



Pre-arrival services in a global context



Colleges and Institutes Canada
Collèges et instituts Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Pre-arrival services context

IRCC - Objective of Pre-Arrival Services

To provide selected Permanent Residents with accurate, relevant information and supports, so that they can make informed decisions about their new life in Canada and begin the integration process, including preparation for employment before arrival.

Since January 2019:

- 16 service providers

A coordinated service-delivery model

- National settlement orientation to Canada with a need assessment (TIER 1)
- Reference to specialized services, such as industry-specific employment assistance, based on their needs. (TIER 2)



Getting to know you



Activity – Pre-arrival information

Miguel, a 28-year-old accountant from Costa Rica, is headed to Toronto in three weeks to join his Canadian spouse. Miguel speaks Spanish and is not that comfortable with professional English. He has never been outside of Costa Rica and his partner encouraged him to consider pre-arrival services.

Vandna, a 32-year-old HR Manager, from Mumbai, India, is headed to Edmonton, Alberta, in 4 months as the principle applicant in the Federal Skilled Worker Program. She is 1 month pregnant and accompanying her are her artist husband and 3-year-old daughter.



Planning for Canada Background

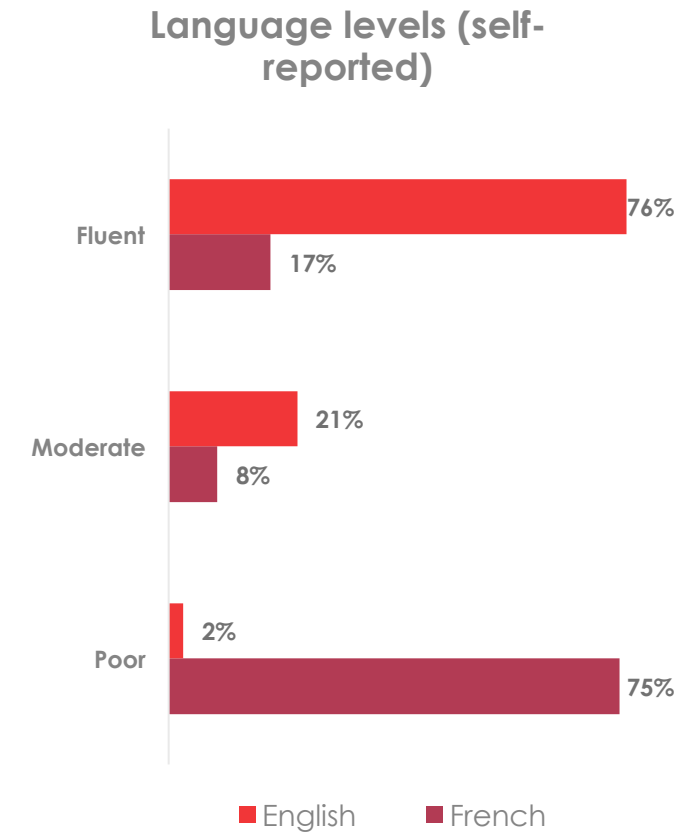
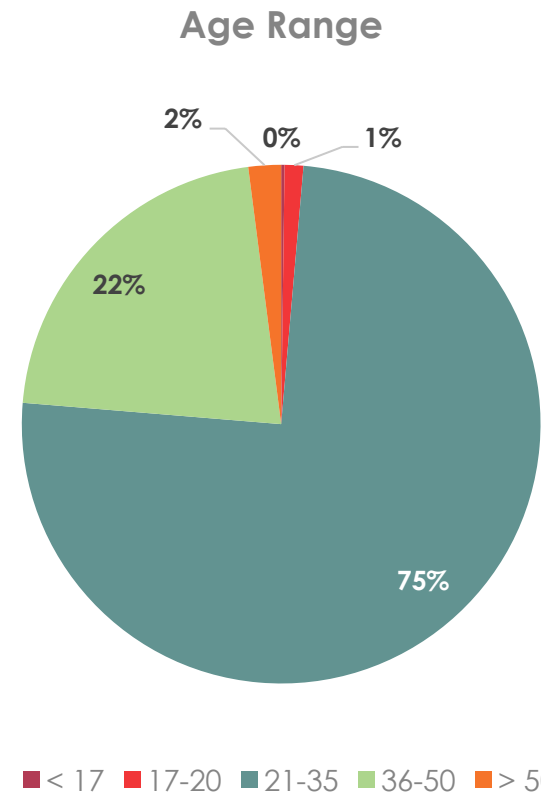
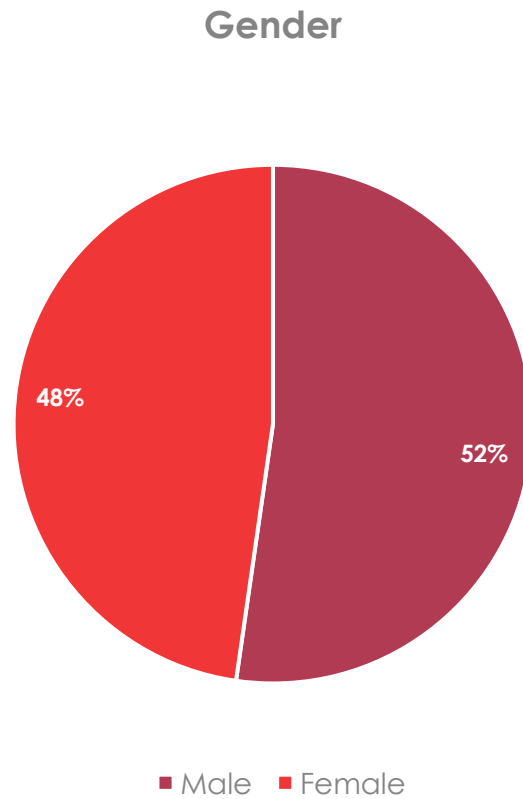
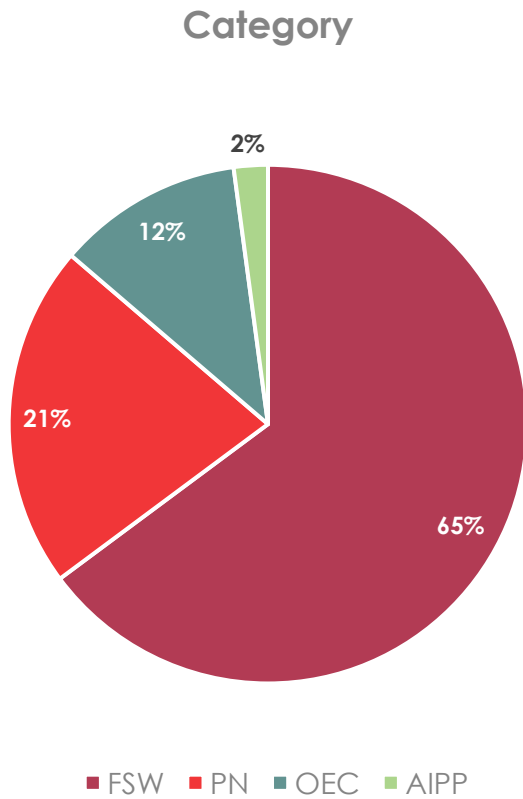


Overview

- Launched in 2007
- Over 50,000 clients served
- Ottawa, India, Philippines and online team
- In-person services in India and Philippines, with online delivery worldwide
- Services in English and French (supports in other languages)
- Provide insights into challenges and opportunities newcomers might face in Canada
- Guidance and a personalized action plan
- Pre-arrival connections with Canadian based partners which offer further support with the transition to Canada

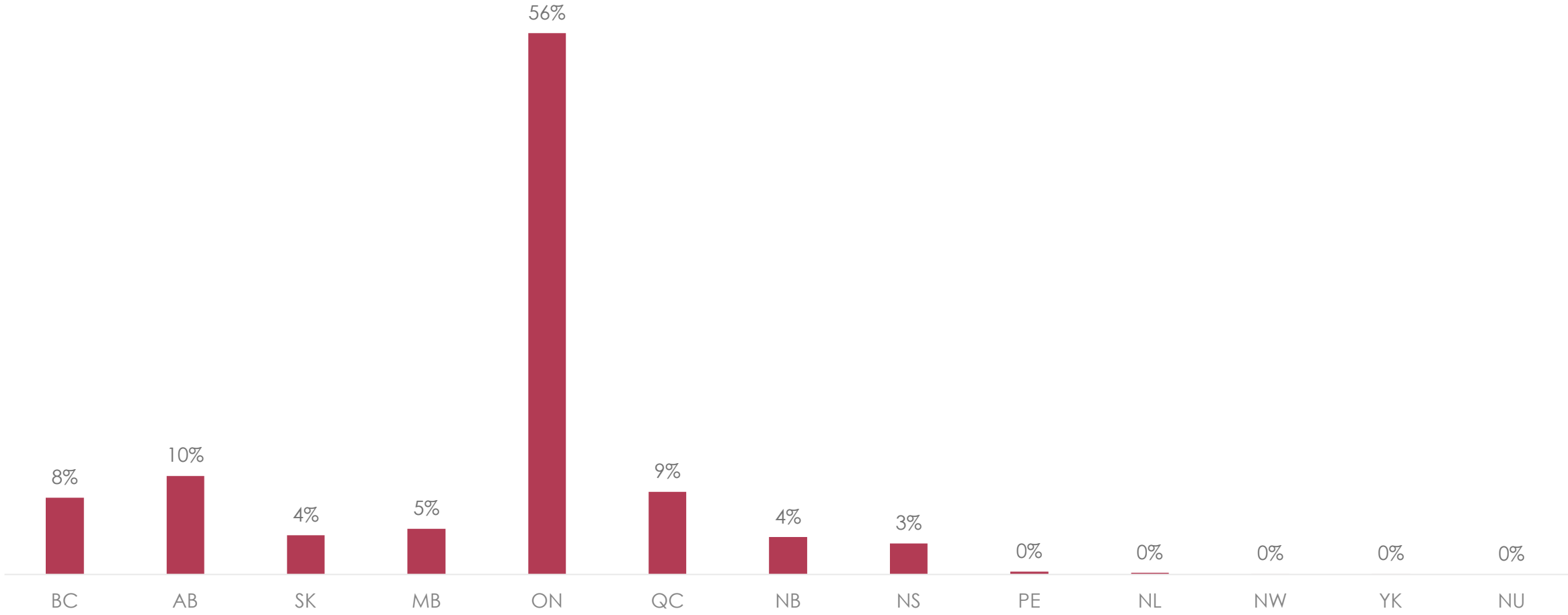
January – September 2019

4,285 participants



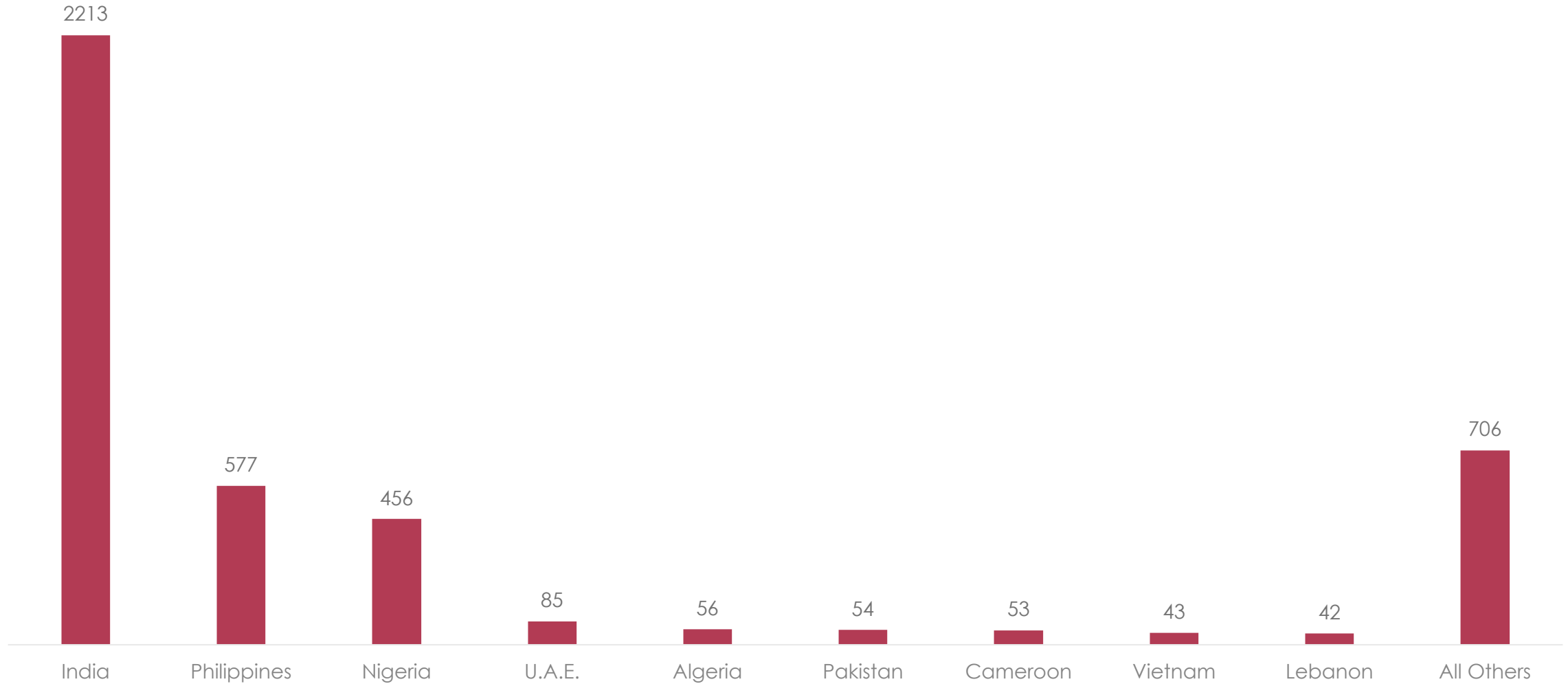
January – September 2019

Destination province in Canada



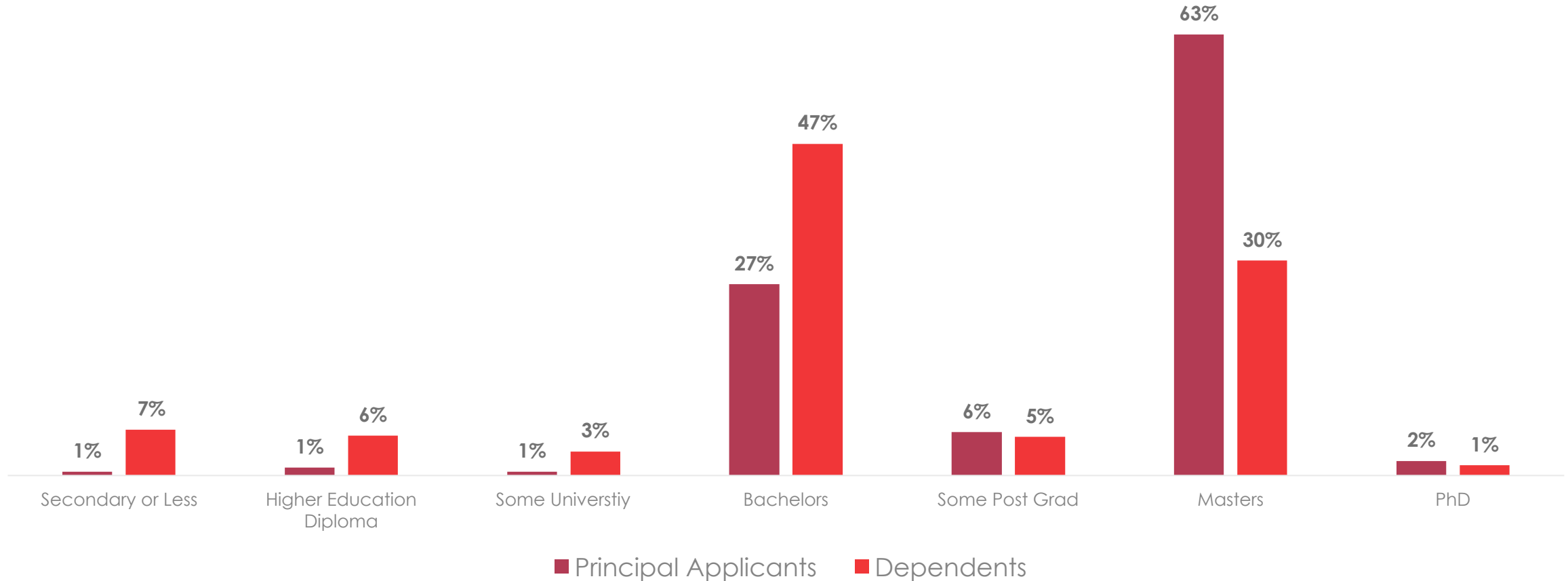
January – September 2019

Countries of origin



January – September 2019

Highest education – Principal applicants vs dependents



January – September 2019

Top ten occupations

Regulated

Accountant

Engineer - Software Engineer / Designer

Registered Nurse

Dentist

Teacher - Secondary

Lawyer

Teacher - Elementary

Pharmacist

Engineer - Electrical and Electronics

Engineer - Civil

Non-Regulated

Information Systems Analyst / Consultant

Manager - Advertising, marketing and public relations

Manager - Sales Marketing and Advertising

Manager - Banking Credit and Other Investment

Manager - Computer and Information Systems

Business Administration / Commerce or Related Occupation

Financial Analyst

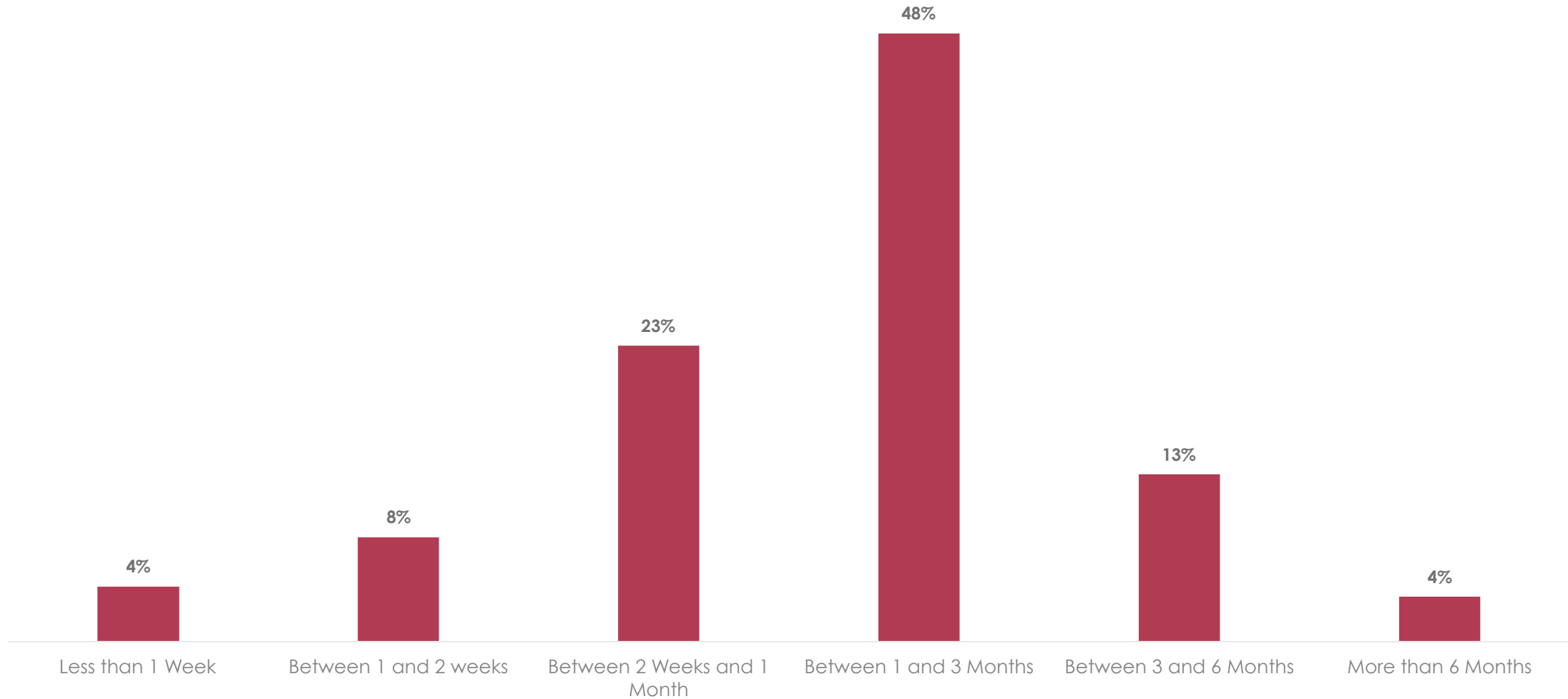
Economic Development Officer / Consultant

University Professor

Computer Programmer

January – September 2019

Time from participation to anticipated departure



What we do

Group Orientation

- Offer a **general overview** of life and work in Canada
- Help clients discover how they can start preparing for Canada

Planning Session

- Identify personal settlement and career needs
- Provide an **Action Plan** to guide their journey

Connections

- Settlement connections
- Employment connections
- Offer **tailored settlement and career support** based on needs



Group orientation (GO)



Introduction



Discovering Canada



Working in Canada



Living in Canada



Next Steps





Testimonial

“What would otherwise have taken weeks to research was made available within a few hours. I’m glad I took up the opportunity.”



Planning session and action plan



Overview

- One-on-one guided needs assessment
- Facilitated awareness of key online resources
- Outlines key decisions and steps, both pre- and post-arrival
- Provides current links and resources for client follow-up





Testimonial

“In short, the *My Action Plan* was a key document streamlining the focus on the next steps to overcome the challenges faced during pre- and post-arrival.

Adhering to the well-structured **My Action Plan** helped me focus onto prioritized areas which in-turn facilitated me to manage a couple of offers in the **immediate 2 weeks post-arrival.**”



Connections

Provincial and employment connections



- **Provincial settlement connections** provide all settlement related support and address employment questions specific to the province
- **Pre-arrival SPO connections** provide employment support and preparation required to enter the job market



Testimonial

“After attending the PfC session in Mumbai, I started working with their partner agencies. For 4-5 months I worked on resume writing, networking, company research, job titles, job readiness, mentoring, job search, etc., through online workshops and seminars. I did a couple of pre-departure programs offered by PfC partners which gave me a head start.

As a result, my 50th day in Canada was my first working day. Though my core field is corporate banking, I am working in a related occupation (insurance). I got my RIBO (Insurance Broker License) license, 2 weeks after joining.”



Settlement overview

January – September 2019

- 51% of all participants chose Ontario
- 2,179 overseas participants served
- Provide customized settlement information, resources and referrals that prepares and supports the transition to Ontario

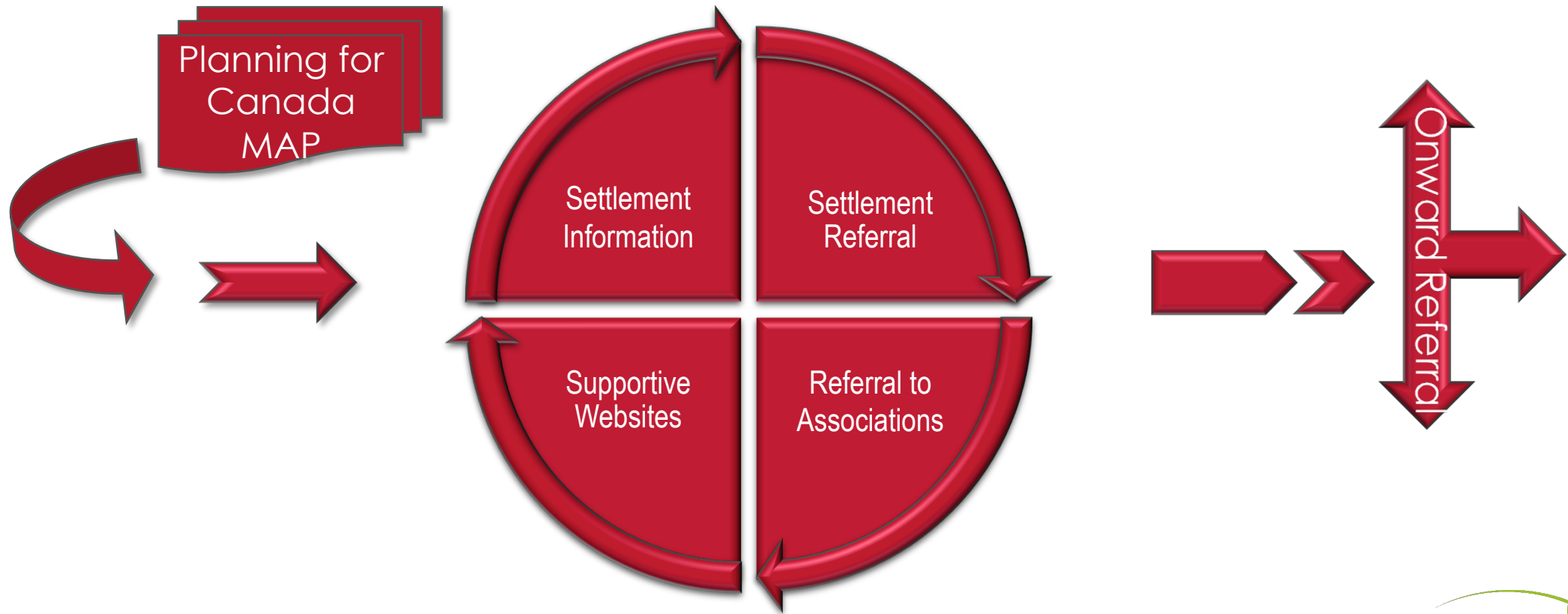


Referral process

- Receive My Action Plan
- Analyze
- Prioritize
- Forward welcome letter and initiate questions
- Follow up: referral and information sharing



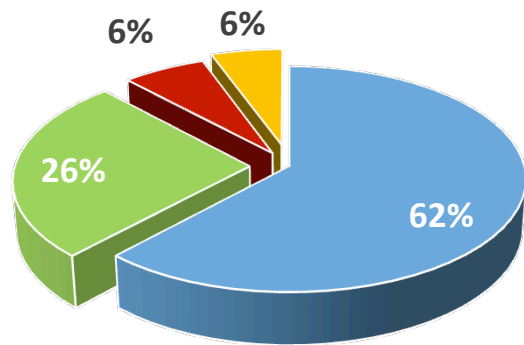
Referral process



January – September 2019

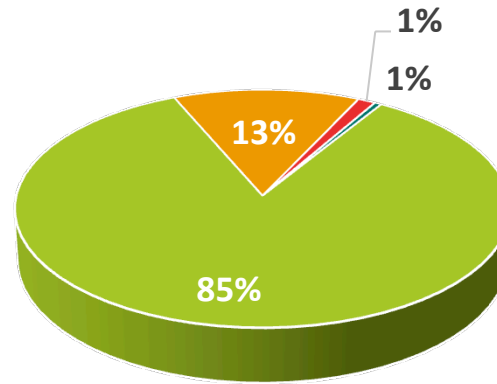
2,179 participants

Countries of Origin



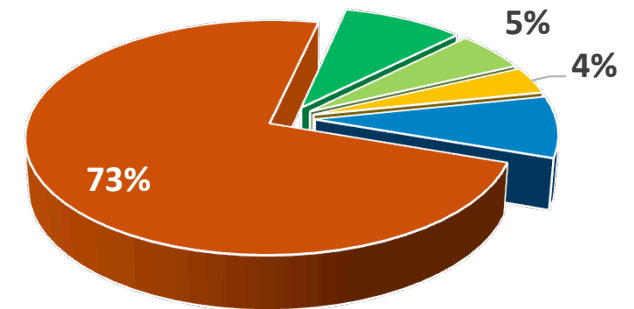
- India
- Philippines
- Nigeria
- Other Countries

Age Range



- 17-20
- 21-35
- 36-50
- 50+

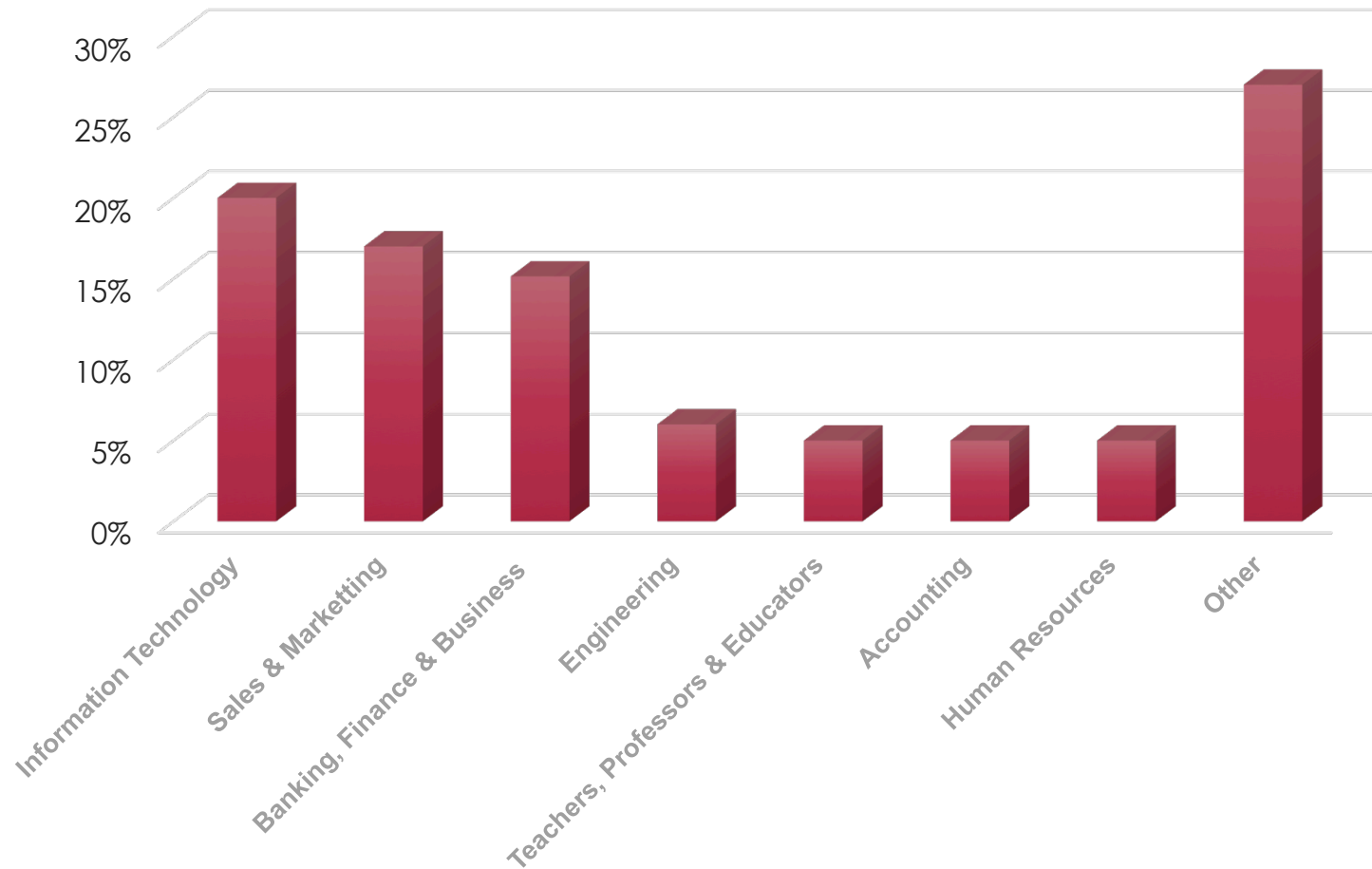
Destination in Ontario



- Toronto
- Mississauga
- Brampton
- Ottawa
- Other

January – September 2019

Top professions





January – September 2019

Top settlement onward referrals

Housing

Landing procedures

Health and OHIP

Banking

Schooling

Driver's license

Childcare

Education and bridging
programs



Testimonial

“ I have read your past emails more than a couple of times, as the information is useful and comprehensive. The answers were very customized. You are doing a wonderful (excellent) job helping immigrants with pre-arrival stages.”



Participant outcomes



- More realistic understanding of opportunities and challenges
- Well-informed decisions about where to go and what to do to be successful
- More competitive and able to contribute to the economy more quickly

Survey data:

- 88% said PfC had helped them settle in Canada
- 83% were inspired to take pre-arrival action as a result of PfC
- 86% found work within 6 months
- 69% indicated that their first job was in their field or a related one



Takeaways



- PFC is a Pan Canada pre-arrival program that is networked across Canada with sector specific partners in each province which provide employment and settlement services.
- Program is designed to provide a continuum of initial pre-arrival services that are complementary to the more detailed post-arrival referral services that newcomers receive.
- Linking to the PFC social media platforms will increase engagement.



Imagine you are part of Canada's relay team.

Pre-arrival services starts the race and post-arrival services ends it.

This leads participants to a **successful integration in their new life in Canada!**



PLANNING FOR
CANADA



Planning for Canada



Planning for Canada



Planning for Canada



@Planning4Canada