



# Connecting Cultures & Communities

## Participant Guide

### Module 3 – Change & Settlement

Workshop, Resources & Toolkit

For Building Communities that are Welcoming and Inclusive

## Project Goals

With the workshop, resources, and toolkit we want to:

- **Build awareness**, understanding, and appreciation for a multicultural society that values diverse cultures, ethnicities, and faiths.
- **Increase awareness** of discrimination and barriers faced by newcomers.
- Develop **increased capacity** for everyone to confront discrimination and barriers.
- Determine ways to **improve personal/workplace** cultural competence.
- Enable **increased empathy**.

## Module Objectives

By the end of this module, we will be able to:

- **Consider** how we experience change.
- **Examine** the realities of change.
- **Relate** newcomer experiences to personal experience.
- **Create** an action plan to support *Connecting Cultures & Communities* in my workplace.

Guide & Toolkit



## Notes:

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## Knowledge Assessment

1. Identify a change you (recently) experienced.

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2. Was the change self-directed or other-directed?

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3. How did I cope/manage with the change?

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4. What influenced my experience?

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## Activity – Navigate Identity

- Write your name in the top left corner of the box
- Write a culture you identify with in the top right corner of the box (may be geographical or not)
- Write your profession in the bottom center of the box
- In the center of the paper, write a comment that contains a key message
  - Think about your past
  - Listen to the influential voices that stand out (family member, teacher, leader you respect, friend, etc.)

## Where are our norms and values?

Refer to the worksheet “Comparing Cultural Norms and Values”.  
(next page)

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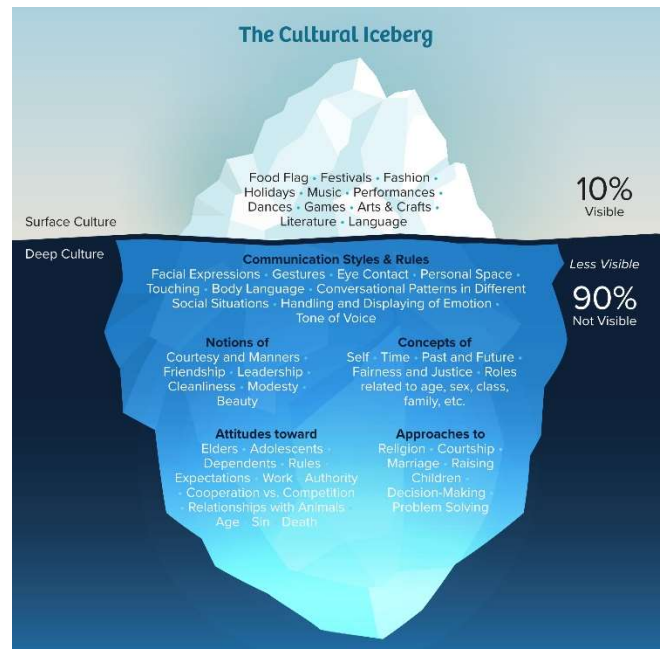
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## Comparing Cultural Norms and Values

<b>Aspects of Culture</b>	<b>North American Culture</b>	<b>Other Cultures</b>
<b>Sense of self and space</b>	Informal: handshake, fist bump	Formal: hugs, bows, handshakes
<b>Communication and language</b>	Explicit, direct communication Emphasis on content – meaning found in words	Implicit, indirect communication Emphasis on context – meaning found around words
<b>Dress and appearance</b>	“Dress for success” ideal Wide range in accepted dress	Dress seen as a sign of position, wealth, prestige Religious rules
<b>Food and eating habits</b>	Eating as a necessity – fast food	Dining as a social experience Religious rules
<b>Time and time consciousness</b>	Linear and exact time consciousness Value on promptness, time = money	Elastic and relative time consciousness Time spent on enjoyment of relationships
<b>Relationships, family, friends</b>	Focus on nuclear family Responsibility for self Value on youth, age seen as handicap	Focus on extended family Loyalty and responsibility to family Age given status and respect
<b>Values and norms</b>	Individual orientation Independence Preference for direct confrontation of conflict	Group orientation Conformity Preference for harmony
<b>Beliefs and attitudes</b>	Egalitarian Challenging of authority Individuals control their destiny Gender equity	Hierarchical Respect for authority and social order Individuals accept their destiny Different roles for men and women
<b>Mental processes and learning style</b>	Linear, logical, sequential Problem-solving focus	Lateral, holistic, simultaneous Accepting of life’s difficulties
<b>Work habits and practices</b>	Emphasis on task Reward based on individual achievement Work has intrinsic value	Emphasis on relationships Rewards based on seniority, relationships Work is a necessity of life

Reference:

Gardenswartz, L., & Rowe, A. (2010). *Managing diversity: A complete desk reference & planning guide* (Third). Society for Human resource management. Adapted.



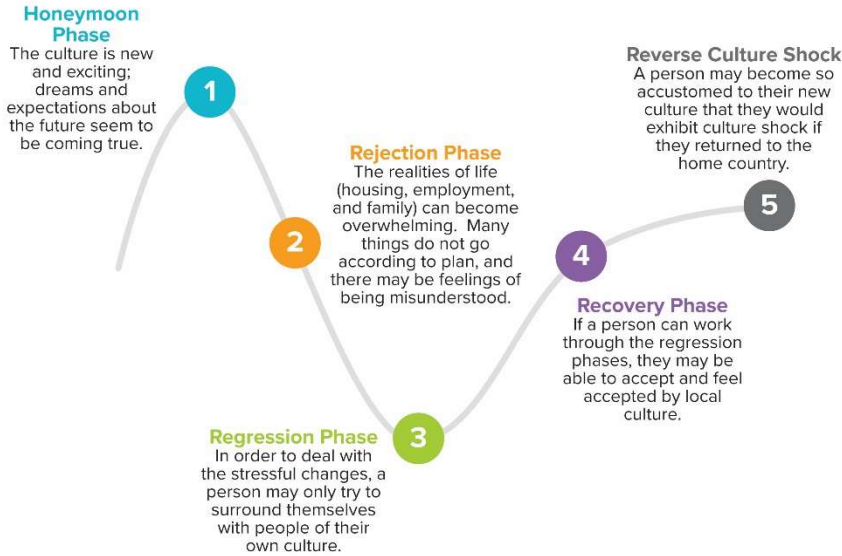
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# Culture Shock

## Culture Shock



Source: [https://media-exp1.licdn.com/dms/image/C5612AQG1MsyRV9gqiQ/article-inline\\_image-shrink\\_1500\\_2232/0/1541790626689?e=1665619200&v=beta&t=HfT\\_MyAkBCHjwMKh7HWLITAfR26LpuivHaOQXwt56o](https://media-exp1.licdn.com/dms/image/C5612AQG1MsyRV9gqiQ/article-inline_image-shrink_1500_2232/0/1541790626689?e=1665619200&v=beta&t=HfT_MyAkBCHjwMKh7HWLITAfR26LpuivHaOQXwt56o)  
Retrieved on: August 18, 2022; Adapted

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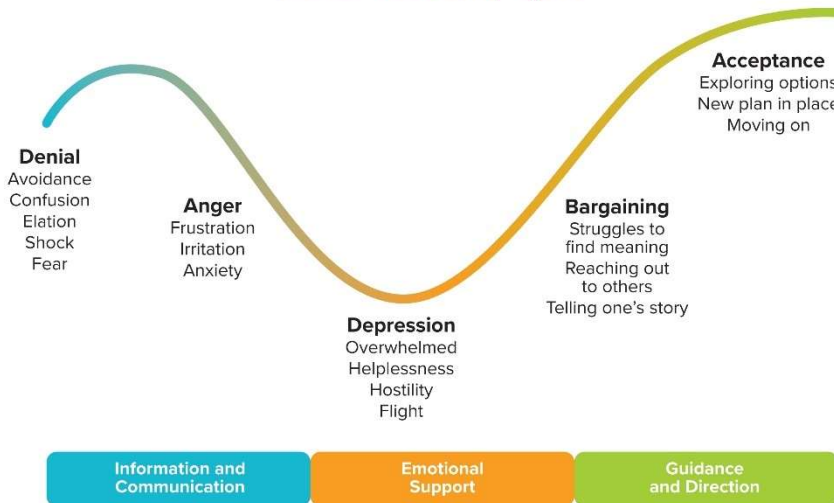
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## Kübler-Ross Grief Cycle



Source: [https://miro.medium.com/max/444/1\\*s0A4\\_Jl9MioJ7i3DFk8GQ.png](https://miro.medium.com/max/444/1*s0A4_Jl9MioJ7i3DFk8GQ.png)  
Retrieved on: September 8, 2022

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For more on this see the Guide/Toolkit on pages 37 – 39 and the Resources section pages 47 – 51.



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## Newcomer Myths

### Myth #1: Refugees come to Canada for free

- Repayment of travel loans commences in the 12<sup>th</sup> month from when the loan was issued by the International Organization for Migration (IOM). Costs are covered by IRCC under the Immigration Loans Program (ILP) through the Transportation Loan.

Source: <https://settlement.org/ontario/immigration-citizenship/refugees/after-you-arrive/how-do-i-repay-my-travel-loan-if-i-am-a-refugee-or-protected-person/>  
Retrieved on: November 29, 2022

### Myth #2: Asylum seekers who cross the border on foot automatically receive refugee status and are given funds from the government to live in Canada

- Refugee claimants are different from resettled refugees. Asylum seekers may make a claim online or at a port of entry.
- Governed in part by international treaties Canada has promised to uphold
- Resettled refugees are screened abroad and undergo security and health screenings before being issued a visa to come to Canada. Upon arrival, they are permanent residents.
- Irregular crossing – entering Canada between designated ports of entry – violation of law; intercepted people are taken to a border office or IRCC office (whichever is closer), and investigation begins; health checks for immediate needs, security screening, biometrics, claim started, detention determined

Source: [https://www.canada.ca/en/immigration-refugees-citizenship/news/2017/03/claiming\\_asylum\\_incanadawhathappens.html](https://www.canada.ca/en/immigration-refugees-citizenship/news/2017/03/claiming_asylum_incanadawhathappens.html)  
Retrieved on: November 29, 2022

### Myth #3: Immigrants are a burden on the Canadian economy

- Canada's immigration policies are designed to attract more skilled workers than any other class of immigrants which is an effective tool for improving the Canadian economy. Most of Canada's immigrants are educated in diverse fields bringing experiences and languages from all over the world. They are an invaluable resource that will give Canada an edge in a highly competitive global market.
- In fact, according to the Canada West Foundation, for every 10% increase in immigration, there is a 1% increase in exports. In 2014, 12% of immigrant-owned businesses exported goods and services to markets beyond the U.S., which supports Canada's trade agenda (versus 7% for businesses owned by non-immigrants). Exporters with a recent immigrant as majority owners are among the fastest-growing Canadian small-medium enterprises.

### Myth #4 Immigrants take jobs from Canadians

- Many people question why immigrants are brought to Canada during times of economic uncertainty, job shortages, or all-time unemployment highs. However, immigrants can be at a significant disadvantage when it comes to competing with Canadians for the same jobs because of their lack of experience living in Canada. In addition, extremely high work credentials earned in their home countries (such as medical or legal degrees) may not translate over to Canadian equivalents and these people may have to take lower-end jobs.
- Between 1993 and 2001, it was found that immigrants who had been in Canada for 10 years or less had a higher rate of over-qualification than their Canada-born counterparts. Although many immigrants come to Canada as highly skilled professionals, their qualifications may not be recognized as equivalent to the qualifications of Canadian-born workers trained in the same fields. Such immigrants do not have the opportunity to compete for jobs with Canadians who have the same levels of qualification.



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### Myth #5: Immigrants bring crime to Canada

- While some are inviting immigrant newcomers, others have stuck to a stigma that immigrants bring crime to Canada which facts show isn't true! According to the International Centre for Criminal Law Reform and Criminal Justice Policy, immigrants are “much less involved in criminal activity than are those who were born in Canada.”
- Immigrants looking to start their lives in Canada pose very little risk to Canada's security and sovereignty. When arriving in Canada, newcomers are looking to find security for themselves and their families. Seeking protection from atrocities and hardship experienced by the threats from their homeland, it is a highly unfounded and nonevidential statement to suggest they are responsible for a crime in our country.

### Myth #6: Internationally trained professionals are not as qualified as Canadian professionals

- Approximately 40% of professionals who have trained abroad in a particular field and then immigrated to Canada are working in that same field in Canada. These professionals have to undergo rigorous training and additional accreditation before they can work in their chosen profession in Canada, including additional training and strict testing to make sure they are just as qualified as Canadian professionals.
- It's important to know that foreign-trained professionals must have credentials reviewed by accredited Canadian assessment bodies to be employed in their field. Even more than 26% of all physicians practicing in Ontario in 2011 were foreign-trained.

### Myth #7: Undocumented immigrants do not pay taxes

- Undocumented immigrants cannot work legitimately and therefore cannot pay income taxes. However, they may pay property taxes as well as all applicable sales taxes – while still being ineligible for all of the services and benefits these taxes actually pay for. Non-status immigrants pay HST, property taxes, contribute to the CPP, and may also have social insurance numbers. Temporary foreign workers, refugee claimants, and permanent residents pay all taxes but can't access many services based on their status!

Source: <https://www.visaplace.com/blog-immigration-law/myths-about-immigration-in-canada/>  
Retrieved on: November 29, 2022

Which myths have I believed? Do I treat newcomers unfairly because of my misconceptions?

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Canada



Exclusion Segregation Integration Inclusion Belonging

Source: [https://mcos.ca/wp-content/uploads/2017/07/wic\\_toolkit\\_final\\_july\\_2017-1.pdf](https://mcos.ca/wp-content/uploads/2017/07/wic_toolkit_final_july_2017-1.pdf)

## How do we define “belonging”?

Generate some ideas with your small group?

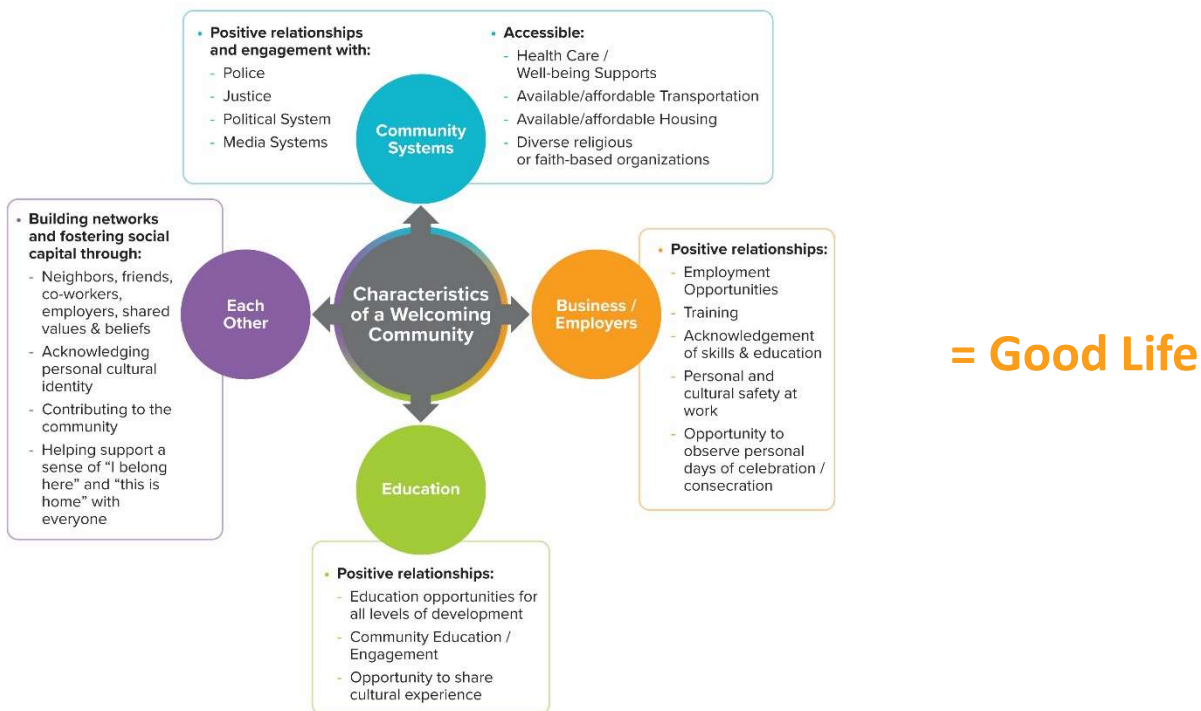
If you’re not sure how to start, ask yourself “How do I know when I belong?”

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## Values Activity

What do I value?

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## Reflection

1. How have I achieved a sense of belonging?

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2. Have I had to overcome some myths regarding newcomers?

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3. How might I support a sense of belonging:

In my neighborhood?

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At my workplace?

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In the community?

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