

# SHARING SETTLEMENT AND INTEGRATION PRACTICES THAT WORK COMMUNITY TRAINING PROGRAM

New Canadians Centre  
Peterborough, Ontario

## Areas of Practice:

- Promoting Welcoming Communities

## Video:

<https://youtu.be/UKLlaquBGZk>

A Pathways to  
Prosperity Project

March 2026



Funded by:

Immigration, Refugees  
and Citizenship Canada

Financé par :

Immigration, Réfugiés  
et Citoyenneté Canada



PATHWAYS TO  
PROSPERITY  
Promoting Welcoming Communities in Canada



VOIES VERS LA  
PROSPÉRITÉ  
Promouvoir des communautés accueillantes au Canada

## **BACKGROUND ON THE ORGANIZATION AND IMPETUS FOR THE PROGRAM**

---

The New Canadians Centre (NCC) is a non-profit, charitable organization that aims to support immigrants and refugees in the City of Kawartha Lakes, Haliburton County, City and County of Peterborough, and Northumberland County. In 1979, the NCC began as a small organization called the Peterborough Newcomer Orientation Committee (PNLOC) to support refugees fleeing Vietnam. Over the years, the PNLOC expanded its goals and reach which led to the establishment of the NCC in 1987. The NCC's mission is to facilitate the meaningful economic, social, and cultural integration of newcomers into Canadian society. The NCC offers a range of programs and services, including language training, employment support, settlement services, and community engagement initiatives. As the host organization and lead agency for the Peterborough Immigration Partnership, the NCC also carries out community development work that includes initiatives such as the Community Training Program.

The Community Training Program was developed in response to the increasing number of local community organizations and employers in the Peterborough area working with, or seeking to work more effectively with, newcomers. Many of these organizations wanted to create more welcoming and inclusive environments, but lacked practical training and tools grounded in newcomer experiences. The program was developed to address this gap by offering applied training on anti-discrimination and equity, diversity, and inclusion that is grounded in newcomer experiences and focused on helping organizations build more welcoming environments for newcomers.

## **OVERVIEW OF THE PROGRAM**

---

### **Name:**

The Community Training Program

### **Description:**

The Community Training Program is a series of interactive workshops focused on equity, diversity, and inclusion (EDI), with a specific emphasis on newcomer experiences and building welcoming communities. Offered in Peterborough and across Ontario, the program is designed to support organizations in developing the knowledge and practical skills needed to work effectively with newcomers. Each session is typically two to three hours in length, can be delivered in person or virtually, and generally accommodates between 10 and 50 participants. The program was initially developed through a one-year pilot phase and refined through feedback from consultants and participating organizations before moving into full implementation.

The Community Training Program consists of four workshops that can be delivered individually or as a full series, depending on organizational needs. *Immigration 101 – An Introduction* provides an overview of Canada's immigration system, including pathways to immigration, local newcomer experiences in the Nogojiwanong-Peterborough area, and the ways in which immigration status shapes access to services. It also covers common myths and stereotypes about immigration. *Understanding & Practising Cultural Humility* introduces the concept of cultural humility and supports participants in applying it in workplace and service settings. *Building Empathy & Understanding Through Stories* centres newcomer storytelling, with participants listening to a newcomer share their

settlement experience and developing skills in active listening and empathy. In the *Shoes of a Language Learner*, participants engage in activities that simulate navigating systems in a language that is not their first, helping them better understand language barriers and identify strategies to support language learners.

Across all workshops, the program emphasizes interactive and experiential learning grounded in lived experience. Sessions include discussion, reflection, and applied activities that support participants in translating learning into practice in their own organizational contexts.

**Goal(s):**

The primary goal of the Community Training Program is to increase knowledge and understanding of newcomer experiences among different types of organizations. Through this, the program aims to strengthen organizations' capacity to create more welcoming and inclusive environments and to engage more effectively with newcomers.

**Target Client Group(s):**

The Community Training Program serves community organizations, employers, educational institutions, and public sector organizations.

**Delivery Partners:**

The Community Training Program is fully delivered by the NCC.

**Human Resources:**

The Community Training Program is facilitated by two NCC staff members and supported by administrative staff who coordinate bookings and logistics.

**Funding:**

The Community Training Program is supported through Immigration, Refugees and Citizenship Canada (IRCC) funding provided to the Peterborough Immigration Partnership, as well as revenue generated through workshop fees.

## **KEY FEATURES THAT CONTRIBUTE TO THIS BEING A PROMISING PRACTICE**

---

**Effective:**

The Community Training Program is effective because it grounds learning in the lived experiences of newcomers. Across the workshops, participants engage with personal stories, local examples, and facilitated discussions that deepen their understanding of newcomer experiences and encourage reflection on their own assumptions and biases. This focus on lived experience helps participants develop a more informed and empathetic perspective when working with newcomers.

The program is also effective due to its emphasis on interactive and applied learning. Workshops incorporate reflection, group discussion, and experiential activities that allow participants to practice new ways of thinking and engaging, rather than only learning concepts in the abstract. For example, activities that simulate navigating systems in a non-native language or that centre newcomer storytelling provide participants with direct, practical insight into these experiences. This hands-on

approach supports the translation of learning into practice and enables participants to identify concrete changes they can make in their own organizational contexts.

Finally, the program's effectiveness is strengthened by its adaptability to different organizational contexts. Workshops are tailored to the needs, level of experience, and sector of participating organizations, which helps ensure that the content is relevant and that the learning resonates with participants.

**Efficient:**

The Community Training Program is efficient because it is structured in a way that allows organizations to access the training in formats that fit their needs and capacity. Its modular design allows organizations to book a single workshop or the full series, making participation more manageable and allowing them to focus on the content most relevant to their context.

The program is also efficient in its delivery. Workshops are typically offered in two to three-hour formats, but can be adjusted when organizations have more limited time. They can be delivered in person, hybrid or online formats, which increases accessibility for different groups and settings. In addition, when smaller group sizes are preferred, the same workshop can be offered more than once within an organization to preserve interaction and discussion. These features allow the program to be delivered in a practical and adaptable way while maintaining the interactive nature of the training.

**Relevant:**

The Community Training Program is relevant because it provides practical, newcomer-focused training for organizations whose work increasingly involves newcomers. The program addresses the need for greater understanding of immigration and newcomer experiences, while also equipping participants with concrete approaches for fostering more welcoming and inclusive environments. By focusing specifically on newcomer experiences rather than equity, diversity and inclusion in general, the program offers training that is directly applicable to the realities many organizations face in their day-to-day work.

**Sustainable:**

A feature that contributes to the sustainability of the Community Training Program is its fee-for-service model, which was implemented in the program's second year following completion of the pilot phase. NCC offers the workshops at a regular rate, provides discounted pricing for non-profit organizations, and adjusts fees based on an organization's capacity. In some cases, trainings can also be delivered in kind. This flexible pricing structure supports ongoing program delivery while helping to maintain accessibility for organizations with varying levels of resources.

**Transferable:**

The Community Training Program is transferable because its activities, resources, and core themes can be adapted for use in a range of organizational and community contexts. Organizations that have participated in the training have expressed interest in using specific workshop activities and resources in their own settings, indicating that elements of the program can be incorporated into other training and service contexts.

The program is also transferable because, while it is centred on newcomer experiences, many of the themes it addresses – such as cultural humility, bias, stereotypes, and communication – can be tailored to other client populations and institutional settings. In addition, the program can be adapted for delivery in communities of different sizes, with the scale and staffing model adjusted to local needs and capacity.

**Innovative and Forward Thinking:**

The Community Training Program is innovative and forward thinking because it brings together applied learning, EDI-focused training, and newcomer lived experience in a single workshop series. The program uses a mix of facilitated discussion, experiential activities, storytelling, videos, and photo-based narratives to create a participatory learning model that goes beyond information delivery alone. It also draws on existing newcomer stories and resources within NCC's broader programming, allowing the workshops to connect different forms of community education in an integrated way.

**Differs in Definable Ways from Other Similar Practices:**

The Community Training Program differs from other similar practices in that it applies an explicit newcomer and immigration lens to topics that are often addressed through more general equity, diversity, and inclusion training. Rather than offering broad EDI-training, it is designed specifically to help organizations understand newcomer experiences and respond more effectively to issues related to immigration, language, and building welcoming communities. The program is also grounded in the local context, using examples and perspectives that reflect the communities in which participating organizations work.

**High Client Uptake:**

The Community Training Program has demonstrated high client uptake. During the pilot year, the program exceeded its original target of five trainings within the first six months and went on to deliver 10 trainings by the end of the year, reaching 450 individuals. Uptake continued following full implementation, with additional trainings delivered and more bookings made for the following year. The program has also attracted organizations without active promotion, indicating strong demand for this type of training within the community.

**High Client Retention:**

The Community Training Program has also demonstrated strong client retention through repeat bookings from participating organizations. Organizations that initially booked one workshop have often returned for additional sessions, and some have gone on to book the full suite of workshops. In some cases, organizations have also invited NCC back to deliver the training to different staff groups. This pattern of continued engagement suggests that organizations see ongoing value in the program and view the training as relevant to their work.

**Strong Evidence of Successful Outcomes:**

The Community Training Program has demonstrated evidence of successful outcomes at both the individual and organizational levels. At the individual level, participants reported increased understanding of immigration and newcomer experiences, including greater awareness of different immigration pathways, common assumptions and stereotypes, and the challenges associated with

navigating systems in a new language. Participants also developed greater confidence in engaging with newcomers and identifying ways to apply what they learned in their own roles.

At the organizational level, the program contributed to changes in practice. Organizations followed up on the training by seeking additional information about language supports, asking which languages they should prioritize, and exploring how to translate their resources and adjust their services. In some cases, organizations that participated in the training also went on to commit to NCC's Workplace Inclusion Charter, suggesting that the training can help prompt further action toward inclusion beyond the workshops themselves.

Evaluation findings also point to the effectiveness of specific components of the program. Participants consistently reported that interactive activities and opportunities to hear directly from newcomers were particularly impactful.

## **PERFORMANCE MEASUREMENT AND EVALUATION STRATEGY**

---

The NCC began evaluating the Community Training Program during the program's pilot phase. At that stage, the NCC worked with external consultants with expertise in equity, diversity, and inclusion education to review the workshop content and delivery. During the pilot year, the workshops were delivered to partner organizations as part of a testing phase designed to gather feedback on what was useful, what resonated, and what required adjustment. This feedback was used to refine the program before full implementation.

The NCC continues to evaluate the Community Training Program through a combination of post-workshop surveys, informal feedback, and quantitative tracking. After each workshop, participants receive an online survey tailored to that specific session. These surveys ask participants to evaluate the topics covered, the activities used, and the extent to which the workshop supported their learning. Survey results are used to identify which topics participants found most meaningful, what they would like to explore further, and where adjustments may be needed.

In addition to survey data, NCC draws on informal conversations with participants during and after workshops to better understand why organizations sought out the training and how they plan to apply it in their work. The program is also monitored through quantitative indicators such as the number of training requests received and the level of repeat participation from organizations. Together, these qualitative and quantitative measures are used to assess program progress and support the ongoing refinement of the workshops.

## **FOR MORE INFORMATION**

---

### **Community Training Program**

<https://nccpeterborough.ca/ctp/>

### **New Canadians Centre**

<https://nccpeterborough.ca/>