



**Associate Partner  
APPLICATION PACKAGE**

**2012-2013**

## MISSION

*Durham Welcome Centre Immigrant Services seeks to provide a welcoming and inclusive environment that addresses and supports the complex and changing needs of newcomers by providing integrated services through community alliances.*

## VALUES

- *To provide relevant and timely services to newcomers in a single, accessible location.*
- *To engage the community to partner collaboratively in welcoming newcomers to the region.*
- *To utilize our resources to support community driven priorities and initiatives.*
- *To demonstrate our respect for and sensitivity to newcomers.*
- *To provide the essential programs and activities that complement and support each other to reflect and meet the needs of newcomers.*
- *To maintain a culturally sensitive and linguistically sensitive environment.*
- *To do everything we can to support newcomers achieve their goals and reach their fullest potential.*

*This application package contains a glossary, disclaimer, and terms and conditions for organizations who would like to provide a program or service or participate at the Durham Welcome Centre Immigrant Services. Please read the full document and complete all applicable sections of the application.*

## GLOSSARY

**WELCOME CENTRE IMMIGRANT SERVICES (WCIS)** Durham Region is home to two Welcome Centres, one in Ajax and one in Pickering thanks to funding from Citizenship and Immigration Canada. Welcome Centres are welcoming and inclusive environments that provide a variety of services and access to information to support the successful integration of newcomers.

**PRIMARY PARTNERS** are the lead agencies holding the contracts for the Welcome Centre Immigrant Services. Community Development Council of Durham (CDCD) is the lead agency for the Ajax location and Durham Region Unemployed Help Centre (DRUHC) is the lead agency for the Pickering location.

**SECONDARY PARTNERS** are the Durham Catholic District School Board (DCDSB) and the Durham District School Board (DDSB).

Together these partners provide the core services at the WCIS such as settlement and orientation, language instruction and employment support services.

**ASSOCIATE PARTNERS** are agencies and/or organizations that utilize the WCIS as a location to provide information or services, or develop a service that meets the needs of the newcomer community. ***The Associate Partner's objectives must be aligned with the values and principles of the Welcome Centres with a focus on eliminating barriers and contributing to the successful settlement and integration of newcomers.***

### Types of Associate Partners:

**1. ASSOCIATE PARTNERS - HOTELLING** are agencies and/or organizations that provide complementary services and/or information that contributes to the empowerment and successful integration of newcomers on an itinerant basis (e.g. Service Canada, public health, legal clinic, etc.). These are typically organizations that deliver service elsewhere and would like to deliver the same or similar services at the Welcome Centre Immigrant Services as well. They provide these services in a meeting room or office.

**2. ASSOCIATE PARTNERS - INCUBATING** are agencies and/or organizations that are in the developmental stages and may simply need occasional use of the infrastructure and resources a Welcome Centre has to offer to develop and grow their organization. For example, an incubating partner may require occasional meeting space, a mailing address, occasional computer and internet usage and other minimal resources to support their development as an organization.

**3. ASSOCIATE PARTNERS - OCCASIONAL OR ONE TIME USE** are for agencies and/or organizations that wish to utilize either site of the Welcome Centre Immigrant Services for occasional or one time use only. Applications should be submitted following the same procedure.

*Associate Partner applications (all of the above) once approved will be reviewed on an annual basis.*

## ELIGIBILITY CRITERIA

The Durham Welcome Centre Immigrant Services (WCIS) welcomes applications to become Associate Partners from agency and/or organizations that will provide programs and services that enhance and complement the core services at one or both Welcome Centres.

### Eligible to become Associate Partners

- Charitable organization or an organization registered as a charity by the Canada Revenue Agency
- Unincorporated branch or chapter of a registered charity or incorporated not-for-profit organization
- First Nation, Métis or other Aboriginal group
- Non-profit community organization
- Municipalities, Universities, Colleges, School Boards Library Boards and Hospitals,
- Provincial or Federal governments or their agencies

### Ineligible to become Associate Partners

- Organizations whose purpose is related to political activity
- Organizations that derive profit/financial benefit for services being delivered at the WCIS
- Organizations whose membership is exclusionary, who promote hate, are discriminatory or who do not meet Human Rights requirements
- Programs that promote a particular religious belief(s) or a political agenda

### How to apply to become an Associate Partner

Please complete the application and email the package to: [partnerapps@welcomecentre.ca](mailto:partnerapps@welcomecentre.ca)  
 The completed application may also be mailed or dropped off to either one of the two Welcome Centre locations:

<b>Ajax</b> 458 Fairall St., Unit 5 Ajax, Ontario L1S 1R6	<b>Pickering</b> 1400 Bayly St., Unit 5 Pickering, Ontario L1W 3R2
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**Note: Please remember to make copies of this application for your own records.**

### What happens after an organization submits an application?

- A confirmation of receipt of your application will be conveyed to you by email or mail within 10 business days informing you of the next Governance Committee meeting.
- The application is reviewed by the WCIS Sub-Committee (The sub-committee may request further information or modifications)
- The WCIS Governance Committee make final determinations
- You will be notified of the decision of the Governance Committee meeting in writing within 10 business days of that meeting.

## APPLICATION FORM

**Name of Organization:** \_\_\_\_\_

**Head office address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Website:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Executive Director:** \_\_\_\_\_

**Primary Contact:** \_\_\_\_\_

**Is your organization:**

- Incorporated Not for Profit
  - Date of Incorporation: \_\_\_\_\_
  - Incorporation Number: \_\_\_\_\_
  - Jurisdiction of Incorporation: \_\_\_\_\_
- Registered charity
  - Charitable Number: \_\_\_\_\_

- Municipality
- University or College
- Ethno-cultural
- Foundation
- First Nations
- School Board
- For profit
- Other (Please specify: \_\_\_\_\_)

**For First Nations only - please fill out this section**

Chief/Executive or Operating Officer/RDG \_\_\_\_\_  
 Mayor/Chair/Minister \_\_\_\_\_  
 Councillors/Directors \_\_\_\_\_

**Number of Employees:** \_\_\_\_\_ **Number of Board Members:** \_\_\_\_\_

**Name of Insurance Carrier:** \_\_\_\_\_  
 Policy Number: \_\_\_\_\_  
 Comprehensive Liability: \_\_\_\_\_

*\*\*Liability insurance for the Associate Partner is the responsibility of that Partner, not the Welcome Centre Immigrant Services.*

**Funding Source(s):** Please check all that apply

*\*Note: Checking your funding source(s) does not affect your application.*

**Government of Canada**

- Canadian Heritage
- Justice Canada
- Citizenship and Immigration Canada (CIC)
- Other Federal Department (Please specify: \_\_\_\_\_)
- Health Canada
- Service Canada (HRSDC)

**Province of Ontario**

- Ministry of Citizenship and Immigration
- Ministry of Training Colleges and Universities (MTCU)
- Ontario Women’s Directorate (OWD)
- Ministry of Community and Social Services
- Ministry of Children and Youth Services
- Ministry of Francophone Affairs
- Ministry of Attorney General
- Ministry of Health and Long-Term Care
- Ministry of Health Promotion
- Other (Please specify: \_\_\_\_\_)

**Municipality** (Please specify: \_\_\_\_\_)

\_\_\_\_\_

**Foundations/Charitable Organizations**

- Laidlaw
- Ontario Trillium Foundation
- Maytree
- United Way
- Other (Specify: \_\_\_\_\_)

**Other Sector**

- Labour/Trade Union
- Private Sector (business)
- Faith based group/organization

**Are you applying as:**

- Associate Partner – Hotelling (If YES, complete Sections I, II, and IV)
- Associate Partner – Incubating (If YES, complete Sections I, III and IV)
- One time or occasional use (If YES, complete Section I and IV)

**Choose a Welcome Centre location:**

- Ajax
- Pickering
- Both
- Either

**List the names and contact information of three (3) references**

*At least 1 reference must be from a not-for-profit or government agency.*

<b>1.</b>	<b>2.</b>	<b>3.</b>
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## SECTION I – ABOUT THE ORGANIZATION

### 1. Mission

### 2. Vision

### 3. Mandate/Objectives

### 4. Demonstrate the connections between your organization's mission, vision and mandate/objectives and the mission and values of the Welcome Centre Immigrant Services (p. 2).

## SECTION II - PROPOSED PROGRAM OR SERVICE

*\* Please respond in point form wherever possible*

1. Name the proposed program or service you plan to deliver.

2. Describe in detail the program and/or service that is being proposed. Include (a) who the target audience is; (b) the issue/gap the program addresses; (c) activities to be delivered; and (d) expected outcomes *(please include supporting evidence wherever possible)*

3. Demonstrate why you believe there is a need for the service you are proposing. Include (a) how you identified the need; (b) why your organization, staff and/or volunteers are best-suited to deliver this program/service; and (c) how the program or service would enhance the successful integration of newcomers into Canadian society.

4. In what language(s) will the program or service be offered?

5. How do you see the program/service you offer complementing other programs or services in the region?



6. Quality assurance is fundamental to all the programs and services being delivered under the Welcome Centre banner. Describe how you would provide quality assurance within the Welcome Centre model?

7. What strategy do you have for identifying, contacting, and recruiting clients for this program or service?

8. Are there any fees associated with this service? If yes, please provide a breakdown of the cost and rationale)

9. Type of space you require and frequency?

**(i) Ajax Location**

Office space    \_\_\_ Yes \_\_\_ No    Frequency: \_\_\_\_\_  
 Meeting space    \_\_\_ Yes \_\_\_ No    Frequency: \_\_\_\_\_  
 Workshop space    \_\_\_ Yes \_\_\_ No    Frequency: \_\_\_\_\_

**(ii) Pickering Location**

Office space    \_\_\_ Yes \_\_\_ No    Frequency: \_\_\_\_\_  
 Meeting space    \_\_\_ Yes \_\_\_ No    Frequency: \_\_\_\_\_  
 Workshop space    \_\_\_ Yes \_\_\_ No    Frequency: \_\_\_\_\_

*\* Space is subject to availability and negotiation with Centre Manager(s)*

10. Please provide any additional relevant information?

### SECTION III - INCUBATION QUESTIONS

*\* Please respond in point form wherever possible*

**1. Provide a brief history of your organization/group?**

**2. What is or will be your target audience for the services your group will provide?**

**3. Are you currently offering any services, if so please list. What process have you used to evaluate your services? What were the results of your evaluation?**

**4. What type(s) of services do you anticipate offering in the future?**

**5. What expertise does your organization have for the services you are offering (or plan to offer)?**

**6. What specific resources do you need the Welcome Centre(s) to provide your organization?**

	YES	NO	FREQUENCY <small>(i.e. weekly/bi-weekly or monthly)</small>
a. Office space			
b. Meeting space			
(i) Purpose of meeting space			
c. Mailing Address			
d. Other (please specify)			

**7. What coaching/mentoring has your organization/group received in your developmental process to date? What arrangements do you have for ongoing coaching/mentoring?**

## SECTION IV - MEETING SPACE REQUEST

*\* Please respond in point form wherever possible\**

**1. What would be the purpose of your meeting(s)?**

**2. Who will be attending the meeting(s) including number of attendees?**

**3. Why would you like to host your meeting(s) at the Welcome Centre(s)?**

**4. When and how frequently do you anticipate hosting meeting(s)? Please include time of day.**

**5. What equipment will you be bringing? What equipment do you require from the Welcome Centre?**

## PARTNERSHIP AGREEMENT/TERMS AND CONDITIONS

The Associate Partner shall actively uphold and adhere to the Welcome Centre Immigrant Services' (WCIS) principles and policies. The Associate Partner must observe and adhere to all the rules and regulations established by the management of the WCIS.

The Associate Partner is entitled to carry out their services and programs in the allocated space and make use of common areas subject to compliance with these Terms and Conditions.

The name of the WCIS shall not be used by the Associate Partner as an endorsement without previous written consent of the WCIS manager.

No employee or agent of the Associate Partner is authorized to conclude any binding agreement on behalf of the WCIS with a third party without express written confirmation by the WCIS manager.

Employees of the Associate Partner stationed at the WCIS **must not** use the WCIS facilities for any activities, or transmit any information or materials (including promotional materials), which:

- Breach any terms or regulations of this Agreement
- Infringe a third party's rights (including intellectual property rights, rights of privacy)
- are inappropriate, offensive, obscene, threatening, indecent, inflammatory, pornographic, defamatory or confidential
- Are false or misleading
- Are discriminatory

An Associate Partner, its employee(s) or agent(s) at the WCIS under no circumstance is allowed to:

- provide any political or religious services
- affix or display anything in the windows or doorways of the Welcome Centre Immigrant Services without written consent from the Welcome Centre Immigrant Services manager

### Fire Regulations

- The Region of Durham's Fire and Safety Regulations (in compliance with the Ontario Fire Code and the Ontario Building Code) set limits of the capacity allowed in the WCIS rooms.
- It is the responsibility of the Associate Partner to ensure that the limit is not exceeded. Violation of the set limit will result in cancellation of future events.
- Access to all doors and hallways must be kept clear and noise levels must be respectful of other activities.

The WCIS reserves the right to amend, change and/or replace these Terms & Conditions at any time at the Welcome's Centre sole discretion.

**Associate Partner Initials** \_\_\_\_\_

## DISCLAIMER

The Welcome Centre Immigrant Services (WCIS) assumes no responsibility or liability for any losses, damages or injuries of any kind incurred by staff, clients, volunteers, program participants or any other individual associated with any of our Associate Partners. All Associate Partners of the WCIS are requested to take appropriate safety measures and precautions at all times.

The Associate Partner is responsible for the security of objects, equipments, materials, or supplies not belonging to the WCIS. The WCIS will not be held responsible for damages or disappearances.

**\*\*\* Liability insurance for the Associate Partner is the responsibility of that Partner, not the Welcome Centre Immigrant Services. \*\*\***

Indemnification: The Associate Partner shall indemnify and save harmless the WCIS from and against all claims, losses, damages, costs, expenses, actions and other proceedings, in performing the required work or as a result of the work.

By signing below I/my organization has full understanding of this provision and agrees to comply with all rules and regulations set by the WCIS managers as well as the health and safety provisions.

**Associate Partner Initials** \_\_\_\_\_

If you have questions regarding this disclaimer, please contact the Welcome Centre Immigrant Services manager.

## DECLARATION

I declare that the information provided on this application and any attached supporting documentations are complete, correct and fully disclose all details concerning my organization's eligibility criteria requested by the WCIS.

I understand and agree that all information provided in this application and all attachments will be verified by the WCIS authorized representatives. I also understand that false/misleading statements may lead to the refusal of the application or termination of contract.

I understand and acknowledge that under no circumstance will religious or political activities be tolerated at the WCIS. This type of activity will be cause for immediate termination of my contract.

I understand that information provided in the application will be carefully reviewed, kept confidential and protected under the provisions of the Privacy Act.

\_\_\_\_\_  
**Signature** (Signing Authority of Agency)

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Full Name** (Please **PRINT**)