

MEMORANDUM OF UNDERSTANDING (the "MOU")

Concerning Settlement and Integration

Between

CANADA, as represented by the Minister of Immigration, Refugees and Citizenship (Canada)

And

MANITOBA, as represented by the Minister of Education and Training (Manitoba)

Each referred to individually as a "Participant" and
collectively referred to as the "Participants".

1. Preamble

WHEREAS:

- A. Canada and Manitoba share a commitment to support the successful economic and social integration of newcomers.
- B. The goal of this MOU is to set out a framework for working collaboratively for the planning, development and delivery of settlement and integration programs and services to meet the diverse needs of newcomers across Manitoba.
- C. Canada and Manitoba recognize the integral role that local governments and settlement and integration agencies have in the success of this work.
- D. Canada and Manitoba share a commitment to consulting and working with the funded service providers or stakeholders who work with clients to ensure the services meet their needs.

THEREFORE, Canada and Manitoba agree to the following:

2. Definitions

2.1 For the purposes of this MOU:

- a. Words used in this MOU that are defined in the *Immigration and Refugee Protection Act* (IRPA) or the *Immigration and Refugee Protection Regulations* (IRPR), have the same meaning as in that legislation, as amended from time to time;
- b. For Canada: "immigrants" means permanent residents, protected persons and Convention refugees, as defined in the IRPA;

- c. For Manitoba: newcomers means immigrants as defined in the IRPA and potential permanent residents including international students, temporary foreign workers and refugee claimants, eligible to benefit from services funded by the province;
- d. For Canada: "Settlement" means federally-funded activities that are specifically designed to facilitate swift economic and social integration of newcomers to Canada. For example, these services could include orientation, adult language training, settlement counselling, qualifications recognition activities, labour market preparation, temporary or one-time interventions to facilitate adaptation of mainstream public services to meet the needs of newcomers, and activities that help to develop a more informed and welcoming environment for newcomers to Canada. They do not include services to the general public that normally fall within the mandate of provincial governments, such as health and education services;
- e. For Manitoba: "Integration" means provincially-funded activities that facilitate economic and social integration of newcomers to Canada. These services could include orientation, language training, employment counselling, qualifications recognition activities, labour market preparation, temporary or one-time interventions to facilitate adaptation of mainstream public services to meet the needs of newcomers, and activities that help to develop a more informed and welcoming environment for newcomers to Canada. They may also include services to the general public that normally fall within the mandate of provincial governments, such as labour market, health and education services;
- f. "Specified humanitarian groups resettled from abroad" include persons selected by Canada abroad and identified as requiring government assistance, and persons who are admitted to Canada through initiatives such as the Joint Assistance Program or other initiatives where Canada and the private sector or non-governmental sponsoring groups share in resettlement assistance;
- g. The Canada-Manitoba Settlement and Integration Working Group that will serve as a forum to foster and enhance bilateral collaboration and partnership, establish joint priorities and operationalize activities related to the settlement and integration of newcomers under the terms and conditions of this MOU. The Working Group reports to the signing authorities of this MOU and is co-chaired by: The Integration Director, i) PNT Director, Immigration, Refugees and Citizenship Canada, and ii) the Director of Integration Services for Immigrants of Immigration and Economic Opportunities Division for Manitoba Education and Training. There will be Director-level representation from IRCC NHQ on the working group;
- h. Continuum of service refers to the sequence of integration supports provided to newcomers in a timely and client-centred manner to help them achieve their planned objectives for successful participation in the economic and social life of Canada based on a clearly defined and well-coordinated system of communication, referral, information-sharing and evaluation that avoids unnecessary overlap and duplication in service delivery.

3. Purpose

The purpose of this MOU is to further strengthen the established partnership between Canada and Manitoba and to establish a framework for working collaboratively for the planning, design and delivery of settlement and integration services for immigrants. The MOU defines the guiding principles, the respective roles and responsibilities of the Participants, and areas of collaboration relating to the settlement and integration of newcomers.

Guiding Principles

- **Respect:** Each Participant will respect the other's mandate, obligations and autonomy, as well as recognize the other's constraints and capacities. Mutual respect does not preclude the Participants from engaging in constructive dialogue where there are differences of perspective or opinion.
- **Reciprocity:** The diversity of each party is an asset where comparative advantages can be leveraged to complement each other's contributions. A commitment to timely and mutual communications and sharing of information, as well as leveraging of respective resources benefits both Participants, ensures better harmonization and alignment of efforts, and ultimately supports positive outcomes for newcomers.
- **Transparency:** Transparency is achieved through dialogue and reciprocity. Outcomes for newcomers are enhanced when information on investments, key activities and results is openly communicated and shared between Participants prior to public communication.
- **Outcome-Oriented:** Effective action should be evidence-based, supported by data and labour market information where available. This requires an outcome-oriented partnership based on jurisdictional capabilities and operational capacities.
- **Commitment and Responsibility:** Participants have an obligation to each other to accomplish their tasks responsibly, with integrity, timeliness, and in a relevant and appropriate way. They commit to activities based upon consideration of means, competencies, skills, and capacity to deliver on their commitments.
- **Expertise:** Many stakeholders, particularly in the settlement sector, bring expertise to the successful settlement and integration of newcomers. By coordinating efforts, the Participants can effectively and efficiently engage stakeholders to ensure better settlement and integration policies and programs.

4. Areas of Bilateral Partnership

Canada and Manitoba will work collaboratively to operationalize the areas of bilateral partnership outlined in this agreement. The Settlement and Integration Working Group, to be established under Section 6 of this MOU, will develop a Terms of Reference and annual work plans to operationalize the areas of bilateral partnership outlined in this MOU.

a) Priority-Setting and Planning

- Canada and Manitoba to share information on a timely basis on the needs, gaps, outcomes and objectives to support the effective coordination of federal and provincial settlement and integration programs to maximize investments, reduce duplication and address service gaps.
- Canada and Manitoba to ensure optimal outcomes and alignment between the FPT Vision Action Plan and the activities outlined in this MOU.
- Canada and Manitoba to articulate a shared vision for a continuum of service model to improve coordinated assessment and referral processes to language training, employment and social integration services.
- Canada and Manitoba to work together to pursue opportunities towards making settlement and integration services available throughout the province of Manitoba, including small, rural and northern communities.
- Canada and Manitoba, through the Canada-Manitoba Settlement and Integration Working Group, to engage on the establishment of refugee resettlement targets for Government Assisted Refugees (GARs), and to provide information in advance, to the extent possible, on arrivals, destinations and other essential information for all refugees in order to support program planning and service delivery.
- Canada and Manitoba will work together to provide timely information, to the extent possible, on arrivals, and other essential information, with respect to asylum seekers and other irregular arrivals in the province, in order to support service delivery.

b) Policy, Program Design and Delivery

- Canada and Manitoba to share information, results and best practices, with respect to settlement and integration, for the purpose of enhancing planning, policy development, improving service delivery and reducing duplication.
- Canada and Manitoba to develop a joint evaluation and performance measurement strategy, including sharing of data and performance information, and research findings, for the purpose of developing and implementing a Settlement and Integration Outcomes Framework that reflects both national settlement and integration priorities and Manitoba's strategic immigration priorities.
- Canada and Manitoba to collaborate in mapping settlement and integration services with information from Canada and Manitoba data sources to inform planning, program policy and design.
- Information sharing under this MOU is (will be) governed by a separate *Memorandum of Understanding Concerning Information Sharing between Canada and Manitoba (to be signed as part of Canada-Manitoba Immigration Agreement)*.
- Canada and Manitoba, will establish effective, regular and ongoing mechanisms to support co-planning of settlement and integration services in Manitoba.

- Canada and Manitoba to explore opportunities for the development and delivery of cost-sharing agreement frameworks for co-funded programs.

c) Program Funding and Delivery

- Canada and Manitoba to work collaboratively, to the extent possible, in the alignment and coordination of calls for proposals for settlement and integration funding in order to reduce duplication and support the coordination of service delivery.
- Canada and Manitoba to explore areas of collaboration on social finance, alternative funding such as “pay for performance” and social enterprise models, pilots, or projects, including leveraging private sector resources for settlement and integration-related services.
- Canada and Manitoba to collaborate and partner with service providers to strengthen a continuum of service model by:
 - Facilitate seamless service pathways for clients; and
 - Provide coordinated services and programs.

d) Stakeholder Engagement:

- Canada and Manitoba to engage key stakeholders and service providers with the goal to improve outcomes for newcomers, and ensure program and service alignment.
- Canada and Manitoba to develop effective and regular dialogue with the clients/recipients of settlement and integration services to ensure they meet the needs of newcomers.
- Canada and Manitoba to explore opportunities for the engagement of other provincial ministries and federal departments that have an impact on the settlement and integration of newcomers in Manitoba.
- Canada and Manitoba to work collaboratively with local governments to support the successful settlement and integration of newcomers in communities across Manitoba.
- Canada recognizes Manitoba’s lead role for engaging municipal governments and provincial departments with respect to areas covered by this MOU.
- Canada and Manitoba will explore opportunities to leverage the work of community partnership organizations to support mutual objectives with respect to the settlement and integration of newcomers.

e) Employment/Foreign Qualification Recognition

- Canada and Manitoba to work together to ensure that the delivery of employment-related services for newcomers is coordinated, consistent, and complementary to Manitoba’s current or future integrated, client-centred employment and training system.

- Canada and Manitoba to work together to ensure that newcomers coming to the province have more timely and accurate information regarding foreign credential assessments and qualification processes, including at the pre-arrival stage.
- Canada and Manitoba will ensure that service delivery and programming in the areas of employment-related services and foreign credential assessment are aligned and consistent with federal and provincial broader labour market and training priorities for newcomers, including any services provided at the pre-arrival stage.

f) Official Languages for Newcomers:

- Canada and Manitoba to explore the development and implementation of alternative service delivery models for language training, including online learning and training in the workplace.
- Canada and Manitoba to work together on developing a pan-Canadian language strategy that aims to address priorities and improve coordination in the design and delivery of language-training programs for adult newcomers.
- Canada and Manitoba to work together in raising awareness among newcomers of their language abilities in relation to the level of proficiency required for their intended settlement and integration goals.
- Canada and Manitoba to work together to increase access to the learning opportunities that newcomers need to develop their language ability, commensurate with their skill level, labour market goals, and social integration needs.

g) Francophone Minority Communities:

- Canada and Manitoba to work together to ensure settlement and integration services for French-speaking immigrants are available in their communities.
- Canada and Manitoba to coordinate the dissemination of information to support settlement and integration to French-speaking immigrants at the pre-arrival stage, upon arrival and post-arrival.
- Canada and Manitoba to collaborate on approaches, including working with regional and local stakeholders, such as municipalities, employers, health services, education sector, to promote services available to French-speaking immigrants.
- Canada and Manitoba to collaborate in a coordinated approach to disseminate specific information targeted to French-speaking immigrants with diverse Francophone community organizations and groups.
- Canada and Manitoba to work together to support activities that foster sustainable connections between:
 - French-speaking immigrants and Francophone communities;
 - French-speaking immigrants and the communities they settle in.

h) Social Connections:

- Canada and Manitoba to assess the current provision of federal and provincial services related to social connections.
- Canada and Manitoba will leverage new co-planning mechanisms to support coordinated and coherent approaches to the development of welcoming communities and the local integration of newcomers, with a focus on small, rural and northern communities.
- Canada and Manitoba to work with communities, municipalities, mainstream institutions and other partners to foster newcomer access to services and other local community supports.

i) Other Areas of Bilateral Interest:

- Canada and Manitoba to explore opportunities to leverage/use data collected by the other jurisdiction for co-funded agencies.
- Canada and Manitoba agree to collaborate to develop and deliver a standardized orientation to Manitoba that encompasses both provincially and nationally consistent information for all newcomers to Manitoba.
- Canada and Manitoba to work together to:
 - Promote newcomer health and mental health awareness and knowledge of available supports, including access to primary health care and mental health supports;
 - Improve the effectiveness, appropriateness and accessibility of mental health supports for multi-barriered immigrants and refugees, with a focus on women, seniors, LGBTQ and youth;
 - Enhance knowledge and the dissemination of information with respect to federal and provincial benefits, services and programs for newcomers;
 - Communicate and, where possible, work to improve eligibility and operational policy requirements between federal income supports for refugees and provincial social assistance programs;
 - Enhance targeted settlement and integration services available to newcomer children, youth, women and seniors.

5. Roles and Responsibilities

- Canada has primary responsibility for the delivery of federally funded settlement and integration services in Manitoba; Canada recognizes Manitoba as full partner in the delivery of programs and services to enable newcomers to successfully settle and integrate in the province.
- Manitoba has primary responsibility for the delivery of provincially- funded integration services in Manitoba. Manitoba recognizes Canada as full partner in the delivery of programs and services to enable newcomers to successfully settle and integrate in the province.
- Considering that immigration, settlement and integration are areas of shared provincial and federal interest, Canada and Manitoba will promote national

consistency and regional responsiveness in settlement and integration outcomes for newcomers. Canada and Manitoba will collaborate in the design and delivery of settlement and integration programs that address the needs of newcomers while taking into account Manitoba's economic, social and labour market priorities to foster a diverse yet integrated society.

- The effective settlement and integration of newcomers requires the engagement of multiple players, and both federal departments and provincial ministries responsible for immigration have a role in engaging these players to help newcomers settle and integrate in Canada.

6. Governance

- Canada and Manitoba to establish a Settlement and Integration Working Group (the Working Group) to implement the areas of bilateral partnership outlined in this MOU.
- The Working Group will oversee the implementation of the Canada–Manitoba Settlement and Integration MOU through the:
 - Development of a Terms of Reference;
 - Development of annual work plans to identify priorities and activities with milestones and deliverables for the period of this MOU. The annual work plans will identify the deliverables and activities for each year based on mutual agreement and taking into account available resources; and
 - Arrange and participate in regular and ad-hoc meetings.
- The Working Group will report to the signatories of this MOU on an annual basis.

7. General

- The Focal Points for the purpose of communication and notification pursuant to this MOU are:
 - For Canada, the Integration Director, Prairie and Northern Territories, Department of Immigration, Refugees and Citizenship.
 - For Manitoba, Director of Integration Services for Immigrants of Immigration and Economic Opportunities, Manitoba Education and Training.
- The MOU will be effective from the date that it is signed by the last of its signatories and will expire five years after the signing date. A successor settlement MOU will be renegotiated before the expiry of this MOU.
- Upon the written consent of both Participants, the duration of this MOU can be extended at any time prior to its expiry, subject to any required approvals by the signing authorities.
- Amendments to this MOU can be made with the written consent of both Participants.
- Either Participant may terminate this MOU at any time by providing at least twelve (12) months' notice in writing to the other Participant.

Signed


FOR THE GOVERNMENT OF CANADA



David Manicom
Assistant Deputy Minister, Settlement and Integration Sector
Department of Immigration, Refugees and Citizenship

25 May 2018
Date

FOR THE GOVERNMENT OF MANITOBA



Ben Rempel
Assistant Deputy Minister, Immigration and Economic Opportunities Division
Manitoba Education and Training

May 25/18
Date