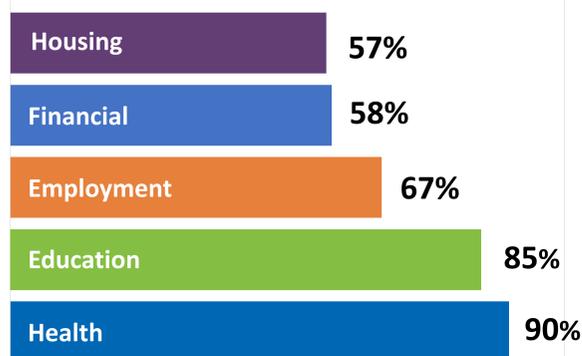


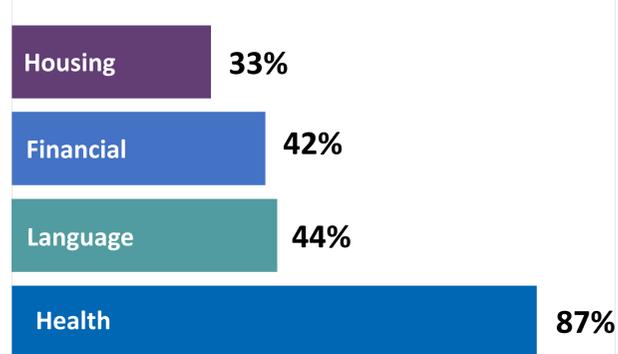
Reported Access to Services

Respondents' awareness of services



Survey respondents are **most aware of health and education services**, but have comparatively low awareness of employment, financial, and housing services.

Respondents' use of services



Health, education and settlement services are the most accessed among respondents who were aware of them. The least used services included employment, language training, financial, and housing services.

Respondents' ratings of usefulness of services



Respondents who accessed services reported **high levels of satisfaction** with most services, and especially with **health, settlement, and social services**. These are often the first point of contact and provide an initial feeling of connection in a community.

Barriers to Accessing Services



- **Health Services:** Barriers reported include lack of transportation, trouble accessing a doctor due to language barriers, and difficulty understanding the waitlist and referral process.
- **Settlement and Language Training Services:** Eligibility criteria may prevent certain groups of immigrants (e.g. citizens, visitors, and international students) from accessing free settlement services and language training.
- **Housing and Employment Services:** Lack of awareness seem to be a key factor in the low uptake of housing and employment services.

Recommendations Include

- Improve promotion and communication about **housing assistance resources**, including specific strategies to reach immigrant communities.
- Consider innovative approaches to **increasing access to transportation** in rural areas such as community car shares or ride-sharing programs.
- Target the promotion of **employment support services** to immigrant communities.



Data drawn from a survey of 218 immigrants living in Guelph and Wellington (August-October 2016).

For more information, access the full 2016 Guelph Wellington Immigrant Survey Report at www.guelphwellingtonlip.ca

Alternate accessible formats available upon request at 519-822-1260.