



## **The Citizen**

Durham Region's Diversity Focused Newsletter  
Issue 21, Winter 2014

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## **A multitude of celebrations and blessings:**

'Tis the season across Durham!

So many of the holidays and celebrations at this time of year celebrate light, change and renewal which can seem at odds with shorter days and commutes in the dark. This time of year, however, provides a much needed opportunity to pause in our busy lives, to give thanks, to share with friends and family, and to ground ourselves in faith and tradition.

Have you ever wondered about the significance of the eight candles on the [menorah](#)? Heard fireworks in the middle of November and wondered what the celebration was all about? Don't be afraid to ask! Learning about our neighbours' and colleagues' traditions and sharing our own adds to celebrations and builds community. Invite your new neighbours over for their first taste of [eggnog](#), share your family traditions, and no doubt you'll be enjoying [Pongal](#) in mid-January and [Jiaozi](#) in February!

World Religion Day provides a unique opportunity to celebrate the diversity and the unity within many faiths and traditions in one place. On Jan. 18, 11 different faith groups will join in a celebration at the Region of Durham Headquarters in Whitby. All are very welcome!





## Settlement and integration:

### Something for everyone at Durham Welcome Centre Immigrant Services!

Have you been to the Welcome Centre? If your answer is yes, you have likely received services, attended programs or gathered information delivered by one or more of our partners.

Welcome Centre Immigrant Services (located in both Ajax and Pickering) are unique in that we [utilize](#) an Integrated Service Delivery Model. What does that mean? All Welcome Centre Immigrant Services are offered in partnership with community organizations and businesses that use the Welcome Centre as a location to provide information or services that address and support the complex and changing needs of newcomers.

The programs and services offered by our partners [align](#) with the values and principles of the Welcome Centre as they eliminate barriers and contribute to successful newcomer settlement and integration outcomes.

Our core services include: English Language Classes, Employment Supports and Settlement Services, and our partners offer a range of additional [value-added](#) activities and programs. For instance, the successful “Nobody’s Perfect” series was designed to help parents and caregivers and a recent seminar focused on building your credit history.

Recognizing a need to educate newcomers about workers’ rights and responsibilities, several partners collaborated to create an exciting and comprehensive workshop that was introduced in early December. Watch for Part 2 of the series coming in Spring 2015! Visit the [Welcome Centres website](http://www.welcomecentre.ca) (www.welcomecentre.ca) for more information.





## Healthy communities:

### Learning and adapting to new foods and cuisines

Wondering what to do with the local foods from the market? Not sure how to cook your child's 'new' favourite food? Need help with your food budget? Discover Your Inner Chef! are free online lessons that help you build food budgeting skills to make the most of your food dollars. There are five sessions:

- Canada's Food Guide
- Menu planning on a budget
- Shopping smart
- Cooking at home and
- Using leftovers

Please visit the [Region of Durham website](http://www.durham.ca/foodbudgetkit) (www.durham.ca/foodbudgetkit) today for more information on Discover Your Inner Chef! online learning or call the Durham Health Connection Line at 905-666-6241 or 1-800-841-2729.





## The Road to Buying a Car in Ontario:

The Ontario Motor Vehicle Industry Council (OMVIC) works to ensure that people in Ontario understand their rights and responsibilities when it comes to buying a car. OMVIC also offers free car-buying seminars to community groups throughout the province. They provide **multilingual translation services** in more than 150 languages. For more information, visit the [OMVIC website](http://www.omvic.on.ca) (www.omvic.on.ca).



Wondering what these mean? [Creepometer](#); [Cooling-off period](#); [Disclosure](#); [Shopping around](#). Visit the Glossary on page 21-22.



## Celebrating volunteerism:

### Victim Services

Typically, the holiday season has many traditions that are celebrated by various faiths throughout Durham region. It is a time of year when visiting loved ones and preparing to celebrate the coming of a new year brings with it a sense of peace, happiness and joy. Unfortunately, for many, this time of year can also bring a sense of loss, sadness, and trauma for those impacted by crime and tragic circumstance.

Victim Services of Durham Region (VSDR) is here to help victims and their families heal in the immediate aftermath of a crime, tragic circumstance or disaster. As a non-profit organization, working in partnership with local police services, VSDR offers [24/7](#) crisis intervention, safety planning, and access to additional services and supports to help victims on their journey to recovery.

Given the demands for service, we wouldn't be able to do this challenging work without the support of a team of specially trained Volunteer Crisis Responders. Collectively, they provide over 22,000 hours of 24/7 on-call services each year.

Our Volunteer Crisis Responders reside in Durham Region and come from diverse backgrounds and recruits receive more than 60 hours of both in-class instruction from community experts, and online module based training. **Several of our volunteers also speak a second language and are able to offer translation services to help trauma victims.**

Our volunteers are caring, compassionate individuals that answer the call to help victims and their families, when they need it most.

For more information about volunteer opportunities and services, please visit our website at the [Victim Services Durham website](http://www.victimservicesdurham.ca) (www.victimservicesdurham.ca) or call 905-579-1520 ext. 1846. Volunteers from diverse backgrounds are welcome.





## Learning about community services and resources:

### Information Durham

There is much to learn about your community when you relocate. No problem, Information Durham can help. [Information Durham](http://www.informdurham.com) (www.informdurham.com), a program of the United Way of Durham Region, is a comprehensive community information service that serves people in Durham Region in person, by phone (905-434-4636 or 1-866-463-6910), online and through a partnership with 211 – a live answer helpline that’s available to anyone in Ontario 24 hours a day, seven days a week, 365 days a year. We connect people to the information they need: food, shelter, housing, employment, health, government services, education and recreation – information about programs and services that serve children, youth, adults and seniors.

We also help people connect with volunteer opportunities through the [Volunteer Durham website](http://www.volunteerdurham.net) (www.volunteerdurham.net). The website lists 300 volunteer opportunities which viewers can apply for through the site, or simply make contact with the organization or agency by phone. We help many people find a volunteer opportunity over the phone and assist those who wish to find something specific, such as a student placement or an opportunity for their workplace group.

Information Durham is a service that’s available to everyone in our community – we connect people to the program, services and people they need.

Michele Watson, Manager Information Services  
[Email Michele Watson](mailto:mwatson@unitedwaydr.com) (mwatson@unitedwaydr.com)





## **The Health Neighbourhoods project:**

Coming to [www.durham.ca](http://www.durham.ca) in January 2015

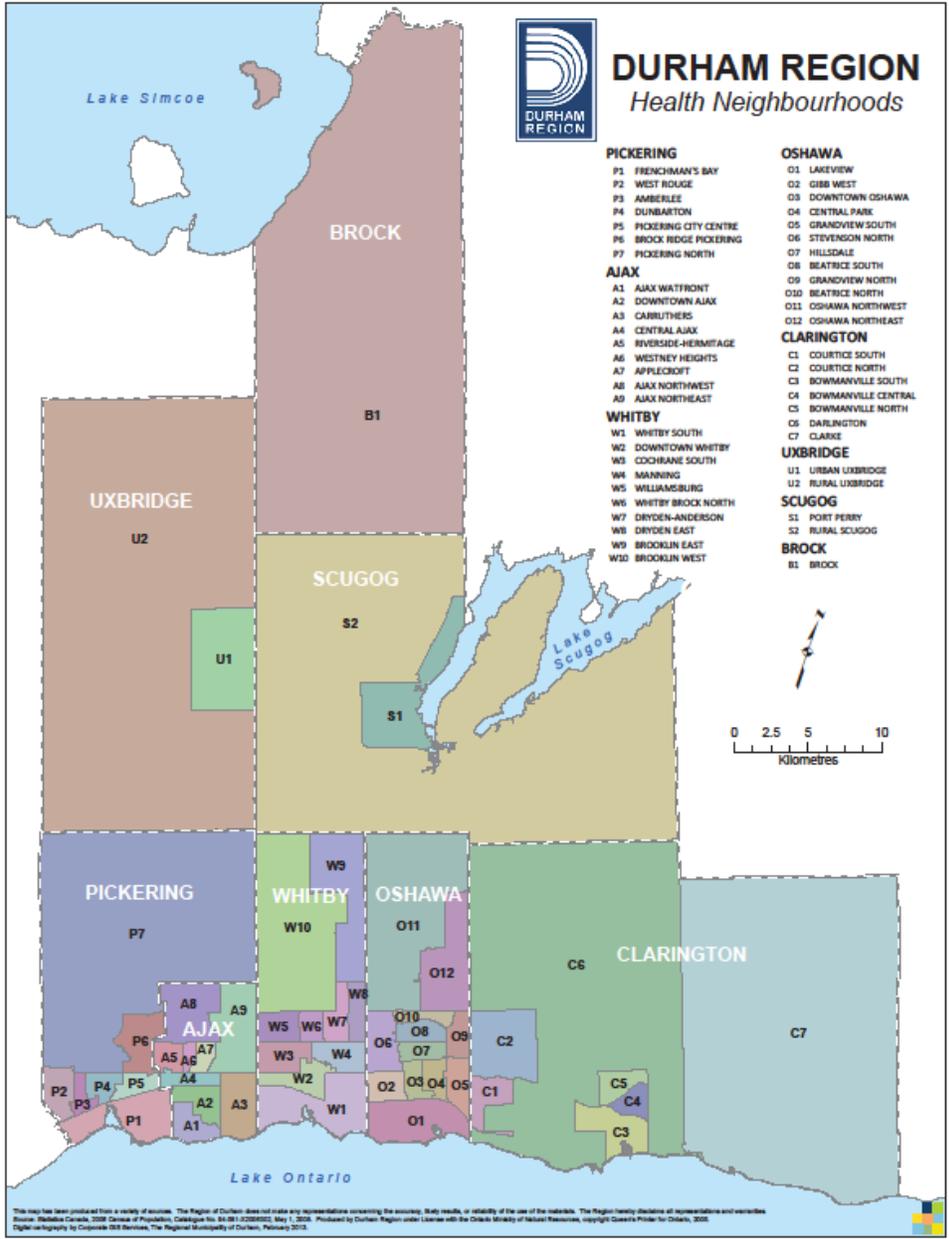
The Health Neighbourhoods project examines information for 50 Health Neighbourhoods in Durham Region to better understand patterns of health in our communities. The ultimate goal is to support strong, safe and [equitable](#) neighbourhoods that improve the health and well-being of all residents.

The project was started by the Durham Region Health Department and is expanding to include other partners. The information provides a picture of how health varies by where we live, and includes indicators on population, income, education, births, breastfeeding, early child development, injury, smoking, physical activity, obesity, infectious disease, life expectancy and more. Each indicator is mapped and summarized, and each neighbourhood is compared to Durham Region as a whole. The January 2015 release provides information for 62 indicators.

The new Health Neighbourhoods webpage will feature:

- An interactive map viewer that allows users to zoom in to specific neighbourhoods and view roads and various points of interest, such as schools and recreational facilities. Click on “Demographic”, “Early Child Development”, and “Health” tabs to access maps on specific indicators, as well as the Summaries and Profiles.
- Reports: Overview Report; The Guide to Health Neighbourhoods; Feature Report on Early Child Development; Feature Report on Smoking.
- Indicator Summaries for each of the 62 indicators with tables, indicator notes and a map.
- Neighbourhood Profiles for all 50 neighbourhoods and municipalities which includes a descriptive map with roads and points of interest, and a table listing all indicators for the neighbourhood with comparison to Durham Region.
- A profile for Durham Region compares the indicators to Ontario.

The Health Department uses the neighbourhoods information to improve programs and services for the residents of Durham Region. For example, smoking cessation programs may be focused in areas with higher smoking rates. Maps on breastfeeding duration can help us to better understand what is needed to support breastfeeding in our communities. The information will also be valuable to our community partners, including school boards, municipalities, health care providers, health and family service agencies, social planning councils, and other Regional departments such as Social Services. For new residents, this is a terrific way to learn about your neighbourhood and others.





## New to Canada?:

### Prepare for the Canadian winter

Winter weather in Canada can be very unpredictable—sunny weather can suddenly change into a blizzard. Education and preparedness are your best defence for reducing the impact of an emergency situation, such as winter storms, blizzards, freezing rain, [snow squalls](#), heavy snowfall, extended cold temperatures and [wind chill](#). The Region of Durham and its local area municipalities have emergency plans and programs in place. However, your own disaster planning is also essential.

If possible, stay indoors during severe winter weather. If you must go outside, wear proper winter clothing, such as a coat, hat, gloves and boots, to protect your skin from exposure to wind chill, snow and ice. Have an emergency kit in your vehicle with items such as a battery-powered flashlight, a radio, tools for emergency repairs, ready-to-eat food, a first-aid kit, blankets and extra warm clothing.

No matter what the season, always be sure to have an at-home emergency kit that includes enough food, water and medicine to last you and your family for at least three days. Pack food that does not need to be cooked or refrigerated. Also include batteries, flashlights, candles, matches or a lighter, a first-aid kit, warm clothing and a battery-operated radio.

During an emergency situation, monitor your local television and radio stations; the Regional website and municipal websites, as well as Facebook and Twitter channels for up-to-date information and instructions.

For additional information related to emergency preparedness, call 905-430-2792 or visit [www.durham.ca/demo](http://www.durham.ca/demo).

To receive a free copy of the “Are You Ready” brochure, which contains valuable tips on personal preparedness, call the Durham Emergency Management Office (DEMO) at 905-430-2792, or download the brochure at the [Region of Durham website](#) ([www.durham.ca/demo](http://www.durham.ca/demo)), under the “Helpful Brochures” area.





## **Ajax-Pickering Board of Trade (APBOT):**

### Leading the way toward inclusion

What does “creating a culture of inclusion” really mean? For the APBOT it means taking concrete steps to ensure the board is welcoming to ALL business owners and by being a good corporate citizen. It means creating a diversity committee, chaired by APBOT Director Ashmeed Khan from Minuteman Press to examine the board’s policies and practices and to include events relevant to employers on topics ranging from accessibility to cultural diversity in the workplace. In a show of support and concern, members of the committee recently visited the Pickering Islamic Centre after it experienced several acts of vandalism. Also, I have taken on the role of business liaison with the Local Diversity and Immigration Partnership Council. These are good first steps and, as the Executive Director of the Ajax Pickering Board of Trade, I am proud to help the business community see themselves as active participants on the journey towards creating a culture of inclusion.

Kathy McKay  
Executive Director, Ajax-Pickering Board of Trade





## Celebrating inclusive communities:

### Inaugural Ganesh Immersion (Chaturthi) celebrations

On Sunday, Sept. 7, Sankat Mochan Hanuman Mandir and Cultural Centre in Ajax made history in celebrating the birth of Lord Ganesha at Paradise Park. A clay replica of that Hindu Deity was immersed in the Lake after a worship service attended by dignitaries and staff from all four levels of government, Durham Regional Police Service, faith and community leaders, and the diversity of the broader community. This inaugural ribbon-cutting event spoke to diversity with inclusion, as it was the first of its kind to be held in partnership with the Town of Ajax. The unofficial attendance approached 400 at its peak. Pandit Rabindranauth Tiwari, the spiritual leader of the Temple led the service under the tents on a sunny afternoon with calm winds against the welcoming backdrop of glistening Lake Ontario. Presenters spoke about the changing face of Ajax, the region, and the country, and the excitement it brings as we openly celebrate the traditions of our South Asian [diaspora](#) while we collectively journey towards building strong and vibrant neighborhoods. This immersion ceremony is symbolic of a cleansing and renewal of the inner Self, and will now become an annual event.





## Creating community:

### UOIT – Baagwating Indigenous Student Centre

First Nation, Métis and Inuit students at the University of Ontario Institute of Technology (UOIT) now have a home away from home: the UOIT-Baagwating Indigenous Student Centre (UBISC).

For Indigenous students, some of whom have moved far away from friends and family to attend university, the UBISC offers a sense of family and belonging. It provides an environment that fosters personal and cultural growth as well as academic success. The centre's programming includes: access to visiting [Elders](#); connections to the Indigenous community; counselling and traditional supports; cultural advising for Indigenous and non-Indigenous students, staff and faculty; inclusive monthly programming that includes traditional ceremonies and cultural workshops; transitional supports for prospective Indigenous students; and welcoming study space.

The creation of this unique, culturally sensitive venue has been made possible through UOIT's work with the Mississaugas of Scugog Island First Nation, as well as national and local partners. For more information, visit the [UOIT website](http://Indigenous.uoit.ca) (Indigenous.uoit.ca).





## Celebrating inclusion:

### Dunbarton-Fairport United Church in Pickering embraces diversity

On Sunday, Nov. 2 as part of our Affirming Process our church passed its new Mission Statement which challenges us to welcome all people. It is as follows:

As the opening words of our United Church creed says: “We are not alone, we live in God’s world...”

At Dunbarton-Fairport United Church we promise to:

- Be open to all people.
- Welcome you regardless of age, race, gender, sexual orientation and **gender identity**, differing attributes and abilities both physical and mental, cultural identity, economic circumstance.
- Continue to be challenged to greater inclusion and justice seeking for all of God’s creation.
- Encourage all as disciples to respond to the needs of the wider community and the world with both Christian service and witness.

Come join us each Sunday at 10:30 a.m. for our service. We are located at 1066 Dunbarton Rd. in Pickering. Be welcomed on your faith journey. Visit the [Dunbarton-Fairport United Church website](http://www.dunbartonfairport.on.ca) (www.dunbartonfairport.on.ca) for more information.

Rev. Jeff Doucette  
Pastor





## Celebrating Champions:

### The LDIPC celebrates two new Diversity Champions

A year ago, the Diversity and Immigration Champion Awards were launched, recognizing organizations that have shown leadership in diversity and immigration matters. Pictured here are two of the most recent Diversity and Immigration Champions. Congratulations to Durham College (right) and the Pickering Public Library (left)!

You are invited to apply to be a Diversity and Immigration Champion and demonstrate publicly that you have embraced the principles of inclusion and commit to sharing in the responsibility of making Durham Region a more welcoming community. Visit [www.durhamimmigration.ca](http://www.durhamimmigration.ca) under the headings > About > LDIPC > Champions for an application package.





## **Celebrating Champions:**

### **Accessibility Awards**

Each year, the Region of Durham honours individuals, services and/or businesses that have improved accessibility in our community. Nominations for these awards are made by the Accessibility Advisory Committees of municipalities within Durham Region.

Each of the award recipients has succeeded in removing or preventing some kind of barrier. Their efforts have helped to ensure that all our citizens have access to meaningful involvement and full participation in their community.

The awards were presented on Dec. 1 to the following recipients:

Town of Ajax – The Home Depot for building a ramp at an Ajax resident’s home.

Township of Brock – TD Beaverton by making improvements to address both customer and employees’ accessibility needs.

Municipality of Clarington – Marshall Hohmann for his commitment to spreading the word about inclusivity.

City of Oshawa – Derek Giberson for his dedicated leadership and commitment to the removal of barriers to ensure access for people of all abilities.

Township of Scugog – Terry and Christine Vos for their advocacy on the benefits of employing people with disabilities at their Port Perry and Oshawa Independent Grocery Store locations.

Town of Whitby – Denny’s Restaurant, Whitby for continuing to make their restaurant accessible to all.





## Health Communities:

### No-cost dental programs for children and teens

If you are new to Ontario or Durham region, you may not be aware of dental services available for children and teens. Durham Region Oral Health Division believes that you cannot be truly healthy without good [oral health](#). Our goal is to help children and youth, 17 years of age and younger, in Durham region attain and maintain good oral health.

There are programs available to help children and youth access dental care. Every year our staff provides dental screening to children in publically funded schools throughout the region. In addition to school screening, we offer oral health education in classrooms and provide oral health promotion at community events. We also offer dental screenings and preventive services at our Whitby clinic free of charge for eligible children.

To see if your child qualifies to receive our services or if you have any questions or concerns about your child's oral health, please call us at 905-723-1365 or 1-866-853-1326 extension 4567.

To obtain more information about our programs and services or for resources, visit the [Region of Durham's website](http://www.durham.ca/oralhealth) (www.durham.ca/oralhealth) or see a video about them on [YouTube](http://www.youtube.com/durhamhealth) (www.youtube.com/durhamhealth).





## **Glossary**

### **24/7:**

Twenty-four hours a day, seven days a week

### **Align:**

To make sure that two different things line up together, have shared or complementary outcomes

### **Cooling-off period:**

A set period of time after buying an item when you can return the item for a full refund

### **Creepometer:**

A “creep” is an untrustworthy person, an “odometer” is the mechanism in a car that shows how fast you are driving; the slang term “creepometer” is your own internal assessment of a salesperson’s trustworthiness

### **Diaspora:**

A community of people who share a common religious or ethnocultural background but who live in many different parts of the world

### **Disclosure:**

Documentation that provides the full history of an item or an issue

### **Eggnog:**

A drink typically drunk at Christmas, made from eggs, cream and topped with nutmeg

### **Elders:**

Very important advisors within Indigenous communities

### **Equitable:**

Treatment that ensures the end result is similar, fair



## Gender identity:

An individual's internal sense of their gender

## Jiaozi:

Chinese dumplings, a very popular food eaten during Chinese New Year (February 19, 2015)

## Menorah:

A candelabra or set of eight candlesticks with a common base used during Hannukah

## Oral health:

Wellbeing of teeth, gums, etc.

## Pongal:

A rich rice pudding made and eaten during Thai Pongal, Tamil Thanksgiving (January 15, 2015)

## Shopping around:

Comparing products and prices at different places

## Snow squalls:

Sudden intense periods of snow, often near large bodies of water like Lake Ontario

## Utilize:

Use

## Value-added:

Something that is of particular importance to the user

## Wind chill:

Winter temperatures can feel colder than the actual thermometer reading, and that "colder feeling" is often a result of the wind; stronger winds make the actual temperature feel colder. For more information, visit the Government of Canada website ([www.windchill.ec.gc.ca](http://www.windchill.ec.gc.ca)).



## Building capacity:

### Job searching at your local library

The process of looking for a job has changed over the years. In addition to books, your local public library has many helpful job search tools that you may not have considered.

Most libraries offer computer access so you can update your résumé or submit it online as well as look for job postings. And, many libraries offer computer training.

Your library may subscribe to computer programs that you can access with your card, such as résumé templates and software tutorials. They may also be able to help you find job and wage outlook data. Business and other directories can help to identify potential employers by geographic area or business type. And, of course, they'll have books on resumes, job hunting, interviewing, vocational guidance, career changes or development, and even online job searching.

Libraries often partner with other community agencies to host interview, résumé, and job search workshops. Some of these workshops are specific for newcomers with tips for adapting to the Canadian workplace.

If your library doesn't have a specific resource you're looking for, they can refer you to an organization that provides the service you need. Find a library in your area through the [Durham Immigration Portal](https://www.durhamimmigration.ca/learning/Pages/LibraryPrograms.aspx) (<https://www.durhamimmigration.ca/learning/Pages/LibraryPrograms.aspx>) under the headings: Learning > Library Programs), and ask for assistance with these resources at the library's Information Desk. Good luck in your next job search!





## **Opportunities:**

### **Job search skills for newcomer youth**

Northern Lights Canada, an employment service agency, offers two ongoing programs for newcomer youth at Northern Lights Canada's Ajax location, called Youth Networking Nights and Youth Action Crew.

Youth Networking Nights are a series of nights for Durham Region youth to come together for a night of fun, networking, and to gain relevant employment information. Upcoming sessions will be held on Feb. 5 and May 7 at the Ajax Welcome Centre from 6:30 p.m. to 8:30 p.m.

Northern Lights Canada's Youth Action Crew is a group of newcomer youth who are interested in planning and implementing special events for youth in Ajax. A team of five youth are actively engaged in monthly planning meetings in order to deliver a youth event during Youth Week 2015.

Northern Lights also facilitate regular Job Search Workshops for Newcomer Youth aged 14 to 24. Connect with Northern Lights on Twitter @jswyouthajax, on Facebook NLC JSW FACILITATOR, or visit the [Northern Lights Canada website](http://www.northernlightscanada.ca) (www.northernlightscanada.ca). Please join us!





## **Success Story:**

### **Whitby Ethno-cultural and Diversity Advisory Committee honoured with Provincial award**

The Town of Whitby's Ethno-cultural and Diversity Advisory Committee (EDAC) was honoured to be one of 15 recipients of the Newcomer Champion Award presented in Toronto.

This Provincial award from the Ministry of Citizenship, Immigration and International Trade, recognizes individuals and groups who celebrate and promote cultural heritage, foster an understanding of Ontario's cultural diversity and assist newcomers to successfully settle and integrate in their community and province.

The awards include the following three categories:

- Celebrating Inclusion and Diversity – Recognizes outstanding nominees who embrace inclusion and celebrate the rich dimensions of Ontario's diversity.
- Promoting Cultural Heritage – Recognizes nominees' contributions within a community to preserve the legacy and tradition of an ethnic group's cultural heritage.
- Integration of Immigrants – Recognizes nominees whose actions helped to welcome and integrate newcomers into communities across Ontario.

EDAC was recognized in the category of Celebrating Inclusion and Diversity.

The following highlights some of the 2014 programs and initiatives of EDAC:

- Scholarship Program – Leadership in Diversity and Social Justice Award
- Hosted the Diversity Art Event, Whitby 2 Me
- Hosted a Cultural Celebration World Fest Whitby
- Participated in and or sponsored cultural performances at Brooklin Spring Fair, Canada Day, Harbour Day, Summer Art Fest, Harvest Festival and Heritage Day
- Developed an Inclusive Language Guide
- Recommendation to provide Translation Phone Services
- Delivery of school cultural programs
- Hosted Newcomer Bus Tour
- Conducted Focus Groups to follow up on the community diversity survey that was completed in 2013

For further information visit the [Town of Whitby's website](http://www.whitby.ca/diversity) (www.whitby.ca/diversity).





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

[Email us about The Citizen](mailto:diversitynewsletter@durham.ca): diversitynewsletter@durham.ca

And check out the [Durham Immigration Portal](http://www.durhamimmigration.ca) (www.durhamimmigration.ca)

Follow us on the Region of Durham Facebook page and on Twitter at #DurhamImmigration

Back Issues: Visit the [Durham Immigration Portal](http://www.durhamimmigration.ca) (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 specify if you require the accessible version). Please feel free to forward The Citizen to others.



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

