

# Health of the Sector (HOTS)

The **SISDC-SIPPC Health of the Sector (HS)** working group is a table to bring together **Immigration, Refugees and Citizenship Canada (IRCC)** and **representatives of funded settlement organizations** under the **Settlement and Resettlement Assistance Program**. The working group is dedicated to **understanding** and **improving** the overall HS, including fortifying **organizational retention, recruitment, professional development** and **mental wellness** of employees of IRCC-funded service provider organizations (SPOs).

## Objective 1

Developing a strategic framework for the health of the sector, including defining areas of focus and evaluation metrics to identify baseline capacity, resources, and organizational culture requirements necessary to achieve this vision.

## Objective 2

Identifying, compiling and evaluating best practices, policies and resources related to internal organizational governance, including healthy organizational practices and efforts to enhance recruitment, retention and professional development.

## Objective 3

Develop recommendations and resources to ensure ongoing understanding of organizational concerns and opportunities for improvement related to the mental health and well-being of SPO staff.

## Objective 4

Explore ways to increase the professionalization of the sector, including reviewing the organizational approaches and practices for SPO staff to attain formal knowledge, expertise and training required to stay up-to-date and offer relevant, high-quality services to newcomers.

## Intersectional Underlying Themes:

### Workplace Well-Being

Psychological safety and mental health initiatives to improve outcomes for staff and newcomers.

### Leadership and Succession Planning

Structured leadership development approaches to support sustainability.

### Diversity, Equity, and Inclusion (DEI)

Building foundational DEI practices across policies, programming, and training.

### Data-Driven Decision-Making:

Collection and analysis of data (HR, DEI, labor market) to inform benchmarks and resource planning.