

Priority and Tactic Details

Priority 1 – Establish a no wrong door approach to immigration support services that enables customized support based on immigrant needs

Tactic 1: Establish a services inventory process to identify lead organizations/contacts for specific services and programs

Tactic 2: Create a model for newcomer navigation

Tactic 3: Continue with the development of an immigration website that acts as a no wrong door gateway to the immigration ecosystem

Tactic 4: Continue to pilot a physical welcome centre within Saint John

Priority 2 – Better communicate Saint John's Offerings to Newcomers

Tactic 1: Define a strong value proposition and supporting key messages

Tactic 2: Promote value proposition and key messages across existing channels

Tactic 3: Promote immigration services with simple marketing campaign

Tactic 4: Establish collaborative welcome events

Tactic 5: Develop a specific communications strategy for Emergency Services

Priority 3 – Create a pilot program for segmented and targeted skilled immigrant attraction, settlement & retention

Tactic 1: Establish comprehensive engagement with employers across core employment sectors within Saint John

Tactic 2: Develop a sector targeted immigration attraction campaign

Tactic 3: Create a skilled workforce retention program for identified sectors

Tactic 4: Develop a university and college internship program for identified sectors

Tactic 5: Measure and communicate results to provincial and federal partners

Tactic 6: Establish coordinated efforts that can ease the transition of newcomers to the labour market.

Priority 4 – Expand and improve immigration-focused communications for Saint Johners

Tactic 1: Measure, report and analyze current campaign learnings

Tactic 2: Improve communications campaign for citizens

Tactic 3: Develop communications campaign for employers

Priority 5 – Expand and improve core settlement services that address key gaps in journey

Tactic 1: Expand services and corresponding communications to families

Tactic 2: Ensure immigration services are offered in both official languages

Tactic 3: Strengthen existing buddy programs and include ethnocultural groups

Tactic 4: Improve access to available housing information

Tactic 5: Integrate expanded settlement services into immigration ecosystem

Priority 6 – Enhance focus and positioning of "Why Saint John" to provincial and federal partners

Tactic 1: Develop an annual report with compelling positioning (2024)

Tactic 2: Engage provincial and federal partners and develop plans to action key immigration opportunities

Priority 7 – Create a dedicated resource to support the City's accountabilities

Priority 8 – Regionalize the Immigration Strategy