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ATLANTIC REGION ASSOCIATION OF IMMIGRANT SERVING AGENCIES

# 2007 ANNUAL CONFERENCE



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## Immigrants Becoming Neighbours

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Thanks to Maria Auxiliadora Ramos, Maria de la Paz Sen and Mohamed Hashish

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# Atlantic Region Association of Immigrant Serving Agencies 2007 Annual Conference

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# Executive Summary

The Atlantic Region Association of Immigrant Serving Agencies (ARAISA) is an umbrella organization dedicated to identifying and addressing the needs and concerns of immigrants and immigrant serving providers in the Atlantic Region. One of the many ways in which ARAISA attempts to achieve its objectives is through the Annual Conference.

The 2007 ARAISA Annual Conference was held in Halifax, Nova Scotia from October 29 to November 2 with over 160 participants - the largest to date. This year's theme — Immigrants Becoming Neighbours — illustrates our ultimate goal of welcoming newcomers, not as clients, not as students, not as immigrants, but as neighbors. The past year has seen much growth in the Atlantic region, both in terms of the numbers of newcomers arriving and the range of settlement services being provided. Our intention was to focus on the theme of immigrants becoming neighbors, which would provide us with the opportunity to explore the issue and help to highlight the responsibility of all members of the community to play a role in welcoming newcomers.

The conference was also an opportunity for member agencies to be updated on key strategic directions from governments and the impact on immigrants and immigrant service providers. One of the key objectives of each ARAISA Annual Conference is to provide an opportunity for member agencies and staff to share new programs, best practices and discuss the potential for collaboration. For the first time, we welcomed representatives from Francophone communities across the Atlantic region who are involved in newcomer settlement and integration. We hope that in the coming year we can strengthen ties with our Francophone colleagues.

A copy of this report and some of the presentations are available online at [www.misa.ns.ca/documents/ARAISAFINALREPORT.indd.pdf](http://www.misa.ns.ca/documents/ARAISAFINALREPORT.indd.pdf)

ARAISA would like to acknowledge funding received for the conference from Citizenship and Immigration Canada, Canadian Heritage, Atlantic Canada Opportunities Agency and the Nova Scotia Office of Immigration.

## Organizing Committee:

*Kevin Arsenault*

*Lisa Bamford*

*Robert Boghen*

*Richard Campbell*

*Kathy Condy*

*Bridget Foster*

*Ann Guy*

*Claudette Legault*

*Judy MacIntyre*

*Paroo MacKinnon*

*Marilyn MacMullin*

*Gerry Mills*

*Megan Morris*

*Maria Auxiliadora Ramos*

*Maria de la Paz Sen*

*Sue Thomas*

## ARAISA Background

The Atlantic Region Association of Immigrant Serving Agencies Inc. (ARAISA) was officially formed in 1994 as a regional body to represent the needs of settlement-integration agencies throughout the Atlantic Provinces. ARAISA currently has 12 member agencies from Newfoundland and Labrador, Nova Scotia, Prince Edward Island and New Brunswick.

ARAISA's mandate is to identify and address the needs and concerns of immigrants and immigrant service providers and agencies in the Atlantic Region.

### ARAISA Objectives

- To facilitate the information exchange process among immigrant serving agencies;
- To act as a collective voice representing the interests of newcomers, service providers, and service organizations;
- To encourage the training and professional development of settlement staff; and,
- To assist government in the formulation and implementation of policies and programs.

### Member Agencies

- Multicultural Association of the Greater Moncton Area (MAGMA), Moncton, NB
- Multicultural Association of Fredericton Inc, Fredericton, NB
- University of New Brunswick English Language Program, Fredericton, NB
- YM-YWCA of Saint John, Saint John, NB
- Halifax Immigrant Learning Centre, Halifax, NS
- Halifax Regional School Board Adult ESL, Halifax, NS
- Metro-Region Immigrant Language Services, Halifax, NS
- Metropolitan Immigrant Settlement Association (MISA), Halifax, NS
- YMCA Center for Immigrant Programs, Halifax, NS
- Holland College, Charlottetown, PEI
- PEI Association for Newcomers to Canada, Charlottetown, PEI
- Association for New Canadians (ANC), St. John's, NF

## Conference Objectives

The objectives of the conference were to provide immigrant serving agencies and stakeholders with the opportunity:

- To bring together staff from settlement organizations throughout the Atlantic who receive funding from Citizen and Immigration Canada for the delivery of settlement services to immigrants.
- To provide Atlantic Settlement Organizations with current information on key changes and initiatives in RAP, ELT, ISAP, LINC, Host.
- To share information on new Federal and Provincial initiatives and research that may impact on the work of settlement organizations.
- To deliver a series of workshops aimed at increasing the knowledge, skills and capacity of settlement staff.
- To increase understanding and dialogue between service providers and relevant government colleagues from the four Atlantic provinces.
- To strengthen the collaboration between settlement organizations and Francophone organizations working on settlement and immigration issues.
- To provide an opportunity for staff from different organizations working on LINC, ISAP, RAP, Host and labour market programs to discuss issues and concerns and share best practices.

# DAY 1 Tuesday, October 30th

## Professional Development Workshops

### **Understanding Your Contribution Agreement with Citizenship and Immigration Canada**

Sue Thomas, Regional Program Advisor, Citizenship and Immigration Canada  
Guy Routhier, National Program Advisor, Citizenship and Immigration Canada  
Denise Legault, Senior Policy and Programs Advisor, Citizenship and Immigration Canada

Twenty five people attended the session which focused on developing a better understanding of CIC Contribution Agreements, as well as presenting new initiatives from CIC concerning Francophone immigration programs in Atlantic Canada. This session was particularly beneficial for Executive Directors and Financial Directors of ARAISA members. Special attention was paid to Service Provider obligations in regard to Canada's official languages.

### **Dealing with Mental Health Issues of Refugees**

Heather Hayworth, Clinical Therapist, Community Mental Health, Bayers Road Centre  
Mira Musanovic, Outreach Crisis Worker, MISA

Participants were welcomed at the Bayers Road Centre for a presentation on the development of the partnership program between the Community Mental Health Bayers Road Centre and the Metropolitan Immigrant Settlement Association. The program supports newcomers' needs for mental health services with a focus on post traumatic stress disorder. The program provides an important support to immigrants, and is an integral part of the team approach favoured by both agencies.

### **Communication Skills for Settlement Workers Working with Low-Level and ESL Literacy Language Speakers**

Jayne Geldart, LINC Program Manager  
Carol MacAskill, ESL Teacher

Fifteen participants attended this session, which focused on providing the best support to clients at different literacy levels. The presenters offered tips for using literacy materials, and discussed how to make a 'safe' classroom environment. The importance of allowing extra time for students to process information was underlined. The session provided participants with practical classroom techniques and activities.

## **Child Abuse Protocol: Awareness, Prevention and Response**

Barbara Miller, VP Community Outreach and Family Services, YMCA Centre for Immigrant Programs Halifax

Ten participants attended this session at the YMCA office. Barb Miller presented protocols for recognizing and reporting suspected child abuse. Many clients are not aware of this legislation, and service providers are particularly sensitive in striving to balance required legal responsibilities with advocating on behalf our clients. This session was particularly important in developing awareness in working with clients who are navigating their new environments and applicable laws as they settle in Canada.

## **Teaching to Canadian Language Benchmarks**

Anne Kelly, Metro Region Immigrant Language Services, Halifax

This session demystified the Canadian Language Benchmarks by providing a clear definition and step-by-step guideline for participants. It provided an overview for classroom teachers on how to develop and implement classroom planning using Canadian Language Benchmarks. Participants had an opportunity to discuss best practices of the CLB, and to identify ways that they could be implemented in their classes.

## **Early Childhood Education**

Melissa Hayes, Childminding Monitoring Advisory and Support Consultant

Using a variety of resources, this session provided participants with strategies specifically designed for young children by the Child Minding and Monitoring Advisory Support (CMAS). Several child support workers discussed programs and techniques currently used in their classrooms and programs. There was specific discussion related to the vulnerability of children, and the importance of addressing safety issues in all aspects of work with children. The presenter had a plethora of handouts available.

## **Play It Right! A Program to Promote Human Rights Values and Intercultural Harmony with Children and Youth**

Frédéric Hareau, Senior Program Officer, Equitas  
Jeremias Tecu, Settlement Worker, Multicultural Association of Fredericton

During the Play It Right! session, the presenters discussed the program, explaining the approach and some of the results achieved in participating camps. Participants were introduced to new games and knowledge that allowed them to increase their skill in using the model within their organizations. Play It Right manuals and toolkits are available free of charge from [www.equitas.org/toolkit/index.php](http://www.equitas.org/toolkit/index.php)

## **Registration and Reception**

After registration, the Nova Scotia Organizing Committee hosted a reception for participants attending the ARAISA Conference. Caribbean Pan Music was played by Joseph Solomon. Participants were welcomed by the committee, and had the opportunity to mingle with staff from the service providers and funding departments and agencies. Following the reception, roundtable discussions took place on a variety of themes.

# Round Table Discussions

## Employment Roundtable

Facilitator: Eileen Kelly-Freake, Association for New Canadians, St. John's NL

Twelve participants attended this discussion. The Employment round table discussion engaged participants in identifying some successes and challenges experienced in their respective associations.

ANC, Prince Edward Island developed cultural sensitivity / diversity training for employers in the area. There has been a 227% increase in the number of newcomers since last year, and ANC staff has increased from 6 to 18. It has proven beneficial to have newcomers begin the foreign credential recognition process early, as well as having language levels of clients assessed early by intake workers.

MAGMA, New Brunswick - English as a Second Language (ESL) classes have been increased to level 4 and 5, and there are regular employment classes as well. There are a large number of Provincial Nomination Program clients in the LINC School. NB has a work placement program that asks newcomers to identify a wish list of employment opportunities to assist them in a placement for six weeks. Some clients are ready to open their own business when they arrive, but their settlement issues are not addressed. These clients tend to struggle whereas those who are community sponsored tend to be more successful.

MISA, Nova Scotia has the New Beginnings Online program and the workshop curriculum on their website. MISA is facing challenges with Foreign Credential Recognition and it is sometimes difficult to convince employers to 'take a chance' on hiring newcomers. Many employers have a biased opinion of newcomers and MISA is working diligently towards changing those perceptions / opinions.

HILC, Nova Scotia has been working with employers and entrepreneurs since 1993. Live internet training is now available through a program funded by the NS Department of Education. They are currently facilitating an English in the Workplace Program which has increased opportunities for businesses to hire newcomers. Promotional materials developed by MISA and HILC provide employers with current information about the program.

YMCA Centre for Immigrant Programs, Halifax expressed concerns regarding deficits in speaking skills and professional language training for clients. Many newcomers may have language skills, but are unable to communicate clearly on a professional level.

Association for New Canadians (ANC) Newfoundland and Labrador has been involved in research and development projects under Foreign Credential Referrals (FCR) and International Educated Health Professionals (IEHP). They are currently working on a Resource Handbook for Entrepreneurs and have successfully completed a Quick Tips Guide for International Medical Graduates (IMG). ANC has hired a Community Resource Officer to assist International Medical Graduates and their families by linking newly hired physicians with colleagues and their families, as well as researching models for family mentoring in rural settings. Preliminary work is underway to develop a Community Enhancement Strategy for International Medical Graduates throughout the province. The limited number of immigrants arriving to NL under the Provincial Nomination Program is worrisome.

Federation of Francophones of Newfoundland and Labrador (FFTNL), assists people from Quebec, France and Europe obtain employment in NL. There is a need for skilled workers and FFTNL attempts to assist the French community with employment networks and adapts its services to meet the minority needs of this particular group of clientele. FFTNL has a challenge finding appropriate employment for those clients who are completely bilingual.

#### Emerging Issues:

- Additional employment resources are needed to strengthen agency capacity as a result of enhanced Provincial Nominee Programs, and increased numbers of skilled immigrants.
- There is an increased need to be engaged with employers to promote the talented pool of immigrants, and to dispel existing myths.
- Employment counselors should formulate an on-line networking forum to share information, resources, new initiatives and best practices.
- Additional Employment resource materials need to be targeted to work with level 1 and 2 clients arriving under the Provincial Nominee Program.
- There is a need to work in close collaboration with multiple stakeholders to develop more welcoming communities for newcomers to assist in their integration and retention.
- There is a need to explore the possibility of Language in the Workplace Programs in other agencies and provinces.
- Each province has distinctive differences and may have a diverse view of immigrant needs. Approaches need to be explored to encourage small and medium sized businesses to hire newcomers.

#### Settlement Roundtable

Facilitator: Lois Berrigan, Association for New Canadians, St. John's, NL

Fourteen participants attended the session. Several agencies provided updates on their current challenges and best practices. Among the highlights:

##### PEI ANC:

There are large numbers of arrivals: 750 from all categories/70-75 Government Assisted Refugees (GARs). Because of low language level, there are challenges when assessing needs. The agency is trying to match appropriate interpreters (male/female) and to maintain consistency in the interpreter. Due to an increased number of immigrants from Provincial Nomination Programs (mainly investors) a waiting list for childcare was created. The agency is experiencing a shortage of family physicians.

##### ANC NL:

Staff are paying particular attention to matching clients with interpreters. There are difficulties finding housing for larger families. NL is receiving 131 Government Assisted Refugees. Family physicians are usually found by word to mouth and this is not a difficulty for clients. There are problems with "lost" income support cheques and the consequences, which causes problems with landlords.

##### MAGMA NB:

Moncton is receiving 59 Government Assisted Refugees but also increased number of immigrants from Provincial Nomination Programs. LINC Level 1, 2 and 3 are full but still having a waiting list. There are challenges in the settlement process with refugees because of their language level; however independent newcomers are more independent. Some cultural groups don't tend to stay because of search for their communities in bigger cities. MAGMA has formed an adult soccer team of 22 people and hoping to have tournaments with other associations.

##### MCAF NB:

Fredericton is receiving 59 Government Assisted Refugees and an increased number of immigrants from Provincial Nomination Programs. Refugees tend to be in literacy and lower ESL classes and the majority of clients and class participants are from Provincial Nomination Programs with a higher language level. MCAF are receiving complaints from clients not being able to access French class because of previously-mentioned restrictions.

## **Managers Round Table**

Facilitator: Kevin Arseneault, Executive Director, PEI Association for Newcomers to Canada

Fourteen people attended this session. The discussion centered on three themes: Equity among Settlement Agencies - Although settlement agencies are delivering similar or identical settlement services – often under the terms and conditions stipulated by the same funder – remuneration, benefits, and the terms and conditions of those agreements are not always the same. This discussion focused on (a) the current situation with respect to equitable treatment of settlement agencies and staff by funders, and (b) what changes are required to improve the fairness factor with settlement agencies and staff throughout the Atlantic Region.

ARAISA Repositioning - Discussion centered on the potential to strengthen ARAISA by having a central office that could coordinate new initiatives and funding sources. This possible office could play the role of ensuring that all settlement agencies received information in a timely fashion about programs and funding.

Best Practices - The focus was on ‘new’ developments and sources of funding for settlement service programming. Representatives from each province reported on funding sources that they are involved with, and the status of new partnership development within various communities.

The content from this roundtable would be further discussed at the ARAISA Annual General Meeting to be held later during the conference.

## **Labour Market Language / ELT Roundtable**

Facilitator: Kathy Burnett, HILC

Eighteen people attended the discussion. There were overviews of various programs available in each province, and new initiatives were discussed. The importance of portfolio development to assist in accessing the labour market was underlined. Halifax Immigrant Learning Centre is facilitating an English in the Workplace Program which has increased opportunities for businesses to hire newcomers. In some provinces, PEI in particular, there is a need to build new programs that will respond to language required in the labour market by the increasingly diverse number of newcomers.

## DAY 2 Wednesday, October 31st

### Welcome and Opening Remarks

#### **Facilitator: Gerry Mills**

Gerry Mills, Executive Director of the Halifax Immigrant Learning Centre, welcomed delegates to the Annual ARAISA Conference. She noted the work done by the Nova Scotia planning Committee in preparing for the conference for the last several months. The theme of the conference: Immigrants Becoming Neighbours, underlined the desire to genuinely welcome immigrants in our communities, not as clients, not as students, not as immigrants, but as neighbours. Ms. Mills provided a brief overview of the conference, and encouraged participants to actively partake of the sessions and activities.

#### **Honourable Len Goucher, Minister of Immigration, Nova Scotia**

Minister Goucher represents the riding of Bedford, which has one of the largest immigrant populations in Atlantic Canada. He is quite new in his position as Minister of Immigration, having taken over the portfolio within the last week. Over 70 languages and dialects are spoken by residents in his constituency, which underlines the importance of immigration to the growth of all sectors in the area. He stressed the need for immigrants to be more comfortable in our communities, and noted the integration of children as being a positive sign that immigrants are indeed communicating well and participating fully in schools, sports and other activities. Minister Goucher spoke of the need to retain immigrants in Atlantic Canada, and programs designed to help track newcomers over a longer period.

#### **Councillor Bill Karsten, Halifax Regional Municipality**

On behalf of Mayor Peter Kelly, Councillor Karsten welcomed delegates to the conference. He noted that the conference was taking place a stone's throw from Pier 21, which was the front door for one million immigrants to Canada, and is today one of our treasures. Councillor Karsten immigrated to Canada from Holland, and spoke passionately about the importance of welcoming immigrants, as their involvement in our communities makes us all better people. He spoke of the Halifax Regional Action Plan for Immigration, noting that HRM is committed to providing the best possible service to its residents. The Immigration Action Plan is a manifestation of that commitment, with representatives from business, government, not-for-profit organizations, immigrant settlement organizations and immigrants themselves all contributing to help build this plan. The plan can be accessed at <http://www.halifax.ca/communications/ImmigrationActionPlan.html> Councillor Karsten reminded us that we can all take specific actions in our own communities to make our regions more attractive and welcoming for newcomers.

### **Richard Fadden, Deputy Minister of Immigration, Canada**

Mr. Fadden welcomed the delegates, and stated that he was very pleased with the conference theme. The Atlantic Region is known for hospitality and welcoming people, and increasing immigration in the Atlantic region can use this well established tradition. Every Atlantic province wants more immigrants, and the federal department of Citizenship and Immigration Canada is issuing more temporary visas in response. Mr. Fadden stated that next year will see a marked increase in the number of Permanent Residency given to temporary residents throughout the region. There is a need for communities to work together to integrate immigrants socially, economically and politically. The Atlantic region must work together to determine why we receive the fewest immigrants, and develop policies and programs geared to retaining those immigrants that do begin their life in Canada in the Atlantic region.

## **Provincial Panel**

### **Facilitator: Kevin Arsenault**

### **Bridget Foster, Executive Director, Association for New Canadians, St. John's, NL (replacing Nellie Burke)**

Ms. Foster spoke of the impact of the improving economy in Newfoundland and Labrador, which has increased the interest of the government in immigration. In 2004, the government appointed a Director of Immigration Policy and Planning, and there appears to be an increased 'buy-in' of the strategy to foster economic development through immigration. NL is hoping that 1,200 – 1,500 newcomers will make that province their home. Retention is improving, and employment has improved as well. There is a lower retention of international students. The statistics for the PNP program are lower than anticipated. The province has invested six million dollars to implement the goals of the immigration strategy, and there will be fourteen people working in the department. Ms. Foster suggested that NL could send people who work in settlement overseas to assist with recruitment and orientation. Newfoundland and Labrador is implementing cultural sensitivity training sessions for major employers, which is a tremendous step of support towards immigrants' success in the province.

### **Jeannie Pitts, Manager, Immigration Promotion, Recruitment and Integration, Population Secretariat, Prince Edward Island**

Ms. Pitts expressed that PEI is on a steep learning curve with a large increase in the number of immigrants to that province. She spoke of the importance of the partnership with the various departments and agencies such as CIC, ACOA and HRSDC in supporting immigration to Atlantic Canada. PEI has been exceeding goals and targets of numbers of immigrants – there were 565 last year, and they are on target for 1000 this year. Prince Edward Island is in its infancy with immigration, and is learning a great deal from other Atlantic provinces about program development. They are developing a web portal that will allow easier access to information for immigrants, with links to potential employment sources. There is some emphasis in the Summerside area to develop additional resources in French. There are challenges with the rapid growth of immigration in PEI, and there are also rewards. Staff working with immigration wear many hats!

**Carmelle D'Entremont, Director of Programs, Nova Scotia Office of Immigration**

Ms. D'Entremont presented a brief review of Nova Scotia's 2005 Immigration Strategy, which includes retention of immigrants as a primary initiative. The level of retention will be supported by ensuring a strong base of integration in the areas of employment, communities and families. The theme of this conference is particularly relevant to that strategy. Ms. D'Entremont spoke of the four streams of immigrants arriving through the Nova Scotia Provincial Nominee Program. There is no cap on the number of immigrants involved in this program. The Minister of Immigration held several CEO Round Tables throughout the province, to discuss the perspectives of major employers. The focus of many of the employers was that although there are many immigrants in NS seeking employment, there are difficulties with foreign credential recognition.

**Monique Drapeau-Miles, Executive Director, Population Support/Population Growth Secretariat, New Brunswick**

**Ashraf Ghanam, Manager, Selection and Multicultural Unit/Population Growth Secretariat, New Brunswick**

Ms. Drapeau-Miles and Mr. Ghanam discussed the strengths and challenges faced with immigration in New Brunswick. NB has a recently released report on immigration "It is Time to Act: Towards New Brunswick's Population Growth Strategy". <http://www.gnb.ca/3100/Promos/Reports/Diss-paper-e.pdf>. This report addresses some of the challenges and opportunities in the province. One particular challenge, as in other Atlantic Provinces, is retention of immigrants. NB has a goal of increasing retention from sixty to eighty percent by 2015. One of the areas that they are focusing on is increasing retention in rural areas of the province. As well, there are trends of declining birth rate, declining and aging population, a significant out-migration (particularly of youth), and a small immigrant intake (well below the national average) which present significant challenges to the continued improvement and sustainability of health, education, and other social programs. Ms. Drapeau-Miles and Mr. Ghanam underlined that the Government of New Brunswick is committed to this issue, but must have the assistance of all New Brunswickers to find solutions.

## **Concurrent Sessions**

**Models for Health Interpretation**

Merek Jagielski

A lack of health interpretation services affect newcomer clients' ability to access health care as well as the quality of health services. A community health interpretation model and a discussion of strategies developed by the ongoing initiative will be presented and discussed.

Merek Jagielski has been involved with the Capital Health "Bridging the Gap" initiative and MISA Newcomers' Health Task Force. Currently he is involved with the CH Diversity and Inclusion in the Health Care consulting on the development of health interpretation services.

### **Strong Foundations – Investing in Immigrant Youth**

InHae Park, School Settlement Staff, YMCA Centre for Immigrant Programs, Halifax

Twenty participants attended Ms. Park's session, which discussed the strategies and philosophies that have guided the Halifax YMCA in their work with immigrant youth. Ms. Park presented the background of the program, which began with a summer program in 1992 and a lunch-time peer support group in 1993. The program has grown to include 10 settlement staff and 2 mobile staff at 18 schools throughout Halifax Regional Municipality. The program focuses on developing self-confident, well integrated, emotionally stable and academically strong young people who have a sense of belonging. It is funded by Citizenship and Immigration. It could be beneficial to present the program to other service providers to ensure that they are aware of the support available to immigrant youth in some of the schools. The session was very informative and inspiring – underlining the passion of working with immigrant youth.

### **Portfolio Development in Language Classes**

Carol Derby, Labour Market Language Programs Instructor, HILC, Halifax

Fifteen participants attended Ms. Derby's session.

Ms. Derby presented an overview of the portfolio and language integration project at the HILC. The importance of portfolio development to assist in accessing the labour market was underlined. Halifax Immigrant Learning Centre is facilitating an English in the Workplace Program which has increased opportunities for businesses to hire newcomers. Promotional materials developed by MISA and HILC provide employers with current information about the program. There was interest in this program being available to other service providers.

### **Play It Right! A program to promote human rights values and intercultural harmony with children and youth**

Frédéric Hareau, Senior Program Officer (Canada), Equitas

Jeremias Tecu, Settlement Worker, MCAF, NB

During this workshop, Mr. Hareau and Mr. Tecu discussed the program, explaining the educational approach and sharing some of the results produced in participating camps. The participants experienced a number of games and activities from the Play it Right! Toolkit and discussed opportunities and strategies for implementing this type of program within their own organizations.

The workshop discussed the following elements: the importance of value-based education for children and youth in non-formal settings; strategies to raise awareness of discriminatory attitudes and behavior among youth and children, to facilitate the integration of the values such as respect, collaboration, inclusion in their behavior and attitudes and to prevent conflict over the long term; and approaches to building capacity of municipal agencies or others organizations to develop and implement non-formal human rights education and multiculturalism programs aimed at children.

Participants learned how to access and use the available tools and materials to promote a positive experience for youth and staff.

The Play it Right Toolkit and all training manuals are available free of charge on the Equitas website: [www.equitas.org/toolkit/index.php](http://www.equitas.org/toolkit/index.php)

Equitas is a non-profit and a non-governmental organization founded in 1967 to promote human rights education. This project is made possible thanks to Canadian Heritage, The TD Bank Financial Group, The J.W. McConnell Family Foundation, The City of Montreal through its Direction de la diversité sociale, and the Ministère de l'immigration et des communautés culturelles du Québec.

### **Distance Learning: Research and Delivery**

Sarah Sampara, Instructor, English in the Workplace, HILC

Nabiha Atallah, Manager, Immigrant Business Development Services, MISA

Jan Sheppard Kutcher, Manager, Employment Services, MISA

Mark Larson, Project Manager, New Beginnings Online, MISA

Twenty five participants attended this session which focused on distance learning initiatives by MISA and HILC to reach out to immigrants in smaller centres and to offer alternatives to immigrants in accessing language training and employment services. One objective of the programs is to facilitate attraction and retention of immigrants in smaller communities. The New Beginnings Online program partners with the Nova Scotia Community College to deliver employment courses on-line. New technologies such as Skype, Elluminate and Moodle present exciting educational potential.

HILC and MISA were congratulated for their dynamic, creative work in utilizing new technologies and developing partnerships that facilitate integration of newcomers.

## **Market Place**

The Market Place was set up in various rooms, with participants circulating at specific times. Attendees choose sessions according to their interest. The sessions were short, and there was opportunity for participants to get a lot of information which they were able to follow up on later.

### **Childminding Monitoring Advisory Support – Melissa Hayes (CMAS)**

This session included recent information and resources of specific interest to participants working with immigrant children. Ms. Hayes presented an overview of recent trends and materials. There were ample resources available for participants to take from the session.

### **Foreign Credentials Research – Eileen Kelly-Freake - (ANC Newfoundland and Labrador)**

This marketplace was of great interest as it provided information and resources that ANC Newfoundland Labrador has been involved in under FRC and International educated Health Professionals, including a Resource Handbook for Entrepreneurs and a Quick Tips Guide for International Medical Graduates.

### **LifeSkill Projects – Sarah Cooper and Kelly Jordin (HILC)**

This dynamic session included a Power Point presentation and demonstrations of various class activities of interest to Life Skill Instructors. There was information on research undertaken with various instructors and clients that was useful for program planning.

### **Internationally Educated Health Professionals – Jan Sheppard Kutcher (MISA), Kathy Burnett (HILC), Sherry Seller, (HILC), Beth Vye (HILC), Flora Jackman (ANC)**

This session provided an overview of IEHP Initiatives at HILC and MISA, and ANC. A closer look at the recently developed “Community Connections” component of the English for IEHP class was highlighted. There were many relevant resources available, and the presenters were able to respond to a multitude of questions related to employment and training issues for IEHP.

### **Literacy Resources / Literacy Stories - Cindy Tomblin and Sanja Pecelj (HILC)**

Cindy and Sanja presented Changing Lanes – a resource developed for English as a Second Language (ESL) literacy learners which can be used in low level ESL classroom as a supplementary reading and writing resource. Each book deals with one or more life skills, and can be used as an auxiliary reading resource to settlement programs.

### **English in the Workplace - Donna McLean (HILC)**

The Halifax Immigrant Learning Centre has been offering English in the Workplace to employed newcomers since 1993. Donna presented an overview of the program, and offered support to participants who may be interested in developing a similar program.

## **Film & Workshop**

How Strangers Become Neighbours: Integrating Immigrants Through Community Development  
With the financial support of the Nova Scotia Office of Immigration, this session was open to the public, and there were attendees from a variety of community groups as well as staff from the NS Office of Immigration. Paula Carr, Executive Director of Collingwood Neighbourhood House in Vancouver, presented this film and discussion about how one troubled neighbourhood in Vancouver worked together to create a welcoming environment for newcomers. That project has become a model on how to use a wide range of immigrant settlement services and other community agencies together for the betterment of all.

## **DAY 3 Thursday, November 1st**

### **Federal Panel**

#### **New Initiatives, Trends and Policies: How They Affect Settlement Organizations**

The panel presentation and discussion was facilitated by Bridget Foster. Panelists included Wally Boxhill, Director, Integration and Refugees Program Delivery Group (CIC), Jean Seguin, Director, Settlement Program – Client Centred Programs (CIC) and Andrew Griffith, Director General, Multiculturalism (CH).

This presentation was attended by approximately 120 people, and focused on providing an overview of existing programs as well as an outlook to new developments. There has been excellent research that demonstrates strong interest in supporting projects that bring diverse communities together to work on common projects. The importance of achieving a balance between small and large initiatives was underlined. There was discussion concerning the two types of measurements that are used with CIC projects (outputs and outcomes) and how these measurements can offer more flexibility in programming. The shift in terminology (ie from multiculturalism to pluralism), reaches out to all communities, including our Native Canadians. The panelists provided a great deal of information and laid out the time frame in which some new initiatives will be implemented. Service providers appreciated the opportunity to discuss concerns over some of the changes and how training and orientation will be provided.

## Concurrent Sessions

### **Services for Economic Immigrants/Entrepreneurs**

Presented by Nabiha Atallah (MISA) and Ellen Pilon (HILC), this session was attended by 22 people. The presentations focused on the various economic categories (Federal and Provincial) of Economic Immigrants. There was discussion on where (geographically) most of these immigrants come from, and the specific services that they require. Course content and themes are specifically designed for the English in the Workplace sessions. Some of the challenges that were discussed included the potential of this group of immigrants being better prepared prior to their arrival in Canada by accessing on-line sessions and resources. More emphasis could be placed on 'soft-skills', as this is an area where many immigrants could use additional coaching.

### **Federal Foreign Credential Recognition Initiatives**

Kelly Archer, Manager, Foreign Credentials Referral Program, Skills and Employment Branch, Human Resources Services Development Canada (HRSDC)  
Charles Bernard, Director, Foreign Credential Referral Office, Citizenship and Immigration Canada (CIC)

Thirty people attended this session, which focused on an information update on the programs from both departments (CIC and HRSDC).

Kelly Archer presented the renewed "Going to Canada Information Portal", which is co-managed through both HRSDC & CIC. There was an information booth at the conference with a plethora of resources. She discussed some of the provincial Foreign Credentials Recognition projects. There are multiple partnerships in many of these projects, including provinces and territories, as well as regulated and non-regulated occupations.

Charles Bernard presented an overview on the role, mandate and services of the Foreign Credentials Referral Office of CIC, underlining the importance of stakeholder collaboration. He conducted a demonstration of the FCRO site to show how an end user could access the information required.

The presenters also referred to other initiatives such as Health Canada's Internationally Educated Health Professionals Program that are involved in providing specific information to related occupations.

### **Family Learning / Parenting**

Carmen Celina Moncayo (MISA), Huiling Zhuang (MISA) and Norma Hatcher (ANC)  
Fifteen participants discussed the importance of employing a family centered approach when providing settlement services. There was discussion on assisting parents merge their cultural parenting styles, beliefs and values into a 'Canadian' style. Working with families with a holistic approach rather than with individuals often provides a level of support that parents and children can benefit from as they are involved in a consistent message which enhances understanding. The presentation provided tips and techniques that may be useful to support workers working with newcomer families.

### **Media Skills**

Kyle Shaw, Editor, The Coast

Kyle presented a very engaging perspective on working with the media to approximately 20 people. He focused on preparing the approach carefully, and underlined the importance of having a good website, as most media look to an organization's website for information. There are many respected local reporters – some can be found at [www.AJAS.CA](http://www.AJAS.CA). Working with local (Atlantic based) reporters may provide an opportunity to identify windows of opportunity for excellent reports to be covered, as they are aware of down times, and local 'rising star' reporters may be keen to get their stories in circulation.

### **Anti-Racism Initiatives**

Robert Boghen and Evan Houlahan (MAGMA, Moncton)

Robert and Evan presented a dynamic overview of anti-racism initiatives that MAGMA is involved with. They outlined several examples of recent racist behaviours and attacks in New Brunswick directed towards immigrants, and how some sectors are responding. They presented the "Stop It!" campaign and other initiatives where MAGMA is present, including Multicultural Festivals, as an opportunity to be involved as positive role modeling. The importance of recognizing and addressing overt racism allows covert racism to be addressed as well.

### **Improving Access of Newcomers to Legal Information and Services**

Alex Atiol and Mira Musanovic (MISA), Marianela Fuertes, (Community Justice Society) and Megan Leslie (Dalhousie Legal Aid)

There were fifteen participants at this session, which profiled the partnership experience between MISA, Community Justice and Dalhousie Legal Aid in providing access to legal information for newcomers. There was discussion of the role of Dal Legal Aid and the Canada Pro Bono work in providing services to newcomers in the settlement process. The presenters discussed various legal issues in the areas of family violence, child protection, criminal charges, sexual harassment, youth criminal charges and human rights issues. There was specific emphasis in the discussions relating to the lack of recognition and understanding of cultural differences in many legal issues, and how the lack of knowledge of some newcomers to Canadian laws and the legal system. There is an increasing need within the Canadian justice system for more interpretation services, and that is often a challenge especially in smaller provinces (such as Atlantic Canada). The participants appreciated that the presentation was extremely well-prepared by staff from three different agencies, which underlined the success that partnering with various organizations can bring to working with newcomers.

# DAY 4 Friday, November 2nd

## Welcome

### **Ms. Rosalind Penfound, Deputy Minister of Immigration, Nova Scotia**

Ms. Penfound welcomed the participants to the ARAISA Annual Conference, noting the important role that immigrants are making in our communities across Nova Scotia. She spoke of the theme of the conference “Immigrants Becoming Neighbours”, and recognized the support that various agencies and departments are making in providing a welcoming environment for newcomers.

## Initiatives

### **International Credential and Competency Assessment and Recognition**

Phil Belanger, ICCAR Project Manager

In 2005, the idea of ICCAR was initiated by the Council of Atlantic Deputy Ministers of Education and Training. The mission of ICCAR is to become the most effective and trusted resource centre in the Atlantic Region, capable of leveraging our capacity to meet immigration goals through the development of a fair assessment and recognition process. Their projects follow a very participatory approach of consultation with stakeholders to identify the key success factors.

ICCAR is finalizing its business plan, and will present and discuss the model with provincial governments and stakeholders. They are also developing a sustainable financial framework. Phil's presentation was very informative and well developed, using pertinent examples.

### **Atlantic Metropolis Centre**

Lachlan Barber, AMC Coordinator and Communications Officer

The Metropolis Project has been renewed for a third five year cycle of funding from SSHRC. There are six new federal research priorities, based on the interests of federal funding partners, which are shared across the five Canadian Metropolis Centres. At the Atlantic Centre there are five research domains, four of which are based on federal research priorities (Citizenship and Social, Cultural and Civic Integration; Economic and Labour Market Integration; Policing, Justice and Security; and Welcoming Communities). The fifth domain, Gender and Migration, is based on the specific research strengths of the AMC.

April 3-6, 2008 the AMC will host the 10<sup>th</sup> National Metropolis Conference at the World Trade and Convention Centre in Halifax. The theme of the conference will be Multiple Perspectives on Immigration to Canada. The plenary sessions, based on the federal policy research priorities, will be moderated panels to encourage discussion and debate. Dr. Marjorie Stone, initiated planning focusing on the contributions of immigrants to arts and culture in Canada. There will be programming which addresses this, in addition to a wide variety of topics of national and regional interest relating to immigration and diversity.

### **Atlantic Canada Opportunities Agency**

Paul Gillis, Director, Policy and Research

ACOA's involvement in immigration initiatives relates to the Agency's regional economic development mandate. The Agency can play a strong role in coordinating economic development related initiatives with other Departments and Agencies of the Federal and Provincial Government, as well as with municipalities. ACOA's expectations regarding outcomes include increased ability for local companies to compete in the global marketplace and expansion of the local economy. The Agency also expects that supporting regional immigration strategies will create a larger and more diverse pool of skilled and knowledgeable.

The Atlantic economy depends on entrepreneurs, and there are many compelling reasons to attract immigrants to our region. Immigrants bring their skills, experience and investment that will enrich the future development direction of the region.

## **Film: Hanging On (NFB, 2007)**

Chedly Belkhodja, Atlantic Metropolis Centre Director, Université de Moncton, NB

This short film was produced through the Citizenshift program of the National Film Board with funding from Human Resources and Skills Development Canada. It is part of a collection of six films entitled "Work for All" which explores workplace racism and discrimination in Canada.

"Hanging On" examines the experiences of Francophone immigrants in Moncton's call centres. The film tells the story of three international students who settle in Moncton after graduating and become stuck in call centre employment which does not put their skills and aptitudes to good use.

Following the film the audience discussed experiences relating to workplace discrimination, international student employment, the call centre industry and labour market integration in Atlantic Canada. Several people expressed interest in acquiring copies of the film.

## **Immigrants' Panel**

Immigrants Becoming Neighbours

Hien Deleu, Ute Fielder, Abdul Abiwaji and Reza Arefi

Barbara Miller (YMCA Centre for Immigrant Programs, Halifax) facilitated a discussion among four recent immigrants of some of their experiences in our region. The recounting of their experiences was very touching – from their enthusiasm to their dismay at certain issues. The diligence and commitment of newcomers was forefront, and the importance of every gesture of support is crucial to including our newest neighbours.

## Closing Remarks

Claudette Legault – Executive Director, Metropolitan Immigrant Settlement Association  
Gerry Mills, Executive Director, Halifax Immigrant Learning Centre

In their closing remarks, Claudette and Gerry thanked the participants for their attendance, noting the increased interest in the conference this year. Claudette and Gerry thanked the organizing committee for their support during the last few months, especially Maria Auxiliadora Ramos (MISA) and Maria de la Paz Sen (HILC). The conference provided the opportunity for a large number of stakeholders to share ideas and best practices, and to learn from each other about immigration programs throughout the Atlantic region.

The support of each of the conference funding agencies was noted: Citizenship and Immigration Canada, Canadian Heritage, Atlantic Canada Opportunities Agency, and Nova Scotia Office of Immigration.

It was noted that this was the first time that Francophone organizations were included in the conference, and that we have much to share. ARAISA is strengthened by including organizations from the entire Atlantic region in our work.

Claudette and Gerry thanked the presenters, and noted that instead of each presenter receiving an individual gift, a financial donation was made to Salvation Army in recognition of their support to immigrants, especially at this time of year.

Appreciation was extended to the Immigrants Panel members, who each underlined the importance of the work that we are involved in to support them in the on-going challenges that they face as they strive to become neighbours.

Claudette and Gerry extended best wishes to New Brunswick in their planning for next year's conference, to be held in Moncton.

A slide show of photos taken during the conference by Kathy Burnett ended the conference.

## Immigrants Becoming Neighbours - Notes from the Wall

What we can do to help immigrants feel more welcome

- Go with your neighbours to school
- Bring the neighbour's kids to your kids' hockey game
- If you see somebody who looks confused by systems (in the bus, bank, etc) ask: "Can I help?"
- Have joint holiday celebrations (Thanksgiving & Eid/ Christmas & Hanukkah & Kwanzaa)
- Create settlement services/ programs that are available to both immigrant and mainstream Canadians
- Greet people on the elevator
- Educate parents about how to approach other parents and help them feel more welcome
- Volunteering is an important chance for Canadians to meet new Canadians
- Listen to the immigrants; they will tell us what they need
- Invite neighbours for tea, introduce them to members of our community, talk to them
- Learn how to say "Hello" in different languages
- Positive newspaper and other media reporting of immigrants
- When a new person arrives in your neighbourhood or apartment, bring them a plate of cookies

- Acknowledge people with a friendly “hello- how are you”
- Prepare a meal and deliver it to them, invite them to your house, ordinary people
- Show interest for their culture; show them that you care, help them mow the lawn
- Invite newcomer children to go trick-or-treating with your children
- Organize a welcome committee for newcomers and give them a gift
- Smile; be warm and open
- Invite people over to share meals and celebrations
- Ask if the newcomer needs assistance in settling (apartment, orientation, recreation opportunities, shopping for food, directions getting to places, etc)
- Please remember I also feel like you, I have feelings like you
- Smile back if greeted
- Smile, smile and smile; whatever the language, everybody understands what that means
- Adopt a family! Canadian families can adopt a newcomer family
- Be inclusive
- Start a conversation with the person you are standing beside at the bus stop or in the grocery line
- Include children in birthday parties
- Invite your neighbour to your home
- Job opportunities create a sense of belonging
- Have a pot luck/ street neighbourhood party
- As a member of the community, encourage the growth of mixed income housing neighbourhoods; good for community diversity and opportunities for interaction
- Try their culture with a smile; be ready to learn
- Welcome committees from the local communities to say hello and welcome your neighbours ( similar to welcome wagons)
- Closed minded people may need help to be comfortable when meeting people from other cultures
- Smile and say “Hello”
- Try new restaurants and support immigrant businesses; customers often become friends and it is a natural interaction, not forced or artificial
- Don't mention I have an accent; I am proud of it
- Participate in multicultural events, even paying admission fees supports the immigrant community and you might make a friend
- Imagine their potential
- Cultural sensitivity at the school age level; racism can't be tolerated
- Cultural sensitivity training in the school system; recognize when a student is being ostracized
- More cross-cultural training in public schools, government agencies and institutions
- Field trips in the community open the doors to communication
- Lets work individually and systemically to work against racism; not ever deny that racism is a major barrier

## Evaluation

An evaluation form was distributed to the participants of the ARAISA Conference. Thirty Nine evaluations were returned. Overall, the conference was very well received by participants.

The vast majority of participants responded that the conference objectives were met, including the following comments:

### **To bring together staff from settlement organizations throughout the Atlantic who receive funding from Citizenship and Immigration Canada for the delivery of settlement services to immigrants**

“It was an excellent opportunity to learn from representatives from across the Atlantic.”

“The conference was excellent time to meet and ask questions from service providers.”

“Exchanging ideas and networking among staff is very important, and this conference gave us that opportunity.”

“Even though the program that I work with is not funded by CIC, I found the opportunity to meet staff from other organizations very useful and interesting.”

“Very informative, especially for a first time participant.”

### **To provide Atlantic Settlement Organizations with current information on key changes and initiatives in RAP, ELT, ISAP, LINC, Host**

“Representatives were very helpful in providing information.”

“There is a need for more sessions for front line workers.”

“The speakers providing updates were well chosen and well prepared.”

“It was helpful to learn about other programs that I can refer my clients to.”

“I learned about other programs that are connected with my own, so now I have a more complete picture of services offered.”

### **To share information on new Federal and Provincial initiatives and research that may impact on the work of settlement organizations**

“It was good to learn of future directions so that I can work in that direction as well.”

“There was good information that will help me in my work with clients.”

“It was particularly interesting to learn of some of the programs in the Francophone regions.”

“Very informative to hear reactions to problems such as inability to access refugees medical records.”

### **To deliver workshops aimed at increasing the knowledge skills and capacity of settlement staff**

“As a LINC teacher, I found the session ‘Planning to CLB’ demystified this topic and will make it easier to plan using the benchmarks.”

“I’ve gained ideas and knowledge in a variety of areas that will be very useful in my job.”

“Wide range of topics covered, all information will be relevant and will increase my ability in providing services to clients.”

“The Equitas session was particularly relevant to our summer youth programs.”

“There didn’t seem to be much for HOST, and no professional development opportunity for managers.”

“I would have preferred more professional development, including conflict resolution, team building and workshop development.”

**To increase understanding and dialogue between service providers and relevant government colleagues from the four Atlantic provinces**

“It was great to see such a large representation from CIC at the conference. They seemed especially attentive in listening to our issues.”

“We exchanged e-mail addresses to continue to share information between CIC staff and service providers.”

“It was good for both sides to have the chance to discuss issues, but there seemed to be a lack of political will to find a solution to medical records sharing.”

“Networking with CIC representatives was very helpful. It allowed me to develop a more professional relationship with their office.”

“The workshops really promoted open dialogue between service providers and funding department staff.”

**To strengthen the collaboration between settlement organizations and Francophone organizations working on settlement and immigration issues**

“It was a good opportunity to look at issues from different perspectives.”

“There was good representation from Francophone groups, but the Francophone presenters should have spoken in French.”

“For me, it was the most important aspect of the conference. The dialogue between our organizations was very useful.”

“It was ok, but there could have been more deliberate mixing of the groups.”

“It provided a unique opportunity to meet with Francophone representatives.”

**To provide an opportunity for staff from different organizations working on LINC, ISAP, RAP, Host and labour market programs to discuss issues and concerns and to share best practices**

“The roundtable was a good opportunity for this, but there was not enough time.”

“Excellent opportunity to meet with other services providers and to learn new approaches to my work.”

“There was lots of opportunity to meet with people over lunch and during breaks, along with the sessions, where I learned an incredible amount about others work.”

“There were not enough sessions dealing with direct settlement issues.”

“I learned about the ‘open window – one year’ re RAP clients which helps me understand why some clients are so desperate to bring family members here.”

“The roundtables were particularly good at providing the opportunity for open discussion of best practices on a variety of topics.”

“The discussions were good, but there was not enough time to absorb the wealth of experience that so many people had.”

**Most sessions were noted as being particularly relevant to some participants work, with higher than average responses to the following sessions:**

- Literacy Resources
- Roundtables
- Play It Right!
- Teaching to Benchmarks
- Refugee Program Update
- Media Skills
- Immigrants Panel

**In what ways do you expect that your experience at the conference will lead to new working relationships, partnerships or collaborations beyond your previously established networks?**

“The conference greatly increases the ease with which I can interact with colleagues from different organizations.”

“I was able to develop a new business relationship with a partner.”

“I was exposed to new ideas and initiatives which we may be able to incorporate in our province.”

“The conference helped to solidify relationships between service providers and CIC staff that aren’t often seen.”

“It was interesting, but will probably not lead to any new developments for me.”

“The conference provided an opportunity to speak with staff from other provinces and learn how our programs can be adapted to be better received by funding departments.”

“It provided an excellent framework, especially for Newfoundland and Labrador.”

**What topics were not covered that you would like to see in future conferences?\***

- Information about programs for immigrants in rural areas.
- More emphasis on programs for women immigrants.
- French second language programs.
- Sessions specifically geared for teachers.
- A planning session between CIC & SPOs for each province to discuss the needs, gaps and new initiatives for the future fiscal year.
- Impact of volunteer sector on services
- Health Canada on Federal Panel
- Publishers’ Display

General feedback on the structure and process of the workshops and sessions was very positive. The marketplace session was particularly commented on with positive remarks. Most presentations were quite interactive, and provided opportunities to discuss during the presentation. Some participants commented that there was not always adequate time for questions and answers at the end of sessions.

\* Several participants stated that they would like to have more of the same sessions, but more in-depth, specifically for settlement workers and language teachers.

**Comments about logistics and conference organization include:**

“Very welcoming, friendly environment.”

“Very well organized conference with excellent presenters.”

“The final party was too far away – especially in the rain. But, we enjoyed it!”

“It would have been nice to twin ‘new’ ARAISA members with seasoned staff to facilitate integration and understanding.”

“The hotel and meeting rooms were great, but it was hard to control the temperature.”

“Conference committee was very helpful, both before and during the conference.”

“The dance lessons at the party were a great idea!”

“Thanks for all your hard work – this is the first ARAISA conference we attended, and we look forward to meeting again.”

“Parking was very expensive.”

“It was distracting to have two roundtables in the same room.”

“The conference organization was great – kudos to Nova Scotia!”

“We were well shepherded from one session to the next without feeling pushed.”

“Some rooms were inefficiently set up.”

“I really appreciated the efforts of the organizers to provide sessions of interest and a very welcoming, respectful environment.”

“Thursday night’s banquet and dancing was too much fun. Thanks.”

“The outstanding aspect of this conference was the mixture of formats – marketplace, roundtables, panel presentations, concurrent sessions, video, social activities. Well done!”

# ARAISA Conference Attendees

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Sue Thomas - Regional  
Sylvie Theriault - Regional  
Bill Stewart - Regional  
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Marc Rossignol - NB  
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**CANADIAN HERITAGE**  
Andrew Griffith  
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**NOVA SCOTIA OFFICE  
OF IMMIGRATION**  
Carmelle D'Entremont  
Elizabeth Mills  
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**PROVINCIAL  
REPRESENTATIVES ON PANEL**  
PEI: Jeannie Pitts  
NB: Ashraf Ghanem,  
Monique Drapeau-Miles  
NS: Carmelle D'Entremont

**HUMAN RESOURCES SKILLS  
DEVELOPMENT CANADA – FRC**  
Marie Annik Pelland  
Kelly Archer

**GUEST PRESENTERS  
AND DISPLAYS, ETC:**  
Frederic Hareau - Equitas  
Paula Carr – Where Strangers Become  
Neighbours  
Melissa Hayes - CMAS  
Mae-Lyna Beaubrun – INSCAN

**MEMORIAL UNIVERSITY  
OF NEWFOUNDLAND**  
Sonja Knutson

**NEW BRUNSWICK DEPARTMENT OF  
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Willy Wilonja

**NEW BRUNSWICK MULTICULTURAL  
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Mary Lou Arsenault

**NEW BRUNSWICK DEPARTMENT OF  
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Kelli Greene

**PRINCE EDWARD ISLAND  
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Grant Sweet, PEI Settlement Services

# ARISA Conference 2007 in Pictures









