



# UKRAINIAN CLIENT SUPPORT SERVICES PROGRAM



Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

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# WHAT IS WESLEY

Wesley is a multiservice organization, in the Province of Ontario serving Hamilton, Halton, and Brantford, that has been in operation since 1955, serving clients in four main areas:

- Children, Youth & Family
- Housing & Homelessness
- Newcomer & Community
- Social Enterprise

**Support, every step of the  
way**



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# NEWCOMER SERVICES

Since 2011, Wesley has served thousands of Government Assisted Refugees and Secondary Migrants, and now supports newcomers in Hamilton and Brantford through its:

- Refugee Assistance Program for the first 4-6 weeks in Canada
- Client Support Services (CSS) for the first year post-arrival
- Newcomer Food Service Training Program





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# RESPONDING TO THE UKRAINIAN CRISIS

Since 2022, as an extension of CSS for GARs, Wesley expanded services to include Ukrainian clients under the same program model. It is the only program across Canada to use this approach.





Arrival



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# CLIENT SUPPORT SERVICES

FOR UKRAINIANS  
2 weeks - 6 months



Touch Points

0-2 weeks



Online



Hotels/Hosts



Partners/  
UCC



Grant



Discharge

ongoing



Information



Crisis Support



New Clients



Employment



Applications to Federal & Provincial Financial Assistance & Employment Services





We now have a case load of

**914**



# CSS UKRAINIAN APPROACH

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1

Contact &  
outreach

2

Community  
connection

Case management

3

Collaborative  
approach

4

Coordination of  
donations

1



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# CONTACT & OUTREACH

Online

Events

Partnerships

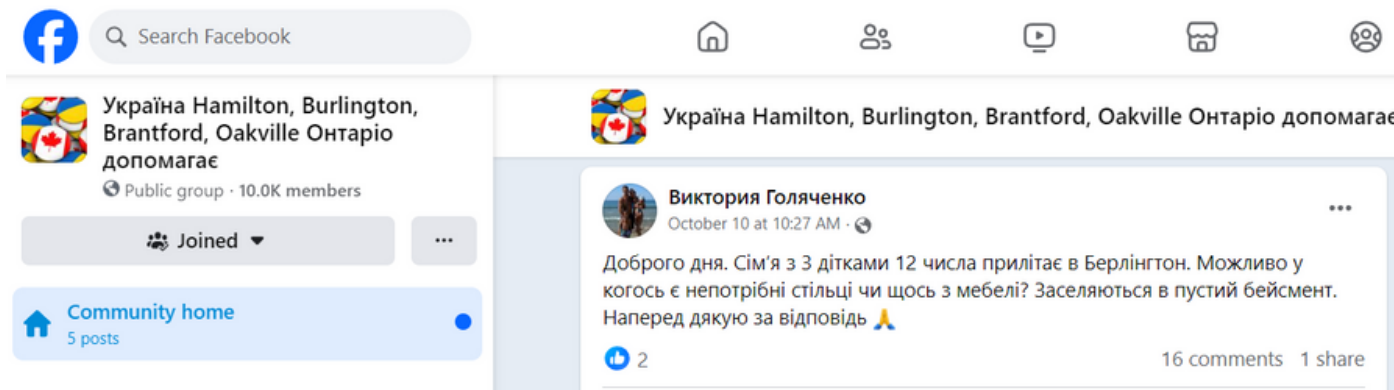
Community



# ONLINE



447 CLIENT INQUIRIES TO  
UKRAINIAN.SUPPORT@WESLEY.CA



# ONLINE

Вперше в Канаді?



Ми можемо допомогти.

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Переїзд до Гамільтона чи  
Брантфорда в Онтаріо?



Ми можемо допомогти.

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DAILY/  
WEEKLY POSTS  
LIKE THESE  
ONLINE

ВПЕРШЕ В КАНАДІ?  
Ми можемо допомогти.



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Вперше в  
Канаді?



МИ МОЖЕМО ДОПОМОГТИ.

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Переїзд до Гамільтона чи Брантфорда в Онтаріо? Ми можемо допомогти. Уєслі допомагає новоприбулим українцям у районі Гамільтона (Гамільтон і Брантфорд) підтримкою поселення. Безкоштовно ми можемо допомогти вам:

Послуги з поселення (направлення на житло, переклад, візити додому)

Служби зайнятості

Зв'язки з громадою (медицина, стоматологія, психічне здоров'я, освіта, догляд за дітьми, курси англійської мови, запис на прийом тощо)

А також підтримка людей похилого віку (вік 55+)

Наша команда мобільна в громаді і може супроводжувати вас на зустрічі.

Щоб зв'язатися з нами, пишть на [ukrainian.support@wesley.ca](mailto:ukrainian.support@wesley.ca), Або заповніть нашу реєстраційну форму за адресою <https://wesley.ca/.../newcomer-services-ukrainian-support/>

# ONLINE

## WESLEY (& OUR UKRAINIAN PARTNERS) ARE THE FIRST GOOGLE SEARCH RESULTS

The image shows a screenshot of a Google search interface. The search bar contains the text "ukrainian support hamilton". Below the search bar, there are navigation tabs for "All", "News", "Images", "Shopping", "Videos", and "More". The search results are displayed below the tabs, showing "About 13,500,000 results (0.40 seconds)". The first result is from the Hamilton Immigration Partnership Council, with the URL "https://hamiltonimmigration.ca/welcoming-and-supp...". The title of the result is "Welcoming and Supporting Ukrainians". The description states: "Ukrainian Canadian Congress (UCC) Hamilton is the umbrella organization that coordinates activities and supports for Ukrainians in Canada and abroad. To learn ...". The second result is from wesley.ca, with the URL "https://wesley.ca/Program". The title of the result is "Newcomer Services – Ukrainian Support - Wesley". The description states: "Supporting newly arrived Ukrainians coming to Hamilton & surrounding communities. Settlement services and navigation of local systems such as education and ...".

# ONLINE

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COUNTLESS MESSAGES THROUGH  
MESSAGING APPS



# EVENTS

## COMMUNITY CAPACITY BUILDING

Outreach events organized by the City of Hamilton and City of Brantford such as 'Welcome Day'/'Newcomer Day'



# PARTNERSHIPS & COMMUNITY

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## UKRAINIAN CANADIAN CONGRESS

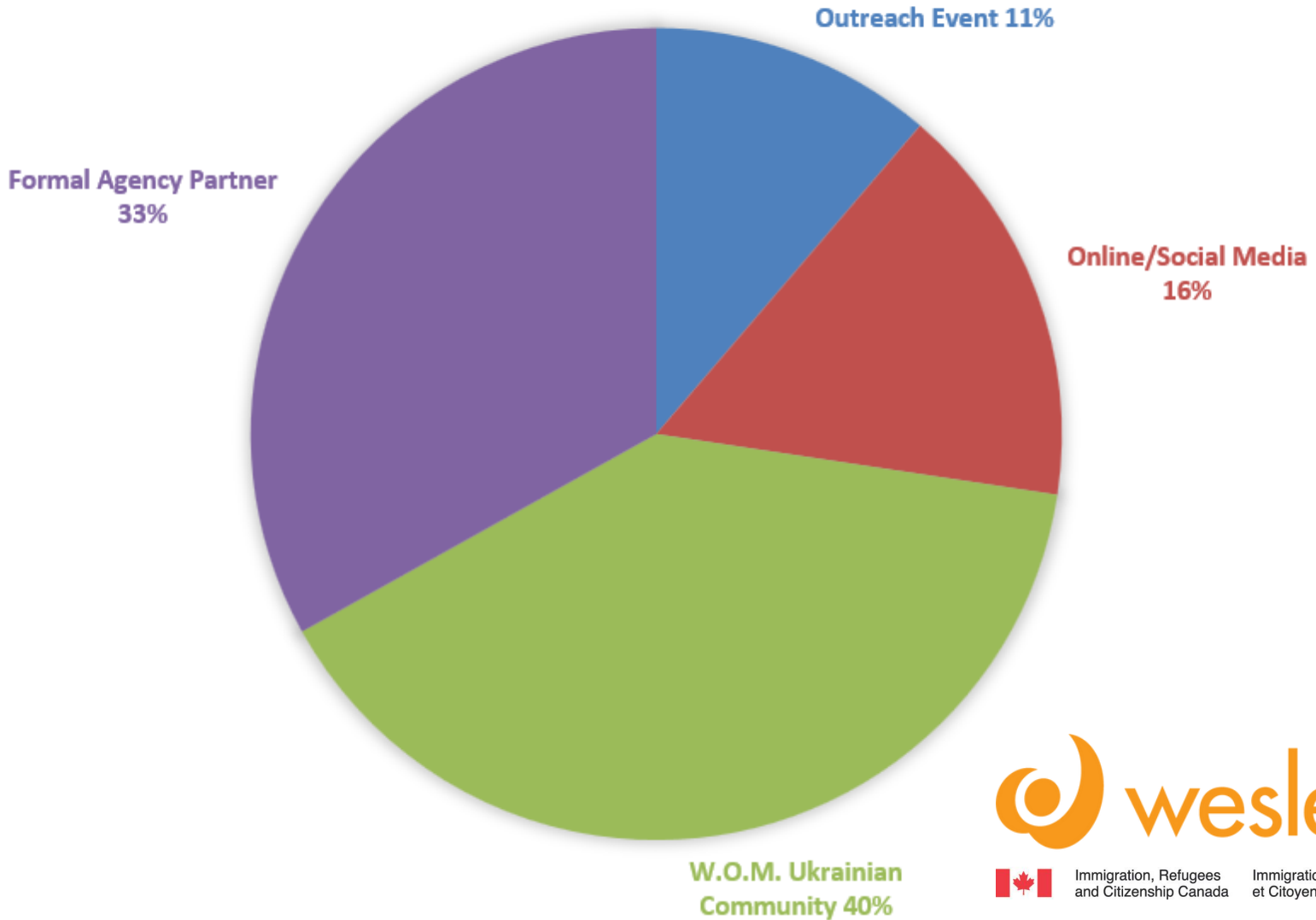
Case management staff at Ukrainian touch points like the 'Self Reliance Centre' and Ukrainian churches in Hamilton and Brantford

## TOUCH POINTS AND COMMUNITY ORGANIZATIONS

Through networking and touch points in the community, Wesley receives referrals from other non profit organizations and we visit services with Ukrainians

# REFERRAL SOURCES

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# COMMUNITY CONNECTIONS

## ENGLISH CONVERSATIONAL CIRCLE FOR UKRAINIANS

Weekly online sessions, attended by **852** Ukrainians, topics such as ordering food, going to the grocery store, stress, greetings, manners, job interviews, celebrations, and more





## ONLINE WORKSHOPS

Weekly online workshops, attended by **613** Ukrainians, involving **36** partner agencies featuring topics that are relevant to the Ukrainian settlement experience.

G1 Licensing  
Bus Driving  
Accreditation  
Settlement  
Entrepreneurship  
Digital Literacy  
Production Field  
Employment

Food Services  
Employment  
Tax Help  
Tenant Rights  
Lease Contracts  
Service Canada  
Fraud and Scams  
Healthcare

Permanent  
Residency  
Financial Literacy  
Police  
Emergency  
Unemployment  
Insurance Banking  
Credit



# COMMUNITY COLLABORATION

Wesley's leadership team joined the following networks:

- Hamilton Ukrainian Crisis Response Team (Chair)
- Brantford Ukrainian Relief Working Group
- Ontario Ukrainian Action Table
- Ontario Sector Ukrainian Table



# COORDINATION OF DONATIONS

Wesley serves as the OCASI Donation Focal Point Agency for Hamilton and Brantford, ensuring the secure facilitation and distribution of donations while connecting individuals with essential resources and income security referrals. These donations are collected either internally at Wesley by different generous donors or through other agencies supporting Ukrainians such as OCASI, Operation Ukrainian Safe Haven (OUSH) and Calgary Catholic Immigration Society (CCIS).



# COORDINATION OF DONATIONS

264

\$50 Master Card  
& Grocery  
Gift  
Cards

5

Skids  
of 'Brands For  
Canada"  
Clothing

94

Christmas  
Hampers  
Gifts &  
Food

175

Postage  
Stamps  
& Bus Tickets

295

\$50 Gift  
Cards  
(Walmart, Cdn  
Tire, +)

As needed

Tickets to Via  
Rail, Westjet,  
Flare, Airbnb



"A family of 5 was very grateful for the Canadian Tire gift card. The mother told me that they needed rakes because of too much leaves falling down in their yard this fall and shovels for the upcoming winter. She said that since they moved, they have no tools to help them in maintaining their house and the gift card would be really helpful in getting them some items to get started with."

"I helped find a place to stay for a single female client who became homeless after arriving in Canada. She told me yesterday that the PC gift card I gave her made her day as she is hopeful that there are still good people to help her. She barely has money and was very happy. She said it will be helpful as she can buy some food now to tie her over for now."



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# INTERPRETATION & TRANSLATION

Although our Ukrainian staff team does speak Ukrainian, Russian, and Polish, when other language support is required, Wesley accesses its Interpretation and Translation social enterprise which supports over 30 languages.



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Now, Wesley is the largest newcomer support agency in Hamilton and Brantford.

[URL](#)

