

NEWCOMER CONSULTATION

St. Lawrence-Rideau Immigration Partnership

2020-2021



ST. LAWRENCE · RIDEAU
**IMMIGRATION
PARTNERSHIP**

Researched and Prepared by Jackie Schoemaker Holmes, PhD

Executive Summary

As a matter of course, and to ensure the integrity and efficacy of the efforts of the St. Lawrence-Rideau Immigration Partnership to help facilitate the welcome and support of newcomers to Leeds & Grenville, this report details the findings of a consultation with ten newcomers to the area. In addition to speaking with ten newcomers, this report compares the experiences of the newcomers with the perceptions of the Partnership itself – those who form an umbrella group and are organized by the Immigration, Refugees, and Citizenship Canada (IRCC)-funded St. Lawrence Immigration Partnership. The overall findings indicate the presence of Community Champions that act as “hubs” of information, help, service provision, support, knowledge, and compassion.

Much can be learned from the example of these champions as thoroughly detailed by the newcomers who sung their praises. As always, newcomers themselves demonstrate an adaptability, resilience, perseverance, and resourcefulness that is required to navigate settlement in a largely rural area which has very few newcomer/immigrant-specific settlement services.

The key recommendation of this report is therefore to acknowledge and highlight the contribution of Community Champions and allow their experience and expertise time in Coalition meetings so that the “feedback loop” (graphically represented on page 19 of this report) of information about newcomers needs regarding settlement are being clearly communicated to those seeking to connect newcomers with the settlement services that they require.



“THE PEOPLE IN THIS AREA ARE GOOD PEOPLE...ANYTIME YOU NEED SOMETHING, DO NOT BE AFRAID OR ASHAMED, THEY WILL GIVE IT TO YOU. JUST ASK.”
~ VICTOR NYAN, NEWCOMER

A final consideration is the community will and capacity that presently exists which supports newcomers but exists without a formal structure. This community will could be better harnessed and coordinated to create capacity that goes beyond the formal

structures of immigrant and settlement services that is seen in larger centres. The formalization of all this volunteer work, expertise, and capacity could potentially save newcomers, and those who help them including church groups, time, energy, and inconvenience.



Pictured above: Logo of one of the refugee sponsorship groups based in Brockville.

Introduction

Leeds & Grenville (L&G) is a census division that is constituted by 3,382.89 square kilometers in Eastern Ontario. The L&G population sits at just over one hundred thousand people (111,546) according to the most recent Canadian census date (2016).¹ Predominantly rural, Brockville is L&G's largest "small city," sitting at 21,854 residents.² The St. Lawrence-Rideau Immigration Partnership indicates that, based on 2016 census data, 7,115 residents of L&G are immigrants (see *Immigration Highlights* graphic, page 4). The Partnership itself has been in existence in L&G since 2010 and has worked diligently on establishing a reputation and a presence that is known throughout the counties as the resource for referring immigrants to local services and ensuring that those services have the capacity and information necessary to support newcomers in their transition to L&G. The St. Lawrence-Rideau Immigration Partnership does this in large part via the

coalition of organizations committed to building local capacity to attract, settle, and integrate immigrants. The Immigration Partnership also encourages organizations, individuals, and communities to recognize and celebrate cultural diversity. Led by two staff members, and representatives from 25+ community agencies, the Immigration Partnership works throughout the 10 municipalities and 3 partner communities that make up the United Counties of Leeds and Grenville.³

The St. Lawrence-Rideau Immigration Partnership raises awareness about the diversity that exists amongst L&G residents, the long and varied history of immigration to this region, and the wealth of cultural and experience we can share by everything from sharing recipes to meeting our neighbours (campaigns the Partnership has successfully run)⁴ to participating in their annual Diversity Day which celebrates diversity and belonging in Leeds & Grenville. Most integrally, the St. Lawrence-Rideau Immigration Partnership acts as the umbrella under which 25+ agencies and invested individuals including newcomers (here forward called the Partnership Council which distinguishes it from the Partnership itself), come together and strategize about the best ways to meet the needs of immigrants and refugees – and newcomers of all kinds (e.g., interprovincial) – in Leeds & Grenville.

¹ <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CD&Code1=3507&Geo2=PR&Code2=35&SearchText=Leeds%20and%20Grenville&SearchType=Begins&SearchPR=01&B1=All&GeoLevel=PR&GeoCode=3507&TABID=1&type=0>

² <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=POPC&Code1=0098&Geo2=PR&Code2=35&SearchText=Brockville&SearchType=Begins&SearchPR=01&B1=All&GeoLevel=PR&GeoCode=0098&TABID=1&type=0>

³ <http://www.leedsgrenvilleimmigration.ca/about-leeds-and-grenville/>

⁴ See page 6 for a graphic from the We Are Neighbours Campaign

IMMIGRATION HIGHLIGHTS 2016 Census

United Counties of Leeds and Grenville



An IMMIGRANT is a person who is or has ever been a landed immigrant or permanent resident.

A NON-PERMANENT RESIDENT is a person from another country who holds a work or study permit or is a refugee claimant



7.2% of the population are immigrants
7115 people are immigrants
155 people are non-permanent residents

Top Countries of Birth

2011-2016 Arrivals

USA
Syria
India
China
UK



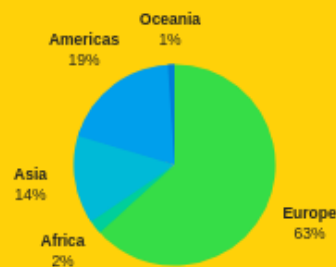
Overall

UK
USA
Netherlands
Germany
Philippines

Median Age
of 2011-16
Arrivals

35.5

Overall Region of Birth



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

The St. Lawrence-Rideau Immigration Partnership is called on by their funders (IRCC) to complete regular consultations with newcomers to ensure the efficacy of their pursuits, to continuously hear feedback necessary for the improvements of community services and supports, and to engage in formal processes whereby the understandings of both the Partnership Council and newcomers are gathered so as to identify gaps, efficiencies, opportunities, and successes.

This report is the culmination of that consultation which began September 30th, 2020 with the St. Lawrence-Rideau Partnership Coalition consultation and ended February 26th, 2021 with the final newcomer interview and consolidation and analysis of findings.

WE ARE Neighbours

“
When I was a high school student, I would go out with my friends every night to restaurants. We would eat seafood pizza and share memories and funny jokes to pass the time. This pizza soon became my favourite food!
”

MEET Mohamed

- ✓ Originally from Morocco
- ✓ Is learning English at TR Leger
- ✓ Grew up in Casablanca

BROCKVILLE



Share your story! Visit weareneighbours.wixsite.com/weareneighbours

Partnership Consultation: Connection

The St. Lawrence-Rideau Immigration Partnership Coalition meets four times yearly, and since the onset of the Covid-19 pandemic, these sessions have been virtual and held via Zoom. As the researcher for this consultative process, I was invited to the Fall meeting of the Partnership after a briefing regarding the consultative process⁵ and the interview schedule⁶ were circulated to participants.

On September 30th, 2020, the Partnership Coalition came together and included fourteen individuals representing their respective agencies. The conversation was a facilitated discussion and included the full list of interview questions that all participants were welcome to answer in turn. Not every participant answered every question, but the opportunity was given during this meeting that consisted of the facilitated conversation, prior to the conversation when the questions were circulated via email, and after the conversation when the questions were redistributed via email with encouragement to all members of the Coalition to add anything they might have overlooked or to contribute to the conversation if they had been unable to attend.

While the dynamic conversation cannot be boiled down to one theme only, the prevailing theme of the conversation was about the role of these agencies and individuals as “connectors.” This thematic revelation indicates a great deal about the integral role these participants understand themselves to have in a region that has, until relatively recently, understood immigration as either a thing of the past or something that is contemporarily relatively rare. Connection is therefore a powerful community response insofar as it indicates the extent to which service providers who do not work specifically in immigration or settlement identify the need and the availability of people and/or resources that may be able to help support newcomers.

Leeds & Grenville experienced a sharp growth in newcomers with the regional recognition of the Syrian Refugee crisis. Specifically, many collaboratives of church groups stepped up to support the sponsorship of Syrian refugees to the area and consequently, there are now several Syrian families who call the region home (or who settled here initially and then moved on to larger urban centres). Refugees for Brockville was integral to this growth and because it was originally an initiative that the former Mayor of Brockville instituted and heavily supported, local and regional agencies took note and supported the very best they could, including the St. Lawrence-Rideau Immigration Partnership. There was, during the period from 2015 to 2018, significant need in the area that put pressure on existing service providing agencies to find nimble ways to provide effective service to newcomers in ways that they had not encountered to such an extent before.

⁵ See APPENDIX A for the briefing note describing the consultative process.

⁶ See APPENDIX B for the Interview Schedule for the Partnership Coalition Consultation.



Some of the newcomers who came to Canada as refugees during this period to the L&G area were interviewed for this consultation and their somewhat shared experience reflects the existence of what will be referred to as “Community Champions” in the area that acted as “hubs” of information or central “connectors” for all settlement needs. Interestingly, these Community Champions (CCs) were both employment in service providing agencies and layperson volunteers – mostly members of churches or “Groups of Five” who were eligible to sponsor refugees according to Canadian immigration policy.

Discovering the links and/or disconnects between the coalition consultation and the newcomer consultation was a key purpose of this consultative exercise. Significant overlaps can be seen in this connection theme insofar as newcomers identified certain community members as anchors (Champions) that they still rely on today for information, service, help, and support. By discovering more about the import of these community connectors, it is possible to outline a process by which connectors turn into Champions.

Community Champions: The Basics

In the 21st century it is no wonder that many newcomers to Canada would know something about the lay of the land before arriving given the information on the internet, right down to Google streetviews of housing they could potentially live in.⁷ While some newcomers identified the convenience of information found on the internet as important to their settlement and orientation to Canada, a number also mentioned the need for more information specific to this region for every newcomer. Some acknowledged that this may already exist – and of course it does⁸ – but that they had no knowledge of such a service upon arrival or up to the present. This lack of knowledge could presumably be rectified with greater awareness of resources amongst the Council members and community members in general via marketing campaigns for example. In any case, it was apparent that the information gleaned from the internet told some of the story, but human facilitators helped most newcomers navigate systems that are not always clear, easily accessible, or transparent – even for Canadians themselves.

When it came to navigating services, job searching, and having basic settlement questions answered, two main sources of information emerged: employment centres and sponsorship groups. As mentioned, Leeds & Grenville has but one formal settlement service found at TR Leger Immigrant Services (http://trleger.ucdsb.on.ca/programs_at_tr_leger/immigrant_services/FAQ). For L&G this amounts to one part-time case worker who also coordinates the language assessment facilities. This program, and those like it from Gananoque to Cornwall, is funded by IRCC and all are supported by four regional immigration partnerships (the list can be found in the link above). This means that agencies already serving in these capacities for Canadians are in an excellent, and arguably very necessary position, to assist newcomers with similar needs (e.g., jobs, education, etc.). KEYS Job Centre in Kingston, Gananoque, Elgin and Smiths Falls has a long-standing commitment to newcomers via their settlement, language, training, and mentorship services offered.. Further, CSE Consulting with locations in Prescott and Kemptville and Brockville, has also become an important community connector for newcomers. All of the abovementioned service providing agencies were mentioned by newcomers. Specifically, there were particular names that keep recurring when it came to the question of what agency was most helpful in the settlement process – specifically Nadine Doyle who works out of the Gananoque office of Keys Job Centre and Tracy McDonald of the Kemptville location of CSE Consulting. Joselyn Grullon,^{9,10} who came to Canada in 2016, now of Gananoque, Ontario spoke highly of Nadine and the support

⁷ This is of course contingent on literacy and English-language comprehension, as well as one's access to reliable internet and the infrastructure to support it.

⁸ See the St. Lawrence-Rideau Immigration Portal here <http://www.leedsgrenvilleimmigration.ca/>

⁹ See APPENDIX C for a the newcomer interview schedule.

¹⁰ See APPENDIX D for newcomer profiles from those newcomers who wanted their profiles to be included in the report.

she provided especially when it came to finding a job and receiving a hydro subsidy online. Joselyn called Nadine her “default” go to – seeing her regularly since 2017 when she got the job she still works at with the help of Nadine.

Similar to Joselyn’s experience with Nadine, Daniel Robles received excellent service provision and settlement information and assistance from Tracy McDonald. Daniel spoke at length about how Tracy went above and beyond her job description of Employment Consultant/Job Developer and articulated that CSE itself was a “community hub” which is more than information about jobs. Daniel said, “They go farther than that – they do more than they are supposed to by connecting you with other resources.” Daniel went on to say the following: To today, I know that if I need something, go to Tracy. Tracy understands newcomers. She should be the one to take care of newcomers. She goes beyond the file.” Further, newcomer Tamy Nahas says of Tracy, “Tracy is not only a service provider but a friend.”



Service providers such as Tracy and Nadine do, in fact, go beyond their job description insofar as they provide holistic service and services that are easily identifiable as settlement services. It is essential to note the proactive nature of the newcomers interviewed insofar as they sought out local agencies that, while not specific to helping newcomers settle, did in fact help the newcomers orient themselves and their families to the community. The reciprocal nature of the engagement between local service providers, specifically from the agencies identified, and the newcomers themselves, who were highly motivated to find housing, work, and even volunteer opportunities, is the key ingredient of success for these newcomers.

In a parallel experience, newcomers identified their sponsors as the key connecting factor that helped them settle and integrate into the community. These newcomers were sponsored as refugees to Canada and experienced a different kind of settlement insofar as they had the anchor of these groups to rely on even before they arrived in the country. These newcomers explained that all of their foremost needs were taken care of by the sponsorship groups including housing, schooling/language development, and the logistics of settling and integrating into a new country. Tamy Nahas indicated that the Minister of Morewood Presbyterian Church in Morewood, Ontario, Reverend Bruce Kemp, and his congregation took care of all of her family's essential needs upon their arrival, from picking them up at the airport to helping them obtain Driver's Licenses to registering their children in public school.¹¹

The key difference between these two kinds of Community Champions is that one group expected to have the responsibility for the newcomers as they were sponsoring them as refugees, versus the individuals at the agencies who filled an existing gap in the community by providing the same kind of holistic support to immigrant newcomers as the refugee newcomers were experiencing via their sponsorship groups. Where then does the will come from for these agency workers? Returning to the Council-facilitated discussion, Tracy McDonald (**pictured below**) says, "Many of us act as settlement workers, no matter our title." Some understand themselves as connectors and others act as settlement workers. Is the answer to more supportive services for newcomers that more connectors take on the role of settlements workers?



¹¹ It is incredibly important to note that while these three Community Champions were mentioned by name, many other Community Champions exist in the community who are integral to welcoming newcomers and helping them to settle in the area.

The Future of Settlement in Leeds & Grenville: Considerations

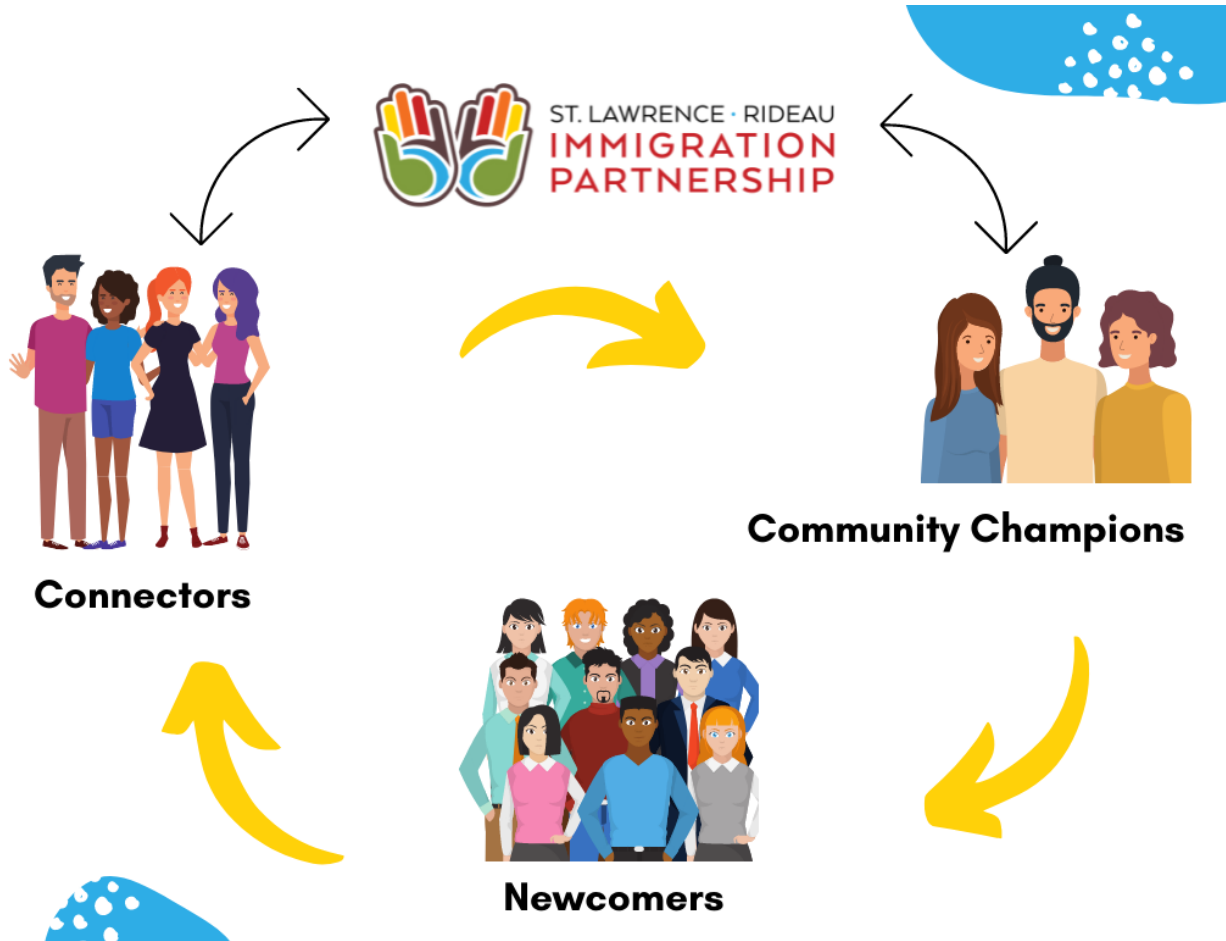
Based on the evidence, the answer does not lie in all agencies and institutions becoming settlement workers. However, the answer is also not in everyone being connectors either. An ideal situation for the growth and strength of settlement in Leeds & Grenville lies in the capacity-building of the Community Champions and the connectors acting in tandem.

Those who have been intensively working with newcomers for the last ten years indicate that they say a need and specifically filled it, whether it was their area of expertise or not. Given the increased visibility and activity of the St. Lawrence-Rideau Immigration Partnership over almost the same period, so many service providing and coordinating agencies have been made aware of people and places that they can connect newcomers to. Some agencies and individuals have moved from connector to champion role and have provided holistic service where they have encountered the need for it. This reality is not to say that everyone needs to be a Community Champion, rather, it indicates that a feedback loop to connectors might be necessary so that the valuable skill, knowledge, and effort of the Community Champions – both agency-based and community-based – is cycled back into the Coalition so that needs can be met in more timely, effective, and efficient ways. In the absence of robust settlement services (acknowledging that the settlement services that exist are effective but limited), the St. Lawrence-Rideau Immigrations Partnership does act as the central hub by which information and experience with newcomers and their needs is shared, strategized about, and streamlined.

While the St. Lawrence-Rideau Immigration Partnership is not a service-providing entity, its import cannot be understated insofar as it is coordinating efforts to best support newcomers in a vast area with little formal support. It is in no small part a testament to the presence of the LIP that newcomers interviewed universally speak about Leeds & Grenville as a friendly, warm place where the vast majority of residents are willing to help in whatever way they can.



The key recommendation of this report is therefore to acknowledge and highlight the contribution of Community Champions and allow their experience and expertise time in Coalition meetings so that the “feedback loop” of information about newcomers needs regarding settlement are being clearly communicated to those seeking to connect newcomers with the settlement services that they need. A graphic representation of this loop is below and was prepared in collaboration by the St. Lawrence-Rideau Immigration Partnership.



There are so many influential and knowledgeable people, including newcomers themselves (who are obvious Champions of their own experiences and needs), who sit at the Council table that finer tuned connections can be made. According to newcomers, no one here is lonely, there are always people to help, so ensuring that that help is the most current, convenience, and connected is the future of not only the Coalition but also of settlement in Leeds & Grenville.

Conclusions and Specific Recommendations by Newcomers

The complete findings would be remiss without attention to the tenacity and resourcefulness of newcomers themselves. This statement is neither lip-service nor an overstatement as it concerns the great responsibility and ownership newcomers take for their own settlement experiences. Given the 21st century context, many newcomers can know what to expect before arriving in Canada and some had visited regularly before making the permanent move to the area. Younger newcomers make connections, find homes, access services from larger urban centres, and create and maintain opportunities that allow for their settlement success. While Community Champions and connectors assist, they are only part of the elaborate puzzle of information, knowledge, and capacity that enable newcomers to meet their needs in timely and ongoing ways regarding their settlement in a new country.

It has been demonstrated that government-assisted refugees to Canada versus privately sponsored refugees to Canada experience different levels of success in terms of settlement.¹² El-Shadaic (2018) explains this success gap in the following ways:

Over half of adult PSRs (52.8 percent) reported that they were currently employed in Canada, compared with just 9.7 percent of Syrian GARs [government-assisted refugees]. For 53.8 percent of PSRs [privately-sponsored refugees], having to learn one of the official languages was their main barrier to finding a job, compared with 82.1 percent of GARs. The challenges of settling and adjusting to life in Canada were cited by 18.1 percent of PSRs but by 32.1 percent of Syrian GARs as the reason why they hadn't found a job yet. The study demonstrates that PSRs have a significantly larger chance of finding a job, getting help settling in Canada and improving their outcomes in general. Government institutions cannot provide emotional support. A refugee cannot consistently rely on a government institution to introduce them to their neighbours, to give them a tour of the best places to go in town or to help them set up their new business. PSRs are less likely to fall through the cracks because they have a direct connection to people who are motivated to ensure they have a smooth transition into their new life in Canada. And the data are clear: this system works.¹³

What we can glean from this more personable approach is that it leads to greater settlement success in terms of employment and stability. Community Champions are

¹² <https://policyoptions.irpp.org/magazines/july-2018/success-privately-sponsored-refugee-system/>

¹³ Ibid.

therefore ensuring that the connections made to and through the community are solid, stable, and foundational for newcomers. Furthermore, newcomers are using networks of people, information, and agencies/institutions to ensure their settlement success in Leeds & Grenville. What is clear is that newcomer needs are being met, at more than a minimal level, by those who are willing to go above and beyond to ensure that newcomers, whether refugees or immigrants, feel at home in Leeds & Grenville and understand and experience it as a viable place to settle long-term.

Some of the settlement pieces that were missing, as identified by newcomers, are the following:

- **Local access to French-language learning**
- **Access to service-providers beyond “settlement” workers who can assist in the newcomer’s language (e.g. car salespeople, realtors)**
- **Local Latino groups to socialize with**
- **A welcome box/package for all newcomers to Leeds & Grenville – including a settlement PDF with links (and advertising for these resources)**
- **More accessible information about how to qualify for your profession in the Canadian context/Helping newcomers find work in their field**
- **Schools need to improve support for newcomer children learning English**
- **A bridge between the LIP and newcomers entering Canada so that the LIP can provide information necessary immediately about the area or prior to arrival**
- **More assistance with job searching and connecting newcomers with volunteer activities**

Finally, it is important to recognize the degree to which Leeds & Grenville residents were seen as welcoming, helpful, lovely, and kind by the newcomers who were interviewed. As Tamy pointed out, “Canada gave us permanent residence [as refugees]. We want to be helpful and give back – it makes us helpful and hopefully to give back.” Matthijs van de Veen and Javeria Soto Breiding both said that becoming involved in the community was their entrance into community and a major part of their settlement journey. Javiera explained, “Don’t worry about the language and don’t worry about making mistakes. Be part of the community – it opened so many doors for me. I would do it again like that.” Matthijs spoke about how important the EarlyON centre was for him and his small children upon their arrival to Canada. He explained that, “You have to do it yourself. It’s good that we started in Prescott – our apartment was small and so we went outside a lot. We met all kinds of people. I was overheard speaking Dutch to my daughters and an elderly man said that he was Dutch too.”

The recognition that newcomers work very hard to make their new lives in Canada successful is a key takeaway from this consultation. The fact that Community Champions exist to have connectors refer to them is also a key piece of the settlement

puzzle in Leeds & Grenville. We can harness the expertise and experience of these key actors by continually asking for their feedback and by checking in with their real-time needs so as to ensure that settlement services, both informal and formal, can continue to provide an experience for newcomers that is welcoming, holistic, efficient, and effective.



Newcomer speaker and participants in Diversity Day 2019 hosted by the St. Lawrence-Rideau Immigration Partnership (including Javiera Soto Breiding who was interviewed in this consultation).

APPENDIX A: Briefing Note on the Consultative Process

Jackie Schoemaker Holmes, PhD
EMPOWERMENT SPECIALIST



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Newcomer Consultation for St. Lawrence-Rideau Immigration Partnership Overview

Goal of the Newcomer Consultation: The St. Lawrence-Rideau Immigration Partnership (LIP) is responsible for ensuring settlement and non-settlement services are responsive to the needs of newcomers. Information gleaned from the consultations with service and information providers in Leeds and Grenville in tandem with consultations with newcomers (defined as any immigrant/refugee who has entered and settled into Leeds & Grenville in the last 10 years) will enable the LIP to share and discuss with partners ways to improve on any programming/community gaps that are preventing the effective settlement of local newcomers in L&G communities.

The following outlines the included activities in the consultation process to begin September 2020 and to be completed no later than March 31st, 2021.

The following activities will be undertaken to achieve the abovementioned goal:

- LIP Council consultation
- Survey development
- Participant recruitment/invitation development (w/LIP support)
- Online/Zoom/in-person/phone meetings with participants
- Data Analysis/Report development

What you can expect as a newcomer participant:

- To be contacted by Dr. Jackie Schoemaker Holmes or a representative of the LIP to arrange a meeting date/time of convenience for the participant
- The opportunity to review the questions in advance and provide written feedback instead of verbal (in the language of the participant's choice)
- The opportunity to have an interpreter present at the interview to ensure the accurate understanding by the participant and the consultant
- A half-hour to hour interview in a location of your choice that meets with safety protocols necessary for the Covid 19 pandemic – e.g., over the telephone, over Zoom (video conferencing over the internet), or in person at a distance
- The right to refuse participation at any time during the consultation process
- The right to request a copy of the written report at the completion of the consultation process
- The right to amend or change any statements made during the consultation process
- The invitation to assist the LIP in creating better and more fulsome opportunities for seamless and coordinated newcomer arrival and settlement in Leeds & Grenville

The overall purpose of this undertaking is to ensure that wraparound support exists in Leeds & Grenville for newcomers who choose this area as their new home.

As part of the LIP's mission and mandate, consultations are to be held regularly to ensure this support exists and that each LIP is serving their respective geographic area in a way that meets the needs of newcomers in a manner that is both timely, effective, and coordinated.

Please see **APPENDIX A** and **APPENDIX B** for the questions asked to both the service/information providers and the newcomers themselves.

APPENDIX B: Interview Schedule for the Partnership Coalition Consultation



St. Lawrence-Rideau Immigration Partnership Discussion [Consultation] Questions

***Discussion to be Facilitated by Jackie Schoemaker Holmes, PhD
on September 30th, 2020***

1. What specific programming, services, communication, and information are you currently providing to newcomers? Are these initiatives ongoing, scheduled, sporadic, (in)consistent, or on an as-needed basis?
2. What are your main points of contact/mediums of communication with newcomers?
3. What information from newcomers do you need to improve your services, programming, information provision, communication, and programming?
4. What is working well in terms of your agency's newcomer engagement?
5. What is not working well in terms of your agency's newcomer engagement?
6. How are you evaluating the effectiveness of what you offer to newcomers?
7. Are there any obstacles, barriers, efficiencies, best practices, or anything else related to your agency's work with newcomers that would like to share today?

APPENDIX C: Interview Schedule for the Newcomer Consultations



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QUESTIONS FOR NEWCOMERS – FINAL VERSION –December 15, 2020

1. Did you get help when you came to Leeds & Grenville?
2. How did you find help/information?
3. What information, programs or services did you get or use when you arrived?
For example:
 - a. Finding a home _____
 - b. Finding a job _____
 - c. Finding schools _____
 - d. Learning English _____
 - e. Starting a business _____
 - f. Other _____
4. How often did you use these resources?
5. What person(s) or place gave you the most helpful information?
6. Who, or what organization, helped you get settled?
7. What worked well in helping you to get settled into the area?
8. What information/service was not easy to find?

9. What kind of help, services or information would you like to see offered in this area that we do not have now?
10. Was there any information or service that was not helpful – or you did not know about – in getting you settled into this area?
11. Have you been able to give any feedback on either your good or bad experiences to the people/places that provided information/service?
12. Is there any other information/experience that you would like to share today to help the St. Lawrence-Rideau Immigration Partnership understand the experience of newcomers and the experience of settlement in this area?

APPENDIX D: Newcomer Participant Profiles

Questions asked of Newcomers:

- What is your country of origin?
- How long the have been in Canada and Leeds & Grenville (L&G)?
- What brought you to L&G?
- Where was the first place you lived in Canada?
- What municipality do you live in?
- Age (or age range)?
- How did you migrate to Canada (e.g. as a refugee, skilled worker etc.)?

Joselyn Grullon

- What is your country of origin? **Dominican Republic**
- How long the have been in Canada and Leeds & Grenville (L&G)? **4.8 years**
- What brought you to L&G? **A lot of things but the most it was small beautiful town and at the same time close to big cities**
- Where was the first place you lived in Canada? **Lansdowne**
- What municipality do you live in? **Gananoque**
- Age (or age range)? **55**
- How did you migrate to Canada (e.g. as a refugee, skilled worker etc.)?
Spouse sponsor

Daniel Robles

- What is your country of origin? **Mexico**
- How long the have been in Canada and Leeds & Grenville (L&G)? **10 years**
- What brought you to L&G? **Family**
- Where was the first place you lived in Canada? **Mountain, ON**
- What municipality do you live in? **North Grenville**
- Age (or age range)? **37**
- How did you migrate to Canada (e.g. as a refugee, skilled worker etc.)?
Permanent Resident

Javiera Soto Breiding

- What is your country of origin? **CHILE**
- How long the have been in Canada and Leeds & Grenville (L&G)? **8 YEARS**
- What brought you to L&G? **MY HUSBAND BOUGHT A HOUSE.**
- Where was the first place you lived in Canada? **MONTREAL**
- What municipality do you live in? **BROCKVILLE**
- Age (or age range)? **55**
- How did you migrate to Canada (e.g. as a refugee, skilled worker etc.)? **FOLLOWING MY HUSBAND**

Mattijis van der Veen

- What is your country of origin? **The Netherlands**
- How long the have been in Canada and Leeds & Grenville (L&G)? **Canada August 2018, L&G February 2019**
- What brought you to L&G? **My wife works for the Coastguard in Prescott**
- Where was the first place you lived in Canada? **Sydney, Nova Scotia (August 2018 - Feb 2019), Prescott one year (March 2019 - March 2020), Augusta (April 2020 - present)**
- What municipality do you live in? **Augusta**
- Age (or age range)? **40**
- How did you migrate to Canada (e.g. as a refugee, skilled worker etc.)? **My wife is Canadian and we moved for a job opportunity and to be more close to her family.**

APPENDIX F: Recruitment Poster for Newcomer Consultation

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PARTICIPANTS NEEDED

ARE YOU:

A PERMANENT RESIDENT, CONVENTION
REFUGEE OR LIVE-IN-CAREGIVER?

OVER 18 YEARS OLD?

LIVING IN LEEDS AND GRENVILLE?

SETTLED IN CANADA BETWEEN 2011 AND 2021

If so, you are asked to participate in a short interview about coming to and settling in Canada. This information helps to ensure that newcomers feel welcomed and supported in Leeds and Grenville. Translation services are available.



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Immigration, Refugees
and Citizenship Canada

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