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Pre-Arrival Settlement Services

AMSSA Webinar

Settlement and Integration Policy Branch
Settlement and Integration Sector
November 30, 2017
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OVERVIEW

• The Government of Canada has funded pre-arrival services (overseas orientation) since 1998.
  ➢ Prior to 2015, only three organizations delivered them:
    ➢ International Organization for Migration – services to refugees and immigrants since 1998 (2-3 days of in-person classes on preparing for life in Canada); and
    ➢ B.C.-based settlement organization S.U.C.C.E.S.S. (since 2008), and Colleges and Institutes Canada (since 2010) – services to economic and family class immigrants, with a focus on labour-market integration.

• In 2015, IRCC expanded pre-arrival services to provide more comprehensive and tailored in-person and online pre-arrival services for both refugees and economic immigrants.


Objective: to provide selected applicants for permanent residence with accurate, relevant information and supports so that they can make informed decisions about their new life in Canada and begin the settlement process (including preparation for employment) while overseas.
OVERVIEW

• Currently 23 IRCC-funded pre-arrival projects with a value of $27.2 million in 2017-18.

• Most projects offer services via web-based platforms (e.g., information, assessment tools, training, webinars, live one-on-one needs assessments and counselling, virtual job fairs, etc.).

• Seven projects deliver in-person services, primarily in top source countries.

• Services to French speaking immigrants are offered by 4 service providers rooted in Francophone communities, as well as via partnerships.

• 14 projects specifically focus on providing employment supports. Another 6 projects have employment-related components within their overall supports.

Pre-Arrival Services Website:
http://www.cic.gc.ca/english/newcomers/before-services.asp
OVERVIEW

• Group Refugee Orientation
  ➢ Pre-departure group orientation sessions for refugees (including youth refugees between the age of 10 and 19) delivered by the International Organization for Migration since 1998.

• Over 30 countries and 50 locations served on a yearly basis:
  ➢ **In-person services** in Colombia, Ecuador*, Egypt, Ethiopia, Ghana*, Jordan, Kenya*, Lebanon, Malaysia*, Pakistan, Russia*, South Africa*, Sri Lanka, Sudan, Thailand, Turkey
  ➢ **Mobile in-person services** in any other country where refugees may be selected for resettlement.

• Support Services provided when needed (interpretation, transportation, child-care).
EARLY IMPLEMENTATION CHALLENGES AND RESPONSE

- A Management Review *(June 2016)* identified implementation issues, and client uptake was lower than anticipated; a number of actions were taken to respond:

  - Improvements to pre-arrival webpage *(March 2017)*
  - Increased social media presence and promotion to increase uptake (ongoing)
  - Automated invitation via GCMS sent to clients at positive eligibility stage to inform of free pre-arrival services *(October 24, 2017)*
CURRENT STATUS

- Deferral of the call for proposals (Fall 2017) to enable the Department to conduct an evaluation.

- Current contribution agreements will be extended until September 30, 2018, for those projects on track and meeting the terms of their agreement.

- A new intake process will be launched in Spring 2018, allowing time for the Department to address any programming issues and make informed policy decisions based on the evaluation findings and recommendations.
NEXT STEPS

• Face-to-face meeting with service providers and in early 2018
  ➢ Explore options to improve service coordination (amongst all stakeholders)

• Development of program design recommendations and policy priorities February 2018

• Intake Process launched Spring 2018
Contact:

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Dina Cherevko

MOSAIC
Empowering newcomers to fully participate in Canadian society
Introduction

• SOPA provides a series of facilitated and self-directed online courses for immigrants prior to their arrival in Canada.

• It was created to improve linkages between pre-arrival and post-arrival services.

• SOPA started in October 2015.
Program Benefits

• Help newcomers build realistic goals with the right tools for their job search in Canada.

• Clients learn about job search techniques, how to write cover letter and resume, interview skills.

• Learn about Canadian workplace culture and communication styles, soft skills needed to keep the job.

• Establish a connection with post-arrival employment programs for continuous support.

• Immigrants arrive in Canada better prepared, more confident and enter the workforce sooner.
Available Courses

Job search, job readiness, and job retention are at the core of SOPA's five free courses:

- Job Search Strategies (facilitated)
- Soft Skills: Professional Communication (facilitated)
- Soft Skills: Working with Others (facilitated)
- Canadian Workplace Integration (self-directed)
- Working in Canada (self-directed)
Eligibility Requirements

- Currently live outside of Canada
- Received approval from Immigration, Refugees and Citizenship Canada to immigrate to Canada with one of the following documents:
  - A confirmation of Permanent Residence document
  - A letter notifying pick up of Canadian visa (visa for permanent resident applicants only)
  - A medical or security notification letter
  - A Canadian visa
- An English level (IELTS) 5.5 or higher
- Access to a computer and high speed internet
REGISTRATION PROCESS

Step 1
Complete eligibility and registration questions

Step 2
Online meeting with an Intake Counsellor to identify needs and goals

Step 3
Begin SOPA course(s)
SUCCESS STORIES

Aylyn de Los Reyes, Hair and Makeup Artist from the Philippines

“I was able to learn how to make a Canadian-style resume through the guidance of SOPA’s team. I found a job in my particular skill of make-up artistry in just one month after I landed in Vancouver. SOPA is the key to opening a better future for you and your family.”

Yue Xu, Professional Translator from China

“My facilitator gave me so much valuable advice and I really appreciate that because it has made me more confident, realistic and prepared before I arrived in Canada. I really recommend that anyone moving to Canada take these interactive courses because you get your own personal job coach!”
SUCCESS STORIES

Yauheni Kazinets, Interpreter and Automobile Appraiser from Belarus

“This is the best course to take before coming to Canada! I got my first job in Canada a month after arriving. I would strongly recommend this course to all new immigrants.

My facilitator Soraya Etminan really helped me overcome my invisible psychological barriers and corrected my mistakes. She showed me different approaches to finding a job, which made me more confident about my future job search process. After I arrived, I went to a job fair, had an interview, and got my first job in Canada.

Do not waste time. Take a course and get a job! You will learn:

- How to write a Canadian style targeted resume and cover letter, which will save your time and money
- About the Canadian job market
- How to prepare for an interview
- How to market yourself
- How to find new working opportunities
I do hope new immigrants take the course to feel more confident about their bright future.”
How can post-arrival services best liaise with SOPA

• Contact us to establish a connection to make warm referrals
• Send us information about your programs available for new immigrants and we will include it in clients’ Action Plans
INFORMATION AND REGISTRATION

www.arriveprepared.ca
E-mail: sopa@mosaicbc.com
Call +1 778-591-9334
Iona Santos-Fresnoza

Immigrant Employment Council of BC
FAST PROGRAM
Setting Up Skilled Immigrants for Success
The Immigrant Employment Council of British Columbia

A not-for-profit organization that provides BC employers with solutions, tools and resources they need to attract, hire and retain qualified immigrant talent.
Immigrants play a significant role in Canada’s economy

- 350,000 immigrants are needed annually by 2035 to meet Canada’s workforce needs.
- Almost 1M jobs in skilled trades have been projected in BC for 2015-2025.
- 33% of biotech companies report shortages.
- According to the BC Tech Association, there is a ‘talent crisis’ in the IT industry.
Immigrants’ employment barriers

Unfamiliarity with the Canadian workplace

Finding that ‘cultural fit’

Lack of local industry connections
The FAST Program

An online career preparation program to help skilled immigrants get ready for the Canadian workplace before arriving in Canada.
The FAST Program helps skilled immigrants and Canadian employers succeed.

The FAST Program helps immigrants prepare for work in Canada, and Canadian employers find skilled immigrant talent.

www.fastbc.org
The **FAST** Program helps immigrants prepare for work in Canada, and Canadian employers find skilled immigrant talent.

- **Skilled Trades**
  - LEARN MORE
- **Biotech & Life Sciences**
  - LEARN MORE
- **IT & Data Services**
  - LEARN MORE

**FAST** is a set of free online services and resources to help skilled immigrants prepare for the Canadian workplace, and to connect employers with experienced workers.
FAST Program Eligibility

- Those who have been approved in principle to immigrate to Canada.
- Those who are convention refugees or protected persons who have been selected for resettlement in Canada by Immigration, Refugees and Citizenship Canada.
- Those who are able to communicate effectively at a Canadian workplace skill level.
- Those who have two or more years of experience in IT, biotech, or skilled trades, or a related occupation.
FAST Program Benefits

• Gain the soft skills needed to navigate the Canadian culture as it relates to the workplace.

• Obtain a FAST Certificate of Completion.

• Gain special access to BC JobConnect.
ITP Designation

• The Information Technology Professional (ITP) Designation aims to provide IT professionals immigrating to Canada with documentation to validate their non-Canadian work experience for employers.

• The goal is to increase employability for immigrating IT professionals.

• A CAD$500 value free of cost for FAST participants.
BioSkills Recognition Program

• Allows immigrants to showcase abilities to employers in Canada’s growing biotech sector.

• Biotech professionals evaluate immigrants’ resumes, certificates, and work experience.

• Value of CAD$200, offered free-of-charge as an exclusive service to FAST Program participants.
What FAST graduates say:

“The FAST program is very informative, and I am sure many skilled immigrants are benefiting from this initiative. The online modules were excellent, and I really enjoyed studying the content. I now have a wider appreciation for the Canadian work environment and the skills required to be successful.”

- Electrical and Computer Engineer, South Africa
What FAST graduates say:

“The learning modules were of extreme importance at this stage of preparation before my move to Canada. As far as I’m aware, it was the only pre-arrival service designed to inform health professionals about the biotechnology industry in Canada, including second-career alternatives. FAST provides excellent support for people like me, who are full of concerns and uncertainties about our future.”

- Laboratory Technologist, Brazil
Refer your clients to FAST

• Sign up at FASTBC.ORG

• Email us at fastbc@iecbc.ca

• Call Iona Santos-Fresnoza, IEC-BC Program Coordinator, at 604-629-5364 ext. 113
Connecting Employers to Immigrant Talent
Refer your clients to FAST

FAST Info by email, copy fastbc@iecbc.ca
Follow-up and registration verification
FAST sends Welcome Email to participants

fastbc@iecbc.ca

www.fastbc.org
THANK YOU!

fastbc@iecbc.ca

FASTBC.
Johnny Cheng

S.U.C.C.E.S.S.
Organizational Profile

• Non profit organization (annually serve over 61,200 clients)
• 44 years of service history with 20 + offices throughout the Metro Vancouver, 500+ staff, annual budget: $43.5M
• Integrated range of services: settlement, English language training, employment, business, family, youth & seniors, health, housing, & community development
Active Engagement & Integration Project (AEIP)

- Funded by Immigration, Refugees & Citizenship Canada
- Began delivering services in June 2008
- Served over 11,000 newcomers from 62 countries since 2008
- Integrated model and client centre approach to support clients settle across Canada
Objectives

Support the settlement, adaptation and integration of newcomers into Canadian society by providing pre-departure guidance

Facilitate the adjustment process in Canada and promote community and labour market engagement

Continuum of settlement and employment services to newcomers from their country of origin to their Canadian destination through partnership with local Canadian organizations
Eligible Clients

Individuals selected or approached to become Permanent Residents of Canada by IRCC or pending completion of medical security and criminal verifications
Service Delivery Model

A ‘Hybrid’ Model
Provides in person, outreach and virtual support to clients
Service Locations

- Overseas offices in China, South Korea and Taiwan
- Flexible delivery approach (outreach and online)
AEIP: Unique Features

- Holistic approach to support the entire family with their various settlement and employment needs
- Case management model to support clients with all dimensions of their employment needs including foreign credential recognition
- Continuous one-on-one and family support to address the specific settlement needs of the entire family
- Provide in-depth, customized workshops to deepen clients’ knowledge about various settlement topics to better prepare them for life in Canada
- Offer various support groups (i.e. by province, for youth and families) to enable clients to develop mutual peer support
Post-landing Connection

Pre-departure service by overseas AEIP Staff

- One on one Consultation
- In person and virtual support on: Settlement, Employment, Housing, Workshops/Webinars

Client Referral to Canadian Partner

- Introduction email to client and Canadian partner
- Settlement Transition Plan attached to inform partners the kind of services client needs

Post Arrival support by AEIP Canadian Partners

- Canadian Partner takes over and provides settlement / employment support when client lands in Canada
AEIP Partners
AEIP Virtual Resource Centre
www.aeipsuccess.ca
Provide online supports including one-on-one consultation, webinars, self-learning tools, forums and more
Thank You

Johnny Cheng
Director of AEIP
S.U.C.C.E.S.S.
Email: johnny.cheng@success.bc.ca
Dr. Lori Wilkinson

Immigration Research West
A Review of Pre-Arrival Services in Western Canada

Md. Mahmudur Rahman Bhuiyan, Assistant Professor, North South University Bangladesh

Lori Wilkinson, Professor, University of Manitoba

Supporting the Alignment of Pre- and Post-Arrival Services for Newcomers

AMSSA Webinar
30 November 2017
Objectives of Study

• Create a “list” of pre-arrival services in the four western provinces
• Identify the services they provide
• Identify the way they deliver services
Western Canada Study Participants

- Centre of Excellence in Immigrant and Intercultural Advancement (Bow Valley College)
- Calgary Region Immigrant Employment Council (CRIEC)
- Calgary Catholic Immigration Society
- Edmonton Mennonite Centre for Newcomers
- Abbotsford Community Services
- BC Construction Association
- BC Institute of Technology
- Immigrant Employment Council of BC
- SUCCESS
- Altered Minds Inc.
- English Online Inc.
- Immigrant Centre Manitoba
- Jewish Child and Family Services
- Diversity and Intercultural Services (Red River College)
- University of Manitoba
- YMCA Winnipeg
- Newcomer Information Centre
- Regina Open Door Society
Types of Services Available

- Information and Orientation
- Advice and guidance
- Employment services and support
- Settlement services and support
- Referral services
- Connecting with Communities
# Primary Method of Delivering Information

<table>
<thead>
<tr>
<th>Method</th>
<th>British Columbia</th>
<th>Alberta</th>
<th>Saskatchewan</th>
<th>Manitoba</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-face</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Webinar</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Telephone</td>
<td>2</td>
<td>2</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Skype (or similar)</td>
<td>3</td>
<td>2</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Organizations</strong></td>
<td><strong>4</strong></td>
<td><strong>4</strong></td>
<td><strong>2</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>
Where do you find information about settling? 2013

- **Family and Friends**: Alberta 61.1%, BC 56%, Manitoba 56.3%, Saskatchewan 55.4%
- **Government Websites**: Alberta 58.9%, BC 49.3%, Manitoba 46.6%
- **Other online sources**: Alberta 33.5%, BC 30.8%, Manitoba 30.7%
- **Immigrant-serving agency**: Alberta 27.9%, BC 23.5%, Manitoba 30%, Saskatchewan 30.7%
- **Employer and co-worker**: Alberta 27.2%, BC 17.9%, Manitoba 17.3%, Saskatchewan 31.8%
<table>
<thead>
<tr>
<th>Province</th>
<th>BC</th>
<th>AB</th>
<th>SK &amp; MB</th>
<th>ON</th>
<th>QC</th>
<th>Atlantic Region</th>
</tr>
</thead>
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<td>4.70%</td>
<td>6.90%</td>
<td>22.80%</td>
<td>23.29%</td>
<td>7.00%</td>
<td>2.90%</td>
<td>6.80%</td>
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<td>3.00%</td>
<td>5.10%</td>
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<td>4.20%</td>
<td>6.20%</td>
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<td>7.40%</td>
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<td>25.00%</td>
<td>23.50%</td>
<td>26.80%</td>
<td>30.80%</td>
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</table>

Source: PCSS, 2012

χ² = 80.8, df=20, P≤0.00
It is easy for me to get the service I need to settle in Canada

Source: PCSS, 2012

$\chi^2 = 66.39$, df=20, $P \leq 0.00$
Most Requested Settlement Services Pre-Arrival

- Housing
- Daycare
- Schooling (for children, self)
- Banking
- Family life
- Employment Opportunities
- Preparation for employment
- Career training
- Job search strategies
- Professional communication
- Interview strategies
- Skills upgrading
- Professional accreditation
- Career mentoring
- Competency Assessment
- Networking
## Services most needed after arrival by Province, 2013

<table>
<thead>
<tr>
<th>Service</th>
<th>BC</th>
<th>AB</th>
<th>SK</th>
<th>MB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment services</td>
<td>51.3</td>
<td>48.3</td>
<td>42.6</td>
<td>51.2</td>
</tr>
<tr>
<td>Health and wellness</td>
<td>15.6</td>
<td>12.5</td>
<td>10.3</td>
<td>10.2</td>
</tr>
<tr>
<td>English language assessment and instruction</td>
<td>7.5</td>
<td>7.3</td>
<td>8.2</td>
<td>8.3</td>
</tr>
<tr>
<td>Information about living in your Province</td>
<td>7.6</td>
<td>7.7</td>
<td>10.2</td>
<td>11.3</td>
</tr>
</tbody>
</table>
Challenges in Pre-Arrival Service Delivery 1

• **Recruiting/finding clients**
  – Clients may be disinterested in learning ahead of time
  – Clients may not be aware that pre-arrival services exist
  – Client lists are not often furnished by IRCC due to privacy & confidentiality

Delivering pre-arrival services
  – Slow internet connections, especially in remote locations
  – Ability to share ‘realistic’ information, especially about job prospects
  – Receive requests beyond their capacity (guarantor for lease agreements, help finding job in their field of expertise or with particular employer)
  – Outreach in conflict areas can be difficult

• **Hiring local staff**
  – Have limited knowledge about Canada
  – Hard to maintain up-to-date information for them
Challenges in Pre-Arrival Service Delivery 2

• Resources
  – Funding is inadequate to achieve program goals
  – Too many clients and not enough funding

• Partnering with other organizations
  – Insufficient information about what other pre-arrival services are doing
  – Perception that IRCC is not interested in directing newcomers to their services

• Competing programs
  – Presence of multiple overseas locations make clients confused about where to get help and advice
  – Some clients are suspicious about the information they are provided
Acknowledgements

- AMSSA and WRWG-CISSA/ACSEI
- Citizenship and Immigration Canada, National Headquarters
- Immigration Refugees and Citizenship Canada, NHQ
- Immigration Research West
Contact Information

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Winnipeg, MB Canada R3T 3M5  
Email: Lori.Wilkinson@umanitoba.ca  
irw@umanitoba.ca

http://umanitoba.ca/about_RIW.html
British Columbia Construction Association
Integrating Newcomers

Presented by Alice Calmettes, Provincial Manager
AMSSA webinar – November 30th 2017
Located on the west coast of Canada the BCCA is made up of four regional associations located across the province of British Columbia.
BCCA successfully manages several employment programs:

- BCCA Integrating Newcomers (BCCA-IN) - bccassn.com/in
- Skilled Trades Employment Program - stepbc.ca
- LNG Canada Trades Training Fund – bccassn.com/LngCanada
- LNG Canada Connect Program – bccassn.com/LngCanada

Through all of BCCA’s program and services, we reach approximately 12,350 industry employers.
What is Integrating Newcomers?

LAUNCHED SEPT 2015

- Funded by the Government of Canada – no fee
- Industry specific
- Provides one-on-one assistance to eligible clients, pre-arrival
- Works in partnership with other service providers

Funded by / Financé par:

- Immigration, Refugees and Citizenship Canada
- Immigration, Réfugiés et Citoyenneté Canada
How can we help?

Depending on your situation there are a couple of options.

BCCA Integrating Newcomers can help those who have been approved for settlement in Canada and have an interest in the construction industry.
Who is eligible?

BCCA-IN can help the following:

✓ A Permanent Resident of Canada;

✓ A Protected Person as defined in Section 95 of the Immigration and Refugee Protection Act (IRPA);

✓ An individual who has been selected, in Canada or overseas, to become a permanent resident pending completion of medical, security and criminal verification statutory requirements;

✓ A Convention Refugee or Protected Person overseas who has been selected for resettlement in Canada by Citizenship and immigration Canada.
How does it work?

**APPLY**
Individuals complete and submit Application A online.

**STEP 1**
Eligibility will be confirmed through specific information provided on Application B.

**STEP 2**
An in-depth assessment will be provided to all eligible clients to determine where they may be best suited in the industry.

**STEP 3**
Clients will be assigned to one of our Regional Employment Placement Specialists (REPS) who will work one-on-one with the client.

**STEP 4**
REPS will provide support, relevant information & guidance to help clients transition into their new life in British Columbia.

**STEP 5**
Skills Assessment

Each client will receive:

- an in-depth assessment of their skills, education, work experience, etc. to determine where you could potentially fit within the industry
- assistance with preparing an industry specific resume
- an overview of the Canadian and BC construction qualification or certification processes
- assistance with mapping out a pathway to having your specific qualifications recognized in BC
REPS will work one-on-one with their client and:

- identify and liaise with employers in the construction industry for opportunities related to their client’s needs
- provide industry specific information to assist with their search for employment
- connect newcomers and their families to supports in their new community
- refer them to our STEP (Skilled Trades Employment Program) or other settlement service providers for additional support, post-arrival

Regional Employment Placement Specialist
Collaboration & Communication with Settlement Services

✓ Settlement services can reach out to team members to establish contact and present their services

✓ REPS have established contacts with various settlement organisations and refer clients – part of our exit process – we track referrals and report to the funder

✓ Referrals can be online/email or in person after landing – if client agrees, we share the results of our assessments

✓ Clients choose who they contact – we can only advise based on our own knowledge of services available in the community
Thank you!

Questions?

website:  www.bccassn.com/IntegratingNewcomers

email:  newcomers@bccassn.com or alice@bccassn.com
Ranni Sangha-Tolman

Abbotsford Community Services
Presenter

Ranni Sangha-Tolman
Punjabi Settlement Worker
Abbotsford Community Services
Phone: +1 604 859 7681 extension 277
Email: Ranni.Sangha-Tolman@abbotsfordcommunityservices.com
LOCATION
Chandigarh, India

SCOPE
Clients serviced from across India and other countries, going anywhere in Canada

SERVICE DELIVERY
Offered both - online and in person

ELIGIBILITY
• Permanent residents of Canada who have not become Canadian citizens
• Individuals who have been selected, in Canada or overseas to become permanent residents pending completion of medical, security and criminal verification statutory requirements and who have been informed by a letter from IRCC
• Convention refugees and protected persons overseas who have been selected for resettlement in Canada by IRCC and Live-in Caregivers
OBJECTIVES OF THE PROGRAM
The program strives to assist Immigrating Indians with access to quality and reliable information to prepare them for seamless integration and transition.

1. Better prepared economic immigrants and other eligible clients, including families and youth for the culture shock and lifestyle changes they can expect upon arriving in Canada
2. Better educated immigrants about Canadian culture, laws, rights and responsibilities
3. Enhanced opportunities for newcomers to build employment and social connections prior to arrival
4. Better linkages to Canadian settlement resources and institutions upon arrival
5. Better retention of immigrants post arrival
THE CLIENT LIFECYCLE

1. Understanding the Needs & Identifying Gaps
2. Developing a Plan
3. Settlement related Workshops
4. Establishing Online Connections & Mentorship
5. Feedback & Review
SOME INTERESTING STATISTICS

Client Serviced to date (December 2015 to October 2017)

113

6
SOME INTERESTING STATISTICS

Client Categories
An Overview

SOME INTERESTING STATISTICS

Age Group
SOME INTERESTING STATISTICS

Destinations

- Ontario
- British Columbia
- Saskatchewan
- Undecided
- Nova Scotia
- Alberta
- Manitoba
- Quebec
- Prince Edward Island
- New Brunswick
Elements of the Program

**IN PERSON**
- One on one
- Group sessions

**ONLINE**
- Phone calls
- E-mails
- Webinars
Elements of the Program

PROGRAM OUTLINE

• General orientation of Canada
• The socio-cultural differences
• Pre-departure checklist
• On-arrival procedures and post arrival checklist
• Overview of Labour Market
• Job search and resume building
• Education System
• Banking and Financial Literacy
• An Overview of Family Dynamics
• Canadian laws and responsibilities
• Pre requisites for maintaining PR status and citizenship
• Soft Skills
• FAQs
SPECIFIC WEBINAR SESSIONS
In depth workshops and information sessions on specific topics are organized over webinar sessions.

1. General Orientation to Canada
The sessions cover a brief overview of Canada – its geography, government, climate, History, Industries,
Getting prepared before leaving for Canada and Soft Skills.
These are delivered by Amisha Vyas Prehar, Settlement worker, Chandigarh, India.

2. Settling in Canada
This session covers the important things to do on arrival in Canada – PR cards, SIN cards, Healthcare, Housing, Banking, Driving, Right and Social Standards and Expectations.
These sessions are delivered by Manpreet Brar, Settlement Worker, ACS

Elements of the Program
SPECIFIC WEBINAR SESSIONS CONTINUED...
In depth workshops and information sessions on specific topics are organized over webinar sessions.

3. Employment Essentials
The sessions cover the essentials of resume building, cover letters, interviews, importance of networking, volunteering employer expectations and effective job search.
These are delivered by Gurinder Badwal, Employment and Integration Counsellor, Diversecity

4. Employer Sessions
Employers from different sectors share their experiences and provide insights into their respective fields. The topics aim to cover industry knowledge, standards and expectations, insights into hiring process and interviews, workplace culture and a chance to network.
These are delivered by Krista Perry, Coordinator Employment Mentors Program, ACS
SPECIFIC WEBINAR SESSIONS CONTINUED...
In depth workshops and information sessions on specific topics are organized over webinar sessions.

5. Starting a Business in Canada
Sessions cover business planning, financing, industry regulations, Human Resources, legal requirements, market research and marketing. These are delivered by Jen Romero, Community Connections Program Facilitator, ACS
ONLINE CONNECTIONS AND MENTORSHIP

Our partners Diversecity in Surrey and MOSAIC in Vancouver aim to match immigrants with screened and oriented volunteers. These connections not only aim to provide immigrants with mentors, job leads and online friendships but also to make them feel welcomed into the community where they will be relocating in some cases.

The aim is to provide them with a link in Canada.
Liaising with Post Arrival Services

- Share Post arrival information with Pre Arrival services proactively
- Cross referrals
- Have a dedicated point of contact at Post arrival services for Pre Arrival services
- Build synergies and a collaborative relationship between organizations and programs vs competitiveness
- Better connectivity and communication

Frontline team in Canada and India:

<table>
<thead>
<tr>
<th>In CANADA</th>
<th>In INDIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manpreet Brar</td>
<td>Banrika Gill</td>
</tr>
<tr>
<td>Settlement Worker</td>
<td>Settlement Worker</td>
</tr>
<tr>
<td>Pre-Arrival Services/India</td>
<td>India2Canada Pre-Arrival</td>
</tr>
<tr>
<td>2Canada</td>
<td>Services</td>
</tr>
<tr>
<td>Cell: +1 778-255-4453</td>
<td>Phone: +91 172 506 0156</td>
</tr>
<tr>
<td>Email: manpreet.brar@India2Canada</td>
<td>Email: <a href="mailto:banrika.gill@India2Canada.ca">banrika.gill@India2Canada.ca</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th></th>
<th>Nimrita Bains</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Program Manager</td>
</tr>
<tr>
<td></td>
<td>India2Canada Pre-Arrival</td>
</tr>
<tr>
<td></td>
<td>Services</td>
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<td></td>
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<tr>
<td></td>
<td>Email: <a href="mailto:nimrita.bains@abbotsfordcommunityservices.com">nimrita.bains@abbotsfordcommunityservices.com</a></td>
</tr>
</tbody>
</table>
Bridging Communication with other Settlement Services (Post Arrival)

- We establish connections with services across Canada
- We then refer clients to post arrival services in their cities of destination
- We are in constant touch with settlement workers at community services in various parts of Canada
Thank you!

Ranni Sangha-Tolman
Punjabi Settlement Worker
Abbotsford Community Services

Frontline team in Canada and India:

In CANADA

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Michael T. Cayetano

Multicultural Helping House Society
PATHWAYS TO CANADA
MULTICULTURAL HELPING HOUSE SOCIETY

Michael T. Cayetano CPA/CGA
Acting President/CEO
Multicultural Helping House Society
Program Officers

CANADA MANILA DAVAO
Gathering your documents
First two weeks in Canada
Education
Tax information and benefits
Labour Market Information
  - Building a Canadian style resume
  - Interview tip
  - Job search
Childcare resources and child tax benefits
Citizenship and immigration
I am thankful that I found a group that can help me start my life in Canada and help me prepare even while I’m in the Philippines. I’m happy, hopeful, and encouraged because they answer my questions honestly and quickly. They also offer help in every step. I feel less overwhelmed with everything that I must do before arriving in Canada and upon arriving. I feel like I’ve found the support that I need. Also, I like that they really listen to our stories and emphasize and understand. I feel like I can trust them, and I can trust my loved-ones to them, too.

–Omar Al-Abdalla, Afnan

I would like to congratulate Pathways to Canada for educating and giving us a better understanding of Canada. More power and God bless!

–Trinidad, Ismael Jr

I had a very productive time with Pathways to Canada. The information I received on how to get settled in Canada in more than enough for me to gain confidence and courage in moving to another country and starting a new life. It also helps because their HQ is in Vancouver so I already have a known community there. Thanks for making my transition as smooth as possible!

–Pangkalinawan, Sheila Marie
Employment Related Services
Marketing Strategies

✓ CFO
✓ Referrals
✓ Letter from Embassy
✓ Social Media
✓ Radio Program
✓ Consultancies
✓ Website
✓ Flyers / Brochures
RADIO PROGRAMS IN DAVAO AND IN MANILA

DZAS, Ortigas Center Pasig City
TV Interview on TV 5
Forum for pre-arrival / pre-departure service providers
Social Media

Pathways to Canada
Multicultural Helping House Society
www.PathwaystoCanada.org

Stay two steps ahead of the rest

Pathways to Canada - Multicultural Helping House Society
Published by Elven Mark Sorilla Dorcas (?) - August 18 at 2.12pm

This service is really awesome. They gave us a lot of things to think of in our migration to Canada. They answered a lot of questions that we had in mind.

Mada Lynn Hernado (Manitoba)

Provinces of Canada
MHHS Pathways to Canada – Pre-arrival Program

- Grassroots Level approach
- Committed and dedicated staff driven by a vision to help Filipino emigrants ready and prepared for their new life in Canada.
- Smooth transition – a sense of belonging
- Success – integration and overall community life
- Enhanced pre-arrival services needed:
  - Language assessment, training and accreditation
  - Career assessment, bridging, training, evaluation accreditation/licensing
  - Debriefing – Parental and youth counselling
  - Alternative Career streams
  - Employment – referral and direct
- Collaboration and partnership with other service providers in the settlement sector across Canada.
Challenges

- Inflexible Funding contracts – IRCC officers has no facilitator roles in managing contracts.
- Competition instead of Collaborative partnership between local ISO’s
- On-Line vs. On ground Services
- Big ISO Organizations vs. Small ISO organizations (Consolidation of services)
- Going to clients instead of waiting for clients to come
- Geographic barriers
- Culturally appropriate strategies
- Blended program of on-line and on ground services
- Quality services
- Engagement of clients to finish programs.
- 24/7 approach to availability of services.
## Total Number Of Clients

### Total Number of Clients for the Fiscal Year.

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<tr>
<th>Months</th>
<th>Total Number of clients for needs assessment</th>
<th>Total Number of Information Session</th>
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<tr>
<td>April to June</td>
<td>130</td>
<td>21</td>
</tr>
<tr>
<td>July</td>
<td>414</td>
<td>37</td>
</tr>
<tr>
<td>August</td>
<td>451</td>
<td>41</td>
</tr>
<tr>
<td>September</td>
<td>449</td>
<td>62</td>
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<tr>
<td>October</td>
<td>568</td>
<td>42</td>
</tr>
<tr>
<td>November</td>
<td>478</td>
<td>36</td>
</tr>
<tr>
<td>December</td>
<td>354</td>
<td>37</td>
</tr>
<tr>
<td>January</td>
<td>822</td>
<td>45</td>
</tr>
<tr>
<td>February</td>
<td>749</td>
<td>50</td>
</tr>
<tr>
<td>March</td>
<td>864</td>
<td>63</td>
</tr>
<tr>
<td>April, 2017</td>
<td>474</td>
<td>40</td>
</tr>
<tr>
<td>May 2017</td>
<td>608</td>
<td>51</td>
</tr>
<tr>
<td>June 2017</td>
<td>521</td>
<td>40</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>6,882</strong></td>
<td><strong>565</strong></td>
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### Provincial Destinations

<table>
<thead>
<tr>
<th>Province</th>
<th>Visits</th>
<th>%</th>
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<tbody>
<tr>
<td>Alberta</td>
<td>1278</td>
<td>20.1</td>
</tr>
<tr>
<td>BC</td>
<td>708</td>
<td>11.2</td>
</tr>
<tr>
<td>Manitoba</td>
<td>1217</td>
<td>19.2</td>
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<tr>
<td>Ont</td>
<td>1517</td>
<td>23.9</td>
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<tr>
<td>Quebec</td>
<td>456</td>
<td>7.2</td>
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<tr>
<td>Sask</td>
<td>899</td>
<td>14.2</td>
</tr>
<tr>
<td>NB</td>
<td>55</td>
<td>0.9</td>
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<tr>
<td>NS</td>
<td>88</td>
<td>1.4</td>
</tr>
<tr>
<td>NFL &amp; Lab</td>
<td>41</td>
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<tr>
<td>NWT</td>
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<td>0.4</td>
</tr>
<tr>
<td>PEI</td>
<td>40</td>
<td>0.6</td>
</tr>
<tr>
<td>YuKon</td>
<td>18</td>
<td>0.3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6343</strong></td>
<td></td>
</tr>
</tbody>
</table>

The pie chart represents the distribution of visits across provinces, with Alberta accounting for the highest percentage of visits (20.1%).
The purpose of the Society is to help the new immigrants and newcomers succeed in their new life in Canada, by preparing them first at their country of origin and providing a continuum of services when they arrive, that helps their smooth transition, assimilation, integration and engagement in the community.”
Thank You!

Michael T. Cayetano CPA/CGA
Acting President/CEO
Multicultural Helping House Society