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IMMIGRATION SERVICE MAPPING

Ignite Fredericton



STILETTO
CONSULTING
BUSINESS SOLUTIONS & STRATEGIES

1. SERVICE CATEGORIES

A scan was completed for types of services provided to immigrants in the following categories: pre-arrival, arrival services, settlement services, employment services, business services, social and cultural integration.

Please note:

- Some services, such as language training, are offered under several categories.
- For the purpose of this exercise employment services and businesses services may have over-lapping services in the areas of pre-arrival, arrival and settlement stages. This has been separated to demonstrate the needs for both businesses and those seeking employment.
- Noted at the end of this document (in Section 4) are the links used for reference in compiling the lists of services in each category.

A. PRE-ARRIVAL

These services are provided before the immigrant leaves their home country and may be provided online, over the phone, or in-person. Note that services such as eligibility assessment, application assistance and representation are typically services that are provided by private immigration consultants.

- **Eligibility assessment** – Assessing the eligibility of potential immigrants for Canadian immigration programs. If an immigrant is eligible under multiple programs, recommendations on which program to apply for can be made.
- **Application assistance** – Helping potential immigrants complete and submit applications and collect supporting documents. Also includes helping prepare for interviews with immigration officials.
- **Representation** – Working with immigration authorities to make sure an immigrant's file is processed properly and on time.
- **Information and orientation** – Providing general information about living/working in Canada and in a particular community on topics such as rights and responsibilities, the labour market, education system, language requirements, settlement and other community-based services, citizenship, language



requirements, and prevention of family and gender-based violence. Information often provided in multiple languages.

- **Needs assessment** – Review of needs across a broad spectrum of areas (e.g. language, employment, housing). Can be used in conjunction with service referrals to make an individual settlement plan outlining a strategy to achieve settlement success.
- **Service referrals** – Links to specific settlement services or other community services for immigrants.
- **Language testing** – Testing competency in English and/or French. The Canadian government recognizes two specific international language testing agencies (one for each official language) that offer language testing for immigration applications.
- **Official language training** – Training available before the immigrant leaves in their home country order to improve their English or French.
- **On-the-ground preparations and early employment services** – Some agencies/consultants provide services that are usually considered in the settlement/employment categories below (such as a assistance in finding and securing accommodation and transportation, credential assessments, guidance on the labour markets) in order to help immigrants have fewer hurdles when they arrive.

B. ARRIVAL

There is no established definition for arrival services nor are there established guidelines as to what constitutes arrival services in contrast to settlement services. For the purpose of this exercise, arrival services are defined as those services that are provided in the first month of an immigrant's arrival in Canada to meet their immediate needs.

- **Airport welcome and pickup** – Meeting immigrants at the airport and providing transportation to their destination
- **Assessment of immediate needs** – Assessing the individual's situation and identifying the immediate needs of that individual and their family (e.g. food, shelter, clothing, health, safety, language).
- **Information and consultation** – Providing information and advice on key topics (e.g. transportation options, employment needs, housing, education options for adults and children, laws).
- **Referrals** – Connecting immigrants to settlement services and other community resources and service providers in key areas.



- **City tours** – Helping familiarize immigrants with their new surroundings.
- **Temporary accommodation** – Helping to arrange temporary accommodation (e.g. hostels, hotels, short-term room or apartment rentals, YMCA/YWCA). Some settlement agencies maintain their own temporary accommodations for immigrants.
- **Acquisition of key documentation** – Helping immigrants apply for health insurance card, driver's license (or other government photo identification), and Social Insurance Number.
- **Personal banking assistance** – Helping to set up a personal banking account.

C. SETTLEMENT

As noted above, settlement services can be considered as the full spectrum of services to help immigrants settle and adjust to their new lives in Canada, including providing them with information they require to make informed decisions, language training to achieve their integration goals, labour market services to find and retain employment, as well as community supports to build professional and personal networks. For the purposes of this exercise, this section will focus on settlement services not covered in other specific categories in this document. For employment, business, and social integration services, see the relevant sections below.

- **Needs assessment** – Assessing the needs of the individual and family across a wide range of areas (e.g. health, language, employment, status of immigration, care for children, seniors, housing, life skills, transportation, social connectedness). This results in the development of short-term and long-term individual settlement strategies and plans that outline goals, identify areas to focus efforts, and help measure progress along with ensuring appropriate follow up and reassessment of needs.
- **Information and orientation** – Providing information on available community and government services and on how to adjust to Canadian life (see topics in counselling) and service referrals.
- **Counselling** – Providing counselling to help immigrants navigate their adjustment to Canadian life on a wide range of topics such as financial literacy (e.g. banking, budgeting, tax returns, credit), housing and utilities, legal issues (services, Canadian law), consumer awareness (e.g. contracts), parenting, health (nutrition), health care services, police services, social sciences and immigration issues (renewing Permanent resident cards, how to apply for citizenship).



- **Interpretation and translation** – Providing translation for documents or other needs.
- **Facilitation of access to services** – Helping immigrants fill out necessary forms and applications as well as providing advocacy or accompaniment.
- **Language training** – Offering training in literacy and language acquisition/upgrading.
- **Housing search assistance** – Helping to find suitable long-term housing situations (either a renting or buying).
- **Support/enabler services** – Providing services that allow immigrants to more easily participate in settlement services (e.g. child care, accommodation for clients with disabilities, transportation assistance to settlement programs).
- **Friendship and mentor programs** – Matching immigrants with community volunteers who help immigrants navigate the city and provide the first friendship. This is also offered on a school level for youth (student volunteers help the youth feel welcome by showing them around and inviting them to school events).
- **Other volunteer and peer support services** – Offering services such as matching with volunteer tutors, and conversation circles.
- **Welcome gifts and outreach** – Some organizations provide newcomers gifts and other outreach to welcome them to the community.
- **Specialized services for survivors of torture and trauma** – Offering settlement services delivered in a sensitive manner to meet special needs of immigrants who have had traumatic experiences.
- **Support for abused women and prevention of family violence** – Providing information on what abuse is and what the laws are in Canada and offering specific support for women who live in abusive situations to find options and safety.
- **Specialized programs for youth, seniors, women, parents** – Offering programs tailored to the needs of specific groups for settlement and integration including support groups, counselling, after-school tutoring, life skills training, etc.
- **Special health programs** – Providing services to address health needs for immigrant and refugee families who are experiencing barriers in accessing services. Also some programs train health professionals in cross-cultural health practices.
- **Computer/internet access**
- **Library services**



D. EMPLOYMENT SERVICES

These are services provided to equip immigrants with the skills and support they need to enter the Canadian labour market and to find and retain employment.

- **Assessment** – Providing an assessment of employment preparation needs.
- **Information and orientation** – Providing information on topics such as Canadian workplace culture, expectations, labour markets, credential/licensing requirements, human rights issues, employment maintenance the job search and hiring process, and workplace safety .
- **Employment/career counselling** – Counselling on employment and career options as well as help solving problems in the workplace.
- **Teaching essential job search skills** – Teaching skills such as resume and cover letter development, interview preparation, negotiation, and self-marketing.
- **Job search assistance** – Helping immigrants to locate an appropriate job and to navigate job listings.
- **Job fairs/employer networking** – Providing opportunities to meet and network with potential employers and learn more about job opportunities.
- **Employment language training** – Providing language training needed in the labour market.
- **Mentoring programs** – Providing mentorship opportunities (can be general or occupation-specific and provided one-on-one or in a group setting).
- **Identifying employment opportunities** – Identifying positions and opportunities that could be filled by immigrants.
- **Work placement/recruitment** – Matching immigrants with employers for employment.
- **Internship opportunities** – Helping clients secure internships to gain Canadian work experience.
- **Computer skills training** – Providing training on software programs used in Canada in certain professional fields (e.g. accounting or AutoCAD).
- **Connection to regulatory bodies** – Referring immigrants who are in skilled professions to the appropriate regulatory body for information on credential assessment process.
- **Credential assessment** – Verifying whether foreign degrees, diplomas, certificates (or other proof of credentials) are valid and equal to Canadian requirements.



- **Bridge training programs** – Helping qualified professionals upgrade their skills to help them move quickly into their skilled trade or profession without duplicating what they have already learned.
- **Business acumen training** – Providing training to improve immigrants' business English skills for the workplace.
- **Occupation-specific conversation circles** – Offering opportunities for immigrants to learn occupation-specific language skills in an informal group setting.

E. BUSINESS SERVICES

These are services related to helping immigrants start a new business or invest in an existing one as well as helping them run and grow their business.

- **Information and orientation** – Providing information and workshops/seminars on how to start, run and grow a business. Topics include sales and marketing, business planning, bookkeeping, word processing, web design, financing/funding options, and relevant laws and regulations.
- **Service referrals** – Offering referrals to qualified professionals (e.g. accountants, lawyers, marketing and business consultants).
- **Business counselling/consulting** – Providing one-on-one counseling sessions or on-site visits to provide immigrants advice and guidance on their specific business issues (including business plan reviews and guidance on topics mentioned above in information and orientation.)
- **Application/registration assistance** – Providing help to register the business and/or fill out applications relating to the business.
- **Business language training** – Providing training to improve business English skills.
- **Networking events/liaison opportunities** – Providing opportunities to connect with the broader business community and to showcase the business.
- **Mentorship** – Partnering immigrants with volunteer business professional mentors who offer guidance, support, and expansion of network opportunities.
- **Business incubation/acceleration** – Offering immigrant-specific business acceleration and incubation services.
- **Immigrant business directory** – Providing a directory as a promotional tool for immigrant business owners.
- **Database of Canadian businesses for sale or investment** – Providing a list of Canadian businesses available for sale or investment for purchase by business



immigrants. (Some providers include pre-screening businesses to ensure quality and viability.)

- **Financing/financial incentives** – Providing tailored or specific funding for immigrant businesses.

F. CULTURAL INTEGRATION

There is no firm established definition for cultural integration services. For the purposes of this exercise, these are defined as services (beyond those mentioned above) offered to immigrants to help them fully participate in Canadian life and be engaged in their community as well as to encourage the development of an integrated, multicultural society.

- **Information and referral** – Providing information on community groups that share cultural background, faith, language or interests.
- **Civic education/citizenship education** – Providing classes or workshops on how to become more involved and engaged in the community.
- **Volunteer opportunities** – Providing opportunities for immigrants to become involved in their communities through volunteer work.
- **Hobby clubs and classes** – Providing opportunities for immigrants to explore an interest or hobby (e.g. gardening, dance, music, sports).
- **Cultural festivals** – Holding festivals and events featuring multicultural performances, demonstrations, displays, and food.
- **Other multi-cultural showcase opportunities** – Holding events such as multi-cultural musical recitals, art exhibitions, history exhibitions.
- **Dialogue opportunities** – Hosting interfaith and intercultural dialogues that bring together representatives of Canada's faith and cultural groups to share heritage, traditions and viewpoints.
- **Public education events** – Hosting events that foster intercultural or interfaith understanding, civic memory and pride, and respect for core democratic values.
- **Cultural sensitivity course/program**



2. FREDERICTON SERVICE PROVIDERS

A search was conducted for organizations and businesses that provide immigrant-specific services in the Fredericton region. The search included an online review, cross-referencing of materials in place from Ignite Fredericton and consultation with Immigration Coordinator for Ignite Fredericton. Each organization is listed in one of five categories: non-profit sector, academia, public sector, private sector and other.

A. NON-PROFIT SECTOR

The following non-profit organizations provide services to immigrants in Fredericton:

- Multicultural Association of Fredericton
 - Offers settlement services, language instruction, employment services, and community networking¹
- New Brunswick Multicultural Council
 - Developed a mentoring program to bring together skilled immigrants and experienced professionals²
- YMCA Fredericton
 - Offers employment counseling services for newcomers to Canada³
- The Cultural Centre
 - Offers space, not services⁴
- Ignite Fredericton
 - Offers information and orientation for newcomers⁵
- Fredericton Chamber of Commerce
 - Offers Business Immigrant Mentorship Program/Hive Incubator.

¹ Multicultural Association of Fredericton. "Overview." *About MCAF*. n.d.

<http://www.mcaf.nb.ca/index.php/about/overview/>

² New Brunswick Multicultural Council of New Brunswick. *Welcome*. n.d. <https://mentor.nb-mc.ca/eng/>

³ YMCA Fredericton. "YMCA Employment Programs." *Community/International*. n.d.

<http://www.ymcafredericton.nb.ca/international/employment-programs/>

⁴ The Cultural Centre. *Home*. 2015. <http://www.theculturalcentre.ca/>

⁵ Ignite Fredericton. *Newcomers*. 2015. <http://ignitefredericton.com/en/newcomers>



- LINC Home Study
 - Offers a free online/correspondence English-language training program for eligible newcomers to Canada who cannot attend regular classes⁶
- Wilmot United Church
 - Have provided gifts and grocery cards (in partnership with the Multicultural Association of Fredericton) during the holiday season to newcomer families and outreach committee supports newcomer families by welcoming them with gifts^{7 8}
- Ethno-cultural groups
 - New Brunswick African Association Inc.
 - Fredericton Islamic Association
 - Filipino-Canadian Community of NB
 - Chinese Cultural Association of NB
 - Korean Association of Great Fredericton
 - Iranian Canadian Association of NB
 - Asian Heritage Society of NB
 - Lebanese Association
 - The New Brunswick Latino Association
 - Indo-Canadian Association of Fredericton
 - Cameroonian Association of Fredericton
 - Vietnamese Association of Fredericton
 - Irish Canadian Cultural Association of Fredericton
 - Japanese Association of Fredericton
 - L'Association Interculturelle Francophone de Fredericton
- Professional associations
 - Offer credential recognition for professions

⁶ Centre for Education & Training. "LINC Home Study." *Home*. n.d.

<https://www.linchomestudy.ca/Online/>

⁷ Wilmot United Church. "Remembrance Service." *Bulletins*. November 9, 2014.

<http://www.wilmotuc.nb.ca/bulletins/2014/bulletin09nov2014.pdf>

⁸ Wilmot United Church. *2011 Annual Report*. n.d.

<http://www.wilmotuc.nb.ca/pdf/AnnualReport2011.pdf>



B. ACADEMIA

The following post-secondary institutions offer immigrant-specific services:

- St. Thomas University
 - Offers English as a Second Language Programme (for STU students)⁹
 - Offers student services through the International Office (through its partnership with the University of New Brunswick) including orientation workshops, student success workshops, emergency bursary support, and advising on personal, financial, cultural, and academic matters
- Frontier College
 - Offers ESL programs for new immigrants to Canada (particularly to people who have great difficulty using English and access other ESL programs)¹⁰
- University of New Brunswick
 - Offers ELP (English Language Preparation) program¹¹
 - Offers services for UNB international students through the International Student Advisor's Office including orientation workshops, student success workshops, emergency bursary support, and advising on personal, financial, cultural, and academic matters¹²
- New Brunswick Community College
 - Offers international students academic skills development, personal counselling and transitioning to Canada workshops
- Fredericton High School
 - Has an international settlement worker on-site (from the Multicultural Association of Fredericton)
- Park Street Elementary School
 - Support for international students includes a multicultural night

⁹St. Thomas University. "English as a Second Language." *International Students*.

<http://w3.stu.ca/stu/futurestudents/international/esl>

¹⁰ Frontier College. "Literacy Programs in Fredericton, New Brunswick." *Literacy Programs in Atlantic Canada*. n.d. <http://www.frontiercollege.ca/english/literacy/fredericton.html>

¹¹ University of New Brunswick. *Learn English in Fredericton, New Brunswick, Canada*. n.d. http://www.unb.ca/cel/_resources/pdf/elp/eap-brochure-english.pdf

¹² University of New Brunswick "International Student Advisor's Office." *Student Services*. N.d. <http://www.unb.ca/fredericton/studentsservices/international/>



- École Sainte-Anne
 - Was identified during the LIP Council strategy session, however no newcomer-specific services were found during the course of research, therefore it has not been included in the tables in Section 3

C. PUBLIC-SECTOR

The following public-sector organizations offer immigrant-specific services:

- Department of Post-Secondary Education, Training and Labour
 - Offers immigrants information on settling, studying, working, doing business in New Brunswick (e.g. on Welcome NB website) as well as self-help resources
 - The provincial government designs and manages the New Brunswick Provincial Nominee Program (designed to attract skilled workers to New Brunswick), while the number of nominees accepted into the province is determined by the federal government
 - Offers funding programs for community agencies^{13 14}
- Opportunities New Brunswick
 - First point of contact for local and foreign businesses looking to grow, expand or locate in New Brunswick¹⁵
- Citizenship and Immigration Canada
 - [Immigration Loans Program](#)
 - [Citizenship Program](#)
 - [Right of Permanent Residence Fee Loan](#)¹⁶
- Employment and Social Development Canada
 - Foreign Credential Recognition Loans Pilot Project¹⁷

¹³ Government of New Brunswick. *Quick Reference Guide for Permanent Residents to New Brunswick*. January 2015.

<http://www2.gnb.ca/content/dam/gnb/Departments/petl-epft/PDF/PopGrowth/PermanentResidentsGuide.pdf>

¹⁴ Government of New Brunswick. "Services." *Post-Secondary Education, Training and Labour*. n.d.

http://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/services.html?facet=true&tagid=gnb-eng%3Atarget_groups%2Fimmigrants

¹⁵ Opportunities New Brunswick. *Invest*. 2015. <http://onbcanada.ca/invest/>

¹⁶ Citizenship and Immigration Canada. *Immigration and Citizenship*. September 8, 2015.

<http://www.cic.gc.ca/english/index.asp>

¹⁷ Employment and Social Development Canada. *Foreign Credential Recognition Loans Pilot Project*. April 3, 2014.

http://www.esdc.gc.ca/eng/jobs/credential_recognition/foreign/loans.shtml



- City of Fredericton (Fredericton Police Force)
 - Offers information sessions for newcomers on Canadian law and the role of law enforcement and operates on-site monthly office hours at the Multicultural Association of Fredericton
- Downtown Community Health Clinic
 - Offers health services specific to refugees

D. PRIVATE-SECTOR

The following businesses offer immigrant-specific services.

- Invest Atlantic Alliance
 - Assists international investors and trading partners overcome language, cultural and fund barriers to achieve their global business potential¹⁸
- SkillSearch Recruiting
 - Recruitment agency (website no longer available)
- Silk Road Canada
 - Fredericton-based accredited firm offering immigration consultancy and business development services enabling successful transition to Atlantic Canada¹⁹
- Kornova Investments Inc.
 - Halifax-based accredited immigration consultant company (with an office in Fredericton)²⁰
- Newest Consulting
 - Fredericton-based immigration consultancy company (no website available)
- McInnes Cooper
 - Works with immigrants on issues of movement under international treaties, procurement of labour market opinions from Service Canada, issuance and renewal of temporary work permits, applications for permanent residency and Canadian citizenship, and criminal inadmissibility²¹

¹⁸ Invest Atlantic Alliance. *Invest Atlantic Alliance*. 2015. <http://www.investatlantic.com/en/>

¹⁹ Silk Road Canada. *About Us*. n.d. <http://www.silkroadcanada.ca/>

²⁰ Kornova Investments. *About Us*. 2009. http://kornova.com/kornova_t/us.html

²¹ McInnis Cooper. "Immigration." *Services*. n.d. <http://www.mcinniscooper.com/services/immigration/>



3. SERVICE MAPPING

The following tables illustrate what kinds of services are offered to immigrants by Fredericton organizations. **Please note:** for the purpose of this exercise, only organizations that have specific service offerings identified have been included.

		Broad Service Categories		
		Logistical	Economical	Social
Non-profit	Organization			
	Multicultural Association of Fredericton	✓	✓	✓
	New Brunswick Multicultural Council		✓	✓
	YMCA Fredericton		✓	
	The Cultural Centre			✓
	Ignite Fredericton	✓	✓	✓
	Fredericton Chamber of Commerce		✓	✓
	LINC Home Study	✓		
	Wilmot United Church	✓		
	Ethno-cultural groups	✓		✓
Professional associations	✓	✓		
Academic	St. Thomas University	✓	✓	
	University of New Brunswick	✓		
	Frontier College	✓		
	New Brunswick Community College	✓		
	Fredericton High School	✓		
	Park Street Elementary			✓
Public-sector	Department of Post-Secondary Education, Training and Labour	✓	✓	✓
	Opportunities New Brunswick	✓	✓	✓
	Citizenship and Immigration Canada	✓		✓
	City of Fredericton (Fredericton Police Force)	✓		
	Downtown Community Health Clinic	✓		
Private-sector	Invest Atlantic Alliance		✓	
	SkillSearch Recruiting		✓	
	Silk Road Canada	✓	✓	
	Kornova Investments Inc.	✓		
	Newest Consulting			
	McInnes Cooper	✓	✓	



		Logistical			Economical		Social	
		Pre-arrival	Arrival	Settlement	Employment	Business	Cultural integration	Messaging and communications to broader community
Organization								
Non-profit	Multicultural Association of Fredericton	✓	✓	✓	✓	✓	✓	✓
	New Brunswick Multicultural Council				✓			✓
	YMCA Fredericton				✓			
	The Cultural Centre						✓	✓
	Ignite Fredericton	✓	✓	✓	✓	✓		✓
	Fredericton Chamber of Commerce					✓		✓
	LINC Home Study			✓				
	Wilmot United Church			✓				
	Ethno-cultural groups	✓					✓	✓
	Professional associations	✓			✓			
Academia	St. Thomas University	✓	✓	✓	✓			
	University of New Brunswick	✓		✓				
	Frontier College			✓				
	New Brunswick Community College			✓				
	Fredericton High School			✓				
	Park Street Elementary						✓	
Public sector	Department of Post-Secondary Education, Training and Labour	✓	✓	✓	✓	✓		✓
	Opportunities New Brunswick	✓				✓		✓
	Citizenship and Immigration Canada	✓						✓
	City of Fredericton (Fredericton Police Force)			✓				
	Downtown Community Health Clinic			✓				
Private sector	Invest Atlantic Alliance					✓		
	SkillSearch Recruiting				✓			
	Silk Road Canada	✓	✓	✓	✓	✓		
	Kornova Investments Inc.	✓						
	Newest Consulting							
	McInnes Cooper	✓				✓		



		Pre-Arrival Services								
Organization		Eligibility assessment	Application assistance	Representation	Information and orientation	Needs assessment	Service referrals	Language testing	Official language testing	On-the-ground preparations/early employment services
Non-profit	Multicultural Association of Fredericton				✓		✓	✓		✓
	New Brunswick Multicultural Council									
	YMCA Fredericton									
	The Cultural Centre									
	Ignite Fredericton	✓	✓		✓	✓	✓			
	Fredericton Chamber of Commerce									
	LINC Home Study									
	Wilmot United Church									
	Ethno-cultural groups						✓			
	Professional associations				✓		✓			
Academia	St. Thomas University				✓					✓
	University of New Brunswick				✓			✓	✓	✓
	Frontier College									
	New Brunswick Community College									
	Fredericton High School									
	Park Street Elementary School									
Public-sector	Department of Post-Secondary Education, Training and Labour	✓			✓					
	Opportunities New Brunswick	✓			✓	✓				
	Citizenship and Immigration Canada	✓				✓				
	City of Fredericton (Fredericton Police Force)									
	Downtown Community Health Clinic									
Private sector	Invest Atlantic Alliance									
	SkillSearch Recruiting									
	Silk Road Canada		✓	✓			✓			✓
	Kornova Investments Inc.	✓								
	Newest Consulting									
	McInnes Cooper		✓							



Organization		Arrival Services							
		Airport welcome and pick up	Assessment of immediate needs	Information and consultation	Referrals	City tours	Temporary accommodation	Acquisition of key documentation	Personal banking assistance
Non-profit	Multicultural Association of Fredericton		✓	✓	✓		✓		
	New Brunswick Multicultural Council								
	YMCA Fredericton								
	The Cultural Centre								
	Ignite Fredericton		✓	✓	✓				
	Fredericton Chamber of Commerce								
	LINC Home Study								
	Wilmot United Church								
	Ethno-cultural groups								
	Professional associations								
Academia	St. Thomas University	✓							✓
	University of New Brunswick								
	Frontier College								
	New Brunswick Community College								
	Fredericton High School								
	Park Street Elementary								
Public-sector	Department of Post-Secondary Education, Training and Labour			✓					
	Opportunities New Brunswick								
	Citizenship and Immigration Canada								
	City of Fredericton (Fredericton Police Force)								
	Downtown Community Health Clinic								
Private sector	Invest Atlantic Alliance								
	SkillSearch Recruiting								
	Silk Road Canada	✓				✓	✓	✓	✓
	Kornova Investments Inc.								
	Newest Consulting								
	McInnes Cooper								



		Settlement Services														
Organization		Needs assessment	Information and orientation	Counselling	Interpretation and translation	Facilitation of access to services (e.g. form-filling, advocacy)	Language training	Housing search assistance	Support/enabler services	Volunteer/peer support services	Welcome gifts and outreach	Specialized services trauma survivors	Family violence prevention /support for abused women	Specialized programs for youth, seniors, women parents, etc.	Specialized health services	Computer/internet access
Non-profit	Multicultural Association of Fredericton	✓	✓	✓	✓		✓	✓						✓		
	New Brunswick Multicultural Council															
	YMCA Fredericton															
	The Cultural Centre															
	Ignite Fredericton	✓	✓	✓												
	Fredericton Chamber of Commerce															
	LINC Home Study						✓									
	Wilmot United Church										✓					
	Ethno-cultural groups															
	Professional associations															
Academia	St. Thomas University		✓	✓		✓	✓									✓
	University of New Brunswick		✓	✓		✓	✓									✓
	Frontier College						✓									
	New Brunswick Community College		✓	✓												
	Fredericton High School			✓												
	Park Street Elementary															
Public Sector	Department of Post-Secondary Education, Training and Labour		✓													
	Opportunities New Brunswick															
	Citizenship and Immigration Canada															
	City of Fredericton (Fredericton Police Force)		✓	✓								✓				
	Downtown Community Health Clinic														✓	
Private sector	Invest Atlantic Alliance															
	SkillSearch Recruiting															
	Silk Road Canada		✓				✓	✓								
	Kornova Investments Inc.															
	Newest Consulting															
	McInnes Cooper															



		Employment Services															
Organization		Assessment	Information and orientation	Service referrals	Employment/career counselling	Teaching essential job search skills	Job search assistance	Job fairs/employer networking	Mentoring	Identifying employment opportunities	Employment language training	Work placement	Internship opportunities	Computer skills training	Connection to regulatory bodies	Credential assessment	Bridge training program
Non-profit	Multicultural Association of Fredericton	✓	✓	✓	✓	✓	✓	✓			✓			✓	✓		
	New Brunswick Multicultural Council								✓								
	YMCA Fredericton	✓	✓		✓	✓	✓										
	The Cultural Centre																
	Ignite Fredericton	✓	✓	✓				✓									
	Fredericton Chamber of Commerce																
	LINC Home Study																
	Wilmot United Church																
	Ethno-cultural groups																
	Professional associations																✓
Academia	St. Thomas University		✓		✓	✓	✓	✓		✓							
	University of New Brunswick																
	Frontier College																
	New Brunswick Community College																
	Fredericton High School																
	Park Street Elementary																
Public-sector	Department of Post-Secondary Education, Training and Labour	✓	✓														
	Opportunities New Brunswick																
	Citizenship and Immigration Canada																
	City of Fredericton (Fredericton Police Force)																
	Downtown Community Health Clinic																
Private sector	Invest Atlantic Alliance																
	SkillSearch Recruiting									✓							
	Silk Road Canada									✓							
	Kornova Investments Inc.																
	Newest Consulting																
	McInnes Cooper																



		Business Services										
Organization		Information and orientation	Service referrals	Business counselling/consulting	Application/registration assistance	Business language training	Networking events / liaison opportunities	Mentorship	Business incubation/acceleration	Immigrant business directory	Database of Canadian businesses for sale or investment /identifying	Financing /financial incentives
Non-profit	Multicultural Association of Fredericton					✓						
	New Brunswick Multicultural Council											
	YMCA Fredericton											
	The Cultural Centre											
	Ignite Fredericton	✓	✓	✓			✓					
	Fredericton Chamber of Commerce	✓	✓	✓			✓	✓	✓			
	LINC Home Study											
	Wilmot United Church											
	Ethno-cultural groups											
	Professional associations											
Academia	St. Thomas University											
	University of New Brunswick											
	Frontier College											
	New Brunswick Community College											
	Fredericton High School											
	Park Street Elementary											
Public-sector	Department of Post-Secondary Education, Training and Labour	✓										
	Opportunities New Brunswick			✓			✓					✓
	Citizenship and Immigration Canada											
	City of Fredericton (Fredericton Police Force)											
	Downtown Community Health Clinic											
Private sector	Invest Atlantic Alliance										✓	
	SkillSearch Recruiting										✓	
	Silk Road Canada			✓	✓						✓	
	Kornova Investments Inc.											
	Newest Consulting											
McInnes Cooper	✓											



Organization		Cultural Integration Services								
		Information and referral	Civic/citizenship education	Volunteer opportunities	Hobby clubs and classes	Cultural festivals	Other multi-cultural showcase opportunities	Dialogue opportunities	Public education events	Space
Non-profit	Multicultural Association of Fredericton				✓	✓	✓		✓	
	New Brunswick Multicultural Council									
	YMCA Fredericton									
	The Cultural Centre									✓
	Ignite Fredericton									
	Fredericton Chamber of Commerce									
	LINC Home Study									
	Wilmot United Church									
	Ethno-cultural groups					✓	✓			
	Professional associations									
Academia	St. Thomas University									
	University of New Brunswick									
	Frontier College									
	New Brunswick Community College									
	Fredericton High School									
	Park Street Elementary					✓				
Public-sector	Department of Post-Secondary Education, Training and Labour									
	Opportunities New Brunswick									
	Citizenship and Immigration Canada									
	City of Fredericton (Fredericton Police Force)									
	Downtown Community Health Clinic									
Private sector	Invest Atlantic Alliance									
	SkillSearch Recruiting									
	Silk Road Canada									
	Kornova Investments Inc.									
	Newest Consulting									
	McInnes Cooper									



4. SOURCES

The following links were used to gather information and determine the types of services under the various categories in Section 2.

Pre-arrival

<http://www.cic.gc.ca/english/department/grants-contributions-funding/intl-guidelines-2014.asp#about>
<http://www.acanimmigration.ca/permanent-visa/spousal-sponsorship.htm>
<http://immigrationservices.ca/consulting/counselling-advising/>
<http://settlement.org/ontario/immigration-citizenship/immigrating-to-ontario/general-information-about-applying/should-i-get-help-with-my-immigration-application-from-an-immigration-consultant-or-lawyer/>
<http://www.cic.gc.ca/english/helpcentre/answer.asp?q=125&t=6>
<http://www.immigrantbusinessbc.ca/services/immigration-consulting-for-individuals/>
<http://www.immigrantbusinessbc.ca/services/immigration-consulting-for-individuals/>

Arrival

<http://yorkinternational.yorku.ca/current-international-students/arriving-in-canada/>
<http://manitobastart.com/services.html>
<http://immigrantservicescalgary.ca/how-can-we-help/newcomer-support>
<http://www.silkroadcanada.ca/SilkSettlement.aspx>
<http://canadianimmigrant.ca/guides/welcome-to-canada/finding-temporary-accommodation>
http://www.westpass.ca/?page_id=907&lang=en
<http://www.cic.gc.ca/english/newcomers/after-checklist.asp>
<http://www.cic.gc.ca/english/department/partner/bpss/index.asp>
<http://www.cannyvr.ca/site/info/273/about-cann>
<http://ccrweb.ca/sites/ccrweb.ca/files/static-files/standards.htm>

Settlement

<http://settlement.org/ontario/immigration-citizenship/landing-and-leaving/living-in-ontario/what-are-settlement-services/>
<http://settlement.org/ontario/immigration-citizenship/landing-and-leaving/living-in-ontario/what-are-settlement-services/>
<http://ccrweb.ca/sites/ccrweb.ca/files/static-files/standards.htm>
http://www.ontarioimmigration.ca/en/after/OI_AFTER_MULTI.html
<http://immigrantservicescalgary.ca/how-can-we-help/newcomer-support>
<http://my.orientationontario.ca/content/settlement-planning-tools>
<http://www.cic.gc.ca/english/department/partner/bpss/ciip.asp>



<http://www.successbc.ca/eng/services/settlement-services/immigrant-settlement-integration-program#groupSessions>
<http://ociso.org/En/index.php/ociso-programs/settlement-and-integration-program>
http://www.cicscanada.com/content/22/Family_and_Senior_Services
<http://immigrantservicescalgary.ca/how-can-we-help/family-support#parents>
http://www.cicscanada.com/content/21/Children_and_Youth_Services
<http://immigrantservicescalgary.ca/how-can-we-help/family-support#parents>
<http://www.successbc.ca/eng/services/settlement-services/immigrant-settlement-integration->
<http://www.ccisab.ca/seniors/senior-connections-program>
http://www.mcaf.nb.ca/index.php/settlement/banking_budgeting_and_taxes/

Employment

<http://www.cic.gc.ca/english/department/partner/bpss/ciip.asp>
<http://www.successskills.mb.ca/Otherhelp.html>
<http://manitobastart.com/career-and-employment-services/career-information-sessions.html>
<http://www.cic.gc.ca/english/immigrate/skilled/assessment.asp>
<http://manitobastart.com/career-and-employment-services/index.html>
<http://immigrantservicescalgary.ca/how-can-we-help/newcomer-support>
<http://www.ontarioimmigration.ca/en/working/index.htm>
http://www.ontarioimmigration.ca/en/after/OI_AFTER_MULTI.html
<http://www.successskills.mb.ca/Employment%20service.html>
<http://www.successbc.ca/eng/services/settlement-services/immigrant-settlement-integration->
<http://www.ymcafredericton.nb.ca/international/employment-programs/>

Business

<http://www.isans.ca/business/>
<http://ignitefredericton.com/en/grow#first>
<http://www.successbc.ca/eng/services/employment-services/355-success-step-self-employment-program>
http://www.westpass.ca/?page_id=907&lang=en
<http://www.silkroadcanada.ca/Services.aspx>
<http://candoimmigration.ca/business-immigrant/>
<http://www.frederictonchamber.ca/business-immigrant-mentorship-program>

Social and cultural integration

http://www.mcaf.nb.ca/index.php/children_youth/overview/
<http://www.catholicocialservices.ab.ca/CSSFindServicesbyCategory/ImmigrationandSettlement.aspx?id=8387>



<http://www.cic.gc.ca/english/department/partner/bpss/nyps.asp>
[http://www.cicscanada.com/content/21/Children and Youth Services](http://www.cicscanada.com/content/21/Children_and_Youth_Services)
[http://www.cicscanada.com/content/22/Family and Senior Services](http://www.cicscanada.com/content/22/Family_and_Senior_Services)
[http://www.peianc.com/content/page/community diversecity](http://www.peianc.com/content/page/community_diversecity)
<http://www.cic.gc.ca/english/multiculturalism/funding/events.asp#recipients>

