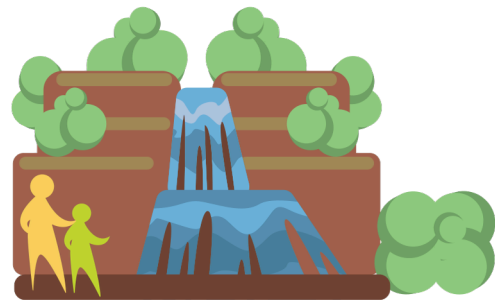




Welcome Outcomes

Newcomers feel welcomed and connected to services they need.

Service providers and other community members have greater skills and capacity to meet newcomer needs.



COMMUNITY PLAN 2025-2028

Hamilton is a **WELCOMING** community where newcomers have a positive **SETTLEMENT** experience and feel a sense of **BELONGING**.

Settle Outcomes

Newcomers have greater access to appropriate services.

Employers are more equipped to hire and retain newcomers.

Service providers offer more appropriate, accessible services.

Belong Outcomes

Newcomers feel celebrated, included, and safe.

Other community members work actively to counter hate and discrimination, valuing newcomer leadership and contributions.

WELCOME

SETTLE

BELONG

Information Access & Coordination

Conduct research on immigrant experiences.

Identify gaps and improve access to settlement services for newcomers across permanent and non-permanent resident status.

A Welcoming Culture

Advocate for and promote a welcoming culture.

Responding to the Unexpected

Ensure accessible, trauma-informed legal services and tailored public legal education sessions.

Convene relevant partners to discuss emerging challenges and identify next steps, while coordinating supports and resources in times of crisis.

Employment

Promote the benefits of immigration and support employer hiring and retention of newcomers.

Share research and resources on newcomer employment, IDEA (inclusion, diversity, equity, accessibility) practices, and workplace rights.

Language & Education

Strengthen partnerships with schools, language providers, and post-secondary institutions.

Healthcare

Deliver culturally safe and trauma-informed health care.

Housing & Affordability

Advocate about newcomer housing and shelter needs and provide up-to-date resources.

Anti-discrimination

Advocate on issues and raise awareness of discrimination and hate that newcomers face.

Coordinate and host inclusion campaigns, events, and relationship building among newcomers, across cultural differences, and with the host population.

Public spaces

Incorporate a newcomer lens into the creation and renovation of city assets and advocate for more events/spaces to connect newcomers and enhance their civic participation.

Inclusion

Engage the broader community in implementing the activities of this plan.

Inclusion Principles

1. Working collectively to realize the impact that we envision
2. Centring newcomer lived experience, especially equity-deserving groups
3. Leveraging newcomer leadership

4. Working from an anti-racism and anti-oppression lens, promoting education and recognition of the Charter of Rights and Freedoms as it relates to Indigenous and Francophone communities

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