



"I WANT TO FEEL SAFE!"

Social Services for LGBTQ+ NEWCOMERS in Windsor-Essex, Ontario



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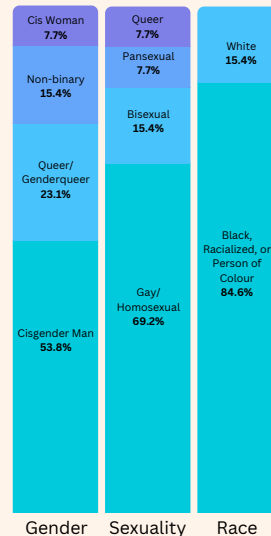
Study Goals

- **Explore** the social service experiences and needs of LGBTQ+ newcomers in Windsor-Essex
- **Enhance** and increase awareness & capacity for organizations to engage and serve this population

Finding Themes

- A) Negative Service Experiences
- B) Disclosure of LGBTQ+ Identity
- C) Importance of Social Connection

Participant Demographics



*All demographic information was self-identified.

A) Negative Service Experiences

Migrant-Focused Services

- Discrimination from service providers & other clients
- Lack of knowledge about LGBTQ+ community needs

LGBTQ+ Focused Services

- Lack of responsiveness
- Confusion re: available resources & where to go for help
- Service capacity issues

B) Disclosure of LGBTQ+ Identity

Hesitation to disclose due to...

- **Habits** formed out of necessity based on previous experience
- **Fear** of discrimination from other participants in a group setting
- **Risk** of others reporting LGBTQ+ identity to home communities
- **Witnessing** instances of homophobia and not wanting to be targeted

C) Importance of Social Connection

- All participants wanted more social support, especially connecting with other LGBTQ+ newcomers
- Those without connections felt isolated, while those with connections found them enriching & meaningful
- Several participants described desires, plans, & past efforts to help others like them

Recommendations

- Address discrimination through policy & training
- Improve existing programming to address diverse needs
- Hybrid & collaborative creation of new services:
 - Referral systems, co-fundraising, skill trading
 - Social programming (workshops, mentorship)
- Include LGBTQ+ migrants in program design & delivery

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