



# Welcoming Communities Coalition

Campbell River Comox Valley

## Membership Terms of Reference



Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

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## Background

In February 2008, Citizenship and Immigration Canada (CIC) announced a call for proposals in Ontario to strengthen the role of local and regional communities in serving, including, and welcoming all individuals, including immigrants, through the creation of local partnership initiatives. When these partnerships proved successful in Ontario, CIC expanded the program to Nova Scotia, New Brunswick, Newfoundland and Labrador, Saskatchewan, and Alberta.

In 2014, the Immigrant Welcome Centre successfully responded to CIC's first British Columbia call for proposals to create Local Immigration Partnerships (LIPs), and initiated the creation of the Welcoming Communities Coalition of North Vancouver Island (the Coalition) which operates in the communities of the Comox Valley and greater Campbell River area. The Immigrant Welcome Centre has received and continues to receive funding to help support the Coalition.

## Overview

The Welcoming Communities Coalition has been well received in our North Vancouver Island communities thus far. The Coalition exists to develop and maintain a broad-based membership which will work together on projects that relate to their respective mandates and areas of expertise or personal experience.

Coalition members will identify the communities' needs and gaps that can be addressed through collective planning and action. The results of these projects are intended to benefit a wide range of people in Coalition communities, including newcomers to Canada. Further research needed into needs and gaps may be done through focus groups, member forums and dialogues, or data collection in the form of surveys or other means deemed appropriate. Members of the Coalition will provide executive leadership, expertise from practical experience, sector-specific knowledge and overall direction.

Once all the necessary information has been gathered, the membership will identify the top needs and gaps to address in a sequential manner, and Planning Groups will be formed to create viable solutions that include detailed action plans. The action plans, detailing "who, what, when, where, and how" may be carried out by separate groups called Action Teams. Once a need has been addressed by an Action Team, the membership will identify the next priority to focus on.

## Purpose

The Welcoming Communities Coalition's primary purpose is to bring together local businesses, health and social service providers, institutions, and individuals to enhance current services and to build welcoming and inclusive communities in North Vancouver Island. The Coalition recognizes that there are intersections of diversity, and a plan to create welcoming and inclusive communities could and should be leveraged to improve the engagement of everyone, including people living with a disability, youth, seniors, women, the LGBTQ community, newcomers, and all marginalized populations.

## Aims & Objectives

- Develop a broad-based, diverse membership across sectors for planning and setting Coalition priorities. Assess needs of Coalition communities in a coordinated manner and increase overall awareness of priorities requiring action.
- Better coordinate services at the community level and improve accessibility to mainstream institutions and services to improve client outcomes.
- Increase community awareness of services and thereby enhance service uptake.
- Improve community attitudes towards, and receptivity of, all people in Coalition communities.
- Secure and leverage funding as needed for identified Coalition projects.

## Scope

<b>Who</b>	<ul style="list-style-type: none"> <li>• Businesses, organizations, and individuals interested in projects that would benefit a wide range of people in Coalition communities including, but not limited to newcomers.</li> </ul>
<b>What</b>	<ul style="list-style-type: none"> <li>• Working together to identify and address local needs and gaps relevant to Coalition objectives.</li> </ul>
<b>Why</b>	<ul style="list-style-type: none"> <li>• To create welcoming and inclusive communities in North Vancouver Island, where all individuals can thrive.</li> </ul>
<b>Where</b>	<ul style="list-style-type: none"> <li>• The Comox Valley and the greater Campbell River area.</li> </ul>
<b>How</b>	<ul style="list-style-type: none"> <li>• Developing a broad-based membership to identify gaps/needs, forming planning groups to evaluate gaps/needs and to create action plans to address them, and then forming action teams to carry out these plans.</li> <li>• The Immigrant Welcome Centre's coordinator will be responsible for the administration and operations of the Coalition, providing assistance to all aspects of the Coalition.</li> <li>• Eventually, a Strategic Planning Council may be formed to review the findings of the Coalition's work and create a regional strategic plan.</li> </ul>
<b>When</b>	<ul style="list-style-type: none"> <li>• This is an ongoing program to addressing community gaps/needs identified by Coalition members, one project at a time per region, or paced as feasible for successful outcomes.</li> </ul>

## Out of Scope

Partisan members and/or topics, lobbying, projects that benefit one individual, projects with impacts that are not sustainable.

## Membership

Membership will be representative of the Coalition communities and will be open to any non-partisan business, organization, or individual interested in projects that would create more welcoming and inclusive communities. Coalition members come together with the recognition that a large-scale social change is the result of better cross-sector coordination rather than isolated interventions by individual organizations. Coalition members actively seek to collaborate, innovate, and create systematic change in order to solve complex and multi-faceted social issues. This includes members continuing to pursue best practices in their respective policies, procedures, and activities that can contribute to creating welcoming and inclusive communities.

### Annual Membership

Membership runs from April 1 to March 31 of each year to coincide with IRCC's fiscal year. Membership is free and is renewed automatically on April 1 until the member resigns or their membership is terminated. If funding is no longer available to coordinate the Coalition and other solutions are not found, all memberships will be cancelled.

### Participation

Members are not required to join any groups, teams, councils, or committees, nor are they required to attend any gatherings in order to qualify for membership. However, meeting attendance is expected when a member chooses to join a group, team, council, or committee. Members are required to respond to the majority of communications that ask for a response or input.

### Resignation

Resignations may be given to the Coalition Coordinator. Resigning members will be given the opportunity to assist the Coalition in self-evaluation either by consenting to an exit interview with the Coalition Coordinator and/or by providing written comments to the Coordinator.

A member who is totally inactive for the entire membership year, failing to respond to any of the Coalition's communications, including requests for information, and has not participated in any Coalition activities, may be considered as having resigned.

### Termination

Coalition membership is granted to each member at the discretion of the Immigrant Welcome Centre Strategic Planning Council. They reserve the right to terminate membership at any time for a violation of the Coalition Values and/or Code of Ethics.

### Member List

A list of members is available to Coalition members upon request to the Coalition Coordinator.

# Procedures and Processes

## Meetings

The Coalition may choose to hold various forums, meetings, dialogues, charrettes, and other gatherings. Details on these gatherings, including how decisions will be made, can be found in the applicable terms of reference that are available to members by request to the Coalition Coordinator.

## Reporting

The Coalition Coordinator will write a summary for the membership within 45 days of the completion of their duties. A summary of a large group gathering, such as a members' forum will be written by the Coalition Coordinator within 90 days of its completion. All summaries will be circulated to the Coalition membership by the Coordinator.

Reports required by funding contracts will be completed and submitted by the funding contract holder in compliance with the funders' contract stipulations. For example, IRCC reporting will be completed by the Immigrant Welcome Centre. Members will assist in providing information that is required for reporting to funders by answering online questionnaires, or through similar methods, about their contributions to the Coalition and other relevant information.

## Sharing Information and Resources

All resources and information arising from Coalition work will be made available to the members.

# Roles and Responsibilities

<b>Members</b>	<ul style="list-style-type: none"><li>• Identify and report local emerging issues in their own areas of expertise, to the Coalition Coordinator, including responding to exploratory inquiries by the Coalition Coordinator about our communities' gaps/needs.</li><li>• Voluntarily participate in Coalition activities, such as forums, planning groups, action teams, etc., when the activities are relevant to their mandate, field of expertise and/or interests.</li><li>• Demonstrate the desire to be inclusive of all people in Coalition communities. [Note: The Coalition recognizes that some spaces need to be reserved for a unique client-base to provide appropriate services and to ensure safety, both real and perceived]</li><li>• When appropriate, work together to create welcoming communities.</li></ul>
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<b>Coalition Coordinator</b>	<ul style="list-style-type: none"> <li>• Recruits Coalition members from the Coalition communities.</li> <li>• Assists the Coalition by coordinating activities and providing administrative support.</li> <li>• Responsible for communications with IRCC regarding funding contracts and deliverables, including reporting requirements.</li> <li>• The Coalition Coordinator is employed by the Immigrant Welcome Centre; therefore, they reserve the right to restrict the coordinator’s involvement when they believe that topics will have no possible benefits for newcomers to Canada.</li> <li>• <b>Note:</b> It is the Immigrant Welcome Centre’s belief that newcomers are individuals, each with unique needs that would cross all sectors of our community.</li> </ul>
<b>Facilitator</b>	<ul style="list-style-type: none"> <li>• A person responsible for leading or coordinating the work of a group, as one who leads a group discussion</li> <li>• Responsible for the group’s or activity’s adherence to all applicable Terms of Reference</li> </ul>
<b>Steering Committee (Planning Advisory) Groups &amp;</b>	<ul style="list-style-type: none"> <li>• Groups that develop action plans and solutions to address issues identified by the Coalition membership as relevant to members’ interests and/or expertise.</li> <li>• Ideally, participants of a Planning Group would be members of the Coalition with the ability to make decisions regarding the entity they represent. Businesses and organizations retain the right to send anyone they choose to represent them.</li> </ul>
<b>Action Teams</b>	<ul style="list-style-type: none"> <li>• Temporary teams that execute solutions and action plans established by Planning Groups.</li> <li>• Ideally, participants of an Action Team would be individuals suggested by the Planning Team with the abilities and resources to carry out an action plan designed by the Planning Group.</li> </ul>
<b>Strategic Planning Council</b>	<ul style="list-style-type: none"> <li>• Establishes long-term overarching, regional goals that can be recommended to and carried out by the Coalition communities, using information from Coalition members, Planning Groups, and Action Teams.</li> <li>• Council will meet a minimum of twice per year</li> <li>• Members of the Coalition may volunteer to become Strategic Planning Council participants.</li> </ul>
<b>Spokesperson</b>	<ul style="list-style-type: none"> <li>• The Immigrant Welcome Centre will generally be the spokesperson for the Coalition.</li> <li>• If an alternative spokesperson is requested or required, that spokesperson can be formally identified by the Immigrant Welcome Centre</li> </ul>

# Guiding Values and Ethics

## Values

- All people have a right to be treated, and feel that they are treated with respect, dignity, and fairness.
- All people have a right to be safe, and feel safe in their communities, neighbourhoods, and workplaces.
- All people have a right to be included in all aspects of their community, and to not be discriminated against for reasons of economic or social status, age, abilities, race, national or ethnic origin, culture, religion, political belief, gender, sex, sexual orientation, or marital status.

## Code of Ethics

Members of the Coalition will:

- Endeavour to represent the interests of all people served by the Coalition.
- Approach all Coalition issues with an open mind, prepared to make the best decisions for both everyone affected and the relevant communities as a whole.
- Focus efforts on the aims and objectives of the Coalition and not on personal goals.
- Maintain confidentiality of information that is confidential.
- Not use the Coalition or participation as a member for personal advantage, or for the advantage of specific friends or supporters, or for the advantage of specific organizations associated with the member.
- Not do anything to violate the trust of the Coalition communities or other Coalition members.
- Never represent or exercise authority as a Coalition member except when delegated to do so by the Coalition.
- In situations where there is a conflicting interest, immediately identify the conflict to the Coalition and refrain from participating in any related discussions or decisions.



## Conflicts of Interest

A Coalition member will be considered to have a conflict of interest when the member's involvement in Coalition planning activities, decision making, and/or other Coalition work could result in the member having an unfair advantage, or could be perceived by another party as the member having an unfair advantage. This includes involvement that would benefit:

- The member's personal, financial, or business interests; or
- The personal, financial, or business interests of the member's relatives or close friends or business associates.

It is the responsibility of the Coalition member to disclose any conflict of interest, including situations that may be perceived as a conflict, to the group/activity facilitator and, unless otherwise decided by the group as outlined below, refrain from participating in related discussions or decisions. The member's declaration of a conflict of interest is to be recorded in the minutes of the relevant meeting/activity.

Having stated this, the entire purpose of the Coalition is to bring together a broad-based membership, to identify and resolve community needs and gaps that should or could benefit some or all of the stakeholders. The Coalition welcomes all input, discussion and knowledge offered by its members. Therefore, all Coalition groups will have the ability to review a disclosed conflict of interest and determine how to proceed in the best interest of the Coalition's goals and the specific situation in question.

## Revisions

The Coalition Membership Terms of Reference will be considered a "living document", and will be reviewed annually by the Coalition Coordinator, when needed, with input from the membership. Following the review, the Coalition Coordinator will make changes to the Terms as necessary. All Coalition members will be provided with a copy of the revised Terms of Reference and notified if there are changes proposed or made.

Questions or comments about the Terms of Reference or its application can be discussed with the Coalition Coordinator.

## Contact Information

Immigrant Welcome Centre

Campbell River..... 1 (250)830-0171

Courtenay/Comox Valley..... 1 (250)338-6359

[Julie.keumbehjian@ImmigrantWelcome.ca](mailto:Julie.keumbehjian@ImmigrantWelcome.ca)

## Appendix 1 – Glossary

**Action Plan** – A document that lists what steps will be taken, and who will take them, in order to achieve a specific goal; also specifies required resources and timeline(s).

**Annual Report for IRCC** – An annual report, due at the end of April, to be completed by the Immigrant Welcome Centre. The Coalition Coordinator will request information from the members who have participated and/or contributed funds or in-kind donations to any Coalition projects during the reporting fiscal year.

**Best Practices** – Best practices are procedures and approaches which are accepted as being most correct and most effective. Best practices evolve and improve in response to practical experience and/or changes in a rapidly changing world.

**Call for Proposals (CFP)** – The primary means through which grants are applied for and awarded from Citizenship and Immigration Canada and other funding bodies.

**Citizenship and Immigration Canada (CIC)** – Former name for the federal government department that facilitates the arrival of immigrants, provides protection to refugees, and offers programming to help newcomers settle in Canada. CIC also grants citizenship, issues travel documents (such as passports) to Canadians, and promotes multiculturalism. Now called IRCC – Immigrant Refugee, Citizenship Canada

**Coalition** – An alliance or union between individuals, groups or parties, especially for some temporary and specific reason, during which they cooperate in joint action, each in their own self-interest, joining forces together for a common cause. This alliance may be temporary or a matter of convenience.

**Coalition, the** – Refers to the Welcoming Communities Coalition of North Vancouver Island.

**Community Partners** – Local businesses, organizations and individuals who are working collaboratively together.

**Deliverable(s)** – Deliverables are products (e.g. reports, publications, classes) that funding recipients commit to complete during the course of a project. The Immigrant Welcome Centres' contract with the IRCC would set out various deliverables that they, as a funding recipient, are expected to achieve and report on during the course of the project.

**Direct services** – Projects or services which involve a direct intervention (generally in-person or face-to-face) with an eligible client.

**Diversity** – The variety of characteristics that distinguish people as individuals, which includes a wide range of abilities, experience, knowledge, and strengths due to differences in age, background, socioeconomic status, culture, ethnicity, family, physical abilities, political beliefs, religious beliefs, language, place of origin, gender, sex, sexual orientation, as well as other characteristics that differ among people and groups within society.

**Diversity Terminology** – Please see a separate glossary provided for additional diversity terminology.

**Facilitation** – A process where one or more designated persons are in a neutral role to help meetings and workshops be designed and run successfully.

**Immigrant, Refugee Citizenship Canada (IRCC)** – name for the federal government department that facilitates the arrival of immigrants, provides protection to refugees, and offers programming to help newcomers settle in Canada. IRCC also grants citizenship, issues travel documents (such as passports) to Canadians, and promotes multiculturalism. Formerly known as CIC – Citizenship and Immigration Canada

**Immigrant Welcome Centre** – The Immigrant Welcome Centre is the operating name for a non-profit organization with the mission to assist local communities in North Vancouver Island with attracting and retaining newcomers by providing education and professional services to members of those communities while offering advocacy for vulnerable populations and settlement services, thereby fostering welcoming and inclusive communities.

**Inclusion** – When all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and are able to achieve their full potential.

**Inclusive** – Welcoming, inviting, and respecting everyone's diversity. This exists when disadvantaged communities and minority group members share power and decision-making in projects, programs and institutions such as schools and workplaces.

**In-kind contributions** – Resources other than money (e.g., contribution of space, equipment, staff time) provided without reimbursement for the development and/or implementation of a project/activity.

**Leverage** – Use a resource or situation to maximum advantage.

**Marginalize** – Treat as insignificant or peripheral.

**Narrative Report** – An appraisal report presented in descriptive paragraphs

**Narrative Reports for IRCC** – Five narrative reports to be completed by the Coalition Coordinator annually and due in the first week of June, September, December, March and April. The reports are to include minutes from all Coalition meetings, who is represented, needs and gaps identified, outcomes (intended or otherwise), any related obstacles or opportunities, and media coverage of Coalition activities.

**Needs/Gaps** – Something missing or weak within a community, organization or other, which if addressed, would assist the overall community to be more welcoming and inclusive, and create a place where all individuals thrive. This is a motivating reason to act in order to achieve specific outcomes.

**Nonpartisan** – Not based on, influenced by, affiliated with, or supporting the interests or policies of a political party.

**North Vancouver Island** – For the purpose of the Coalition’s activities and these Terms of Reference, North Vancouver Island refers to the geographic areas of the Comox Valley and the greater Campbell River areas.

**Outcome(s)** – The term “outcome” refers to a significant consequence attributable in some fashion to a project or initiative. The outcomes are the effects of the project’s or initiative’s outputs on stakeholders such as raised awareness and understanding of issues, increased abilities and skills, better economic conditions, etc. Outcomes can be short, medium or long term.

**Outputs** – Refers to direct products or services produced by the activities of a project or initiative, and delivered to a target group or population. These typically provide evidence that the activities have occurred. The work done usually produces something tangible such as clients served, jobs created, conferences held, books published, etc. which are the outputs of the project or initiative used to achieve outcomes.

**Project** – An individual or collaborative activity that is planned and designed to achieve one or more particular goals.

**Quorum** – The minimum number of members who must be present at a meeting for the meeting to be valid.

**Scope** – The boundaries of a project or activity.

**Settlement Practitioner** – Anyone whose primary function is to provide direct client settlement services. This is also known as settlement "worker" or "counsellor".

**Settlement Services** – Specialized services to facilitate the full and equitable participation of all newcomers in Canadian society.

**Stakeholders** – A person, group, organization, community or society-at-large with an interest or concern in the development of projects, initiatives and actions undertaken by the Coalition

**Strategy** – A method or plan chosen to bring about a desired future, such as achievement of a goal or solution to a problem.

**Viable** – Capable of working successfully.