

**Prairie & Northern Territories (PNT)
LGBTQ+ Newcomers Settlement
Conference, Sept 25 & 26 2017**

Evaluation Report

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Introduction

On September 25 and 26, 2017, Centre for Newcomers in Calgary, Alberta hosted a two-day conference: the Prairie and Northern Territories (PNT) LGBTQ+ Newcomers Settlement Conference convened and funded by Immigration, Refugees and Citizenship Canada (IRCC). The conference featured a diverse program of speakers with a range of personal and professional experiences supporting LGBTQ+ newcomers in Canada. The goal of this event was twofold: 1) to support the learning and capacity building of settlement practitioners from the PNT region and 2) to develop action plans to move forward as a sector towards the successful settlement and integration of LGBTQ+ newcomers.

The conference was attended by a diverse group of IRCC-funded agencies and community partners who work with LGBTQ+ clients. Conference participants heard from a range of speakers around the critical issues facing LGBTQ+ individuals around the world and as they resettle and build their lives in Canada. Alberta's Minister of Culture and Tourism, the Honourable Ricardo Miranda, shared his personal experience as a refugee to Canada and also one of the Province's first openly gay cabinet ministers. He emphasized the importance of building safe and inclusive societies that are welcoming and celebrate diversity.

The conference was framed by a presentation from Nita Jolly and John Biles from Immigration, Refugees and Citizenship Canada (IRCC). They shared IRCC's goals for improving service and support for LGBTQ+ immigrants and refugees. IRCC indicated that this is a key priority area for the settlement sector moving forward.

Professor Jen Marchbank from Simon Fraser University discussed the service needs of LGBTQ+ migrants based on her research in Surrey BC. Conference participants also heard from Kimahli Powell of Rainbow Railroad, from Toronto, Ontario. He spoke about the violence and persecution that many LGBTQ+ people continue to face around the world. Mr. Powell also spoke about the life-saving work of Rainbow Railroad that brings LGBTQ+ migrants to safety.

On the second day of the conference, participants heard from their colleagues across the PNT region about promising practices and partnerships between the settlement sector and LGBTQ+ organizations. Kelly Ernst, Executive Director and Founder of the LGBTQ New Canadians Resiliency Project described the challenges facing Sexual Orientation and Gender Identity (SOGI) refugee claimants and the development of 'The Situation Inquiry' – a process which supports claimants as they make their way through the refugee hearing process.

Presentations from Calgary Outlink, Centre for Newcomers, Calgary Catholic Immigration Society, Calgary Sexual Health Centre, Today Family Violence Help Centre, Sexuality Education Resource Centre and Calgary Immigrant Women's Association all provided examples of promising practices and key insights from their work supporting LGBTQ+ newcomers in their organizations.

The conference concluded with small group discussions and action planning. This gave conference participants the opportunity to share ideas and identify priorities for moving forward. Participants had the opportunity to choose two of six sessions where they had the opportunity to identify key needs. The conference ended with an action planning session facilitated by Rhonda McIntosh from IRCC and was oriented around next steps and key activities moving forward.

Participant feedback from the two-day event indicates that conference attendees learned a considerable amount of new information. There is clearly engagement and enthusiasm on the part of the settlement sector to improve the services and support they provide to this vulnerable group of newcomers. While many challenges were identified, the overall sentiment from participant feedback is that this is a critical issue and there is a need to begin work in this area as soon as possible. In the words of Anila Lee Yuen, CEO of Centre for Newcomers, “There is truly strength in diversity; and there is incredible strength in the LGBTQ+ newcomer community.” The goal for settlement practitioners, then, is to leverage this strength into effective service delivery to enhance the settlement outcomes for this community.

This report is aimed at summarizing the key themes of the two-day conference and document the key outcomes of the brainstorming and action planning sessions. It also provides a summative evaluation, documenting both the expectations and feedback from conference participants. The report proceeds in four parts. In the first section, we summarize the key themes from the conference. In the second and third sections, we present the results of the breakout discussions and action planning. The report concludes with the results of the participant evaluations.

Key themes

The two-day conference covered an enormous range of topics related to the settlement and integration of LGBTQ+ newcomers. The key themes addressed during this event are summarized into the following five themes.

1. Barriers facing LGBTQ+ newcomers

Numerous speakers addressed the complex challenges facing LGBTQ+ people globally and LGBTQ+ newcomers in Canada. As Kimahli Powell of Rainbow Railroad described it, Canada is unique in the world in terms of the openness and acceptance of LGBTQ+ communities. Canadians often take for granted the rights afforded them, including gay marriage, Pride celebrations and human rights protections enshrined in law. As several conference panelists described, this experience is not shared by LGBTQ+ people in many other countries in the world. Same-sex activities are criminalized in 72 countries in the world and in five of those countries, same-sex activities are punishable by death.

Kelly Ernst from Outlink pointed out that the sanction against same-sex behavior – and the grave danger faced by sexual minorities in these countries – forces people to lead double lives, doing whatever it takes to hide information about their personal lives. He also pointed out that even in countries where same-sex activity may not be illegal, there may be profound social, cultural, religious or political sanctions against these activities. In these cases, family members, extended kin and community members may be directly implicated in punishing same-sex activities. This means that SOGI refugees to Canada may fear persecution not simply from the state but also from family and community members.

These pre-migration experiences, impact the settlement trajectories of LGBTQ+ migrants in Canada. For refugee claimants, they have to quickly transition from a life where they kept all aspects of their personal and sexual life hidden, to a place where they must disclose intimate details of their personal life to “prove they are gay.” The refugee claim process for SOGI claimants requires a strong evidentiary base and a consistent account of persecution. Depending on their situation in their country of origin, it may be difficult for claimants to produce appropriate evidence. The refugee claim process may also require claimants to describe in detail previous experiences of violence or abuse which are common for SOGI applicants, and this process can itself be re-traumatizing.

Conference participants also heard about the challenges facing LGBTQ+ newcomers who enter Canada through other programs – as Government Assisted or Privately Sponsored refugees (for example through the Syrian refugee initiative). These newcomers may be in heterosexual relationships and have children and upon arrival in Canada feel it is safe to ‘come out.’ In other cases, children and youth from immigrant families may identify as LGBTQ+ causing challenges for newcomer

families who may be unfamiliar, uncomfortable or intolerant of LGBTQ+ issues and supports. This can lead to profound challenges for these young people.

Conference presentations addressed issues of loneliness and isolation that may impact the settlement experiences of LGBTQ+ newcomers. While many newcomer communities draw on the informal support of their ethnocultural community as they settle in Canada, this may not be an option for LGBTQ+ immigrants and refugees who may feel it is not safe to disclose their sexual orientation to their ethnocultural community. With the close ties to family 'back home' through technology and social media, some newcomers in Canada fear reprisals for family back home if they come out in Canada. This and other issues can adversely impact the mental health of LGBTQ+ newcomers, ultimately impacting their settlement and integration trajectories.

2. Service gaps for LGBTQ+ newcomers

Much of the conference focused on the challenges LGBTQ+ newcomers face accessing settlement supports in Canada. These challenges are best summed up by the metaphor raised by one speaker of the "striped triangle" – there are services for triangles, and there are services for stripes, but there are few services for striped triangles. In this case, there are services for newcomers to Canada and there are services for LGBTQ+ individuals, but there are few services that specifically address the needs of LGBTQ+ newcomers. Settlement services face challenges delivering services to LGBTQ+ newcomers for a variety of complex reasons. These were identified as a lack of awareness and training on the part of settlement practitioners; the fact that LGBTQ+ newcomers may not self-identify as such to a settlement worker; the fact that 'coming out' is understood as a 'western' concept and may not apply to LGBTQ+ newcomers. Simple things like the name of an agency or program may serve as a barrier for LGBTQ+ newcomers to access services. Despite an interest by many in the settlement sector to address a gap in services for LGBTQ+ newcomers, it is also the case that many agencies do not feel this is an issue that needs to be prioritized. This was evidenced by the fact that some agencies chose not to attend or participate in this conference, informing organizers that this was not an issue they were facing.

Several speakers at the conference also reflected that while settlement practitioners and agencies might not have the capacity to serve LGBTQ+ newcomers, sexual health organizations and other agencies that work directly on issues related to the LGBTQ+ community, may lack the cultural competency to serve newcomers. This can include a lack of interpreters or translators, staff that are not trained about the unique trajectories of immigrants and refugees or the complex intersections of culture, religion and family structures. Thus, service gaps are present in both the settlement and LGBTQ+ serving sectors and both these gaps need to be addressed to ensure the successful integration of LGBTQ+ newcomers.

LGBTQ+ newcomers may not be sure of the correct language or terminology to use. This same challenge may exist for settlement practitioners who may not be sure what language or terminology to use, or where to make a meaningful referral. Referral can be especially challenging for settlement agencies in smaller centers or rural areas where there may not be an LGBTQ+ organization to refer to. Even in larger centers, settlement practitioners may be unsure if LGBTQ+ organizations have the cultural competency to support immigrants and refugees. The common practice in settlement agencies of connecting newcomers with settlement practitioners who speak the same language and/or cultural background may also be problematic for LGBTQ+ newcomers, if they have experienced persecution from that same community 'back home.' This may extend to concern over translators and interpreters and concerns over confidentiality on the part of the LGBTQ+ newcomer. For many who are new to Canada, they may wait to access services until they gauge the receptivity of various organizations, so they may wait until they trust their settlement practitioner before choosing to disclose their sexual or gender identity.

Finally, many practitioners and speakers at the conference pointed out that the challenges faced by LGBTQ+ newcomers may be similar to those faced by other newcomers (access to housing, language training, transportation etc.) yet they may be exacerbated by the 'double vulnerability' facing LGBTQ+ people – for example, a single gay man from the Middle East might face greater barriers to housing than a family with children.

3. Research and data are a challenge

A key challenge for service providers and funders alike is the lack of Canadian data on the settlement and integration trajectories of LGBTQ+ newcomers. John Biles, Assistant Director, Integration Programs, for IRCC identified this as a major challenge for strategic development and funding in this area. Without an evidence base it is very difficult to develop strategic priorities and measure the impact of funding initiatives. In their presentation, Nita Jolly and John Biles pointed to a lack of scholarly or academic research on LGBTQ+ newcomers. The research that does exist tends to be qualitative research that only samples a very small number of LGBTQ+ newcomers. In her presentation about a study on services for LGBTQ+ newcomers in Surrey, BC, Dr. Jen Marchbank echoed the methodological challenges of conducting research with a minority population within a minority population. Her research in Surrey faced challenges recruiting participants. It is challenging to conduct research with a vulnerable population, members of which may be reluctant to self-identify. This is an especially significant challenge for Federal funding, as these funds must be tied to tangible outcomes. It is difficult to develop meaningful outcomes or measures of program impact when there is a lack of clear data around the demographics of people accessing a given program. That being said, there was clear direction from all stakeholders, that despite these methodological challenges it is important to start somewhere and begin, when and where possible, to collect feedback from program users themselves. As much as possible, it was seen as

critical to include the perspectives and experiences of LGBTQ+ newcomers in the development of settlement programming.

4. Promising practices and room to grow

While many of the settlement practitioners who attended the conference identified a strong desire to learn more about LGBTQ+ issues and build their capacity to provide services to this population, representatives from IRCC as well as various settlement agencies and LGBTQ+ community organizations, presented ongoing work in this area. Presentations from Calgary Outlink, Centre for Newcomers, Calgary Catholic Immigration Society, Calgary Sexual Health Centre, Today Family Violence Help Centre, Sexuality Education Resource Centre and Calgary Immigrant Women's Association reflected a variety of initiatives within settlement agencies as well as partnerships between settlement agencies and LGBTQ+ communities. In their presentation on September 25, IRCC indicated that according to their research, there are currently seven service providers nationally providing services to LGBTQ+ newcomers and one umbrella organization delivering training and sector support around this issue.¹ There are also examples of research and partnership between LGBTQ+ organizations and settlement agencies. For example, conference attendees heard from Calgary Sexual Health Centre and Calgary Catholic Immigration Society about an emerging program for LGBTQ+ youth and their families. Centre for Newcomers, in partnership with Calgary Outlink, has taken the lead on developing a tool to support SOGI refugee claimants called the 'Situational Inquiry' which helps support SOGI claimants understand and prepare for their refugee hearing in front of the IRB. Centre for Newcomers and Outlink also offer direct settlement and peer support services specifically for the LGBTQ+ newcomer community through the "LGBTQ+ New Canadians Resiliency Project." This includes a drop-in peer-led support group for LGBTQ+ newcomers offered twice monthly. Calgary Immigrant Women's Association has undergone training from Sagesse and Calgary Sexual Health Centre and cultivated a positive space approach to welcome LGBTQ+ newcomers. Alongside these promising initiatives, the level of interest and engagement on the part of conference participants reflected in both the pre and post surveys suggests that this is an area where the immigrant settlement sector has tremendous room to grow.

5. Opportunities moving forward

As a relatively new area of work for the settlement sector, there are ample opportunities to enhance the support for LGBTQ+ newcomers to Canada. In their

¹ Organizations include: Association of New Canadians; Multicultural Association of Fredericton Inc. (MCAF); OCASI – Ontario Council of Agencies Serving Immigrants; Carizon Family and Community Services; The Windsor Women Working with Immigrant Women; Black Coalition for AIDS Prevention; M.O.S.A.I.C Multi-Lingual Orientation Service Association for Immigrant Communities; and Centre for Newcomers Society of Calgary.

presentation, Nita Jolly and John Biles from IRCC outlined key goals for future work in this area. These included:

- Building awareness of the evolving needs of LGBTQ+ newcomers
- Building the capacity of the settlement system to be more equipped to assist these newcomers
- Building the capacity of the LGBTQ+ community to better support these newcomers
- Developing a focal point in each major urban centre
- Supporting partnerships between settlement organizations and LGBTQ+ community organizations and groups.

IRCC also identified six key priority areas for enhancing support, these priority areas informed the breakout discussion groups that took place on the second day of the conference, they include:

- Needs assessment and referral
- Resettlement
- Information and orientation
- Employment
- Community connections
- Language
- Support services and indirect services.

In the breakout sessions and in action planning, participants from the settlement sector and LGBTQ+ organizations shared their perspectives on what is needed to better assist LGBTQ+ newcomers in the region. These needs and strategies are elaborated in the third and fourth section of this report. The key themes from these discussions can be summarized as follows: Training for settlement practitioners; developing resources and tools (including revised curriculum) for settlement programs including language; investing in a network of organizations working on the settlement of LGBTQ+ newcomers and formalizing partnerships between the settlement sector and LGBTQ+ organizations.

Results from breakout discussions

In the afternoon of the second day of the conference, conference attendees were asked to join breakout discussion groups around IRCC's six priority areas: Information and orientation; resettlement; needs assessment; community connections; language assessment and classes and labour market preparation. The goal of these breakout sessions was to hear from stakeholders what they needed in each of these areas to better support LGBTQ+ newcomers. Because of the unique aspects of each of the priority areas, there are clear differences across each of the areas. That being said, there were common needs identified across each of the six areas. These have been broadly summarized below. A full summary of the breakout discussions can be found in Appendix A.

Areas of investment (summarized from six breakout sessions)

- 1. Training:** Each of the six priority areas identified training as a key need for the settlement sector. Training here refers to training for all settlement sector staff, language instructors, senior leadership, casual employees and volunteers. Participants suggested that training should be ongoing and standardized across the sector. The goal of training should not be for all settlement practitioners to become *experts* on issues related to sexual orientation or gender identity but rather to build the comfort and skills of settlement practitioners to respond without judgment and provide a meaningful referral.
- 2. Resources:** After training, resources were identified as a key priority across the priority areas. Here resources refers to the following: a list of places to refer LGBTQ+ clients; a user-friendly, plain-language toolkit/training resources for staff/volunteers; LGBTQ+ sensitive curriculum for orientation and LINC classes; updated LGBTQ+ friendly intake and needs-assessment documents (available online). Many groups emphasized the need to have resources available online for remote and rural communities to access.
- 3. Network:** Several groups identified the need to build and maintain a network of organizations and leaders invested in improving settlement services for LGBTQ+ newcomers. Participants identified the need to have both settlement and LGBTQ+ services at the table as well as leadership from IRCC. This could take the shape of quarterly phone calls and annual conferences or forums. One group identified the value of having a coordinator position to work across a province/region to support this network so the important work of LGBTQ+ inclusion within settlement services is not something being done 'off the side of the desk' – meaning that having a paid role would allow for greater coordination of services and collaboration both within and across sectors.

4. Partnerships: Currently much of the good work being done on issues related to LGBTQ+ inclusion in the settlement sector is taking place through nascent partnerships between settlement organizations and LGBTQ+ centers. Many of the groups identified the need to formalize these partnerships as well as create incentives to build and maintain these partnerships. These partnerships could include cross-training opportunities for settlement agencies to build the capacity of the LGBTQ+ sector to support newcomers, and vice versa. Participants representing the LGBTQ+ centers also suggested that they should be included in future IRCC Call for Proposals to partner with settlement agencies as future funding in this area may be aligned with their current organizational mandates. It was also noted that for this work to be effective and comprehensive the sector will need to engage the wider community including ethno-cultural communities, employers, housing and healthcare providers.

Action planning

Following the breakout discussions, Rhonda McIntosh, Settlement Supervisor, Settlement Network, IRCC led an action planning session with all conference attendees. This provided a forum to develop concrete actionable items from the ideas brainstormed in the previous sessions. Several key questions framed the action planning session, these are identified below. Overall the following four recommendations for action emerged from this session:

Action items to move forward

1. Develop training around LGBTQ+ issues for settlement practitioners and cultural competency training for LGBTQ+ organizations
2. Pilot LINC curriculum review to include LGBTQ+ awareness
3. Keep the conversation going. Build on the work that has started at this conference, host a similar conference in Saskatchewan or Manitoba next year
4. Capture data through research and evaluation to monitor progress

Summary of action planning discussion

Question 1: What are the key activities we can aim to pilot this year?

Responses to Q1:

- LINC curriculum development, with expertise around LGBTQ+ language, make it accessible to all who want to teach it/facilitate.
- Cross-training between settlement agencies and LGBTQ+ agencies – making sure settlement agencies are comfortable working with LGBTQ+ newcomers and LGBTQ+ agencies have cultural competency.
- Build in professional development for settlement workers. Have key personnel where they work over a period of time to teach/provide expertise/guide
- Conduct research with LGBTQ+ newcomers – include their perspectives in program design and curriculum review
- For smaller centres, technology is useful. Webinars, skype, can close the distance.

Question 2: In terms of the Call for Proposals in 2019, what would we like to be vis-à-vis LGBTQ+ issues and the settlement sector?

Responses to Q2:

- Develop a role that connects service providers across cities and organizations in the prairies, important to formalize the connection piece. Have someone actively do this, not just informal side work.
- By 2019, complete a pilot by then with a partner organization so we can move forward with sustainable funding

- Begin in the larger urban offices and apply what they learn, and then apply it to small centres. Integrate partner organizations during this.

Question 3: How do we continue this work?

Responses to Q3:

- IRCC is looking for volunteers to run a conference of this sort in Saskatchewan or Manitoba. Contact Rhonda if interested.
- Definitive actions: training is the focus. So we need to partner with experts to guide us through the process. Training could start at the basic level and move through steps.
- Focus on curriculum review for LINC. Building comfort and safety around LGBTQ+ issues from the early stage. If we integrate language and visuals in the education system they can make people accustomed to it, and sensitized to new issues.
- We have to start by accepting that we have biases, comfort levels and limitations. It is difficult to promote something that we don't know much about. Moving forward means that training and awareness is diffused to more than just LGBTQ+ service workers but generally in immigrant services.
- Build on the work that has started, specifically the partnerships between settlement agencies and LGBTQ+ organizations. Build capacity of settlement practitioners to make a meaningful referral.

Question 4: How do we support curriculum development?

Response to Q4:

- Expertise on LGBTQ+ exists in our communities, we need to combine people, and pilot curriculum and draw on the contributions of different agencies and experts.

Question 5: What do you feel the key pieces are that we should evaluate?

Response to Q5:

- Make LGBTQ+ a compulsory aspect of services. Meaningful change cannot occur without it. Push people to measure and count, and how people go through the system, and how organizations treat these individuals. System will change with compulsory inclusion and then we can move progressively once it is there.

Questions 6: Are their adequate resources around mental health for settlement workers and clients?

Response to Q6:

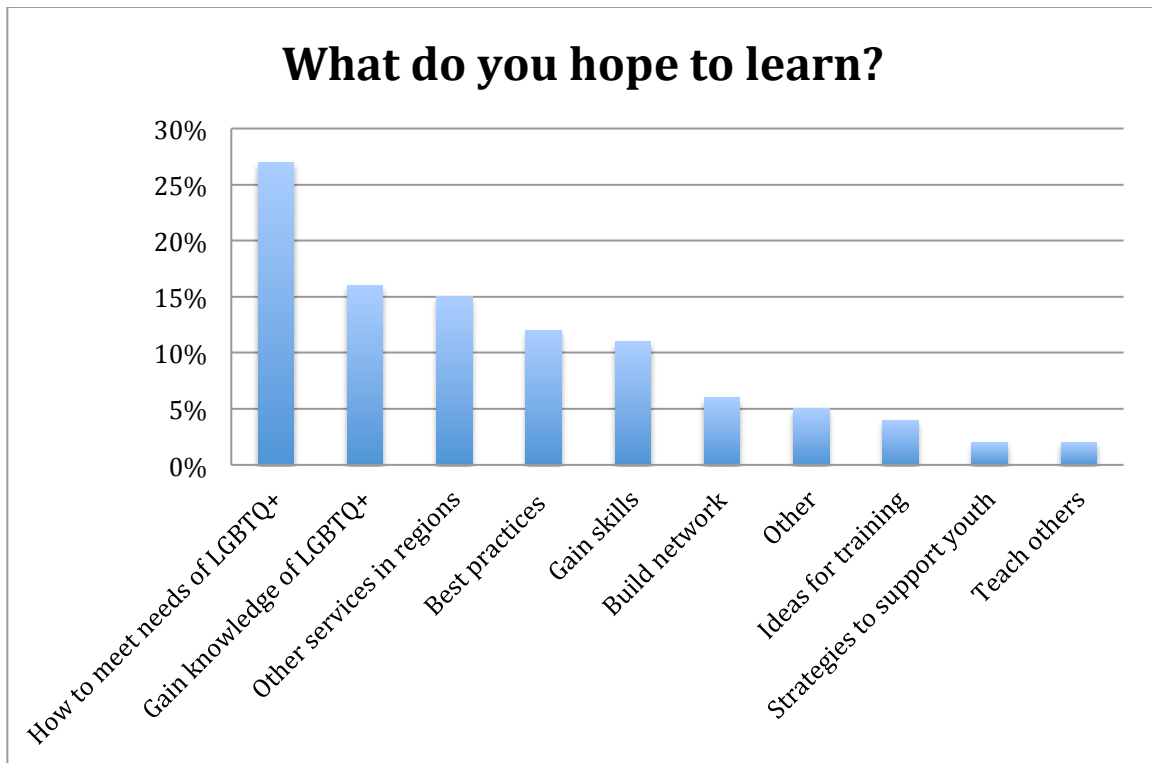
- Services are not adequate. Staff often have to take stress leave, insufficient benefits plan to cover mental health. We need more support.
- There's a lot of pressure that staff feel – take a big caseload, do it fast, overextend. There's a lack of understanding around vicarious trauma and burnout. We need a more pro-active approach towards staff mental health.

Results from participant evaluation

Conference attendees completed an evaluation of the PNT LGBTQ+ Newcomers Settlement Conference. They were also asked in advance of the event, what they hoped to learn at the two-day conference. The results from the evaluation questions are summarized below.

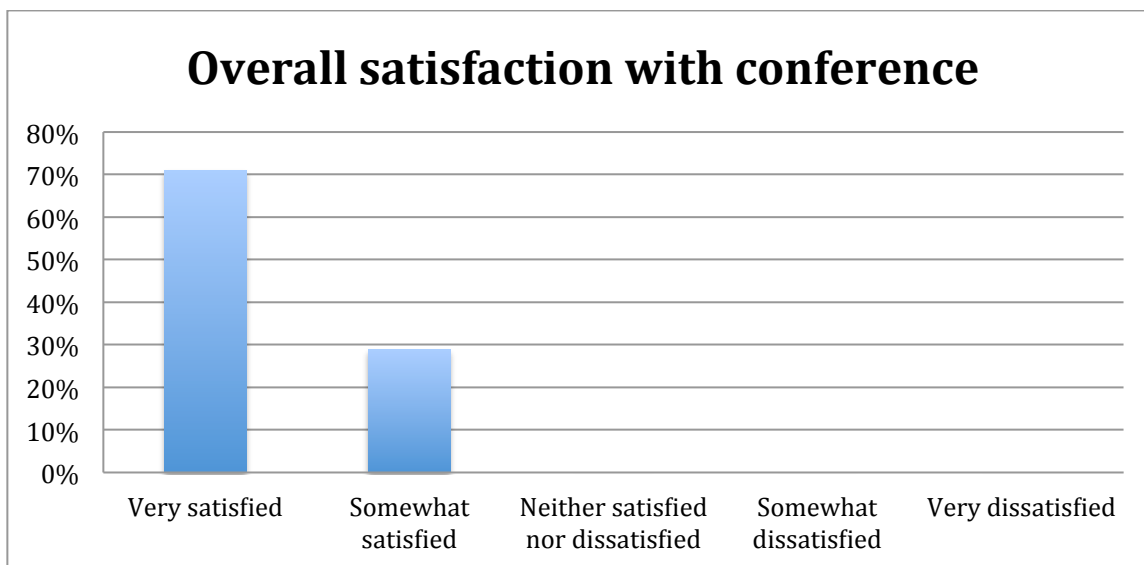
Pre-survey – What do you hope to learn?

Conference registrants were asked if they were currently offering services or programs to LGBTQ+ newcomers. Only 12 people responded to this question; with the majority stating they were not currently offering specific services to LGBTQ+ newcomers. This echoed the findings from IRCC’s research on the settlement sector presented by John Biles and Nita Jolly at the conference. Participants were also asked to indicate what they hoped to learn at the conference. Overall, we see that conference attendees were eager to learn more about how to meet the needs of LGBTQ+ newcomer clients (27% of respondents). Similarly, 16% of respondents stated they wanted to gain knowledge of the specific needs and challenges facing LGBTQ+ newcomers. Participants also indicated a desire to learn more about existing services for LGBTQ+ newcomers in the region (15%) and best practices for providing settlement services to LGBTQ+ newcomers (12%). These responses reflect a desire on the part of the settlement sector to more effectively address the specific needs of LGBTQ+ newcomers, to build capacity, and learn more about the specific needs of this population.



Conference evaluation – satisfaction and key learnings

In the conference evaluation participants were asked to describe their overall satisfaction with the conference out of a five-option scale ranging from “very satisfied” to “very dissatisfied.” All respondents indicated that they were either “very satisfied” (71%) or “somewhat satisfied” (29%) with the conference.

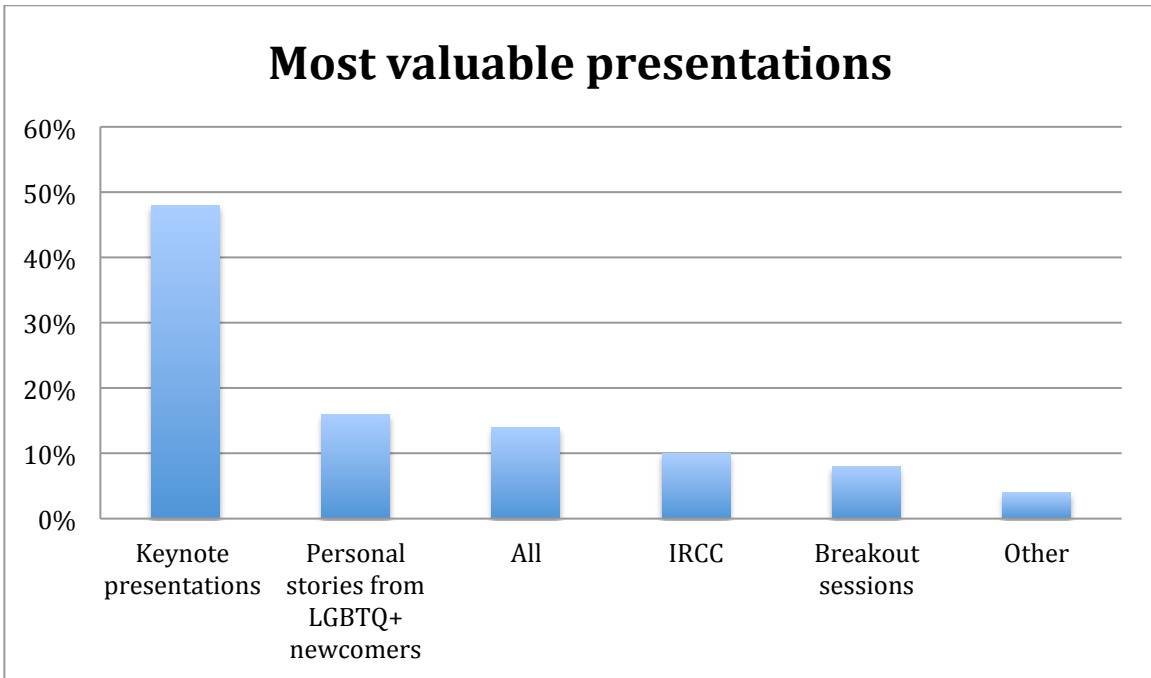
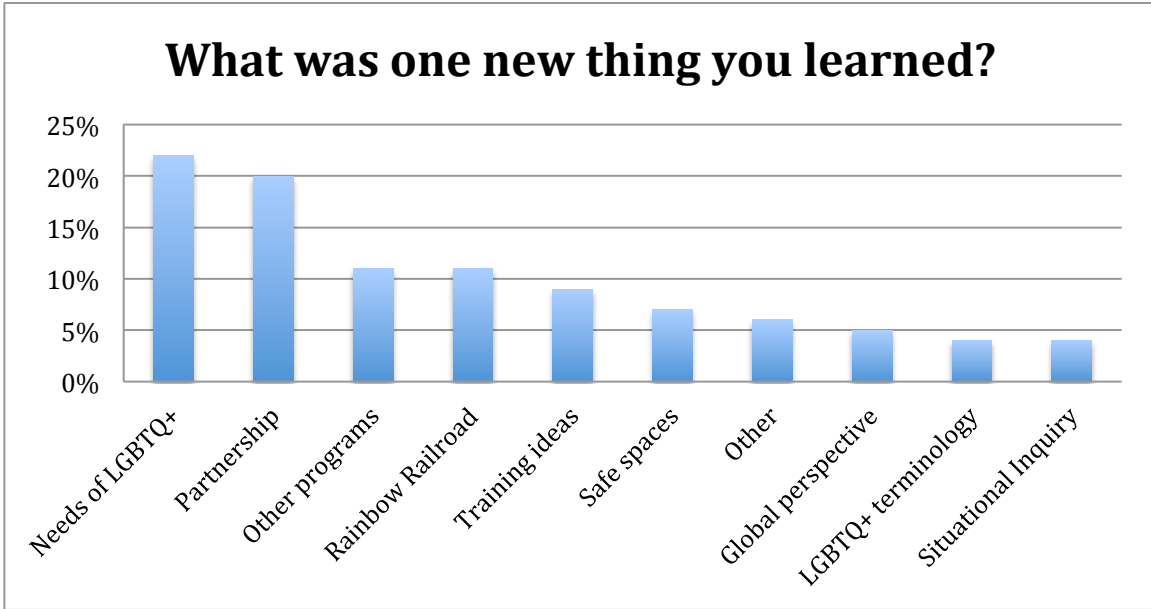


Further questions in the evaluation asked participants to reflect on what they learned at the event. The two largest responses were around the needs of LGBTQ+ newcomers (22%) and opportunities for partnerships (20%). Participants also identified specific learning around programs offered by other agencies (11%), the work of Rainbow Railroad (11%) and Centre for Newcomers and Outlink’s presentation on the Situational Inquiry (4%).

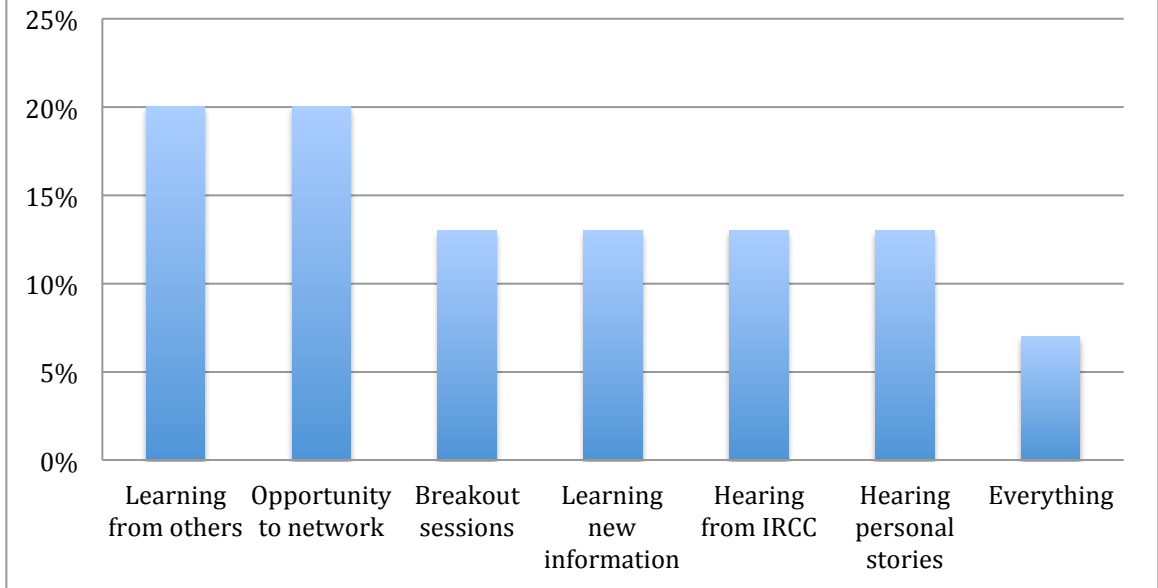
These learnings also aligned with participants’ favourite presentation at the conference. Participants identified the keynote presentations as their favourites. Participants also appreciated hearing from IRCC about their priorities for work in this area (10%). Many respondents indicated they appreciated hearing the personal stories from LGBTQ+ newcomers (Ricardo Miranda and Boban Stojanovic). Interestingly, many participants (14%) were unwilling to list specific presentations and instead responded with comments like “Everything!” “All the presentations were valuable – too hard to choose one.” This speaks to the positive response that participants had to the rich two-day program.

When asked to identify the most valuable part of the conference, participants stated that they valued the opportunity to network (20%) and to learn from others (20%). Participants also indicated that the most valuable part of the conference was the opportunity to learn new information (13%), to hear from IRCC (13%) and to hear personal stories from LGBTQ+ newcomers (13%). 13% felt the most valuable part of

the conference was the breakout discussion groups. 7% of respondents stated that “everything” was valuable and were unable to identify one particular aspect of the event.

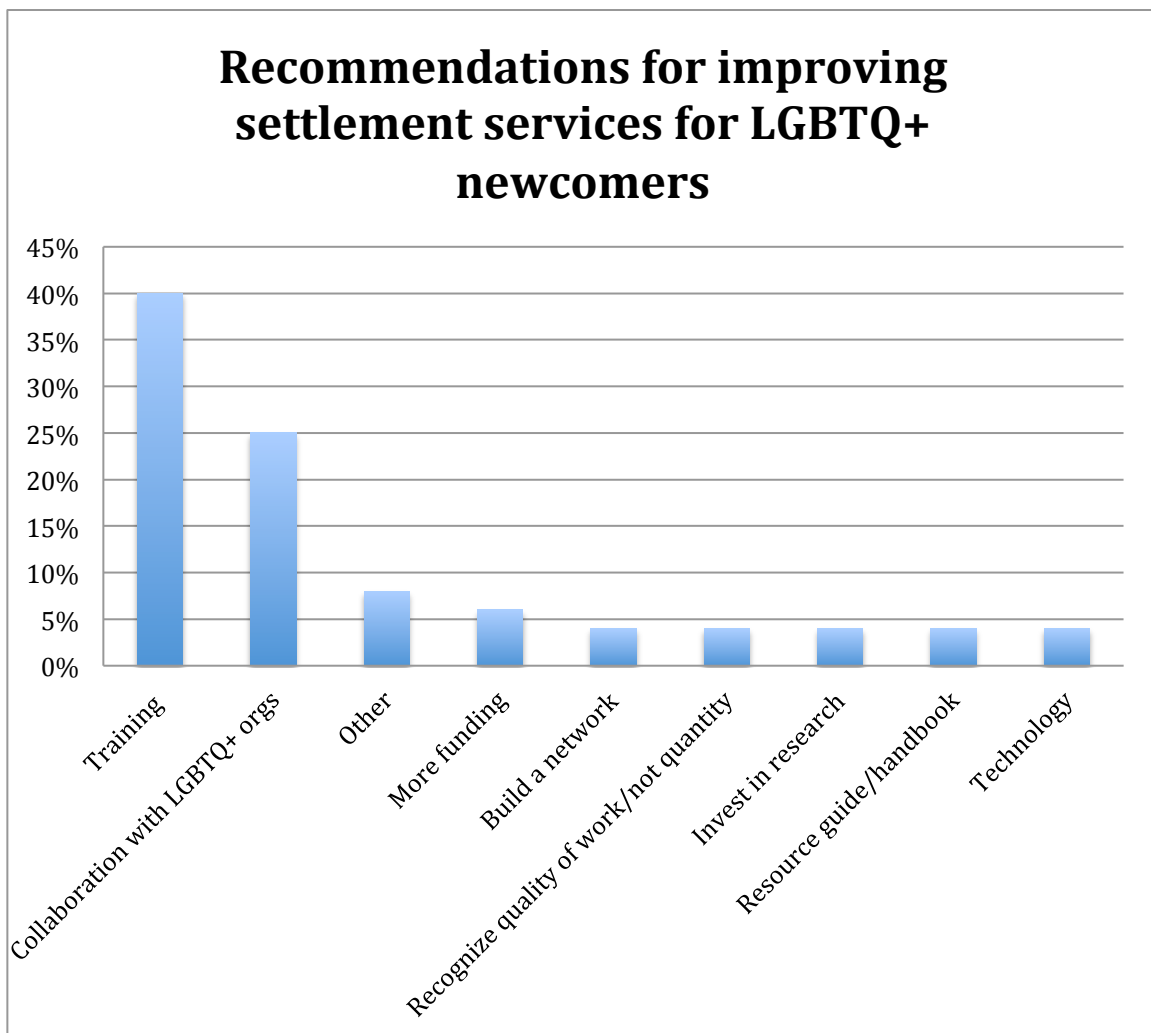


What was the most valuable part of the conference?



Conference evaluation – recommendations for improving services

The last question on the evaluation form asked participants to identify recommendations for improving settlement services for LGBTQ+ newcomers. The responses to this question echo the key findings from the breakout and action planning sessions. Training was listed as the number one recommendation for improving settlement outcomes for LGBTQ+ newcomers (40% of respondents). The second recommendation was to strengthen or formalize the collaborations between the settlement sector and LGBTQ+ organizations (25%). The other recommendations trailed with roughly 5-10% of respondents: Build a formal regional network to address settlement needs/services of LGBTQ+ newcomers (4%); more funding for settlement services (6%); Invest in research on this issue (4%); Develop a handbook or toolkit for the settlement sector (4%) and leverage technology for training and capacity building especially in smaller centres (4%).



Appendix A

Summary of breakout group discussions

Language assessment and classes

Training and professional development

- Increasing awareness around LGBTQ+ needs and issues
- List of training resources published nationally

Review LINC curriculum in order to develop and share standard lesson plans that address LGBTQ+

Include stakeholders in this process

- Assessment centers
- Organizations who are specialized in supporting LGBTQ+
- LINC providers
- ATESL/TESL and IRCC

Share successful experiences via a national or regional committee

Labour Market Preparation

Training

- For career practitioners
- For employers
- For all settlement staff
- Training for clients

Building healthy communities (through conferences and forums)

- Build awareness of specific needs of LGBTQ+ newcomers
- Mentorship programs
- Sharing successes and learning from mistakes

Information and Orientation

- Effective comprehensive accessible interactive ongoing training for staff, volunteers, and community leaders
- Develop user-friendly resources for settlement practitioners
- Provide distinct resources for rural communities (can't be a one-size-fits all model)
- Language line – access to confidential and anonymous interpretation
- Formalize partnerships between LGBTQ+ organizations and settlement sector (beyond informal partnerships)
- Share funding calls for IRCC funding with LGBTQ+ organizations
- Funding for technology and media to allow youth to find information online – a safe platform

- Have expectations for organizations that do get grants to have deliverables that show their work around inclusion and LGBTQ+
- Have a coordinator role to work across sectors

Community connections

- Training for volunteers and staff of community connections programs
- Recognize and fund community connection programs that include Canadians (not just permanent residents)
- Funding for LGBTQ+ support groups in settlement agencies *and* LGBTQ+ spaces
- Community Connections programs should include food, access to safe transportation and childcare
- Sustainable funding (no pilots)
- Build cultural competency of existing LGBTQ+ services, build LGBTQ+ competency of settlement services (reciprocity and cross-training across sectors)
- Acknowledge the unique intersections of being an LGBTQ+ newcomer and consider modifying current service delivery model in accordance with the needs of this population

Resettlement

- Training on LGBTQ+ issues – across all areas of the settlement sector (frontline, leadership, ethnocultural communities)
- Facilitate access to IRCC funding for LGBTQ centres
- IRCC should mandate resettlement agencies meet LGBTQ+ needs
- Pre-arrival orientation/information for LGBTQ+ refugees
- Invest in a network – build a network and share best practices, quarterly calls etc.
- Referral information especially in smaller centres; technology to bridge the gap for smaller center, build a database of resources; local service guides, especially for LGBTQ+ printed and online
- Housing: Options for LGBTQ+ refugees to be housed alone; temporary accommodations for transgender refugees
- Crisis counseling – currently very long waitlist for PTSD counseling
- Educating workplaces on LGBTQ+ issues
- Have programming for youth (18-24 years)

Needs Assessment

- Invest in staff training to have staff specifically trained to identify and support LGBTQ+ newcomers
- Training on confidentiality and meaningful referral
- Identify a standardized language to ask questions in a respectful way, around sexual orientation, sexual identity, gender, etc.

- Have LGBTQ+ consultant review intake documents and documents related to needs assessment
- Invest in creating a respectful and safe environment
- Needs assessment leads to a settlement plan, develop a guide to develop an LGBTQ+ settlement plan
- Assess emergency needs and funds (housing, shelter, esp. LGBTQ+ housing)
- Assess psychological support

Appendix B

CONFERENCE AGENDA

Day 1	Monday September 25, 2017
9:00 - 10:30 am	Booth set up
10:00 - 11:00 am	Registration and Networking (<i>light snacks provided</i>)
11:00 – 11:05am	Welcome: Michael Morrison, MC; Video Greeting from Mayor Naheed Nenshi
11:05 – 11:10 am	Opening Remarks: Anila Lee Yuen, CEO, Centre for Newcomers (Conference Host)
11:10 – 11:45 am	Keynote Speaker: Hon. Ricardo Miranda, Minister of Culture and Tourism
11:45- 12 noon	Q&A for Minister Miranda
12 noon – 1:00 pm	Lunch, Performance by The Wrong Kind of Girls
1:00 – 2:15 pm	Nita Jolly, Director Integration for Immigration, IRCC; <i>Government Objectives in LGBTQ+ Newcomer Settlement and Integration</i>
2:15 – 2:30 pm	Coffee Break (<i>light snacks provided</i>)
2:30 – 3:30 pm	Plenary – Professor Jen Marchbank, Dept of Gender, Sexuality and Women's Studies, Simon Fraser University: <i>Mapping Service Needs of LGBTQ Migrants</i>
3:30 – 4:30 pm	Plenary – Kimahli Powell, Rainbow Railroad, Toronto: <i>Canada's Role in Helping Persecuted LGBTQI People Find Safety</i>
4:30 – 4:40 pm	Closing Remarks: Anila Lee Yuen, Centre for Newcomers and Rhonda McIntosh, Settlement Supervisor, Settlement Network, IRCC
4:45 – 6:00pm	Reception in hall foyer (<i>hors d'oeuvres and cash bar</i>)

Day 2 Tuesday September 26, 2017

7:30 – 8:30 am	Breakfast
8:30 – 8:35 am	Opening Remarks: Michael Morrison, MC
8:35– 9:15 am	Keynote Speaker – Executive Director Kelly Ernst, Founder, MAIA LGBTQ New Canadians Resiliency Project: <i>The Situational Inquiry – Proving you are Gay</i>
9:15- 10:15 am	Plenary Session: <i>LGBTQ+ Newcomer Resiliency Program</i> - Centre for Newcomers and Calgary Outlink

10:15 – 10:30 am Coffee break (*light snacks provided*)
 10:30 – 11:30 am Plenary Session: *Under the 2 Rainbows: Promoting Safer Spaces for LGBTQ+ Immigrants & Refugees* – Calgary Catholic Immigration Society and Calgary Sexual Health Centre
 11:30 – 12:15 pm Lunch, Performance from Miss AJ
 12:15 – 1:15 pm Presentations from:
 Today Family Violence Help Centre (Edmonton)
 Calgary Immigrant Women’s Association (Calgary)
 Sexuality Education Resource Centre (Winnipeg)
 1:15 – 2:15 pm Facilitated sessions:

Resettlement
Walker/Bannerman Room

Language Assessment and Classes
Doll/Herald Room

Information Orientation
Neilson 1 Room

2:15 – 2:30 pm Coffee break (*light snacks provided*)
 2:30 – 3:30 pm Facilitated sessions:

Needs Assessment
Walker/Bannerman Room

Labour Market Preparation
Doll/Herald Room

Community Connections
Neilson 1 Room

3:15 – 4:15 pm Action Planning – Facilitated by Rhonda McIntosh, Settlement Supervisor, Settlement Network, IRCC
 4:15 – 4:30 pm Closing remarks – Anila Lee Yuen Centre for Newcomers and John Biles, Assistant Director, Integration Programs (Prairies and N. Territories), IRCC

Appendix C

List of organizations in attendance

Accès Emploi
Action for Healthy Communities
ASSIST Community Services Centre
Association Francophone de Brooks (AFB)
Battlefords Immigration Resource Center Inc.
Bow Valley College
Boys and Girls Club Big Brothers Big Sisters of Edmonton and Area
Boys and Girls Clubs of Calgary
Bredin Centre for Learning
Calgary Immigrant Women's Association
Calgary Outlink
Calgary Public Library
Calgary Sexual Health Centre
CANAF
Catholic Social Services
Calgary Catholic Immigration Society
Central Alberta Immigrant Women's Association
Central Alberta Refugee Effort
Centre d'accueil et d'établissement du nord de l'Alberta
Centre d'Accueil Francophone de la Cité des Rocheuses
Centre for Newcomers
Edmonton Immigrant Services Association (EISA)
Edmonton Mennonite Centre for Newcomers
Government of Alberta
HIV Community Link
HIV Network of Edmonton Society
Immigrant Services Calgary
Immigration Refugees and Citizenship Canada
La Cité des Rocheuses
La Société Franco-Manitobaine / Accueil francophone
Lethbridge College
Lethbridge Family Services- Immigrant Services
MAIA LGBTQ New Canadians Resiliency Project
Making Changes Employment Association
Manitoba Interfaith Immigration Council
Portage Learning and Literacy Centre
Rainbow Railroad
Rainbow Resource Centre
Regina Open Door Society

Saamis Immigration Services Association
Sagesse
Sexuality Education Resource Centre MB
Simon Fraser University
Southwest Newcomer Welcome Centre
SPEC Association for Children and Families
The Calgary Bridge Foundation for Youth
The Humboldt Regional Newcomer Centre
The Humboldt Regional Newcomer Centre
Today Family Violence Help Centre
United Way of Calgary and Area
West Central Women's Resource Centre