



# The Citizen

Durham Region's Diversity Focused Newsletter

ISSUE 9  
FALL 2011

## Two new Welcome Centre Immigrant Services for Durham Region



What an exciting time for Durham Region! Not one, but two Welcome

Centre Immigrant Services are open and ready to serve the Durham community. Newcomers and returning clients can easily make their way to Pickering and Ajax Welcome Centres as they are located very close to the Pickering and Ajax GO Stations.

ESL classes combined with Assessments for Job Search Workshops and Settlement Assistance have kept our multilingual and friendly staff busy. We are excited to welcome newcomers to Durham Region as they embrace Durham as their new home.

*Continued on page 2*

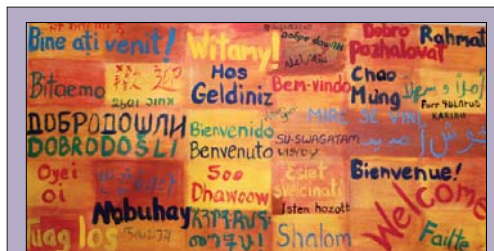
*"When I walk in the door my eyes are drawn to the word, "welcome" in many languages – including my own. The receptionist helps me connect to the services I need. Many of the people who work at the Welcome Centre have themselves immigrated to Canada—they understand what it's like. I'm introduced to my case manager who helps me develop a plan to find the things I need to make my adjustment to life in Durham much smoother. There are so many services that I need, help filling out forms, regular English classes, finding a job and childcare for my children. Everyone who works here wears a nametag with their first name and there are a lot of people here ready to help—they tell me there are more services to come."*

*"Walking from the GO station to the Welcome Centre is quick and easy. Before I know it, I'm at the front door. My friends who drive tell me the parking lot is huge. Another friend told me that when she comes to LINC classes at the Welcome Centre her children are looked after at the daycare right next door."*

Everyone is encouraged to visit the Welcome Centres where information is at your fingertips! Connect with members of the service community, build personal relationships, and gain specific and individual information about how to settle in Durham.

The Welcome Centres provide core services such as settlement and orientation, language instruction and employment training at each site. Complementary services will be provided by other agencies on a hotelling, incubating, or occasional basis.

Both Welcome Centres have seen a rush of clients since their opening on Sept. 6, 2011. Registration for LINC and



Multilingual and helpful reception staff are ready to greet you at the Welcome Centre! LINC and ESL classes are underway—friendly teachers await your arrival, where group activities and learning from each other is encouraged.

**Translation links:** <http://translate.google.com>

### Inside this issue:

Lancement officiel des services d'établissement francophones	2
Durham Welcome Centres (con't from page 1)	2
SWIS staff head back to school	3
Prideline Durham is launched	3
Festival of India's Heritage	4
The Immigrant and Newcomer Youth Advisory Committee	4
Developing programs to support Durham families	5
Ride for Refuge in support of the IISG	5
Youth in Policing students graduate	6
Spotlight on PFLAG Durham Region's LGBT Leadership Camp	6
Celebrate Culture Days	7
Welcome DCCC to diverse Durham	7
Elections Ontario offers more days and more ways to vote for everyone	8
German Club Oktoberfest	8
Buy local! Buy fresh in Durham Region	9
Discover Your Inner Chef!	9
Choose to be flu free	10
November is Diabetes Awareness Month	10
Banking tips for newcomers	11
Developing a Community Report Card	11
Never give up and always have a Plan B!	12

## Lancement officiel des services d'établissement francophones dans la région de Durham



Le vendredi, 24 juin 2011, au cours de notre

traditionnelle Fiesta d'Oshawa; au pavillon francophone, un évènement de grande importance avait eu lieu, le lancement du programme des services d'établissement francophones dans la région de Durham pour la première fois. Un programme qui sera dirigé par le Conseil des Organismes Francophones de la Région de Durham (COFRD).

Ces services d'établissement visent à orienter les nouveaux immigrants francophones qui viennent s'installer dans la région de Durham envie de prendre des décisions éclairées pour leur intégration et établissement dans la région. Il s'agira en fait de l'accueil, l'aiguillage, l'accompagnement ainsi que la formation et l'information par une série

d'ateliers d'informations qui seront organisés à leur endroit.

Ces ateliers d'informations seront animés par des experts et porteront sur plusieurs matières afin de préparer les immigrants francophones à mieux connaître leur société d'accueil et à s'y intégrer.

Ainsi les services d'établissement ne seront offerts qu'aux résidents permanents, aux réfugiés au sens de la convention, aux personnes protégées à l'étranger qui sont sélectionnées aux fins d'un réétablissement au Canada par Citoyenneté et Immigration Canada, aux personnes sélectionnées au Canada pour devenir résidentes permanentes et qui ont été informées par une lettre de Citoyenneté et immigration canada.

Enfin, votre intégration, c'est notre préoccupation!

*Elaine Legault  
Directrice Générale  
COFRD*

### Durham Welcome Centres (Con't from page 1)

Drop by for a visit to better understand how we can serve your needs.

#### Welcome Centre Immigrant Services (Ajax)

458 Fairall St. Unit 5  
Ajax, ON L1S 1B6  
Phone: 289-482-1037

#### Welcome Centre Immigrant Services (Pickering)

1400 Bayly St. Unit 1, 5, & 16B  
Pickering, ON L1W 3R2  
Phone: 905-420-3600

#### Contact us!

Tehmeena Jadoon  
Manager  
Welcome Centre (Pickering)  
[tjadoon@unemployedhelp.on.ca](mailto:tjadoon@unemployedhelp.on.ca)

Darcy MacCallum  
Manager  
Welcome Centre (Ajax)  
[dmacallum@cdcd.org](mailto:dmacallum@cdcd.org)

Sophia Bittar  
Community Liaison  
Both Welcome Centre locations  
[sbittar@cdcd.org](mailto:sbittar@cdcd.org)

## Helping newcomer youth settle: SWIS staff head back to school



SWIS Durham

Settlement Workers in Schools (SWIS) went back to school with other students across Durham region this fall, including—for the first time - schools in the Kawartha Pine Ridge District School Board (KPRDSB) and the Peterborough Victoria Northumberland and Clarington Catholic District School Board (PVNCCDSB). Starting at a new school is a scary prospect for anyone but for newcomer youth this can be particularly daunting as they face a new school system and for some, a new language. To help alleviate some of the stress associated with starting school, a Newcomer Orientation Week (NOW) was held in late August by Durham SWIS workers. A number of newcomer youth participated in four days of workshops aimed at making the transition to new schools a little easier.

A Welcome and Information for Newcomers (WIN) orientation session was also held in August targeting

newcomer families unfamiliar with the Canadian school system. Families spent the morning learning about what their children would need to start school, how to get involved with their children's teachers and what to expect in terms of report cards and parent-teacher interviews. In addition to the SWIS workers who serve schools throughout Durham region, 40 new student liaisons have been trained so that they can also help new students adjust to life in the Canadian school system.

For more information about the SWIS program in DDSB and DCDSB schools, you can call the SWIS Durham office at 905-686-2661.

For families in Clarington attending KPRDSB and PVNCCDSB schools, you can contact the SWIS office through the New Canadians Centre at [www.nccpeterborough.ca](http://www.nccpeterborough.ca).

**New to Canada?**  
**WIN** Welcome and Information for Newcomers  
 Help your child succeed in school

To register, contact:  
 Soreya Attai  
 905-903-0126  
 sattai@cdcd.org or  
 SWIS Durham office:  
 905-686-2661

1 Learn about school in Ontario on Monday, August 28th

2 Meet your teacher/teacher by reference workers, school staff & volunteers

3 Your child will take a quiz about school in Ontario

Lincoln Alexander Public School  
 905-903-0126  
 Monday, August 28, 2011  
 9:00am - 4:00pm

Soreya: Elita 905-686-7028  
 Tagalog: Carmen 905-823-0172

Fane Samra 905-903-0126

CDSD, CDCD, and other logos at the bottom.

**New to Canada?**  
**NOW = Newcomer Orientation Week**

Start Here

Contact your school for an application form or call to register

Begin your new life at school

Make friends

Learn tips for success

Sign Up NOW

Notre Dame C.S.S. and Clarke Richardson Collegiate  
 1175 Hurontario Ave., North York  
 Newcomer Orientation Week  
 August 22 - 25, 2011  
 4 days to help you start school

To register for NOW, call:  
 Neena Rattan: 905-903-0317, Waseem Sheikh: 905-903-0580 or  
 the SWIS Durham office: 905-686-2661

CDSD, CDCD, and other logos at the bottom.

## Prideline Durham is launched



On Sept. 26, Prideline Durham was officially launched. Led by the Distress Centre Durham, the helpline is aimed at providing emotional support, crisis intervention, and community referral information specific to the concerns and issues of the LGBTQ (lesbian, gay, bisexual, transgendered and questioning) community in Durham Region. The Prideline will be staffed by volunteers from 6 p.m. to 10 p.m seven days a week. The Prideline phone number is 1-855-87-PRIDE (77433).

Erica Simpson  
 LGBTQ Program Director  
 Distress Centre Durham

## Inclusive communities: Festival of India's Heritage

Members of the Durham community came together on Saturday, Aug. 20 to celebrate the 64th Anniversary of India's Independence. Hosted by the Indo-Canadian Cultural Association of Durham, the event was kicked off with a flag-raising ceremony at Pickering Civic Centre.

"We all share a love for our roots and a deep respect for our adopted country. With this celebration we recognize the important connection between our two countries.

It celebrates our differences, but we celebrate them together, as the whole

community can come together as one."

The Honourable Deputy Consul General of India Ms. Charandasi brought greetings to Durham on behalf of the Government of India. Members of Pickering and Ajax Councils, MPP Joe Dickson, MP Chris Alexander and MP Corneliu Chisu were also in attendance. All were treated to an exciting afternoon of drumming, dance and musical performances.

*Shashi Bhatia  
Chair*

*Indo-Canadian Cultural Association*



On Aug. 20, members of the Durham community came together to celebrate the 64th Anniversary of India's Independence. MP Chris Alexander is pictured here with members of the ICCAD.

## Inclusive communities: The Immigrant and Newcomer Youth Advisory Committee (INYAC)

**CALLING ALL YOUTH!**

The **Immigrant and Newcomer Youth Advisory Committee - INYAC** - invites you to participate in our **online survey** this September!

**Who is it for?** It's for youth aged 16-24 who were born outside of Canada, or have parents who were born outside of Canada, and who now live in Durham Region.

**Why should I bother?** We at INYAC are youth too. We want to hear your opinions about how to improve Durham so we can share them with community leaders and start to make positive change.

**Ok. That actually sounds interesting... Where do I find the survey?** It's a great opportunity! Just copy this address into your computer browser...

<http://www.surveymonkey.com/s/P2CLD3P>

**CDCD** Community Development Council Durham  
Funding is provided by the Government of Ontario. Please contact Sarah for more information: sarah@cdcdd.org or 905-686-2661

The Community Development Council Durham (CDCD) is proud to introduce the Immigrant and Newcomer Youth Advisory Committee (INYAC). Formed in July, INYAC is a youth-run committee created to facilitate the integration of immigrant youth, between the ages of 16 and 24, into the community by

empowering them to utilize their voice.

With funding from the Ministry of Citizenship and Immigration, the support of the Local Diversity and Immigration Partnership Council, and the help of ambitious and talented youth in Durham Region, INYAC aims to identify the needs of immigrant youth in order to influence policies, attitudes and actions that will enhance the experience of immigrant youth in Durham Region.

Members of INYAC have participated in two workshops, facilitated by CDCD staff, focusing on developing community engagement and needs assessment materials as well as analysing and summarizing data from qualitative social research. The youth leaders then applied their new skills in a series of four focus groups in August to gather feedback from their peers about what they like about living in Durham and

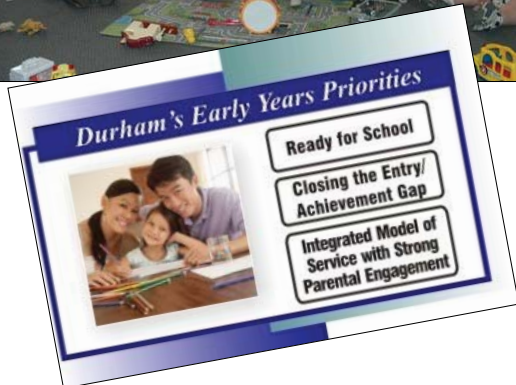
what they would like to see improved. To complement the focus groups an online survey has been created, it can be accessed until October 7.

Once the survey results are in and the findings are analysed, the third and final workshop will get the youth practicing their public speaking skills as they prepare to present the findings of their study to the Local Diversity and Immigration Partnership Council in November.

We want to hear  
from you  
[www.surveymonkey.com/s/P2CLD3P](http://www.surveymonkey.com/s/P2CLD3P)

*Megan Cramer  
Community Development Assistant  
Community Development Council Durham*

## Developing community partnerships and programs to support Durham families



In 2008, the Durham District School Board (DDSB) researched the impact of early years on school achievement and investigated best practices in offering quality early years programs in schools for Durham families.

The research supported the need to partner with community agencies and clearly demonstrated that early child development is a critical time in developing and defining a person's intellectual, physical, social, emotional and communication abilities. Quality early learning programs combined with parental involvement have direct impact on student achievement. **For newcomer families** this can be even more important as newcomer parents and children engage with a new schooling system and often a new language.

Partnering with early years agencies to work together on a common goal and shared vision became a priority and together we developed a comprehensive integrated model to develop and provide quality early years programs in Durham schools.

During the past two years, the DDSB and our community partners have established;

- Seven Parent and Family Best Start Literacy Centres and 24 Mini Centres in Durham schools
- Ten Early Years Summer Programs for 3 – 5 year olds
- Learn Together Sessions—Early learning and parent engagement programs
- Welcome To Kindergarten—providing resources and activities to prepare children for kindergarten
- FACES—multi-session program to prepare children for kindergarten

The DDSB has also established a Child Care Consortium with community agencies to expand the number of Child Care and Before and After School programs in Durham schools. Currently Child Care programs are offered in over 65 schools.

Grants and in-kind donations of over one million dollars have been contributed to support early learning programs, engage our families and work collaboratively to support our youngest learners. For more information on these programs, please contact Lisa Millar or John Howard at the DDSB.

*Lisa Millar  
Superintendent of Education (Pickering)  
Early Years & Child Care  
John Howard  
Coordinator, Early Years & Child Care  
Durham District School Board*

## Ride for Refuge in support of the IISG



"It's a cause worth wearing spandex for!" On Saturday Oct. 15, 2011, participants in

the Ride for Refuge will cycle in support of the InterChurch Immigrant Support Group (IISG). IISG volunteers extend hospitality and practical support to newcomers who do not have the financial resources or systems of support, such as family and friends, needed when settling into a new community. For close to 20 years, IISG volunteers have been welcoming and supporting

newcomers in Durham region. The Ride for Refuge is being hosted by Carruthers Creek Community Church, Ajax. For more information about joining the Ride, volunteering or donating to this event, contact Angela Mason at 905-686-4450 ext. 130 or [www.rideforrefuge.org/location/ajax](http://www.rideforrefuge.org/location/ajax).

*Pam DeWilde  
IISG Coordinator*

## Inclusive communities: Youth in Policing students graduate



YIP Grad Jenny Zhou is presented with the Diversity Champion Award.

Durham Regional Police bid farewell to 54 Youth in Policing (YIP) students from across the region at a graduation ceremony at Notre Dame Catholic Secondary School in Ajax.

The ceremony was attended by Deputy Chief Scott Burns and Deputy Chief Sherry Whiteway, members of the Durham Regional Police, Kathy Holland from the Ministry of Children and Youth Services and proud family and friends.

The students, who range in age from 14 to 18, spent the summer with the DRPS gaining valuable leadership skills and learning about policing. Over the summer they attended several

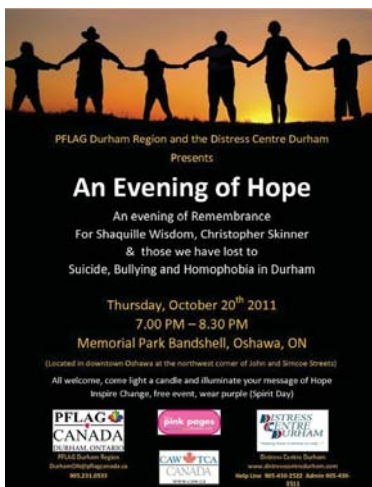
police units, took part in the Harmony Movement (diversity training), hosted a Junior Leadership Camp, mentored children at the Eastview Boys and Girls Club and participated in a Native Canadian experience with the Mississaugas of Scugog Island First Nation.

The graduation evening included a drum performance by Muhtadi and the World Drummers, inspirational quotes from the students along with the presentation of their certificates. YIP student Jenny Zhou was presented with the DRPS Diversity Advisory Committee's Diversity Champion Award.

The program, which is funded in part by the Ministry of Children and Youth Services, is now in its sixth year. The objectives of the program include strengthening the relations between police and young people, giving young people the chance to see what policing is all about and providing them with the leadership skills to mentor others about their experiences. The students are encouraged to act as ambassadors and even consider a future career in policing.

*Constable Keith Richards  
Diversity Co-ordinator  
Durham Regional Police*

## Spotlight on PFLAG Durham Region's LGBTQA Leadership Camp



In July, history was made with Canada's first-ever LGBTQA (Lesbian Gay Bisexual Transgender Ally) Youth Leadership Camp east of the Rocky Mountains right here in Durham!

Sheltered in nature's beauty, some 20 LGBTQA youth and

mentors spent four days roughing it in rustic but comfortable accommodations. Campers completed a PFLAG Durham Region sponsored course on how to lead gay/straight alliances in their high schools this fall. They also enjoyed more traditional summer-camp activities like hiking, canoeing, and munching s'mores in between songs around the campfire.

Most importantly, the camp offered a supportive

environment where LGBTQA youth were safe to express and be their true selves. Campers and mentors shared deeply personal stories, laughed, wept, reflected quietly, and even challenged some cherished beliefs. The dreaded moment of goodbye came all too soon, but it was sweetened by hugs, happy tears, and excited plans to meet again next summer.

Campers and mentors alike affirmed that they have been inspired and energized by their experiences at this groundbreaking camp. Next year's camp will continue to develop leaders who make a difference to all youth—LGBT and straight—in Durham.

For information on the 2012 camp, contact PFLAG Durham at [durhamon@pflagcanada.ca](mailto:durhamon@pflagcanada.ca) or 905-231-0533.

PFLAG Durham and the Distress Centre Durham invite the whole community to attend An Evening of Hope on Thursday, Oct. 21. An Evening of Hope is an evening of remembrance for those we have lost to suicide, bullying and homophobia in Durham.

*Kevin Bull  
Mentor  
LGBTQA Youth Leadership Camp*

## Inclusive communities: Durham Tourism encourages the community to celebrate Culture Days



**CELEBRATING ARTS + CULTURE  
FROM COAST TO COAST TO COAST**  
**September 30, October 1 & 2, 2011**

Durham Tourism is inviting the community to take part in Culture Days, an interactive, free celebration of local culture. Taking place on Sept. 29, 30 and Oct. 1, the festival will celebrate creative expression through the region's artists, musicians, creators, historians and more.

The arts and culture festival is occurring nationwide and will be celebrated by a number of

communities across Canada, including Durham Region. This is the second Culture Days held nationally. Last year, Durham Region was host to 30 free cultural events, including gallery open houses, historic tours, concerts, art classes, and even a fashion show!

For a detailed listing of this year's events, please visit [www.durhamtourism.ca](http://www.durhamtourism.ca). For more information, call Durham Tourism at 1-800-413-0017 or email [tourism@durham.ca](mailto:tourism@durham.ca).

*Melissa Bies  
Communications Co-ordinator  
Region of Durham*



**Durham Art of Transition Creative Awards** is calling all artists to explore a contest opportunity. Learn more at [www.artoftransition.ca](http://www.artoftransition.ca).

## Welcome DCCC to diverse Durham—A new dynamic member of our community



DCCC's Inauguration Ceremony was held on Aug. 7 at the beautiful Carruthers Marsh Pavilion in Ajax.

Another inclusive diversity organization called DCCC emerged in 2011, an exciting addition to the multi-cultural Durham we are all so proud of. The Durham Chinese-Canadian Culture Centre (DCCC) is a family, education and inter-culture oriented community non-profit organization, devoting its efforts to serving Chinese Canadians and the general public in Durham

Region. Under the DCCC's core values of "Diversity, Interculturalism, Pluralism and Civic Engagement", it offers a wide range of community service programs covering education, youth leadership, seniors and newcomers. Many programs have been established through strong partnership with municipal governments, other non-profit organizations and inter-culture groups.

DCCC's Inauguration Ceremony was held on Aug. 7 at the beautiful Carruthers Marsh Pavilion in Ajax. All four levels of government representatives, multi-cultural community non-profit organizations and business leaders were present to celebrate the pleasant arrival of DCCC.

DCCC is your community organization. We look forward to your support and participation to together make Durham a most desirable quality home for all of us. More details can be found by visiting [www.durhamchinese.ca](http://www.durhamchinese.ca) or by calling 416-800-2731 or 416-272-5065.

*Tao (Thomas) Qu  
Durham Chinese-Canadian  
Culture Centre*

## Elections Ontario offers more days and more ways to vote for everyone

Oct. 6, 2011 marks the 40th general election in the province. This year, it's easier than ever to vote, especially for people living with a disability.

If you need assistance to vote, you can bring a friend or support person to help mark the ballot or you can ask an election official to help mark the ballot. Assistive devices (materials in large font, magnifiers, easy-grip pencils, ballot templates with Braille numbering and cut-outs, and pad and pencil) are available at all polling stations. Assistive voting technology that allows users to vote independently using audio cues and simple hand controls, foot pedals or sip and puff technology will also be available in each returning office and satellite office beginning 15 days before election day until the day before election day.

You are eligible to vote in the upcoming election if you are:

- 18 years of age or older;
- a Canadian citizen; and
- a resident of Ontario.

Remember that you must bring at least one piece of identification that shows your name and address in order to vote. You can find examples of accepted identification at [www.wemakevotingeasy.ca](http://www.wemakevotingeasy.ca).

Visit the Elections Ontario website at [www.wemakevotingeasy.ca](http://www.wemakevotingeasy.ca) or call 1-888-ONT-VOTE for additional information, downloadable materials and resources.

### More days and more ways to vote in the 2011 Provincial Election.

#### More Days to Vote

- 29 days to vote in a general election
- 28 days to vote in person with a Special ballot at your returning office
- 23 days to apply for a Special ballot to vote by mail
- 15 days to vote with assistive voting technology
- 10 days to vote at advance polls
- 12 hours to vote on election day

#### More Ways to Vote

**Assistive voting technology in returning offices** – allowing you to vote independently

**Special ballot:** vote by mail

**Assistive devices**, such as easy-grip pencils, magnifiers and Braille templates

This summer we will be launching our More Days, More Ways catalogue, which outlines all the voting options for 2011. Sign up for our Election Connection e-newsletter and have information sent directly to your inbox!

call: 1.888.668.8683  
e-mail: [info@elections.on.ca](mailto:info@elections.on.ca)  
TTY: 1.888.292.2312

For more information, please see our fully accessible videos: Voting in Ontario, More Days More Ways, and Assistive Voting Technology.

*Michelle Goland-Wilson  
Elections Ontario*

## Inclusive communities: Oktoberfest fever hits Durham



Club Lorely dancers take the stage.

Following traditions originating in Munich, Germany, Durham's own Club Lorely hosted another successful Oktoberfest on Saturday, Sept. 24, 2011.

Over 200 people attended Oktoberfest and were well rewarded as the event proved to be a feast for the eyes, ears and stomach. From the live Oom-Pa-Pa Band and colourful folk dancers to the delicious wiener-schnitzel, sausages, sauerkraut, hot pretzels and imported beers from Germany, Bavaria and Austria, there

was something for everyone. And those with a sweet tooth were not forgotten, there were ample helpings of apple and cherry strudel as well as traditional plum cake. Shoppers also found a good selection of traditional lederhosen and colourful dirndls and accessories to choose from.

*Hilary Schuldt  
Policy Advisor  
Region of Durham*



## Healthy communities: Buy local! Buy fresh in Durham Region



A local farmer's market.

When you are new to a country or community, it isn't always easy to know where to shop. From June to October, residents of Durham Region are encouraged to take advantage of the abundant selection of local fresh fruits and vegetables, meats, honey, crafts and more, and support their local producers.

It's never been easier to enjoy local food with farmers' markets open across the region.

Packed full of flavour and nutrients, locally grown food is normally sold within a day or two of being harvested—it is picked at peak ripeness, giving you the freshest product possible. Plus, you can come

meet the experts who planted, grew, picked and prepared the food—right here in Durham Region. They're happy to chat with you and your family about what's in season, favourite recipes, and how the food gets from the farm to your table. For more information, please visit [www.durhamfarmfresh.ca](http://www.durhamfarmfresh.ca).



*Melissa Bies  
Communications Co-ordinator  
Region of Durham*

## Discover Your Inner Chef!

Wondering what to do with the fresh fall produce you pick up at the local farmers' market? New to Durham or to Canada and not sure how to navigate the different food stores or how to cook your child's 'new' favourite food? Need help with food budgeting?

The Durham Region Health Department has developed food education opportunities for people in the community who need information about eating healthy especially when money is tight. These go with the Food Budget Kit, a free tool kit designed to assist people to develop food budgeting skills.

The program includes both online learning modules for individuals and an educational curriculum about food budgeting and food skills to be used in group settings. The online learning modules provide an opportunity for community agencies to refer clients to a self-help program online. A train-the-trainer session with the Discover Your Inner Chef! Curriculum is available free to

agencies who wish to implement food budgeting workshops with groups. Both aim to assist people to eat healthy on a budget and cover the following:

- 1) Canada's Food Guide which offers healthy choices to maximize your food budget;
- 2) Menu planning that helps you control your food budget and save;
- 3) Shopping smart so that you can get to know your grocery store;
- 4) Cooking at home; and
- 5) Using leftovers to create something new.

The modules and curriculum are free and available now!

For more information, please contact the Durham Health Connection Line at 1-800-841-2729 visit the website: [www.durham.ca/foodbudgetkit](http://www.durham.ca/foodbudgetkit).

**DISCOVER YOUR INNER CHEF!**

Check out the  
Online Learning Modules  
on Food Budgeting

[www.durham.ca/  
foodbudgetkit](http://www.durham.ca/foodbudgetkit)






If you're looking for food from home, check out the food page on the Durham Immigration Portal for a directory of global and specialty food stores [www.durhamimmigration.ca/settling/food/](http://www.durhamimmigration.ca/settling/food/).

*Deborah Lay  
Public Health Nutritionist  
Durham Region Health Department*

## Healthy communities for all: Choose to be flu free!



Influenza (also known as the flu) is a virus that is transmitted through coughing and sneezing. It can also be passed along from common surfaces such as door knobs, shopping carts, toys and unwashed hands.

People can get very sick from the flu which can lead to hospitalization and even death. Your best protection against the flu is to get the flu shot. During the month of November, Durham Region Health Department will be offering FREE influenza vaccine (flu shot) at our community flu vaccine walk-in clinics. The flu shot is available for anyone aged 6 months and older. **You do NOT need a health card or an appointment for the Health Department flu shot clinics.**

You can also get your FREE flu shot from your healthcare provider or a walk-in clinic. For more information on flu or flu vaccine clinics, please call the Durham Health Connection Line or visit our website, [www.durham.ca](http://www.durham.ca).

*Leslie McLaughlin  
Registered Nurse  
Durham Region Health*



**Durham  
Health  
Connection  
Line**

905-666-6241 or  
1-800-841-2729  
[www.durham.ca](http://www.durham.ca)

## November is Diabetes Awareness Month



The Diabetes Outreach Team Christine McCleary, RD, and Bev Bazak, RN, set up their booth at a local event.

Diabetes is a serious disease currently affecting more than 2.4 million Canadians. If you have diabetes, it is important to learn what you can do to stay healthy. If left untreated diabetes can lead to serious health concerns.

Symptoms of diabetes may include: unusual thirst, frequent urination, weight changes, lack of energy, blurred vision and tingling or numbness in the hands or feet. It is important to know that you can have diabetes and not have any of the symptoms. You may be at a higher risk of diabetes if you are overweight,

have a family member with diabetes or have Hispanic, Aboriginal, South Asian, Asian or African ancestry. If you have any of the symptoms of diabetes you should visit your doctor, Nurse Practitioner, family health care team or local urgent care clinic and ask them to screen you for diabetes. If you have diabetes, ask for a referral to your local diabetes education centre.

Diabetes support is available across Durham Region, offering education in a variety of settings. If you have any questions about diabetes education in the Durham Region, please contact the Durham Region Diabetes Network Co-ordinating Office at 905-668-6831, ext. 3158, or visit our website at [www.drdsn.ca](http://www.drdsn.ca).

*Cheryl Green  
Administrative and Event Facilitator  
Durham Region Diabetes Network*

## Banking tips for newcomers

Many Canadian banks are now providing specialized services for newcomers to Canada. One of these is the Scotiabank StartRight® Program for Newcomers, which includes a free day-to-day bank account for one year, a wide range of VISA card options and a number of other customized services and benefits.



Image provided by Bank of Canada

One of Scotiabank's employees, a relative newcomer herself, explains how she herself benefited from the program. "Now I know that it's important to obtain credit within three years of coming to Canada. First, because life is expensive, and because you must build a credit history to show you are responsible." She advises newcomer clients to be mindful of interest rates, avoid carrying a balance and to make the minimum monthly payment on time, to preserve their credit scores. She also helps them choose the right credit card features for their needs.

Bank staff are an excellent resource for newcomers who may need advice on navigating

the Canadian financial system. Bank customer service staff are able to counsel immigrants about saving for their goals, like a new car or home ownership, by starting to save with higher-interest savings accounts and accessing government programs.

Many Canadian banks are now providing specialized services for newcomers to Canada. For more information on Scotiabank StartRight® Program for Newcomers, visit your nearest Scotiabank branch, or visit online at [www.scotiabank.com/startright](http://www.scotiabank.com/startright) or call 1-866-800-5159.

*Caroline Anderson  
Manager Scotiabank Uxbridge and  
LDIPC Member*

## Developing a Community Report Card

Last March, the LDIPC launched Durham's Diversity and Immigration Community Plan. The Community Plan was the culmination of two years of community consultations to identify priorities for the diversity work in the Region. The Community Plan also explicitly sets out the results that we want to see as the community moves the work forward. The community asked for a community report card and we will deliver!

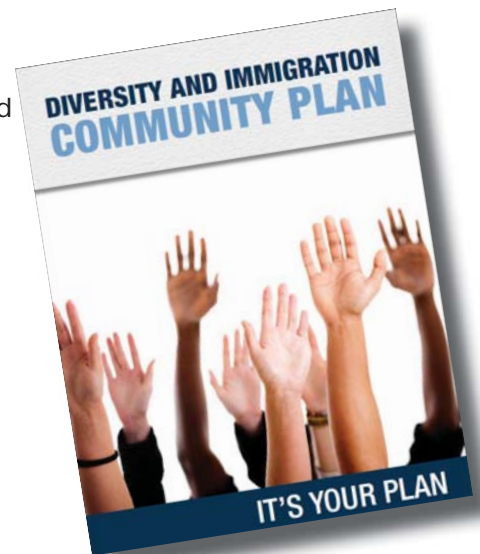
Throughout the spring and summer, the LDIPC staff team have been hard at work laying the groundwork for a Community Report Card. The Community Report Card will track the community's progress against the results we've set ourselves; track changes over time; measure real change in people's lives; and is a way to tell our story.

During October and November, a series of focus groups will be

held throughout the Region to identify indicators – ways to measure the results we want to see—and we want you to participate. If you're interested in taking part in one of the focus groups, please email us for more information at [ldipc@durham.ca](mailto:ldipc@durham.ca).

If you would like a copy of the Diversity & Immigration Community Plan, click on the "About" tab on the Durham Immigration Portal at [www.durhamimmigration.ca](http://www.durhamimmigration.ca).

If you have downloaded a QR Scanner on your smartphone, you can scan the QR Code on the right to access the Immigration Portal directly. For a print copy of the Community Plan, email us at [ldipc@durham.ca](mailto:ldipc@durham.ca).



*Samantha Burdett  
Policy Advisor  
Region of Durham*

## Never give up and always have a Plan B!



One of the smiling faces welcoming you to the Ajax Welcome Centre Immigrant Services belongs to Jacinta Arokiasamy, a newcomer herself.

"When I first arrived I wasn't prepared mentally despite having lived overseas in Australia as a student. I thought I would get into the workforce very quickly but that didn't happen". Jacinta arrived in Canada 14 months ago and found that finding a job was a much bigger challenge than she had anticipated.

Looking for work and adapting to life in Canada has been

difficult. Jacinta felt isolated and frustrated and found that even though she had worked with Canadian teachers in Malaysia, Canadians were more reserved here in Canada. She also found the switch from being a busy career woman to a housewife a difficult one though she laughs about it now.

Despite the challenges she faced in the first year, there were positive experiences as well. Having lived overseas before, Jacinta knew that in the West, if you don't know something then you should ask. She laughs, "Canadians love you asking questions, not like at home where they would ask you why you're asking so many questions." Seeing snow for the first time was also a highlight, "I LOVE the snow. I was so excited the first time I saw snow; I was jumping up and down".

After applying for many different positions with no positive responses, Jacinta turned to Northern Lights Employment Centre and then to the Durham Unemployed Help Centre (DUHC) where she took part in Job Search Workshops and more importantly, found people to offer advice and hope. She credits her eventual employment

success to advice received almost casually, "volunteer, that's the best way to get Canadian experience." And so she did, and after seven months of volunteering at CDCD a number of new Welcome Centre positions were advertised and Jacinta was the successful applicant for one of the three reception positions at the Ajax Welcome Centre.

"It's such a good feeling to be up early and know you're heading somewhere and you're useful... now, I'm so glad that I went through what I did because I understand what other people are going through and I can understand and help them. Because I've had the same experience, I can make the connection." Jacinta has some advice for other newcomers, "you always need to have more than one plan, sometimes you can be so focused on one thing that you miss out on all the other opportunities. You need to be prepared because you're in a new country, in a new environment, and you need time to get adjusted but never give up and always have a Plan B and even a Plan C".

### Local Diversity and Immigration Partnership Council

We look forward to hearing your stories and feedback. If you would like to subscribe or contribute to *The Citizen*, please contact us:

Email: [diversitynewsletter@durham.ca](mailto:diversitynewsletter@durham.ca) | Portal: [www.durhamimmigration.ca](http://www.durhamimmigration.ca)

**Back issues:** Visit [www.durhamimmigration.ca](http://www.durhamimmigration.ca) for back issues of *The Citizen* by clicking on the Creating Community tab, and then clicking on the Diversity Newsletter heading. You can also sign up for the newsletter online. Please feel free to forward *The Citizen* to others.



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