

Refugee Settlement in Guelph-Wellington



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



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

Countries of origin of participants

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

