
***'STRATEGIES & TOOLS TO SUPPORT
BEST PRACTICES IN
SETTLEMENT & LANGUAGE SERVICES'***

**A Response to the Stovel/Gruno
Draft Report**

**AMSSA's
Immigrant Integration
Coordinating Committee
(IICC)**

March 31, 1997

About the IICC

AMSSA's *Immigrant Integration Coordinating Committee (IICC)* is comprised of executive directors and/or senior management staff of agencies and associations throughout the Province of British Columbia delivering settlement and integration services to new immigrants. As a standing committee within AMSSA, the *IICC* provides an effective medium to share information, act on issues that impact the settlement sector, and provide a valuable resource to member agencies, AMSSA's board of directors, various levels of government, and the community at large.

The *IICC* is committed to improving immigrant integration services; ensuring community-based and client-centred policy; on-going collaboration and communication; supporting research and information sharing; advocating for improved funding and programs; strengthening regional voices and regional consultation; and developing professional standards in service delivery.

Developing a Response

On Wednesday, February 5, 1997, a working group of the IICC reviewed the draft report on *'Strategies & Tools to Support Best Practices in Settlement & Language Services'* prepared by Susan Stovel and Valerie Gruno. The task of this working group was to prepare a written response for circulation to the entire IICC membership to determine support and solicit additional feedback. This report presents the working groups response to the Stovel/Gruno draft report; provides an indication as the level of support the response received; and presents individual comments provided by the IICC respondents.

Members of the working group included John Borst (Immigrant Services Society), Elizabeth Jones (MOSAIC), Annie McKitrick (BCSIWA), Penny Handford (Surrey-Delta Immigrant Services Society), and Collin Mercer (AMSSA).

Of the member agencies that received copies of the response nineteen responded to the working groups recommendations.

General Overview of the Stovel/Gruno Report

Many of the strategies and tools recommended within the draft report on *Strategies & Tools to Support Best Practice in Settlement & Language Services* are supported in principle by the majority of community-based agencies involved in the delivery of settlement & integration services in the province of British Columbia. Several of the concepts are currently practised by IICC member agencies in one form or another. The concept of a more integrated support network to ensure access that allows an efficient movement between levels of language training is supported whole-heartedly. The concept of incorporating job skills within language training is supported provided these programs utilize competent instructors with experience and/or training in related employment fields.

Response to the Settlement Indicators Tool

A tool such as the *Settlement Indicator Survey* referred to in the draft report would be useful to assist workers and clients in the process of identifying mutually agreed to strategies/goals leading to successful integration. The tool, by focusing on connectedness, language acquisition, and employment, clearly reflects the three critical elements in achieving successful integration. There is a concern, however, in relation to the specific activities recommended (i.e. voluntarism, etc.). Although it is agreed that the specific practices referred to in the survey may contribute to the process of integration it does not appear to respect the cultural diversity or consider the attitude of the new immigrant. The concepts generally reflect cultural values that many Canadians embrace but they may not be readily understood or even accepted by a recent arrival to this country. It would seem that the best strategy would be to assist the immigrant in identifying strategies that he/she can easily understand and implement towards the achievement their goal.

It is believed that a settlement indicator tool that offers flexibility in addressing the three critical integration areas (connectedness, language acquisition, & employment) would benefit the newcomer. Clients involved in identifying their own personal strategies through a supported process would achieve a sense of autonomy/independence while still maintaining the overall objective of the tool. Sample activities could be recommended by the worker but the final decision must be made by the client. This would lead to a sense of empowerment rather than dependency. Workers & clients should revisit the agreed-to strategies regularly and make adjustments when necessary. In addition, it must be noted that the language of the tool reflects a definite cultural bias (i.e. 'church' vs. 'religious communities').

Also, it is believed that the concept of *scoring* would be counterproductive in that it would tend to marginalize clients and could potentially be used to restrict future immigration of client groups that historically have had a more difficult time integrating within a specific period of time.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
14	5	0	0	0

Comments:

"We do not feel that the concept of scoring or a standardized settlement indicator tool would be a good indicator to reflect a newcomer's ability to integrate. How fast a newcomer can integrate varies from person to person. The integration process is affected by a person's readiness, flexibility, age, education, family responsibility, etc.

It is good that new immigrants can receive individual attention. However, it will pose difficulty to some agencies when the manpower is so limited." (strongly agree)

"Voluntarism will be based on individual attitudes and the English language capabilities of the individuals. This might not happen right away . . . cultural bias . . . around 'church' vs. 'religious communities'. Employment Training to be effective should be separate from the language training - LINC or ESL classes." (somewhat agree)

"Re: The concern about the potential use of this information. I think it would be helpful to make a clear statement about how/by whom this information would be used or not used. Scoring per se is not really the issue." (strongly agree)

"I have reservations about using the three indicator tools on identifying successful integration. It might reflect negatively on some immigrant groups. Also, the Employment 'tool' should be broadened. The client should get an opportunity of training and upgrading in order to achieve their 'long term goals'" (somewhat agree)

"I also cringed at the word 'church' instead of some more inclusive phrase. Scoring would be completely out of place." (strongly agree)

"Instead of scoring, we are using a time element (e.g. arrival, 6 months, 1 year) with attention paid to why a client may have had success or difficulty in any area and use that for constructing future strategies. We do not agree with the concept of scoring. Do not believe it serves any purpose." (strongly agree)

"Employment: I think this indicator has to take in consideration all parties such as the client, business, government (are they creating openings), financial institutions (are they financing new immigrants) to be able to see how the immigrants have settled." (strongly agree)

"One of the problems of not prioritizing recommendations as was done in the group sessions is

that everything gets included even if one person suggested it. It seems to me that the Settlement Indicator tool was flawed because of this." (strongly agree)

"This paper, nor the Stovel/Gruno report, makes no reference to time/cost factors involved in implementation, and who will pick this up. I think the development of such kind of sociological tool should be welcomed." (somewhat agree)

"All points made in the response are valid and correct for both rural and urban populations." (strongly agree)

It is also recommended that a settlement indicator tool such as described above be administered on a one-to-one basis through worker/client interviews. Cost-effectiveness is achieved through successful integration with minimal dependency upon the host society. New immigrants receiving individualized attention during the first steps of integration will minimize the higher cost associated with non-integrated clients in the future.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
<i>14</i>	<i>2</i>	<i>1</i>	<i>0</i>	<i>1</i>

Comments:

"It is good that new immigrants can receive individualized attention. However, it will pose a difficulty to some agencies when the manpower is so limited." (strongly agree)

"This point is supported by research (i.e. Jim Tallman's research paper). Research done with other groups of people (non-immigrants) will support the concept that individuals 'connect' better when the community is embracive and inclusive. This is a two way street and can only occur with the personal approach. Workers are often that first example of a 'connector'" (strongly agree)

"I'm not sure about minimizing the higher cost. But I feel that this one to one contact (settlement worker/client) might help." (somewhat agree)

"I can see a tool like this being used effectively in group learning situations - discussing it in a group gets people thinking. The issue of individual one-on-one service (as opposed to the push to group orientations only) is an important but somewhat separate issue." (somewhat disagree)

"While some material might be acceptable for group work (orientation seminars) anything

personal should be done one-on-one." (strongly agree)

"This is simpler for us since we receive provincial money. I think it will be more difficult for ISAP funded workers who have such pressures for quantity of service. Also must be recognized that this tool pre-supposes non-crisis intervention. The latter constitutes much of our client contact." (strongly agree)

"But how about group sessions and group support?" (somewhat agree)

"A Critical point - as no two clients/circumstances are ever alike." (strongly agree)

Response to the Pre-Immigration Check List

Although there appears to be merit in a providing a pre-immigration checklist for potential immigrants who are somewhat familiar with the cultural, demographic, and geographic aspects of life in Canada, it is felt that this practice would not be useful on a broader scale. It would be misconception to assume that all immigrants destined for Canada were rationally choosing Canada as a destination and were reasonably familiar with concepts such as 'cold winters' and 'a lenient approach to parenting'. A concern is also expressed with respect to the actual introduction of this checklist to the client. With the on-going devolution of immigration officers abroad there would appear to be little opportunity for clarification or contextualization of the information presented. It is therefore believed that a stand alone checklist would not prove useful without opportunity for personal interaction.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
12	4	1	2	0

Comments:

"Some terms or concepts may need explanation, also the emotional state of the individual may affect their comprehension. The personal interaction and empathy offered at this time cannot be overstated. A major life transition, whether chosen or forced, causes significant stress." (strongly agree)

"But we must be more responsible in offering true facts and information to potential immigrants. It is not OK for a medical doctor from Sarajevo to think she can walk into Canada and put up

her shingle. It is too shocking when she discovers the awful truth!" (strongly disagree)

"How can we say 'were reasonably familiar with concepts such as cold winters and a lenient approach to parenting' when newcomers have not dealt with this, or have been in the environment of cold winters? Newcomers might not understand the concept of 'a lenient approach to parenting'. (somewhat disagree)

"The questions on employment and language may be useful. I agree that issues related to 'understanding Canada' and 'family' are very complex and would be difficult if not impossible to self-administer." (somewhat agree)

"Immigrants should be rationally choosing Canada even if refugees cannot! While personal interaction is desirable, a well-designed version of the checklist to be given to those applying would have some value, particularly if it could be written in collaboration with specific immigrant groups (i.e. Iranians in Canada would advise on the comments about family life for a package to be given to prospective immigrants). It could be something like 'things to consider before deciding to emigrate'." (somewhat agree)

"Example of one size fits hardly anyone. Would need so much cultural adaption according to country of application." (strongly agree)

"Potential immigrants need specific information about the community they are moving to, generalized information will not be of very much benefit." (strongly agree)

"The check list will assist the would be immigrant to set some sort of realistic expectations. The question should be 'how is this check list going to be developed?'. I suggest a strong recent immigrant and refugee participation would paint a realistic picture of his/her experiences." (strongly disagree)

"Valid point - such a check list might even deter or confuse immigrants - as situations change considerably (yes, even the weather) from community to community, many immigrants might be misled into targeting a particular community for their settlement." (strongly agree)

Response to the Language Acquisition Practices

Minimal time has been spent reviewing the proposed language acquisition practices as it is believed that further opportunities will exist for consultation in conjunction with the 'ELT & ELT/Labour Market Language Training Delivery Strategies' proposal developed by Rob Boldt. A concern is noted, however, in relation to the recommended accountability practices. It appears that the underlying tension that has led to this recommendation is a question regarding the clients motive or interest in learning English. It is generally agreed, however, that *attendance is not necessarily a measure of interest in learning*. Rather, inconsistent attendance may reflect the inability of the host society to support the clients full range of needs (i.e. daycare, transportation, scheduling, etc.). It is believed that service providers can count on their clients interest in learning *if the appropriate support mechanisms are in place*. It is also noted that the suggested practices make no reference to styles of learning and teaching method. This consideration would be quite critical in considering best practices.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
15	1	0	3	0

Comments:

"Although attendance may not be a measure of interest in learning, there needs to be a balance between regular attendance and the immigrants' need to take time off school in order to meet his physical, emotional, and financial needs.

Regular attendance allows the client to optimize what the program has to offer, not to mention developing bonding with classmates and the instructor. One the other hand, sometimes it is necessary for the client to be absent for physical needs (e.g. his employer perhaps added shifts; her child comes down with an illness.

Temporary leaves may be requested for emotional needs. If a client is entitled to 600 hours of instruction, and attends classes three evenings a week, he/she would be in school for 67 weeks. It is not unreasonable for a client to request time off for a vacation, especially those who want to be reunited with a spouse (or for children to visit a parent) who works overseas.

For the above reasons it would be difficult to measure a client's motive or interest in learning in any objective way due to the fact each person's physical, emotional and financial needs are different and they could easily change over a period of their LINC entitlement. If a clients' motive and interest were left to subjective measurements, the results would vary according to the evaluator's personal biases.

However, it is highly possible that some students may not be as conscientious as they would be if

they had to pay tuition. Those who enter and exit the LINC program like a revolving door do pose a problem. Perhaps this recommendation can be discussed. A student at a certain level, is not only entitled to a maximum number of hours of instruction but is also allowed a maximum number of long leaves, or must complete the entitlement within a certain time frame." (somewhat agree)

"New immigrants to Canada are highly motivated to learn English. From our experience, inconsistent attendance is almost always due to factors such as family responsibilities (e.g. case of sick children, changes in shift schedules at work, transportation difficulties and other settlement issues. It is also vital to consider differing styles of learning when evaluating a program's success. Different programs serve different target groups and this needs to be recognized in determining best practices." (strongly agree)

"This seems to be a very minor issue for us. We have many issues with Rob Boldt's discussion paper." (strongly agree)

"'ELT & ELT/Labour Market Language Training' seems to look toward academic training. Language students such as seniors may not thrive in this environment when other providers could encourage them to have a real interest in learning with a different environment." (somewhat disagree)

"I believe we must take issue with the statement 'reduce the number of language providers . . . the community geographic based situation would be lost but . . .'. Centralized programming will reduce access and will not serve the diversity of needs in the community at all. Witness the oversupply of LINC seats in downtown Vancouver vs. the full programs in neighbourhood houses." (somewhat disagree)

"Also family sponsored immigrants are under lots of pressure from the sponsor to enter the labour market rather than attend English classes." (strongly agree)

"I am concerned by the tone of frustration and almost punitive note in the portion on client accountability. Women immigrants/refugees in particular are often caught between demands on their time, often with inadequate support structure." (strongly agree)

"Particularly in the area of participation learning. Many cultures are accustomed to lecture style delivery and repetition. Students who are afraid of being laughed at for their bad pronunciation or lack of English sometimes do not attend the very classes which could help them because of their shyness at what they see a forced performance in front of the class." (strongly agree)

"Immigrating to Canada does not mean that all other issues and life struggles such as parenting, family matters, health, social are none existent while people are learning English." (strongly agree)

agree)

“There should be a strong emphasis on accountability; and the practice should be flexible to acknowledge the different styles of learning so that different teaching methodologies are developed.” (somewhat agree)

“As an ESL (LINC) instructor, I can only concur with the response. Add ‘culture shock’, poor health, depression, an extenuating family/personal circumstances, plus financial worry to compound the dilemma. I feel strongly that LINC/ESL services should NOT be stand alone programs but be required to be integrated with other settlement services in order to aid new immigrants in developing social, educational and career support networks - and address issues arising from post-traumatic stress.” (strongly agree)

Response to the Expansion of C.A.N.N.

Four limitations of the existing C.A.N.N. structure make an expansion of the service unreasonable: (a) there is a question as to the ability of many new arrivals to process information delivered at the point of entry, (b) it requires a substantial commitment from the sponsoring organization and the community of service providers to ensure material for distribution is both current and relevant, (c) workers must have strong linkages to the broader community outside the sponsoring organization, (d) one must question the cost-effectiveness of producing & distributing large quantities of written material in various languages that could quickly become dated or non-relevant. Until very specific processes are introduced that address these issues an expansion of this service is not recommended.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
13	3	0	1	2

Comments:

"a) The ability of new arrivals to process information delivered at the port of entry surely varies from individual to individual. Some can absorb more and some less. However the C.A.N.N. staff explains patiently the essential information to every family depending on its needs, including S.I.N., M.S.P., schooling, LINC, professional accreditation, job finding opportunities and others. Staff try to explain the information in their own language if they do not speak English and the reception officer knows their own language.

b) There is always community accountability outside C.A.N.N. as C.A.N.N. is held responsible for what information that is given out. The information has to be up-to-date. The Manager and the two Supervisors of the C.A.N.N. are given specific area of work for checking regularly the information by contacting the agencies. Out-dated information cannot help new immigrants and probably guide them to the wrong place. They have every right to discredit the C.A.N.N. service.

As a result of b), staff do maintain close working relationships with the community especially settlement service agencies. There exists a C.A.N.N. Advisory Committee, comprising representatives of leading settlement service agencies. Areas of common concern can be discussed. Every month, C.A.N.N. produces its monthly report primarily for members of the Advisory Committee to keep them abreast of the situation of new immigrants through C.A.N.N..

As a matter of fact, agencies have been approached to give C.A.N.N. their own brochures for distribution at the airport. This has greatly reduced the volume of photocopying. As mentioned earlier, C.A.N.N. staff do regularly check the information from community agencies. The C.A.N.N. staff has been assigned office days each week to replenish the user stock by photocopying. There is not reason for C.A.N.N. to stock up large quantities of brochures.

We would strongly urge those concerned to spend sometime to read the 'Quality Service Report' on C.A.N.N. published in May, 1996 which gives detailed information on how the service has been delivered and direct feedback from the new immigrants." (strongly disagree)

"Problem is this information should be available in clear, simple language and clear organization. A big job. Should be centrally done (i.e. done by one organization or government department and not by workers on the front line." ()

"C.A.N.N. should have adequate funds to do the photocopying and they should keep in touch with the outside agencies." (strongly agree)

"C.A.N.N. is certainly better than nothing and its workers are certainly motivated to be of service." (somewhat agree)

"Don't have enough contact with this service. From a 'common sense' point of view I would assume that most new arrivals are not in any condition to take in much information and would most benefit from a single address of appropriate service providers, once it is ascertained they have somewhere to sleep." (no opinion)

"add: e) only selected target groups receive the service depending on which staff are on duty and availability of staff and also flight schedules (no one there on Sunday)." (strongly agree)

"Too much information is overwhelming. Group process works better where people can ask for what they need and listen to other people's experience. Some people cannot read." (strongly agree)

"This is not too relevant for outlying communities." (strongly agree)

"This is probably the right time to evaluate the effectiveness of C.A.N.N. to connect to SPO's. Our documentation (client) to date shows very little referral source from C.A.N.N." (somewhat agree)

"Further assessment definitely needed! Communities and service providers must be consulted." (strongly agree)

Response to the Call Centre Phone Service

This proposed best practice has inherent weaknesses in that it assumes some familiarity with North American communications systems & requires a relatively high degree of technical literacy. Accessibility due to language limitations and a lack of cultural understanding would seriously reduce the ability of the client to integrate. It is understood that centralizing or mainstreaming services may initially present a cost-effective alternative, however, any practice that limits accessibility or marginalizes clients must be avoided. It is believed that the proposed practice would create a false impression that Canadians have little value for personal interaction and 'connectedness' to the immigrant community.

The concept of a centralized information/referral service for *new Vancouver residents* delivered through an existing service, such as the Vancouver School Board's Oakridge Centre, may have some merit but would have to be considered at length. Immigrants settling outside the Vancouver area would not benefit from this type of service.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
18	1	0	0	0

Comments:

"Community-based responses may be more effective and should be supported." (strongly agree)

"Call centre phone service is too impersonal. It is very difficult for the call centre staff to be knowledgeable of the characteristics of each agency or the specific needs of the community." (strongly agree)

"Using centralized phone services is difficult for Canadian born, English speaking. This we would not like to see." (strongly agree)

"I don't know anything about Vancouver service but I have tried to use the call system and became confused (1-888-242-2100)." (strongly agree)

"I think we should make a strong statement that the community cannot support significant resources going into services like C.A.N.N. and Call Centres at the expense of community based services." (strongly agree)

"In particular, if newcomers had to navigate a 'menu' (i.e. for 'x' press 1, or 'y' press 2) they would find it difficult - long, established Canadians do!" (strongly agree)

"A phone centre is good example of 'services' developed for convenience of system rather than end user. Reality is that community workers or volunteers do most of the contacting . . . resulting in less personal time, more time on 'hold'. Not cost effective for settlement workers and need to buy speaker phones or spend money on physical device to alleviate discomfort of holding phone by shoulder for long periods!!" (strongly agree)

"The recommendation to consider using the Oakridge Reception Centre is problematic as it only focuses on new immigrant families with children. It is therefore not applicable in several cases." (strongly agree)

"Although I don't believe it has a marginalizing effect in the long run, it is not cost-effective, nor is this approach accessible to the client with low English language. It has low capacity to integrate people." (somewhat agree)

"The call centre phone service is extremely user unfriendly, cumbersome, and alienating. In addition it shows little regard for elderly/nor English speakers - many refugees, also, don't hear well (exploding bombs, torture, etc.)." (strongly agree)

Response to Specialized Settlement Services

The proposed 'specialized service delivery' practice pre-supposes that existing services are 'competitive' or 'duplicate'. In fact, 'community-based' agencies are delivering specific services that are reflective of the needs within their local communities. A reduction in these services would lead to further accessibility problems and create gaps within the services provided. Specialized services would not prove cost-effective in areas outside the Lower Mainland as most

agencies are required to provide an array of services due to funding limitations. Multi-service agencies are cost-effective as they minimize unnecessary overhead costs associated with administering multiple agencies. A move to support *'specialized services'* that may reduce accessibility on a local community level would not be supported by the community nor would it serve the best interests of the clients. The suggestion that church groups can provide a *'less expensive bureaucracy'* is false. While the involvement of religious organizations may be of benefit in certain situations, it is extremely important that these types of organizations maintain similar accountability requirements as is presently required by the community-based agencies delivering services in this area.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
19	0	0	0	0

Comments:

"'Specialized' services can sometimes result in segmented services." ()

"Religiously-based services can also be very traditional in nature and can end up not meeting the real needs of the new client. Some of the Christian-based services also can adopt a missionary nature with non-Christian clients." (strongly agree)

"An agency which can offer multi-services is more cost effective. Services are more accessible to clients." (strongly agree)

"Clients do not need to be shuffled around. One-stop shopping is more client responsive; can be more effective; and delivers a holistic approach." (strongly agree)

"Does not make sense for small communities." (strongly agree)

"Churches should be accountable and volunteer services need strong coordination or will cease to be effective. Also the churches might present their own religions perspective which should be avoided." (strongly agree)

"Centralized services are less accessible, less responsive to community needs, less flexible, more bureaucratic. I think we should take stronger issue with statements like 'settlement services would complement a centralized telephone service' or that they would be services 'which cannot be delivered through telephone services'. I also think that we should challenge the fact that 'one group suggested strategies for an entire reorganization of settlement services' and that this

recommendation appears in a 'best practices' document." (strongly agree)

"We believe in specialized community-based settlement services but we do not want the quality of services to be jeopardized by allowing 'non-qualified agencies' delivering settlement services. Some church type agencies have also 'hidden agendas' and try to push their religious beliefs on clients and convert them. We are against such practices." (strongly agree)

"Who in the church would administer the Host Program? The Clergy? Church Secretary? A volunteer? It is offensive to those of other faiths to insist they utilize a specific religious institution in order to receive services. This is an 80's notion." (strongly agree)

"Uncomfortable with any move to dichotomous either/or delivery situation. Need to maintain variety." (strongly agree)

"Yes and multiservice agencies offer the option to have programs in specific language as well as participating in multicultural events. Immigrants have a chance to share and get to know host society and vice versa." (strongly agree)

"The idea of specialized service delivery could not work in our area. It would be a financial disaster as well as very confusing for clients. Anyone who refers to churches as having less expensive bureaucracy is not familiar with the situation in our community." (strongly agree)

"This principle goes against the principle of integrating services; by referring to church groups as potential SPO's it undermines a sector that has developed into an essential component of the system." (strongly agree)

"I am very concerned about the 'bias' involved in church groups delivering services - many immigrants wish to develop a sense of autonomy and independence away from any group with a religious mandate. Community-based agencies are by far more 'neutral' and thus accountable - also accessible." (strongly agree)

Response to Improved Settlement Worker Training

It is generally agreed that a commitment to improve training will ensure quality service delivery and maintain integrity within the sector. Worker isolation and lack of available resources is considered a major detriment towards the goal of achieving successful integration. Regular training initiatives that would enhance the skills of workers in areas such as crisis intervention, counselling, client/worker confidentiality, and anti-racism would be of enormous benefit.

Level of Support for the Response:

<i>strongly agree</i>	<i>somewhat agree</i>	<i>somewhat disagree</i>	<i>strongly disagree</i>	<i>no opinion</i>
19	0	0	0	0

Comments:

"It is very essential that staff must attend training from time to time in order to guarantee the quality of service delivery." (strongly agree)

"Training, in any field, needs to be supported and on-going. We are a learning society and need to reflect standards and best practices in the '90's and on. This can only occur through focused, relevant training. Osmosis doesn't always work!!" (strongly agree)

"We provide a great deal of in-service training for staff. If other training is going to be available we would like it to be relevant and accessible to areas outside the lower mainland." (strongly agree)

"Where will money come from for this?" (strongly agree)

"In recognition of burn-out for workers who are frequently required to work beyond their training because no appropriate service is available." (strongly agree)

"This is particularly important for workers in small communities." (strongly agree)

"This should be a basic requirement of any settlement worker's job description - it's a matter (again) of accountability and integrity. Settlement worker training should be mandatory for anyone wishing to work with immigrants. Training must be accessible, even to northern locations and cost must not be a deterrent. Provincial networking opportunities must be factored in as they promote excellence and information exchange (e.g. Provincial conferences on best practices)." (strongly agree)

Conclusion

With the possible devolution of settlement & integration services to the provinces, an enduring role for the Federal Government has strongly been encouraged. The development of tools and practices that are not associated with funding criteria would be extremely beneficial to agencies and service providers across Canada. However, attempts to identify 'best practices in settlement and language services' should be an inclusive process. The two focus groups held during the

development of the Stovel/Gruno report represented a limited perspective of practices throughout the province. Only at the request of the IICC and BCSIWA were additional questionnaires sent to agencies providing direct services in this regard. Unfortunately the conclusions drawn in the Stovel/Gruno report are not reflective of the sector as a whole as demonstrated by the responses provided by the majority of our member agencies.

The IICC is committed to the ongoing enhancement of settlement services and the successful integration of the clients served. We would be very interested in a more comprehensive review of best practices in this field and would be willing to participate in research, consultation, development of pilot projects, and program review.

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