

Snapshots and Directions in School-Based Settlement Work

Inventory of Tools
March 2006

SWIS Inventory Tools - Table of Contents

Operational Tools

Best practices	5
Advisory Committee Meeting Handouts	5
Best Practices for Steering Committees	5
Best Practices for Settlement Workers	5
SWISAC Advisory Committee – terms of reference	6
Generic Operational Guidelines.....	6
Relationship Building – Examining School & Community Collaboration and Its Impact on the Integration of Immigrant Youth and Families	7
School Satisfaction Survey	7
Stimulating Summer Activities for Newcomer Youth – project planning process ..	7
YMCA Youth Networking Conference	8
Youth Conference.....	9
Youth Groups – International Friendship Groups	9
Project guidelines and agreements	10
Generic Operational Guidelines.....	10
Guidelines for Off-Site Settlement Work.....	10
Mission Statement and Best Practices – YMCA Newcomer School Support Program.....	10
Training plans	11
Training Plan for New Settlement Workers.....	11
Client tracking	11
Guide to the Individual and Group Tracking Forms – OTIS System	11
Database for Tracking Clients	11
Letter of agreement between partners	12
Letter of Agreement – Settlement Agency, CIC and School Board	12
SEPT Toronto Public Library Summer Agreement	12
Program planning	13
Plan for School- Based Settlement Work with Newcomer Youth.....	13
Jewish family and child service 6 month report	13
SWIS Stakeholders Retreat.....	13
School eligibility index	14
SEPT Index	14
Job descriptions	14
Job Description SWIS Provincial Coordinator.....	14
School Support Worker Position Description 2005 - 2006	15
Communication Protocols	15
SWIS Executive Directors Conference Call.....	15
Request for MLO Assistance Forms.....	15
Client Referral Form – MLO to Settlement Agency.....	16
Client Referral Form to Community Service Providers - Culturelink	16
Form for referring clients to a community agency.....	16
Volunteer Request Form	16

Workshop Evaluation Form	17
Application for an MLO Placement in a School.....	17
Child Minding Payment Form	17
Consent to Release Information - OCISO	18
Formule de consentement au bilan personnel – Centre francophone	18
MLO Monthly Narrative Report Outline.....	18
Child Intake Form	19
Client Intake and Service Record	19
Bilan personnel – Centre francophone	19
Client Consent Form.....	20

Client Service Tools

One-on-one	21
Newcomer Family Consent to Release/Exchange Information Form	21
CultureLink SEPT Program Cluster 5 Case management (recording) – Needs Assessment.....	21
CultureLink SEPT Program Cluster 5 Intake Form	21
Evaluation Of Individual Client Satisfaction	22
Parent Satisfaction Survey	22
CultureLink SEPT Program Cluster 5 Referral Form	23
OTIS – On-line Tracking Information System	23
CultureLink SEPT Program Cluster 5 Service Tracking Form	23
Group.....	24
Evaluation Of Client Satisfaction In Group Session.....	24
Settlement & Education Partnership in Toronto (SEPT).....	24
Group activity evaluation form	24

Information Tools

Technical Tips.....	25
Technical Tips.....	25
Technical Tips - Embedding Fonts	25
Technical Tips - Adding Narration to a PowerPoint Presentation	25
Technical Tips - Inserting An Image	25
Technical Tips – Keyboard Tool	26
Technical Tips – Mapping Community Services	26
Media – videos and user guides for videos.....	27
New Moves Video.....	27
New Moves Video Users’ Guide	27
New Moves Student Project	28
Video – Your Library.....	28
Video - The Parent Teacher Interview	29
YMCA Newcomer Youth Forum Theatre Video Project.....	29
YMCA Newcomer Youth Forum Theatre Video Project.....	29
Different, Yet the Same: A Look into Canadian Cultures Today	30

PowerPoint – Presentation to Principals Conference	30
PowerPoint – Presentation to Library Staff.....	31
Maps and folders	31
Maps of Community Services – ISAP and NSP Agencies in Toronto.....	31
New to Canada? Folder.....	31
Welcome Folder for Youth - SEPWR.....	32
Welcome Folder for Parents - SEPWR.....	32
Newsletters	33
SWIS Newsletter	33
Celebrating Diversity @ Metro Schools.....	33
Newcomers’ Guides	33
Newcomers’ Guide to Elementary School in Ontario.....	33
Newcomers’ Guide to Secondary School in Ontario.....	34
Le guide des écoles élémentaires de l’Ontario à la intention des nouveaux arrivants.....	34
Le guide des écoles secondaires de l’Ontario à la intention des nouveaux arrivants.....	35
Youth Drop-in 2005	35
Tip sheets for parents	35
Tip Sheets – Parent Teacher Interviews, Choosing Courses	35
Tip Sheets – 14 Things to do in Your First Weeks.....	36
Nine Things to do in Your First Weeks in Secondary School	36
Eight Things that Every Newcomer Student and Parent Needs to Understand About Secondary School	36
Health Information for the First Three Months – Flyer	37
Newcomer Stories – Orientation for Schools.....	37
School Stories	37
A Picture from My Hand – A Message from My Heart.....	37

Outreach Tools

Worker Identification - Business cards, Name badges with photos	39
Business Cards for SWIS Workers.....	39
Name Badges with photo	39
Promo - Posters, flyers, brochures, Tent card, Bookmarks	39
Stimulating Summer Activities Poster Youth	39
Stimulating Summer Activities Poster Elementary.....	40
Poster – Settlement Worker in 22 Languages	40
New to Canada Poster - French	40
New to Canada poster – English	41
New to Canada Library Poster.....	41
New Moves poster.....	41
Posters - SEPWR	42
Poster – SEPWR Summer Program.....	42
New Moves Flyer.....	42
Multilingual SWIS Poster with Worker Contact Info	43

Library tent card.....	43
Flyer template for summer drop in activities	43
Flyer for School based Workshop on Summer Activities	44
Flyer for Workshop New Canadian Parent and Student Information Session	44
Flyer for Workshop on Transition to Secondary School.....	44
Flyer for Celebration of Partnership with Schools.....	45
Flyer Summer Program SEPWR	45
Flyer - Profile of Settlement Workers.....	46
Flyer - New to Canada? Join the Library. It's Free.	46
Outreach Brochure - SEPYR	46
Outreach Brochure - SEPWR	47
Brochure with Settlement Worker information - SEPWR	47
Magnet - SEPWR	47
Bookmarks – Drop-in Centre for Youth.....	48
Bookmark - New to Canada?.....	48
Presentations to school staff, youth, parents	48
SEPT introductory PowerPoint for school staff	48
The School System in PEI	49
Letters to parents	49
Stimulating Summer Activities Elementary - Letter to parents	49
SEPT Introductory letter – information release form.....	49
For More Information Icons.....	50
Website	50
New Moves website.....	50
Magazine articles	51
Magazine Article about Newcomer Guides – OPC Register – Ontario Principals Council	51
Magazine Article about SWIS– Education Today – Ontario Public School Boards Association	51
Magazine Article about New Moves - OSCA Today, Ontario School Counsellors Association	51
Key message tool	52
Key Message Tool.....	52

Operational Tools

Best practices

TOOL NAME	Advisory Committee Meeting Handouts
DESCRIPTION	Agenda, discussion questions for school staff, youth and parents, facilitator notes and invitation
HOW TO USE IT	For planning an annual advisory committee
FORMAT	MS Word
DATE CREATED	March 2006
AUTHOR	Settlement Workers in Schools Hamilton – SISO sdihaini@siso-ham.org

TOOL NAME	Best Practices for Steering Committees
DESCRIPTION	Description of best practices for general operational issues, establishing and maintaining a framework for the project in schools, communication with schools, training, advisory committee, summer program
HOW TO USE IT	Establishing new programs and as resource and evaluation tool for existing programs
FORMAT	MS Word
DATE CREATED	January 2004
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca

TOOL NAME	Best Practices for Settlement Workers
DESCRIPTION	Description of best practices for contact with clients, communicating with the school, referrals from school staff, referrals to community agencies, group sessions
HOW TO USE IT	Training, establishing new programs and as resource and

evaluation tool for existing programs

FORMAT MS Word

DATE CREATED January 2004

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

TOOL NAME **SWISAC Advisory Committee – terms of reference**

DESCRIPTION The terms of reference of the SWIS Advisory Committee, which meets twice yearly to provide advice on the direction of the program. The committee includes representatives from the school boards, settlement agencies, OCASI, Ministry of Education, Ministry of Children and Youth, United Way, Provincial Ministry of Citizenship, Heritage Canada, Library Boards, and senior CIC staff

HOW TO USE IT Development of special projects and long term planning – the New Moves project was initiated by this committee

FORMAT MS Word

DATE CREATED 2003

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

TOOL NAME **Generic Operational Guidelines**

DESCRIPTION Describes the purpose of the project, the roles of each project partner, including the principal, the coordinator, the SW and what each is expected to provide in their role as a program partner / participant

HOW TO USE IT Training of new steering committee members, reference for committee work.

FORMAT MS Word

DATE CREATED January 2006

AUTHOR Settlement Workers in Schools (SWIS) Ontario

info@cicswis.ca

TOOL NAME **Relationship Building – Examining School & Community Collaboration and Its Impact on the Integration of Immigrant Youth and Families**

DESCRIPTION Text of a presentation made at the Metropolis Conference in Edmonton. Includes information about newcomer youth realities and needs, roles of school and YMCA School Support Staff, and lessons learned related to the need for collaborative and credible processes between service providing agencies and schools.

HOW TO USE IT

FORMAT Hardcopy

DATE CREATED

AUTHOR **Halifax** - School Support Program
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

TOOL NAME **School Satisfaction Survey**

DESCRIPTION A 2-page survey for schools to fill out to evaluate interaction and service from English as a Second Language Liaison Worker.

HOW TO USE IT Copy and hand out to school administration at the end of the school year.

FORMAT MS Word

DATE CREATED 2005

AUTHOR Edmonton - ESL Liaison Worker Project
Karen de Milliano, Coordinator
demillianok@ecsd.net

TOOL NAME **Stimulating Summer Activities for Newcomer Youth – project planning process**

DESCRIPTION Summary of a project done by SEPT Cluster One, Catholic Cross Cultural Services, working with community partners to create promotional campaign about summer programs for newcomer youth. They brought principals, teachers, librarians, and representatives from Parks and Recreation, Public Health, ESL

Consultant, Ontario Early Years, Community agencies (Aisling, Tropicana, LINC Coordinators, ISAP Counsellors) together (90 people) to discuss newcomer youth isolation during summer – what should parents and youth know about stimulating summer activities that are free for newcomer youth and how should we tell them about them so they can access the activities.

They designed multilingual posters, which were posted in schools and libraries. Three specific messages for adults were selected– Ontario Early Years, Public Libraries, Parks and Recreation. Two messages were focused on for youth - Public Libraries, Parks and Recreation.

Information was sent out on school letterhead, in main languages of each school. In some cases, messages were sent to all parents at a particular school to let them all know about what their children could access.

HOW TO USE IT Establishing innovative new programs and as resource tool for existing programs.

FORMAT MS Word

DATE CREATED 2005

AUTHOR Catholic Cross Cultural Services
Huma Nauman
hnauman@cathcrosscultural.org

TOOL NAME **YMCA Youth Networking Conference**
DESCRIPTION A youth conference that brought together youth from different communities:

- Immigrants
- African Canadians
- Aboriginals
- Acadians, and
- “Mainstream” Canadians

Topics included:

- Historical Perspectives on **Diversity in Nova Scotia**
- **Public Policy** – Your Voice in Government
- **Media** – Power and Influence / Critical Thinking
- **Human Rights** - Know Yours and Respect Others
- **Communication** – Sending and Receiving
- **Becoming an Ally** – Speaking Up for Others–**Youth**

- **Action Strategies – When I go Home...**

PowerPoint is a summary of the conference and video file is a montage of the youth who attended, overlaid with music.

HOW TO USE IT

FORMAT PowerPoint, .WMV video file

DATE CREATED February 2005

AUTHOR **Halifax - School Support Program**
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

TOOL NAME **Youth Conference**

DESCRIPTION Youth meet for three days to participate in workshops and meet older youth who share their experiences. Youth raise money to pay for the conference

HOW TO USE IT To build support networks and share information.

FORMAT

DATE CREATED

AUTHOR Agents de liaison multiculturelle – OCISO
mberming@ociso.org

TOOL NAME **Youth Groups – International Friendship Groups**

DESCRIPTION Once a month, all newcomer students in the school get together, including first nations students, to talk about cultural and recreational issues.

HOW TO USE IT To build support networks

FORMAT

DATE CREATED

AUTHOR PEI Association for Newcomers
rocio@peianc.com

Project guidelines and agreements

TOOL NAME	Generic Operational Guidelines
DESCRIPTION	Describes the purpose of the project, the roles of each project partner, including the principal, the coordinator, the SW and what each is expected to provide in their role as a program partner / participant
HOW TO USE IT	Training of new steering committee members, reference for committee work,
FORMAT	MS Word
DATE CREATED	January 2006
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca
TOOL NAME	Guidelines for Off-Site Settlement Work
DESCRIPTION	Identify key topics for discussion with partners when negotiating off-site settlement work
HOW TO USE IT	Planning and evaluation
FORMAT	MS Word
DATE CREATED	2005
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca
TOOL NAME	Mission Statement and Best Practices – YMCA Newcomer School Support Program
DESCRIPTION	A summary of the mission statement of the Nova Scotia program, including Best Practices in the areas of orientation, providing extra help, para-professional counselling, advocacy, awareness raising and school staff support.
FORMAT	Hardcopy
DATE CREATED	

AUTHOR **Halifax - School Support Program**
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

Training plans

TOOL NAME **Training Plan for New Settlement Workers**

DESCRIPTION A one-day training plan that introduces new Settlement Workers to the position. Covers effective communication in a school environment, overview of the settlement sector,

HOW TO USE IT New worker orientation

FORMAT MS Word

DATE CREATED November 2004

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

Client tracking

TOOL NAME **Guide to the Individual and Group Tracking Forms – OTIS System**

DESCRIPTION The client tracking system in Ontario is called OTIS (On-line Tracking Information System). This guide explains how to use the individual and group tracking forms.

HOW TO USE IT New worker training, reference for ongoing data entry

FORMAT MS Word

DATE CREATED January 2006

AUTHOR Ontario Council of Agencies Serving Immigrants
trapez@ocasi.org

TOOL NAME **Database for Tracking Clients**

DESCRIPTION This database uses Access to collect client information. The information is kept on the workers laptops and the database is

updated monthly at team meetings.

HOW TO USE IT To electronically store client information.

FORMAT MS Access

DATE CREATED January 2006

AUTHOR Catholic Cross Cultural Services
ndaya@cicswis.ca

Letter of agreement between partners

TOOL NAME **Letter of Agreement – Settlement Agency, CIC and School Board**

DESCRIPTION Example of the agreement between the three partners in the SEPT program in Toronto. It is signed by the senior officials of each party.

HOW TO USE IT Official acknowledgement and support of the program

FORMAT MS Word

DATE CREATED 2001

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

TOOL NAME **SEPT Toronto Public Library Summer Agreement**

DESCRIPTION Outlines what each will provide as part of the summer placement of Settlement Workers in Toronto Public Libraries

HOW TO USE IT Planning and evaluation

FORMAT MS Word

DATE CREATED 2005

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

Program planning

TOOL NAME	Plan for School- Based Settlement Work with Newcomer Youth
DESCRIPTION	Outlines a plan for individual and group work with newcomer youth and school staff. Includes plan for the role of the SW with youth serving agencies that are based outside the school.
HOW TO USE IT	Program planning in secondary schools
FORMAT	MS Word
DATE CREATED	2005
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca
TOOL NAME	Jewish family and child service 6 month report
DESCRIPTION	A table to record and track service trends, accomplishments, and developments and provide an analysis for project enhancement.
HOW TO USE IT	Coordinator compiles information from workers to input into table and works with workers to provide analysis and solutions.
FORMAT	MS Word
DATE CREATED	2006
AUTHOR	Jewish family and child service SEPT program-cluster 7 Elena Shkrab eshkrab@cicswis.ca
TOOL NAME	SWIS Stakeholders Retreat
DESCRIPTION	Stakeholders in the SWIS project met overnight at a conference centre for to consider key issues in the initial development of the program.
HOW TO USE IT	
FORMAT	MS Word
DATE CREATED	2006

AUTHOR Jewish family and child service SEPT program-cluster 7
Elena Shkrab eshkrab@cicswis.ca

School eligibility index

TOOL NAME **SEPT Index**

DESCRIPTION A formula that is used to identify schools that are eligible for the SEPT program in Toronto. The index formula is based on the number of newcomers in a school in the last two years and on socio-economic data provided by the school board.

The inventory does not include an example of the index.

HOW TO USE IT Identifying the newcomer communities and schools that would benefit most from the SEPT program

FORMAT MS Word

DATE CREATED 2001

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

Job descriptions

TOOL NAME **Job Description SWIS Provincial Coordinator**

DESCRIPTION The Provincial Coordinator works with program coordinators to develop program tools, organize training opportunities and to facilitate communication between the various SWIS projects.

HOW TO USE IT The job description is developed annually in consultation with the settlement agencies.

FORMAT MS Word

DATE CREATED 2000

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

TOOL NAME **School Support Worker Position Description 2005 - 2006**

DESCRIPTION The School Support Worker provides practical assistance to newcomer youth as they integrate into the school system and community.

HOW TO USE IT

FORMAT Hardcopy

DATE CREATED 2005

AUTHOR **Halifax - School Support Program**
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

Communication Protocols

TOOL NAME **SWIS Executive Directors Conference Call**

DESCRIPTION Twice a year, the executive directors of SWIS programs in Ontario, senior CIC staff and the Provincial Coordinator speak on the phone to discuss program topics.

HOW TO USE IT

FORMAT

DATE CREATED

AUTHOR Settlement Workers in Schools (SWIS) Ontario
info@cicswis.ca

TOOL NAME **Request for MLO Assistance Forms**

DESCRIPTION Forms for requesting the services of an MLO

HOW TO USE IT Requests all the information that would be needed to refer an MLO to a community service provider

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Client Referral Form – MLO to Settlement Agency**

DESCRIPTION Form for referring clients to a community agency

HOW TO USE IT When referring clients

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Client Referral Form to Community Service Providers - Culturelink**

DESCRIPTION Form for referring clients to a community agency

HOW TO USE IT When referring clients

FORMAT MS Word

DATE CREATED

AUTHOR Culturelink
jbarahona@culturelink.net

TOOL NAME **Volunteer Request Form**

DESCRIPTION Form for use by project stakeholders who require the services of a volunteer. A staff person at OCISO organizes the services of volunteers.

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO

wfarah@ociso.org

TOOL NAME **Workshop Evaluation Form**

DESCRIPTION

HOW TO USE IT For use by workshop participants to evaluate the workshop and get information about future topics for similar sessions.

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Application for an MLO Placement in a School**

DESCRIPTION Completed by schools without MLO services, it requests information about the school's demographics, existing community services, evidence of the need for an MLO and the facilities that will be provided to the MLO.

HOW TO USE IT When considering program expansion or new school sites

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Child Minding Payment Form**

DESCRIPTION Form is completed by service provider to record payment information when child care services are provided

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Consent to Release Information - OCISO**

DESCRIPTION Consent form for use by clients

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Formule de consentement au bilan personnel – Centre francophone**

DESCRIPTION Consent form for use by clients

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Centre francophone de Toronto
jeanmarie@centrefranco.org

TOOL NAME **MLO Monthly Narrative Report Outline**

DESCRIPTION Gives the reasons why an MLO must complete a monthly narrative report and provides some sample questions to guide the MLO.

HOW TO USE IT To assist the settlement worker who is not accustomed to writing a monthly narrative.

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Child Intake Form**

DESCRIPTION Used for intake and comments

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Ottawa Carleton Immigrant Services Organization OCISO
wfarah@ociso.org

TOOL NAME **Client Intake and Service Record**

DESCRIPTION Used for intake and recording the services given to each client

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Catholic Community Services of York Region
amanasan@cicswis.ca

TOOL NAME **Bilan personnel – Centre francophone**

DESCRIPTION Used for intake and recording the services given to each client

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Centre francophone de Toronto
jeanmarie@centrefranco.org

TOOL NAME	Client Consent Form
DESCRIPTION	Form indicates client consent to be contacted by the settlement worker
HOW TO USE IT	
FORMAT	MS Word
DATE CREATED	
AUTHOR	Catholic Community Services of York Region amanasan@cicswis.ca

Client Service Tools

One-on-one

Intake and Assessment tools

TOOL NAME **Newcomer Family Consent to Release/Exchange Information Form**

DESCRIPTION A simple consent form allowing CultureLink SEPT program and staff to represent a client for a specific purpose with a specific organization. Includes statement indicating that client can cancel the authorization at any time.

HOW TO USE IT Explain to client and ensure they understand when signing. Replace header information with your agency's letterhead/logo.

FORMAT MS Word

DATE CREATED 2003

AUTHOR SEPT Cluster Five, Culturelink
Jorge Barahona
jbarahona@culturelink.net

TOOL NAME **CultureLink SEPT Program Cluster 5 Case management (recording) – Needs Assessment**

DESCRIPTION A simple 2-page initial needs assessment form to record client service request, services provided by settlement worker, follow-up and next meeting date.

HOW TO USE IT Replace header information with your agency's letterhead/logo.

FORMAT MS Word

DATE CREATED 2003

AUTHOR SEPT Cluster Five, Culturelink
Jorge Barahona
jbarahona@culturelink.net

TOOL NAME **CultureLink SEPT Program Cluster 5 Intake Form**

DESCRIPTION A simple one-page intake form recording client information necessary for service and contact needs.

HOW TO USE IT Replace header information with your agency's letterhead/logo.

FORMAT MS Word

DATE CREATED 2003

AUTHOR SEPT Cluster Five, Culturelink
Jorge Barahona
jbarahona@culturelink.net

Client Satisfaction

TOOL NAME **Evaluation Of Individual Client Satisfaction**

DESCRIPTION A short survey for clients to fill out to evaluate interaction and service from Settlement Workers.

HOW TO USE IT Copy and hand out to clients after a service interaction

FORMAT MS Word

DATE CREATED 2006

AUTHOR Jewish Family and Child Service SEPT program-cluster 7
Elena Shkrab eshkrab@cicswis.ca

TOOL NAME **Parent Satisfaction Survey**

DESCRIPTION A 2-page survey for clients to fill out to evaluate interaction and service from English as a Second Language Liaison Worker.

HOW TO USE IT Copy and hand out to clients after a service interaction

FORMAT MS Word

DATE CREATED 2005

AUTHOR Edmonton - ESL Liaison Worker Project
Karen de Milliano, Coordinator
demillianok@ecsd.net

Referral forms

TOOL NAME	CultureLink SEPT Program Cluster 5 Referral Form
DESCRIPTION	A simple one-page referral form recording services provided to client, reasons for service referral and agency client referred to.
HOW TO USE IT	Replace header information with your agency's letterhead/logo.
FORMAT	MS Word
DATE CREATED	2003
AUTHOR	SEPT Cluster Five, Culturelink Jorge Barahona jbarahona@culturelink.net

Client tracking

TOOL NAME	OTIS – On-line Tracking Information System
DESCRIPTION	A client tracking system that is used by Ontario SWIS programs as an alternative to ICAMS. There are two forms; the family tracking form and the group tracking form. It is also possible to generate a summary report by school - by time period
HOW TO USE IT	Planning and evaluation
FORMAT	MS Word
DATE CREATED	2002
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca

TOOL NAME	CultureLink SEPT Program Cluster 5 Service Tracking Form
DESCRIPTION	A form workers use to track their daily client interactions before entering them into OTIS. Includes additional field "Family Code" to be used for regular client tracking purposes, if clients are being

HOW TO USE IT	served by different workers, or at different locations.
FORMAT	MS Word
DATE CREATED	2003
AUTHOR	SEPT Cluster Five, Culturelink Jorge Barahona jbarahona@culturelink.net

Group

Form for collecting feedback from workshop participants

TOOL NAME	Evaluation Of Client Satisfaction In Group Session
DESCRIPTION	A one-page workshop evaluation form.
HOW TO USE IT	Hand out the form at the end of workshops, allowing for anonymous comments.
FORMAT	MS Word
DATE CREATED	2006
AUTHOR	Jewish Family and Child Service SEPT program-cluster 7 Elena Shkrab eshkrab@cicswis.ca

TOOL NAME	Settlement & Education Partnership in Toronto (SEPT) Group activity evaluation form
DESCRIPTION	A one-page workshop evaluation form.
HOW TO USE IT	Hand out the form at the end of workshops, allowing for anonymous comments.
FORMAT	MS Word
DATE CREATED	2005
AUTHOR	SEPT Cluster Five, Culturelink Jorge Barahona jbarahona@culturelink.net

Information Tools

Technical Tips

TOOL NAME	Technical Tips - Embedding Fonts
DESCRIPTION	Explanation of how to embed fonts so that Settlement Workers can receive Word documents in various languages
HOW TO USE IT	Enables Settlement Workers to share documents in various languages.
FORMAT	PDF
DATE CREATED	
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca

TOOL NAME	Technical Tips - Adding Narration to a PowerPoint Presentation
DESCRIPTION	Instructions on how to record and embed voice narration into a PowerPoint presentation
HOW TO USE IT	Useful for making presentations look professional or as an alternative to written translation of information.
FORMAT	PDF
DATE CREATED	2004
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca

TOOL NAME	Technical Tips - Inserting An Image
DESCRIPTION	Explains how to insert a photo in TIFF or JPEG format into a Word document.
HOW TO USE IT	To make documents more attractive

FORMAT	PDF
DATE CREATED	2004
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca
TOOL NAME	Technical Tips – Keyboard Tool
DESCRIPTION	Explains how to reconfigure the keyboard to accommodate different typing requirements for different fonts. Note: with some languages the keyboard is not standardized and the typist may be accustomed to typing in a certain way and may find it difficult to change his or her typing pattern. The tool allows the typist to change to a font with a different keyboard without having to change his or her typing pattern.
HOW TO USE IT	To reconfigure the keyboard
FORMAT	PDF
DATE CREATED	2004
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca
TOOL NAME	Technical Tips – Mapping Community Services
DESCRIPTION	Explains how to use Streets and Trips or Mappoint to create customized maps showing community services.
HOW TO USE IT	To create maps to give to clients to show them the location of services in their community.
FORMAT	PDF
DATE CREATED	2004
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca

Media – videos and user guides for videos

TOOL NAME	New Moves Video
DESCRIPTION	<p>In this 18 minute video, fourteen students talk about their adjustment to school in Canada and what helped them be successful. They speak of the differences in school rules, teaching methods and the challenges of communicating with teachers and other students. Their insights are heightened by the comments of school administrators and dynamic images of life in Canadian schools</p> <p>Dubbed into 17 languages.</p>
HOW TO USE IT	<p>Information can be found on the website www.newmoves.ca As part of the orientation process for newcomer students, to sensitive school staff and other students to the challenges facing newcomer students.</p>
FORMAT	DVD
DATE CREATED	2005
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca
TOOL NAME	New Moves Video Users' Guide
DESCRIPTION	<p>Provides suggestions for discussions, role plays, and written activities for students, parents and school staff.</p> <p>In English and French</p>
HOW TO USE IT	<p>As part of the orientation process for newcomer students, to sensitive school staff and other students to the challenges facing newcomer students.</p>
FORMAT	PDF
DATE CREATED	2005
AUTHOR	Settlement Workers in Schools (Ontario) www.newmoves.ca

TOOL NAME	New Moves Student Project
DESCRIPTION	Summary of a project done by SEPT Cluster One, Catholic Cross Cultural Services, to use the New Moves video with newcomer youth. Goals of the project were for newcomer youth to: <ol style="list-style-type: none"> 1. Be familiar with the content of the movie: New Moves; 2. Have reflected on their personal experiences as stimulated by the movie; 3. Be able to construct their own unique stories to share with others; 4. Have greater confidence in presenting their own stories in front of staff; and 5. Establish ways to support each other in this process.
HOW TO USE IT	Includes Program Draft, Workshop Agenda, steps to prepare
FORMAT	MS Word
DATE CREATED	2006
AUTHOR	Catholic Cross Cultural Services - Huma Nauman hnauman@cathcrosscultural.org

TOOL NAME	Video – Your Library
DESCRIPTION	Your Library, a 12-minute video, explains how public libraries can help newcomer students be successful in school. It features two students, Purvai and Ashane, who learn how easy it is to join the library, participate in storytelling, join the Summer Reading Club and get information about their school projects. Available in English, Russian, Arabic, Punjabi, Mandarin, Filipino, and Urdu.
HOW TO USE IT	As part of kindergarten orientation, workshops on stimulating summer activities for children and at the library.
FORMAT	DVD
DATE CREATED	2005
AUTHOR	info@cicswis.ca

TOOL NAME **Video - The Parent Teacher Interview**

DESCRIPTION This 8-minute video explains parent teacher interviews to newcomer parents. It shows how easy it is participate in the interviews and how they help parents connect with their child's school life.

Available in English, Russian, Arabic, Punjabi, Mandarin, Filipino, and Urdu.

HOW TO USE IT As part of workshops on the report card and parent teacher interviews.

FORMAT DVD

DATE CREATED 2005

AUTHOR info@cicswis.ca

TOOL NAME **YMCA Newcomer Youth Forum Theatre Video Project**

DESCRIPTION This video and discussion guide seeks to communicate information and initiate dialogue in Halifax schools about issues of inclusion for newcomer youth. It also seeks to provide a forum for newcomer youth to share their feelings and experiences of coming to Canada.

HOW TO USE IT The video comes with a short overview and discussion guide for use in the classroom. The video is to be used in a classroom setting to facilitate understanding among mainstream students and school staff of their role in accepting and including groups from diverse visible cultures.

FORMAT Video – VHS

DATE CREATED 2004

AUTHOR **Halifax** - School Support Program
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

TOOL NAME **YMCA Newcomer Youth Forum Theatre Video Project**

DESCRIPTION This video and discussion guide seeks to communicate information and initiate dialogue in Halifax schools about issues of inclusion for newcomer youth. It also seeks to provide a forum for newcomer youth to share their feelings and

experiences of coming to Canada.

HOW TO USE IT The video comes with a short overview and discussion guide for use in the classroom. The video is to be used in a classroom setting to facilitate understanding among mainstream students and school staff of their role in accepting and including groups from diverse visible cultures.

FORMAT Video – VHS

DATE CREATED 2004

AUTHOR **Halifax** - School Support Program
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

TOOL NAME **Different, Yet the Same: A Look into Canadian Cultures Today**

DESCRIPTION A video about the commonalities among newcomers and communities from previous generation of immigration.

HOW TO USE IT

FORMAT VHS

DATE CREATED 2002

AUTHOR Settlement and Education Partnerships on York Region
amanasan@cicswis.ca

TOOL NAME **PowerPoint – Presentation to Principals Conference**

DESCRIPTION Presentation about diversity in the Waterloo Region and how it contributes to the community.

HOW TO USE IT Presentations to school staff or to principals.

FORMAT PowerPoint

DATE CREATED 2003

AUTHOR Settlement and Education Partnerships on Waterloo Region
jklacar@cicswis.ca

TOOL NAME	PowerPoint – Presentation to Library Staff
DESCRIPTION	Presentation about the demographics of the Waterloo Region and profiles of various cultural communities.
HOW TO USE IT	Presentations to any community or professional group.
FORMAT	PowerPoint
DATE CREATED	2005
AUTHOR	Settlement and Education Partnerships on Waterloo Region ijklacar@cicswis.ca

Maps and folders

TOOL NAME	Maps of Community Services – ISAP and NSP Agencies in Toronto
DESCRIPTION	These maps were created using mapping software such as Streets and Trips or Mappoint software to show the location of various community services.
HOW TO USE IT	They are used by Settlement Workers when referring clients to those services or as part of a general orientation to the community.
FORMAT	PDF
DATE CREATED	2005
AUTHOR	info@cicswis.ca

TOOL NAME	New to Canada? Folder
DESCRIPTION	This full colour folder has translations of the words New to Canada in many languages on one side and information about the Newcomers' Guides on the other. Available in English and French versions
HOW TO USE IT	This folder is given to clients at the initial assessment or meeting and holds whatever paper information is given to the client.

FORMAT PDF

DATE CREATED 2005

AUTHOR
info@cicswis.ca

TOOL NAME **Welcome Folder for Youth - SEPWR**

DESCRIPTION Contains brochures about trial YMCA membership, Newcomers Guides, 9 Things to do in Your First Weeks in Secondary School, resources for teen, volunteer services, newcomer youth programs, library services, community agencies, New Moves video

HOW TO USE IT The folders are given to youth in the orientation meetings, not at the initial contact.

FORMAT PDF

DATE CREATED 2004

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Welcome Folder for Parents - SEPWR**

DESCRIPTION Contains brochures about International languages classes, lists of community resources, housing information, an application for a trial membership at the YMCA, tips for parent teacher interviews, the Canada Food Guide, sources of low cost and emergency food,

HOW TO USE IT The folders are given to parents in the orientation meetings, not at the initial contact.

FORMAT PDF

DATE CREATED 2004

AUTHOR info@cicswis.ca

Newsletters

TOOL NAME	SWIS Newsletter
DESCRIPTION	This electronic monthly newsletter is sent to project stakeholders and others who are interested.
HOW TO USE IT	It is used to gather feedback on the messages in proposed tools and to heighten awareness about settlement issues.
FORMAT	PDF / Word
DATE CREATED	Monthly
AUTHOR	info@cicswis.ca

TOOL NAME	Celebrating Diversity @ Metro Schools
DESCRIPTION	<p>A paper-based newsletter / fact sheet is aimed at school staff. The document is a follow-up to workshops delivered by YMCA School Support Workers for staff at various Halifax schools.</p> <p>Information includes barriers faced by newcomer youth and suggested strategies to deal with classroom challenges.</p>
HOW TO USE IT	Workshop follow-up or standalone information.
FORMAT	Hardcopy
DATE CREATED	
AUTHOR	Halifax - School Support Program Jennifer Thornhill Jennifer_Thornhill@ymca.ca

Newcomers' Guides

TOOL NAME	Newcomers' Guide to Elementary School in Ontario
DESCRIPTION	A series of handouts on key school topics in 18 languages. Available in public and Catholic board versions. Developed with the SWIS-linked school boards and reviewed by the Ontario Ministry of Education.

HOW TO USE IT Handouts are given to clients at the relevant time of the school year. i.e. report card handout at report card time.

FORMAT PDF / Word

DATE CREATED 2004

AUTHOR info@cicswis.ca

TOOL NAME **Newcomers' Guide to Secondary School in Ontario**

DESCRIPTION A series of handouts on key school topics in 18 languages. Available in public and Catholic board versions. Developed with the SWIS-linked school boards and reviewed by the Ontario Ministry of Education.

HOW TO USE IT Handouts are given to clients at the relevant time of the school year. i.e. Choosing courses at course selection time

FORMAT PDF / Word

DATE CREATED 2005

AUTHOR info@cicswis.ca

TOOL NAME **Le guide des écoles élémentaires de l'Ontario à la intention des nouveaux arrivants**

DESCRIPTION A series of handouts on key school topics in French and Arabic. Available in public and Catholic board versions. Developed with the SWIS-linked school boards and reviewed by the Ontario Ministry of Education.

HOW TO USE IT Handouts are given to clients at the relevant time of the school year. i.e. Choosing courses at course selection time

FORMAT PDF / Word

DATE CREATED 2004

AUTHOR info@cicswis.ca

TOOL NAME	Le guide des écoles secondaires de l'Ontario à la intention des nouveaux arrivants
DESCRIPTION	A series of handouts on key school topics in French and Arabic. Available in public and Catholic board versions. Developed with the SWIS-linked school boards and reviewed by the Ontario Ministry of Education.
HOW TO USE IT	Handouts are given to clients at the relevant time of the school year. i.e. Choosing courses at course selection time
FORMAT	PDF / Word
DATE CREATED	2006
AUTHOR	info@cicswis.ca

Program Guides

TOOL NAME	Youth Drop-in 2005
DESCRIPTION	Schedule of activities in the weekly youth drop-in for the summer of 2005
HOW TO USE IT	
FORMAT	MS Word
DATE CREATED	
AUTHOR	Settlement and Education Partnerships on Waterloo Region ijklacar@cicswis.ca

Tip sheets for parents

TOOL NAME	Tip Sheets – Parent Teacher Interviews, Choosing Courses
DESCRIPTION	Offers tips to parents and are available in 8 languages. Developed with the People for Education Inclusion Committee.
HOW TO USE IT	Handouts are given to clients at parent teacher interviews or when parents and students are choosing courses.
FORMAT	PDF / MS Word

DATE CREATED	2004/5
AUTHOR	info@cicswis.ca
TOOL NAME	Tip Sheets – 14 Things to do in Your First Weeks
DESCRIPTION	Lists fourteen important things that every newcomer should do or consider in their first weeks in Canada.
HOW TO USE IT	Used as a discussion tool and a handout in the initial meeting with newly arrived parents.
FORMAT	MS Word
DATE CREATED	2005
AUTHOR	info@cicswis.ca
TOOL NAME	Nine Things to do in Your First Weeks in Secondary School
DESCRIPTION	A list of nine things that every newcomer students should do in their first weeks of secondary school.
HOW TO USE IT	Used as part of the initial meeting with each newcomer youth and as a flyer and poster.
FORMAT	PDF / MS Word
DATE CREATED	2006
AUTHOR	info@cicswis.ca
TOOL NAME	Eight Things that Every Newcomer Student and Parent Needs to Understand About Secondary School
DESCRIPTION	A list of eight ways that secondary schools in Ontario may be different for newcomers.
HOW TO USE IT	Used to plan workshops with students and parents in their first year in secondary school, or as a flyer and poster.
FORMAT	PDF / MS Word

DATE CREATED 2006

AUTHOR info@cicswis.ca

TOOL NAME **Health Information for the First Three Months – Flyer**

DESCRIPTION Letter size flyer explains sources of health information and support during the first three months until health coverage begins

HOW TO USE IT Useful with clients in their first three months, useful in school board reception and assessment centres

FORMAT MS Word

DATE CREATED 2005

AUTHOR info@cicswis.ca

Newcomer Stories – Orientation for Schools

TOOL NAME **School Stories**

DESCRIPTION A collection of stories written by newcomer youth.

HOW TO USE IT Provided to school staff to provide insights into the expectations, challenges and realities of being a newcomer in the Canadian school system.

FORMAT Hardcopy

DATE CREATED

AUTHOR **Halifax - School Support Program**
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

TOOL NAME **A Picture from My Hand – A Message from My Heart**

DESCRIPTION A collection of stories written by newcomer children, including original art and pictures.

HOW TO USE IT Provided to school staff to provide insights into the expectations, challenges and realities of being a newcomer child in the Canadian school system.

FORMAT Hardcopy

DATE CREATED

AUTHOR **Halifax - School Support Program**
Jennifer Thornhill
Jennifer_Thornhill@ymca.ca

Outreach Tools

Worker Identification - Business cards, Name badges with photos

TOOL NAME	Business Cards for SWIS Workers
DESCRIPTION	Uses SWIS logo (multi-coloured leaves) to brand the business card, has logos of program partners, SPO, school board(s) and CIC
HOW TO USE IT	Outreach to clients
FORMAT	Quark file
DATE CREATED	Spring 2003
AUTHOR	Settlement Workers in Schools (SWIS) Ontario info@cicswis.ca

TOOL NAME	Name Badges with photo
DESCRIPTION	2 X 4" full colour laminated photo ID / name badge, worn with a pin or a string Has photo of Settlement Worker and the SWIS leaves, the logos of the SPO, school board(s) and CIC. Can also have the logo of library partners.
HOW TO USE IT	Wear it all the time while at work in schools or libraries
FORMAT	Quark file
DATE CREATED	Spring 2003
AUTHOR	info@cicswis.ca

Promo - Posters, flyers, brochures, Tent card, Bookmarks

TOOL NAME	Stimulating Summer Activities Poster Youth
DESCRIPTION	18 by 24" colour glossy poster that is aimed at youth, promotes planning activities for the summer, in English only

HOW TO USE IT	Planning summer activities workshop, posting in schools
FORMAT	
DATE CREATED	April 2005
AUTHOR	info@cicswis.ca
TOOL NAME	Stimulating Summer Activities Poster Elementary
DESCRIPTION	18 by 24" colour glossy poster promotes planning activities for newcomer children in the summer, message is in 19 languages
HOW TO USE IT	Planning summer activities workshop, posting in schools. Logos can be added on transparent stickers.
FORMAT	
DATE CREATED	April 2005
AUTHOR	info@cicswis.ca
TOOL NAME	Poster – Settlement Worker in 22 Languages
DESCRIPTION	The MS Words “Settlement Worker” are translated into 22 languages.
HOW TO USE IT	To identify the Settlement Workers workspace
FORMAT	
DATE CREATED	1999
AUTHOR	info@cicswis.ca
TOOL NAME	New to Canada Poster - French
DESCRIPTION	22" by 28" Glossy poster lists the MS Words New to Canada in 22 languages plus list in English of information provided by Settlement Worker.
HOW TO USE IT	Promotion of the program in schools. Only has CIC logo, each SPO has to add a transparent sticker with its project logos
FORMAT	Quark

DATE CREATED April 2005

AUTHOR info@cicswis.ca

TOOL NAME **New to Canada poster – English**

DESCRIPTION 22” by 28” Glossy poster lists the MS Words New to Canada in 22 languages plus list in English of information provided by Settlement Worker.

HOW TO USE IT Promotion of the program in schools. Only has CIC logo, each SPO has to add a transparent sticker with its project logos

FORMAT Quark

DATE CREATED Nov 2004

AUTHOR info@cicswis.ca

TOOL NAME **New to Canada Library Poster**

DESCRIPTION 16 by 22” glossy poster, Promotes services of Settlement Worker in reception centre libraries

HOW TO USE IT Appropriate for display in public libraries

FORMAT Quark file

DATE CREATED June 2005 - This poster is being modified for use in the July 2006

AUTHOR info@cicswis.ca

TOOL NAME **New Moves poster**

DESCRIPTION Glossy 16 by 20 poster promotes the New Moves video

HOW TO USE IT New Moves promotion. Only has CIC logos, but there is no room to add other logos, available online or off.

FORMAT

DATE CREATED May 2005

AUTHOR info@cicswis.ca

TOOL NAME **Posters - SEPWR**

DESCRIPTION Large, full colour, glossy poster promotes SEPWR program

HOW TO USE IT The large one is used for the service providers and the community at large at the beginning of the program to help with promotion and position. The small one (with summer version too) is targeting clients

FORMAT MS Word

DATE CREATED 2002

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Poster – SEPWR Summer Program**

DESCRIPTION Legal size, colour poster is used to let clients know there is a Settlement Worker present. The contact information is entered by hand.

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **New Moves Flyer**

DESCRIPTION Glossy flyer describes the New Moves video

HOW TO USE IT Promotion of new moves, distribute to schools, newcomer youth service providers

Showing the video is a potential ongoing role for Settlement

Worker in secondary schools

FORMAT Quark

DATE CREATED March 2006

AUTHOR info@cicswis.ca

TOOL NAME **Multilingual SWIS Poster with Worker Contact Info**

DESCRIPTION An 11 by 17 colour poster that is custom created for each school. It lists the contact info for the Settlement Worker in that school. A macro is embedded in the file makes it possible to list the information services provided by the Settlement Worker in three languages. There are 22 languages to choose from in the macro.

The poster is saved as a PDF and sent to a colour copy shop.

HOW TO USE IT Tells clients when the Settlement Worker is in the school. The background would have to be adapted for new users.

FORMAT

DATE CREATED Nov 2003

AUTHOR info@cicswis.ca

TOOL NAME **Library tent card**

DESCRIPTION Stand up flyer for reading tables in libraries, promotes services for newcomers in libraries

HOW TO USE IT Promotion. Logos can be added with transparent stickers

FORMAT Quark file

DATE CREATED June 2005

AUTHOR info@cicswis.ca

TOOL NAME **Flyer template for summer drop in activities**

DESCRIPTION Template can be used to advertise various summer programs.

Dates, topics, time and contact information can be easily changed.

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer for School based Workshop on Summer Activities**

DESCRIPTION Flyer for workshop at school about summer activities

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer for Workshop New Canadian Parent and Student Information Session**

DESCRIPTION Flyer promotes workshop about; student success, the report card, how parents can help, how the school helps students

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer for Workshop on Transition to Secondary School**

DESCRIPTION Flyer for workshop at school about workshop on the transition to

secondary school; differences between elementary and secondary, diploma requirements, choosing courses, ESL/ELD, role of parents, role of student, settlement workers. In Polish, English

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer for Celebration of Partnership with Schools**

DESCRIPTION Invites school staff to come to an annual international buffet to celebrate the SEPWR project.

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer Summer Program SEPWR**

DESCRIPTION For posting in schools to indicate the locations of the SEPWR service in the summer

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer - Profile of Settlement Workers**

DESCRIPTION Brochure has profiles and photos of each Settlement Worker. Aimed at school and library staff.

HOW TO USE IT

FORMAT MS Word

DATE CREATED 2004

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Flyer - New to Canada? Join the Library. It's Free.**

DESCRIPTION Letter size folded flyer in 18 languages describes library services for newcomers

HOW TO USE IT As part of summer program in libraries. Logos can be added, printed on Pre-printed paper

FORMAT MS Word file

DATE CREATED June 2004

AUTHOR info@cicswis.ca

TOOL NAME **Outreach Brochure - SEPYR**

DESCRIPTION For program promotion – objectives, services provided, languages and target clients, contact info, mission statement

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Catholic Community Services of York Region
amanasan@cicswis.ca

TOOL NAME **Outreach Brochure - SEPWR**

DESCRIPTION Explains what SEPWR, the services provided, school sites, languages spoken and contact information

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Brochure with Settlement Worker information - SEPWR**

DESCRIPTION Brochure has profiles and photos of each Settlement Worker. Aimed at school and library staff

HOW TO USE IT

FORMAT

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Magnet - SEPWR**

DESCRIPTION Fridge magnet lists the contact information for the SEPWR program

HOW TO USE IT

FORMAT

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Bookmarks – Drop-in Centre for Youth**

DESCRIPTION Promotes the program at the Centre and the times and contact information

HOW TO USE IT

FORMAT MS Word

DATE CREATED

AUTHOR Settlement and Education Partnerships on Waterloo Region
ijklacar@cicswis.ca

TOOL NAME **Bookmark - New to Canada?**

DESCRIPTION This bookmark promotes the Newcomers' Guides to Elementary and Secondary Schools. It lists the topics covered by the handouts, the web site for accessing them and the translations.

HOW TO USE IT As a promotional tool

FORMAT Quark

DATE CREATED 2004

AUTHOR info@cicswis.ca

Presentations to school staff, youth, parents

TOOL NAME **SEPT introductory PowerPoint for school staff**

DESCRIPTION Five minute PowerPoint presentation introduces SEPT to school staff. Should be projected and has recorded narration.

HOW TO USE IT Introducing the program to new schools or new staff

FORMAT PowerPoint

DATE CREATED January 2004

AUTHOR info@cicswis.ca

TOOL NAME	The School System in PEI
DESCRIPTION	A PowerPoint presentation introducing the school system to newcomer parents. Includes general information, school policies, tips of things to keep in mind, elementary/intermediate/senior high school evaluation methods, Immigrant Student Liaison regular and Summer Program.
HOW TO USE IT	Use as part of an orientation with a group of newcomer parents.
FORMAT	PowerPoint
DATE CREATED	2006
AUTHOR	Charlottetown - Immigrant Student Liaison Program Rocio McCallum rocio@peianc.com

Letters to parents

TOOL NAME	Stimulating Summer Activities Elementary - Letter to parents
DESCRIPTION	Bilingual letter from the school encourages parents to plan stimulating summer activities for their child and lists the location of the nearest community centre, library and Ontario Early Years Centre. Bilingual format English/ Arabic, Bengali, Chin Simpl, Chin Trad, Farsi, Gujarati, Russian, Spanish, Tagalog, Tamil, Urdu
HOW TO USE IT	Sent home with child or in report cards. Logos can be added on transparent stickers.
FORMAT	
DATE CREATED	June 2005
AUTHOR	info@cicswis.ca

TOOL NAME	SEPT Introductory letter – information release form
DESCRIPTION	Letter is copied onto school letterhead and given to clients upon registration. Is intended for use in schools that have concerns about releasing client contact info. Available in 14 languages.

**HOW TO USE IT
FORMAT**

DATE CREATED September 2003

AUTHOR info@cicswis.ca

TOOL NAME **For More Information Icons**

DESCRIPTION Three icons describe how to get more information:
1 – in person by meeting with a Settlement Worker
2 – by calling the community information service
3 – on the web www.settlement.org

HOW TO USE IT Can be added to any communication materials

FORMAT JPEG image file

DATE CREATED Spring 2005

AUTHOR info@cicswis.ca

Website

TOOL NAME **New Moves website**

DESCRIPTION Web site describes New Moves video, includes order form, previews of the video and comments by stakeholders

HOW TO USE IT To order video and to promote it

FORMAT Website and DVD – www.newmoves.ca

DATE CREATED Dec 2005

AUTHOR info@cicswis.ca

Magazine articles

TOOL NAME	Magazine Article about Newcomer Guides – OPC Register – Ontario Principals Council
DESCRIPTION	<i>“Help for Newcomer Families” - Describes the Newcomer Guides to Elementary and Secondary School in Ontario and how they can help staff communicate with parents.</i>
HOW TO USE IT	Promotion to school stakeholders
FORMAT	
DATE CREATED	Fall 2004
AUTHOR	info@cicswis.ca
TOOL NAME	Magazine Article about SWIS– Education Today – Ontario Public School Boards Association
DESCRIPTION	<i>“Settlement Workers in Schools Concentrate on needs of newcomer families” – Describes the work of Settlement Workers in Ontario schools and the SWIS partnerships.</i>
HOW TO USE IT	Promotion to school stakeholders
FORMAT	
DATE CREATED	
AUTHOR	info@cicswis.ca
TOOL NAME	Magazine Article about New Moves - OSCA Today, Ontario School Counsellors Association
DESCRIPTION	<i>“Video Helps Newcomer Students”</i>
HOW TO USE IT	Promotion to school stakeholders
FORMAT	
DATE CREATED	Winter 2005

AUTHOR info@cicswis.ca

Key message tool

TOOL NAME **Key Message Tool**

DESCRIPTION A series of activities to help Settlement Workers identify key messages about a chosen topic. Tool considers the audience, what they want to hear and how to distil the message to be effective.

HOW TO USE IT When trying to influence clients and stakeholders

FORMAT MS Word file

DATE CREATED Winter 2005

AUTHOR info@cicswis.ca