

# **Final Report on Kingston Galloway/Orton Park Immigration Settlement Services**

November 30, 2010

**Hantao Yu**

**Abstract (Summary):** The Kingston Galloway/Orton Park region is identified as a unique region that experienced dramatic alterations with the collective efforts of residents, government, and social organizations. The research conducted in the area derives from the notion of neighbourhood providers and immigrants in the area. Three key institutions examined in this report are the East Scarborough Boys and Girls Club, the Scarborough Centre for Healthy Community, and the East Scarborough Storefront. Moreover, the report will analyze the methodology and data collection process in helping to shape the background information in conducting primary research, as well as to focus on the limitations experienced in the process of data collection. Furthermore, the outcome of this research aims to develop a structural approach to establish comparisons between various immigration settlement programs, to identify certain barriers and program overlaps experienced by these service providers.

**Keywords:** Barriers, Community Service, Immigration, Settlement

CITC01H3 Research Report

**CITC01H3 Urban Community and Neighborhood:  
Final Report on Kingston Galloway/Orton Park Immigration Settlement  
Services**

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## **Kingston Galloway/Orton Park Immigration Settlement Services**

### **Introduction:**

The Kingston Galloway/ Orton Park region is identified as a unique region that experienced dramatic alternations with the collective efforts of residents, government, and social organizations. The research conducted in the area derives from the notion of neighborhood development, and takes consideration in analyzing the relationship between settlement service providers and immigrants in the area. Three key institutions examined in this report are the East Scarborough Boys and Girls Club, the Scarborough Centre for healthy Community, and the East Scarborough Store Front. Moreover, the report will analyze the methodology and data collection process in helping to shape the background information in conducting primary research, as well as to focus on the limitations experienced in the process of data collection. Furthermore, the outcome of this research aims to develop a structural approach to establish comparisons between various immigration settlement programs, to identify certain barriers and program overlaps experienced by these service providers. The conclusive ending will engage methods of revitalization and future development recommendation purposed from the result of this research.

### Historical Background Information and Neighborhood Profile

The Kingston Galloway/Orton Park neighborhood has been identified by the City of Toronto and the United Way as one of the thirteen priority neighborhoods. The boundaries of this region extend west to Scarborough Golf Club Road, east to Manse Road, north to Ellesmere and south to the railway tracks south of Kingston Road. (Andrea 2010) KGO is a vibrant community located at the east part of Scarborough, which is a multicultural society affiliated with a large number of immigration population. Indicated by the City of Toronto, it is estimated

that 39% of total population in KGO are immigrants from South Asian countries, particularly India and Pakistan. Approximately 14.6% of the immigration population is originated from East Asian countries such as Philippines, Malaysia. There is also 10.3% of Middle Eastern and about 8.2% of Eastern Africa immigrants residing within the KGO area. The major groups of visible minorities exist in the neighborhood are South Asians (18%) and Africans (22.5%), who contribute majorly to the multicultural dynamic reflection of the residents (City of Toronto KGO Neighborhood Profile (2006) usually through local programs such as resident rising to create awareness and neighborhood development. Despite the collective efforts initiated by neighborhood activists, KGO had been identified by the City of Toronto and the United Way as one of thirteen priority neighborhoods in 2005(United Way, 2010). Perhaps the reason behind such nomination is its increased crime rate, above average poverty rate and the lack of secondary education. “In Scarborough, the map showed a cluster of groups called “Kingston/Galloway,”..... There were two main gang leaders in Galloway: Omar Lloyd Demetrius and Gary Eunick, who, in 2005, were convicted for murdering an unarmed man in a suburban nightclub.” (TheStar 2010) Most of the crimes occurred in the KGO area related to gang violence between the rival gangs of Kingston Galloway Boys and Malvern Crew. Moreover, the below average poverty line can also be a potential factor that insert Kingston Galloway/Orton Park into priority neighborhood listing. In 2005, the average household income after tax in the KGO area is estimated to be \$47,770, which falls below the average of Toronto’s at \$63,870. The low-income households after tax are at 29% compare to the average standard of Toronto at 19.4%, and there is clear indication that the area holds a large percentage of low-income families. On the other hand, education can also be a contributing factor to the issue of poverty. Approximately 17% of the total population does not have any form of education, in combination

with the 27% of high school certificate holders within the KGO. These categories all breach the average record of Toronto. However, only 11% of the total population holds a Bachelor's Degree, compared to Toronto's average at 23%. (City of Toronto KGO Neighborhood Profile 2006) This nonetheless demonstrated the lack of post secondary education in the neighborhood, as such phenomenon reduces the chance for decent employment and leads families to face financial constraints. Every city consists of communities with less than equal opportunities and advancements both socially and economically, as well as politically; creating a broken bridge of access. The concept of priority neighborhoods can be related this notion of a broken bridge as many areas within Toronto suffer from a disconnection of services and access to information, programs, and opportunities that could be beneficial for everyone in a community. Kingston Galloway/Orton Park is such an area that contains lower levels of opportunities for immigrants to integrate themselves into the community. The other reason KGO became a priority neighborhood can also be partly due to disconnected services that are currently being provided by the government in terms of economics, infrastructure, health, and education. Therefore, integrating and promotion of programs offered by organizations is an extremely important element that assists new comers, only a "geographic areas within which there is a set of shared interests or symbolic attributes" (Chaskin, 2001) can be efficient to perform services to immigrants.

**Research Methods:**

*"community-based service learning offers a conceptual space needed for developing more reciprocal relationship among the partners". (Weigert, 1998)*

The general parameter of research methodology is to maximize the information findings and minimize the risks including factors such as intimidate respondents. "...valuing community partners as equal contributors to the research project" (Maiter, Simich, Jacobson and Wise, 2008)

The community partners and organizations are the key of success to neighborhood development, the United Way has funding for Community Hubs such as the Storefront and the Action for Neighborhood change to achieve revitalization. Therefore, to better understand and analyze key immigration settlement service providers in the area, identify barriers for new immigrants and propose recommendations are three large proportions of the objective of this research.

### Limitations

It is extremely important to determine the research parameter. It includes defining the potential limitations and constraints that each research methodology will experience. The scope of the research is to focus on the specific neighborhood of the KGO, thus many of the local factors include both internal and external factors that will limit the scope of research. Internal factors experienced were the lack of time to broaden the scope of research, as the time constraints force group members to abandon some of the original concepts planned to integrate into to the comprehensive comparison of the relationship between organizations and immigrant individuals. The insufficient time prevented us from obtaining an exact number of immigrant residents in the area to reflect their perspectives on the programs offered by service providers. The lack of financial incentives has also made our interviews unattractive to the potential respondents, because individuals cannot be compensate for spending time in interview. Furthermore, one of the internal limitations experienced was the issue of coordination, where each individual in the group held other mandatory duties to attend to such as academic, employment and/or family obligations. It is difficult have frequent meetings to organize findings and to collect data. Certain data collected have been repetitive, disorganized and lacked critical information. Punctuality issue also exists within the coordination limit. Furthermore, external limitations include factors such as the evaluation of feasibility and regulations issues. University

of Toronto has regulations that prevent direct contact between local residents and research groups. Referrals from organizations are mandatory in conducting primary researches with non-professional individuals. However, most of the service providers interviewed had confidentiality issues that prohibit them from releasing any information about their clients. Therefore, it is difficult to obtain contact information from service providers.

### Methodology and Data

Source of income, language/accent, and knowledge regarding childcare system within their city all poses as potential factors for immigration issues in the neighborhood. (Toronto, 2006) The purpose of the research holds a close bond to the two major barriers usually experienced by new immigrants. The primary barriers involve factors such as race and ethics, while the secondary barriers involve income languages. (Dion, 2001) The main purpose of the research is to determine the barriers that service providers experienced, and to analyze these barriers to provide comprehensive integration for new immigrants access services. Guided by Yumna from the Catholic Cross Cultural Services, the scope of the research is divided into primary and secondary data collections. First, the primary research consists qualitative and quantitative data collection processes. Types of qualitative data collected include the programs offered by organizations, the purpose and obstacles experienced by each program and how these programs provide assistance on immigrant settlement. Quantitative data collected includes the frequency and number of individuals who visit different programs, and the general age of people attending the programs. Furthermore, the main methods of data collection are through interviews, and the research team pre-determines and develops interview question that relates to the core of research. Then each pair of group members targets appropriate candidates from the chosen list, then each pair of research teams determines the duration and length of interviews depending on



the circumstance. Through the process of interviews the research team fully appreciated the Wilczenski concept where “The four different areas (social, emotional, academic, and career) have been perfectly interconnected with each other in regards to the harvest from engaging in a community service-learning course”( Wilczenski and Coomey, 2009). Considering all these factors the overall experience of the interviews were excellent, and only certain members of a particular institution were unable to be attending interview due to employment responsibilities. Eventually the research groups were able to filter out the unnecessary information and organized the data into a chart with labeled organizations in order to judge the similarities and differences.

## **Research Findings**

### Physical Characteristics:

The Boys and Girls Club of East Scarborough, East Scarborough Storefront and the Scarborough Centre for Healthy Communities are the three organizations interviewed during the period of research. In terms of the physical characteristics, all three institutions have limited spaces; the old building entrance of Boys and Girls Club is not located on Galloway road, and the new building has double the space with two levels and more windows. The entrance has been relocated in order to gain easy access. Similar situation applies to Storefront where the new building provides more agency rooms and offers more service provisions; disabilities access are also provided for individuals in need. Contrary to the previous two organizations, the Scarborough Centre for Healthy Community (Formally known as the West Hill Community Services) has three clinical sites with the main location established in the Markham Kingston Region. There are also two satellite locations covering the areas north to Highway 401, south to Lake Ontario Boundary, West to Markham Road and East to Pickering Towline. All three

organizations are charitable not-for-profit organizations that offer a broad range of social and health services to individuals in the areas and new immigrants.

Programs Offered:

The Boys and Girls Club offers service area west to Kennedy, East to Kennedy, and North to 401 and South to the Lake. The organization offers various caring services for immigrants and residents. There are a total five divisions of services provided. Early year service offers literacy and attentive program such as library and computer training for the East Scarborough Region, the childcare service resolves attentive childcare duties of new immigrant families, where most of the parents have to work for a long period time in order to afford essential expenses. There are also youth program taking care of older youth to provide them after school programs and breakfast programs. The special program is one of the important programs that offer free consultation to individuals with special circumstances. All the programs are fully accessible by disabled individuals and the organization promotes programs through websites, brochures and annual reports. There are also outreach workers, mostly students in groups of 2 or 3, who go to designated locations to provide services.

The Storefront is somehow different from Boys and Girls Club, because Storefront does not offer services as an institution. It operates as a hub to connect the service resources to the individuals with needs. Storefront offers a space to allow agencies to settle in particular periods and provide services. Social care, basic health care, childcare and legal aids are some of the main areas, which are indirectly offered by the storefront.

The Scarborough Centre for Healthy Community operates as a basic health and social services provider for immigrants and other vulnerable groups. They offer basic medical services and social supports to individuals who are new immigrants waiting for OHIP arrival, the

homeless and refugees who do not possess basic health coverage. The institution is fully accessible because it provides token or cab fares for individuals in need. Also, the accommodation for the transportation of seniors and disabled individuals are provided free of charge. Main programs offered for immigration settlements are the basic health care by doctors, nurses, and nurse practitioners. The social support programs of Food and Furniture Bank also provides assistance for immigrants who need assistance to accommodate essential standard of living, among the social support program income tax assistance program is also very interesting because it provide new immigrant knowledge in regard to the financial structures of Canada. Almost all the programs offered among the mainstream immigrant languages in the KGO area, including Mandarin, Cantonese, Tamil and Filipino. During the interview, Mr. Daniel Roy pointed out that the only language needed was Polish; however, due to the lack of human resource they were unable to provide language translation in Polish. Moreover, Scarborough Centre for Healthy Community also offers programs such as parent and caregiver's workshop and healthier babies programs to educate new immigrant parents how to properly give care for their newborns.

### **Discussion on Research Findings**

The following proportion of the report will discuss the major barrier experienced by institution and literature reviews will be linked to provide an overview of neighborhood development. The analysis of these two sections offers comparison between the service barriers experienced by different organizations.

### **Literature Review**

“Community building model focuses on strengthening the internal social fabric of the neighborhood itself. Community-building practitioners believe that the fundamental problems

facing urban neighborhoods are their lack of internal capacity to address their own needs.” (Smock 2004) Many of the immigrant individuals are not aware the potential help they could receive and do not have the urge to discover programs due to the lack of internal capacity. “ It seems clear that new strategies must stress an organizing process that enhances and builds community and that focuses on developing a neighborhood’s own capacities to do for itself.” (Kretzmann and McKnight 1984:16) It is critical to advocate community building to promote services offered to individuals and to formulate a stronger community. “People can participate only if they have both the opportunity to formulate their program ... This can be done only through the building of real People’s Organizations in which people hand together, get to know one another, exchange points of view and ultimately reach a common agreement...”(Alinsky 1946:196)

Immigrant residents in the priority neighborhood can only inter-connect each other through such programs, because these service providers and individuals experience different barriers. Only through an organized program and promotion through various ways of broadcast these services can the message be delivered collectively and effectively to those who are in needs.

#### Major Barriers Experienced by the institutions

Barriers discovered at the at the end of research for three organizations are the limited financial and human resources, the language barriers, the physical space, limited senior services, employment and lack of funding. In reference to the comparison chart created by the research team, there is a clear indication that all three organizations have limited financial and human resource to offer more services. Language and senior services do not create great obstacles in the Scarborough Center for Healthy Community, because they offer transportation services and language services supported by the funding from various institutions, including the Ministry of

Health. However, larger physical space is considered an imminent requirement by SCHC. (Daniel Roy. 2010) All the institutions experienced employment barriers where they cannot provide enough decent employment opportunities to individuals in the KGO community. Most jobs are related to retail or fast food services.

**Conclusion:**

The research findings on studying the case of Kingston Galloway/Orton Park have demonstrated a great sense of community capacity building. Throughout the conduction of primary and secondary research on three local organizations that offers services, the research group is able to identify the existing barriers experiences by each institution and address these potential barriers to the academic context.

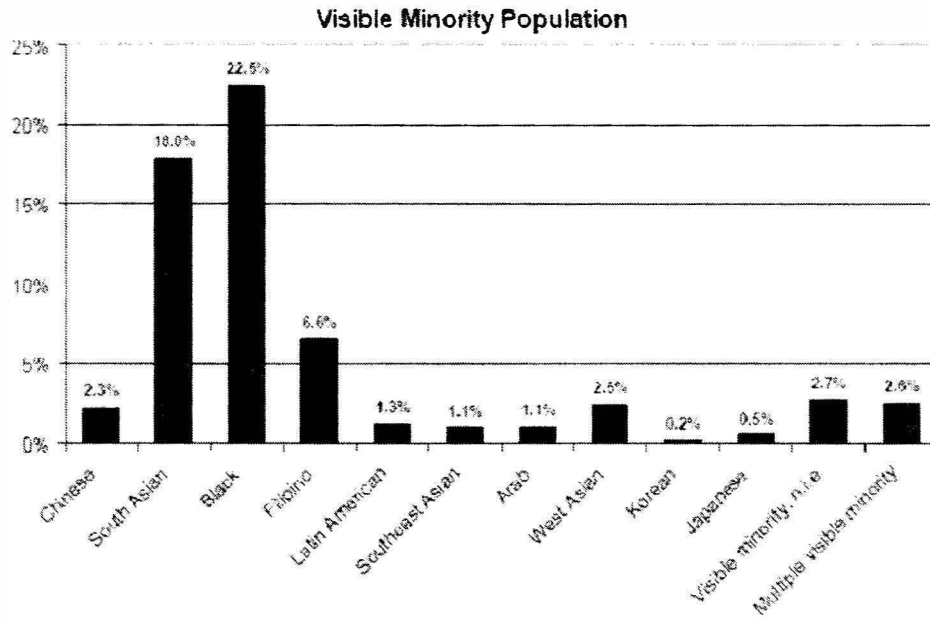
**Recommendation for development**

The greatest barrier experienced by all organizations is lack of funding, financial support is the source to fuel the consistency of these programs. The organization should consider increasing the promotion of services to raise the awareness of their existence in order to attract more clients, only by then, large number of people could demonstrate more demand of the programs. This causes gradual expansion of the institution and can definitely attract more funding from not only the government, perhaps the private sectors to promote their business. Therefore, as more sources of funding are injected into the establishment of neighborhood development, all the other barriers such as lack of physical space, language and limited resources can be relatively easier to resolve.

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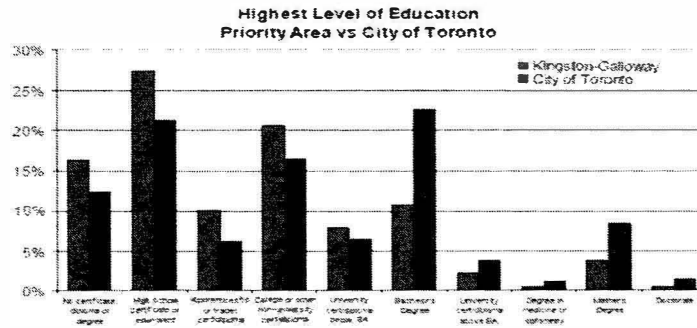
Appendix:



Origin	Number	%
South Asia (India, Pakistan etc )	865	39.4%
Southeast Asia (ex. Philippines)	320	14.6%
Western Central Asia & the Middle East	225	10.3%
Eastern Africa	180	8.2%
South America	100	4.6%
Other	505	23.0%
<b>Total</b>	<b>2,195</b>	<b>100.0%</b>

City of Toronto. (2010). "Immigrant Origins and Visible Minority graphs" *Census 2006*.  
 Neighborhood Profile the Kingston Galloway

Household Income 2005	Priority Area	City
Median After-Tax	\$42,835	\$46,240
Average After-Tax	\$47,770	\$53,829
Total Person in Private Households	22,565	2,465,500
Low Income Persons	6,555	479,307
% Low Income After-Tax	29.0%	19.4%



City of Toronto. (2010). "Income and Education" *Census 2006*. Neighborhood Profile the Kingston Galloway

Barriers	Boys & Girls Club of East Scarborough	East Scarborough Storefront	Scarborough Center for Healthy Community
Limited resources	×	×	×
Language	×	×	
Physical Space			×
Senior Services	×	×	
Employment	×	×	×
Allocation and lack of funding	×	×	×

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**Interview References:**

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Simmons Janice (2010, Nov 15) Manager of Early Years Programs & Services. East Scarborough Boys and Girls Club. Interview

Cerda Ewa (2010, Nov 09) Community Resource Specialist. East Scarborough Storefront. Interview

Roy Daniel (2010, Nov 09) Clinical Manager of Scarborough Centre for Healthy Communities. Interview

B. Yumna (2010, Nov 01) Catholic Crosscultural Service. Interview

Annie (2010, Nov 11) Resident of Kingston Galloway. Interview



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**TITLE OF PROJECT: A Study of East Scarborough**

**Course Assignment for CITC01: Urban Communities and Neighbourhoods Case Study: East Scarborough**

This interview is a part of a course designed to develop students' research skills through work on a case study of East Scarborough in relation to the broader topic of urban communities and neighbourhoods. The students are responsible for explaining to you the nature of their research topic and questions.

There are no known risks or benefits to you for assisting with this project. Your responses will be kept confidential unless you give the students permission to quote you directly. You may request that any part of the interview must remain confidential even if you agree to be quoted directly. Participation in this interview is voluntary and you are free to withdraw at any time. All interview transcriptions will be stored in a secure place by the students, in confidence, until the end of the course, at which time they will be shredded. You may request and receive a copy of the research results. Please give your address to one of the students so that we may send you the report once it is written.

I acknowledge that the topic of this interview has been explained to me and that any questions that I have been asked have been about this project. I understand that I can withdraw from the interview at any time. I have been assured that the notes or conversation relating to me will be kept confidential and that no information will be released or printed that will disclose my personal identity unless I specify otherwise. Only the students and professors in the course will have access to the information that I provide and this information will be destroyed in a timely fashion once the course is over. I have been given a copy of this consent form for my records.

I agree to be quoted directly in the final paper

Yes  No

I agree to be tape recorded

Yes  No

Darrel Roy  
Name (Please Print)

9 Nov/16  
Date

D. Roy  
Signature

*Student Name and Contact information here:*

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Yumna Maki  
 Name (Please Print)

Nov 1/10  
 Date

[Signature]  
 Signature

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VADHANA ARULIAH  
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01/11/2010  
Date

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