

Civic Engagement of Diverse Communities

Promising Practices from the City of Brampton

1. Multilingual Services
2. Bus Tours for Newcomers
3. Emergency Services Introduction for Newcomers to Canada
4. Community Networking and Information Sharing Meetings

1. Multilingual Services

The City offers interpretation in more than 150 languages on demand (offered via telephone). The service caters to both walk-in and phone-in service needs.

The City also offers translation of select documents into the top 10 languages spoken in Brampton, plus French. Translated documents tend to focus on health and safety or issues of significant interest (such as taxation).

2. Bus Tours for Newcomers

The City of Brampton, in collaboration with Brampton Transit, Brampton Recreation and Brampton Library, offers “City Tours” for newcomers to Brampton for a week in August and December each year. Both fun and educational, these free tours go a long way to making Brampton a more receptive place for newcomers. A newcomer can be a new immigrant to Canada who is settling in Brampton, or any new resident to the City. Included in the tours are:

- a guided tour of a Branch of Brampton Library highlighting no-cost family resources, including multilingual collections and resources and an opportunity to get a library card on the spot
- an educational presentation from Brampton Transit, which includes a hands-on tutorial on how to use transit maps, bus tickets, transfers, and electronic payments
- a guided tour of a Recreation Centre to highlight programs and services available at the City’s Community Recreation Centres, including hands-on instruction on using Recreation Guides

3. Emergency Services Introduction for Newcomers to Canada (ESINC)

ESINC is a program where members of all 3 Emergency Services (Police, Fire & EMS) and the City of Brampton’s Emergency Measures Office come together (in uniform) to deliver a presentation to newcomers in Brampton.

The ESINC Program was first developed in Halton Region by Inspector Ivan L'Ortye of the Halton Police Service. The City of Brampton worked with Inspector L'Ortye and Emergency Service Providers (Peel Police, Brampton Fire and Emergency Services, Peel Paramedic Service, Brampton Emergency Measures) to modify and adapt the program for use in Brampton.

The Goals of the ESINC Program Are:

- Make newcomers aware of emergency services and how they are provided in Brampton.
- Make newcomers aware of key safety messages & actions that should be taken to promote their personal and family safety
- Build bridges between newcomers and emergency service providers
- Create an opportunity for 2-way learning & to build personal relationships

4. Community Networking and Information Sharing Meetings

The City hosts quarterly meetings to connect Brampton staff to local human service agencies and to explore possibilities for collaboration. Invitations are distributed widely and participants set the agenda for future meetings. It is an opportunity for agencies working in Brampton to meet City staff from a variety of functional areas, to gain information, and to ask tough questions.

For more information, please contact:

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