PROMOTING WELCOMING COMMUNITIES:
A TOOLKIT FOR COMMUNITIES AND THOSE WHO SUPPORT THEM

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This toolkit – Toolkit II: Promoting Welcoming Communities – is designed to be used in conjunction with Toolkit I: Measuring Welcoming Communities. Toolkit I presents 19 characteristics of a welcoming community based on a thorough review of the current state of knowledge. It also provides indicators for measuring each characteristic and offers possible comparisons that can be made when using these indicators. Using Toolkit I, users can identify gaps in how welcoming their community is and possible opportunities for improvement.

The current toolkit helps to fill the gaps and seize opportunities for improvement by featuring a variety of practices that can be used to address and improve each of the 19 key characteristics of a welcoming community. The goal is to mobilize ideas and information related to each characteristic of a welcoming community for those who are looking to improve their practices or are planning to develop new practices in these areas. Some of the presented practices also appear in the P2P Promising Practices Library of videos and briefs highlighting promising practices in a variety of relevant domains, whereas others are unique to the current toolkit. While the focus is on Canadian practices, we include some international practices where particularly relevant.

We provide a tool for each characteristic. Each tool contains an overview of the characteristic and details of relevant practices that can support it. For example, for the characteristic *Access to Affordable, Adequate, and Suitable Housing*, we feature practices under the subheadings of Emergency and transitional / short-term housing, Home sharing, Housing information and stability supports, and Resources and training for individuals and institutions working with immigrants. Practices that are relevant to more than one subheading for a characteristic are repeated for each subheading.

For each practice, we provide the following details:
- Name of practice, and name and type of lead organization(s)
- Links to relevant websites, key documents, and media describing each practice
- Description of the practice, including: a) overview and goals, and b) key features
- Tags to identify: (i) the target recipients or audience, (ii) location in which the practice is currently established, and (iii) size(s) of communities in which the practice is currently implemented

Lead organization information is provided to credit those who have developed these practices and to offer a point of contact from whom to obtain further information. Note that in addition to the lead organization, practices may also involve partner organizations, which can typically be found on the practice website (using the links provided in the tool).

Including the type of lead organization was recommended during a workshop at the Pathways to Prosperity 2023 National Conference and we thank Leen Al-Habash (Guelph-Wellington Local Immigration Partnership) for this suggestion. The types of lead organizations include, for example, service provider organizations (SPOs; whose mandate is to provide settlement services to eligible immigrants) and other non-profits (who do not have this specific mandate); Local Immigration Partnerships and Réseaux en immigration francophone; settlement umbrellas; and government departments. This information may help in determining the conditions under which the practice has been developed and the possible feasibility of replicating it within one's own organization.

The links provided for the practices connect interested users with further information about them. The succinct descriptions we provide offer a general overview of each practice and its goals, as well as some key features to capture what makes it potentially unique and effective. In this way, users can determine whether each practice may be of interest for replicating, whether in full or considering some key features to add to one's own practices, and then explore the practice further using the links provided.

The tags are designed to provide key information about each practice. The first tag – **Target recipient or audience** (orange text) – is the group for whom the practice is designed and/or who is eligible to participate in the program. For example, transportation supports specifically for refugee women would be provided with this tag (i.e., 'Refugee women'). Practices designed to increase knowledge of Indigenous Peoples in Canada among settlement service providers would have the tag 'Service providers,' whereas practices used to increase this knowledge among immigrants would have the tag 'Immigrants.' At times, multiple target populations are listed. It is important to note that when the tag 'Immigrants' is used, this includes all classes of immigrants, including refugees. When a program is specifically for refugees, however, the tag 'Refugees' is used.

The second tag – **Location** (green text) – indicates the communit(ies), province/territory, and country in which the practice is currently established. Some practices were developed for a specific community or several communities, whereas others have a broader scope and were developed at the regional or national level.

The final tag – **Size(s) of community in which the practice is currently implemented** (blue text) – indicates the context in which a practice is being implemented. For our purposes, a small community is defined as a community with a population under 100,000. A mid-sized community is defined as a community with a population between 100,000 and 1,000,000. A large community is defined as a community with a population over 1,000,000. Community size information can be a relevant factor when considering the feasibility and applicability of a specific practice in one's own community.

This toolkit and the specific details it includes are designed to facilitate the sharing of information and ideas to promote more welcoming communities. Exchanging and disseminating information in this way creates efficiencies for those supporting newcomers. Users can learn from each other's experiences and successes, building on both individual and collective knowledge and experience. This approach promotes innovation and collaboration. On a national level, sharing strategies to actualize the key characteristics of a welcoming community allows us to work together to achieve our common goal: welcoming newcomers to Canada and supporting their settlement and integration in their new communities.

We see this toolkit as a living document and plan to update it on a regular basis. Thus, we welcome suggestions for additional practices relevant to each characteristic. Please send this information – including name of practice, characteristic to which it is relevant, and links to further information – to admin@p2pcanada.ca with the subject line: "Promoting Welcoming Communities." By working together, we hope all interested parties can contribute to and benefit from this toolkit, promoting more welcoming communities across the country.