Refugee Settlement in Guelph-Wellington

Key Recommendations
• Shared community vision about refugee inclusion
• Develop clear communication about the settlement process and access points
• Increase access and awareness of medical and other interpretation services
• More robust training and supports for sponsors
• Increased access to English language training in partnership with community organizations and employers
• Enhanced mental health supports

Positive Findings
• Settlement services were highly valued and informative
• Exceptionally positive feedback on sponsor and volunteer support
• High level of satisfaction with ESL and LINC services
• Welcome to ‘Guelph’ bus pass is universally popular
• Medical care well regarded, once accepted as patients
• Widespread satisfaction with education and social services
• Danby settlement program well received by participants

Areas for Improvement
• Flexibility of language instruction delivery
• Access to meaningful employment commensurate with skills and education
• Access to adequate, affordable and suitable housing
• Service and supports to ease grief, trauma and isolation
• Access to translation services
• Coordination of settlement supports and services
• Improved real-time, reliable, local data on refugees
• Stronger wraparound supports for middle and high school students

Countries of origin of participants
- Syria (14)
- Bhutan (5)
- Eritrea (8)
- Mexico (2)
- Nepal (1)
- Palestine (2)
- South Sudan (2)
- Iraq (2)