



The Citizen

Durham Region's Diversity Focused Newsletter
Issue 26, Spring 2016

In This Issue:

Celebrating new things:.....	4
Learning is Good for Everyone	4
Settling in Canada:.....	5
Buying a New Car.....	5
Settling in Canada:.....	6
Renting – There's a Lot to Learn	6
Supporting Labour Market Attachment:.....	8
Making Personal Connections	8
Building Job-Readiness:.....	9
Programs for Youth.....	9
Supporting Job-Readiness:	10
Two Innovative Programs	10
Supporting Job-Readiness:	11
A Testimonial to the Success of the ELT Program	11
Creating Inclusive Communities:.....	12
Wheelchair Fishing in Clarington	12
Learn a New Skill:	13

Recreational and Cultural Activities for Everyone.....	13
Supporting Lifelong Learning:	14
Durham Libraries	14
Promoting Two-Way Integration:.....	16
City of Pickering Civics 101	16
Promoting Community Engagement:.....	17
Impact Ajax.....	17
Durham Regional Police Service:.....	18
Youth in Policing.....	18
Supporting Diverse Populations:	19
DRPS Scholarships	19
Building Inclusive Communities:.....	20
Truth and Reconciliation Commission	20
Durham District School Board.....	21
Year of the Ally – Another Reason to Celebrate	21
Creating Healthy Communities.....	22
Newcomer Gardeners.....	22
Settling in Durham.....	23
Water Meter Scams	23
Settling in Durham.....	24
Preventative Health Care.....	24
Glossary	25
Ally:.....	25
Angler:	25
Barriers to employment:.....	25
Equip:	25
Foster:	25
Gain exposure:	25
Incentives:	25
Incubated:.....	25
Innate:.....	25
Intersectionality:.....	25
Legacies:	26
Mitigate:	26
Offending:	26
Oppression:	26

Ripple Effect: 26
Scams:..... 26
Soft Skills: 26
Spring-Cleaning: 26
Sugar Bush:..... 26
Unearths: 26
Success Story: 27
May Toma..... 27

Words that are bolded and underlined throughout the newsletter are defined in the [Glossary section](#)



Celebrating new things:

Learning is Good for Everyone

Spring is here and evidence of new things blooming is everywhere you look. Canada geese are returning to nest, the robins are back, and if you look really closely, there are tiny buds poking up through the ground. Buckets attached to maple trees, however, are perhaps the biggest indicator that the seasons are changing at this time of year! If you haven't been to a [sugar bush](#), you need to discover the wonders of making maple syrup, a Canadian staple.

[Spring-cleaning](#) is another Canadian tradition. If you're new to Canada, this is the time of year when you'll see your neighbours out in the garden and the garage, tidying up from the long winter. You'll also see signs for garage and yard sales as that spring-cleaning [unearths](#) belongings families no longer need. Garage and yard sales are a great opportunity to meet your neighbours and to pick up a few bargains as well!

The municipalities are also busy tidying up the bike paths, parks and community spaces. New program guides are released with recreation and culture programs for all ages, abilities and interests. Take the time to learn more about what's available in your community, sign up for a class, learn to ride a bike (you might find a great second-hand bike at a garage sale, by the way!), or participate in a cultural event. Spring is a great time of year to get back outside and reconnect with nature and with each other.





Settling in Canada:

Buying a New Car

Thinking about buying a car?

Did you know that all-in price advertising is the law? If a dealer advertises a price for a vehicle (new or used), Ontario law requires that the price include all fees and charges the dealer intends to collect with the exception of HST and licensing.

Examples of what must be included in an advertised price:

- Freight (for new vehicles)
- Inspection charges (pre-delivery expense, pre-delivery inspection)
- Administration fees (also referred to as 'admin fees')
- Government levies (air tax, etc.)
- Ontario Motor Vehicle Industry Council (OMVIC) fee (\$10.00)
- Safety and e-test (unless the ad contains a mandated "Unfit" or "As Is" disclosure statement)
- Cost of products or services dealer has pre-installed

What should a consumer do if a dealer tries to add charges that exceed the advertised price? Walk away, shop elsewhere and report the offending dealer to OMVIC, Ontario's vehicle sales regulator.

Know your rights! OMVIC offers free car buying seminars throughout the province to new Canadians, students, community groups and first-time car buyers as part of its mandate to educate consumers.

To book a car buying seminar for your group [contact OMVIC's Communications Team by email](mailto:omvic@omvic.on.ca) (omvic@omvic.on.ca).





Settling in Canada:

Renting – There's a Lot to Learn

Many new residents to Ontario rent their first homes. Rental agreements, leases and required deposits can vary greatly from one community or country to the next. In Ontario, landlords and tenants (renters) have specific rights and obligations under the law.

Every year, the Durham Community Legal Clinic organizes a public information session called The Durham Region Housing Forum. It is a half-day information session. Both individuals and service providers would benefit from attending.

Topics include: Tips From the Bench, presenting evidence and the standard of proof, Examining Common Landlord and Tenant Board Applications (both Tenant and Landlord), how to file an application, the hearing process and more, the Housing Stability Program, the application process and eligibility requirements.

Please register if you want to learn more. The next session is Thursday, April 21 (8:30 a.m. to 12:30 p.m.) at King Street Pentecostal Church, 611 King St. W., Oshawa, ON. The cost to attend is \$10 (light refreshments included).

To register please [email the Durham Community Legal Clinic](mailto:petitl@lao.on.ca) (petitl@lao.on.ca).

The Region of Durham Housing division is also offering information sessions on landlord and tenant rights. You are invited to join in the discussion with local by-law officers, Public Health inspectors and legal representatives. Sessions will be held at the following locations:

Thursday, April 28 from 1:30 to 3:30 p.m. at the Whitby Public Library, 405 Dundas St. W., Whitby;

Thursday, May 5 from 2 to 4 p.m. at the Oshawa Public Library, 65 Bagot St., Oshawa;

Thursday, May 12 from 2 to 4 p.m. at the Ajax Welcome Centre, 458 Fairall St., Ajax;

Wednesday, May 18 from 2 to 4 p.m. at the Oshawa Public Library (Northview Branch), 250 Beatrice St. E., Oshawa.

For additional information, please call 905-668-7711 ext. 2457.





Supporting Labour Market Attachment:

Making Personal Connections

To gain a competitive edge, employers want people who know how to relate to customers and colleagues. When it comes to employment skills, many newcomers focus on knowledge of hard skills. **Soft skills** are undervalued but they play an important role in the Canadian workforce.

To better **equip** newcomer youth in Durham Region, a Youth Workers' Forum will be held at the Ajax Welcome Centre on April 9. At this informative and interactive event, youth will gain a better understanding of how to job search, interview effectively, network, utilize soft skills, and understand payroll deductions. Other topics include: employment standards, overtime, minimum wage, legal rights, health and safety, and workplace culture.

Special thanks to Agilec, Community Development Council Durham, Congress of Black Women – Ajax/Pickering Chapter, Durham Community legal Clinic, Durham Tamil Association, John Howard Society and SWIS for collaborating on this forum.

Pre-registration is required and space is limited. Please call 1-877-761-1155 and visit the [Durham Welcome Centre's website](http://www.welcomecentre.ca/durham) (www.welcomecentre.ca/durham) to learn more!





Building Job-Readiness:

Programs for Youth

Two new Youth programs will be launched this spring designed to help youth, including students, to find employment.

Youth Job Link is designed for youth 15 to 29 years old that could benefit from extra help to plan their careers and transition into the labour market. The program will offer year round support to help youth gain career management skills, [gain exposure](#) to career exploration activities and receive assistance in finding employment including, summer, part-time and full-time employment. It is expected the majority of youth will use the service in the summer.

Youth Job Connection Summer (YJCS) program is for youth 15 to 18 years of age. The program provides summer, part-time job placements during the high school years for youth facing challenging life circumstances and needing support transitioning from school to work. The program will offer up to 20 hours of paid pre-employment training, job placements up to eight weeks during the summer and up to 10 hours per week during the school year. The program offers [incentives](#) to employers.

Youth who have left school and are experiencing significant, multiple or complex [barriers to employment](#) will benefit from Youth Job Connection launched October 2015; offering year-round 60 to 90 hours of paid pre-employment services, job matching, and mentoring support.

If you're interested in finding out more about these programs or what other supports are available for job-seekers, visit the [Durham Immigration Portal](#) (www.durhamimmigration.ca) and looking for Job Search Help on the Working page.





Supporting Job-Readiness:

Two Innovative Programs

Gaining Canadian work experience and learning the soft skills, the ways of working in the Canadian workplace, are critical to newcomers' success in finding and keeping good jobs. There are two innovative programs in Durham that provide that exposure and that experience.

Enhanced Language Training (ELT) Program - The ELT Program provides eight weeks of advanced English classes for internationally trained workers plus an additional eight weeks for the participants to gain Canadian work experience through our unpaid internship/mentorship component. The ELT Program helps participants upgrade their English language and employability skills as well as competitiveness in the labour market. For more information, visit the [DDSB website](http://www.ddsb.ca/school/dce/Programs/learnenglish/chooseprogram/elt/Pages/default.aspx) (www.ddsb.ca/school/dce/Programs/learnenglish/chooseprogram/elt/Pages/default.aspx).

The Mentoring Partnership Program (TMP) - TMP provides occupation- specific mentoring relationships. Mentors help the mentee to develop their professional networks and job search strategies, understand the Canadian context of their profession and workplace culture, and share information on their industry and occupation. After participating in the program, unemployment rates for mentees decreased from 73 to 19 per cent, average full-time earnings increased from \$36,905 to \$59,944, and the percentage of those working in their field increased from 27 to 71 per cent. For more, information [email The Mentorship Partnership](mailto:mentorship@unemployedhelp.on.ca) (mentorship@unemployedhelp.on.ca).

If you are a newcomer interested in employment-related programs, visit the Welcome Centres for more information.





Supporting Job-Readiness:

A Testimonial to the Success of the ELT Program

Gunay Sayim joined The Enhanced Language Training Program (ELT) in September 2015. With a professional background in finance, Gunay wished to work as a customer service representative in a bank. The Coordinator of the ELT Program contacted the Manager of Customer Service at Scotiabank in Oshawa. Impressed by Gunay's professionalism, the bank offered her an eight week placement as a customer service representative. One week before the placement ended, Gunay sent the following message to the Coordinator of the ELT Program:

“I can't wait to tell you that today my life changed because of you. (The bank) offered me a job. I was in tears thinking of my kids and my life and two amazing people who changed my life around. I don't know how to thank you in words, because there no words to express my feelings. Thank you once again for everything”.

The ELT Program has been partnering with Scotiabank since 2008 and has had remarkable success. The Oshawa Manager of Customer Service recently shared her experience of the partnership with us:

“I have had tremendous success with the ELT program. I have been able to facilitate the hiring of seven candidates to Scotiabank. Most recently, Scotiabank was able to train, coach, mentor and hire a wonderful young lady by the name of Gunay Sayim. I would definitely recommend this program to businesses if they are looking to hire trained professionals that have a great attitude and willingness to achieve success. Thank you to Alana and her team at ELT!”

If you'd like to participate in the ELT Program, as a student or as an employer, please [email Alana Magsombol](mailto:alana.magsombol@ddsb.ca) (alana.magsombol@ddsb.ca) or 905-440-4488.





Creating Inclusive Communities:

Wheelchair Fishing in Clarington

Do you love to fish? Would you like to try fishing but worry about accessibility?

Fishing is an age-old pastime, enjoyed by everyone but sometimes it can be difficult to access good fishing spots due to mobility challenges. To address this, the Municipality of Clarington has a new wheelchair accessible trail, the first of its kind in Durham Region, which has been created at Bowmanville Creek. The trail, made of natural surface gravel, allows wheelchair-using adults and children a way to enjoy fishing. The project was initiated by the Bowmanville Creek Conservation Group, after a wheelchair-using [angler](#) requested an accessible spot for fishing in the area.

The location of the accessible fishing spot was chosen using data from studies that showed where fish congregate and should make for some great fishing. The area is large enough to accommodate several wheelchair-using anglers and their friends and will be enjoyed by residents and visitors.

Please note, those between the ages of 18 to 64 will need an Ontario Fishing Outdoors license, which can be purchased online at the [Ontario Ministry of Natural Resources and Forestry](http://www2.on.wildlifelicence.com/start.php?lang=1) (www2.on.wildlifelicence.com/start.php?lang=1).

So, why not give fishing a try? Enjoy beautiful weather and beautiful scenery, all while catching your dinner!





Learn a New Skill:

Recreational and Cultural Activities for Everyone

Ontario is full of lakes, ponds and rivers. Knowing how to swim is not just for fun. Swimming is a wonderful activity and necessary life skill for all ages. It is also an excellent form of exercise. Swim skills are not innate and must be taught, as everyone deserves the chance to be safe around the water. Consider dropping into your local municipal pool for a public swim to enjoy a splash with your family, meet other families in your neighbourhood, sign up for a pre-school, child, youth, adult or senior learn to swim program or get your heart pumping in an aquafit class.

Fitness programs are also an excellent way to meet new friends, develop language skills and stay fit. From yoga to zumba to salsa dancing, be sure to take advantage of all the programs and opportunities your local recreation centre offers for you to lead a healthy and active life.

Financial assistance is also offered for many of these programs. For more information on recreation subsidization programs, please visit the [Region of Durham website](http://www.durham.ca/recsubsidy) (www.durham.ca/recsubsidy).





Supporting Lifelong Learning:

Durham Libraries

Are you looking for an opportunity to learn new skills? Are you short on time? The award-winning How-to in 10 Festival and Road Show is here to help! Come and satisfy your curiosity, stimulate your senses, and discover a new talent and skill (or 20!) in 10 minutes or less.

So, what exactly is the How-to in 10 Festival and Roadshow? Visit any of the five libraries hosting the festival this year to meet and learn from experts—artists, cultural groups, organizations, and businesses—in your very own community. Skills can be learned in 10 minutes or less, and each location will host different groups. Come out to one or all of the festivals to learn as many skills as you can! Learn how to build your own fishing lure, tie a saree, make healthy eating choices, get physically fit, and so much more!

The How-To in 10 Festival began in 2013 at the Pickering Public Library. In 2014, the concept was adopted by other Durham Libraries to become a travelling festival. In 2014, the Durham Region Libraries were thrilled to receive the Durham Art of Transition Creative Award, celebrating creativity and culture in the Region.

The five Durham libraries that are bringing the How-to in 10 Festival to their communities this spring are listed below.

The libraries in Durham Region are known for their excellent collections and services that help residents learn, connect, explore and create. The How-to in 10 Festival is a new twist on fun and learning at the library!

No need to register, just drop in!

- Whitby Public Library | Saturday, April 30
- Oshawa Public Library | Saturday, May 7
- Clarington Public Library | Saturday, May 14
- Pickering Public Library | Saturday, May 28
- Uxbridge Public Library | Saturday, June 4

Check out the [How-to in 10 website!](http://www.HowToIn10.com) (www.HowToIn10.com) (#How2Ten)





Promoting Two-Way Integration:

City of Pickering Civics 101

On March 2, 26 Pickering residents successfully graduated from “Pickering 101 – Your City. Right Now.,” a free, seven-session course designed to help them understand how their local government works.

The course was delivered through weekly two-hour classes by City staff who informed participants on what is involved in the planning and delivery of the services, events and programs that touch their everyday lives, and how they can impact change and improvements to these services.

As well as building trust and fostering meaningful, lasting relationships, the course was designed to build informed citizens who could collaborate with City staff on future community engagement opportunities.

Classes covered a variety of topics, including the history of Pickering, future city planning and development, a meet and greet with the Mayor and Members of Council, and more.

The City of Pickering is committed to building a culture of community engagement, to provide residents with a greater sense of agency, purpose, connectedness and responsibility. Pickering 101 was a recommendation identified in the City’s Community Engagement Strategy, a report designed to guide and enhance the City’s engagement efforts. Learn more about it on the [Pickering website](http://www.pickering.ca/pickering101) (www.pickering.ca/pickering101).





Promoting Community Engagement:

Impact Ajax

The Town of Ajax's IMPACT Ajax program provides grant money and other supports to enhance the quality of life for Ajax residents. As a one-stop shop for all Town supports, IMPACT Ajax provides the community with an opportunity to attend capacity building workshops or to apply for direct funding or fee waivers to create impactful programs, services, and events that would otherwise not have been accomplished due to financial constraints.

The program has become a novel community development approach that has incubated progressive, innovative, and sustainable solutions by community organizations and neighbourhoods. Examples of projects, initiatives, activities and events, include neighbourhood gatherings, Neighbourhood Watch training sessions, newcomer summits, information workshops and seminars, and arts and cultural events. Through the development and implementation of these projects, initiatives, activities and events, the Town has been able to build relationships and capacity within its neighbourhoods and the not-for-profit sector. IMPACT Ajax investments have cultivated collaboration among community organizations and neighbours, have started to identify, address, and bridge current gaps in programs/services, and provide the Town with tools that foster sustainable project legacies.

For more information, visit the [Impact Ajax website](http://www.ajax.ca/impact) (www.ajax.ca/impact).



IMPACT

Ajax

Connect • Support • Innovate



Durham Regional Police Service:

Youth in Policing

Police services across Canada are engaging with communities to bring diverse voices into the work that they do. In some countries and in some communities, the police may be seen in a negative manner. In Durham, the Durham Regional Police Service (DRPS) is working closely with local communities to build trust, engagement and to promote policing as a positive career option for youth.

Throughout the Youth in Policing (YIP) program, youth interact with and learn about the many aspects of policing. YIP members have the opportunity to serve their community and develop leadership and teamwork skills. In addition, the Youth In Policing Initiative helps to empower others to make positive changes within their communities, their lives and the lives of others, allowing individuals to develop and enhance critical professional skills which helps to prepare them for future employment.

Annually, there are two separate initiatives. The Summer Initiative runs for eight weeks for 40 hours, and the other is the After School Initiative that runs part-time on Wednesday nights and Saturdays for 14 weeks throughout the school year.

Both initiatives enable its members to participate in a working experience that has extensive benefits including Conflict-Anger-Learning-Mediation training, First Aid CPR training, Harmony Diversity Certifications, along with many others. Students are able to build self-confidence, to make a difference in themselves and within their communities with the hopes to collectively cause a **ripple effect** of positive change.

For more information, visit the [Durham Regional Police Service website](http://www.drps.ca) (www.drps.ca).





Supporting Diverse Populations:

DRPS Scholarships

The Durham Regional Police Service is pleased to announce that a Diversity Scholarship Program has now been established as one component of a strategy to expand our organizational commitment to diversity, equity and inclusion.

Recruiting and retaining diverse applicants has been a challenge for many police services. Traditionally, many people from diverse backgrounds do not consider policing as a profession; therefore, it is a key priority to work with community members to change the mindset of those cultural groups which have a negative view of policing to one where policing is considered a reputable career choice for all diverse groups.

This initiative is intended to assist those that have been marginalized and/or may face economic challenges when considering higher education. This scholarship will hopefully also contribute to making DRPS more accessible as a career choice.

The goal of the scholarship is to recognize and reward two students from diverse backgrounds who reside in Durham Region and will be attending either the University of Ontario, Institute of Technology, Durham College or Trent University by awarding them a scholarship in the amount of \$1,500.00. Application information is available on the [Durham Regional Police website](http://www.drps.ca) (www.drps.ca).





Building Inclusive Communities:

Truth and Reconciliation Commission

As a newcomer, learning the history of Canada is important. The culture, history and contributions from the perspective of the Indigenous people of Canada have been absent in Canadian history. It is time to become aware and change our present and future history collectively by taking action as Canadians through social justice endeavors. The Durham District School Board is committed to providing future social justice opportunities to infuse this content across all subject areas. Diversity and inclusive education is a priority across the Durham District School Board.

First Nation, Métis and Inuit culture, history and perspectives are embedded in the curriculum for all grade levels. With the publication of the Truth and Reconciliation Commission's Call to Action, educators are involving students in social justice campaigns.

Durham Continuing Education students participated in 'The Faceless Dolls Project'. The Native Women's Association of Canada launched this program to raise awareness across Canada of missing and murdered Indigenous women. Faceless dolls were created to promote awareness of this sensitive issue in the school and community.

Project of Heart examines the history and legacy of Indian Residential Schools in Canada and commemorates the lives of thousands of Indigenous children who attended. Staff and students have decorated wooden tiles worn as a conversation piece to spread awareness and truth about residential schools.





Durham District School Board

Year of the Ally – Another Reason to Celebrate

In Canada, all people are equal under the law. As a part of their commitment to Equity and Inclusive Education and their declaration of the Year of the [Ally](#), Durham District School Board (DDSB) is proud to announce the implementation of the new Anti-Oppression Equity and inclusive Education Course for all schools, both elementary and secondary. The course was written for DDSB staff, by DDSB staff in partnership with the York Region District School Board, to recognize the [oppression](#) that exists in our society and attempts to [mitigate](#) its effects and eventually equalize the power imbalance in our communities. The course helps participants understand how anti-oppression practices increase student achievement, well-being and engagement.

Through the identification of inequities, participants will strengthen their competencies to maintain healthy relationships and recognize that being an ally is a core competency of our daily work as part of our commitment to providing equity of opportunity for all learners. Teachers examine social identities and the impact they have had on their life and understand the importance of [intersectionality](#) and the relationship to privilege and power. There is a three to five year plan in place for all schools to participate in training. Secondary schools are now completed and the training of the elementary panel began in January 2016.

For more information on equity and inclusion initiatives at the DDSB, visit the [DDSB website](#) (www.ddsb.ca/AboutUs/EquityInclusiveEducation/Pages/Default.aspx).



Creating Healthy Communities

Newcomer Gardeners

Being a newcomer in Canada sometimes means leaving behind many things, even the ability to grow your own food. It is a common story heard in the Welcome Centre's Newcomer Community Garden. Clients come with stories of a rural agricultural life from their home countries and feel a sense of disconnect from food production since immigrating to Canada. Many live in apartment complexes with no access to land. Our garden provides a space for newcomers to cultivate, learn, and engage with others, while practicing their English. Newcomers bring diverse agricultural knowledge and horticultural skills from around the world.

The Newcomer Community Garden was built in spring 2012 and is now about to start its fifth season. Managed by the Welcome Centre Community Connections Program, the garden provides a unique hands-on learning environment. Clients learn about local produce, native pollinator plants and the importance of insects, how to plant and care for plants, and of course the fun part, harvesting! While participating in the garden, newcomers build their vocabulary, learn teamwork, experience community building, and gain a sense of stewardship. It's an amazing example of cross-cultural dialogue at its finest.

Beginning in May, the garden group will meet on a weekly basis at the Ajax Welcome Centre. If you are interested in becoming a part of the Newcomer Community Garden, contact Jennifer at 905-686-2661. Visit the [Durham Welcome Centres website](http://www.welcomecentre.ca/index.html) (<http://www.welcomecentre.ca/index.html>) for information about other services.





Settling in Durham

Water Meter [Scams](#)

In Ontario, we are so lucky to have safe drinking water and in every home there is a water meter that tells you how much water your household uses. Be aware that there have been many reports of door-to-door salespeople visiting Durham homes selling water treatment and metering equipment that is not endorsed by the Regional government.

These salespeople often ask to test the residents' water or see their water meter. The Region of Durham does not sell nor endorse water filters or treatment equipment for residents.

The Region provides clean, safe drinking water, which meets provincial water quality standards. Water undergoes extensive testing and does not require further treatment.

If someone shows up at your door, remember the following to protect yourself from scams:

- Ask for identification. All Regional employees and authorized contractors carry photo identification.
- Durham Region staff will not visit without sending an official letter and scheduling an appointment.
- Call the Region to confirm that the visit is legitimate.
- Don't feel pressured to sign contracts on the spot, or to let anyone into your home.
- Never give out your personal information.

Learn more about Durham's municipal water at the [Durham Regional website](http://www.durham.ca/water) (www.durham.ca/water).





Settling in Durham

Preventative Health Care

There are some things you can do to reduce the risk of cancer, including being checked for early cancer signs. Age and sex are the biggest risk factors for cancer. Finding cancer early can mean earlier and more effective treatment.

As an Ontario resident, you should know about your risks for cancer. My CancerIQ is a website designed to help you understand your risk for cancer and what you can do to help lower that risk. You will receive a personalized risk assessment and action plan with tips and resources based on your personal risk factors. Visit the [Cancer Care Ontario website](http://www.mycanceriq.ca) (www.mycanceriq.ca).

Men and women over the age of 50 should get checked every two years with a fecal occult blood test (FOBT). The FOBT is a free test that you can do at home. This test looks for blood in the stool which may be a sign of colon cancer. You can get an FOBT kit from your health care provider, or by calling Telehealth Colorectal Screening Program at 1-866-828-9213.

If you don't have a health care provider, call Durham Health Connection Line at 1-800-841-2729 or 905-666-6241





Glossary

Ally:

A person who supports or is friends with another person or cause.

Angler:

A person who fishes.

Barriers to employment:

Something that gets in the way of someone being able to find and/or keep a job.

Equip:

Go give something that helps someone to be ready to do an activity or task.

Foster:

To build up or encourage.

Gain exposure:

To learn about.

Incentives:

Something extra that will encourage a person or company to do a particular activity or task.

Incubated:

To keep something warm and protected to that it grows.

Innate:

Something that is part of how a person lives or acts, or something that is learned.

Intersectionality:

The understanding that a person has many different experiences and parts of who they are that affect how they live and interact with others and how others interact with them.



Legacies:

Things or emotions or ideas that people or organizations leave behind when they age.

Mitigate:

To decrease or lessen the bad effects of something.

Offending:

Someone or something that has done something wrong.

Oppression:

When someone or something is able to force their ideas or actions on someone or something else.

Ripple Effect:

Something that happens unintentionally as a result of something else being done elsewhere.

Scams:

An illegal activity, usually done through tricking someone or through deceit.

Soft Skills:

Knowledge of the cultural norms and practices in a particular social or job setting.

Spring-Cleaning:

A colloquialism referring to cleaning, tidying and organizing around the house, garden and garage as the seasons change.

Sugar Bush:

The area in a forest or on a farm where the sap of certain maple trees is collected and turned into maple syrup (yum!).

Unearths:

Discovers.



Success Story:

May Toma

May Toma is a familiar face to many newcomers in Durham. She is a settlement worker in the Settlement Workers in Schools (SWIS) program in Durham. She is an invaluable resource to newcomer families as well as the private sponsoring groups who are sponsoring refugees to come to Durham.

May fled from Iraq to Turkey in 1996 as a refugee. She then immigrated to Canada in 2001 with her husband. For them, Canada was a safe place. “We could see our future here. Canada seemed to be a place where we could plan for our future. We were very ambitious; it was new place, a new country, a new start so it was also very exciting”.

Before they came, they heard that there were opportunities in Canada, freedom, respect for each person as a human being, a place you can be yourself. There was only one person she knew who had lived and worked in Canada and he told her that it was also going to be tough moving to Canada but May laughs, “I didn’t believe him, I didn’t want to believe him”.

Arriving in Canada, the hardest part was not knowing what to do or where to go to find out what to do; the systems for everything were so different. May had a cousin who arrived a year before. He was still new to Canada as well though and the information he had learned was very particular to his life and his career. Her advice to newcomers is to get information from the agencies and organizations that are there to help you. People’s individual experiences vary and what applies to your friend might not apply to you so get your information from a trusted source as that will help you to reach your goals faster.

Within 10 days of arriving, May started working at Tim Hortons, the pace was intense, even with excellent English, the accents and slang and the drive through speakers made it very challenging but “there was always somebody there to help, always, and I’m grateful for that”.

“What helped me was making connections with people. I got my first job at Tim Hortons because I sat down with the manager and told him what I had done back home and he said, Ok, I’m going to give you a chance”

The family moved to Pickering in 2006. They had friends in Pickering and every time they came to visit, May found she didn’t want to leave. The trees, the quietness, programs for children you don’t have to line up for all night, people were kind, schools were good, and “we just really liked it here”.

May started teaching at a college and many of her students were newcomers and she found that she was being asked questions all the time about life in Canada. She



enjoyed helping in that way and so started to volunteer at Community Development Council Durham in the Host program. In 2010, May was hired by SWIS.

May's final advice to newcomers is to learn English. It's not just for work, it's for building relationships. If you want to belong and make this place home then you need to speak the language and get to know all the many different people in your community.





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

[Email](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.



Funded by:

Financé par :



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

