

**Research in action: Knowledge mobilization in the immigrant and refugee-serving sector**  
**February 16, 2022 Transcript**

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00:02:07.710 --> 00:02:24.810

Emily Mooney: Good afternoon, everyone, and thank you for joining us today. My name is Emily Mooney and I'm the project lead of the Community Knowledge Program at Wellesley Institute. Before we begin, we'd like to acknowledge the land on which Wellesley Institute operates.

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00:02:27.420 --> 00:02:33.840

Emily Mooney: For thousands of years, it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit.

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00:02:34.170 --> 00:02:41.790

Emily Mooney: Today this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

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00:02:43.410 --> 00:02:56.430

Emily Mooney: Welcome to our first community panel. The Community Knowledge Program is a legacy of CERIS, the former Centre of Excellence for Research on Immigration and Settlement, and is now housed at the Wellesley Institute.

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Emily Mooney: The Community Knowledge Program aims to encourage collaborative research and knowledge sharing within the immigrant and refugee-serving sector in the Greater Toronto Area.

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00:03:06.690 --> 00:03:15.630

Emily Mooney: We recently conducted a needs assessment about the state of research on migration, settlement, and integration in the GTA since the beginning of the COVID-19 pandemic.

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Emily Mooney: This assessment revealed new and existing gaps in how researchers, policymakers, and community agencies work together to conduct research and to apply its findings to frontline work with newcomers.

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Emily Mooney: In the last two years there's been a dramatic shift in best practices in the sector as agencies have moved most or all of their programs and services online.

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00:03:38.940 --> 00:03:39.390

Emily Mooney: A lot of,

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00:03:40.560 --> 00:03:47.880

Emily Mooney: A lot of research is already happening about this shift, but too often, as our assessment revealed, research findings don't affect practice.

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00:03:48.780 --> 00:04:02.430

Emily Mooney: Front-line settlement and healthcare practitioners need access to reliable research information about methods resources and tools for supporting newcomers, who are adjusting to life in Canada during this challenging time.

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00:04:03.600 --> 00:04:12.450

Emily Mooney: Today, we will have four amazing speakers who will explore innovative, collaborative, community-based approaches to mobilizing research and applying it to practice.

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Emily Mooney: Before we get to the speakers, I wanted to go through a few housekeeping notes. Please keep in mind this webinar is being recorded. The video and transcript will be available on our website later this month.

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00:04:27.570 --> 00:04:36.480

Emily Mooney: If you require subtitles, you can enable live transcription by clicking "live transcript" at the bottom of your screen and selecting "show subtitles."

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00:04:37.740 --> 00:04:52.950

Emily Mooney: Please note that the chat function is disabled for this event, but we encourage you to use the Q&A function at the bottom of your screen to participate. We're going to start with our panelists' presentations and then we'll come back together for a discussion afterwards.

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00:04:55.980 --> 00:05:11.370

Emily Mooney: We have four remarkable panelists that we will hear from today. First we'll hear from Fatima Filippi. Fatima is the Executive Director of the Rexdale Women's Centre. She's passionate about social justice and improving the lives of girls and women.

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Emily Mooney: Having worked in the immigrant and women's services sector since 1982, she has held a number of positions in front-line work and management.

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00:05:23.340 --> 00:05:30.120

Emily Mooney: A graduate of the University of Toronto, she has acquired certification from the Canadian Society of Association Executives.

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00:05:30.810 --> 00:05:42.990

Emily Mooney: Throughout her career, she has utilized research to inform the development of new services, to identify and predict trends, to propose and to create policies, and to conduct public education.

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Emily Mooney: She has served on many boards of directors and held various officer positions in provincial and service organizations.

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Emily Mooney: Second, we will hear from Rupaleem Bhuyan and Tenzin Chime. Rupaleem Bhuyan was born in the United States into an immigrant family of Assamese origin, a region located in what is now known as India.

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00:06:05.490 --> 00:06:19.080

Emily Mooney: Rupaleem immigrated to Canada in 2008 and currently works as associate professor in social work at the University of Toronto, where she teaches community practice, social action, and qualitative research methods.

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00:06:19.950 --> 00:06:28.590

Emily Mooney: Her scholarship and advocacy focus on the structural violence produced through immigration policies in tandem with systemic racism and gender inequality.

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Emily Mooney: As a social work educator and researcher, Rupaleem seeks to dismantle white supremacy within social work, education and social policy, and research by learning from and supporting anticolonial migrant justice organizing and Indigenous movements for sovereignty and resurgence.

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Emily Mooney: Tenzin Chime is Tibetan born and raised in Nepal. Currently she's pursuing her undergraduate degree in political science, psychology, and diaspora and transnational studies at the University of Toronto.

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Emily Mooney: Chime is passionate about grassroots community work and foregrounding community perspective in research. Her recent work includes

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00:07:13.080 --> 00:07:24.210

Emily Mooney: a community-based research study on migrant organizing in the Greater Toronto Area, and participatory action research on housing affordability and gentrification in Parkdale.

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00:07:26.160 --> 00:07:37.680

Emily Mooney: Lastly, we will hear from Nira Elgueta. Nira is the project coordinator for the Gender-Based Violence Building Leadership Capacity project at the Ontario Council of Agencies Serving Immigrants.

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Emily Mooney: She's passionate about inclusiveness and accessibility for newcomers, such as safety and inclusion of women fleeing gender based violence,

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Emily Mooney: and the effective eradication of isolation, poverty, and exclusion. She's also an alumna of the Emerging Leaders Network.

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Emily Mooney: In the past, she created accessible spaces to facilitate community engagement for newcomer women at the Working Women Community Centre.

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Emily Mooney: And she took care of governance leadership and board related matters for the Redwood Shelter.

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00:08:09.390 --> 00:08:24.240

Emily Mooney: She is a past participant of Building Blocks in the Latin American community, and has also co-organized mayoral debates with agencies serving immigrants. Looking forward to the discussion today and let's get started with Fatima.

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00:08:31.230 --> 00:08:32.040

Fatima Filippi: hi everybody.

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00:08:32.100 --> 00:08:40.440

Fatima Filippi: Welcome, thank you, thank you for having me here. Emily I appreciate how I'm bringing, be able to present today, and so I just...

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Fatima Filippi: I don't want to take up a lot of time, but I, you know, one of the things I wanted to focus on is taking a little bit of step, by taking a step back, as to why.

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Fatima Filippi: Why, we need to conduct research and why in terms of the front line and immigrant serving and refugee sector needs to understand how research influences the work that we do.

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Fatima Filippi: So it's one of the things I wanted to focus on before you know, to look at this, why is that, why is, why is data, why is research, important to us.

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Fatima Filippi: I was going to start my slide here, hopefully be patient with me here from beginning. Okay, so we can ignore this one.

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Fatima Filippi: And for me, a goal is looking at, staff working with immigrants and refugees are what I consider to be agents of change and how they would apply a theory of change model to their work.

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Fatima Filippi: And how the data collection or data analysis and research informs the theory of change model because it absolutely is important that we are here to,

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00:09:31.560 --> 00:09:40.920

Fatima Filippi: to cause to address an issue that our clients are facing and cause a change in their behavior where their attitudes or their situation, I think, in, on a higher level.

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Fatima Filippi: Why research and data analysis and data collection is, is important because, as.

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Fatima Filippi: me it was about program changes, how do we get new programs in place and over the years how we've used data to get new programs and services in place and, more importantly, looking at what, how that data leads to procedural and, or policy changes or addressing systemic barriers.

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Fatima Filippi: For me, I've just put a quick a quick definition here of what is a change agent, and you can see here I've highlighted certain keywords, as you know, a catalyst for change

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Fatima Filippi: makes change happen and inspiring and influences others. They promote then champion and enable and support changes.

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Fatima Filippi: And I think it, to the end, the end goal is to create that transformation that happens.

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00:10:24.390 --> 00:10:30.660

Fatima Filippi: With regards to changes in our in our clients desires attitudes and their behaviors and certainly their conditions as as we're.

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00:10:31.020 --> 00:10:39.840

Fatima Filippi: experiencing now, with Kobe creating that challenge, creating that challenge for us as workers in the immigrant refugee sector addressing all the systemic any qualities that existed.

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00:10:40.290 --> 00:10:49.800

Fatima Filippi: Prior to the pandemic and now how that's influencing what's happening currently within the pandemic and deepening those any qualities that have existed for years.

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00:10:51.270 --> 00:10:57.540

Fatima Filippi: And if sorry if people don't understand what the theory of change model is and it's it's a concept that's being used.

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00:10:58.320 --> 00:11:06.480

Fatima Filippi: about making a difference in changes in how an organization delivers IT services or decides what services to deliver.

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00:11:06.930 --> 00:11:17.550

Fatima Filippi: And the impact is looking at the means to bring sorry it talks about bringing social impact, and how that is going to utilize probably going to utilize tools and resources.

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Fatima Filippi: to articulate our vision and our mission and to refine the strategies and provide a roadmap for an impact measurement and this is how research feeds into this these impact measurements have now become what I call.

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Fatima Filippi: The buzzword within our government funders and in our Community and in our sector and identifying how we use research to to support that impact measurement because this is how we are being measured.

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00:11:44.820 --> 00:11:49.290

Fatima Filippi: By our funders in order to determine whether they're achieving the goals that they set in their projects.

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00:11:49.560 --> 00:12:02.790

Fatima Filippi: And whether or not we're achieving the goals that we set within our own organization, and this is where I pulled it from sort of think any and PC organization, I have a little bit of a videography with you know some of the links that I used for this, so you can say i'm sure that later.

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00:12:03.810 --> 00:12:11.850

Fatima Filippi: The other is that goes along with the theory of changes talking about logic models and logic models are embedded in that theory of change in US as.

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00:12:12.210 --> 00:12:17.070

Fatima Filippi: As organizations working with new Congress and immigrants, and we need to recognize how we.

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Fatima Filippi: Think about using research to influence our approach to delivering programs and services.

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Fatima Filippi: And this goes down to some really basic factors that most of our funders if you've ever filled in a grant application, these are the things that they constantly asked us to to define and identify.

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00:12:34.320 --> 00:12:41.340

Fatima Filippi: For example, identifying the problem, what is the community need, what is the pressing issue, sometimes I'll ask for a client demographic profile.

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00:12:41.730 --> 00:12:44.370

Fatima Filippi: And they'll... and you can relate that to the community need.

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00:12:44.700 --> 00:12:57.480



Fatima Filippi: Naming what that desired result would be is what is the vision for the future, what is the vision for change, what is the ultimate goal or objective of what you're planning to achieve either within the organization's mandate or within a program delivery

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00:12:59.580 --> 00:13:05.220

Fatima Filippi: objective or strategy or mandate and again developing a strategy for receiving for achieving the goals.

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00:13:05.880 --> 00:13:17.280

Fatima Filippi: How are you going to do that and some funders also include as part of this logic model resources, and how does, how do we collect data and research to inform this in order to make sure that we're within

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00:13:17.580 --> 00:13:27.750

Fatima Filippi: what's known as a standard approach for the kinds of financial resources that we are asking that relates to the community needs, creates to the vision that we want to, we want to achieve.

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00:13:28.260 --> 00:13:33.330

Fatima Filippi: And so, using data really is critical for achieving all these goals, when we're talking about working with

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Fatima Filippi: immigrants and refugees, but the whole point of all of this is again to improve the outcomes of the situation within the clients, that we are addressing and definitely how research

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00:13:44.340 --> 00:13:48.510

Fatima Filippi: influences that. And when I, when we have students come into our organization

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Fatima Filippi: we often ask them their experience with database management and... because that's really important.

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00:13:55.230 --> 00:14:07.020

Fatima Filippi: Because data is as equally as important as delivering the front-line service, and not understanding that sometimes creates a disparity and how we would approach that. And organizations also need to plan for the,

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00:14:07.500 --> 00:14:13.440

Fatima Filippi: for the staff to be able to collect that data and to have time to analyze and then review the data.

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00:14:13.950 --> 00:14:16.860

Emily Mooney: Fatima, I'm sorry to break in here, but we can't see your slides.

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00:14:17.280 --> 00:14:18.060

Fatima Filippi: Oh, the hell.

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00:14:20.190 --> 00:14:20.670

Fatima Filippi: Okay.

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00:14:20.820 --> 00:14:30.690

Fatima Filippi: Well shoot... why... you should have broken in earlier. Darn I don't know what happened. Um I went to share my screen here it is okay, and it didn't... is it working now

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00:14:32.730 --> 00:14:33.030

Fatima Filippi: today?

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00:14:34.590 --> 00:14:34.950

Emily Mooney: Yes.

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00:14:36.720 --> 00:14:38.310

Fatima Filippi: No, can you see it now.

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00:14:39.840 --> 00:14:40.380

Emily Mooney: Yes.

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00:14:40.620 --> 00:14:41.640

Emily Mooney: Oh I'm so sorry.

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00:14:41.670 --> 00:14:48.480

Fatima Filippi: I clicked but it didn't click. Today's not my day with the system. I'd want to repeat what I said here so.

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00:14:49.710 --> 00:14:55.950

Fatima Filippi: For me, talking about knowledge mobilization has been sort of a path and a journey that I've been on.

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Fatima Filippi: As you know, I started out as a front-line summer student, a settlement worker, coordinator and administrator and then achieving my position here as Executive Director.

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00:15:06.660 --> 00:15:16.620

Fatima Filippi: And learning how to use data and mobilizing the utilization of knowledge to improve the outcomes of our services and the delivery of programs in our organization.

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00:15:16.920 --> 00:15:21.240

Fatima Filippi: And I've downloaded this from the Federal Government and talking about what is knowledge mobilization.

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Fatima Filippi: And it is an umbrella term encompassing a wide range of activities relating to the production and user research results and knowing.

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00:15:29.520 --> 00:15:38.070

Fatima Filippi: Including knowledge synthesis, dissemination, transfer, exchange and co-creation and production by researchers and knowledge users.

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00:15:38.550 --> 00:15:49.320

Fatima Filippi: And as front-line workers, you know I often say to my staff we hold an incredible amount of information in our hands and how do we utilize that information in order to inform

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00:15:49.680 --> 00:15:55.440

Fatima Filippi: what kinds of programs we are going to provide, what decisions we make about programs that are provided, and how we influence

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00:15:56.070 --> 00:16:04.740

Fatima Filippi: Our support, financial supporters or other organizations that we work with. So we can't, we can't do our job without data. That's one of the things that I've learned over the years.

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00:16:05.040 --> 00:16:13.770

Fatima Filippi: And having accurate data is, has made a huge difference in our ability to leverage some funding that we've been able to get over the years.

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00:16:14.760 --> 00:16:23.280

Fatima Filippi: Some of the things that we talked about how we use data and research to inform our work. So how do we track and identify our client needs and trends at an organizational level.

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00:16:23.850 --> 00:16:32.370

Fatima Filippi: And I often use, you know, and I said this to the group before, an example of when I went, when I met with a funder I said to them, you know many of my clients are experiencing a particular need.

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00:16:32.820 --> 00:16:41.220

Fatima Filippi: And they came back and said, Well how many is that? Is that 50%, is it 20%, can you tell us a little bit more about that? And I had no clue.

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00:16:41.820 --> 00:16:48.270

Fatima Filippi: And so I said I would go back and I would review why I presented this as a concern at the table.

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00:16:48.810 --> 00:16:56.550

Fatima Filippi: And it's not often that we get these opportunities to speak to government officials, and so I, for me it seems like I didn't do my job.

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00:16:56.880 --> 00:17:02.430

Fatima Filippi: And so I went back and I analyzed the data, and in fact it came back as a very small percentage of the clients that we were seeing.

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Fatima Filippi: But what was different is that the need had changed. Was this a new trend that I had, I hadn't seen this before.

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00:17:07.860 --> 00:17:14.670

Fatima Filippi: And then starting to collect that data and comparing that data, doing that data analysis. I went back to the funder now, we had a really

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00:17:15.180 --> 00:17:24.720

Fatima Filippi: robust conversation about that, and it really did influence how we then changed our approach to, in the organization to deliver that service, and so I think it's really important that

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00:17:25.650 --> 00:17:33.240

Fatima Filippi: we do take the time to do that data analysis and we use a number of things for an organization that help us to collect this data.

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00:17:33.630 --> 00:17:39.270

Fatima Filippi: It's not just collecting and it disappears in cyberspace from, from computer, we don't know where it goes and the server decides to store it somewhere.

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00:17:39.690 --> 00:17:48.300

Fatima Filippi: We analyze it on a regular basis and depending on our different funders, there are different measurements, the times that we would look at this.

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00:17:49.470 --> 00:17:56.610

Fatima Filippi: We also use well the confirmation system, we also do focus groups with our clients because it's important to hear back from them because

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Fatima Filippi: we just want to gauge how are they feeling about that program, what are the issues that they think are going to be coming, what are the current issues that are not being addressed, and so we take that time to talk with them.

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00:18:07.710 --> 00:18:14.550

Fatima Filippi: We do a lot of client satisfaction surveys, a client service, there's some client satisfaction surveys. There are pre and post surveys to gauge people's

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00:18:15.420 --> 00:18:25.440

Fatima Filippi: change in their behavior, that theory of change model and as an organization, as a change agent organization, are we achieving those outcomes that we said that we were going to do?

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00:18:25.890 --> 00:18:32.700

Fatima Filippi: We do client evaluation, I'm sure all of you know this, there's the oral, written, formal and informal and client testimonials, and I know

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00:18:33.660 --> 00:18:41.550

Fatima Filippi: most of our government officials really like to hear these statements and because it, it creates a personal link

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00:18:42.060 --> 00:18:46.170

Fatima Filippi: with our program with the funding that be provided to deliver that and so those are,

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00:18:46.500 --> 00:18:58.320

Fatima Filippi: those are really impactful information that our funders rely on us to provide to them as part of our whole research within the organization. We don't have a research department within the agency and, although I wish we did.

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00:18:58.890 --> 00:19:07.350

Fatima Filippi: But it helps us to analyze within the context of the work that we're doing how we're achieving the goals and how we are improving the outcomes of our client's success in their,

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00:19:07.770 --> 00:19:15.870

Fatima Filippi: in the continuum of their settlement or addressing a certain barrier or challenge that they face, one of the other things that we started to do.

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00:19:16.320 --> 00:19:22.950

Fatima Filippi: And I know, and when you're in talking about this is looking at how we use returns on a global outlook or global perspective.

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00:19:23.430 --> 00:19:28.080

Fatima Filippi: And what we do now as sort of analysis and benchmarking over the period of time internally.

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00:19:28.590 --> 00:19:39.420

Fatima Filippi: And we look at this quarterly biannual, annual or every three years, and I think you know I do almost all of these, and we look at the trends that are in the service patterns that were happening within a three year period, and we can see.

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00:19:39.750 --> 00:19:46.140

Fatima Filippi: Oh okay so what's happened has something changed, what do we need to look at? Or is it again, it's just a new trend.

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00:19:46.440 --> 00:19:54.720

Fatima Filippi: Or is this a new need in the community, that has arisen that we're not aware of, and how do we, how do we work with that, so this is all within the context, within the organizational level.

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00:19:56.310 --> 00:20:01.680

Fatima Filippi: Then, if we want to go beyond that and how do we, how do we, how do we compare that with what's going on

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00:20:02.520 --> 00:20:10.110

Fatima Filippi: outside of, within the service teams, because, as we said, some organizations, some people feel they're working in silos and it's important to

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00:20:10.800 --> 00:20:21.270

Fatima Filippi: sort of compare that information against service teams or with other service teams across the organization to see, and we look at creating these annual reports to share with our employees and to share with the different teams.

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00:20:21.720 --> 00:20:30.420

Fatima Filippi: And that helps us to also understand within the different service teams, are clients experiencing the same challenges? Are they different, and how does that, how do we analyze that data?

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00:20:30.750 --> 00:20:45.030

Fatima Filippi: And how do we make sure that there is a flow of access to those services within the different teams? That's something that, someone shouldn't fall through the cracks and that we use the data to inform us in order to be able to identify those, those issues are the barriers, are those trends?

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00:20:46.200 --> 00:20:55.500

Fatima Filippi: Again, again, again, the issue of benchmarking over the years and also going back to our financial supporters and telling them that, and I've been able to use data

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00:20:56.070 --> 00:21:02.880

Fatima Filippi: when I'm leveraging a conversation for negotiating a contract to talk about the trends over a certain period of time.

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00:21:03.480 --> 00:21:08.790

Fatima Filippi: And if they're not already measuring that it can really have an impactful,

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00:21:09.750 --> 00:21:17.430

Fatima Filippi: it can be impactful conversation when you're having that with your funder. And I remember a funder came to me and was asking about our programs, It's okay, just a minute, I'll give you the report.

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00:21:17.790 --> 00:21:27.870

Fatima Filippi: We went to our system, printed out and handed it to her and she was like what? And she was really surprised by that and it really created a more

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00:21:28.800 --> 00:21:36.720



Fatima Filippi: productive and positive conversation about the need for change for funding and redirecting some of those resources towards other areas within, within their program mandate.

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00:21:37.890 --> 00:21:47.550

Fatima Filippi: The other is looking at a community-wide perspective, so how we've done this across the different teams and now going out into the community and we use a lot of our data through the coalition work that we're doing right now.

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00:21:47.970 --> 00:21:50.730

Fatima Filippi: And I've seen a lot more the coalitions taking on

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00:21:51.480 --> 00:22:02.970

Fatima Filippi: some sort of global needs assessment within organizations to identify what the community-wide issues and community-wide research needs might be in some cases, and also identify those trends and how we can use research to influence

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00:22:03.630 --> 00:22:09.480

Fatima Filippi: different tables. For example, I belong to the Ontario Council of Agencies Serving Immigrants on, you have, you're here

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00:22:09.930 --> 00:22:16.710

Fatima Filippi: identifying what are those trends, what are those issues that we need to as a provincial body, that we can use to bring to the table

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00:22:17.220 --> 00:22:24.240

Fatima Filippi: local networks. For example, we belong to Toronto West Local Immigration Partnership. Using that data, using those tools in order to inform

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00:22:25.110 --> 00:22:38.640

Fatima Filippi: how we work collectively and collaborate with other organizations, but also identifying those gaps within those service delivery models and then identifying where funders can fill in the gap and using that research, using that data to inform the development of community,

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00:22:39.840 --> 00:22:47.220

Fatima Filippi: collaborative service delivery models, so I think those are really important for us here on, on a community local, local scale.

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00:22:47.580 --> 00:22:55.110

Fatima Filippi: The other is that we've been, we've been starting to do more work with post secondary institutions for research, we had a [?] come in and do an independent research on how the lack of,

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00:22:55.680 --> 00:23:06.960

Fatima Filippi: of business development has impacted the increase the poverty in our community, and we would, we know this anecdotally, we know this from the data that we collect that our clients are living in poverty, but we had,

142

00:23:07.410 --> 00:23:11.910

Fatima Filippi: we had no other way to link that to the fact that there have been little

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00:23:12.420 --> 00:23:20.250

Fatima Filippi: economic infrastructure development in our area and [?] helps us to identify that, and created incredible research that we would not be able to do ourselves.

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00:23:20.580 --> 00:23:28.200

Fatima Filippi: But it lends to the work that we did, for example with United Way, who are funding communities in poverty, poverty by postal codes, and

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00:23:29.100 --> 00:23:36.270

Fatima Filippi: poverty in the apartment buildings in our area so that was important, we've also been part of funder of that research.

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00:23:36.570 --> 00:23:42.510

Fatima Filippi: They've often asked us to sit on, on certain groups and research tables and to provide the information that we've collected internally.

147

00:23:43.230 --> 00:23:50.670

Fatima Filippi: Or, either through community coalitions and give that to them. The other thing that I started to do, and I know my staff don't like this and it's hard to do sometimes,

148

00:23:51.120 --> 00:23:53.880

Fatima Filippi: And I get it, because it's, it takes time and it takes work,

149

00:23:54.330 --> 00:23:59.670

Fatima Filippi: is benchmarking at our internal data without a collective approach outside of the organization.

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00:23:59.880 --> 00:24:05.550

Fatima Filippi: So picking an organization that may deliver the same services and we start benchmarking and saying to ourselves, how do we use

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00:24:05.790 --> 00:24:16.290

Fatima Filippi: what they're doing and how do we take that data and how do we do the research and how to apply that, what's happening here? Is it the same? Is something different? And sometimes benchmarking helps us to identify if we're within,

152

00:24:17.850 --> 00:24:22.470

Fatima Filippi: within a certain government or within a certain standard approach for service delivery, or where

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00:24:23.250 --> 00:24:30.210

Fatima Filippi: it's like, it's different and what's that difference and why does that, why does that exist? So we're looking at this whole transfer of knowledge and, for me, it

154

00:24:30.900 --> 00:24:44.700

Fatima Filippi: has the vision, is the vision the same? Has it changed? Why or why not? And using that data to when we go back to do our strategic planning and organizations to say how do we use data to inform the work that we're doing, and is it still relevant or does it need to change?

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00:24:48.060 --> 00:24:53.880

Fatima Filippi: And then the last part of all of this is knowing how we utilize the fact that we work with these coalitions and networks

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00:24:54.810 --> 00:25:02.460

Fatima Filippi: and looking at the social impact of the data collection and transfer and exchange of knowledge to again to identify

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00:25:03.180 --> 00:25:09.810

Fatima Filippi: are we addressing the challenges that have been brought to us and those the social impact of address challenges that issue has been alleviated.

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00:25:10.200 --> 00:25:22.140

Fatima Filippi: Did... have they deteriorated? Have they remained the same, and, as we said with this pandemic, we know that those existing inequities have deepened and using the research and the data that we've collected

159

00:25:22.590 --> 00:25:33.240

Fatima Filippi: to put that on the table and I'll tell you with that data we've been able to leverage a food security program that we would not been able to do otherwise without that data, and it was a collective data

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00:25:34.230 --> 00:25:42.870

Fatima Filippi: research that we did, and that made a huge difference in being able to identify that this is an ongoing need in our community that has to be has to be addressed.

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00:25:43.230 --> 00:25:57.480

Fatima Filippi: And I think looking at the social impact or improvements, have the improvements in people's lives or conditions changed, how they have, what is that has it made a big difference has it not, you made a difference in the work that we're doing and as organizations

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00:25:58.770 --> 00:26:10.590

Fatima Filippi: we are client serving our community, we represent, how our clients are, are being perceived by our funders and it's important that we use the data, not to victimize them.

163

00:26:11.010 --> 00:26:20.670

Fatima Filippi: But to give them dignity and that's one of the one of the issues that I say, sometimes with data and I get upset when I read reports or researchers, when our clients are, are victimized again.

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00:26:21.090 --> 00:26:35.460

Fatima Filippi: And they do have skills, they do have capacity and they're able to make decisions when they have the right tools and resources available to them, so we have to be mindful of the fact that we use data in a positive way and that we don't

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00:26:36.480 --> 00:26:49.440

Fatima Filippi: create more, more victimization of our, of our clients and looking at how does this impact systemic changes? And we've seen this over the years from the sector and I've been around since you know, a long time, and she said in my bio.

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00:26:51.150 --> 00:26:57.780

Fatima Filippi: How does that lead to changes within the organization, with other service providers, with our funding partners, and/or program criteria?

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00:26:58.290 --> 00:27:06.030

Fatima Filippi: And I've seen these changes happened over the years, and how does this need to government policies and procedure changes and that's really important because

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00:27:06.540 --> 00:27:15.930

Fatima Filippi: You couldn't talk about you know 15, 20 maybe 30, maybe 25 years or I'm gonna go back, maybe 25 years you couldn't talk about Community development to our funders they said oh my God,

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00:27:16.590 --> 00:27:21.240

Fatima Filippi: that's a long term process, we don't want to get into long term programming.

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00:27:21.900 --> 00:27:27.990

Fatima Filippi: We don't want to talk about community development work, and right now, that is the issue you can't hide it, so we would talk about

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00:27:28.260 --> 00:27:35.550

Fatima Filippi: promotion and education, we would change the wording in order to fit the government discourse or the government dialogue at that time.

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00:27:35.940 --> 00:27:45.210

Fatima Filippi: But the fact is, by influencing government with the data that we've collected, with the research that we've done, we've been able to move them along the continuum of the reality of where our clients are at in terms of the need

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00:27:45.450 --> 00:27:50.790

Fatima Filippi: for certain types of service and Community engagement, Community development work and we've also seen changes on legislation.

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00:27:51.420 --> 00:27:59.220

Fatima Filippi: We've seen legislations that have been discriminatory and been challenged and changed and that has happened, through live research.

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00:27:59.490 --> 00:28:05.220

Fatima Filippi: of individuals who have been impacted by that, by organizations coming together to do the research on bringing the data so.

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00:28:05.790 --> 00:28:19.170

Fatima Filippi: There is value, the value for research is innumerable and for us as an organization, it has been one of the staples from that one lesson I learned from that funder where I didn't do my work has led to a lifelong

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00:28:20.490 --> 00:28:27.120

Fatima Filippi: process of collecting and using data in order to inform and influence the work that we're doing as an organization and in our sector.

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00:28:28.980 --> 00:28:37.080

Fatima Filippi: And lastly, in closing, I think you know, data collection is [?] I sent this powerful tool we've seen this in social media and also good, you can also be for the good and also for the bad.

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00:28:37.650 --> 00:28:46.920

Fatima Filippi: And I think we have to be careful that we must be able to balance the information produced for social impact for the betterment of our clients, while maintaining their right to privacy, respect and dignity.

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00:28:47.310 --> 00:28:56.370

Fatima Filippi: And I think we need to be mindful that when we're, when we're undergoing and undertaking these data, research and using the data to inform that the work that we keep that in mind, so that's it.

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00:28:59.640 --> 00:29:03.540

Fatima Filippi: For me, I mean taking too long and I apologize for not having my slides up.

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00:29:06.150 --> 00:29:07.740

Emily Mooney: We'll be able to make them available.

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00:29:09.060 --> 00:29:09.780

Emily Mooney: Great okay.

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00:29:10.680 --> 00:29:18.120

Fatima Filippi: I just want to say sorry I didn't, I didn't add in, I was gonna, it's gonna be too long, but the role of a change a change agent.

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00:29:19.620 --> 00:29:27.540

Fatima Filippi: And I could add that in if people are so interested to give that as a separate, separate PowerPoint but it helps to inform how this how all this works and connects.

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00:29:29.910 --> 00:29:31.620

Emily Mooney: You've given us so much.

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00:29:31.800 --> 00:29:38.190

Emily Mooney: useful and interesting information and I'm looking forward to the discussion where we can dig into it, some more.

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00:29:38.490 --> 00:29:38.970

Emily Mooney: Thank you.

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00:29:40.050 --> 00:29:45.060

Emily Mooney: Next I'd like to introduce Rupaleem and Chime.

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00:29:57.090 --> 00:29:59.250

Rupaleem Bhuyan: Hi folks my name is Rupaleem Bhuyan.

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00:30:00.030 --> 00:30:02.370

Rupaleem Bhuyan: And I'm going to invite Chime to get started.

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00:30:04.740 --> 00:30:09.840

Tenzin Chime: hi everyone, my name is Chime and I'd like to begin.

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00:30:11.100 --> 00:30:24.240

Tenzin Chime: By acknowledging that our research work took place in Tkaronto, a Mohawk term for Toronto, which is a Dish with One Spoon territory whose original caretakers are the Huron-Wendat,

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00:30:24.600 --> 00:30:32.280

Tenzin Chime: the Anishinaabe, the Haudenosaunee, the Mississaugas of the Credit people, and is now home to many Indigenous nations.

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00:30:33.660 --> 00:30:47.220

Tenzin Chime: My own personal experience as a Tibetan exiled as the result of the Chinese colonization of our land, Tibet, now living another colonized plan and benefiting from the colonial project that Canada is.

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00:30:48.240 --> 00:31:07.110

Tenzin Chime: That obligates me to recognize my positionality on this land in relation to its Indigenous people, its colonization and decolonization and I, I invite folks here today to reflect on our responsibilities to this land and people and think of ways.

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00:31:08.940 --> 00:31:11.820

Tenzin Chime: And how we can integrate them in the work that we do.

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00:31:16.590 --> 00:31:17.550

Rupaleem Bhuyan: Thank you Chime.



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00:31:18.630 --> 00:31:26.430

Rupaleem Bhuyan: Yes, I was saying earlier, my name is Rupaleem Bhuyan, I'm also very privileged to work with you all joining similarly from the territory of the Huron-Wendat, Seneca,

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00:31:28.080 --> 00:31:36.000

Rupaleem Bhuyan: the Mississaugas of the Credit, and as a scholar who's been paying a lot of attention to migration deeply aware of how the colonial state

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00:31:36.510 --> 00:31:51.780

Rupaleem Bhuyan: is involved in managing those people arriving as immigrants seeking some level of safety and protection, but also in solidarity with struggles for restoring treaty rights and obligations and living on the land responsibly.

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00:31:53.010 --> 00:31:59.310

Rupaleem Bhuyan: For our today's presentation, I was just reflecting on the change agent, I think this connects, well I don't know exactly

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00:32:00.360 --> 00:32:06.990

Rupaleem Bhuyan: what you had in mind, but to me and your other presentation, but we wanted to show some of the work we've been doing really trying to leverage

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00:32:07.380 --> 00:32:17.130

Rupaleem Bhuyan: principles of critical participatory action research in our work with migrant-led organizers will give an overview of our project, where it came from, our entry point.

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00:32:17.610 --> 00:32:29.880

Rupaleem Bhuyan: And then the heart of our project is how we can learn from grassroots organizers who are migrants trying to address the struggles in their own lives coming together to do mutual aid as well as community organizing

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00:32:30.450 --> 00:32:42.570

Rupaleem Bhuyan: for policy and systemic changes and how this is a way of learning about the transformative dimensions of resilience so we'll say more about that in the presentation and look forward to questions and answers as well.

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00:32:44.280 --> 00:32:51.690

Rupaleem Bhuyan: In terms of our overarching principle we, we partnered closely with many different organizations.

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00:32:52.290 --> 00:32:59.430

Rupaleem Bhuyan: The project originated in partnership with Access Alliance specifically Yogendra Shakya, who was there at the time, and

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00:32:59.910 --> 00:33:07.530

Rupaleem Bhuyan: funded through the Social Sciences and Humanities Research Council, and I think these relationships are important because it gives us an idea of how

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00:33:07.800 --> 00:33:15.570

Rupaleem Bhuyan: and who is funding research and with which interests that collective which involve many different researchers who obtain this grant from SSHRC.

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00:33:15.960 --> 00:33:26.550

Rupaleem Bhuyan: were both university and community based partners, including CERIS who Emily mentioned at the beginning and the, the fundamental idea for that project was migrant resilience.

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00:33:27.330 --> 00:33:34.650

Rupaleem Bhuyan: And then, working with Yogendra and many of our Community partners, we wanted to trouble the way of resilience, even though it's a wonderful thing,

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00:33:34.980 --> 00:33:38.610

Rupaleem Bhuyan: to be resilient often downloads responsibility to the individual.

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00:33:39.120 --> 00:33:51.480

Rupaleem Bhuyan: So using some of the academic activist scholarship here, we're showing this wonderful text. If folks are interested as a resource it's such a fun read. They write it as a conversation between themselves, the two authors, Cann and

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00:33:51.990 --> 00:34:01.920

Rupaleem Bhuyan: Demoulenaere, really trying to invite us to think about our relationships grounded in mutual respect, respecting different forms of knowledge, those that

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00:34:02.490 --> 00:34:11.220

Rupaleem Bhuyan: may have market value to write as a fundable proposal, but also the kind of grassroots knowledge coming out of different communities that often have

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00:34:12.000 --> 00:34:19.410

Rupaleem Bhuyan: incredible solutions to the social problems people are facing, how we can attend to our own subjectivity and our relational context.

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00:34:19.860 --> 00:34:27.990

Rupaleem Bhuyan: And how the knowledge is produced, how we work together, how we can struggle together and how to make sure the information we gather informs

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00:34:28.500 --> 00:34:34.110

Rupaleem Bhuyan: and benefits those directly impacted by the harms we're paying attention to. So these are some of the principles

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00:34:34.770 --> 00:34:45.900

Rupaleem Bhuyan: that we brought to this, and for myself as someone who's based at the University of Toronto, it's a huge part of the work I do, how do I do this responsibly. University of Toronto has incredible resources but it's also

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00:34:46.320 --> 00:35:00.480

Rupaleem Bhuyan: contributing to these inequities and how resources are distributed so, in part, this is my way of trying to figure that out in partnership with our community partners and I'll invite Chime to say a few words of her entry point before we move into the project.

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00:35:01.680 --> 00:35:01.890

Rupaleem Bhuyan: yeah.

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00:35:02.730 --> 00:35:12.030

Tenzin Chime: So I joined this project as a research assistant, but also as a member of the one of the key study communities of this project.

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00:35:12.630 --> 00:35:26.190

Tenzin Chime: With my own personal experience of community organizing early on, from as a youth, so my experience on this project playing the role of both the insider and outsider,

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00:35:27.120 --> 00:35:42.750

Tenzin Chime: I think it really reinforced the importance of centering the voices and perspectives of the Community to ensure that what the work that we do are is meaningful to the communities involved.

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00:35:45.480 --> 00:35:56.730

Rupaleem Bhuyan: So what did we do, so, our project was really emphasizing the strengths, the capacity and to understand how do migrant communities come together to organize in Toronto.

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00:35:57.450 --> 00:36:02.370

Rupaleem Bhuyan: This work built on a long history of grassroots organizing way beyond what we can describe today.

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00:36:03.090 --> 00:36:08.910

Rupaleem Bhuyan: In the form of mutual aid in the form of direct services in the form of advocacy and protests.

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00:36:09.660 --> 00:36:17.580

Rupaleem Bhuyan: We also are cognizant of Toronto's motto "diversity is our strength," so this is a hyper diverse city where more than half the population

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00:36:18.420 --> 00:36:30.150

Rupaleem Bhuyan: were born outside of Canada, so they arrived in some form as an immigrant to Canada and experiencing unfortunately both opportunities but also the kind of differential inequalities.

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00:36:31.320 --> 00:36:39.510

Rupaleem Bhuyan: One of my colleagues, David Hulchanski in University of Toronto has really seen how Toronto, is deeply segregated both racially and economically.

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00:36:39.840 --> 00:36:50.040

Rupaleem Bhuyan: And so many new immigrants coming to Toronto will be living in neighborhoods with high concentration of other immigrants, but also fewer resources for your access to

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00:36:51.600 --> 00:37:01.800

Rupaleem Bhuyan: pay or jobs where they, their training is recognized as well as the kind of securities that we've seen around the pandemic, so the heightened in the qualities.

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00:37:02.160 --> 00:37:11.760

Rupaleem Bhuyan: Especially those front-line workers, essential workers who don't have protection, who don't have paid leave, also, unfortunately, where we see more racialized groups as well.

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00:37:12.690 --> 00:37:18.900

Rupaleem Bhuyan: We also have incredible income inequality in so many crises related to this, whether it be housing and childcare.

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00:37:19.260 --> 00:37:25.440

Rupaleem Bhuyan: As well as income, so this is the backdrop of the work we're doing when we sat down to talk with migrant organizers.

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00:37:25.770 --> 00:37:34.890

Rupaleem Bhuyan: Our research took place before the pandemic, so I feel like we would have a whole different project if we were to capture the work, and we have had a chance to connect with folks since then.

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00:37:35.370 --> 00:37:39.510

Rupaleem Bhuyan: But just keep in mind, most of what we're going to share with you took place the year prior to the pandemic.

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00:37:41.430 --> 00:37:50.040

Rupaleem Bhuyan: So, in terms of resilience, this is kind of the conceptual work driving, I guess, some of the work we are trying to understand, we really wanted to

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00:37:51.000 --> 00:37:59.340

Rupaleem Bhuyan: pay attention to forms of individual resilience, this is that individual capacity of folks who are coping and adapting and recovering from adversities.

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00:38:00.180 --> 00:38:10.260

Rupaleem Bhuyan: Previous research with migrants shows that it's kind of an inherent quality of migration, many of the folks arriving in Canada already have had to demonstrate incredible resilience, whether they were leaving

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00:38:10.800 --> 00:38:18.990

Rupaleem Bhuyan: Because of economic strife or war or displacement, because of environmental degradation, these transnational kind of push factors

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00:38:19.590 --> 00:38:26.640

Rupaleem Bhuyan: require a degree of resilience to arrive in Canada. We also were paying attention to how communities come together

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00:38:27.030 --> 00:38:36.120

Rupaleem Bhuyan: to share resources, figure out their assets to respond and recover to stressors within the community. This is also happening at a trans national level which we'll talk about.

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00:38:36.690 --> 00:38:42.120

Rupaleem Bhuyan: And then the transformative dimensions of resilience, we wanted to pay attention to which is not just to

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00:38:42.630 --> 00:38:48.180

Rupaleem Bhuyan: adapt and cope with but take part in changing the social conditions that people are facing.

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00:38:48.630 --> 00:38:55.440

Rupaleem Bhuyan: And these kind of conditions might have to do with social, economic and political rights, so we have the Canadian state

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00:38:55.980 --> 00:38:59.070

Rupaleem Bhuyan: offering some rights to people, depending on your immigration status.

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00:38:59.460 --> 00:39:10.350

Rupaleem Bhuyan: But actually challenging the terms of belonging, so what we saw in some of our work that will show is that people were right seeking, but they also were seeking as Chime was saying

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00:39:10.920 --> 00:39:21.630

Rupaleem Bhuyan: a responsibility to Indigenous communities, a responsibility to territory and envisioning a different kind of society than what currently exists. So these are some of the principles guiding our work.

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00:39:23.580 --> 00:39:32.520

Rupaleem Bhuyan: In terms of what we actually did, so working in partnership with many different community organizations, civil society workers, as well as grassroots Community organizations,

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00:39:32.880 --> 00:39:40.620

Rupaleem Bhuyan: we decided to focus on two geographic communities that had incredible organizing taking place at the time of our research.

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00:39:41.070 --> 00:39:50.370

Rupaleem Bhuyan: On the left hand side an image depicting work by Tibetan refugees who've resettled in Canada, many concentrated in the Parkdale neighborhood,

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00:39:51.360 --> 00:40:00.120

Rupaleem Bhuyan: where you see the signs of Tibetan life, Little Tibet, but also in community gatherings, here, a circle dance that prior to the pandemic had happened on a weekly basis.

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00:40:00.690 --> 00:40:13.350

Rupaleem Bhuyan: On the right hand side, we also have a concentration of South Asian women who are organizing. We had on our advisory the South Asian Women's Rights Organization, working with many other organizations, supporting and led by

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00:40:13.890 --> 00:40:32.970

Rupaleem Bhuyan: South Asian women, many of whom live in these high density apartment buildings experiencing kind of similar conditions of economic precarity, labour inequality and then the general gender inequality in their homes and communities and seeking, seeking work and a way out as well.

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00:40:36.030 --> 00:40:40.980

Rupaleem Bhuyan: Some of the overlapping systemic issues that came up, so we were able to sit down with

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00:40:41.340 --> 00:40:51.150

Rupaleem Bhuyan: the different leaders in different communities in focus group conversations, where we could hear how they make sense of the challenges they're facing as a community. We also sat down with

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00:40:51.450 --> 00:40:58.050

Rupaleem Bhuyan: dozens of migrant-led community organizers working in the target communities, but also across the GTA.

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00:40:58.740 --> 00:41:01.320

Rupaleem Bhuyan: It's not surprising that, even though people may have different

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00:41:01.680 --> 00:41:09.030

Rupaleem Bhuyan: entry points, different immigration histories, there are many shared systemic issues affecting people, irrespective of the immigration status,

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00:41:09.330 --> 00:41:14.910

Rupaleem Bhuyan: including economic insecurity, precarious status, some of the settlement concerns that I mentioned,

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00:41:15.540 --> 00:41:28.710

Rupaleem Bhuyan: that kind of broad span of systemic racism and xenophobia, which we saw heightened during the pandemic, but also the kind of systemic cuts that happened by the provincial government, just before the pandemic, to legal aid, to education,

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00:41:29.760 --> 00:41:40.800



Rupaleem Bhuyan: to healthcare and onwards, we see this contributing to barriers to accessing services but also kind of the milieu of social conditions that contribute to gender-based violence.

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00:41:41.550 --> 00:41:50.190

Rupaleem Bhuyan: As well as supports within marginalized communities, within micro communities, for example, the LGBTQ+ community. So these are some of the overarching.

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00:41:50.520 --> 00:41:58.320

Rupaleem Bhuyan: issues that were raised and then I'll turn it over to Chime to talk more about how the different communities were organizing to address specific concerns in their communities.

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00:42:00.660 --> 00:42:17.160

Tenzin Chime: So while both case study communities experienced similar forms of systemic issues that Rupaleem just raised earlier, they also had unique issues in relation to each community's history of migration and social context in Canada.

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00:42:18.300 --> 00:42:32.220

Tenzin Chime: The Tibetan community in Parkdale, much of the organizing work in the community is centered on their freedom struggle against the Chinese occupation of Tibet, as well as their efforts to preserve their language and culture in Canada.

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00:42:33.240 --> 00:42:50.970

Tenzin Chime: The South Asian immigrant women who are in East Danforth primarily organized for equitable access to employment and living wages, and engage in a wide range of grassroots organizing to address underemployment, precarious work and social isolation in the community.

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00:42:57.930 --> 00:43:07.350

Tenzin Chime: In this quotation from one of the Tibetan community leaders we spoke with, they describe about how taking part in collective action impacts

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00:43:08.070 --> 00:43:27.180

Tenzin Chime: their political consciousness and sense of empowerment in the community, and they shared people when they participate in these collective actions they see

the power of many. I've seen people almost joyful after actions. You can visibly see people feel empowered.

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00:43:32.430 --> 00:43:39.840

Tenzin Chime: So, while our research focuses on how the collective action by immigrant-led communities

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00:43:40.830 --> 00:43:51.000

Tenzin Chime: foster transformative resilience, we are also mindful and we wanted to acknowledge the deep systemic challenges, many of the community organizers face

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00:43:51.690 --> 00:44:03.660

Tenzin Chime: in their personal lives, but also as racialized migrant communities, migrant leaders who are often marginalized by the media, funders, and other civil society actors and

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00:44:04.710 --> 00:44:09.570

Tenzin Chime: who quote unquote don't see their voices being reflected in decision making.

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00:44:14.490 --> 00:44:24.540

Tenzin Chime: So here we have based on our conversation with migrant leaders, we have identified seven key lessons on migrant-led collective actions.

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00:44:26.070 --> 00:44:43.740

Tenzin Chime: The first the way people come together matters as I briefly mentioned earlier, each migrant community has its own unique history of oppression of migration, often forced, as a result of imperialism and global regional capitalism.

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00:44:44.940 --> 00:44:52.260

Tenzin Chime: Those experiences become the starting point for their critical consciousness and organizing collective actions in Canada.

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00:44:53.940 --> 00:45:12.090

Tenzin Chime: And these organizing spaces in the communities, they not only create a sense of belonging and shared responsibility, but are also crucial sites where people link their history to present and their individual challenges to the larger systemic inequalities.

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00:45:14.070 --> 00:45:33.000

Tenzin Chime: Both the Tibetans in Parkdale and South Asian women in East Danforth leverage their geographic concentration in those neighborhoods as well as also tap into their extensive networks of both formal and informal mutual aid groups within the community to address community concerns.

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00:45:34.320 --> 00:45:44.190

Tenzin Chime: And as we witnessed through our conversations with community leaders, all these community efforts build individual and collective

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00:45:44.940 --> 00:45:57.780

Tenzin Chime: capacity for the Community for transformative resilience, as they organized actions and advocacy to bring systemic changes, not only in Canada, but also transnationally.

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00:45:59.070 --> 00:46:16.350

Tenzin Chime: And through the, through their organizing work, there is also this emergent, emergence of consciousness among migrant communities to work in solidarity with Indigenous peoples of Canada in their struggles for sovereignty and land rights.

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00:46:19.350 --> 00:46:25.860

Rupaleem Bhuyan: Yeah and as we mentioned earlier today was saying that the limited unstable funding is a continued constraint.

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00:46:27.060 --> 00:46:30.810

Rupaleem Bhuyan: Even though we were through this collective action research.

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00:46:31.440 --> 00:46:44.790

Rupaleem Bhuyan: we're able to really admire and invite the community organizers we were working with to pause and even admire the amazing work they were doing. I think there's incredible knowledge that can happen when you appreciate the work people are doing.

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00:46:45.150 --> 00:46:53.940

Rupaleem Bhuyan: And they have that moment to reflect there is incredible exhaustion and a lot of this work continues to be unpaid labour.

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00:46:54.510 --> 00:47:05.850

Rupaleem Bhuyan: It's a kind of caring labour that, unfortunately, is not often recognized, especially in the kind of funding that goes for settlement dollars. So some organizations we work with at the grassroots level,

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00:47:06.210 --> 00:47:14.250

Rupaleem Bhuyan: they're trying to apply for funds to do the anti-racist work, to do the employment equity work, to do the gender-based violence work that they're doing.

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00:47:14.640 --> 00:47:22.740

Rupaleem Bhuyan: But they are not seen as competitive for those funds, either because they're not an established organization with the same history of receiving funding from the State

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00:47:23.130 --> 00:47:29.460

Rupaleem Bhuyan: or because their model of shared leadership is not recognized in the way that funding proposals up and look for.

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00:47:29.760 --> 00:47:36.960

Rupaleem Bhuyan: So those are some constraints that continue to be there, there is incredible space, and I think there are examples of.

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00:47:37.320 --> 00:47:52.560

Rupaleem Bhuyan: both government and non-profit organizations working with grassroots collectives providing, it's kind of hard right now in the pandemic but physical space sharing resources and advocating for those distribution of resources to migrant led communities.

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00:47:53.790 --> 00:48:05.760

Rupaleem Bhuyan: And also a reformulation. I think a lot of settlement services and work really looks at how we can support immigrants to enter into the economy and how it can reproduce a deficit lens.

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00:48:06.540 --> 00:48:16.050

Rupaleem Bhuyan: And I think we really have learned how many assets and strengths and knowledge is migrants come and bring with them that could improve a lot of parts of Canadian society.

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00:48:16.410 --> 00:48:20.760

Rupaleem Bhuyan: As one of our partners, Sultana Jahangir at the South Asian Women's Rights Organization,

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00:48:21.570 --> 00:48:25.410

Rupaleem Bhuyan: has said, like right when the pandemic hit organizations like SAWRO

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00:48:25.740 --> 00:48:34.950

Rupaleem Bhuyan: they were so fast and so quick to quickly adapt to the online environment to provide public health information and employment, information and safety information

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00:48:35.250 --> 00:48:45.030

Rupaleem Bhuyan: much faster than the federal government, because they came with disaster experience. Many of them had dealt with disasters, either environmental or economic or social disasters.

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00:48:45.360 --> 00:48:50.100

Rupaleem Bhuyan: in their lives prior to coming to Canada. That's a resource, we can tap into as well.

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00:48:50.640 --> 00:48:57.420

Rupaleem Bhuyan: So these are some of the lessons we brought forward when we sat down with migrant collective organizers to see why they came together.

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00:48:57.750 --> 00:49:02.130

Rupaleem Bhuyan: How they come together and then how we can learn from their knowledge in the work that we're doing.

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00:49:03.090 --> 00:49:13.170

Rupaleem Bhuyan: So we'll end there and look forward to questions is a huge thanks to the huge team, I can't speak to all of them definitely Alicia Alam and Andrea Bobadilla were co-

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00:49:13.440 --> 00:49:24.990

Rupaleem Bhuyan: researchers with us. Special thanks again to Yogendra formerly with Access Alliance and we have a few reports that we can send out after the event, if people would like to read more about this work. Thank you so much.

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00:49:27.720 --> 00:49:33.300

Emily Mooney: Thank you, both so much. Rupaleem and Chime, this was fascinating and I think there's a lot of

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00:49:33.690 --> 00:49:49.950

Emily Mooney: great information that we can delve into during the question session. I'm very much impressed with the idea of how the incredible knowledge that you mentioned can happen when you recognize the work that people are already doing, which really speaks to the need

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00:49:50.010 --> 00:49:54.750

Emily Mooney: for more connections and more stable funding

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00:49:54.870 --> 00:50:03.090

Emily Mooney: for a lot of the smaller organizations that are doing work that could inform everyone's best practices, thank you.

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00:50:04.260 --> 00:50:10.590

Emily Mooney: And finally I'd like to welcome Nira Elgueta from OCASI.

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00:50:11.550 --> 00:50:17.910

Nira Elgueta: Thank you Emily and I want everybody to hold into something that Emily and Rupaleem just mentioned about

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00:50:19.290 --> 00:50:29.040

Nira Elgueta: the skills, the knowledge that newcomers and immigrant communities bring to this country because I'm going to talk about two projects at OCASI.

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00:50:29.550 --> 00:50:45.270

Nira Elgueta: And that are clear template models both personal and principles into adult education, leadership and knowledge sharing, and community advocacy and, but they have pretty unique characteristic and I'm asking you to hold into that because

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00:50:46.650 --> 00:50:59.370

Nira Elgueta: it's that information that are relevant for this project, and so, first of all I want to talk about the Immigrant and Refugee Communities Neighbors Friends and Families Campaign, NFF, for the short.

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00:51:00.030 --> 00:51:08.970

Nira Elgueta: And then about the Building Leadership Capacity to Address Gender-Based Violence against on-status, immigrant, and refugee women across Canada.

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00:51:10.650 --> 00:51:23.910

Nira Elgueta: And we call them the BLC. So let me tell you about the NFF campaign, the NFF campaign is an Ontario-wide initiative, coordinated by the Ontario Council of Agencies Serving Immigrants, OCASI,

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00:51:24.540 --> 00:51:41.880

Nira Elgueta: to raise awareness about violence against women in immigrant and refugee communities. Peer champions' main role is to build trust, relationships, and share knowledge among women, community service providers and peer stakeholders working to eradicate domestic and family violence.

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00:51:43.050 --> 00:51:54.810

Nira Elgueta: Those peer champions act as ambassadors for the NFF campaign in the community, as well as the, as a liaison between service providers, civic society leaders and community members.

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00:51:55.890 --> 00:52:06.000

Nira Elgueta: After being selected they complete online and in-person training about violence against women prevention and learn how to hold educational events to raise awareness and promote action.

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00:52:06.960 --> 00:52:16.440

Nira Elgueta: After the training, peer champions design and run two educational events in the communities, about the prevention of violence against women.

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00:52:17.580 --> 00:52:33.540

Nira Elgueta: Peer champions receive an honorarium for their work and multiple opportunities for learning, training in a variety of related topics and also are invited to events, conversations and panels to share the knowledge, the expenses, and their work.

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00:52:34.560 --> 00:52:42.300

Nira Elgueta: On average the peer champions are part of the campaign for three consecutive years, so let's talk about the goals of the campaign.

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00:52:43.320 --> 00:52:57.750

Nira Elgueta: So this is the goal of this campaign is to educate communities across Ontario to recognize the signs and risk of violence against women and equip them with the necessary tools to support women experiencing domestic and family violence.

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00:52:58.800 --> 00:53:02.100

Nira Elgueta: So how knowledge is mobilized from this campaign.

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00:53:03.570 --> 00:53:10.080

Nira Elgueta: The campaign works with community leaders who have a strong relationship with immigrants, refugees and organizations in the communities.

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00:53:10.770 --> 00:53:21.060

Nira Elgueta: There are peer champions who are trained to identify and support newcomer women experiencing violence, and develop a strong knowledge of appropriate resources at the local level.

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00:53:22.320 --> 00:53:27.960

Nira Elgueta: And let's also look at the next slide and some of the other ways knowledge is mobilized for this project.

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00:53:28.620 --> 00:53:38.580

Nira Elgueta: Peer champions host community events that are culturally relevant to the Community, and they will create safe and barrier-free spaces for knowledge to be shared.



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00:53:39.450 --> 00:53:51.150

Nira Elgueta: They host online events, online conversations, workshops and community building activities for dialogue and community analysis and reflections of domestic violence [?].

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00:53:52.770 --> 00:54:02.490

Nira Elgueta: These events can happen anywhere in Ontario with any community and they happen in languages and spaces that are relevant for that specific community.

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00:54:03.870 --> 00:54:20.430

Nira Elgueta: At the start of each cohort, candidates for peer champions [go through] some needs assessments to evaluate the community connections and, more importantly, their knowledge of the impact and effect of domestic violence and family violence in their communities.

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00:54:21.630 --> 00:54:27.270

Nira Elgueta: All this information helps us to assign the training and learning outcomes.

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00:54:28.770 --> 00:54:45.330

Nira Elgueta: When it comes to creating educational tools, reports, and campaigns at OCASI, the peer champions' own voices are a key that inform our work. They bring attention to key issues that affect marginalized and isolated communities.

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00:54:46.590 --> 00:55:00.330

Nira Elgueta: The campaign and the work of the peer champions is also key component when it comes to highlighting and bringing attention to the issues and trends to our network of organizations serving the immigrant and refugee communities.

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00:55:01.710 --> 00:55:12.690

Nira Elgueta: The information we receive from peer champions come to us almost in real time. The champions see trends, issues, and solutions in a timely manner.

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00:55:13.740 --> 00:55:22.980

Nira Elgueta: All information and data collected from the campaign inform the advocacy, policy, and education work, that the OCASI gender-based violence team produces.

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00:55:25.080 --> 00:55:32.790

Nira Elgueta: So let me talk about the other project, the Building Leadership Capacity project. So let's move to the next project. Perfect.

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00:55:34.080 --> 00:55:48.990

Nira Elgueta: So the primary objective of this project is to build the leadership capacity of non-status, refugee, and immigrant women—NSRI women—across five regions of Canada to shape and inform policies and services addressing gender-based violence.

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00:55:50.100 --> 00:56:08.790

Nira Elgueta: Our approach for this project is to engage women as leaders in developing solutions to gender-based violence, solutions that address structural barriers, while accounting for the diversity of non-status refugee and immigrant women experiencing it and their experiences within their communities.

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00:56:10.170 --> 00:56:19.380

Nira Elgueta: By increasing the leadership capacity of those women, our project combines two promising practices currently being developed

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00:56:20.250 --> 00:56:32.520

Nira Elgueta: by our project currently. One, the peer champion program, the one that I mentioned before, that uses popular education to build leadership capacity and foster connections between non-status, refugee, and immigrant women.

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00:56:33.090 --> 00:56:43.650

Nira Elgueta: And two, a community advocacy network, a CAN strategy, as we call it, which establishes grassroots networks among non-status, refugee, and immigrant women,

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00:56:44.070 --> 00:56:55.320

Nira Elgueta: survivors, service providers, and other civil society leaders in order to build community capacity for developing survivor-led evidence-based solutions to GBV.

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00:56:57.000 --> 00:56:58.710

Nira Elgueta: Let's look at the next slide.

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00:56:59.730 --> 00:57:02.700

Nira Elgueta: So how do we mobilize knowledge with this project?

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00:57:04.140 --> 00:57:15.240

Nira Elgueta: So this project is entirely about creating knowledge, about the importance of [?] survivors' voices in decision making and advocacy about gender-based violence.

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00:57:15.870 --> 00:57:28.020

Nira Elgueta: By exploring the impact of combining these two promising practices in different regional contexts, peer champions are an essential part in creating and mobilizing knowledge.

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00:57:28.770 --> 00:57:36.660

Nira Elgueta: Peer champions participating in this project all self-identify as NSRI women who have experienced gender-based violence.

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00:57:37.410 --> 00:57:49.290

Nira Elgueta: They are deeply informed by their lived experiences, they have first hand experience gathering information and again the system, creating peer support networks and strategies and ways to stay safe.

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00:57:50.400 --> 00:57:58.920

Nira Elgueta: So we aim to honour this lived experience and create a safe space for peer champions to lead and survivors advocate.

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00:58:00.600 --> 00:58:10.950

Nira Elgueta: At OCASI we oversee the training of each group of peer champions, and we support them in developing the necessary skills and knowledge to carry out community-based activities.

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00:58:11.760 --> 00:58:22.530

Nira Elgueta: They participate in community advocacy networks and influence [?] the policy, programs and services that are created for NSRI women who are experiencing gender-based violence.

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00:58:23.490 --> 00:58:34.200

Nira Elgueta: We believe that women are experts of their own experiences and have solutions for the issues. This is what we call, what is called a survivor-centred approach.

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00:58:35.340 --> 00:58:45.360

Nira Elgueta: The peer champions for this project are in constant communication with survivors of gender-based violence who are non-status, refugee, or immigrant women for relationship building activities

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00:58:45.840 --> 00:58:55.680

Nira Elgueta: in their communities and a much-needed space building in sisterhood. In this survivor space, they learn how survivors are coping,

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00:58:56.130 --> 00:59:06.780

Nira Elgueta: what programs and services that are relevant to them and, more importantly, we learn of what the immediate needs are. This is especially relevant now these days with covid-19.

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00:59:08.610 --> 00:59:21.450

Nira Elgueta: Peer champions for survivors advocate. They can't do this work alone, right? An effective approach also engage with multiple stakeholders and an infrastructure from which to advocate.

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00:59:22.710 --> 00:59:32.610

Nira Elgueta: Here is where the community advocacy network comes to the scene. They bring together peer champions, service providers, community advocates, and NSRI survivors.

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00:59:33.420 --> 00:59:44.160

Nira Elgueta: The community advocacy networks aim to foster equitable partnerships between service providers, advocates, organizations, and NSRI survivors.

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00:59:44.730 --> 00:59:57.240

Nira Elgueta: They also multiply opportunities for dialogue, dialogue and exchange, making resources available to more community members, extend support and resources to NSRI women,

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00:59:57.750 --> 01:00:09.990

Nira Elgueta: And can help transform and introduce alternative grassroots practices to provide support and healing in addressing gender-based violence against NSRI communities.

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01:00:12.060 --> 01:00:18.600

Nira Elgueta: Another aim for this project is to promote knowledge and change, and to sharing promising practices.

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01:00:19.470 --> 01:00:26.730

Nira Elgueta: That support NSRI survivors across regions at annual national meetings.

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01:00:27.660 --> 01:00:42.930

Nira Elgueta: The lessons learned and knowledge exchanged across regions will serve to build a blueprint for strength and community capacity to address gender-based violence against NSRI women across Canada.

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01:00:43.590 --> 01:00:59.730

Nira Elgueta: And specifically to support survivors. This blueprint is intended to capture the process of implementing survivor-led and community-based practices while highlighting regional adaptations and opportunities to learn from each other.

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01:01:01.770 --> 01:01:09.330

Nira Elgueta: Let me finish by telling you that both projects build community capacity to respond, prevent and support violence to happen.

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01:01:09.840 --> 01:01:20.250

Nira Elgueta: Both models of learning and leadership opportunity to community members and survivors of GBV and in both cases, robust communication systems in place.

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01:01:20.700 --> 01:01:29.970

Nira Elgueta: Where knowledge and experiences of the peer champions are key when developing programs, services, and support to NSRI communities experiencing gender-based violence.

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01:01:31.650 --> 01:01:31.800

Nira Elgueta: Thanks.

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01:01:40.020 --> 01:01:59.280

Emily Mooney: Thank you so much Nira for describing those two projects. It sounds like they have quite a bit in common with the work that Chime and Rupaleem were describing, with drawing on the knowledge of people who are in the communities. It's an invaluable resource.

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01:02:00.330 --> 01:02:09.270

Emily Mooney: Thank you all very much and let's move on to the questions. We have our first question.

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01:02:11.460 --> 01:02:17.460

Emily Mooney: I believe it could be answered by Nira or Chime and Rupaleem.

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01:02:18.720 --> 01:02:36.240

Emily Mooney: Fatima might have something to contribute as well. The question is, how can this work be used to raise critical consciousness and related commitments beyond migrant communities, and do you see this as desirable, and how might you go about this?

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01:02:44.550 --> 01:02:45.060

Emily Mooney: Rupaleem.

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01:02:45.960 --> 01:02:47.010

Rupaleem Bhuyan: I guess I can join.

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01:02:47.520 --> 01:02:48.210

Emily Mooney: Thank you.

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01:02:49.170 --> 01:02:57.870

Rupaleem Bhuyan: I mean, I think, when we met with migrant organizers for our project and even since we've been in constant conversation there's an

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01:02:58.380 --> 01:03:05.220

Rupaleem Bhuyan: earnest interest to understand and, I guess I'll start first from what other immigrant and migrant communities are going through.

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01:03:05.670 --> 01:03:20.850

Rupaleem Bhuyan: As Chime was saying, the circumstances of specific communities may be diverse enough, right? So the category Tibetan might be diverse enough for people to learn from each other, but also to take that learning from, maybe a Tibetan community and go to another

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01:03:22.260 --> 01:03:32.520

Rupaleem Bhuyan: community that might be struggling with the same underlying structural challenges, but may also have unique circumstances, whether they are folks who are arriving right now. I saw on the news

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01:03:33.450 --> 01:03:37.560

Rupaleem Bhuyan: from the war in Afghanistan, and Canada's involvement to resettle folks who were

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01:03:38.130 --> 01:03:49.410

Rupaleem Bhuyan: supporting Canadian and international involvement there, so each of these complexities, I think there's a lot of learning that could happen amongst immigrant groups and the forums for those I don't think are frequent enough.

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01:03:50.430 --> 01:03:58.350

Rupaleem Bhuyan: And then definitely the community organizing praxis that we paid attention to could be used, and I think it resonated with work I've done

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01:03:58.680 --> 01:04:04.680

Rupaleem Bhuyan: across many different community groups, how to come together to understand your shared concerns, how

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01:04:05.070 --> 01:04:17.910

Rupaleem Bhuyan: coming together helps challenge the individualized responsibility that people have and the shame and the fear people have, but also can help identify immediate solutions. And one of the things I keep learning is how

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01:04:18.450 --> 01:04:34.980

Rupaleem Bhuyan: those immediate solutions, which could be direct service, they could be mutual aid related, must also be hooked into a long-term vision of change, and I think those

types of principles can apply irrespective of someone's identity or the concerns they're experiencing.

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01:04:38.550 --> 01:04:38.850

Nira Elgueta: Hi.

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01:04:39.060 --> 01:04:42.090

Nira Elgueta: Nira here, so, if I can add to what Rupaleem mentioned.

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01:04:42.180 --> 01:04:46.740

Nira Elgueta: All of that it's possible, it can be done, but when you check and see the funding.

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01:04:48.060 --> 01:04:52.560

Nira Elgueta: We need to consider whose voices we're listening to, we need to consider

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01:04:53.190 --> 01:05:01.830

Nira Elgueta: who is invited to the table. We mentioned, we know that immigrant and migrant communities, they have all this knowledge [they] can mobilize. They're doing work,

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01:05:02.670 --> 01:05:08.190

Nira Elgueta: mutual aid, especially during covid-19. Those are the reasons that we mentioned, and we know already

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01:05:08.700 --> 01:05:16.110

Nira Elgueta: they have been very active working, they have also been extremely affected, all the migrant communities,

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01:05:16.740 --> 01:05:38.310

Nira Elgueta: by covid-19, the loss of work. We also need to remember that this is gendered work, and this is work done by women, so yes, conversation and spaces to collaborate are much needed, but they need to come with a certain level of support for those migrant communities.

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01:05:42.630 --> 01:05:43.020



Fatima Filippi: Can I add,

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01:05:43.440 --> 01:05:45.780

Fatima Filippi: I think Rupaleem, you mentioned the challenge of

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01:05:45.780 --> 01:05:46.230

having

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01:05:47.400 --> 01:05:59.850

Fatima Filippi: ongoing funding support and that's a huge issue impacting our capacity within the sector to do this kind of collaborative work across the different sectors and across different tables and all of that, and

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01:06:00.300 --> 01:06:05.550

Fatima Filippi: we have grassroot-led organizations that are run by volunteers, not having this capacity to do that.

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01:06:05.820 --> 01:06:15.270

Fatima Filippi: We have small funded organizations with budgets less than \$500,000 and the capacity to be able to do that, all, again, you know Nira, what, exactly what you're saying, those capacity and resources

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01:06:15.720 --> 01:06:28.470

Fatima Filippi: impact the ability to do that work and this becomes the challenge. Do, on the one hand, you want to address the need for, the immediate need, versus looking at longer systemic change and impact

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01:06:29.010 --> 01:06:37.350

Fatima Filippi: over a long period of time. It's not the short term, but the long term that we're going to influence, but at the same time, the short term issues are looking at us right in the face.

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01:06:37.740 --> 01:06:42.450

Fatima Filippi: And this becomes a huge challenge and how do we, how do we move the discourse within government

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01:06:42.990 --> 01:06:51.420

Fatima Filippi: to address that? It's very interesting. And I know groups that have applied for research. Oh, but you're not a research council, why are you applying for that? You're not a research body, why are you applying for that? And yet

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01:06:51.960 --> 01:07:00.660

Fatima Filippi: again being limited by who we are and then say, well, you don't produce research, and you just get frustrated by that whole conversation.

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01:07:06.990 --> 01:07:11.310

Emily Mooney: Okay, thank you, I think that really touches on something that has

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01:07:12.240 --> 01:07:24.750

Emily Mooney: come up in our needs assessment as well. When we were looking at the capacity of community agencies to engage in research it's so dependent on funding.

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01:07:25.530 --> 01:07:38.280

Emily Mooney: and on how the work within, research work within community agencies is regarded it's often not taken seriously as research that comes out of a university.

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01:07:38.880 --> 01:07:52.830

Emily Mooney: So a theme that I'm hearing here is that we really need to be focused on, again, the expertise within communities and giving them the power and the resources that they need to articulate

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01:07:54.360 --> 01:08:04.680

Emily Mooney: what works in settlement practices, and pay attention and make sure that that knowledge gets incorporated into policy work as well.

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01:08:05.340 --> 01:08:16.590

Emily Mooney: Okay, thank you, the next question. What are some of the ways, and this is a big question, what are some ways that the sector can come together to work on the issues that are raised today?

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01:08:18.540 --> 01:08:20.550

Emily Mooney: I'll leave this open for any of you.

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01:08:21.930 --> 01:08:24.210

Fatima Filippi: I can start, I think.

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01:08:24.600 --> 01:08:25.560

Fatima Filippi: connecting with

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01:08:25.620 --> 01:08:35.430

Fatima Filippi: networks, coalitions, is a good place to be as a good start. Again, collective voices have, can have impact, and I know it's hard

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01:08:36.210 --> 01:08:45.900

Fatima Filippi: Maybe not having the capacity to attend every single meeting or a lot of the networks, but identifying key and strategic networks and coalitions that are going forward

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01:08:46.920 --> 01:08:56.190

Fatima Filippi: and address the issues that perhaps if a certain community maybe says, and I've worked with SAWRO too and Sultana and understanding what's going on at a very

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01:08:56.970 --> 01:09:07.380

Fatima Filippi: strong community based organization with very few resources and yet achieving strong impact. And there are ways that it can happen, but if... you're right, it's difficult but, again, the coalition's.

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01:09:07.710 --> 01:09:13.950

Fatima Filippi: connections to those networks are really key. And looking outside, looking for research to.

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01:09:15.360 --> 01:09:27.270

Fatima Filippi: To either reinforce, or to validate what the issues are impacting. And then there's a lot of research out there on the, on the internet available, connecting with different

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01:09:28.560 --> 01:09:33.330

Fatima Filippi: post-secondary institutions to provide some of the, if they have any information and doing some sort of connections with that.

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01:09:34.110 --> 01:09:45.750

Fatima Filippi: But it starts on the ground with one another, within the communities, local communities, and building those connections with those networks and coalitions. It's really important. And I mean, for example, I know, for example, at OCASI,

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01:09:47.010 --> 01:09:47.910

Fatima Filippi: financial...

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01:09:49.950 --> 01:09:55.740

Fatima Filippi: if you can't afford to pay your membership slot, it shouldn't be a barrier to join the coalition and having access to that information.

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01:09:56.160 --> 01:10:05.940

Fatima Filippi: And so I think , there are ways for us to get around that and to build those resources. Again, it's time and the capacity of different sizes, different,

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01:10:06.390 --> 01:10:10.500

Fatima Filippi: different stages of development organizations can do to take that on.

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01:10:11.460 --> 01:10:19.050

Fatima Filippi: And it's challenging but connecting with people in the sector, asking those questions, can you take up this issue, can you take up this cause, can you see if X can be done

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01:10:19.320 --> 01:10:28.260

Fatima Filippi: through your connections and your tables and how do you bring that to the table by bringing in a more collective and more robust understanding what's going on with that particular community.

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01:10:32.550 --> 01:10:33.210

Rupaleem Bhuyan: I can add

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01:10:33.300 --> 01:10:42.300

Rupaleem Bhuyan: some initial thoughts. I mean I'm not working in a profit, so I think it, you know, you'll have to take my vantage point as an outsider who's based in the university.

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01:10:42.780 --> 01:10:53.310

Rupaleem Bhuyan: So partnering with folks and I think, really I always think an intersectional and transversal lens is needed, especially in a context like Ontario where immigrants are everywhere.

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01:10:55.740 --> 01:10:59.130

Rupaleem Bhuyan: this perception that immigrants as newness

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01:11:00.450 --> 01:11:11.190

Rupaleem Bhuyan: and that a certain sector of organizations will be responsible to supporting folks, I think that doesn't need to go away, but we really need to think across systems and the strategic

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01:11:11.670 --> 01:11:19.080

Rupaleem Bhuyan: alliances. So, for example, housing, as a human right affects so many groups, including immigrants. It disproportionately affects

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01:11:20.250 --> 01:11:28.530

Rupaleem Bhuyan: immigrants who have arrived in the last 5-10 years, especially racialized--given that most immigrants are also going to be racialized and have higher rates of poverty, so it will

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01:11:29.160 --> 01:11:35.940

Rupaleem Bhuyan: unfortunately deeply affect... but including other marginalized groups, whether those struggling with mental health

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01:11:36.270 --> 01:11:47.970

Rupaleem Bhuyan: or those with Indigenous background so there's a lot of intersecting issues. Similarly a fair wage, a living wage, like this is something that would support immigrants across the board, so, even though we're talking about

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01:11:48.480 --> 01:11:57.330

Rupaleem Bhuyan: addressing some of the unique concerns facing specific immigrants, I think there's a lot of room for political alliances to address the underlying causes

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01:11:58.470 --> 01:12:02.820

Rupaleem Bhuyan: so that people can celebrate and work through the adjustments they're making.

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01:12:03.540 --> 01:12:11.610

Rupaleem Bhuyan: We really appreciate it, at least in the work that we're doing, how each of the communities are struggling to figure out inclusion within their own communities.

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01:12:11.880 --> 01:12:19.860

Rupaleem Bhuyan: So we don't want to over-romanticize that the community organizing didn't have challenges within groups, but I think there's a lot of important intersectional work

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01:12:20.130 --> 01:12:29.640

Rupaleem Bhuyan: that could advantage and maybe speak to that question earlier, how to bridge the work migrant groups are doing across non-migrant groups? It could be some of those underlying structural problems.

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01:12:35.910 --> 01:12:36.960

Emily Mooney: Fascinating. Thank you.

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01:12:37.500 --> 01:12:38.580

Emily Mooney: Yeah. I think...

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01:12:39.330 --> 01:12:42.300

Emily Mooney: Nira, did you have anything to add for that question?

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01:12:42.510 --> 01:12:45.720

Nira Elgueta: No, thank you, I think Fatima and Rupaleem said it all.

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01:12:46.470 --> 01:12:56.160

Emily Mooney: Okay, great. Thank you. Yeah, I think coming together in organizations like the Local Immigration Partnerships,

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01:12:57.090 --> 01:13:10.920

Emily Mooney: organizations such as OCASI, but also in smaller, more neighborhood coalitions, and coalitions I think also among organizations that are serving specific communities would be helpful.

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01:13:12.150 --> 01:13:24.780

Emily Mooney: I'm on the third question, and this one looks like it's for Fatima. Can you elaborate on how the research and benchmarking that you were discussing

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01:13:25.290 --> 01:13:35.610

Emily Mooney: supported the direct work of staff and what was the way to disseminate that knowledge for use? Do you have any indicators that it was used successfully?

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01:13:36.330 --> 01:13:36.690

Fatima Filippi: Sure.

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01:13:37.710 --> 01:13:42.360

Fatima Filippi: Fantastic question. I think the fear of benchmarking, maybe, are we,

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01:13:42.810 --> 01:13:53.160

Fatima Filippi: are we achieving or not achieving our goals? There's a fear in doing that, and there's some trepidation. And talking to staff about... it's not that whether you're not doing a good job, or... it's really to assess

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01:13:53.550 --> 01:13:58.170

Fatima Filippi: how it is that we want to achieve those goals and if we're not achieving that, what do we need to do to change that?

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01:13:58.350 --> 01:14:06.120

Fatima Filippi: I mean counseling is a generic term, right? How we deliver counseling across different cultural communities and different groups is going to be dictated by the information that we have on hand.

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01:14:06.450 --> 01:14:15.030

Fatima Filippi: And how we work with that particular group and how we want to address their particular needs may be very different across two organizations and it's not one size fits all.

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01:14:15.540 --> 01:14:25.980

Fatima Filippi: And so we did that. We look at the benchmarking, as I said, we look at data, we look at quarterly, if our funders require that, and we also benchmark that against the prior year. How did we do last year the same time? Was it the same?

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01:14:26.940 --> 01:14:33.960

Fatima Filippi: We're looking at it annually over a three-year period and we share that with our employees and we go back and we say, every month we look at that, as part of our team meetings, and say,

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01:14:34.230 --> 01:14:41.340

Fatima Filippi: here's the trend, here's what's happening, here are the issues and we document trends, what are the needs? are they changing? are they the same?

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01:14:42.000 --> 01:14:52.500

Fatima Filippi: What are the new emerging issues that we need to be aware of? And we share that with the coalitions that we belong to, particularly those that we know will have influence at government tables, where we don't have a seat and don't have a voice.

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01:14:53.040 --> 01:14:57.780

Fatima Filippi: But using those tables in order to present that, and making those changes internally, and we've used

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01:14:58.050 --> 01:15:07.020

Fatima Filippi: even our client satisfaction surveys, we've used that to inform what needs to change in the way we deliver services and how we work with our clients in the organization.

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01:15:07.680 --> 01:15:14.460

Fatima Filippi: And helping them to understand that they do have a voice in, a say in, the influence and they influence the work that we're doing.

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01:15:14.730 --> 01:15:22.140

Fatima Filippi: And it's really important when they see those changes happened that they feel valued, respected, and they feel empowered and they are part of the journey with us

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01:15:22.560 --> 01:15:39.390

Fatima Filippi: as to making those changes. And looking at benchmarking outside, working with organizations that are prepared to share that information with you, sometimes takes some effort to find. I've become creative over the years. I download people's annual reports and say, hmmm,

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01:15:40.710 --> 01:15:48.960

Fatima Filippi: Let me see. And it's good to do that and say where do we fit in in this picture? And if they're similar in size, if we're looking at that and I, and I look for those,

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01:15:49.290 --> 01:15:56.910

Fatima Filippi: those particular similarities and sometimes I look for differences, and say if our funders are looking at it from an organization at this level, and this capacity,

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01:15:57.420 --> 01:16:02.730

Fatima Filippi: what would they think about as an organization at *this* level and capacity? Capacity is about budget, about staffing

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01:16:03.240 --> 01:16:08.490

Fatima Filippi: the number of services that are available or the breadth of services that are available, and so we look at that at it that way.

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01:16:09.000 --> 01:16:19.500

Fatima Filippi: And again, it does take time, it does take energy. I always say start small and build from there. I didn't start using all of this, when I first started working in the sector,

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01:16:20.040 --> 01:16:26.700

Fatima Filippi: but I did realize right from the get-go that data collection was important. I remember the federal government trying to influence a database

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01:16:27.150 --> 01:16:39.870

Fatima Filippi: that they wanted us to use, and it was horrible because it only allowed us to do one issue with that client on a particular day. And I said, a client doesn't come to us with one issue. They come to us with a host of issues.

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01:16:40.350 --> 01:16:46.830

Fatima Filippi: And we had, we were tracking it on, unfortunate at that time, on paper, then entering it into an SQL database.

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01:16:48.420 --> 01:16:49.770

Fatima Filippi: And tracking it that way.

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01:16:50.100 --> 01:17:01.920

Fatima Filippi: And when the gentleman came and I dumped this big package on his ,on top of the table in front of him and he was like, what is this? And I said, well, here are the issues, here, here's how they traced back to the client file,

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01:17:02.190 --> 01:17:10.230

Fatima Filippi: here's the Excel or the SQL reports, and he was stunned, and I said what you're asking us to do is not practical.

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01:17:10.980 --> 01:17:14.340

Fatima Filippi: And it doesn't inform the work that goes on on the ground.

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01:17:15.000 --> 01:17:21.540

Fatima Filippi: And it was interesting, and they had tried to... Unfortunately, the government did spend quite a bit of money on this system, they implemented it.

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01:17:21.900 --> 01:17:27.900

Fatima Filippi: And it wasn't the sector that killed it, it was actually their own workers within the government that killed it because it would take

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01:17:28.110 --> 01:17:34.650

Fatima Filippi: forever to upload the data and it did not give meaningful information, but we had informed them about how it was not meaningful.

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01:17:35.010 --> 01:17:43.530

Fatima Filippi: But again, as I said, always start small, figure out what it is that you know that you can, that you can track, and you can manage, and what you don't know, get the support to do that, and using

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01:17:43.860 --> 01:17:51.480

Fatima Filippi: those benchmarking approaches with other organizations to see how that might work so it's a... stepped process. It's not just

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01:17:53.760 --> 01:17:55.680

Fatima Filippi: throw you into, throw you into the,

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01:17:56.250 --> 01:18:05.850

Fatima Filippi: into the ocean and hope you can swim to shore in figuring this out. But it takes a measured approach and knowing your capacity and your ability to do that makes a huge difference, but any data

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01:18:06.600 --> 01:18:18.210

Fatima Filippi: is better than not having the data and government funders are really the, they're really keen on this and saying "how do you know what you know?" And that's also important.

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01:18:19.290 --> 01:18:20.100

Emily Mooney: Okay, thank you.

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01:18:21.210 --> 01:18:34.080

Emily Mooney: We've had a comment in response to Question 2. It's very difficult as a social service organization to secure funding, as I'm sure many of you already know, but

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01:18:34.590 --> 01:18:42.360

Emily Mooney: there might be an opportunity for social service organizations to partner together for funding as a collective. This is also something that came up

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01:18:42.750 --> 01:18:54.960

Emily Mooney: in the needs assessment, talking about how, for example, organizations at a community hub might want to pool resources and each put in funding for a part-time

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01:18:55.320 --> 01:19:06.300

Emily Mooney: researcher, so that a researcher could work with all of the organizations in that hub and think about how their work relates to each other.

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01:19:08.550 --> 01:19:11.070

Emily Mooney: The next question is for Nira.

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01:19:12.270 --> 01:19:27.690

Emily Mooney: Nira, could you expand a bit on the peer champion model. How are they paid? Who supervises them? How long do they stay with the program? I think you mentioned about three years? And how did they track their work, and how is their work evaluated?

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01:19:28.590 --> 01:19:29.520

Nira Elgueta: Great, thank you.

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01:19:31.170 --> 01:19:35.340

Nira Elgueta: So how they are paid, the peer champions receive an honorarium.

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01:19:37.530 --> 01:19:42.330

Nira Elgueta: One part of the honorarium goes after they complete the training, so training so usually between

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01:19:43.920 --> 01:19:46.350

Nira Elgueta: 10 to 12 hours and

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01:19:47.670 --> 01:19:48.480

Nira Elgueta: the,

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01:19:49.680 --> 01:19:59.280

Nira Elgueta: a big chunk of the training that it happens that they attend online trainings, E-courses and more opportunities. tThey have monthly meetings.

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01:20:01.140 --> 01:20:08.610

Nira Elgueta: And then, they are also paid when, once they've completed their events. I'm usually the one who supports them,

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01:20:09.720 --> 01:20:14.970

Nira Elgueta: work with them closely, we meet once a month as a group, and they... we produce a lot of.

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01:20:18.000 --> 01:20:19.800

Nira Elgueta: partnership among peer champions.

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01:20:20.820 --> 01:20:23.940

Nira Elgueta: Think about that they come from all over different areas in Ontario,

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01:20:24.420 --> 01:20:34.800

Nira Elgueta: for the NFF campaigns, so they work in clusters, because of the geographical location where they're working. They find some commonality and they work together, they support each other.

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01:20:35.400 --> 01:20:51.870

Nira Elgueta: In terms of evaluations, we evaluate after the training. Peer champions evaluate their own events, participants of events evaluate the event about learning outcomes and satisfaction surveys, and then

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01:20:54.330 --> 01:20:58.140

Nira Elgueta: peer champions produce a self-evaluation.

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01:20:59.220 --> 01:21:06.750

Nira Elgueta: The response of self evaluation tool at the end of the cohort, at the end of the year and usually they stay, they stay, we asked around

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01:21:07.260 --> 01:21:18.840

Nira Elgueta: three years and what happens sometimes that good champions, they move on, they finish school, that if they're settlement workers they continue with their work.

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01:21:20.520 --> 01:21:23.850

Nira Elgueta: But in general they stay connected with the campaign somehow.

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01:21:25.050 --> 01:21:42.330

Nira Elgueta: People remain part of the campaign for a long time, so if this would save a lot of their time they might support mentoring and a peer champion which part of the same community, but they will network and connect those champions with community members and key stakeholders in that community.

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01:21:46.830 --> 01:21:48.000

Emily Mooney: Okay, thank you very much.

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01:21:49.920 --> 01:21:50.910

Emily Mooney: Quite informative.

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01:21:52.410 --> 01:21:57.660

Emily Mooney: There are a couple of questions that have come in that are somewhat related to each other.

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01:21:59.520 --> 01:22:16.890

Emily Mooney: So the first one is, what would be your advice for researchers coming from more traditional research spaces and institutions who have never done community engagement work with an equity lens but want to start?

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01:22:17.730 --> 01:22:24.330

Emily Mooney: That's the first of the two questions. The second one is specifically for Rupaleem and Chime..

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01:22:25.410 --> 01:22:46.050

Emily Mooney: As academics, how do you think that community organizations and service providers can build and improve their relationships with academic institutions to get involved in more research opportunities? So these are asking kind of the same question but from different ends of it.

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01:22:47.610 --> 01:23:01.950

Emily Mooney: How do academics do more equity work with communities and how do communities establish relationships with academic—establish and improve relationships with academic institutions. Rupaleem?

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01:23:03.210 --> 01:23:13.650

Rupaleem Bhuyan: I can, I can start. So I started this journey as a community-based researcher, and it was kind of an identity shift when I became a university-based person, it took me a few years

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01:23:14.220 --> 01:23:21.510

Rupaleem Bhuyan: before I had to stop calling myself a community-based... though someone was like “but you're not community-based anymore,” so it was an identity change for me.

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01:23:22.440 --> 01:23:31.320

Rupaleem Bhuyan: I think a few things... and I think we have incredible resources out there, so folks who are new to this, luckily there's a lot written down so you can read.

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01:23:31.740 --> 01:23:39.210

Rupaleem Bhuyan: I'm happy to share resources. Access Alliance has an incredible resource on community-based research. They kind of do a how-to model.

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01:23:39.810 --> 01:23:48.120

Rupaleem Bhuyan: It's not only for immigrant settlement organizations. They're a community health centre as well, so I think you can find many models out there, if this is something new to you.

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01:23:48.930 --> 01:23:58.740

Rupaleem Bhuyan: If you are coming from a so-called... if your training is in more conventional research I think it's important to first deeply acknowledge like what.

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01:23:59.100 --> 01:24:10.620

Rupaleem Bhuyan: What were you trained in, what were the assumptions, what kind of values, whose ideas informed what you understand to be good research? And like do that kind of accountability check first, because you can't necessarily

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01:24:11.100 --> 01:24:24.510

Rupaleem Bhuyan: download all of that. It's going to influence what you do moving forward and then it's a long term commitment so building relationships with people if you're coming from a university sector or more of a conventional research sector,

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01:24:25.590 --> 01:24:32.520

Rupaleem Bhuyan: finding out who's doing work in the area that aligns with what you're hoping to, spending time building those relationships.

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01:24:32.850 --> 01:24:37.860

Rupaleem Bhuyan: Seeing if you have mutual interest and what you can offer, what other people are looking for.

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01:24:38.280 --> 01:24:45.180

Rupaleem Bhuyan: Those relationship building pieces can be a type of information gathering and it's also building your own critical consciousness.

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01:24:45.780 --> 01:24:54.840

Rupaleem Bhuyan: There may be people already with incredible resources, who know how to do the work you want to do and creating partnerships can be a way to make that implement fa--.

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01:24:55.350 --> 01:25:06.300

Rupaleem Bhuyan: more, more feasible, the implementation more feasible. For those who are coming from community-based spaces, it's really hard, because you might be seen as a resource, and a lot of research,

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01:25:07.500 --> 01:25:19.110

Rupaleem Bhuyan: because it's project funding also, just like service provider, service provision or service programs, it can lead to a short-term "Let's focus on this, let's gather data,

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01:25:19.470 --> 01:25:29.280

Rupaleem Bhuyan: analyze it, and then leave." That kind of extractive approach can be very harmful and also the power dynamics on who's benefiting from it may not be worked out.

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01:25:29.640 --> 01:25:38.550



Rupaleem Bhuyan: So as a community, to the extent it's possible if you're a service provider organization or grassroots group, find out your values and your terms.

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01:25:39.240 --> 01:25:48.180

Rupaleem Bhuyan: If researchers approach you or even... let researchers know this is what you would like to work on, but also how you would like to work with them.

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01:25:48.930 --> 01:25:55.230

Rupaleem Bhuyan: Because I think that there, unfortunately, and I've probably been involved in this too, like learning how to do good research of itself

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01:25:55.620 --> 01:26:07.740

Rupaleem Bhuyan: takes a lot of capacity building, so folks can dedicate time and resources to build capacity on both sides, people who have research experience, but may not have the community experience, the community knowledge and vice versa.

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01:26:08.100 --> 01:26:16.740

Rupaleem Bhuyan: And that collaboration can often lead to long-term, fruitful hopefully endeavors, so I think it's a long-term relationship.

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01:26:17.400 --> 01:26:27.450

Rupaleem Bhuyan: Acknowledging where you're starting from in terms of your values and supports, and seeing how you can build these relationships with each other and I'm curious what my colleagues on the panel are thinking as well.

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01:26:33.840 --> 01:26:38.340

Tenzin Chime: I'd like to add a perspective from the community-based organizations.

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01:26:40.260 --> 01:26:42.690

Tenzin Chime: I think one of the central principles with which,

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01:26:44.370 --> 01:26:53.250

Tenzin Chime: as academics, as researchers, we should approach community-based research is to really, so firstly acknowledge that

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01:26:54.000 --> 01:27:02.280

Tenzin Chime: communities and community organizing, community organizations and leaders, they have had the real experience

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01:27:02.700 --> 01:27:14.160

Tenzin Chime: of the issue, whatever issue that's being studied, and we really have to sort of give that, acknowledge their knowledge, because, as discussed earlier,

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01:27:15.030 --> 01:27:35.910

Tenzin Chime: we have amazing community organizations and leaders, creating incredible work, documenting, creating reports, but they're not being taken seriously, because until and unless their work is sort of affiliated with some sort of, with the university or some research

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01:27:37.350 --> 01:27:39.840

Tenzin Chime: sector, their work is not being considered

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01:27:41.820 --> 01:27:48.090

Tenzin Chime: serious enough or good enough, right? So I think that power dynamics, we have to sort of really

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01:27:49.620 --> 01:28:04.410

Tenzin Chime: understand, and then the principle that they have the experience of problem, and they have the solution, I think that's one approach. In terms of my own personal experience working on this research project

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01:28:05.520 --> 01:28:07.590

Tenzin Chime: with the Tibetan community specifically

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01:28:08.790 --> 01:28:30.090

Tenzin Chime: I think it's really important to have that trust, right? Because I'm speaking for the Tibetan community itself, like we are a heavily researched community, but a lot of time, the work that's produced, it never comes to us like it's lost somewhere in the academic world and we...

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01:28:31.320 --> 01:28:36.480

Tenzin Chime: as communities that knowledge is not accessible so

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01:28:37.710 --> 01:28:38.280

Tenzin Chime: I think

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01:28:39.600 --> 01:28:48.630

Tenzin Chime: trying to think of how we can make the work that we do and through our research, how do we make that meaningful to the communities? While

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01:28:49.980 --> 01:28:54.960

Tenzin Chime: sort of estimating the long-term impact of work might be

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01:28:56.100 --> 01:29:06.750

Tenzin Chime: a challenge, but one first thing, at least bare minimum, is make that work accessible to the communities, right? So I think I'd like to add those two points.

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01:29:09.240 --> 01:29:10.860

Emily Mooney: Thank you so much. I'm afraid

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01:29:11.190 --> 01:29:26.160

Emily Mooney: we are running out of time, but that is a wonderful place to end up talking about how the research has to get back out into the communities, and the communities bring absolutely invaluable perspectives

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01:29:26.640 --> 01:29:37.800

Emily Mooney: that really need to be acknowledged, that need to find their way into policy and into the ways that services and programs are provided

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01:29:38.250 --> 01:29:52.320

Emily Mooney: to help newcomers settle and integrate into Canadian society, and also to make sure that Canadian society is welcoming and flexible enough to integrate them as well.

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01:29:53.490 --> 01:30:02.730

Emily Mooney: Thank you so much to Fatima, Nira, Rupaleem, and Chime, and thank you also to everyone here, who has attended virtually.

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01:30:04.140 --> 01:30:17.190

Emily Mooney: We really appreciate your interest in the program. Our next community knowledge panel is on Wednesday, March 16, one month from today, and we will discuss COVID-19 misinformation in newcomer communities.

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01:30:17.700 --> 01:30:24.810

Emily Mooney: More information will be available on our website next week and the link will be shared in the chat. We hope to see you there.

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01:30:25.530 --> 01:30:39.780

Emily Mooney: As soon as we finish here, you will see a short survey appear on your screen in your browser. We would very much appreciate your feedback for today's event. And this concludes the first of the

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01:30:41.100 --> 01:30:51.390

Emily Mooney: panel discussions through the Community Knowledge Program. Again, thank you very much for a fascinating discussion and it's been an honor to share time and

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01:30:52.620 --> 01:30:56.040

Emily Mooney: all of this with you today, thank you very much, everyone.