Refugee Continuum of Care in Alberta

Map of Services in Edmonton



The following map outlines the key phases for refugee* movement and resettlement in the municipal continuum of care. For detailed program and service listings at each agency, organization or institution please consult the websites linked below. Additional information on the resettlement process and service providers is available in the accompanying glossary.

Welcome to Edmonton!

Reception

- Arrival and Welcoming
- Assistance with Immigration Process
- Distribution of Winter Clothing
- Transport to Temporary Accommodation
- Language Training (i.e. LINC)
- Public and Catholic School Boards
- Mainstream Agencies

Services Program

ntegrated

Language

- Needs Assessment
- Translation and Interpretation Services
 - Information and Orientation Sessions
- **Employment Readiness**
- Community Connections
- Referral to Internal and External Services

Temporary accommodation in Catholic Reception Facilities Social Services Reception House or

- Welcome and Orientation: Accommodation, Food, Emergency/Safety
- Incidental allowances
- Household item distribution

Language assessment centres test language level using the Canadian Assessment Language Benchmarks and some can provide referral information about programs

- Language Assessment, Referral, and Counselling Centre (LARCC)
- Language and Vocational Assessment (LVA) Program

Foreign Qualification Recognition

Needs Assessment

- Meeting with Resettlement Assistance Program Counsellor
- Initial Needs Assessment
- 6 Week Follow-up Evaluation
- 10 Month Follow-up Evaluation and End of Assistance
- Enhanced Life Skills Support

Foundational Services

- Obtaining Mandatory Documentation
- Support with form filling: Provincial Health Coverage (AHC), Canada Child Tax Benefit, GST, Social Insurance Number, Banking, etc.
- Finalization of Landing and Application for Permanent Residence
- Immigration, Refugees and Citizenship Canada (IRCC) Orientation which includes Income Support Cheque and activation of Interim Federal Health
- · Group and Individual Orientation and Information on Life in Canada (in first language)
- Language Assessment
- School Registration
- Supportive Counselling

Housing

• Secure Permanent Accommodation and Neighbourhood Transition

Services

Support

Basic household and furniture package provided

- Primary Health Care Screening through New Canadians' Clinic
- Access to health services such as immunizations and physicians appointments & Introduction to mental health and well-being

Settlement Services Core (

Information and Orientation Needs Assessment

- Outreach
- Settlement Planning
- Skills Training
- ISP Services

Settlement Language Training

- Bridging to Employment
- Bridging to Education
- Career Planning
- Labour Market Knowledge
- Essential Skills Training Technical Skills Training
- **Employment**
 - Job Search and Job Training
 - Job Retention
 - Self-Employment

- Outreach
 - Newcomer Information
 - Orientation to Public Services
 - Connections to Community
 - Bridging to Public Services
 - Capacity Building for Public Services and Structures
 - Civic Engagement
 - Community Partnerships for Local Planning and Coordination

Childcare

- Transportation
- Crisis Counselling
- Provisions for Disabilities

AHC ASSIST CAÉ Changing Together **EISA**

EMCN

ICWA

ASSIST Changing Together **EISA** EMCN **ICWA**

Directory of ESL Programs Directory of LINC Programs **ASSIST** CSS CAÉ

Language

Changing Together

EISA EMCN

Edmonton Region Immigrant Employment Council

Local Immigration Partnership (LIP)

Alberta Health Services (in Arabic) City of Edmonton **Edmonton Catholic School District** Edmonton Newcomer's Guide Edmonton Public Library Edmonton Public Schools

Multicultural Health Brokers Co-op Service Canada

Canadian Red Cross Society **Edmonton Transit Service** Special Needs Resources The Support Network YMCA of Northern Alberta

Initial Reception Day - 6 Weeks

5 Weeks - 18 Months



Refugee System of Care in Alberta

Glossary

Terms

Government Assisted Refugees (GARs) are Convention Refugees Abroad whose initial resettlement in Canada is entirely supported by the Government of Canada or Quebec. This support is delivered by Immigration, Refugees and Citizenship Canada (IRCC) supported non-governmental agencies such as CCIS, CSS, SAAMIS Immigration Services Association, and Lethbridge Family Services-Immigrant Services. Support can last up to one year from the date of arrival in Canada, or until the refugee is able to support himself or herself, whichever happens first. This support may include: accommodation, clothing, food, employment, and other resettlement assistance.

Integrated Services Program (ISP) is a partnership between Immigration, Refugees and Citizenship Canada (IRCC), and Alberta Employment and Immigration to support community-based programs and services that assist newcomers to settle and integrate in Alberta. ISP coordinates the funding and accountability processes for contracted, community-based, and non-profit organizations to provide services and activities that increase newcomers' ability to access information, services and resources, and enhance their labour market participation and economic independence. ISP programs are available to government-assisted refugees and privately-sponsored refugees.

Local Immigration Partnership (LIP) is the mechanism by which the federal government supports the development of community-based partnerships and planning around the needs of newcomers. LIPs engage various stakeholders such as employers, school boards, health centres, professional associations, ethno-cultural organizations, and the community and social sectors in locally-driven strategic planning

A Needs Assessment forms part of a systematic process to determine and address the needs or gaps between a client's current conditions and the desired conditions or outcomes in the settlement service continuum of care.

Privately Sponsored Refugees (PSRs) are refugees and persons that meet the definition of one of the refugee classes: the Convention Refugee Abroad Class and/or the Country of Asylum Class as defined by Canada's *Immigration and Refugee Protection Act*. Through the Private Sponsorship of Refugees Program, Canadian citizens and permanent residents help settle PSRs from abroad in Canada. In most cases, PSRs receive financial help from their sponsor, not the government. PSRs are eligible to access the same settlement support services as other permanent residents.

Resettlement Assistance Program (RAP) is provided by the Government of Canada to Convention Refugees Abroad and, in some instances, to members of the Country of Asylum Class who have been identified as refugees with special needs and who have been admitted to Canada as government-assisted refugees (GARs). Refugees who claim refugee protection from inside Canada are not eligible for this program. These funds are used to help pay for: meeting the refugee at the airport or port of entry, temporary accommodation, help in finding permanent accommodation, basic household items, and general orientation to life in Canada. This money is also used to give the refugee income support for up to one year or until that person becomes self-sufficient, whichever comes first.

Service Areas

Information and Orientation as well as client Needs Assessment are common offerings within each service area.

Core Settlement Services provide information and support to address general settlement needs outside of language training and employment needs (i.e. basic needs, knowledge and skills for life in Canada and access to community resources). Examples of programs include: in school settlement, mentorship, computer services, health orientation, parenting and family support, children's resettlement program, citizenship preparation, senior's programs, volunteer development, legal assistance, youth development academic tutoring, summer and after school programs.

Language Services provide language and literacy assessment and training in official languages for settlement, education, and employment purposes. Examples of programs include: ESL Programs, Language Instruction for Newcomers to Canada (LINC), Learning support services, conversation cafes, and home instruction.

Employment Services provide information and support to newcomers to acquire knowledge, skills, and connections to the Canadian work environment. Examples of programs include: mentorship, bridging, CORE skills, upgrading and certification, employer hubs and forums, low literacy modular employment, office administration program, sharing circles and food industry projects.

Community Connections Services are aimed at building social capital for newcomers, facilitating connections between newcomers and public services and structures, and contribute to strengthening municipalities as welcoming communities for newcomers. Initiatives such as LIPs are included within this stream.



Service Providers and AAISA Members

BROOKS

SPEC Association 403.362.5056 www.spec.ab.ca

CALGARY

Calgary Catholic Immigration Society (CCIS) 403.262.2006 www.ccisab.ca

Jewish Family Service Calgary (JFSC) 403.287.3510 www.jfsc.org

Centre Accueil Nouveaux Arrivants Francophones (CANAF) 403.532.6334 www.canaf-calgary.ca

Calgary Immigrant Educational Society (CIES) 403.235.3666 www.immigrant-education.ca

Centre for Newcomers (CFN) 403.569.3325 www.centrefornewcomers.ca

Immigrant Services Calgary (ISC) 403.265.1120 www.immigrantservicescalgary.ca

Calgary Immigrant Women's Association (CIWA) 403.263.4414 www.ciwa-online.com

Calgary Bridge Foundation for Youth (CBFY) 403.230.7745 www.cbfy.ca

Alberta Integration Centre (AIC) 403.909.9557 www.albertaintegrationcentre.ca

LETHBRIDGE

Lethbridge Family Services – Immigrant Services (LFS) 403.320.1589 www.lfsfamily.ca

MEDICINE HAT

Saamis Immigration Services Association 403.504.1188 www.saamisimmigration.ca

RED DEER

Catholic Social Services (CSS) - Red Deer 403.346.8818 www.catholicsocialservices.ab.ca

Central Alberta Refugee Effort (C.A.R.E.) Committee 403.346.8818 www.immigrant-centre.ca

Central Alberta Immigrant Women's Association (CAIWA) 403.341.3553 www.caiwa.ca

EDMONTON

Edmonton Immigrant Services Association (EISA) 780.474.8445 www.eisa-edmonton.org

Catholic Social Services (CSS) 780.424.3545 www.catholicsocialservices.ab.ca

ASSIST Community Services Centre (ASSIST) 780.429.3111

Edmonton Mennonite Centre for Newcomers (EMCN) 780.424.7709 www.emcn.ab.ca

Changing Together: A Centre for Immigrant Women 780.421.0175 www.changingtogether.com

Centre d'accueil et d'établissement du nord de l'Alberta (CAÉ) 780.669.6004 www.lecae.ca

Indo Canadian Women's Association (ICWA) 780.490.0477 www.icwaedmonton.org

Action for Healthy Community (AHC) 780.944.4687 www.a4hc.ca

FORT MCMURRAY

YMCA of Wood Buffalo – Immigrant Settlement Services 780.743.2970 www.ymca.woodbuffalo.org

ACFA Regionale de Wood Buffalo 780.791.7700 www.acfa.ab.ca