society, as well as Sara Buczynski from the Edmonton Mennonite Centre for Newcomers and Angelica Quesada from Norquest College.

B5 – Public relations: How to equip the settlement sector to handle communication in positive and negative situations

This workshop started with a presentation on representation in the media, through an examination of how the media has covered the stories of Black Albertans over time. This was followed by a presentation on approaches and tactics to influence coverage of issues by the media. Following presentations, participants and presenters engaged in a discussion on approaches that could be taken in response to a variety of issues and media stories.

Bashir Mohamed from Black Lives Matter and Neill Fitzpatrick from MacEwan University presented at this workshop.

6. Summit Feedback

Overall Satisfaction

- Overall, Day 1 and 2 of the Summit received positive feedback (Very Satisfied), especially in regards to Registration, Lunches, Coffee Breaks, Simultaneous Translation, Use of Technology and Summit Staff. However, the feedback for Quality of Content and Speakers was mixed. Attendees indicated that plenary sessions were good and informative, but that when it came to the workshops, the people leading them seemed unprepared and disorganized and often lacked the necessary documents/printouts. In addition, when it came to plenary sessions, attendees indicated that it was difficult to follow the presentations when there were no handouts and on one side the presentation was in English and on the other it was in French.
- Overall, the feedback for Day 3 was positive. However, several people indicated being unable to provide feedback because they had not attended the last day of the Summit. Attendees indicated three days for a conference was too long.
- In regards to technology, the majority of respondents indicated that Connectivity (57%) and Audio (64%) at the Summit were Excellent. The only feedback received in regards to technology, was that the screen were hard to see for attendees sitting in the middle and that before any session starts we should indicate on which side the English and French slideshow will be so that attendees can move seats if necessary.

Day 1 & 2: Plenary Sessions

- Topics and content: The highest rated plenary sessions were the National Settlement Council Update (Day 1), Service Mapping Presentation (Day 1), and Diversity and Inclusion from an Intercultural Lens (Day 3), with 77%, 67% and 67% of respondents indicating they were Very Satisfied, respectively.
- Speakers and format: The highest rated sessions were Call for proposals (Day 1), National Settlement Council Update (Day 1), and Cluster Update (Day 1), with 68%, 64%, and 59% of attendees indicating they were Very Satisfied, respectively.
- 83% of respondents indicated that the length of the plenary sessions was sufficient.

Day 1 & 2: Breakout Sessions

- Topics and content: The highest rated breakout session were Needs Assessment and Referrals (Day 1), and Community Connections (Day 2) with 38% of respondents indicating they were Very Satisfied.
- Speakers and format: The highest rated sessions in regards to the speakers and format were also Needs Assessment and Referrals (Day 1) and Community Connections (Day 2), with 38% of respondents indicating they were Very Satisfied.
- 87% of respondents indicated that the length of the breakout sessions was sufficient.

Day 3: Short Workshops (1.5 hours)

- Topics and content: The highest rated short workshops on the third day of the Summit were Conflict Resolution from an Intercultural Perspective and Best practices in Child and Youth Programming, with 36% of survey respondents indicating they were Very Satisfied with the workshops.
- Speakers and format: The highest rated workshop was Conflict Resolution from an Intercultural Perspective, with 43% of respondents indicating they were Very Satisfied.
- 86% of respondents indicated that the length of the short workshops was sufficient.

Day 3: Long Workshops (3 hours)

- Topics and content: The highest rated long workshops were Following a Code of Conduct and Addressing Ethical Dilemmas Faced by our Sector, and Outcomes Measurement-Practices and Lessons Learned, with 29% and 22% of respondents indicating they were Very Satisfied, respectively.
- Speakers and format: the highest rated long workshops were Following a Code of Conduct and Addressing Ethical Dilemmas Faced by our Sector, and Outcomes Measurement-Practices and Lessons Learned, with 36% and 38% of respondents indicating they were Very Satisfied, respectively.
- 60% of respondents indicated that the length of the long workshops was sufficient.

Feedback: Consultation format used by IRCC and the method used for setting priorities for CFP 2019

- Survey respondents indicated that they appreciated IRCC's effort to take input from the sector and be open to discuss. However, they also indicated that the method used (voting with dots) was not the most useful, effective or productive and that there seemed to be repetition from last year.

Feedback: Favourite part of the Summit

- Survey respondents indicated that their favourite part of the Summit was IRCC's participation, and the topics of the presentations because they were so relevant. In



addition, they indicated that they enjoyed learning from programs and practices of others, as well as the opportunity to network.

Feedback: Least favourite part of the Summit

- Survey respondents indicated that three days for a conference was too long and that they would much rather if it were just two days. Also, they indicated that the content and organization of the breakout sessions was poor and disorganized.

Feedback: Improving next year's Summit

- Summit attendees indicated that, for next year, it would be helpful if professional development opportunities on case management specific to non-profit were offered, as well as how to enhance best practices and using social media to enhance service delivery. Also, they would like the conference to be more interactive and have working groups that address some of the barriers they face. Lastly, in addition to more collaborative work, they indicated that they would like evening get-togethers to network, and an Indigenous ceremony.



Appendix A: Summit Attendees (RSVP'd)

Attendance List

Organization	Name
Acces Emploi	Nathalie Beauregard
Acces Emploi	Rukabuza Kayijuka
ACFA	Isabelle Laurin
Action for Healthy Communities	Aftab Khan
Action for Healthy Communities	Sherry Park
Action for Healthy Communities	Suzana Dumo
Agape Language Centre	Noral Woodburn
Alberta International Medical Graduates Association	Deidre Lake
ASSIST	Fion Lee
ASSIST	Michelle LaRue
ASSIST	Jane Awawias
ASSIST	Correne Refsahl-Jensen
Association Francophone de Brooks	Desire Kiana
Aurora College	Jestine Amora
BCIS Brooks	Mohammed Idriss
Bow Valley College	Elza Bruk
Bow Valley College	Jody Gilbert
Bow Valley College	Nadia Khan
Bow Valley College	Susan Hessel
Bow Valley College	Terri Huck
Boys and Girls Clubs Big Brothers Big Sisters of Edmonton and Area	Sentsetsa Pilane
Boys and Girls Club of Calgary	Robyn Lore
Boys and Girls Clubs of Calgary	Tanya McCagherty
Bredin Centre for Learning	Catherine Hunt



Bredin Centre for Learning

Bredin Centre for Learning

Bredin Centre for Learning

Brooks Community Adult Learning Council

CAIWA

CAIWA

Calgary Board of Education

Calgary Bridge Foundation for Youth

Calgary Bridge Foundation for Youth

Calgary Bridge Foundation for Youth

Calgary Immigrant Educational Society

Calgary Immigrant Educational Society

Calgary Immigrant Educational Society

Calgary

Calgary LIP

Calgary LIP

Calgary Public Library

CANAF

CANAF

CARE

CARE

CARE

CARE

CARE

Catholic Social Services

Cristy Aquino

Debbie Green

Tarek Fathelbab

Michelle Gietz

Halima Ali

Laurie Carlson

Christine Oliver

Mark Golding

Matt Knox

Gord Cummings

Sally Zhao

Suman Khanal

Jana Ciobanu

Kerry Howard,

Allison MacDonald

Jermaine Campbell

Carey Lees

Esdras Ngenzi

Karim Mennas

Avery Acheson

Ezgi Sarioglu

Frank Bauer

Margaret Jev

Matt Dissen

Alice Colak

Anneke Lauwers

Astrid Velasquez

Ese Ejebe

Biviana Velez



Catholic Social Services

Catholic Social Services

Catholic Social Services

Catholic Social Services Lloydminster

Calgary Chinese Community Service Association

Calgary Chinese Community Service Association

CCIS

CDETNO

Centre for Newcomers

Alberta Labour

Alberta Labour

IRCC

IRCC

IRCC

IRCC

Kathryn Friesen

Remza Mujezinovic

Margaryta Marion

Kemoh Mansaray

Lily Kwok

Norman Poon

Fariborz Birjandian

Gordana Radan

Souad Lahmidi

Merylyn Sahai

Afewerki Ocbasilassie

Ricardo Morales

Eden Weredu

Naseer Ayanee

Bindu Narula

Lisa Degenstein

Francois Afane

Anila Lee Yuen

Harry Yee

Admasu Tachble

Francis Boakye

Charlie Wang

Marivic Prospero

Sylvia Wencel

Vimla Remzall-Singh

Vanessa Gooch

Natalie Lim

Roy Manongsong

Corinne Prince



IRCC	Abdi Aden
IRCC	Judy Sears
IRCC	Jeanne Lehman
IRCC	Alex Racine
IRCC	Cecile Nseye
IRCC	Christie Acuna
IRCC	John Biles
IRCC	Joseph Lee
IRCC	Karen Lui
IRCC	Kevin Clow
IRCC	Michael Polowich
IRCC	Nicole Urquhart
City of Grand Prairie LIP	Augustine Ebinu
City of Edmonton	Mike Chow
City of Edmonton	Shahriyar Khan
CIWA	Azita Afsharnejat
CIWA	Celestina Akinkunmi
CIWA	Fiona Lowes
CIWA	Jenny Krabbe
CIWA	Jyoti Agnihotri
CIWA	Myleen Sacro-Baldazo
CIWA	Rekha Gadhia
Columbia College	Tamara Jorgic
Coordination Rifa	Ida Kamariza
CRIEC	Bruce Randall
CSS	Kemoh Mansaray
Edmonton LIP	Samim Lambrecht
Edmonton Catholic School District	Rosemany McMahon
Edmonton Catholic School District	Melanie Kidder



Edmonton Immigrant Services Association
Edmonton Immigrant Services Association
Edmonton Immigrant Services Association
Edmonton Immigrant Services Association
Edmonton Public School Division
Edmonton Public School Division
EMCN
Equilibrium
Equilibrium
ERIEC
ERIEC
ERIEC
Flexibility Learning Systems
Government of Alberta
Government of Alberta
Government of Alberta
Grand Prairie Centre for Newcomers
HIV Edmonton
HIV Edmonton
Indo-Canadian Women's Association

Graham Strauss
Grazyna Pakos
Oliver Kamau
Christina Nsaliwa
Patti Skolski
Jane Crowell-Bour
Adaobi Okeke
Erick Ambtman
Eun-Jin Kim
Basel Abou Hamrah
Jacqueline Scott
Katharine Laurie
Laurie Hauer
Ricki Justice
Rispath Tremblay
Toyin Fatona
Kasia Bluhm
Yasmin Kothari
Violeta Mariscal
Gustave Gatabazi
Eunice Dong
Elma Guinto
Rod Loyola
Cinnamon Stacey
Alice Wong
Donat Mpunga
Heather Nyamazana
Barhet Woldemariam
Manal Alnajjar



Indo-Canadian Women's Association

ISC

ISC

ISC

ISC

ISCC

ISC

ISC-ILVARC

Jasper LIP

Keyano College

Keyano College

La Cite des Roucheses- Calgary

Language Assessmetn LARCC

CAE

LECAE

Lethbridge College

Lethbridge Family Services

Making Changes Association

Making Changes Association

Maple Leaf Academy

Maple Leaf Academy

Maple Leaf Academy

Multicultural Family Resource Society

Saima Tanwir

Emily Lee

Ho-Man Chan

Krystyna Biel

Mylan Nguyen

Gelayol Soroor

Vivien Lok

Shiraz Amiry

Douglas Olthof

Deanne Taylor

Glenda Little-Kulai

Hervé STÉCLEBOUT

Margaryta Marion

Kouame Adie

Beda Kaji-Ngulu

Michelle Derbich

Marcie Stork

Najib Mangal

Sarah Amies

Bozana Sljuka

Julia Entz

Kristina Larkin

Najib Mangal

Catherine Coutts

Sharmin Surani

Ishikawa Toko

Elisa Tredinnick

Natasha Iskra

Ashima Sumaru-Jurf



Multicultural Family Resource Society
Norquest College
Norquest College
NWT
NWT
Portail de l'immigration Association de Calgary
Red Deer LIP
REACH Edmonton
REACH Edmonton
Rehoboth Alliance
SAAMIS Immigration
SAAMIS Immigration
SAAMIS Immigration
Settlement Services in the Bow Valley
Solomon College
Somali Canadian Women and Children Association
Southern Alberta Language Assessment Services
SPEC
SPEC
Today Family Violence Help Centre
Today Family Violence Help Centre
Immigration Research West
Indo-Canadian Women's Association
YMCA of Calgary
YMCA of Northern Alberta
YMCA of Northern Alberta
YMCA of Northern Alberta
MacEwan University
Alberta Health Services

Roxanne Yip
Ewa Esquivel
Lisa Rochman
Karen Johnson
Kathryn Barry Paddock
Evelyne Kemajou
Ezgi Sarioglu
Helen Rusich
Lisa Langston
Regina Oppon
Marijana Agicic
Antonio Samayoa
Karen Ziemann
Jeanie Godfrey
Ping Ping Lee
Sahra Hashi
Lucelle Prindle
Maureen Andruschak
Carol Gil
Cindy Furlong
Jessica Penner
Lori Wilkinson
Saima Tanwir
Oscar Vergara
Ahmed Salman
Joan Baker
Kara Boulton
Irfan Chaudhry
Marni Panas



Organization for all LGBTQ+ Refugees in Canada

NorQuest College

Boys & Girls Club Big Brothers Big Sisters

Centre for Family Literacy

MacEwan University

Government of Alberta

Ontario Council of Agencies Serving Immigrants

Centre d' accueil francophone

University of Alberta

City of Edmonton

United Way of the Alberta Capital Region

City of Edmonton

John Humphrey Centre for Peace and Human Rights

Bent Arrow Traditional Healing Society

Bent Arrow Traditional Healing Society

Bent Arrow Traditional Healing Society

Edmonton Mennonite Centre for Newcomers

Ogaden Somali Community of Alberta

Black Lives Matter

MacEwan University

Saskatchewan Intercultural Association (SIA)

Adebayo Katuti

Sarah Apedaile

Sentsetsa Pilane

Kim Chung

Rennais C. Gayle

Valerie Ouedraogo

Cindie LeBlanc

Bonaventure Otshudi

Alejandra Aracena

Roxanne Felix-Mah

Kim Turcotte

Rheal Poirier

Sheilah Pittman

Zedingle Ghebremusse

Angelica Quesada

Robbie Kaboni

Bryn Herbert

Tristan Ironstar

Sara Buczynski

Ahmed Abdulkadir

Bashir Mohamed

Neill Fitzpatrick

Ryan Palik