



Immigration, Refugees

Funded by

Immigration, Réfugiés et Citoyenneté Canada

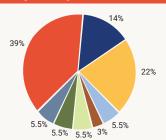
## **Positive Findings**

- 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



## **Countries of origin of participants**

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





## **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