



Welcoming Community Policy

Framework and Implementation Plan

November 2010



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EXECUTIVE SUMMARY

In 2006, The City of Calgary became a member of the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD). Council then directed that a policy on immigration and settlement be developed which led to the creation of the Welcoming Community Policy. This Council Policy gives direction to The City to continue its engagement with senior governments and the local community in providing successful integration for immigrants to Calgary and addressing their needs as they relate to the municipal mandate of creating a welcoming and inclusive community.

To this end, The City is committed to action in five key areas including:

- Economic and Social Integration
- Intergovernmental Relations
- Service Access and Equity
- Advocacy, Communication, Public Awareness and Education
- Special Populations

Based on these five key areas, the Framework includes statements of Vision, Values and Goals.

This Framework and Implementation Plan is the companion document to the Welcoming Community Policy. It provides some guidelines and resources to address the implications of this policy for The City of Calgary.

Highlights for your use of this document include:

- A summary table of roles and responsibilities
- Some examples of currently implemented strategic initiatives within The Corporation that relate to immigrants
- Some examples of best practices from other Canadian jurisdictions
- A sample format to document performance measures

Implementation of the Welcoming Community Policy will occur primarily within individual Business Units, building upon existing and/or the development of new practices to address the five key areas previously outlined. Some practices, according to specific lines of business, will be entirely internal while others may be implemented in partnership with other stakeholders.

It is recommended that each Business Unit review the strategic initiatives in each key area and develop appropriate goals or actions with accompanying performance measures and resource requirements.

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BACKGROUND

This Framework and Implementation Plan is the companion document to the Welcoming Community Policy. It provides some guidelines and resources to address the implications of the policy for The City of Calgary.

In 2006, The City of Calgary became a member of CCMARD. Arising out of its commitment to the principles of CCMARD, Council directed that a policy for immigration and settlement be developed. The Welcoming Community Policy supports The City in effectively continuing its engagement with senior governments and the local community in providing successful integration for immigrants into our community and addressing their needs as they relate to the municipal mandate of creating a welcoming and inclusive community.

While immigration is primarily a federal and provincial mandate, The City of Calgary has a significant role:

- As municipal government to uphold matters of public interest. This means creating a welcoming community where all Calgarians can live in a safe community and have an equal opportunity to participate in the economic, social, cultural, recreational and political life of the community;
- In conjunction with other orders of government to provide social and physical infrastructure in Calgary that meet the diverse needs of all Calgarians;
- As one of the largest employers in Calgary; and
- As local government that respects and promotes human rights and diversity.

To this end, The City is committed to action in five key areas including:

- Economic and Social Integration
- Intergovernmental Relations
- Service Access and Equity
- Advocacy, Communication, Public Awareness and Education
- Special Populations¹

FRAMEWORK

Purpose

To provide an integrated framework that:

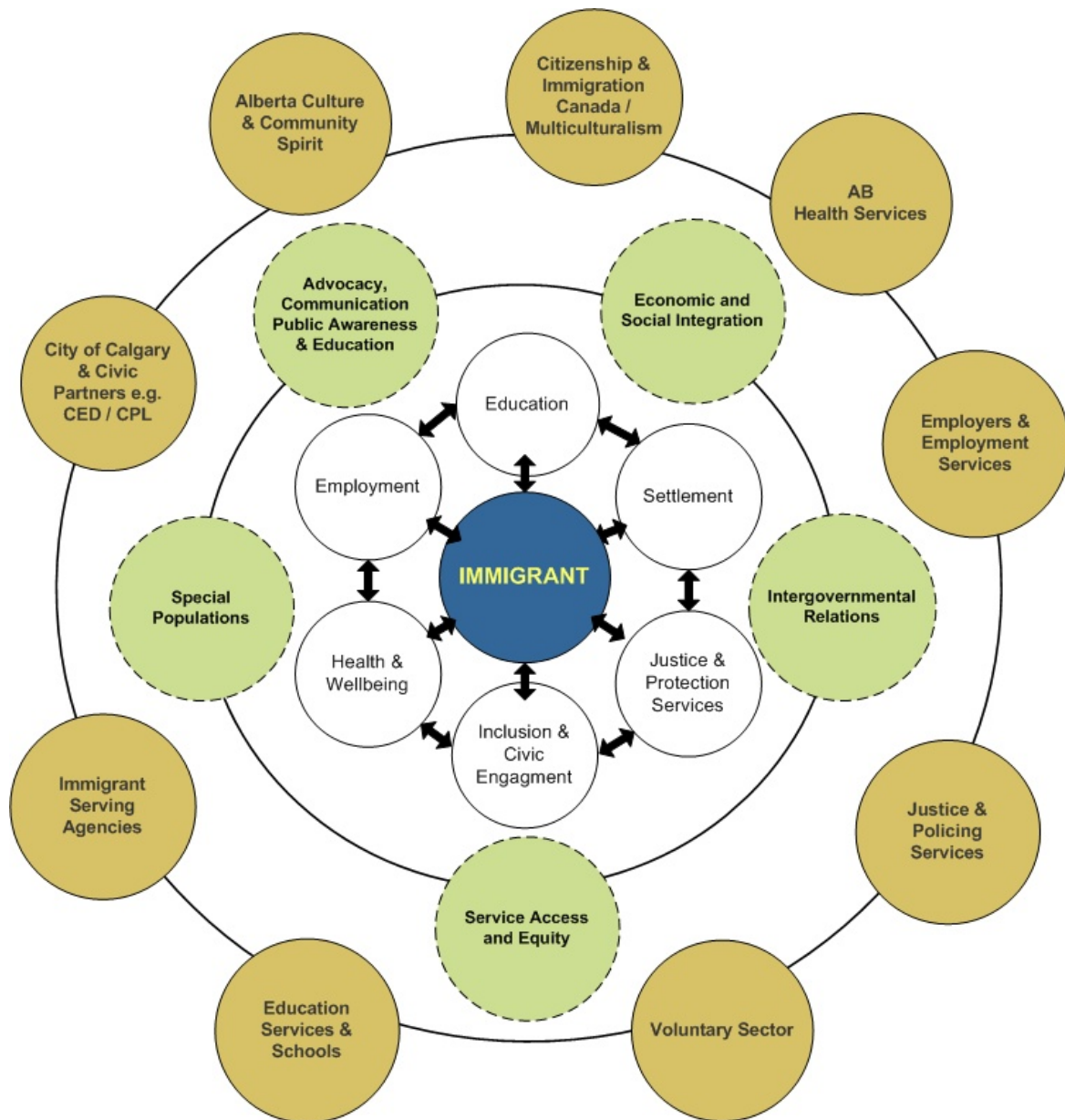
- outlines values and practices that relate to addressing the needs of immigrants to Calgary
- encourages the incorporation of these into existing Corporate processes and practices through suggested roles and responsibilities and an implementation plan;
- provides examples of existing City of Calgary initiatives related to immigration, performance measures, and best practices in other jurisdictions.

¹ This key area should be applied as a special lens to goals/actions in the other four key policy areas. Much as the Triple Bottom Line applies the lenses of economic, social and environmental impacts to all decisions, decisions that affect the community, especially immigrant populations, should ensure that consideration of the barriers facing special populations within the immigrant community are recognized and addressed if possible.

Our Vision

The following diagram reflects a vision of how Calgary as a community can work in partnership to serve and enhance the services that help the immigrant population integrate successfully in the community. This vision calls for shared responsibility among services and the immigrant where the City of Calgary has a role to play as a community leader, service provider and employer.

The diagram below illustrates the areas necessary for successful integration and their interconnectedness to the 5 key areas identified in the Welcoming Community Policy. The outer circle reflects the collaboration, partnership and interaction among service providers, across sectors.





Values

We value immigrants by...

- Accepting, respecting and valuing individual differences.
- Treating everyone with dignity, respect and fairness.
- Capitalizing on the diverse backgrounds, education and experience of our staff and community members.
- Identifying, addressing and removing barriers in processes, policies, plans, practices, programs and services.
- Creating processes, policies, practices, programs and services that meet the diverse needs of those we serve.
- Building a service system that is inclusive
- Creating opportunities that result in effective and meaningful civic participation.
- Addressing and preventing harassment and discrimination.

Goals

- To develop plans to address the municipal policy mandate of creating an inclusive workplace and community for immigrants.
- To identify and address barriers to immigrants within the Corporate organization.
- To work with external partners and related stakeholders to support community activity, funding, and civic engagement, and to provide leadership or influence where appropriate within our mandate.
- To increasingly provide programs and services that meet the needs and interests of the immigrant population within our mandate and resources.

ROLES AND RESPONSIBILITIES

ORGANIZATION	RESPONSIBILITY
Council	<ul style="list-style-type: none">▪ Approve Welcoming Community Policy▪ Receive regular reports on progress of the policy through three year business plans and budget cycles.
Individual Business Units	<ul style="list-style-type: none">▪ Implement the Welcoming Community Policy framework as part of their operations and best practices.▪ Demonstrate leadership and ensure support for immigration activities within the organization and our mandate.▪ Monitor progress through the use of performance measures.▪ Report as part of the regular business planning reporting process, through respective General Managers, to ALT on progress of reaching goals identified in their business plans that pertain to the Welcoming Community Policy.

CURRENT STRATEGIC INITIATIVES AT THE CITY OF CALGARY

Following are examples of 2010 strategic initiatives that relate to immigrants at The City of Calgary. These are categorized under a strategic direction description in the five key areas as outlined in the Welcoming Community Policy. It is not meant to be an exhaustive list of all the initiatives being undertaken in The Corporation in regards to immigrant populations but it is illustrative of the types of initiatives that are taking place.

Economic and Social Integration

Build Linkages with immigrant serving agencies and support groups, businesses, and educational institutions to enable immigrants to enter the mainstream as soon as possible

- Human Resources, supported by Community and Neighbourhood Services, has created a partnership with the Immigrant Sector Council of Calgary to improve the attraction, retention and hiring of immigrant labor to The City of Calgary.

Increase capacity of immigrants to enjoy full participation in the workplace

- Calgary Transit has developed the 'Transit Operator Workplace English and Literacy' program pilot to provide pre-employment workplace English to immigrants who wish to apply as Transit Operators.
- Several Business Units, including the Finance Department and Water Resources, have encouraged their employees to take the Bow Valley College 'Success in the Workplace Communications for the Foreign Trained Professional' course'. Finance took an active role by bringing in the College to present the outline of the course and to reinforce its benefits for staff. Several employees, from multiple business units, have enrolled for the first two courses.
- In 2010 several employees are taking an English pronunciation course offered on-site by an external professional.

Increase the diversity of The City's suppliers and vendors

- The City's Sustainable, Environmental and Ethical Procurement Policy (SEPP) helps ensure that suppliers meet the minimum local or internationally accepted standards for wages, overtime, labor rights and legal compliance so that any cost advantages between competing suppliers are not at the workers' expense.

Continue to inform and involve communities, particularly newcomer groups that may be marginalized by factors such as race, gender or age, to provide advice regarding the decisions that affect their settlement and integration in Calgary

- Support was provided by the Office of Economic Development in the Mayor's office for Calgary Economic Development's creation of an online program to attract people to the Calgary region. The result of this funding, paired with employer resources and funding from the province, is the LiveinCalgary.com website which has substantial resources for immigrants.

Intergovernmental Relations

- The City, through Intergovernmental Affairs (IGA) provides budget submissions, monitors the activities of the provincial and federal governments, analyzes and advises on government legislation, and provides verbal and written responses as part of its continued engagement with the provincial and federal governments on immigration issues that may potentially impact Calgary and The City.
- As a member of CCMARD, The City participates in the provincial Welcoming and Inclusive Communities (WIC) Partnership that is administered through the Alberta Urban Municipalities Association (AUMA).

Service Access and Equity

Support Affordable Housing

- Through partnerships with the Homeless Foundation and the 10 Year Plan to End Homelessness, The City of Calgary participates on a committee examining housing strategies for immigrants.

Increase support and access to recreational opportunities for immigrants

- Arts & Culture in Recreation creates significant opportunities for immigrant and other marginalized groups to participate in various annual events and recreational opportunities across the city.
- Community Services and Protective Services works with the CARE Strategy to develop core cultural competencies that improve accessibility and inclusiveness of services for children and youth of immigrant families.
- Recreation offers a Fee Assistance Program to low-income Calgarians to increase access to recreation opportunities and the arts.
- The Seniors Division of Community and Neighbourhood Services deploys staff to act as resource persons for a number of community initiatives that address immigrant issues.



Advocacy, Communication, Public Awareness and Education

Provide public information and research

- Community and Neighbourhood Services – Social Policy and Planning, in collaboration with Intergovernmental Affairs, provides research reports, statistics, position papers and responses to provincial and federal governments in relation to immigration and immigrant issues.
- The Seniors Division of Community and Neighbourhood Services, through funding from Family and Community Support Services (FCSS), developed a resource guide for service providers working with culturally diverse seniors in Calgary. Designed to increase their cultural competency, this resource guide helps service providers to better understand the cultural beliefs and customs of six groups of Calgary’s immigrant seniors.
- Arts & Culture in Recreation produces an on-line Cross Cultural Connections Directory.

Special Populations

Build linkages with immigrant serving agencies, support groups and education institutions to provide inclusive services for specialized populations

- Community Services and Protective Services work with the CARE Strategy to develop core cultural competencies that improve coordination, accessibility and inclusiveness of services for children and youth of immigrant families.

BEST PRACTICES FROM OTHER JURISDICTIONS

Below, under each of the key areas identified in the policy, there is a list of some of the initiatives being undertaken or proposed by other municipal governments in Canada. These are not directives of what The City of Calgary should be doing, rather they provide some creative ideas to help business units that may be unsure of what kinds of actions can be undertaken to support this policy. Any initiatives a business unit chooses to undertake would have to be tied to its own business planning cycle, performance measures and budget process.

KEY AREA	INITIATIVE	CITY
Economic Integration	Develop and support mentoring programs or internships for immigrants.	Edmonton, AB. Saskatoon, SK.
	Imbed immigration settlement and integration considerations into departmental policy and planning, training, service delivery, communications, and staffing.	Toronto, ON. Edmonton, AB.
	Create regular discussion forums with representatives from business, government, non-profit, immigrant serving agencies and interprovincial bodies on issues related to immigrants.	Toronto, ON. Saskatoon, SK. North Bay, ON. Hamilton, ON. (Immigration Partnership Council)
	Create a mechanism for regular reporting to the community on the policy's progress and discussions on how to further the policy's impact by aligning efforts with the community.	Edmonton, AB. London, ON.
	Develop an advisory committee of staff and citizens to identify specific challenges, concerns and needs of diverse communities accessing municipal services.	Halifax, NS.
	Achieve a workforce reflective of the diversity of the community and representation of designated groups in promotion and professional development.	Toronto, ON.
Intergovernmental Relations	Develop formal, ongoing discussions with senior governments (including other municipalities).	Toronto is the only municipality that has a formal tri-partite agreement on immigration with the provincial and federal governments.

KEY AREA	INITIATIVE	CITY
Intergovernmental Relations	Lobby for a seat at the immigration policy table at provincial and federal levels and create opportunities for real exchanges of information among the 3 levels of government.	Hamilton, ON.
Service Access & Equity	Provide access to important municipal information, e.g., how to apply for a building permit in other key languages either electronically or in hard copy.	Toronto, ON.
	Develop a long-term plan to address housing needs of all citizens including immigrant populations.	Montreal, QC.
	Develop emergency service protocols for immigrants.	Halifax, NS.
	Provide information on how to get involved in civic affairs and support equitable appointments to local government boards and commissions.	Halifax, N.S.
Advocacy, Communication, Public Awareness and Education	Support participating libraries so that they can provide settlement information and referral, and community outreach services needed by immigrants.	See http://www.lsp-peb.ca/ Ontario initiative.
	Develop ongoing communication and information strategies to inform this segment of the population of your services and programs.	All of the cities listed
	Develop anti-racism/discrimination/diversity training for municipal employees.	Toronto, ON. Edmonton, AB. Halifax, NS.
	Post immigrant/diversity/respectful workplace policies in public space.	Kitchener, ON.
	Provide a one-stop information or welcome centre for services, programs, agencies that support all newcomers.	Edmonton, AB.
Special populations	Any initiatives undertaken in the above 4 key areas, should ensure that the special populations outlined in the policy are considered.	

IMPLEMENTATION PLAN

Implementation of the Welcoming Community Policy will take place primarily at the Business Unit level.

Business Units are encouraged to build on existing strategies or develop new strategies that will contribute to the five key areas within The Corporation or in partnership with other stakeholders.

It is recommended that each Business Unit review the strategic directions in each key policy area and develop goals or actions applicable to their lines of business with accompanying performance measures and budget considerations.

Initiatives that a Business Unit chooses to undertake would have to be tied to its own business planning cycle and budget process.

PERFORMANCE MEASUREMENT FORMAT

Following is a recommended format for Business Units and/or Departments to measure progress toward meeting the goals of the Welcoming Community Policy. The format is organized by the five key policy areas and examples of performance indicators have been included to assist in the development of the remaining content which likely will be unique to each Business Unit. For each key area, examples are provided. *These examples are illustrative only to help business units get started and do not necessarily reflect current or future work.*

ECONOMIC & SOCIAL INTEGRATION

- **Activities**
 - participate on committee exploring international qualifications
- **Outputs**
 - marketing program to employers regarding immigrant professionals.
- **Performance Indicators**
 - number of collaborative community meetings held to support immigrant issues
 - number of recommendations to IGA re: support from other levels of government
 - participated in number of inter-business unit meetings to support immigrant issues
- **Desired Outcomes**
 - increase awareness and understanding in employer groups about the benefits of hiring immigrant professionals
- **Data Collection**
 - reports, minutes of meetings

INTERGOVERNMENTAL RELATIONS

- **Activities**
 - review provincial and federal policies/budgets re: immigration
 - provide feedback through position papers, resolutions, etc.
 - meet with senior government representatives
- **Outputs**
 - research and educational material on local labour and social needs/trends for immigrant population in Calgary
- **Performance Indicators**
 - number proposals made to federal and/or provincial officials concerning immigrant support in Calgary.
 - number of meetings held
 - participated in number of joint meetings with federal and/or provincial govt. officials
- **Desired Outcomes**
 - more input and influence on immigration matters that impact the City of Calgary
- **Data Collection**
 - reports to federal and provincial governments

SERVICE ACCESS AND EQUITY

- **Activities**
 - determine needs of invitees to meetings, e.g., language, mobility, dietary, religious holidays or holy days, etc.
- **Outputs**
 - checklist of accessibility requirements for meetings
- **Performance Indicators**
 - compliance with Calgary Accessibility Policy re: issues of accessibility
 - compliance with Fair Calgary Policy re: issues of equity
- **Desired Outcomes**
 - increased access to increase civic engagement
- **Data Collection**
 - reports and surveys

ADVOCACY, COMMUNICATION, PUBLIC AWARENESS AND EDUCATION

- **Activities**
 - identify top 2nd language needs in Calgary
- **Outputs**
 - guides/information in other languages
- **Performance Indicators**
 - number of public information documents issues in languages of immigrants
 - number of advocacy activities held to promote a positive workplace for immigrants

- **Desired Outcomes**
 - to improve access to information resources and increase civic participation
- **Data Collection**
 - guides fact sheets, information sheets, pamphlets

SPECIAL POPULATIONS

- **Activities**
 - build linkages with immigrant serving agencies, support groups and education institutions
- **Outputs**
 - coordinated strategy
- **Performance Indicators**
 - research to identify special immigrant populations in the workplace
- **Desired Outcomes**
 - Improve coordination, accessibility and inclusiveness of services for children and youth of immigrant families
- **Data Collection**
 - customer surveys



FREQUENTLY ASKED QUESTIONS ABOUT DEVELOPING A MUNICIPAL ACTION PLAN

Why do we need a plan? Isn't immigration a provincial and federal matter?
Should we address this issue outside of our mandate?

In 2006, The City of Calgary became a member of the **Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD)**. Arising out of its commitment to the principles of CCMARD, Council has directed that a policy for immigration and settlement be developed to support The City in effectively continuing its engagement with local communities and senior governments in providing successful integration for immigrants to our community. The City of Calgary is committed to a municipal environment that attracts, retains and hires immigrants.

Immigration is of growing importance to Calgary's social and economic fabric:

- In 2009, 13,698 immigrants landed in Calgary, 5.1% more than in 2008.
- Calgary continues to increase its share of national immigration, accounting for 5.4% of immigrants to Canada (2009), up from 5.3% in the previous year.
- The immigrant population is expected to increase from 24% in 2006 to 30% in 2031 and the visible minority is expected to grow from 22% to 38% over the same period.

In order to ensure that we create a community that is welcoming and the best place to live for all Calgarians. The City of Calgary needs to work with community partners, senior governments, and within our mandate to provide appropriate services, hiring opportunities, and a safe environment for immigrants to integrate successfully into the economic, social and cultural life of Calgary and our Corporation.

How does the policy impact different business units?

All business units in The Corporation have some role to play in enacting this policy and framework. Those that have a service or community-focused mandate will be most impacted as they come into contact daily with Calgary's immigrant population. However, even business units that are more administrative, have a responsibility to ensure an inclusive work environment and a proactive strategy to take advantage of this growing labor pool.

The implementation of this policy will occur at departmental and business unit levels throughout the corporation through the inclusion of goals, actions and performance measures in our business plans. These plans will be reviewed regularly through the City Council review process of the three year business plans and budgets.

What is our role or responsibility as a municipal government in regard to the settlement and integration of immigrants?

While immigration settlement, employment support and language training are some of the key mandates of federal and provincial governments, immigrant integration is a shared mandate by all levels of government. The City of Calgary has a significant role to play in several ways:

- As a municipal government with closest access to residents, The City has a shared responsibility to create a welcoming community where all Calgarians can live in safety and have an equal opportunity to participate in the economic, social, cultural, recreational and political life of the community.
- To work with senior governments to provide social and physical infrastructure in Calgary that meets the diverse needs of all Calgarians.
- To advocate on behalf of the unique needs of immigrants and to work closely with all levels of government and community service providers to address these needs.
- To work with economic, social, cultural and community organizations to attract and retain immigrants to our community and our workplace.
- As one of the largest employers in Calgary, to create a supportive and inclusive work environment that acknowledges the expertise and experiences of immigrants.

Don't the *Fair Calgary* and *Triple Bottom Line* policies address this issue?

The City of Calgary has historically provided a solid foundation of policies that support marginalized communities and continues to fulfill its role as public guardian with new initiatives that ensure that the most vulnerable Calgarians do not slip through the gaps. The social component of the Triple Bottom Line policy provides a foundation for responding to changing demographics and working in partnership with public and private stakeholders and other orders of government to meet the needs of its citizens. Expanding on this, the Fair Calgary Policy looks at the broad context of fairness and sustainability in the delivery of The City's services to all Calgarians. From there, specific policies may be developed that focus on particular population groups to guide programs and services that meet the needs of that particular group, and/or to position The City of Calgary to work with partners to access resources and dismantle barriers. An example of such a policy is the Corporate Accessibility Policy (CAP) which addresses issues of access for persons with disabilities. Similarly, an Immigrant Policy and Framework will focus on immigrants as a component of Fair Calgary and the Triple Bottom Line Policies.

Other supporting policies or initiatives, such as the Respectful Workplace Policy and the Diversity and Inclusion Workplace Action Plan, have an internal mandate to create a positive and inclusive workplace but do not have a community focus or mandate (e.g., strategies to create welcoming communities; integrate newcomers, etc.). However, these policies would be informed by the Welcoming Community Policy just as they are now informed by the Corporate Accessibility Policy.

What about other at-risk groups?
Do we have separate policies for them as well?

Yes, as noted above, one such policy is the Calgary Corporate Accessibility Policy which provides direction on how The City of Calgary can reduce barriers to City provided services for people with disabilities. Another is the Funding Services for Families with Special Needs Children policy which clarifies The City's FCSS roles and funding priorities in the area of services for children with special needs.

Specific policies of this nature recognize that particular groups often face significant barriers and will benefit from policies and actions that target their unique circumstances.

Is there not a danger of straying into areas over which
The City has no direct influence ?

Yes, that is why the policy is clear that The City will work within its mandate and, in some circumstances, with other partners to achieve successful integration for immigrants.

Under Canada's constitution, immigration is a shared responsibility between the Government of Canada and the provinces with the federal government holding the lead role. The federal government has exclusive responsibility for determining who is admitted and how many immigrants come to Canada, as well as supporting government-sponsored refugees. Alberta shares responsibility with the federal government for the settlement and integration of immigrants. Through the Alberta Immigrant Nominee Program (AINP), Alberta is able to nominate prospective immigrants to the federal government for permanent residence. Occasionally, municipal governments are consulted on immigration matters, but they are not formally considered equal partners in decisions regarding immigration policy and services. The only agreement that specifically addresses the role of a municipal government as an equal partner at the table is the Canada-Ontario-Toronto agreement. But, as the Federation of Canadian Municipalities notes, the costs for social and physical infrastructure and services to address immigrant growth are borne by municipal governments often without support from the federal or provincial levels. In order to be able to respond readily to opportunities to work in partnership with senior governments, it is important that The City of Calgary has local strategies and plans in place.

Are other municipalities developing plans?

Yes, municipalities, large and small, across Canada are starting to recognize the need to develop local immigration policies, strategies and plans. Municipalities that have policies/plans in place or are working in this area are: Edmonton, Regional Municipality of Wood Buffalo, Saskatoon, London, ON, Toronto, Region of Peel, and Halifax. This list is not exhaustive but is illustrative of the importance being placed on local government recognizing the critical role immigrants currently play and will play in our future economic and social success.

How is implementation of the policy to be resourced?
Where will the funding come from?

Each business unit will be responsible for identifying its own initiatives and performance measures to comply with the policy. These should be built in to business plans and budgeted for accordingly within the regular budget cycle.

Currently, there are a number of initiatives for immigrant populations both large and small across The Corporation which have attached costs. For example, in 2009, the FCSS program allocated \$1.4M (5% of its total budget) to support bridging programs for immigrants in Calgary. However, as a Corporation we may not know the total cost of these services and programs. This immigrant policy and framework could allow these costs to be documented, providing a fiscal overview of our existing commitment to immigrants in our community.

What are the likely benefits of the policy?

It is important for municipal governments to develop their own strategies to attract and retain immigrants, and foster successful settlement and integration. Doing so ensures a strong and competitive social, cultural and economic community; and provides municipal governments with a comprehensive understanding of the social and physical infrastructure needs of immigrants in order to inform discussions with the provincial and federal governments on immigration policy. Immigration is expected to continue to increase in Calgary with an average of 11,000 new migrants per year. Successful settlement and integration of immigrants will position Calgary as a destination of choice for the best and brightest the world has to offer. The City of Calgary currently has a strong policy framework and a number of initiatives that can provide a solid foundation for an integrated approach to ensure this outcome. Historically, The City of Calgary has been a leader in developing programs and policies to meet the needs of vulnerable populations in our community. This policy would be a continuation of that commitment to excellence and innovation.

The importance of immigration to the economic prosperity of our city has been noted in The City of Calgary's Socio-Economic Outlook for 2009-2019 (LUPP, 2009). In order to ensure that The City of Calgary realizes the social and economic resources that immigrants offer, The City needs to continue to create a welcoming community that has the physical infrastructure and social climate that attracts immigrants.

DEFINITIONS

The following definitions apply to the focus and context of this framework.

- **Accessibility:** an outcome of practices, policies and programs that are inclusive, fair and relevant to all. Immigrants have the right and freedom of choice to acquire all available City information, participate in all municipal programs and services and become involved in processes of developing community and municipal policies.
- **Accommodation:** adaptations to certain rules, standards, policies, workplace cultures and physical environments to ensure that there are no negative impacts to an individual arising from his or her mental or physical disability, religion, gender, age, language or any other protected ground.
- **Advocacy:** providing active support through recommendations, championing, proposals, promotions, etc.
- **Equity:** freedom from bias or favoritism; fair distribution of rights, services and benefits to all parties.
- **Immigrant:** for overview of categories refer to <https://secure.vec.bc.ca/citizenship-immigration-terms.cfm>. Immigrants are individuals who are legally entitled to enter and remain permanently in Canada, and therefore, may meet the requirements to apply for Canadian citizenship.
- **Immigration:** the act of entering and settling in a country to which one was not born.
- **Integration:** the ability of an individual to participate equitably in the larger host culture, while maintaining important aspects of his or her cultural norms, traditions and values. The bringing of people of different racial or ethnic groups into unrestricted and equal association, as in a society or an organization.
- **Newcomer:** a term generally assigned to an immigrant who has been in Canada less than three years.
- **Racialization:** this term acknowledges that the race is a social not a biological construction that creates a hierarchy based on superficial physical characteristics. Over time, this hierarchy becomes institutionalized, creating social and economic inequities, power imbalances, and discrimination against population groups viewed as undesirable due to perceived 'racial' origin. These groups are referred to as 'racialized' to convey this system of oppression.
- **Refugee:** a person who is outside of his/her country of nationality or habitual residence and who is unable or unwilling to return to that country because of a well-founded fear of persecution for reasons of race, religion, political opinion, nationality or membership in a particular social group (convention refugee). A person in Canada whose removal to his/her country of nationality or former habitual residence would subject him or her to the possibility of torture, risk to life or risk of cruel and unusual treatment or punishment (Person in need of protection).
- **Senior governments:** provincial and federal governments.
- **Settlement:** adjusting to a new society and being able to participate in all streams of life equitably, e.g. economic, social, political and cultural.
- **Special populations:** groups within immigrant populations that may face multiple barriers to access, e.g., racial, gender, physical or mental disability, etc.





DID YOU KNOW?

- ✓ Calgary is currently the fourth largest city in Canada with the highest immigrant population next to Toronto, Vancouver and Montreal.
- ✓ By 2020, Calgary's total immigrant population is estimated to reach almost half a million.
- ✓ The Philippines, India, and China continue to be the lead source countries for immigrants to Calgary.

CALGARY

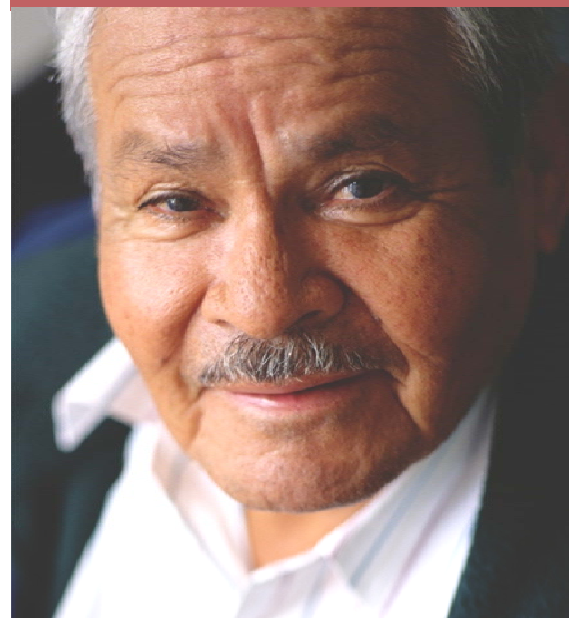
2020 AT A GLANCE

INTRODUCTION

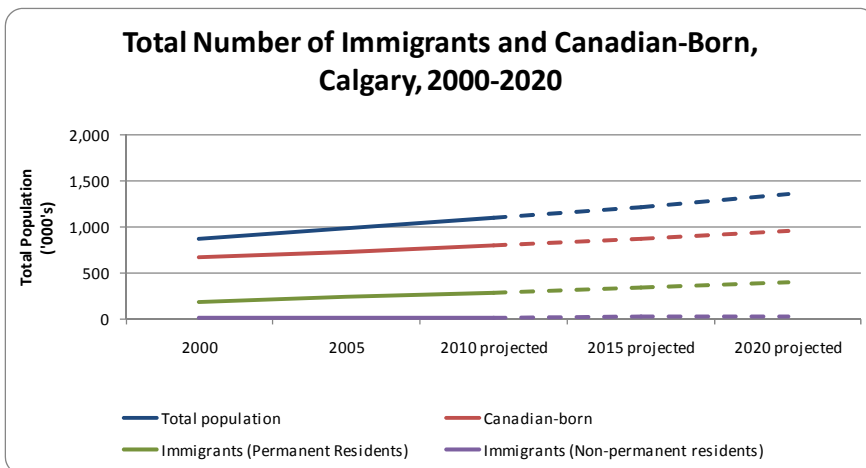
This section provides a snapshot of immigrants in Calgary today and how immigration to Calgary is projected to transform our city by 2020. Information on immigrant population demographics and growth, place of birth and language abilities is included.

DEMOGRAPHICS

In 2010, the total immigrant population is estimated at 304,000 which represents almost 30 per cent of the total population (1,091,000). The immigrant population in Calgary-and throughout Canada-is growing and will continue to grow. Calgary’s total immigrant population (both Permanent and Non-permanent residents)¹ is projected to reach almost half a million by 2020.



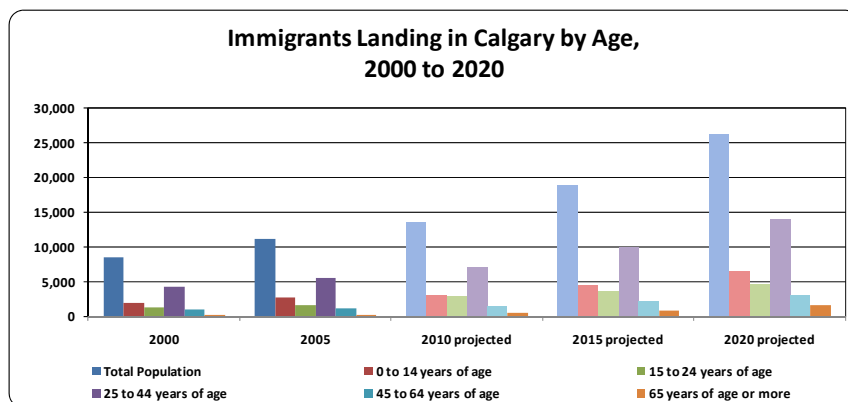
As Calgary’s population has increased steadily over the last decade, so too has the diverse social composition of the city. Calgarians come from a range of cultural backgrounds and have a myriad of perspectives. There are opportunities for diverse populations to actively participate in our city. This brings vibrancy and life to Calgary.



Projection data was calculated using the average rate of growth for the past four Federal Census cycles (1991-2006). Note: City-level data is provided. Source: Statistic Canada, 2001 and 2006 Census Canada

AGE GROUPS

Calgary continues, and will continue, to attract immigrants between the working ages of 25 and 44 years. The estimate for 2010 is over half (52.7 per cent) of the total Permanent Residents landing in Calgary are from this age group. Immigrant children under the age of 14 years are the next largest age group which has implications for our future labour market.



Permanent Resident data only provided. Projection data was calculated using the average rate of growth for the past nine years (2000-2009). Source: Citizenship and Immigration Canada, 2000-2009

The percentage of children who are immigrants will remain relatively constant, but the percentage of visible minority children will rise to 33 per cent over the next ten years. Among young people aged 15 to 24 years, almost 14 per cent are immigrants, and 23 per cent are members of visible minority groups. These figures are expected to rise to 17 per cent and almost 36 per cent by 2016².

¹ “Immigrant” includes the definition provided by Statistics Canada as people born outside of Canada and are, or have been, landed immigrants. A landed immigrant (Permanent Resident) is a person who has been granted the right to live in Canada permanently by immigration authorities. Non-permanent residents are persons also born outside of Canada who hold a work or student permit, or who claim refugee status (Statistics Canada, 2006 Census Dictionary).

² Cooper, M. 2006. Vulnerable Youth in Calgary: Environmental Scan. Calgary: United Way and Area.



In 1959, 1 in 350 Calgarians were part of a visible minority group. Today, the number of people belonging to a visible minority group is 1 in 5.

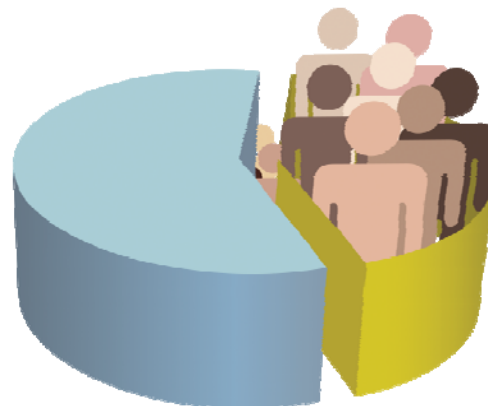


**TOP 5 NATIVE LANGUAGES OF
NEW IMMIGRANTS, CALGARY, 2009**

<u>LANGUAGE</u>	<u>PERCENT</u>
English	12.9
Tagalog	12.8
Punjabi	8.7
Spanish	7.4
Mandarin	6.6
Other languages	51.7

VISIBLE MINORITIES³

Calgary's ethno-cultural make-up is changing rapidly. There is a significant increase in the number of Canadian-born as well as immigrants belonging to visible minority groups. According to Statistics Canada, Calgary's visible minority population is expected to grow from 22 per cent to 38 per cent between 2006 and 2031⁴. However, based on the average rate of growth for the last three Federal Census⁵ cycles the visible minority population is projected to reach upwards of 40 per cent in Calgary by 2020.



PLACE OF BIRTH

Increasing immigration from non-western source countries is contributing to the rising ethno-cultural diversity of the city. The Philippines, India and China continue to be the leading source countries for immigrants to Calgary.

LANGUAGE

- Language ability is often cited as one of the most important aspects in immigrant settlement, affecting both social and labour market integration.
- According to Citizenship and Immigration Canada, the top five native languages spoken among new Canadians to Calgary in 2009 were English followed by Tagalog, Punjabi, Spanish and Mandarin.

³ The Employment Equity Act defines visible minorities as "persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour". The visible minority population consists mainly of the following groups: Chinese, South Asian, Black, Arab, West Asian, Filipino, Southeast Asian, Latin American, Japanese and Korean.

⁴ Statistics Canada. 2010. Study: Projections of the diversity of the Canadian population, 2006 to 2031. The Daily. March 9, 2010.

⁵ Visible minority data for 1991 is not available. Data regarding ethnicity (includes non-visible minorities) is cited for this time period.

BARRIERS

The following provides examples of current barriers many immigrants face when arriving in Calgary as well as the impact those barriers have on The City. There are key areas The City of Calgary can work in to minimize the barriers and assist with the successful integration of immigrants into the Calgary community.



HOUSING

Difficulty finding and maintaining affordable, appropriate housing include⁶:

- Limited affordable housing supply

- High levels of precarious housing
- Increased neighbourhoods of concentrated poverty

- Find innovative ways to provide an adequate supply of affordable and appropriate housing which includes home-ownership and rental

ECONOMIC

Struggles in the Canadian labour market include⁷:

- Lack of foreign credential recognition
- Official language skills
- Foreign work experience

- Deepening levels of poverty⁸
- Increased levels of emigration

- Improve assessment and recognition of foreign credentials for City employment opportunities
- Develop partnerships with educational institutions, corporations, immigrant serving agencies to create employment opportunities

SOCIAL

Immigrant and visible minority youth sometimes face a range of challenges placing them at risk of poor developmental outcomes. These include:

- Pre-migration stressors
- Language and cultural barriers
- Racism and inter-cultural tensions

- Increased social exclusion and isolation
- Continued disproportionate contact with the criminal justice system⁸

- Effectively communicate with diverse communities to create awareness about City programs and services.

⁶ Tanasescu, A., Classens, M., et al. 2009. *Hidden in Plain Sight: Housing Challenges of Newcomers in Calgary*. Calgary: Calgary Homeless Foundation.

⁷ Larose, G. and Tillman, G. 2009. *Valorizing Immigrants' Non-Canadian Work Experience*. Ottawa: Canadian Council on Learning. Online: http://www.ccl-cca.ca/pdfs/WLKC/WLKC_Valoring_EN.pdf.

⁸ Pruegger, V., Cook, D. and Richter-Salomons, S. 2009. *Inequality in Calgary: The Racialization of Poverty*. Calgary: The City of Calgary.

