Pre-arrival services in a global 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
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

Category
- FSW: 21%
- PN: 12%
- OEC: 65%
- AIPP: 2%

Gender
- Male: 52%
- Female: 48%

Age Range
- < 17: 22%
- 17-20: 17%
- 21-35: 75%
- 36-50: 2%
- > 50: 2%

Language levels (self-reported)
- Fluent: 76%
- Moderate: 21%
- Poor: 75%

English
French
January – September 2019

Destination province in Canada

- BC: 8%
- AB: 10%
- SK: 4%
- MB: 5%
- ON: 56%
- QC: 9%
- NB: 4%
- NS: 3%
- PE: 0%
- NL: 0%
- NW: 0%
- YK: 0%
- NU: 0%
January – September 2019

Countries of origin

<table>
<thead>
<tr>
<th>Country</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>2213</td>
</tr>
<tr>
<td>Philippines</td>
<td>577</td>
</tr>
<tr>
<td>Nigeria</td>
<td>456</td>
</tr>
<tr>
<td>U.A.E.</td>
<td>85</td>
</tr>
<tr>
<td>Algeria</td>
<td>56</td>
</tr>
<tr>
<td>Pakistan</td>
<td>54</td>
</tr>
<tr>
<td>Cameroon</td>
<td>53</td>
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<tr>
<td>Vietnam</td>
<td>43</td>
</tr>
<tr>
<td>Lebanon</td>
<td>42</td>
</tr>
<tr>
<td>All Others</td>
<td>706</td>
</tr>
</tbody>
</table>
January – September 2019

Highest education – Principal applicants vs dependents

- Secondary or Less: 1% (Principal), 7% (Dependents)
- Higher Education Diploma: 1% (Principal), 6% (Dependents)
- Some University: 1% (Principal), 3% (Dependents)
- Bachelors: 27% (Principal), 47% (Dependents)
- Some Post Grad: 6% (Principal), 5% (Dependents)
- Masters: 63% (Principal), 30% (Dependents)
- PhD: 2% (Principal), 1% (Dependents)

Principal Applicants vs Dependents
## January – September 2019

### Top ten occupations

<table>
<thead>
<tr>
<th>Regulated</th>
<th>Non-Regulated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountant</td>
<td>Information Systems Analyst / Consultant</td>
</tr>
<tr>
<td>Engineer - Software Engineer / Designer</td>
<td>Manager - Advertising, marketing and public relations</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>Manager - Sales Marketing and Advertising</td>
</tr>
<tr>
<td>Dentist</td>
<td>Manager - Banking Credit and Other Investment</td>
</tr>
<tr>
<td>Teacher - Secondary</td>
<td>Manager - Computer and Information Systems</td>
</tr>
<tr>
<td>Lawyer</td>
<td>Business Administration / Commerce or Related Occupation</td>
</tr>
<tr>
<td>Teacher - Elementary</td>
<td>Financial Analyst</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>Economic Development Officer / Consultant</td>
</tr>
<tr>
<td>Engineer - Electrical and Electronics</td>
<td>University Professor</td>
</tr>
<tr>
<td>Engineer - Civil</td>
<td>Computer Programmer</td>
</tr>
</tbody>
</table>
January – September 2019

Time from participation to anticipated departure

- Less than 1 Week: 4%
- Between 1 and 2 weeks: 8%
- Between 2 Weeks and 1 Month: 23%
- Between 1 and 3 Months: 48%
- Between 3 and 6 Months: 13%
- More than 6 Months: 4%
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)
“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
“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.
“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

- Planning for Canada MAP
- Settlement Information
- Settlement Referral
- Supportive Websites
- Referral to Associations
- Onward Referral
January – September 2019

2,179 participants

Countries of Origin
- India: 62%
- Philippines: 26%
- Nigeria: 6%
- Other Countries: 6%

Age Range
- 17-20: 13%
- 21-35: 85%
- 36-50: 1%
- 50+: 1%

Destination in Ontario
- Toronto: 73%
- Mississauga: 9%
- Brampton: 5%
- Ottawa: 4%
- Other: 5%
January – September 2019

Top professions

- Information Technology
- Sales & Marketing
- Banking, Finance & Business
- Engineering
- Teachers, Professors & Educators
- Accounting
- Human Resources
- Other

Percentages:
- 0%
- 5%
- 10%
- 15%
- 20%
- 25%
- 30%
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!