

Training: A positive model which was brought to the attention of the Committee is the Training Trainers in Intercultural Communication Program, being piloted by the Ontario government. It is now offering a provincial program where education and social service organizations free a staff member for a 10-day training program. The staff member trainee, once his own skills have been enhanced, develops effective strategies for sensitization programs in his workplace and assumes the role of staff trainer. Evaluation of results and impact on the institution also takes place.

Access: A very real need exists for providers of services to have access to sources of information and support concerning the various cultural backgrounds of their clientele.

RECOMMENDATION:

All governments should continue to fund and support race relations and intercultural training and public education programs which are well researched and evaluated, fit the particular community they are designed for, have a long term community development component and are systematically linked to existing programs.

RECOMMENDATION

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ESTABLISH COMPUTER RETRIEVAL SYSTEMS

Scattered: It appears that libraries and resource centres all over Canada contain materials which assist individuals and groups to confront racism and discrimination. These have been evaluated and appear effective in ameliorating tensions, yet little is reaching the public. It appears further that similar information and material exists in different centres in the country, but efforts to co-ordinate them have not been successful, thus depriving many of what they need to know. As one witness put it: "We frequently come across programs, publications, speakers, courses and activities related to race relations that are not widely publicized and that we only stumble over by chance."

Computer retrieval systems could be centered in libraries, universities or regional offices of the proposed Ministry of Multiculturalism.

Systematic: The Committee received a number of briefs concerning the need to be more systematic in the development and distribution of resource materials. Many impressive and thorough projects have produced a multitude of materials ranging from pamphlets to instructional films.

British Columbia's West Coast Reader and the Ontario government's New-comer's Guide to Services are but two examples of materials that provide information about available services, the latter in as many as 23 different languages.

Toronto: The Cross Cultural Communications Centre in Toronto is a community-based education and resource centre which has developed innovative resource and education units, such as Making Changes: Employment Orientation For