

SMLN Getting Connected 2019

Newcomers Services Panel – Summary of Information

Panel Participants:

Sandra Lee, Moderator	Local Immigration Partnership (LIP) project, Simcoe County
Yana Skybin	YMCA Settlement Services
Robyn Wiskin	Welcome Centre Mobile Services
Shahram Larijani	
Maureen Arbour	Georgian College Job Finding Club for Immigrants Occupation-Specific Language Training (OSLT)
Tatiana Khrystynko	SCDSB Newcomer Welcome Centre

Panel participants provided information about their locations, services offered and eligibility requirements. Please see table on page 6 for this information.

Barriers to Integration

Immigrants face many barriers that can affect their effective integration. Access to housing, isolation, and managing the effects of trauma are some of the challenges immigrant face, depending on their pathway to Canada.

- Communication is key barrier; language is a huge issue that affects many areas, specifically medical and employment
- Finding affordable child care
- No credit history – affects access to housing
- OW funding is down for transitional child care
- How do they get the documents they need? For example, to apply for SIN and OHIP
- Affordable housing issue across communities in general are exaggerated for immigrant residents
- Housing (No first and last months' rent, no references)

- Homelessness is starting to be observed in immigrant populations in Simcoe County
- Suffering from trauma and loss; Refugee specific needs
- Schools – understanding how to enrol children and how schools work here
- Do not know what the workplace culture or expectations are
- Special programs do not distinguish differences of immigrants from mainstream
Do not identify unique issues.
- Poverty and hunger
- Medical problems and prescriptions, as they do not know the system here;
Medical offices/hospitals do not have translation services.
- There is a lot of bureaucracy to navigate for international certificates especially doctors; Credential verification takes a long time. Ensure that newcomer clients have contacts in their occupational area.
- We need to spend more time working on referral processes.
- Dealing with outlets, thermostats, equipment – all different from in their own country
- Even if they have been here a while, there are still life challenges and life changes, such as having a baby. With each change-of-life milestone there are differences that immigrants need to navigate.
- Decisions around family that are with them, and goals for other family members
- Connections – making new ones, starting from scratch, what to do if something breaks and needs repairs.....etc.
- Increasing number of undocumented visitors (and their children)
- Isolation, access to libraries
- The **biggest challenge for immigrants in not knowing what is coming next** – need to do a good analysis of needs and talk them through what happens at each next step and why

Communication

Communication is a key barrier to Integration:

- Accessing English learning is not consistent across our communities;

- Before an immigrant can access government-funded language training programs, a language assessment must be completed to determine their language benchmark, and make recommendation for programming (considers location, availability)

Best practices to help support communication with newcomers

- Take time with new clients to make sure you explain things thoroughly
- Don't give them too much at one time
- Help them with support and dignity
- Make the call with the client for other services. (libraries, learning centres etc.)
Do not just give the client a phone number.
- Discuss specifically who to meet with at appointments, how to get there, what to do when they get there
- We need to make sure that they understand what they applying for or being assessed for and why.
- If there is a language barrier (we do not speak the newcomer's language), use translation apps or you can get an interpreter (mobile unit with welcome information)
- Newcomers should be encouraged to get out of their homes and practise English with others; socializing will help language improve
- One suggestion was to think about what verbs they use most in their own language and look those up in a translator or dictionary.
- Other community agencies can set up conversation circles and get willing volunteers
- Hire staff who speak other languages
- Use 211 - they will translate for people
- Power your website with Google Translate (or similar app)
- Connect newcomers with SPICE - Seniors Partnering In Conversational English. This is a program that is often offered at libraries featuring multi-cultural liaisons. English-speaking seniors run conversation circles for seniors that are immigrants.
- Libraries have a variety of multi-cultural service providing.

Employment

One of the most important aspects of integration for newcomers is finding sustainable employment that aligns with their work experience and education.

Barriers to finding jobs:

- Credential recognition
- Employer biases, especially towards racialized immigrants
- Childcare is important for women, as they lack a network, and family supports
- Transportation
- Employment references (lack of or from another country)
- WHMIS training in their own language if don't speak English well enough
- Language/communication issues

How to support newcomers in Employment

- Make sure that the employment is sustainable for them (matches their education and skills)
- This might mean a career change
- Use Bridging programs
- Job finding clubs should focus on networking in their preferred occupations

The Local Immigration Partnership (LIP) held a PD session at the County Museum to offer Employment Services staff special training on how to work with immigrants.

Including a extra-net platform to get more resources in this area including:

1. Credentialing information
2. Education options to help upgrade for ON with a placement portion
3. What is the term for an occupation in Canada – might not be the same as in their country of origin; for example, sometimes the tasks and skills of an “engineer” in one country is the same as a “technician” in another, rather than an engineer
4. Federal Anti-racism strategic funding

Employees need training around hiring immigrants. www.hireimmigrants.simcoe.ca

Some organizations have been creative. One example is FOCUS in Alliston, which worked with a sponsorship group and held WHMIS training in Arabic.

Other ways to support newcomers and make a difference

- Case management and referrals
- Build needs analysis and referrals into our jobs: use immigrant services to fill in gaps in our knowledge.
- Don't wing it.
- Provide newcomers with volunteer opportunities to gain experience.
- Share job postings with newcomer agencies.
- Share your network with newcomers and introduce them to people that you know; however, Understand that each individual situation requires different networks – yours might not be enough.
- plan for interpretation supports as part of operations
- make appointments longer than for Canadian-born residents
- employ effective listening skills
- participate in anti-racism initiatives
- Get your staff trained to work directly with newcomers.

Healthcare Survey for Immigrants

The LIP is designing a **survey to look at immigrant health care experiences**. It will be out in 2020. They would like to gather at least 700 responses.

The survey will be translated into 6 other languages. It will be both on-line and paper. They will be looking for agencies to help their clients to complete the surveys. This survey will hopefully help as healthcare is being restructured.

Some newcomers are not accessing Ontario Healthcare and are going “home” for care. For example, dentistry.

Newcomer Services by Agency

Program/ Service	Eligibility Criteria	Agency	Contact	Notes
Job Finding Club for Immigrants (federally funded)	Open to permanent residents, protected persons, live-in care givers Must have Canadian Language Benchmark (CLB) 5+	Georgian College Employment Services 48 Collier Street, Barrie	Maureen Arbour Phone- 705-722-1505 ext.____ E-mail- iwantajob@georgiancollege.ca	Program offers <ul style="list-style-type: none"> - Funding for tools for employment - developing networks - understanding the Canadian job market - support from an employment coach (references, meeting with employers) - some transportation support 80% success rate of participants gaining employment within three months
OSLT - Occupation-specific Language Training	Open to permanent residents and protected persons with CLB 6-8	Georgian College-Barrie One Georgian Drive, Barrie	Kim Goggins Phone- 705-728-1968 ext.5329 e-mail- oslt@georgiancollege.ca	Program offers <ul style="list-style-type: none"> - free language training course for Canadian newcomers with experience or education in business - language training geared to specific business - role play discussions

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				<ul style="list-style-type: none"> - self-marketing, networking and interview skills - cultural interactions - practical exercises based on work-based communications - evening courses only - courses run for 5 months, 3 days per week - 2019-20 courses include communication skills for managers and for technology
<p>Newcomer Services - Settlement Services and English as a Second Language (ESL) - LINC program</p>	<p>AGE 18+</p> <p>LINC (ESL) classes: permanent residents or convention refugees after they complete a CLB assessment.</p> <p>Settlement services: all newcomers</p>	<p>YMCA of Simcoe/Muskoka: 320 Bayfield St., Unit 63A, Bayfield Mall, Barrie</p>	<p>Yana Skybin yana.skybin@sm.ymca.ca Settlement Counselor, Volunteer Co-ordinator Phone- 705-797-2020 ext. 22</p> <p>YMCA Immigrant Services</p>	<p>Program offers no-fee</p> <ul style="list-style-type: none"> - child care while parent attends ESL class - assessment of newcomer needs - guidance and introduction to the local community - information about rights and obligations in Canada - referrals to programs and services - settlement assistance - questions answered about

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	regardless of their status			local schools, recreation, social services, health care No summer ESL classes available
<p>Welcome Centre Mobile Services “We will meet you in your community.”</p> <p>They have blended funding for services to a variety of clients.</p>	<p>Age 17+</p> <p>Open to all newcomers, including those who have become citizens</p>	<p>Welcome Centre 16655 Yonge St. Newmarket Co-located with various partners:</p> <ul style="list-style-type: none"> - Agilec in Orillia - FOCUS in Alliston <p>Conversation circles are located at libraries and Employment Service providers</p>	<p>Robyn Wisken Robyn.Wisken@welcomecentre.ca</p> <p>Shahram Larijani Shahram.larijani@welcomecentre.ca</p> <p>Phone- 1-877-761-1155 www.welcomecentre.ca</p>	<p>Program offers no-fee</p> <ul style="list-style-type: none"> - interpretation services - multi-lingual programming - individual assessments on priority needs and advice that helps newcomers plan and adjust to their new lives (long-term and short-term planning) - help completing forms - information on Healthcare, housing, legal assistance, financial and education - Accreditation and Qualification information (regulated & unregulated professions) - navigate planning such as how to use previous experience and training

Program/ Service	Eligibility Criteria	Agency	Contact	Notes
				<ul style="list-style-type: none"> - English Language skills – practising English with other newcomers - some programs to help with becoming familiar with terminology of the job.
SCDSB Newcomers’ Services	FREE services: 18 years+ , permanent residents, refugee claimants, naturalized Canadian citizens Fee-for-service: newcomers with study and work permits	Simcoe County District School Board Career Centre Bayfield Mall 320 Bayfield St. Barrie	Tatiana Khrystynko e-mail: ysla@tcet.com 1-855-330-8655 1-855-330-8655 www.tcet.com/assessments	Program offers <ul style="list-style-type: none"> - English language assessments and referral to ESL classes for eligible immigrants living in Simcoe County - language assessment services on a scheduled and pre-booked basis - referrals to community employment agencies - assistance and support to help with transition into Ontario school system
Immigrant Service Package	No criteria	Siège social : 63, rue Main, C.P. 5099 Penetanguishen e (Ontario) L9M	immigration@lacle.ca L’imigration francophone http://lacle.ca/	Package includes <ul style="list-style-type: none"> - how to access La Clè employment services in French

Program/ Service	Eligibility Criteria	Agency	Contact	Notes
		2G3 705 549-3116 Bureau satellite : 2, promenade Marsellus, bureau 5, Barrie (Ontario) L4N 0Y4 705 725-9755		<ul style="list-style-type: none"> - referrals to a variety of health services including: mental health services, dental services, pharmacies, urgent care clinics - links and listings for <ul style="list-style-type: none"> o major Canadian Banks, including two that offer French language services o moving and local real estate agents, Kijiji, various utility providers o arts and culture o community services including 211, pre- and post-natal care, government services, services for special needs
English Language Assessment	Free assessment if <ul style="list-style-type: none"> ▪ first language not English and/or born outside Canada 	CLARS Centre for Education and Training (Barrie, Bradford, Alliston)	Cara Wallace cwallace@tcet.com Manager, Language Assessment Services - York Simcoe Durham 1-855-330-8655	The mobile unit is available on demand. They need 5 people at a location for the mobile unit to be used.

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	<ul style="list-style-type: none"> ▪ 18+ years old ▪ you are also one of the following: 		<p>Jesette Nepomuceno jnepomuceno@tcet.com Community Liaison/Receptionist, CLARS Language Assessment Centres - York Simcoe Durham</p>	
	<ul style="list-style-type: none"> ○ Canadian Citizen (naturalized) ○ permanent resident ○ convention refugee ○ refugee claimant ○ approved provincial nominee ○ work permit holder with a letter from CIC confirming initial approval for permanent residence ○ work permit holder with “Initial Approval of PR” on the permit (or similar wording) ○ foreign domestic worker admitted under the Live-In Caregiver Program 			