



WRWG

Western Region Working Group



WESTERN CANADA'S PRE-ARRIVAL IMMIGRANT SERVICES: STRUCTURE AND PRACTICES

MARCH 29, 2016

INTRODUCTION



- **Immigration Research West, University of Manitoba**
- **An Inventory of Pre-Arrival Services in Canada's West Project:**
- **Objectives:**
 - To identify the agencies and organizations that provide pre-arrival services in the western Canadian provinces
 - To specify the pre-arrival services available in western Canada
 - To understand the practices of pre-arrival service deliveries in the western provinces

OUTLINE



- Pre-arrival immigrant services in the Canadian context
- Various forms of pre-arrival services provided in the western provinces
- Arrangements for delivering pre-arrival services
- Agencies providing pre-arrival services in western provinces
- Partnership and collaboration for pre-arrival services delivery across the western provinces

PRE-ARRIVAL IMMIGRANT SERVICES IN THE CANADIAN CONTEXT



Contextualizing pre-arrival services for Canadian immigrants

- Canada – a country of immigrants
- Canada welcomes hundreds of thousands of immigrants every year
- Immigration is vital for Canada’s population growth and economic prosperity
- Settlement and integration experiences of immigrants are not uniform
- Pre-arrival services are emphasized in recent years as a means to seamless economic and social integration of immigrants to Canada

PRE-ARRIVAL IMMIGRANT SERVICES IN THE CANADIAN CONTEXT (CONT.)



What do pre-arrival immigrant services mean?

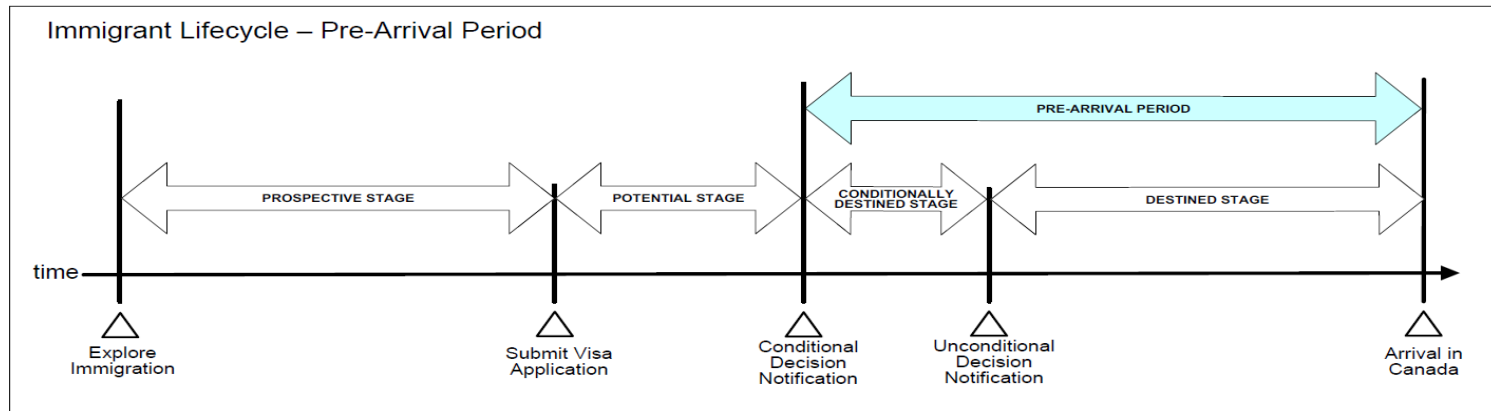
- Services that are provided to immigrants before departure for Canada
- Immigrants are informed and educated about Canadian life and society and the skills they need to integrate into the Canadian labour force when they are still in their country of origins
- Immigrants are offered opportunities to arrive more prepared

PRE-ARRIVAL IMMIGRANT SERVICES IN THE CANADIAN CONTEXT (CONT.)



Targets of pre-arrival services

- Generally, immigrants who are at the final stages of immigration process, in the pre-arrival period



(Chartwell Inc. & CREHS, 2007)

- Who have been selected to become Permanent Residents to Canada by IRCC
- Individual services may target specific immigrants (based on language skills, occupational background and interest, or intended location of settlement)

PRE-ARRIVAL IMMIGRANT SERVICES IN THE CANADIAN CONTEXT (CONT.)



Needs that pre-arrival services intervene

- Immigrants need to understand the necessities for settlement in Canada or in the intended location of settlement in Canada
- Need to close the preparedness gap by starting key settlement tasks before arriving in Canada.

Perceived usefulness of pre-arrival services

- The more prepared immigrants are during their pre-departure stage, they have better chances of success in integrating upon arrival.

“Pre-arrival services are expected to facilitate faster and more efficient economic and social integration of newcomers to Canada by effectively addressing needs earlier in the integration continuum and improving linkages between pre-arrival and domestic (in-Canada) services.” – IRCC, 2014

“To have the best knowledge on what to expect when they arrive to Canada, has a strong link with the future success of the new immigrants after their arrival. If they have the proper information and realistic expectations they will know what is for them in Canada.”- **Participant 1**

FORMS OF PRE-ARRIVAL SERVICES PROVIDED IN THE WESTERN PROVINCES



1) Information and orientation

- Life and work in Canada, licensing requirement for trades and professions, tailored information based on destination and occupation, right and responsibilities

2) Advice and Guidance

- Tailored/individualized settlement/action planning, counselling

3) Employment Services and Support

- Training job search strategies, resume building and job interview training, training professional communication and workplace culture, resume reviewing, competence assessment, skill gap training, credential assessment, connecting with employers, mentoring job seekers, information about job opportunities

4) Settlement Services and Support

- Providing information about services and resources in destined location: housing, education, healthcare, transportation, banking etc.

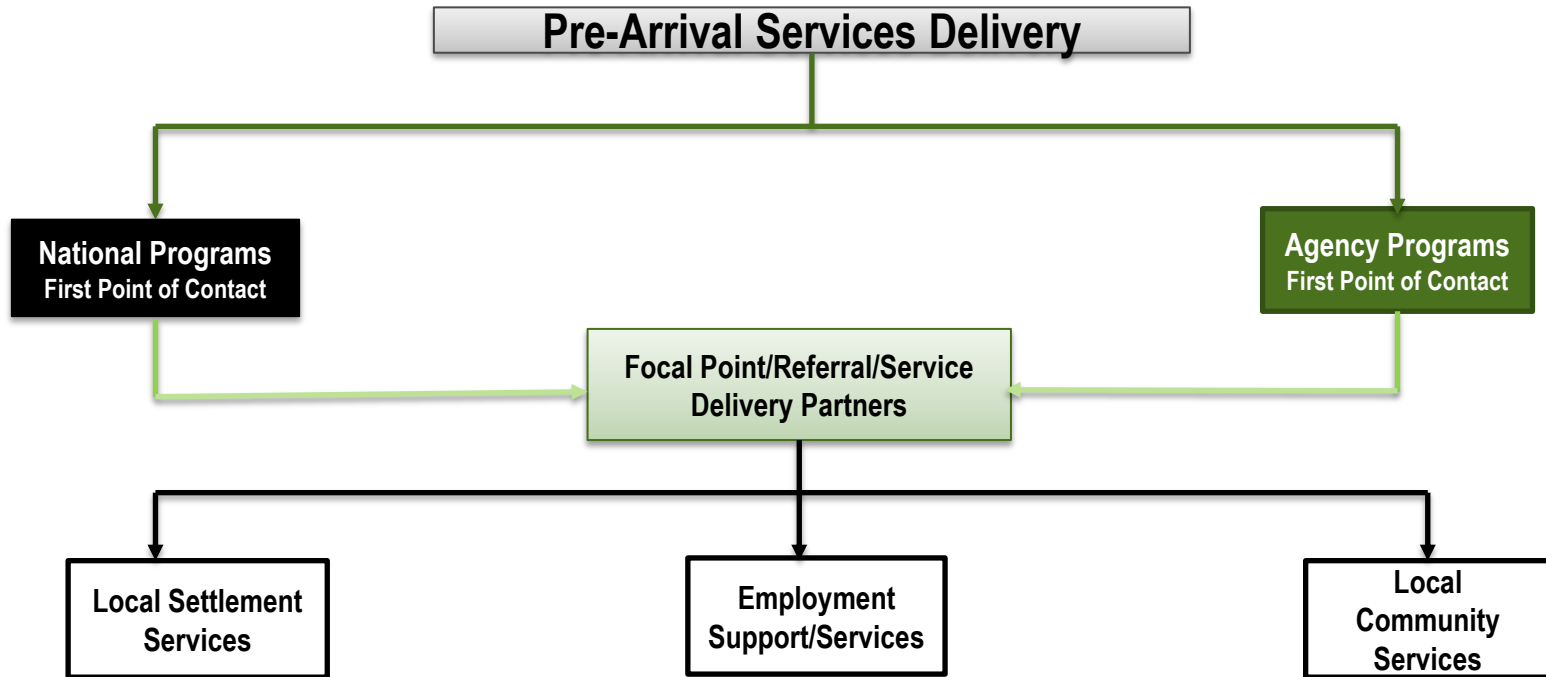
5) Referrals

- Need assessment and referral to local settlement services and community services

6) Community Connections

- Discussion forums, connecting with local community groups

ARRANGEMENTS FOR DELIVERING PRE-ARRIVAL SERVICES



ARRANGEMENTS FOR DELIVERING PRE-ARRIVAL SERVICES (CONT.)



National Programs

- **Canadian Immigration Integration Program (CIIP)**
 - An overseas pre-arrival service of Colleges and Institutes Canada (CICan)

- **Canadian Orientation Abroad (COA)**
 - An overseas pre-arrival service of International Organization for Migration (IOM)

- **Planning for Canada**
 - A national pre-arrival service jointly implemented by CIIP and COA

- **Settlement Online Pre-Arrival (SOPA)**
 - An online Pre-arrival service implanted by Immigrant Services Association of Nova Scotia (ISANS)

- **S.U.C.C.E.S.S.-Active Engagement and Integration Program (AEIP)**
 - A national program implemented by S.U.C.C.E.S.S. , British Columbia.

PRE-ARRIVAL SERVICES IN WESTERN PROVINCES



PRE-ARRIVAL SERVICES IN ALBERTA

- Bow Valley College-Calgary
- Calgary Catholic Immigration Society (CCIS)
- **Calgary Region Immigrant Employment Council (CRIEC)** (SmartPathways)
- Edmonton Mennonite Centre for Newcomers (EMCN)

PRE-ARRIVAL SERVICES IN SASKATCHEWAN

- Newcomer Information Centre-Regina
- Regina Open Door Society (RODS)

PRE-ARRIVAL SERVICES IN BRITISH COLUMBIA

- **Abbotsford Community Services** (India2Canada)
- **British Columbia Construction Association (BCCA)** - (Integrating Newcomers)
- **British Columbia Institute of Technology** (International Credential Evaluation Services)
- **Immigrant Employment Council of BC Society (IEC-BC)** Facilitating Access to Skilled Trades in British Columbia (FASTBC)
- **S.U.C.C.E.S.S.-AEIP** (Active Engagement and Integration Program) (a national program based in British Columbia)

PRE-ARRIVAL SERVICES IN MANITOBA

- **Altered Minds Inc. -Winnipeg**
- **English Online-Winnipeg**
- **Immigrant Centre-Winnipeg** (Pre-arrival Centre (PAC))
- **Jewish Child and Family Service**
- **Red River College-Winnipeg**
- **University of Manitoba-Winnipeg** (Ready for Manitoba)
- **YMCA-YWCA of Winnipeg**

PARTNERSHIP AND COLLABORATION IN ALBERTA

NATIONAL/AGENCY PROGRAMS

Canadian Immigrant
Integration Program
(CIIP)

Canadian
Orientation Abroad
(COA)

Settlement Online
Pre-Arrival (SOPA)

Active Engagement and
Integration Program
(AEIP)

Planning for Canada

CCIS

AEIP-Referral Partner
Planning for Canada-Focal Point Partner
SOPA-Service partner

Bow Valley College-
Focal Point Partner

EMCN
Focal Point Partner

CRIEC
Referral/Platform
Partner

PARTNERSHIP AND COLLABORATION IN BRITISH COLUMBIA

NATIONAL/AGENCY PROGRAMS

Canadian Immigrant Integration Program (CIIP)

Canadian Orientation Abroad (COA)

Active Engagement and Integration Program (AEIP)

Set Up Pathways to Canada (Multicultural Helping House Society)

India2Canada- Abbotsford Community Services

Integrating Newcomers Program

Implemented by British Columbia Construction Council (BCCA)-
Referral/Platform Partner

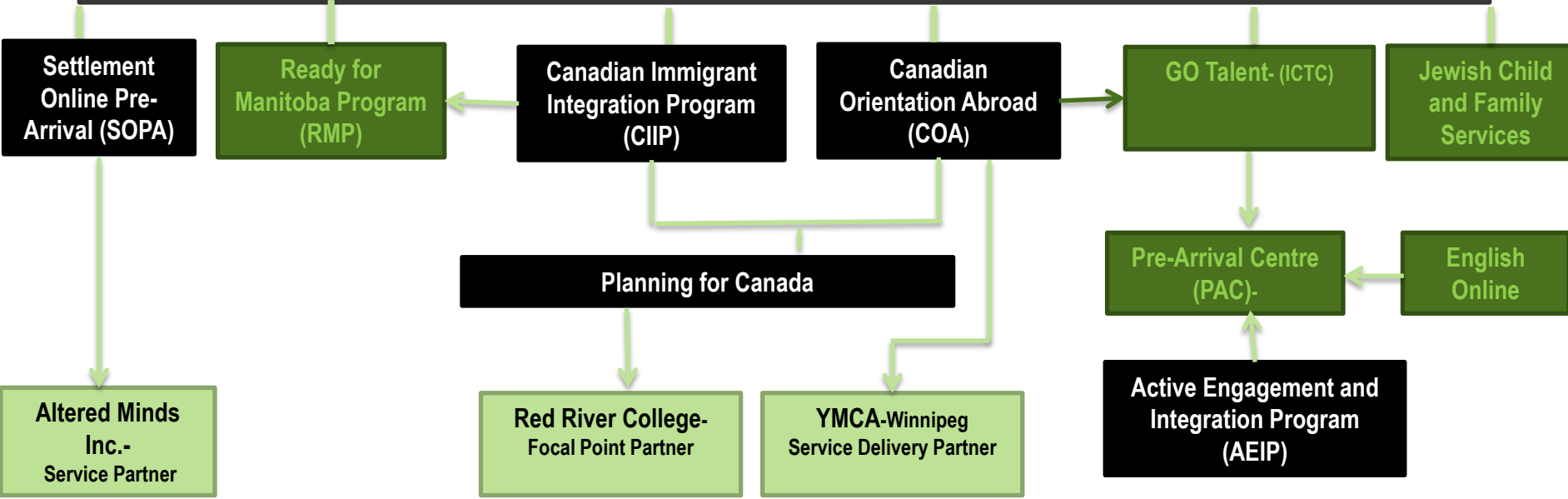
Facilitating Access to Skilled Trades in British Columbia (FASTBC) implemented by Immigrant Employment Council of BC (IEC-BC)-
Referral/Platform Partner

Receives referral for BC-bound immigrants with background and interest in Carpentry, Auto Service Technician, Power Engineering

Receive referral BC-bound immigrants interested in employment in the BC construction industry.

MANITOBA

NATIONAL/AGENCY PROGRAMS



SASKATCHEWAN

NATIONAL/AGENCY PROGRAMS

Settlement Online Pre-Arrival (SOPA)

Canadian Immigrant Integration Program (CIIP)

Active Engagement and Integration Program (AEIP)

Regina Open Door Society (RODS)
Service Partner

Newcomer Information Center
Referral Partner

Provides pre-arrival advice, information and referral for Saskatchewan-bound immigrants referred by SOPA

Provides pre-arrival information and orientation to Saskatoon-bound immigrants referred by CIIP and S.U.C.C.E.S.S.-AEIP

CHALLENGES

1) Challenges with recruiting clients

- Clients are often not interested in pre-arrival services
- Inadequate promotional support from IRCC
- Inadequate onsite support from IRCC officers
- Many clients are not aware of pre-arrival services

2) Challenges with service delivery

- Poor access to internet makes difficult to connect with clients and connect clients with domestic settlement services
- Realistic information sharing is often difficult due to shifting labour market conditions
- Clients often ask for services beyond mandate
- Pre-arrival period is often insufficient for preparation for certain clients
- Clients' (especially GAR) not knowing destination makes referral difficult
- Assessing clients in dangerous and remote locations

CHALLENGES (CONT.)



3) Challenges with resources

- Budget is inadequate to address program needs
- Allocated funding is insufficient compared to demands for services

4) Challenges with partnering

- Different time zones makes communication with partners difficult in home and abroad
- Federal government's reluctance to release information about pre-arrival service agencies
- Inadequate knowledge of the range of pre-arrival services and delivering agencies

5) Challenges programing arrangements

- Often there are multiple pre-arrival services in the same overseas locations that confuses the clients

6) Organizational Challenges

- Hiring qualified local staff for overseas offices
- Keeping up-to-date information and translating into multiple languages

CONCLUDING REMARKS

THANK YOU