



# The Inclusion of Intercultural Education in Settlement Service Delivery

Catholic Social Services  
Immigration and Settlement Service  
Edmonton, AB

Intercultural Education, Orientation and Outreach Programs  
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# Treaty 6 Acknowledgment

"We acknowledge the first people, their land, and their culture to be the roots of our Canadian identity. We acknowledge that we are here in Edmonton home of the Papas Chase First Nation, on the traditional lands, referred to as Treaty 6 territory. A traditional meeting ground, gathering place, and travelling route to the Cree, Saulteaux, Blackfoot, Métis, Dene and Nakota Sioux. We acknowledge all the many First Nations, Métis, and Inuit whose footsteps have marked these lands for centuries."



# Welcome

Newcomers to Canada of all immigration categories, socio-economic and cultural backgrounds can find common ground through an exploration of intercultural theories as they forge new lives in Canada.



The inclusion of Intercultural Education in settlement service delivery has proven to be an effective service delivery model in our Agency, helping to expedite successful integration amongst the newcomers that we serve.



Throughout our service, such non-judgmental inclusive practices and teachings of Intercultural Competency have helped clients to cross cultural barriers, alleviate their fears, and consider alternative behaviors and values.



Intercultural Practices can also enable newcomers to access vital services that they formerly may not have been willing to receive.

For people experiencing critical challenges, for example with the legal system, intercultural practices can help navigate systems to achieve positive results.

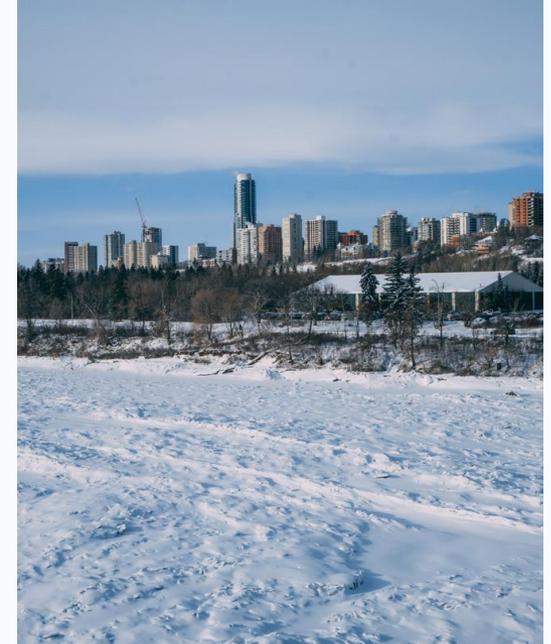


# Positive Change

The Intercultural Education and Newcomer Orientation teams in our service have successfully woven the theories and practices of Intercultural Education into our group programs, and there are very encouraging results.

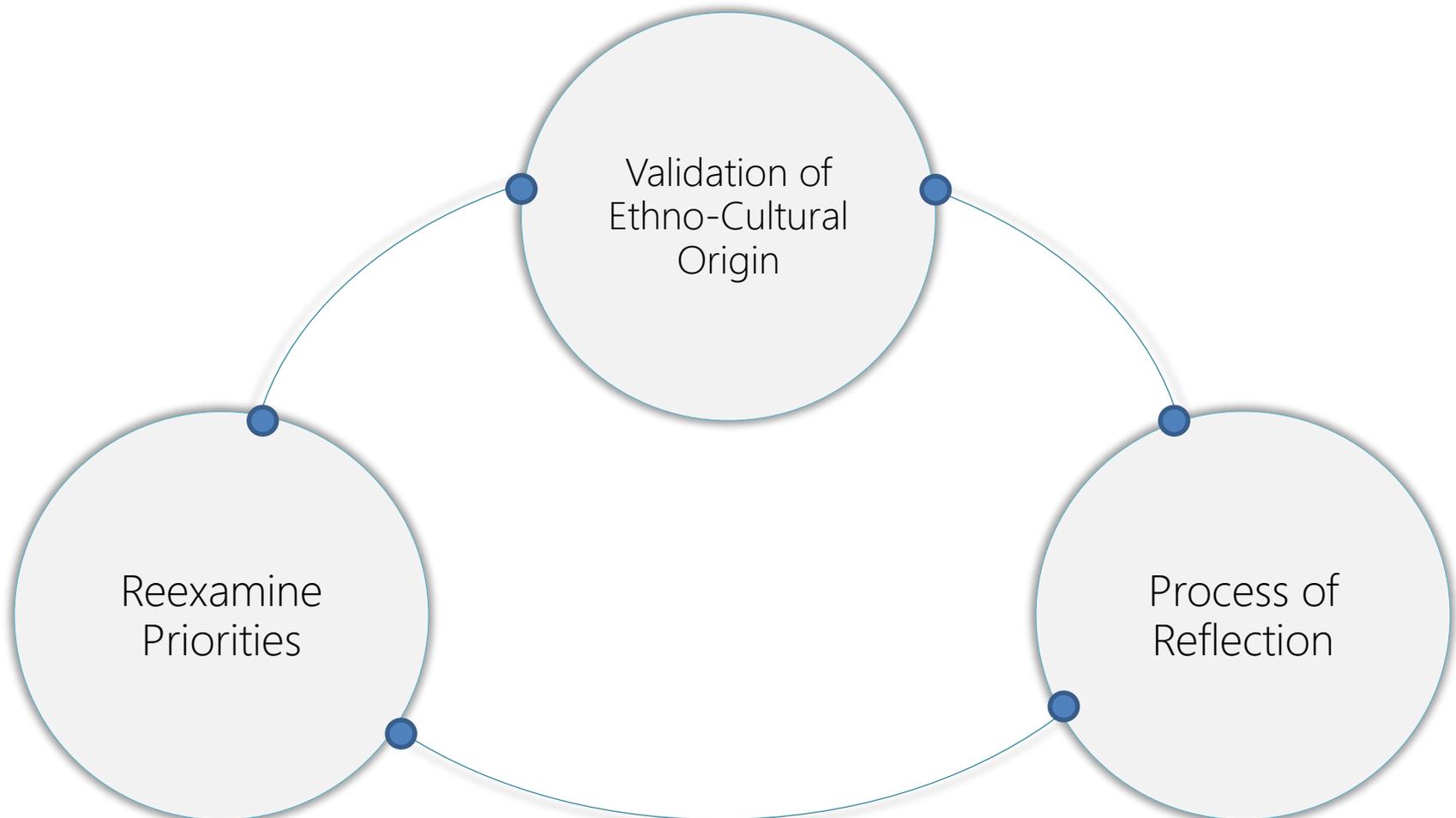
This session will explore the intercultural approach used by the CSS Immigration and Settlement Service programs, including:

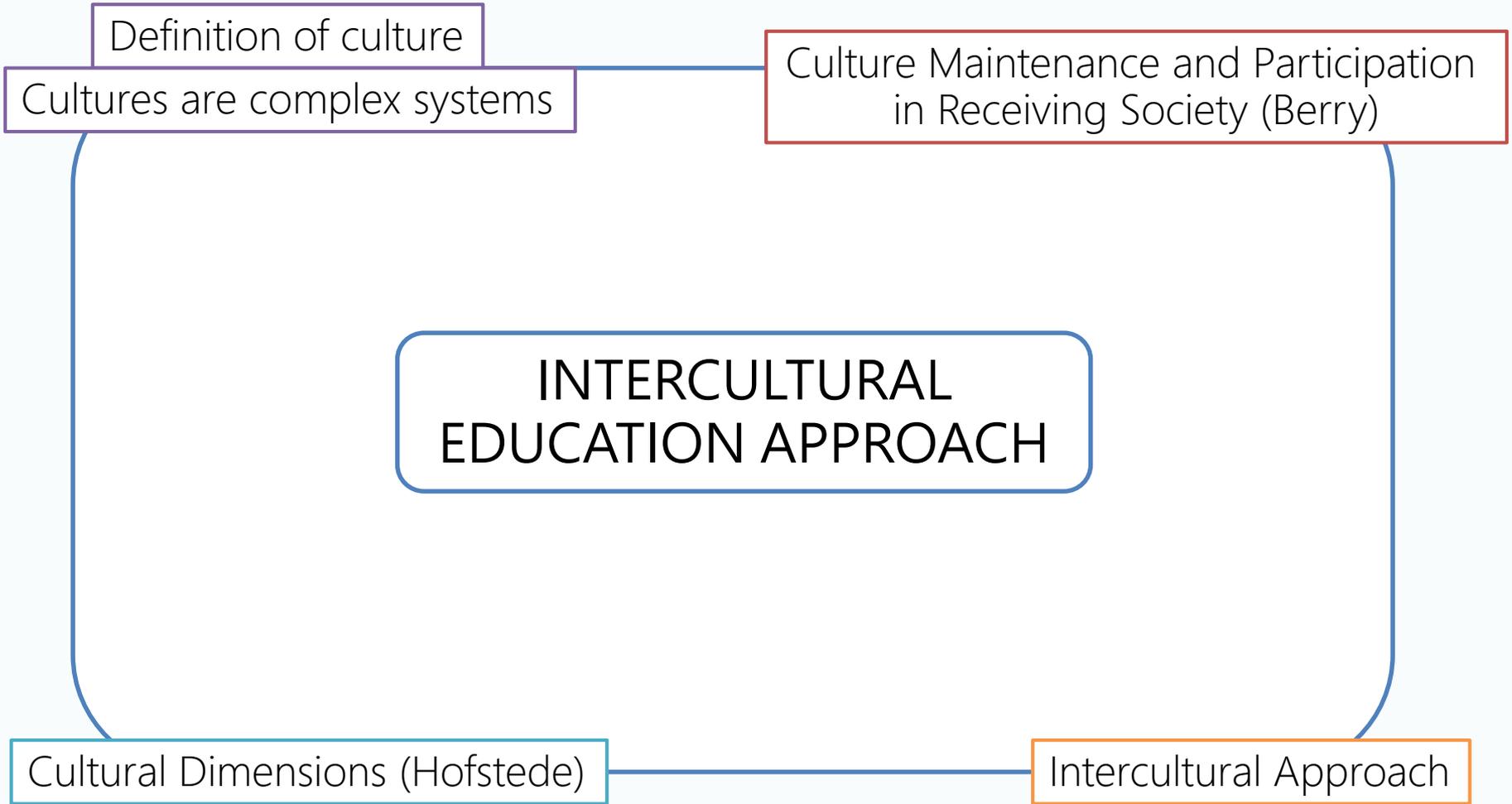
- Newcomer Orientation for Life in Canada
- Parenting in Two Cultures
- Take Control of Anger for Newcomers to Canada





## CSS Intercultural Education Approach







# Definition of culture

Cultures are complex systems

Model of Intercultural Sensitivity (Bennett)

Cultural Shock

Personality and Culture



# Intercultural Approach

Identity (Identity Circle)

Values and Norms

Self-Awareness



# Intercultural Approach

Cultural Dimensions (Hofstede)

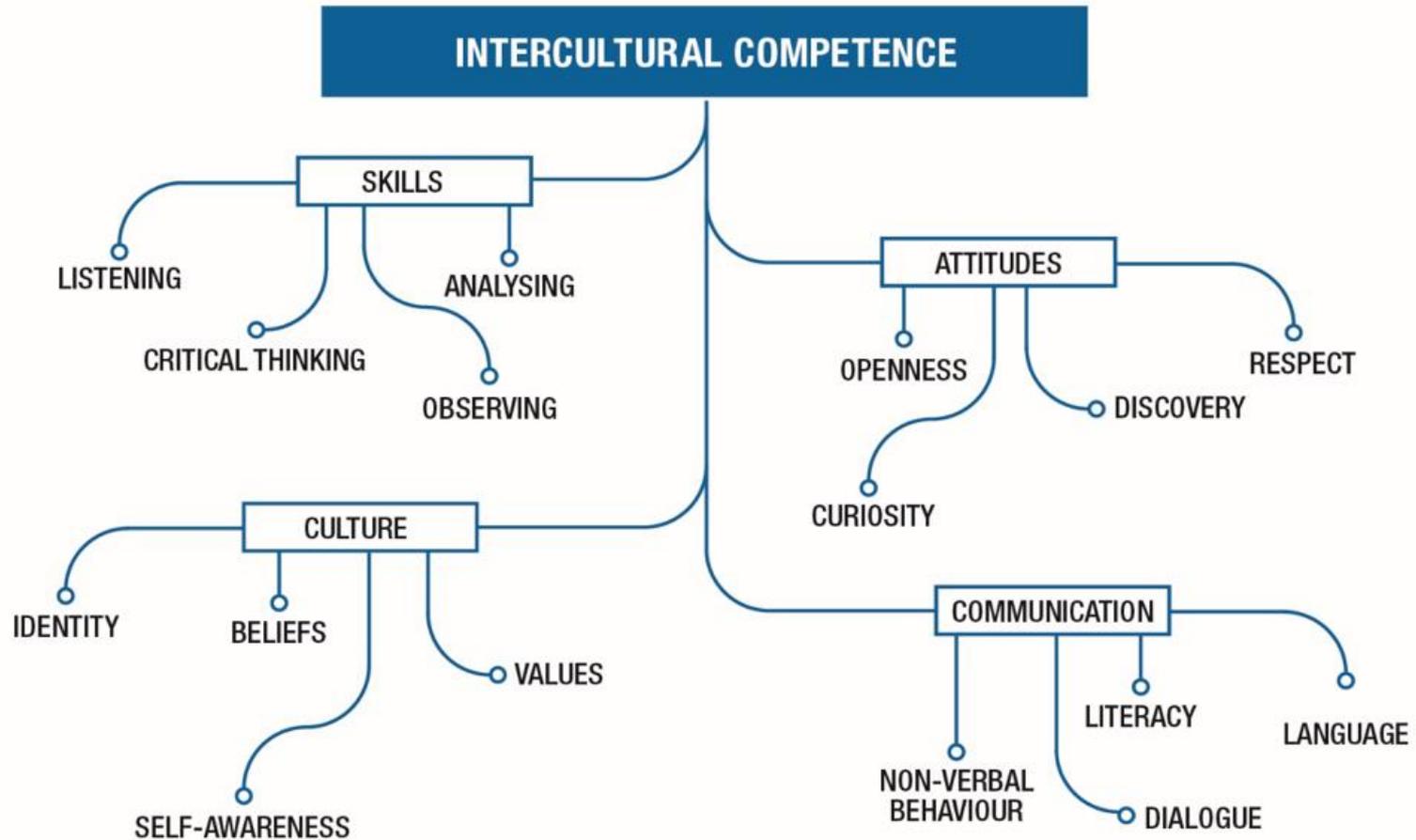


# Culture Maintenance and Participation in Receiving Society (Berry)

Acculturation Strategies

Integration/Assimilation/Separation /Marginalization

Racism and Discrimination



[monash.edu/monash-intercultural-lab](https://monash.edu/monash-intercultural-lab)

Source: McKinnon, 'What is intercultural competence?', Glasgow Caledonian University, accessed 10/06/18 and the UNESCO 'Intercultural Competences. Conceptual and Operational Framework', 2013



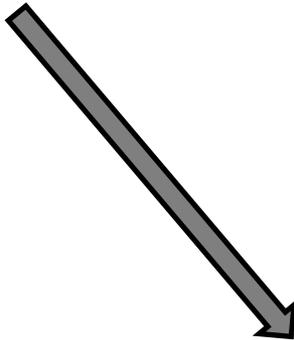
# Newcomer Orientation For Life In Canada



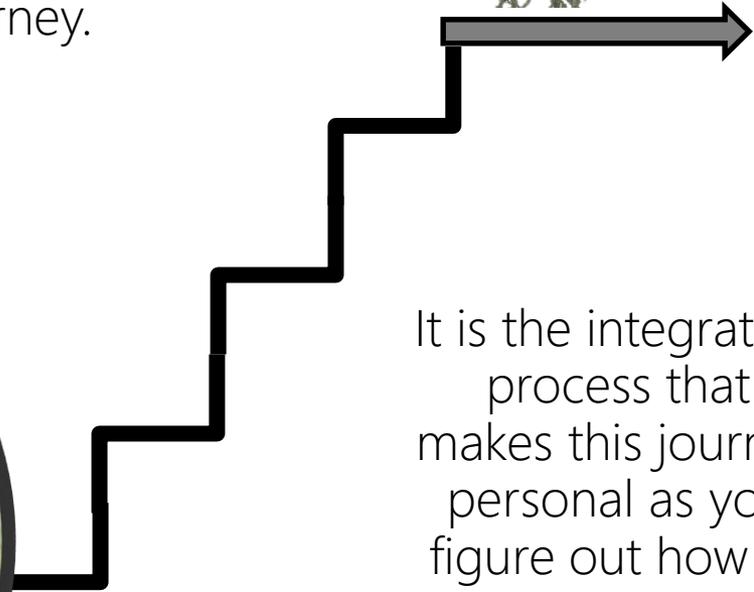
# Integration Process



As you gain information about your new environment, you move forward in your settlement journey.



CULTURE SHOCK



It is the integration process that makes this journey personal as you figure out how to call a once foreign place, **HOME**.

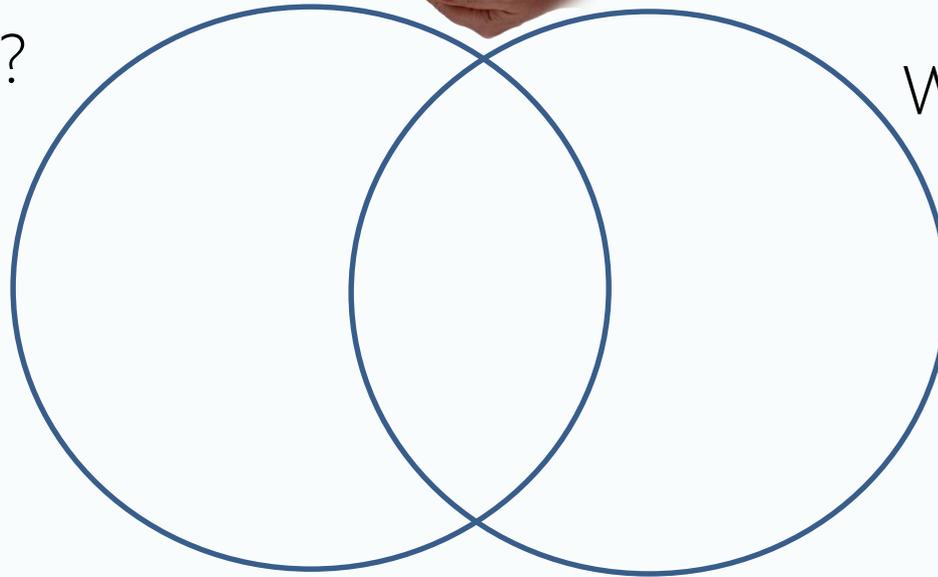


# Orientation Stage 1 Reflection



Who are you?

Who is Canada?



Where is the overlap?

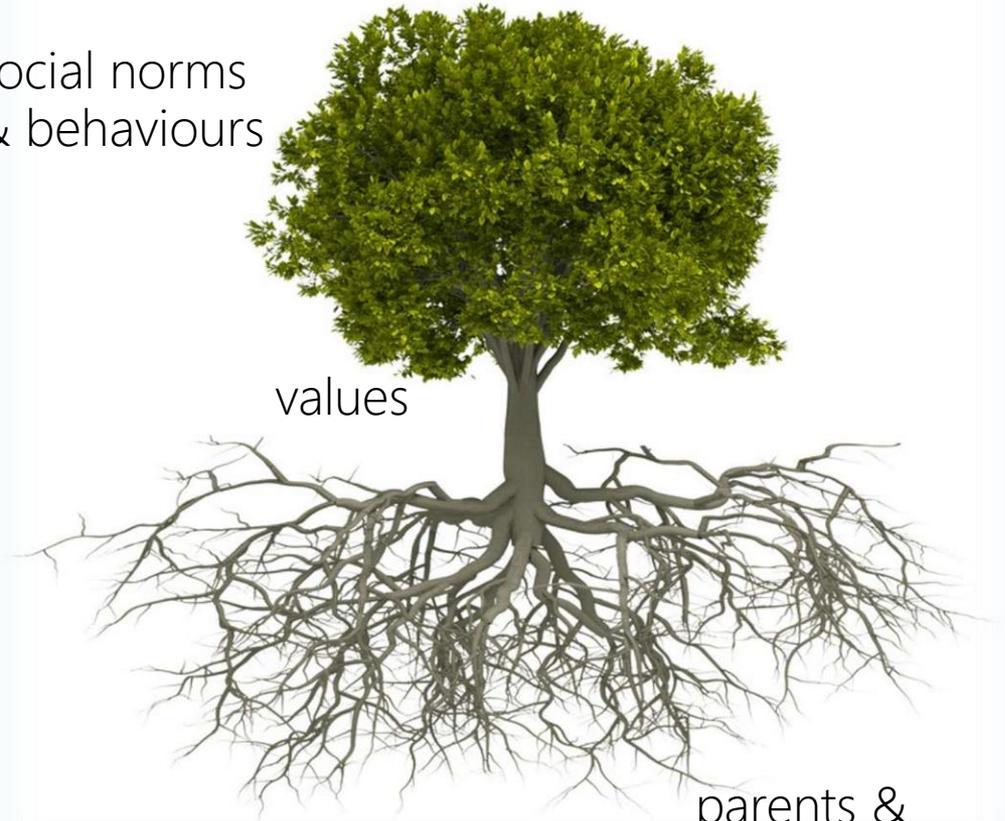


# Canadian Culture Orientation

When adjusting to a new culture, it is important to recognize how the culture demonstrates its values.

social norms  
& behaviours

values



parents &  
birth place



# Orientation Sessions and Government Assisted Refugees

## Information Sessions

1. Daily Living.....
2. Housing in Edmonton....
3. Law & Police.....
4. Public Education .....
5. Canadian Culture.....
6. Banking & Budgeting.....
7. Family Life.....
8. Health Care System.....

## Motivation to Learn

- Survival
- Survival
- Fear
- Future Prospects
- Curiosity & Problem Solving
- Supporting Family
- Shared Cultural Values
- Quality of Life



# How Orientation Responds

You can take steps to solve problems and make a better life:

- Improve your English.  LINC outreach & volunteer programs
- Join your community.  Partnerships within the city
- Get a job when you are ready.  Workplace culture sessions
- Ask for help when you need it.  Introduce the idea of 3<sup>rd</sup> party support systems & current programs



# WELCOME TO EDMONTON:

## An Orientation Guidebook for Newcomers to Canada



**Day in the Life of Scenarios**

Integration Process comes to life

**Cultural Aspects to Consider**

Communicating with people in Canada



## Welcome to Edmonton:

### An Orientation Guidebook for Newcomers To Canada

Mary is a mom with three young children...



#### CULTURAL ASPECT TO CONSIDER:

- It is the law! Physical and emotional abuse are not allowed.
- In Canadian culture, positive discipline is good. If you use it the same way all the time, discipline helps you have a strong connection with your children.
- For a safe and private place to ask your parenting questions, join the *Parenting in Two Cultures* program. You can take it in different languages.



# Parenting In 2 Cultures

## Parenting Program for Newcomer Parents



# INTERCULTURAL EDUCATION APPROACH

Definition of culture

Culture Maintenance and Participation

Individualism and Collectivism

Intercultural Approach

**Positive Discipline for Everyday Parenting\***

Long term goals instead of short time solutions

Building Relationship vs.  
Punishing Behavior

Effects of Domestic Violence



# The Parenting in 2 Cultures Program Helps Newcomers



- Solve parenting problems in a new culture,
- Understand issues with the law in Canada, who may be
- Referred by other organizations, and who are
- Eager to learn!



# Parenting in 2 Cultures Objectives



- Stronger ties
- Relationship building
- Punishment vs discipline
- Education system
- Integration



# Weekly Outlines

## Week 1:

- Long Term Goals in Canada

## Week 2:

- Culture and Parenting

## Week 3:

- Warmth and Structure

## Week 4:

- Babies, Toddlers and Pre-school Children

## Week 5:

- School-age Children

## Week 6:

- Teenagers and Teamwork



# Expected Results of Parenting in 2 Cultures



Understanding of practices and values



Creating a safe space for parents



Drawing strengths for participant identity



Building trusting family relationships



Communicating effectively



Learning parenting strategies



Awareness on family violence



Networking



## Our parents say...

"It helps me to understand parenting in Canada and back home are different."

" I listen to my child and try to figure out positive solutions for problems."

"[The program] helped me to get a different perspective and to understand that as parents we all raise our kids in different ways. [I learned] than being a teenager in 2 Cultures is hard but with love, support and trust, our kids will have a better adolescence."

"I was very busy, and I always rush, but now, I really look deep in my children some feelings that I did not recognize before. It really helping me to understand the situation and solve the problem with a good discussion."

" It is always hard to be a parent but before this program, I had a hard time dealing with my daughters especially my middle child. As we go through the class, I find how important it is to be with my children, spending time and listening to them."

I am being more thoughtful in how I react to my son's actions. I am trying to be the behaviour I'm trying to grow in him.



# Take Control of Anger

## Anger Management Program for Newcomers



# Not Intercultural Grounded Anger Management

Expensive

1-day programs

Focused on aggressive acts of anger

Predominantly male attended

Programs grounded in individualistic culture

Less aware of cultural differences in emotional expression

Assumptions of clear boundaries between individuals



# Collaborative Approach

- Intercultural Education and Cross-Cultural Counselling decided to collaborate for a joint program
  - Expertise from both programs
  - 2 facilitators from both programs





# Weekly Outlines

Week 1:

- Goal and Basic Concepts

Week 2:

- Culture and Anger

Week 3:

- The Process of Anger

Week 4:

- Strategies

Week 5:

- Communication

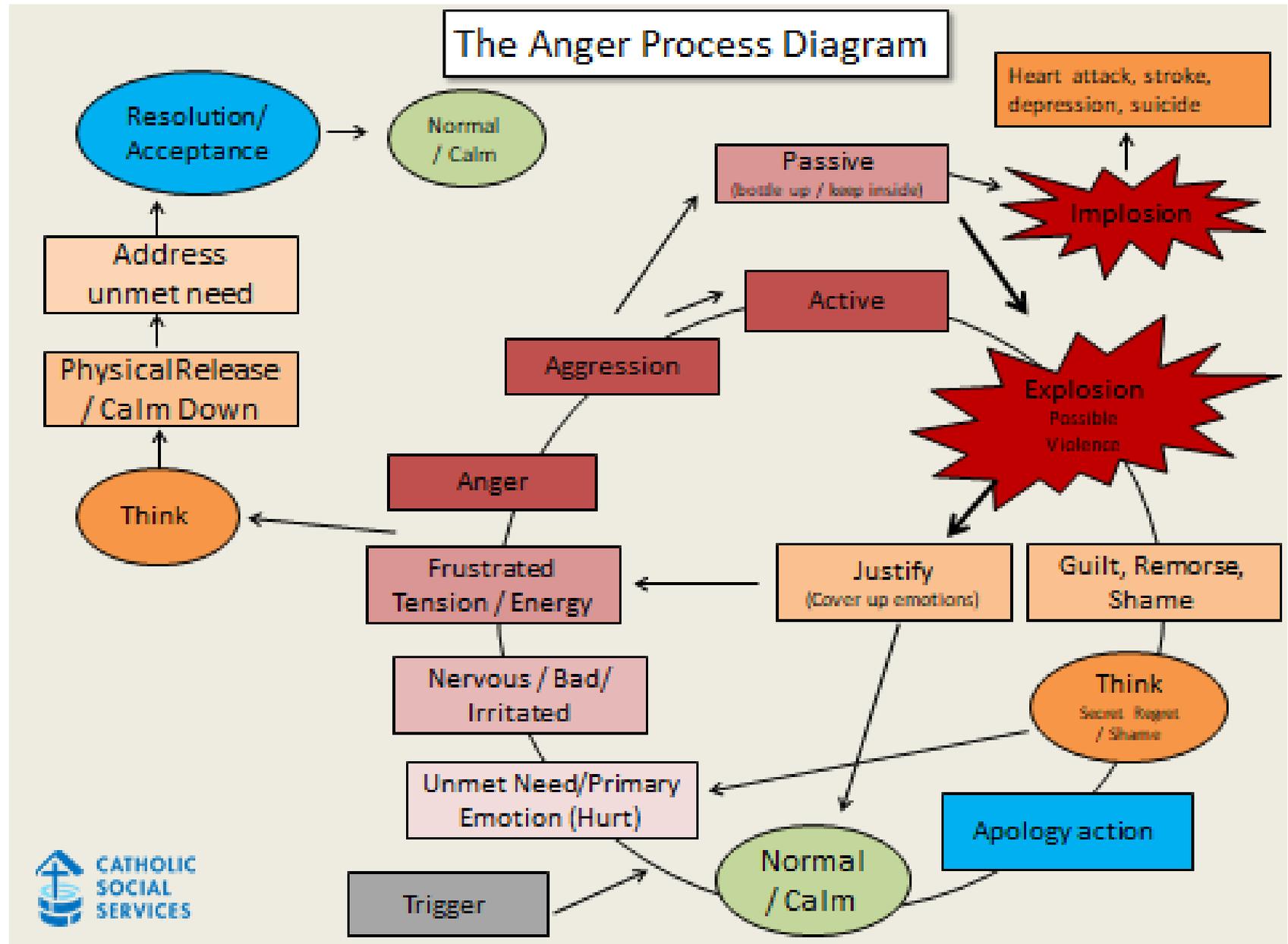
Week 6:

- Commitment Plan

Follow up:

- Sharing, graduation, program evaluation

# The Process of Anger





# Client Responses

This program helped for control my sadness and I learned how to control my anger.

Before attending this program, I didn't have very good relationship with my wife and my 14 years old girl recently for whatever reasons, and I was confused with that. This program helped me figure out the reasons.

I have never really put a lot of thought about my family because I thought we were a lost cause but the handouts and discussions has helped me to reflect and think about why we are the way we are (directs me in earlier areas).

I can recognize the difference of my emotions when my needs are met or aren't. I would be less sad or unhappy than before when my requests are declined. I would not take it granted that my needs must be met, because other people have right to say "No" .

My unmet needs being the main source to my anger and these unmet needs being connected to core values. Ex. I valued acceptance and when I don' t feel welcomed, it leads to anger.



# Ongoing Support

- Graduation
- Certification of Completion
  - *Letters of support* provided for other organizations and community persons if needed
- Program Evaluation
- Program Referrals





## Integration through Outdoor Wellness and Education Program

- Elimination of fear to be part of the community
- Self-Aware and empowered to take control of their own lives





# Conclusion



- Intercultural awareness is an ongoing process that newcomers experience in the beginning and encourages intercultural dialogue for everyone in Canada.
- Ongoing funding for Intercultural Education in settlement service delivery ensures a bright inclusive future for the newcomers to Canada.



# Endnotes:

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# Q & A

## Catholic Social Services Immigration and Settlement Service Edmonton, AB

<https://newcomers.cssalberta.ca/>

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