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## An Environmental Scan of Settlement Services for the Integration of Refugee Youth in Southwestern Ontario

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A thesis submitted in partial fulfillment of the requirements for the Master of Science degree in Health and Rehabilitation Sciences

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## **Abstract**

This environmental scan presents an overview of the settlement services and programs provided to refugee youth in Ontario for their integration and well-being. The settlement experiences of refugee youth, their needs and challenges, represent a burgeoning aspect of refugee integration studies. However, little attention has been paid to available settlement services within refugee integration studies. Since the facilitators and barriers pertaining to the integration of refugee youth are relatively well-documented, this environmental scan gathers and interprets information on the range of available settlement services and programs in respect to the indicators of integration for refugee youth in the cities of Toronto, Ottawa, London, and Hamilton, Ontario. Their needs were categorized into four key indicators of integration—education, employment, social context, and health and wellness—and then these indicators were used to analyze the available settlement services. Key findings revealed that the most common programs were settlement information and referrals as well as counselling and support programs, whereas LGBTQ+ programs were the least common. Furthermore, the need for more disaggregate data on this demographic was a challenge encountered during the scan. The significance of this environmental scan and its implications for future research, including practice and policy, are also discussed.

**Keywords:** Refugee youth, (re)settlement services and programs, integration, newcomer.

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## Table of Contents

<b>Abstract</b> .....	<b>i</b>
<b>Acknowledgement</b> .....	<b>ii</b>
<b>Table of Contents</b> .....	<b>iii</b>
<b>List of Tables</b> .....	<b>vi</b>
<b>List of Abbreviation</b> .....	<b>vii</b>
<b>Chapter 1: Introduction and Background</b> .....	<b>1</b>
Brief History of Settlement Services .....	2
Settlement Services.....	4
Settlement of Refugee Youth in Canada.....	5
Thesis Outline .....	7
<b>Chapter 2: Exploring Integration and Resilience in Refugee Youth—A Scoping Review</b> .....	<b>9</b>
Purpose of the Scoping Review .....	10
Methods.....	10
Identifying the research question. ....	10
Inclusion and exclusion criteria. ....	11
Study selection. ....	12
Charting the data.....	13
Collating, summarizing and reporting the results. ....	13
Key Findings.....	14
Health status and wellness. ....	14
Mental health (disorders) and behavioural issues. ....	14
Experiences of trauma.....	15
Experiences specifically relevant to separated and unaccompanied refugee youth. ....	16
Role of educational factors. ....	17
Role of education as a protective factor (facilitator).....	17
Education as a barrier to integration .....	18
Youth resilience in navigating education system.....	19
Social context of integration. ....	20
Place-making and religion. ....	20
Social-ecological perspective on resilience .....	21
Theoretical frameworks and refugee youth integration. ....	22
The ecological approach theory. ....	23
Conservation of resources (COR).....	23
Discussion .....	24
Study Limitations.....	25
Future Implications: Research, Policymaking and Resettlement Service Delivery.....	25
<b>Chapter 3: Methodology</b> .....	<b>27</b>
Environmental Scan Question and Justification .....	27
Method .....	29
The study area. ....	30
Study sample.....	31
Study sample collection. ....	33
Study sample analysis and interpretation.....	34

Quality criteria.....	35
Ethics.....	36
<b>Chapter 4: The Landscape of Settlement Services and Programs for Refugee Youth in Southwestern Ontario .....</b>	<b>37</b>
An Overview of Services and Programs.....	37
Educational aspects.....	41
Employment aspects.....	45
Sociocultural aspects.....	48
Housing.....	51
Health and wellness aspects.....	53
Discussion.....	58
Limitations.....	64
Conclusion.....	65
<b>Chapter 5: Final Considerations and Implications for Future Research, Practice and Policymaking.....</b>	<b>66</b>
Implications for Future Research, Service Delivery and Policymaking.....	66
Research.....	67
Government.....	68
Settlement services.....	69
Personal Implications.....	71
Final Considerations.....	71
<b>References.....</b>	<b>73</b>
<b>Appendix A.....</b>	<b>98</b>
<b>Appendix B.....</b>	<b>102</b>
<b>Appendix C.....</b>	<b>130</b>
<b>Appendix D.....</b>	<b>140</b>
<b>Appendix E.....</b>	<b>149</b>
<b>Curriculum Vitae.....</b>	<b>159</b>

## List of Figures

Figure 1: Flow diagram of literature search and selection of studies.....	13
Figure 2: Settlement service clients in the cities of Toronto, Ottawa, London and Hamilton, ON (CIC, 2017).....	41
Figure 3: Immigration streams of francophone immigrants to Ontario 2011- 2012 (Barber, 2014).....	45
Figure 4 . Distribution of settlement services offered at various locations in the city of Toronto (Ontario. Ministry of Citizenship and Immigration, 2017a).....	55
Figure 5. Distribution of settlement services offered at various locations in the city of Ottawa (Ontario. Ministry of Citizenship and Immigration, 2017a).....	56
Figure 6. Distribution of settlement services offered at various locations in the city of London (Ontario. Ministry of Citizenship and Immigration, 2017a).....	56
Figure 7. Distribution of settlement services offered at various locations in the city of Hamilton (Ontario. Ministry of Citizenship and Immigration, 2017a).....	57
Figure 8. Distribution of settlement services in the cities of Toronto, Ottawa, London Hamilton (Ontario. Ministry of Citizenship and Immigration, 2017a).....	57
Figure 9. Map of settlement services in the city of Toronto (Google Maps, 2018).....	62
Figure 10. Map of settlement services in the city of Ottawa. (Google Maps, 2018).....	62
Figure 11. Map of settlement services in the city of London. (Google Maps, 2018).....	63
Figure 12. Map of settlement services in the city of Hamilton. (Google Maps, 2018).....	63

## List of Tables

Table 1 .....	40
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## **List of Abbreviation**

BSR	Blended-Sponsorship Refugee
CCR	Canadian Council for Refugees
CHMC	Canada Mortgage and Housing Corporation
CSS	Client Support Services
G5	Group of Five
GAR	Government Assisted Refugee
IFH	Interim Federal Health
IMDB	Longitudinal Immigration Database
IOM	International Organization for Migration
IRPA	Immigration and Refugee Protection Act
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Intersex, and Queer/Questioning
NGO	Non-Governmental Organization
PSR	Privately Sponsored Refugee
RAP	Resettlement Assistance Program
RSTP	Refugee Sponsorship Training Program
SPO	Service Provider Organization
SRP	Student Refugee Program
UNHCR	United Nations Refugee Agency (United Nations High Commissioner for Refugees)
UNO	United Nations Organization



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

### **Chapter 1: Introduction and Background**

In 2016, there were 23.5 million refugees worldwide and 51% of the world's refugees were under 18 years of age (United Nations High Commission for Refugees [UNHCR] & Global Partnership for Education, 2016). According to the Government of Canada, just over 32,000 refugees became permanent residents in Canada in 2015 (Citizenship and Immigration Canada [CIC], 2016a). The UNHCR reports that refugee youth aged 15 to 24 comprise approximately 35% of the total refugee population (UNHCR, 2016). According to the 1951 United Nations Refugee Convention, a refugee is someone who has been forced to flee his or her country “owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, [or] membership of a particular social group or political opinion” (UNHCR, n.d., p. 6). Most likely, a refugee cannot return home or is afraid to do so (UNHCR, n.d.).

Refugee youth try to navigate resettlement during their migration trajectory and overcome challenges in resourceful and creative ways in the new country (Marshall, Butler, Roche, Cumming & Taknint, 2016). This includes seeking help from friends and/or relying on family connectedness (Shakya, Khanlou & Gonsalves, 2010). Previous studies have explored the intersection of the agency of refugee youth and contextual structures of resettlement with very little attention paid to the latter. Countless studies have been done on the needs, challenges or agency of refugee youth (Bajwa et al., 2017; Shakya et al., 2014; Silove, 2013; Simich, 2010). However, there is limited scholarship on settlement programs and services to support their integration into their new country and well-being. Prior research has shown that negative settlement experiences and challenges pertaining to integration are more difficult for youth in comparison to adults (Bajwa et al., 2017). The settlement service sector can address stress related to family,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

school and employment that impacts integration and the overall well-being of these youth (Canadian Council of Refugees [CCR], 2000; Hyndman, D'Addario & Stevens, 2014). Considering the increasing number of refugee youth that have been arriving in Canada and the knowledge gap of resources that can be assisting them, a thorough study of the resources available for these youth in Ontario, Canada is warranted. Therefore, this study seeks to gain a deeper understanding of the current services and programs that are available to help this population integrate into their new country.

According to Choo (2001) and Graham, Evitts, and Thomas-MacLean (2008) an environmental scan is a method for evaluating, collecting and translating information about external influences, such as political, social, regulatory or economic contexts, into useful plans and decisions for the population studied. Moreover, environmental scans are used to evaluate the nature of programs and policies in response to possible pitfalls and opportunities. This minimizes the possibility of failing to keep up with change (Graham et al., 2008), such as new government policies or variations in refugee demographics. Therefore, this environmental scan reviews existing programs and services related to resettled refugee youth integration in Ontario, Canada in light of relevant changes. An environmental scan can contribute to the ongoing policy and program discussion regarding refugee youth settlement and integration.

### **Brief History of Settlement Services**

In order to guarantee the rights of all the individuals worldwide, the United Nations (UN) General Assembly adopted the Universal Declaration of Human Rights on December 10, 1948 (UN General Assembly, 1948). Following this declaration, the organization established the 1951 United Nations Convention on the Status of Refugees, which outlines the rights of refugees and the legal obligation to protect them (UN General

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Assembly, 1951). For the integration process of refugees into their new country, the UNHCR (2011) proposed a durable plan to assist them in re-building their lives that involves voluntary repatriation, local integration and third-country resettlement (UNHCR, Resettlement Handbook, 2011). The third aspect of the plan offered by the UNHCR, third-country resettlement, is a process whereby refugees are transferred from the first country of asylum to the host country. The host country then offers them permanent residence along with access to rights comparable to the nationals of that country. Settlement services can be a key source of support in the process of integration in the new country (CCR, 2000; Hyndman et al., 2014). The successful resettlement of refugee youth is often influenced by pre-migration, migration and post-migration factors (Wilkinson, 2001). In the post-migration stage, successful resettlement is based on factors such as social and economic support provided by the community, including settlement support from the government for their integration (Ontario Council of Agencies Serving Immigrants [OCASI], 2012). This scan examines the settlement support provided in the third country of resettlement for the integration and well-being of these youth.

Under the UNHCR's Multilateral Framework of Understandings on Resettlement, Canada agreed to provide support for the integration of resettled refugees (Pressé & Thompson, 2008). Settlement services have been assisting refugees for 50 or more years in Canada and programs, such as the Immigration Settlement and Adaptation Program (ISAP) or LINC (Language Instructions for Newcomers in Canada), were implemented by the federal government to help newcomers with settlement (Mulholland & Biles, 2004). In a similar effort, the Canadian government made the Host Program permanent to provide better assistance to newcomers (CIC, 2009). In the Host Program, newly arrived permanent residents are matched with Canadian volunteers for assistance with social,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

educational, employment and commercial activities. This program has yielded positive outcomes and significantly met newcomer needs and expectations (CIC, 2009; CIC, 2012) such as providing social support, friendship, expanding social networks, improved access to services, improved communication skills, increased self-confidence and understanding of other cultures (CIC, 2004).

### **Settlement Services**

Settlement services for immigrants and refugees include services such as orientation, translation, interpretation, language training, job search and information, as well as other community and medical services to help (re)settlement in Canada (CIC, 2016b; Mulholland & Biles, 2004; Ontario. Ministry of Citizenship and Immigration, 2017a). The common goal articulated in the settlement programs is to assist refugee youth to achieve education and participate in the economy and society of the new country (OCASI, 2012). In this sense, settlement is not limited to meeting immediate needs of this newcomer population but is a long-term process of integration instead. Settlement programs are a set of structured services to help newcomers develop the skills and knowledge needed to participate in a new society, however, the goal of both the settlement services and settlement programs is to assist newcomers with their settlement and integration into the wider Canadian community (CCR, 1998).

Settlement is a continuous process that involves adjustment, adaptation and integration (Shields, Drolet, & Venezuela, 2016). While adjustment involves getting familiar with a new culture and environment, adaptation is managing the new situation. Integration, the final stage of settlement, involves participating in and contributing to every part of Canadian life, such as economic, political, social and cultural aspects (Shields et al., 2016). According to the current literature, it is difficult to determine the

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

success of refugee integration, however, integration is often considered a marker of refugee success (Presse & Thompson, 2008). The UNHCR (2002) defines integration as “a mutual, dynamic, multifaceted and an on-going process” (p. 12). For refugees, the process of integration requires a willingness to adapt to the lifestyle of the host country without losing their identity (UNHCR, 2002). Additionally, communities and public institutions being responsive to the diverse needs of refugee youth plays an important part in integration (UNHCR, 2002).

According to Schmidt (2007) there are four modes of integration: transnationalism, assimilation, pluralist integration and segregation. Canada’s settlement policy is influenced by the pluralist integration mode, which means the newcomer adopting Canadian values and cultures while also maintaining their own. It also involves all formal programs and policies to help immigrants and refugees. Formal programs are programs and services offering language training, orientation, information on education, health, culture, social and employment support (Shields et al., 2016). Federal, provincial and local government work in partnership with community-based settlement services. The framework of the settlement services in Canada is founded on the core values identified in the Best Settlement Practices, 1998 document, which includes information sharing, evaluation and planning in the settlement service field (CCR, 1998).

### **Settlement of Refugee Youth in Canada**

Canada welcomed 75,830 refugees between January 2015 and August 2018, with 37,270 being government-assisted refugees (GARs), 35,090 being privately sponsored refugees (PSRs) and 3,470 being blended-sponsorship refugees (BSRs) (CIC, 2018). The UNHCR identifies refugees for resettlement based on the Immigration and Refugee Protection Act (IRPA). The IRPA, the primary federal legislation regulating immigration

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

to Canada, was introduced in 2002 to replace the Immigration Act, 1976 (Citizenship and Immigration Canada, 2002). This act brought a shift in policy that placed a greater emphasis on selecting GARs based on their protection needs rather than on their ability to establish in Canada.

Settlement process can be viewed as a continuum moving from initial stage, to intermediate stage, and to the final stage (Richmond and Shields, 2005). In the initial stage of the resettlement process, the GARs are supported by the Government of Canada under the Resettlement Assistance Program (RAP), which runs for four to six weeks whereas PSRs are assisted by private donors and are not eligible for this program (Richmond & Shields, 2005). However, PSRs are eligible for other resettlement programs, assistance that is delivered by non-governmental agencies or local service providers (CICb, 2016; Mulholland & Biles, 2004). Financial assistance is available from the settlement program budget approved by the Treasury Board of Canada and has two main components: income support and a range of immediate essential services (CICb, 2016). However, while income support is provided to the resettled GARs for up to 12 months to establish themselves, it is not provided to the PSRs. The RAP services include meeting the refugee at the airport, finding a temporary place to live, providing basic amenities such as household items and offering referrals for health and legal services as well as financial and basic orientation (CIC, 2015). GARs can also qualify for Interim Federal Health medical coverage (CIC, 2015).

PSRs can be sponsored by Canadian citizens or permanent residents through (1) a sponsorship agreement called Sponsorship Agreement Holder (SAH); (2) a Group of Five (G5) consisting of a temporary group of five or more permanent residents or Canadian citizens that will act as guarantors to sponsor one or several refugees; or (3) Community

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Sponsors (CS) that do not have formal agreements with the Immigrant Refugee and Citizenship Canada. The Blended Visa Office-Referred (BVOR) program was introduced in 2013. In this program, the refugees referred by the UNHCR or other designated referral agencies are selected by potential SAHs or CGs to sponsor and support them. BVOR refugees receive six months of RAP financial support as well as help with other expenses from the sponsors and the rest is covered by private sponsors (CICb, 2016).

The intermediate stage of resettlement involves gaining employment, education and permanent housing, which can eventually lead to the final stage of citizenship (Richmond & Shields, 2005). Given that settlement and resettlement are part of the integration process, the terms will be used interchangeably throughout this paper.

### **Thesis Outline**

Considering the limited scholarship on settlement services offered to youth refugees for their integration and well-being and given the increasing flow of new refugee youth into Canada, the aim of this environmental scan is to improve the knowledge base of the resources such as settlement services and programs that can assist this group. This chapter provides a brief introduction to the migration of refugee youth in Canada and the history of settlement services. Next, chapter two presents a scoping review of the literature on refugee youth integration in the host country. The third chapter informs the conceptual framework of the study by focusing on the methodology, a description of the environmental scan, and justification as to why the review of settlement services is needed. The fourth chapter presents an overview of the services available in four cities in Ontario—Toronto, Ottawa, London and Hamilton—and a discussion and interpretation of their respective settlement programs in relation to indicators of integration for these

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

populations. Lastly, final considerations and further implications of the scan on future research in the field of refugee youth integration constitute the fifth chapter.



## **Chapter 2: Exploring Integration and Resilience in Refugee Youth—A Scoping Review**

According to the United Nations Economic and Social Council [UNESCO], integration is defined as “A gradual process by which new residents become active participants in the economic, social, civic, cultural and spiritual affairs of a new homeland. The process is dynamic, in which values are enriched through a mutual acquaintance, accommodation, and understanding” (Kage, 1962 in CCR, 1998). In this process both migrants (constituting all categories of immigrants such as refugees or voluntary immigrants) and compatriots find an opportunity to contribute to society (Kage, 1962 in CCR, 1998). When opportunities are meaningful and quality resources are provided, the likelihood is that the interactions between the migrants and the compatriots will promote the well-being of refugee youth even under adverse conditions (Earnest, Mansi, Bayati, Earnest & Thompson, 2015). The interactions between individuals and their environments, depending on the opportunities for personal growth that are available and accessible, are reflective of an individual’s resilience (Earnest et al., 2015). Youth are viewed as intrinsically having stronger resilient capacities compared to adults (Shakya et al., 2014). According to Unger (2008), resilience is a series of coping strategies that youth develop in dealing with adversity or significant risks to their well-being.

The existing literature indicates that there is value in understanding people’s capacity for resilience, self-reliance, and positive coping strategies. For example, a resilience-oriented approach in the field of family therapy has been effective in promoting wellness (Walsh, 2012). Hence, studying the resilience of refugee youth during the process of integration will help policymakers and service providers offer appropriate support. Factors affecting the resilience of this population during the process

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

of integration will be identified in the literature, as well as the risk and protective factors that influence the general health status and well-being of refugee youth.

### **Purpose of the Scoping Review**

During the process of resettlement, refugee youth try to navigate in resourceful ways; however, a significant number of refugee youth experience integration difficulties (Shakya et al., 2014; Quirke, 2012). The experiences of this group highlight the issues they face when integrating into the host country. The purpose of this scoping review was to convey current knowledge of the integration processes of refugee youth and examine associated barriers and facilitators so that service providers and policymakers can be informed on how to support their well-being.

### **Methods**

A scoping review can provide a summary of research findings from the existing literature to identify research gaps. This study conducted a scoping review based on the framework developed by Arksey and O'Malley (2005), which consists of five specific stages: (1) identifying the research question(s); (2) inclusion and exclusion criteria; (3) study selection; (4) charting the data; and (5) collating, summarizing and reporting the results.

**Identifying the research question.** The study of the integration process of refugee youth is guided by the following questions:

- 1) What is the research baseline focusing on the experiences of refugee youth upon resettlement?
- 2) What are the facilitators and barriers to the integration of youth refugees?

After identifying the research questions, key online databases such as Scopus, PsycINFO, and PubMed were searched for the review because they are multi-disciplinary

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

search engines that map the key concepts underpinning the research area and the main sources and types of evidence available, especially where an area of study has not been previously reviewed comprehensively (Arksey & O'Malley, 2005). For example, a database such as Scopus was particularly useful because it is a comprehensive database in the field of psychology, law, nursing and social sciences. The search was conducted using the keywords “refugee youth,” “adolescents,” “integration,” “(re)settlement,” and “resilience.”

**Inclusion and exclusion criteria.** Articles and grey literature available online were included in the literature search. Articles retrieved from these searches were exported to a reference management software program (e.g., RefWorks), in which abstracts were evaluated using the following inclusion criteria: (1) population targeted included refugee youth between the ages of 15-24 years. UNESCO (2016) defines “youth” as “persons between the ages of 15 and 24 years, without prejudice to other definitions by member states” (p. 1). All UN statistics on youth are based on this definition, as illustrated by the annual yearbooks of statistics published by the United Nations on demography, education, employment and health (UNESCO, 2016); (2) literature published between 2006-2017. The literature search was limited to this period of published literature to provide a more current picture of factors affecting the scholarly discussion on the integration of refugee youth; (3) published in the English language; (4) papers focusing on arrival and resettlement phases and/or the contribution of newcomers in the host country; and (5) papers and material containing a description of how policies and/or services contributed to the integration process. The relevance of the abstracts and/or full texts of articles retrieved from the literature search were reviewed.

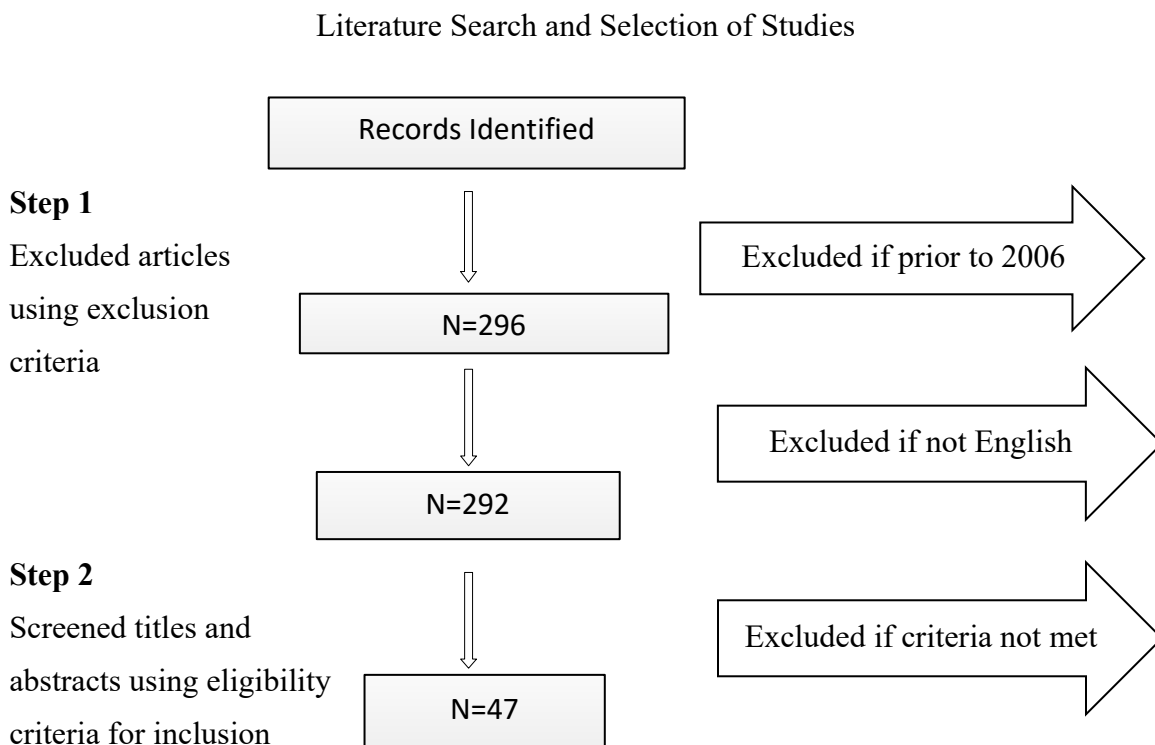
## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

In the review, articles were excluded if they: (1) did not focus on youth; (2) did not conduct analysis and findings based on age; or (3) did not have a significant focus on refugee youth and/or their migration trajectory and relevant contextual factors.

Acknowledging that the interrelatedness between refugees and voluntary immigrants (family or economic class immigrants), studies focusing on immigrants were excluded because of the unique challenges related to refugee status as compared to that of immigrants. Voluntary immigrants (family or economic-class) migrate by choice for reasons such as better job opportunities or joining a family member, whereas refugees are forcibly displaced due to war or conflict. Similarly, studies focusing exclusively on refugee women or men (over 24 years of age) and senior adults were excluded to consider the uniqueness of the context of refugee youth. Finally, due to practical considerations, only sources with full text available online were included, as shown in Appendix A.

**Study selection.** The total search yielded 444 documents. After excluding articles and material published before 2006, a total of 296 documents were included. Of these, four were excluded because they were not written in English. An additional 245 articles were excluded because they did not meet the inclusion criteria. From the remaining 47 articles, each was retrieved; the articles' abstract and full text were reviewed. The search was further supplemented by documents related to immigrant integration, such as mental health or employment documents that added to refugee youth information from sources such as PubMed, psych Info or Canadian policies and Government reports.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES



*Figure 1.* Flow diagram of literature search and selection of studies

**Charting the data.** Data gathered from these studies were charted, sifted and sorted, and then entered into a “data charting form” using a database program (e.g., Microsoft Excel). Data included authors’ names, year of publication, study location, study population, type of study, major findings, and implications for research, practice or policy. Table 1 displays the charted data including the author’s name, publication date, research design, focus of study and location (excluded from the chart are the findings, limitations and implications). A summary table of references is provided in Appendix A citing key concepts of refugee youth integration.

**Collating, summarizing and reporting the results.** Based on the articles and materials included in this scoping review, a thematic analysis (Braun & Clarke, 2006) was performed. Key findings are presented in detail in the next section.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

### **Key Findings**

After selecting, reviewing and analyzing the articles, the following four themes with subthemes emerged: (1) health status and wellness; (2) education; (3) social context of integration, and (4) theoretical frameworks and refugee youth integration.

**Health status and wellness.** Researchers have reported that health is a dynamic process of physical, emotional, social, spiritual and mental well-being (Betancourt, McBain, Newnham & Brennan, 2014; Yohani, 2008). The quality of everyday life is determined by education, peace, food, shelter, income, social justice and equity (CCR, 2006). The harsh circumstances during pre-migratory, migratory and post-migratory periods cause trauma and stress to refugee youth (Marshall et al., 2016; Rousseau et al., 2007). Based on aspects identified in the literature review, the following subthemes were identified: (a) mental health (disorders) and behavioral issues; (b) experiences of trauma; (c) experiences specifically relevant to separated or unaccompanied refugee youth.

***Mental health (disorders) and behavioural issues.*** The World Health Organization's ([WHO], 2014) concept of mental health includes "the promotion of mental well-being, prevention, and treatment of mental illness, as well as the rehabilitation of persons affected by mental illness" (p. 1). Youth who flee their country in fear of persecution or war and immigrate to a new country try to integrate and adapt to the changing circumstances of a new society (Correa-Velez, Gifford, & Barnett, 2010). After the pre-settlement stage, and throughout the legal immigration process, they could face social, cultural and linguistic barriers in a host country (Edge, Newbold, & McKeary, 2014). These conditions put stress on youth and result in an increased risk of developing a range of health problems such as post-traumatic stress disorder (PTSD), as well as emotional and behavioural problems (Betancourt, Salhi, Buka, Leaning, Dunn &

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Earls, 2012; Bronstein & Montgomery, 2011; Derluyn & Broeckaert, 2007; Thommessen, Laghi, Cerrone, Ballocco & Todd, 2013).

In the examined research, it is evident that limited policies exist to support the health of the refugee youth population (Shakya et al., 2014), and the researchers suggest that there is a need for more comprehensive longitudinal research exploring the relationship between resettlement and mental health (Marshall et al., 2016). Stewart (2014) pointed to the need of culturally congruent interventions to address the health and wellness issues that some refugee youth face. Culturally congruent intervention is a process when there is fit between the levels of client and service provider in the context of relevant cultural domains (Stewart, 2014). Furthermore, Stewart (2014) and Stewart, Simich, Shiza, Makumbe and Makwarimba (2012) state that to serve such a multicultural client population, even the rich and detailed ethnographies of single cultural groups are not able to examine shared adaptation experiences across diverse ethnic communities. These researchers, while working with Somali and Sudanese refugees in Canada, tested culturally congruent interventions to meet the support needs of different ethno-culturally distinct groups (Stewart, 2014; Stewart et al., 2012), and concluded that a blanket policy cannot readily inform programs and policies in the healthcare system for a diverse population (Shakya et al., 2010; Stewart, 2014; Stewart et al., 2012).

***Experiences of trauma.*** According to the UNHCR (2014), most refugees, unlike economic immigrants, may have experienced trauma, targeted persecution, violence and armed conflicts. Researchers suggested that refugees who experienced forcible displacement from their home often live without legal status in refugee camps with difficult living conditions and minimal services and rights (Shakya et al., 2014). These experiences can impact mental health, resulting in PTSD, depression and anxiety

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

disorders (De Anstiss & Ziaian, 2009; Shakya et al., 2014). These pre-arrival traumatic experiences often impact the arrival and post-arrival stages. However, refugee youth often found ways to cope with these trauma experiences by receiving support from parents and friends (Sliejpen, Boeije, Kleber, & Mooren, 2016), gaining support and courage from fellow refugees who had gone through similar circumstances, feeling the desire to be happy and forget loneliness (Thommaseen, Corcoran, & Todd, 2015), and relying on family connectedness (Betancourt et al., 2012) to help deal with the stress related to migration. This coping strategy acts as a facilitator in the integration process of refugee youth (Sliejpen, Haagen, Mooren, & Kleber, 2016). Weiten and Lloyd (2009) stated that coping means to invest one's own conscious effort to solve personal and interpersonal problems so as to master, minimize or tolerate stress and conflict.

*Experiences specifically relevant to separated and unaccompanied refugee youth.* The UNHCR (2014) defines a separated child as:

A person who is under the age of eighteen years, unless, under the law applicable to the child, majority is attained earlier and who is separated from both parents and is not being cared for by an adult who law, or custom has the responsibility to do so. (p. 6)

Furthermore, it states that resilient attributes, such as social navigation skills, play an important role in integrating into the new country as seen in the post-migration period of the estimated 360,000 and 900,000 children separated from their parents while fleeing persecution (UNHCR, 2014). The review confirmed that this is a highly vulnerable group of refugees, as they migrated without parents or kin and may have been exposed to traumatic events or war (Bates, Luster, Johnson, Quin, & Rana, 2013). Carlson, Cacciatore and Klime (2012) have used a risk and resilience framework to research



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

unaccompanied refugee minors (URMs). Similarly, Hodes, Jagdev, Chandra and Cunniff, (2008) used a cross-sectional survey to explore risk and resilience in unaccompanied asylum-seeking children and adolescents (UASC) and reported greater traumatic experience in the presence of factors such as low-support living arrangements, female (gender) status and increasing age. Hodes et al. (2008); Guruge and Butt (2015) further stated that depressive symptoms were seen more in females as compared to males (refugee youth) and differed in UASC according to the region of their origin (Hodes et al., 2008).

**Role of educational factors.** Education is a right for all children, yet many are deprived of this privilege (Dryden-Peterson & Giles, 2010; UNHCR, 2006). According to the UNHCR (2007) report, tertiary and vocational education account for only three percent of all the UNHCR's supported education program. The key themes in the literature were education as facilitators and as barriers to integration, as well as youth resilience in navigating the education system (Bajwa et al., 2017; Denov & Marchand, 2014; Shakya et al., 2010). The current literature reflects myriad effects as described in the subthemes below on the integration of refugee youth in the new education system. The subthemes identified on the basis of education serving as a facilitator or barrier to their well-being and integration were: (a) role of education as a protective factor; (b) education as a barrier to integration; and (c) the resilience of refugee youth in navigating the education system.

***Role of education as a protective factor (facilitator).*** Studies by Bajwa et al. (2017), Rana et al. (2011) and Shakya et al. (2010) stated that the educational aspirations of refugee youth strengthened during the post-arrival stage and many considered education as one of their most important responsibilities. According to Bajwa et al.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

(2017), educational aspirations were strong among refugee youth because many either did not have the opportunity to attend school in their home country or had a broken educational system in their war-torn home country or refugee camps. Learning at a Canadian educational institution as compared to their prior educational experience often gave rise to expectations that newly acquired education can lead to good jobs and a better future (Shakya et al., 2010). Therefore, many youth refugees pursue education to enable them to help family and community with their income and knowledge (Denov & Marchand, 2014; Shakya et al., 2010).

In the literature, schools were portrayed as a place of refuge from the chaos of life (Kia-Keating & Ellis, 2007), and could serve as the most accessible socialization and integration context for the use of social and academic programs because they are the primary settlement agency for refugee youth (Kia-Keating & Ellis, 2007; Rossiter et al, 2015). Additionally, cultural and recreational programs should be provided in the school and neighbourhood to introduce leadership training, diverse cultural experience and civic engagement, according to Rossiter et al. (2015). However, there is not enough literature on educational experiences of unaccompanied refugee minors in the integration and resettlement studies (Rana et al., 2011).

***Education as a barrier to integration.*** According to Bajwa et al. (2017) and Shakya et al. (2010), newcomer refugee youth in Canada must navigate their educational journey through numerous post-migration challenges and barriers. Researchers have identified that barriers such as trauma, acculturation stressors (MacBrian, Birman, & Dooley, 2017), lack of information and professional support using online resources (Bajwa et al., 2017), balancing educational goals and responsibilities of family (Shakya et al., 2014), and discrimination in the educational system (Shakya et al., 2010) hinder the

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

integration of refugee youth. Youth often must become interpreters, service navigators, and caretakers for their families as lower official language fluency, a lower level of education, and poor health among parents and other family members increases responsibilities for refugee youth (Shakya et al., 2010). For example, in Canada, parents experiencing unemployment or the presence of only one parent adds to a youth's responsibility, as they must enter the labour market to support the family (Shakya et al., 2010).

Refugee youth face numerous systemic barriers in pursuing their educational goals such as information barriers on how to navigate educational pathways (Bajwa et al., 2017), non-recognition of "foreign" educational credentials, inaccurate academic placement and language and financial barriers, all of which contribute to falling behind in their studies or dropping out (Shakya et al., 2010). Discrimination in school has an adverse impact on their sense of identity and makes school an unsafe and alienating place (Shakya et al., 2010). Other studies have found that experiences of discrimination and unfair treatment from fellow students and teachers are prevalent experiences faced by refugee youth (Denov & Marchand, 2014) and the studies have further discussed the detrimental impacts of discrimination on academic performance, youth identity, and overall well-being (Ellis, Lincoln, Charney, Ford-Paz, Benson & Strunin, 2010; Edge et al., 2014). However, there is little literature on educational experiences and barriers in the resettlement nations in North America as compared to Australia (Shakya et al., 2010).

***Youth resilience in navigating education system.*** In the existing literature, researchers such as Ellis et al. (2010) and Shakya et al. (2010) state that refugee youth use a range of strategies to achieve their educational goals to overcome the barriers and follow upward mobility. Some of the strategies such as seeking help from friends or

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

newcomer support, asking questions from available sources and not hesitating to question the authority about bad decisions represent resilience and tactical capability (Shakya et al., 2010). For example, Shakya et al. (2010) found that newcomer refugee youth are impacted by educational barriers more than voluntary immigrants due to their experiences of trauma, which could hamper their educational aspiration and performance. However, when youth turn to older friends for support, and these older youth, based on their experiences, guide the younger ones regarding education and other matters, this demonstrates the use of resilience and tactical capabilities to solve problems (Shakya et al., 2010). Therefore, the proactive role youth take to support and mentor their friends and siblings helps them overcome hurdles (Shakya et al., 2010). Although the proactive use of resilience has been found to play a significant role for high school refugee youth, little research has been done on the resilience strategies of youth refugees in the university setting (Zeus, 2011).

**Social context of integration.** The literature in this section includes the synthesis of research focusing on religion and place-making that shapes the integration experiences of refugee youth. It also highlights the social perspective on resilience found in the literature. Based on review of the social context of integration, the following themes were identified: (a) place-making and religion; (b) social-ecological perspective on resilience.

**Place-making and religion.** According to Sampson and Gifford (2010), place can be a facilitator or barrier in the integration process depending on the setting and the context. Denov and Akesson (2013) examined how the respondents in the study make “place” a protective factor amidst violence and insecurity to overcome challenges. In their study, separated children developed attachment and connection with a particular place through activities such as engaging with social networks and practicing cultural

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

traditions that connect identity with the place. Therefore, place-making helped them connect with other people and communities, which contributed to feelings of social inclusion, security, and development of identity (Denov & Akesson, 2013).

Similarly, religion can play an important role in guiding refugee youth on how to lead their lives (Sliejpen et al., 2016). Religion works as a facilitator for the acceptance of adversity, a source of continuity, and helps to decrease distraction and increase strength (Sliejpen et al., 2016). The ecological perspective is discussed in the subtheme below.

***Social-ecological perspective on resilience.*** According to Unger (2012), most of the early literature on resilience is focused on the individual factor responsible for change and the environment (family, school, institution, or community). Drawing on Bronfenbrenner's (1979) elements of the mesosystem (interactions between family, school, and community systems), Unger (2012) used an interactional, environmental, and culturally pluralistic perspective to understand how resilience builds on the balance between elements of the mesosystem, resulting in positive growth in sub-optimal conditions. Similarly, a study done by Sliejpen et al. (2016) revealed that the dynamic interactions among various personnel such as family, friends or coworkers and environmental factors can foster resilience in refugee youth.

While focusing on a strengths-based approach, Yohani (2008) developed a hope-focused intervention plan for refugee youth based on the relationship between hope and Bronfenbrenner's (1979) human ecology theory. It showed that interventions including hope and an ecological perspective have a direct and indirect positive effect on the immediate family of refugee youth and community members. Researchers such as Shakya et al. (2014) and Sliejpen et al. (2016) discussed the role of family (one of the environmental factors) as a facilitator or barrier and its contribution towards resilience.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

The literature on the role of the family in the integration of refugee youth includes acculturation and the islands of strengths and resilience in a family (Unger, 2012) to overcome challenges. According to Sabatier and Berry (2008), acculturation is the interaction between two cultural communities resulting in cultural and psychological changes with the families at the core of this process of acculturation and adaptation. Unger (2012) focused on the development of a family resilience framework for clinical intervention and prevention and reported that factors such as a kinship network of older brothers, sisters, grandparents, godparents, uncles, aunts and community resources contribute to a resilience-orientated systems approach to practice.

According to Unger (2012), family and school play important roles in the acculturation of refugee youth, but they can also serve as significant stressors. Tensions over issues of autonomy, dating and cultural identity may arise between refugee youth and their parents, as the youth tend to assimilate into new culture better than their parents (Unger, 2012). Stressors caused by strained family and peer relationships can cause additional social problems, including high rates of school dropout, teenage pregnancy, reduced social capital and substance abuse (Betancourt et al., 2014; Shakya et al., 2014). Blanchet-Cohen, Denov, Fraser and Bilotta (2017) highlight that due to the limited formal support in schools, refugee youth valued the informal support offered by their church, refugee groups, cultural groups and ethnic communities. The cultural practices at school fostered a sense of safety, reduced stress and built trust between teachers, students and peers, all of which led to refugee youth development (Bartlett, Mendelhall, & Gaffar-Kucher, 2017).

**Theoretical frameworks and refugee youth integration.** Among the theoretical frames of reference in the literature regarding the integration and resilience of refugee

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

youth (Betancourt et al., 2014; Yohani, 2008), the ecological approach theory and the conservation of resources theory are discussed in the subthemes below.

***The ecological approach theory.*** Among the studies based on ecological perspectives, the ecological approach theory was used in the literature (Slieipen et al., 2016; Sleijpen, Mooren, Kleber & Boeije, 2017); Yohani, 2008). According to Unger (2012), a social-ecological perspective on resilience focuses on the social and physical environment for personal growth. There are studies on resilience based on Bronfenbrenner's (1979) model and Unger's (2012) social-ecological interpretation that have been conducted in different contexts and cultures (Betancourt et al., 2012; Slieipen, et al., 2016). A holistic approach constituting the micro and meso levels (five environmental systems of Bronfenbrenner's (1979) ecological model framework) of life has been suggested to facilitate the integration of refugees (Sabatier & Berry, 2008). Furthermore, Bronfenbrenner states in his research that the elements of the mesosystem, such as the interaction between school, community and family have to balance to attain positive growth.

***Conservation of resources (COR).*** Based on COR theory, Betancourt et al. (2014) state that individuals navigate life stressors by striving to retain, protect or build resources such as personal characteristics, conditions, objects and energy valued by the individual. These resources mutually influence each other. Hobfoll, Vinokur, Pierce and Lewandowski-Romps (2012) further termed this process of mutual influence as a "resource caravan" (p. 12) and added that the loss of one resource affects another one. For example, loss of status as an educator in a host country affects a migrant's financial state (energy resource) and confidence (personal resource). Furthermore, COR theory resonates well with the multiple losses experienced by refugees, such as loss of identity,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

family ties, culture and the multifaceted impact (Betancourt et al., 2014). For example, loss of identity or a member of the family can cause stressors, which may lead to mental health issues thus adversely affecting the integration and well-being of this population (Marshall et al., 2016).

### **Discussion**

The scoping review identified a range of factors that influence the experience of youth refugees upon resettlement. Key findings pertain to: health status and wellness, the social context of integration, the role of education, family support and resilience. The analysis of the literature shows that the wellness of refugee youth is influenced by social, economic, cultural, individual and family functioning during their migration trajectory. The literature also shows that there has been a shift from a deficit approach to a strength-based approach in studying the refugee youth integration (Yohani, 2008). Similarly, in the literature faith, family ties and hope were highlighted as factors that influence the experience of refugee youth.

As found in the scoping review, refugee youth literature has been guided by few robust theoretically grounded frameworks. Theories have significance as they provide a knowledge base for the researcher and assist in determining both the course of the research and the quality of findings (Finlay & Ballinger, 2006). Theoretical perspectives could add meaning to the knowledge base of the settlement experience of refugee youth by ensuring rigor and guiding the approach undertaken during study. For example, Bronfenbrenner (1979) emphasized the significance of the social context and pointed towards the scientific limitations in the study of human development. His ecological theory has guided the study of refugee youth integration as a lifelong mutual accommodation between this population and their changing environments (Betancourt et



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

al., 2012; Yohani, 2008) during pre-migration, migration and post-migration. As resettlement in a new country is an ongoing and lengthy process that constantly changes, the longitudinal and mixed methods research conducted on refugee youth, as well as a review of the settlement services serving them, will be able to provide some insights into settlement experiences.

This scoping review has shed light on the challenges, needs, and agency of refugee youth that require further resources and study to address their challenges and meet their needs. Gaps in the literature include the limited research to date on settlement services and programs for refugee youth addressing their diverse needs. Therefore, a study on the relevant settlement services and programs that would support this population's agency and needs can assist in the interaction between refugee youth and their environment, thus positively shaping their lives.

### **Study Limitations**

Despite the measures put in place to ensure rigour, limitations of this review may include the restricted range of published data from 2006 to 2017. As well, articles were excluded if written in a language other than English. Only articles related to youth refugees were included; therefore, not all the migrant demographics were assessed, restricting the parameters in which this review was drawn. The challenge of using the grey literature was that most documents were large, and abstracts were unavailable for many of the documents. The documents with abstracts were included in the study.

### **Future Implications: Research, Policymaking and Resettlement Service Delivery**

The existing literature points to family, friends and religion as means to coping with the stress of adjusting to life in a new country. Further research focusing on the engagement of refugee youth with sports as well as social media can contribute to

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

knowledge of their coping mechanisms and integration. Additionally, the perspectives of refugee youth on settlement and resilience would provide new insights into those services that could lead to an effective resettlement experience, as for example, their experiences with settlement services in different integration domains, such as, educational, employment or sociocultural domains. Also, including non-English material in future studies may provide breadth to the knowledge in this area.

The interventions that focused on hope, developed by Yohani (2008), can be used by researchers and practitioners to develop similar ways to enhance hope by creating a connection between children, youth and their environments. This strength-based approach, which includes the positive attributes of the youth refugee population, will help researchers develop intervention-based approaches. That being said, the heterogeneity of immigrants in terms of status and experience challenges the theoretical frameworks governing refugee youth integration. Further research on refugee youth guided by an awareness of this heterogeneity will enhance these frameworks and improve the integration programs.

The resilience and adaptation of refugee youth indicate that they have great potential to contribute to the socioeconomic prosperity of Canada (Shakya, et al., 2014). Betancourt et al. (2014) and Earnest et al. (2015) also emphasized that service providers and community-based mutual assistance organizations can address many of the resource losses that impact refugee families. A study focusing on the resources available for these youth that can address their diverse needs for integration would also be beneficial.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

### **Chapter 3: Methodology**

In order to address the gap found in the scoping review, an environmental scan of the resources available for refugee youth was conducted. This chapter focuses on the methodological approach that guided this study. Beginning with a research question and its justification, the chapter then leads to a discussion of the environmental scan and its use in the study of settlement services for the integration of refugee youth. This is followed by a discussion of the indicators of integration that serve as themes to inform the findings of this study. The methods used, and issues related to the study sample collection, including the research area/site, are then described. This is followed by a statement of the ethical considerations. Next, a description of how the findings were analyzed is provided. During the analytical phase, it was ensured that the appropriate quality criteria were met. Sources utilized in this scan were drawn from provincial and federal government websites in addition to academic publications.

#### **Environmental Scan Question and Justification**

The current literature on refugee youth sheds light on the barriers and facilitators to their integration and well-being on a wide array of factors such as funding, resilience, governance, discrimination, poverty, identity, policy, mental health and inclusion. However, there is limited scholarship on the available resettlement resources in terms of the specific and diverse needs of this population. Considering the influx of refugee youth, their changing demographics, as well as the limited knowledge of responsive and available resettlement programs, an environmental scan is necessary to examine and interpret information about these resources. It is vital to understand the available resettlement programs and services in Ontario that can contribute to the successful integration and well-being of this demographic. Upon resettlement, the knowledge and

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

availability of resources offer this population information with which to achieve successful integration. As such, this scan was guided by the following question: What are the available resources such as resettlement services and programs for the integration of refugee youth in Ontario, Canada?

According to Albright (2004), environmental scans have been used mainly to investigate external factors such as economic shifts, social, political, and technological change as well as internal organizational factors. The knowledge provided by these factors assists in identifying any potential short- and long-term shifts such as political landscape or policies (Graham et al., 2008). Amidst these shifts and contexts, an example of which is limited scholarship on the resources needed to assist the influx of refugee youth, environmental scans help an organization plan for the future, raise awareness of issues, provide evidence to guide an organization's functioning or initiate a new project (Graham et al., 2008). Therefore, this environmental scan is used to gather information and evaluate resettlement services and programs for refugee youth in response to possible pitfalls and opportunities (e.g., shifting sociocultural realities or changing demographics).

Furthermore, it can also provide information to support settlement provider agencies in developing their long-term vision and services to address the needs of this diverse population as required. Given these reasons, an environmental scan was the selected methodology because it allows for the identification of shifts in current political, social and economic contexts. Consequently, the analysis and findings of the environmental scan can provide government officials, health providers and community stakeholders with the opportunity to review their settlement services and programs in response to the identified challenges.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

This scan consists of identifying and summarizing the salient characteristics of the resettlement services that four cities in Southwestern Ontario offers to assist refugee youth to meet their needs along with tables containing information on settlement services and programs. To study the settlement services that facilitate the integration of these youth, the following themes were developed that reflect their ongoing emergent needs: (1) educational aspects; (2) health and wellness aspects; (3) sociocultural aspects, and (4) employment aspects. Aiming to identify the themes, patterns in the data that were relevant, recurring and significant were identified and used to address the integration of refugee youth. Therefore, the process employed reading, re-reading, comprehending contexts, synthesising themes into new patterns, grouping or recontextualizing. These themes have been generally accepted as indicators of refugee integration success across governmental and non-governmental sectors, as well as used in numerous research projects (Ager & Strong, 2008; Canadian Council for Refugees, 2004; Hurlock, McCullagh & Schissel, 2004; Hyndman, 2011; Presse et al., 2008; Shields et al., 2014; Yu, Ouellet & Warmington, 2007).

### **Method**

To the best of the author's knowledge, this is the first scan of its kind that has gathered information on the nature of the programs and services available for refugee youth to assist in their integration into Southwestern Ontario, Canada. In this scan, programs and services for refugee youth in Ontario were critically reviewed by focusing on the following priority areas addressed by resettlement programs: community, health and well-being. The process included: (1) youths' demographics and their corresponding needs and issues; (2) a systematic description of resettlement programs and services; (3) an interpretation and analysis of the programs and services as well as articles based on

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

(re)settlement programs and services for refugee youth integration; and (4) implications for policymakers based on the study addressing successful integration into the Canadian society for youth well-being.

The method outlines the general layout of the scan, the development of the scope and the systematic approach used to find information to include in the environmental scan. Through a librarian-assisted systematic search, numerous searches related to the resettlement services for refugee youth were performed. The search started with well-known provincial or local organizations, databases and websites related to refugee youth resettlement. The preliminary searches led to other internet links and further sources of information, as for example, both broad and ethno-specific organizations were researched online for valuable information on their mandates and programs. The search continued until it was perceived that saturation was achieved, which was ensured by examining the databases in the subject area of settlement services for refugee youth integration, including multidisciplinary databases, such as Scopus. The references in the bibliography, new articles as well as other primary and secondary sources were also explored. Sources relevant to Ontario, Canada (provincial or local links) were selected. Useful national and international references that added to the body of knowledge about Ontario, Canada were also included to contextualize the information. The bulk of the environmental scan consisted of the identification of agencies providing settlement services in the cities of Toronto, Ottawa, Hamilton and London. This scan concludes with a discussion on available services and a tabulated summary of the settlement services described in the scan.

**The study area.** The contents of this environmental scan were collected via online sources to provide an accessible profile of this sector. The information on

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

settlement service provider organizations that was accessible from the internet is included in this scan using the search engine, Google.

The cities of Toronto, Ottawa, Hamilton and London were the focus of the study, as these cities in Ontario receive higher numbers of refugees (CICa, 2016; Garcea, 2016). For example, settlement services are found mainly in the most populated and target areas for newcomer settlement such as the Greater Toronto Area (GTA) or the Greater Vancouver area (GVA), with 38% to 39% of the programs respectively (Jamieson, 2014). Furthermore, of the 1600 Syrian refugees who arrived in Canada since November 2015, approximately 43% arrived in Ontario and 47% of arrivals in Ontario were destined for Toronto. Approximately 20% of all Syrian refugee arrivals to Canada, then, were to Toronto (City of Toronto Resettlement Refugee Program, 2016). Due to high number of refugee arrivals, the research area for this environmental scan was within Ontario, Canada. The cities in Ontario that drew the highest number of refugees were Toronto (16,935); Ottawa (4,300); London (2,880) and Hamilton (2,785) between January 2015 and August 2018 (C1C, 2018).

**Study sample.** For detailed information about settlement services in the cities of Toronto, Ottawa, Hamilton and London, the website Settlement.org offered by the Ontario Council of Agencies Serving Immigrants was particularly helpful. Settlement.org ([www.settlement.org](http://www.settlement.org)) and 211 Ontario ([www.211ontario.ca](http://www.211ontario.ca)) in the selected four cities of Ontario then led to settlement service and agency websites, such as OCASI.org or COSTI.org, which were further browsed for relevant details. Some organizations had satellite offices, for example, LUSO Community Centre has six branches in London. As much as possible, these satellite and head offices were included in the tabulated listings (Appendices B-E). The information found on the web regarding the provincial,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

municipal/local and federal programs and services for the resettlement of refugee youth was searched, selected and summarized for examination after identifying key points and making preliminary assessments on the quality of each document to include further details in the scan (Matarese, 2006). The details were: title and author (information on main subject, investigative approach and the author's affiliations); study objective (focus on the statement of the hypothesis examined); graphic elements (collection of information on study materials, case studies, main outcome measures, key findings, examination of tables, figures, figure legends, table titles and footnotes) and author's interpretation or analysis (assess author's interpretation in the discussion section).

Search of the study sources conducted for this scan, allowed: (1) a methodological description of the selected programs and services to determine characteristics of the sample, such as name, place, contact information and number of organizations; (2) an examination of accessibility such as fees and geographical area (only the settlement services located within the city boundaries were included); (3) an identification of the mode and kind of service delivery (e.g., online, in person, workshop or training); and (4) a determination of the types of services (e.g., language, interpretation, credential equivalency, recreation, health and wellness) provided by the local, provincial or federal services and programs in the cities of Toronto, Ottawa, London, and Hamilton. Sources such as internal databases, academic research and journals (including relevant evidence-based articles), commercial databases, internal reports and federal, provincial and municipal websites were further browsed. The keywords included: "refugee youth," "newcomer," "settlement services," "programs," "integration," "Ontario" and excluded "asylum seekers", "seniors" or services specifically offered for voluntary immigrants such as economy or family-class immigrants who are not refugees. While the use of



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

terms related to gender or sexual identities is complex and controversial, the terms “lesbian,” “gay,” “bisexual,” “transgender,” “queer/questioning” (“LGBTQ+”) or (“LGBTQ”) are used throughout this paper, as their use has been favoured by human rights workers and many activists around the world.

**Study sample collection.** The information found on the web was to guide the scan by examining contextual factors to study the effectiveness of the programs and to determine if the programs were uniquely tailored to the needs of refugee youth as identified in the relevant evidence-based articles (Rowel, Moore, Nowrojee, Memiah, & Bronner, 2005). The articles on the needs, strengths, facilitators and barriers in the integration of refugee youth were selected, including research on refugee youth in the context of mental health and wellness (Guruge et al., 2015; Marshall et al., 2016; McFarlane, Kaplan, & Lawrence, 2011); education (Kilbride, 2009; Shakya et al., 2010; Wilkinson, 2001 & Yu, 2012); employment (Frank, Walters, & Anisef, 2013; Ngo, 2010; Yu et al., 2007); and sociocultural aspects (Edge et al., 2014; Guruge et al., 2015; Pressé et al., 2008; Rossiter et al., 2015; Simich et al., 2010). The search for existing literature was done through provincial and federal government websites such as Statistics Canada, university library databases, research centre websites or database such as the Joint Centre of Excellence for Research in Immigration and Settlement (CERIS) and academic publications. The documents that did not specify “youth” or “refugee” were not included. Based on the aforementioned characteristics, twenty selected documents were retained for further analysis and interpretation.

Relevant settlement programs that offer services to assist refugee youth in their process of integration (such as training, consultation or workshop) in the cities of Toronto, Ottawa, London and Hamilton were identified. The settlement services for

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

seniors, children, infants and citizens were not included. Mainstream settlement organizations and ethnic settlement organization or programs providing services to fellow country-persons who may be immigrants but not refugees were excluded.

**Study sample analysis and interpretation.** The information collected was analyzed focusing on their source, characteristics and relevance to the study. The information was then consolidated to reflect the current state of refugee youth resettlement assistance for integration within Ontario. Issues and trends influencing the programs were also analyzed. However, if there were gaps in the information, or if it gave rise to new questions, the analysis was repeated until all areas were exhausted (Albright, 2004). For example, some programs that did not specify youth were later included in the scan, as these programs offered services to all ages (including youth) unless it was specifically mentioned that the program was for seniors, infants, toddlers or adults above 24 years. Similarly, services for immigrants were included later unless the services specifically stated that the programs only catered to the needs of certain ethnic immigrants who were not refugees.

According to Choo (2001), analysis of information needs, information seeking, and information use behaviours characterize the different modes of scanning as undirected viewing, conditioned viewing, enacting and searching. Additionally, sense-making, knowledge-creating and decision-making processes at work in each mode also contribute to its analysis (Choo, 2001). The information from a variety of sources (documents, websites, and articles) was reviewed through the process of reading, overviewing, annotating, synthesizing themes and concluding. The essence of the context was captured by the continued reading of the source material. The information was then collated to capture the themes of refugee youth integration. Due to the nature of

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

resettlement, the indicators of integration such as education, employment, mental health, and well-being are interrelated. Hence, if information under examination, for example, appeared to focus on education, other indicators of integration such as employment, health and well-being present in the documents were considered as well.

**Quality criteria.** According to Graham et al. (2008), for the credibility of the research scan, the absence of an established infrastructure can have a notable impact, such as an uncertainty on how to best utilize research data to facilitate and improve services. Furthermore, political or academic barriers can also impact the application and dissemination of research data (Chokshi et al., 2008). For example, a change in policy causing restrictions to data access can impact the study. Graham et al. (2008) emphasizes the importance of scanning information for research, as this information can have a direct influence on the strategic decisions made about public relations activities and organization-public relationships. However, not all the scanning research improves decision making, as the labelled symbolic use of research (Broom & Dozzier, 1990) might result in whitewashing or substituting information and therefore serve hidden agendas and internal organizational politics. Alternatively, the labelled symbolic use of research can also serve to persuade or merely justify the decisions already made. With all of these criteria in mind, this study has used procedures such as providing thick description to ensure transferability and confirmability (Lincoln & Guba, 1985). The researcher provided information on the boundaries of the study in the beginning of the scan, for example, description of the organizations included in the scan and their location; any constraints in the type of data source and the data collection techniques which were utilized in this scan. Triangulation of data sources, multiple methods and theoretical perspectives was used to promote confirmability in this scan. Throughout the study,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

methodological or theoretical choices were included in an audit trail to explain why and how those decisions in the scan were made. For example, the reason for selecting the cities of Toronto, Ottawa, London and Hamilton or the type of settlement services included in the scan were provided.

**Ethics.** Ethics clearance was not required, as this environmental scan only involves the study of settlement programs, policies and services, not individuals. The sources included in the scan were part of the public domain and were readily available so did not need ethics approval.

## **Chapter 4: The Landscape of Settlement Services and Programs for Refugee Youth in Southwestern Ontario**

Based on the methodology discussed in the previous chapter, a profile of settlement agencies, programs and services in the cities of Toronto, Ottawa, London and Hamilton which assist in the resettlement and well-being of refugee youth is provided. The findings are presented in a tabulated form that cites name, location, fees, and service offering(s). Subsequently, the range of available resources in these cities are analyzed in relation to the indicators of integration and are categorized into four themes: Educational aspects, Employment aspects, Health and Wellness aspects and Sociocultural aspects. According to these themes, Table 1 presents the categories of the settlement services and programs in the four cities of Toronto, Ottawa, London, and Hamilton. Figures 2 and 3 illustrate the number of clients using the services and the number of francophone immigrants—including refugees—in Ontario respectively. The settlement services in each of the four cities is displayed in Figures 4 through 8 and a spatial depiction of the settlement services location in Figures 9 through 12. Appendices B through E list the description of settlement services in the cities of Toronto, Ottawa, London and Hamilton respectively. Lastly, research methodology limitations are addressed, followed by the conclusion.

### **An Overview of Services and Programs**

Table 1 identifies the settlement services available for immigrants including refugee youth. These services are provided to refugee youth by the settlement service sector of Canada as reported in the 2000 document Canadian National Settlement Service Standards Framework. The Canadian Charter of Rights and Freedoms, the Canadian Multiculturalism Act and the United Nations International Convention on Economic,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Social and Cultural Rights call for inclusion, equality and full participation for all citizens (Ngo, 2009). Services for immigrants are identified in this scan as these services are offered to all immigrants including refugees. While refugees are considered immigrants, not all immigrants are refugees. Refugees are forced to flee for their lives whereas migrants can also be voluntary immigrants who choose to move to another country for reasons such as job, education, family reunion or a better economic future (UNHCR, 2015). Voluntary immigrants can be family-class or economic-class (skilled workers or business people) immigrants. Both refugee and migrant come under an umbrella term called immigrants.

Furthermore, there are several settlement programs which offer services to all ages including youth, and they were also included in the scan. Therefore, programs and services that addressed both refugees and immigrants but specified clearly either refugees or immigrants of all ages (in the program's website) were considered and are included in the Appendices B through E when other specifications such as resettlement services, integration, youth, newcomer, and settlement were mentioned.

The following programs were identified in the environmental scan of settlement services: orientation, language assessment and training, basic health care, interpretation, translation, counselling services, housing assistance, form filling, legal and educational guidance, employment-related training, workshop, placement, recreation, LGBTQ+, leisure, information and referral programs to assist these youth in the process of integration and are presented in a tabular list for these four cities. Additionally, the above-identified programs are interpreted in relation to the indicators of integration, which are categorized into the four respective themes. Subsequently, a review of the salient characteristics of these resettlement services that Ontario offers to refugee youth,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

along with various graphs and tables containing a refugee youth information dataset is presented. The following programs and services are included in each theme:

- (1) Educational aspects: Information regarding education, language training, Language Instruction for Newcomers to Canada (LINC), English as a Second Language (ESL), French as a Second Language (FSL) and SRP (Student Refugee Program).
- (2) Employment aspects: Assistance with resume writing, form filling, computer access, job searching, skill-building workshops, job skills training, placement, vocational training, information and referral as well as interpretation and translation of documents such as application and registration forms.
- (3) Health and wellness aspects: Health, information (medical services in the community, health promotion and awareness programs), educational workshops on health (such as nutrition, mental and basic health).
- (4) Sociocultural aspects: Orientation, counselling and support, recreation and leisure, counselling and support programs for refugee youth including Lesbian, Gay, Bisexual, Transgender and Queer/Questioning (LGBTQ+) youth, legal advice, legal support, and housing assistance.

As many agencies provide more than one category of service, the sources adopted in this scan to gather information may not be able to capture the full range of services offered by each agency. The services overlap and perhaps not all the services appear on the websites. Therefore, the numbers in Table 1 should be taken as an approximate number and not exact figures.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Table 1  
*Programs Offered by the Settlement Services in the Cities of Toronto, Ottawa,  
 London and Hamilton*

Service providers	City of Toronto	City of Ottawa	City of London	City of Hamilton
No. of programs at various locations	801	251	203	177
<b><i>Education</i></b>				
English as a second language (ESL, LINC, language skills/literacy)	67	23	23	25
French as a second language	10	11	2	2
Education	38	22	22	16
Student Refugee Program	12	4	2	1
<b><i>Employment</i></b>				
Translation and interpretation	61	8	6	6
Information and referrals.	102	24	23	20
Workshops, training and placement	68	23	20	14
Form filling	35	9	6	11
Employment	64	22	17	16
<b><i>Health and Wellness</i></b>				
Health and Wellness	40	20	13	9
<b><i>Sociocultural</i></b>				
Orientation	60	15	12	11
Housing	57	13	9	12
Counselling and support	102	24	23	14



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Recreation and Leisure	45	18	17	17
LGBTQ+ (counselling and support)	6	5	5	0
Legal (advice and support)	34	10	3	3

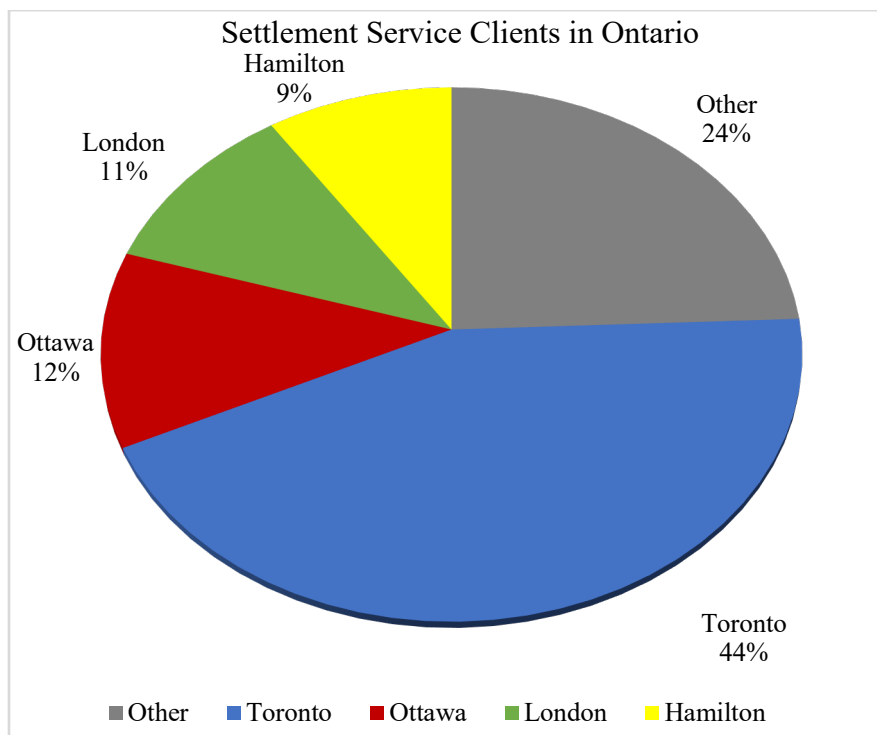


Figure 2. Settlement service clients in the cities of Toronto, Ottawa, London and Hamilton, ON (CIC, 2017).

**Educational aspects.** Education is a basic human right (Dryden-Peterson & Giles, 2010) and is key to successful integration (Anisef, Brown, Phythian, Sweet, & Walters, 2008; Berry, 2008). However, refugees were often denied this right in their country (Shakya et al., 2010) and upon arrival into the host country, settlement services play a crucial part in assisting them to obtain education. Ontario is home to refugee youth who speak many languages. Between January 2015 to August 2017, Canada welcomed 34,900 resettled refugees speaking nearly 35 different languages (CIC, 2017). This increasing linguistic diversity means that a significant number of refugee youth come to join the

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

schools and workforce in Ontario with the need to acquire English language skills. These skills are delivered to newcomers through various ESL programs designed for a diverse range of learners with varying skillsets. Some of these programs include LINC, ELT (Enhanced Language Training); OSLT (Occupation Specific Language Training) and SLT (Specialized Language Training).

The government of Ontario now spends approximately \$64 million annually to provide specialized language training for more than 120,000 learners (Ontario. Ministry of Citizenship and Immigration, 2017b). Settlement services that offered language training such as LINC, ESL and FSL were 77, 34, 25 and 27 in the cities of Toronto, Ottawa, London and Hamilton respectively as shown in Table 1. Most of the educational services are free of cost and any immigrant (including any refugee) can utilize these services after an assessment. The few services that require a fee for workshops, printing, photocopying or fax are shown as a "set fee" in the Appendices B through E. Some of the programs and services do offer sliding scales where the fee can be waived or adjusted for clients on limited income, whereas few other services charge a membership fee or donation which goes toward the organization (Ontario. Ministry of Citizenship and Immigration, 2017a; 2017b). Information on fees, age or eligibility requirements, if applicable and available, are presented in the Appendices B through E for each of the four cities. A brief description of these programs is as follows:

SRP is a resettlement program that helps refugee youth resettle in Canada and continue their post-secondary education. SRP is a unique program that facilitates the transformative learning not only for refugee youth but also for the Canadian students and faculty who are involved in this program. The transferable learning process involves an

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

expansion of consciousness and/or understanding of the self for both refugees and Canadian students or faculty as well.

Certified LINC instructors provide language instruction to newcomers. Free, full-time and part-time evening classes make it convenient for immigrants including refugee youth to access these programs. Some classes offer transportation and cultural interpretation services as well. Malvern area in Toronto offers a one-stop service including referrals and information, one-on-one assistance and group workshops for integration into the Canadian education system. Many government-funded bridge training programs offered by community organizations, colleges and universities require YMCA language assessment reports. The YMCA provides both English and French language assessment free of cost for the following programs: English Language Training Literacy to Advanced, Language Instruction to Newcomers to Canada (LINC), Home Study (LINC) and English as a Second Language (ESL). French Language Training: Beginner to Advanced, Course de Langue pour les Immigrants au Canada (CLIC), and French as a Second Language (FSL).

After the language assessment at the YMCA, referrals are made based on the level of the student's skills, accessibility (location), time (morning or evening classes) and mode of learning (online/in class, full-time/part-time). Language classes are offered at public school boards, Catholic school boards, YMCA or community centres. For example, the Ottawa Catholic School Board does a significant amount of ESL work in the city and is the second largest in terms of delivery in Ontario and the Toronto District School Board is one of the largest adult ESL programs in terms of delivery in North America (Canadian Newcomer, 2017). Interestingly, however, the London YMCA offers ESL classes online.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

ESL programs are designed for specific skill levels, groups of learners, and specific purposes. For the deaf, hard of hearing and culturally deaf, the Canadian Hearing Society (CHS) offers English: reading and writing (LINC), American Sign Language (ASL) and skills for daily life programs. According to CHS, based on a signed language, the term "culturally deaf" refers to individuals, who identify with the culture, community, and language of Deaf people (CHS, 2017). This Society offers free literacy skills and sign language to refugees and immigrants who are 18 years or older. LINC service for deaf and hard of hearing individuals is offered only at two CHS locations: London and Mississauga.

The FSL programs offered are: Enhanced Language Training, "Cours de langue de niveau avancé" (CLNA) at the YMCA; Occupation Specific Language Training (OSLT) at Algonquin College in Ottawa, Fanshawe college in London and College Boreal in Toronto and Hamilton; "Formation Linguistique Axée sur les professions" (FLAP) at College Boreal in Toronto and Hamilton as well as at YMCA in Ottawa. Besides, FLAP, "Programme D'accès au Marché de L'emploi Canadian (PAMEC)" is also offered at the YMCA in Ottawa. However, there are few services that offered FSL programs with ten, eleven, two and two programs in the cities of Toronto, Ottawa, London, and Hamilton respectively. Contrary to these low numbers of FSL program, Canada has the second largest francophone immigrant population among all Western countries, with Ontario receiving the second largest francophone immigrant population (Barber, 2014). Among these francophone immigrants, 2321 (or 37.6 %) were refugees and out of the total population coming to Ontario, the largest proportion of francophone immigrants resided in Toronto followed by Ottawa, London, and Hamilton in 2011-12 (Barber, 2014) as shown in the pie diagram below.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

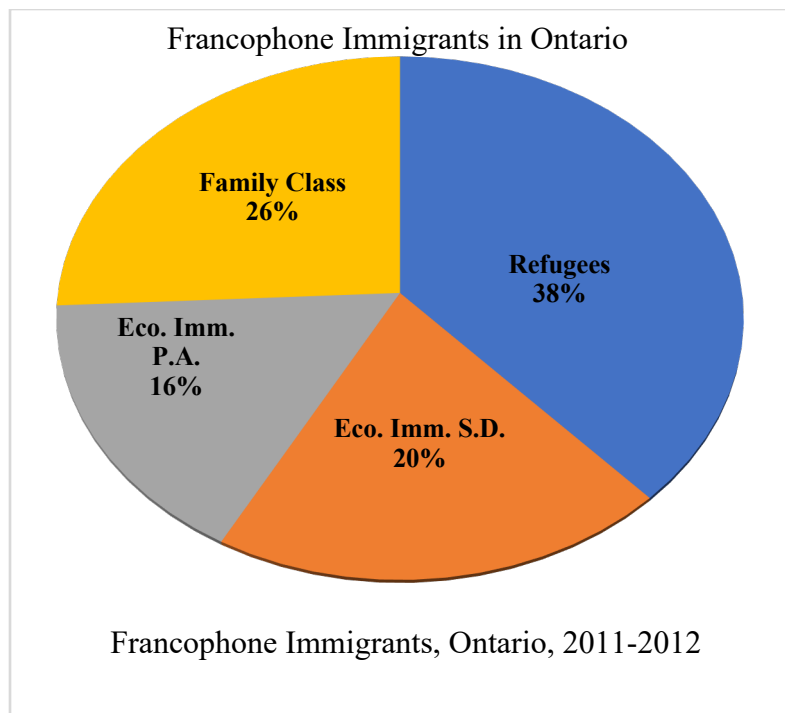


Figure 3. Immigration streams of francophone immigrants to Ontario, 2011-2012 (Barber, 2014).

Note: Eco: economic; Immi: immigrant; P.A: principal applicant; S.D: secondary dependent

**Employment aspects.** Federal employment and training are implemented by the territorial and provincial government and administered by Human Resources and Skills Development Canada (HRDC). Several agencies deliver the settlement programs to assist refugee youth with job search techniques, referrals, and help with resume writing skills. The information and referral program provides refugees with market information based on their language proficiency, previous credentials such as work experience, and education. There are programs that also train in business or workplace languages. Depending on the location of resettlement, the language training can be bilingual.

Immigrants including refugees who have language barriers are assisted using the Language Interpreter Services program to access employment and community services. This program is offered by service providers at sixty-one locations in Toronto, eight in Ottawa, six in London, and six in Hamilton, to help with the interpretation and translation

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

work. The services provided by settlement agencies aim to provide help with finding jobs, connecting to potential employers, and training to enter the job market. Employment programs at 64 locations in Toronto, 22 in Ottawa, 17 in London and 16 in Hamilton are identified as shown in Table 1. The major settlement organizations serving in Toronto in the field of the employment sector are Skills for Change, COSTI (formerly known as Centro Organizzativo Scuole Tecniche Italiane and Italian Immigrant Aid Society) and Health Force Ontario and Access Centre offering services at various locations. These organizations offer assessment, information, referral, and resume development programs including workshops and job placement designed to assist in gaining employment. The description of these programs is as follows:

The settlement organization Skills for Change serves the immigrant and refugee population by offering employment programs and professional development courses. The specialized employment bridging programs and skills training programs are designed to meet the specific needs of job seekers, give relevant training, and help transfer their past experience to work in Canada. Skills for Change operates at three different locations in Toronto: Toronto Central St. Clair, Toronto West Stockyards, and the Toronto East Fleming Don location. The program offered at these locations called Youth Centre for Excellence includes programs such as Youth Job Link, Refugee Youth Settlement, Step Ahead, etc. Step Ahead Refugee Youth Settlement Program connects this group to the settlement services and helps them gain skills to transition to the workforce through employment workshops and supports. It is free and offered to youth 16-29 years of age. Similarly, refugee youth 13-24 years of age are eligible to access COSTI's Youth Settlement Program in Toronto. These free services include help with documentation and completion of forms, employment-related services and information and referrals relevant

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

to employment. Hamilton offers employment workshops, training and placement programs at 14 locations as shown in Appendix E.

WIL Employment Connections, formerly known as Women Immigrants of London Resource Service Centre in London tries to achieve equal access to the labor market for immigrants through commensurate employment. It connects immigrants to resources for employment success such as the e-resume clinic, and a job search workshop in partnership with London Cross Cultural Learner Centre. A total of 169 internationally trained individuals participated in the WIL's monthly workshops about Canadian business culture, employment standards, mock interviews and job searches in 2015-16 (wil.ca, 2017). Ontario assists internationally-educated health professionals (IEHP's) by offering programs and services to help them integrate into the Ontario health care system. Health Force Ontario's Access Centre is a centralized place for all such health professionals and assists IEHP's with training, licensing, and employment in their profession or with an alternative career.

For students seeking employment, after-school clubs that teach how to write resumes, learn about Canadian work ethics, and conduct searches for employment exist (OCASI, 2012). However, refugee youth face many systemic barriers while looking for work (Pressé & Thomson, 2008). One of the reasons for these barriers is a disconnect between the labor shortage and unemployment which is due to the failure to assess or recognize foreign credentials of refugee youth (Shakya et al., 2010). The recognition rate of foreign credentials and work experience of refugees was less than 15% according to a study done by Statistics Canada (Elgersma, 2012). To address the gap in services to newcomers seeking work, the settlement agencies refer to bridging projects such as Newcomers' Employment Bridge Project that connects newcomers to employers or

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

mentors in their field (Settlement.org, 2012). Although, the bridge training programs that completed the contract in the last three years have delivered successful results, the overall funding has declined by about one third for this period from \$34.4 million in 2012/13 to \$23 million in 2016/17 (Ontario. Ministry of Citizenship and Immigration, 2017c).

Programs such as Youth Employment Services (YES), COSTI, ACCESS employment and YMCA employment services in Toronto, and Wesley's Newcomer Youth Support Service (NYSS) in Hamilton work toward strengthening the ability of youth to find employment by providing information about jobs through job boards or training opportunities (Settlement.org, 2012). The programs also help secure employment through job search and provide interview tips or help with resume writing or career counselling advice. NYSS in Hamilton provides orientation, matches refugee youth (GAR) with a case manager to conduct a needs assessment to support, provide referrals and linkages to employment programs for integration into the job market and community (wesley.ca, 2017). Employment Hamilton (EH) has many resources and organizes workshops and fairs to educate, train, counsel (online) and match with potential employers (Settlement.org., 2012).

**Sociocultural aspects.** According to CIC (1990) "Settlement programs exist to facilitate the successful settlement and integration of immigrants and refugees into the social, economic, cultural and political life of Canada" (p.13). Settlement services that address the sociocultural needs in Toronto were 304 in comparison to the 57 in Hamilton. London has 69 programs and Ottawa has 85 in their area. A settlement worker assists newcomers and refugee youth with orientation, information and referrals in areas such as: housing, legal system, health care, etc. Programs include a wide array of services and



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

activities such as sports, swimming, gardening, cooking and art classes, as well as topics related to the cultural contexts of Canadian systems.

School-based settlement programs are considered effective as schools are the primary place for refugee youth integration (Kia-Keating & Ellis, 2007) and are a key medium for informing about available resources (Hurlock et al., 2004). A school-based settlement service (SWIS) was launched in London in 2010. SWIS-London works in partnership with the London Cross Cultural Centre, the South London Neighborhood Centre and LUSO Community Services. The Settlement workers from community agencies work in partnership with the school boards to support the settlement needs of refugee youth and families in their first year. SWIS workers connect with newcomer students and their families and collaborate with teachers to ensure that the needs of newcomer students are addressed within the SWIS worker's capacity. Currently, nine elementary and two high schools of Thames Valley District School Board (TVDSB), London have settlement workers on a regular basis. Similarly, settlement workers assist in two elementary and two high schools within the London Catholic District School Board (LCDSB). SWIS in Toronto also has settlement workers from community agencies in secondary and elementary schools with high numbers of immigrant students.

To cater to the unique needs of refugee youth, Wesley Urban Ministries in Hamilton added the Newcomer Youth Support Services (NYSS) Program. Once in Canada, refugee youth receive orientation and are matched with a case manager who helps with social support and community connection. Youth support workers of Wesley's Client Support Services (CSS) in Hamilton, Toronto, Ottawa, and London work to attempt to eliminate the barrier to integrate in Ontario by providing help such as life skills coaching and referrals for employment and well-being (wesley.ca, 2017). Newcomer

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Youth Centre (NYC), a program conducted by Hamilton Downtown Family YMCA, provides a place for newcomer youth between the ages of 13-24 years, to socialize, integrate and have access to information and resources specifically relevant to this age group. By registering as an exclusive NYC member, the newcomer youth has a safe place to meet friends, watch TV or movies, listen to music, read or play games for free.

Similarly, in London, the Community Connections Youth Program also provides many recreational programs in a safe and welcoming environment. Various activities in these programs include music and drama, field trips, art and photography, mentorship, leadership, volunteering, team sports, exercise, cooking and nutrition which not only teach them skills but also help them understand and explore the new environment.

In Toronto, many settlement programs focus on individualized one-on-one assistance and strength-based services. Refugee and Immigrant Youth Programs offered by Skills for Change connect youth to the settlement services in Toronto. This program addresses the unique needs of these youth through individual settlement counselling and CultureLink delivers dynamic strength-based programs to vulnerable, newcomer youth and LGBTQ+ newcomer youth by fostering safe and supportive environments.

CultureLink in Toronto connects refugee youth with mainstream society through its settlement programs focusing on recreation, volunteer opportunities, arts and LGBTQ+ youth clubs. These programs aim to prevent inequity and social isolation and promote overall well-being by focusing on social and civic engagement, education, advocacy, and counselling. However, one of the areas that requires attention and advocacy for equity and inclusion is the needs of LGBTQ+ refugee youth as there are very few specialized settlement support services that cater to their well-being (Giwa & Chaze, 2018). Six settlement programs in Toronto offered at Griffin centre, CultureLink,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

MCC, FCJ, Youth at Access Alliance, and the 519 (a refugee settlement and counselling service provider), work towards addressing the complex issue of oppression and discrimination that LGBTQ+ refugee youth face. Although, Metropolitan Community Church (MCC) in Toronto and London does not offer settlement services such as counselling and referral and mainly focuses on asylum seekers, it assists refugee youth through its peer support activity. Ottawa and London each offer five settlement programs for LGBTQ+ refugee youth. While the Cross-Cultural Centre in London assists this community, Hamilton is still waiting for settlement services to be provided as there are no agencies that assist the LGBTQ+ refugee youth. In Hamilton, there are limited services that may assist LGBTQ+, in places such as a center in a post-secondary institution but do not have adequate settlement services specifically for LGBTQ+ who are refugee youth. Although there are a range of services available to newcomer youths, there are not any that specifically cater to the unique lived experience of the LGBTQ+ refugee youth in Canada; further, this service does not provide any guidance as to where this information may be available.

***Housing.*** Housing is an important factor that facilitates a sense of community and socialization in a new country (Lang-Cox, 2012). Housing settlement services include the settlement service workers meeting the GARs at the airport and then driving them to temporary housing. The service providers escort the refugees to view a minimum of two rental houses/units. The temporary housing is provided by the federal government through different agencies (UNHCR Resettlement Handbook, 2011). Under the RAP program, the Cross-Cultural Learning Centre (CCLC) provides GARs with temporary accommodation at Jeremiah's House Reception Centre in London and Reception House at Wesley Urban Ministries in Hamilton. Similarly, Ottawa Massey's House, Toronto

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

COSTI's Reception Centre and Ralph Chiodo Family Immigrant Reception Centre offer temporary accommodation. The settlement service for housing also includes help with utilities, applications, leases and other obligations. The GARs are further assisted by providing household goods such as a set of linens, start-up food packages and winter clothes.

After the temporary accommodation, refugee youth are assisted in finding permanent housing, for example, Youth Settlement Services at COSTI offers the Housing Help Program to immigrant and refugee youth in Toronto. A specialized program, Skills for Life offered by Sojourn House in Toronto, was developed in response to the need for specialized settlement services for refugee youth. This program aims to assist separated refugee youth in their integration into Canadian living by providing services in a safe and inclusive space. Sojourn House has a wide range of accommodation programs depending on the needs of refugee youth, known as shelter and transitional housing programs. The programs include Emergency Shelter, Satellite Program, Transitional Housing, Housing Stabilization, Outreach, Youth-Skills for Change Program to name a few. Safety, shelter and other settlement services are fundamental in helping refugees integrate in Canada. However, affordability is an issue for GARs as their rent payments make up almost 50% of the amount they receive as financial assistance (Hyndman, 2011).

The refugee youth (PSRs and BSRs) are also assisted by settlement service providers in finding housing. However, refugee youth have to rely on housing access centre referral services (for low income households) which are not refugee-specific. Logan and Murdie (2016) also reported lack of access to affordable housing in a study conducted on the housing experiences of Tibetan refugees. However, despite this issue, a familiar place to call home still contributed to their feeling of community, cultural need,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

self-identity, integration, and well-being (Logan & Murdie, 2016). The support of settlement agencies, friends, families, housing, and community contribute to the acculturation of refugee youth (Berry & Hou, 2017; Boadi & NewBold, 2016). Sabatier and Berry (2008) explain that acculturation is the interaction between the cultural community of refugees and the host country to bring cultural and psychological changes. Studies have shown that homeless youth who are immigrants, including refugee youth, tend to use housing support services less frequently than non-immigrant youth but they transition into housing more quickly when they use the services (Yonge Street Mission, 2009).

**Health and wellness aspects.** After arriving in Canada, refugee youth can apply for the Ontario Health Insurance Plan (OHIP) by submitting a letter from Immigration, Refugees and Citizenship Canada (Ontario. Ministry of Citizenship and Immigration, 2017a; 2017b). Through the Interim Federal Health Program (IFHP) the beneficiary may also qualify for federal coverage which covers physiotherapy, occupational therapy, health promotion and wellness programs, medical devices and some dental and vision services for a short period of time (McKeown, 2012). IFHP decides on the eligibility and the length of the service. Supplemental and prescription drug coverage is also provided until the individual is no longer covered under a private sponsor or receives no income support under the RAP program (McKeown, 2012).

According to Chen and Liew (2017) IFHP faced some cut-backs in 2012 which was fully restored in 2016 with a change in government. However, beneficiaries still face barriers in accessing these services due to factors such as confusion or false assumption that the services are still not covered or due to the slow reimbursement process (Chen & Liew, 2017). Settlement and community agencies also help find appropriate health care.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

The Public Health Information Line in Ottawa, Toronto, London, and Hamilton offers confidential and free information on health and wellness. 40 health and wellness services were identified in the city of Toronto followed by 20 in Ottawa, 13 in London and nine in Hamilton.

Mental health challenges are reported in approximately one in five children in Ontario, with the onset of about 70% of mental health challenges in childhood or youth (CMHO, 2018). Studies have shown that refugees often experience trauma pre-migration or post-traumatic stress disorder (PTSD) post-migration (Beiser & Hou, 2006) and that they need mental health services more than other categories of immigrants (Hiebert & Sherrell, 2009). The Canadian Centre for Victims of Torture (CCVT) is an organization that provides counselling and has a team of doctors and social workers providing medical, legal and social services to ease the transition into a new country (ccvt.org, 2017). CCVT also offers art therapy, music therapy, support groups and serves in three different locations in Toronto. It has a specialized child and youth program and offers youth blog and photography workshops as part of its youth program. The Telehealth Ontario and Youth Crisis Line offer general health advice, as well as referrals to the nearest drop-in clinic. OCASI's online program, New Youth.ca is another important tool that disseminates information on settlement services. Youth in refugee communities who are comfortable with internet usage (Godin & Dona, 2016; Maitland et al., 2015) can eliminate some accessibility barriers that they often face.

Besides these online resources, there are several community health centres or drop-in centres that offer youth-focused programs such as crisis intervention, referrals, general health and well-being or mental health support and information. Carlington Health service in Ottawa has programs targeted to youth and teens such as counselling,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

after-school programs, drop-ins, information, referrals and homework clubs. The Canadian Hearing Society (CHS) assists deaf immigrants with access to community support such as health care and social care through its Language Interpreter Services program. The program is offered at Barbra Shlifer Commemorative Clinic in Toronto, INCommunities in Hamilton and at CHS locations in London and Ottawa. Furthermore, Access Alliance Multicultural Health and Community Services in Toronto strives to facilitate access to services as well as to address issues related to systemic inequities. The three locations of this organization in Toronto work to promote the health and well-being of refugee youth by offering an integrated system of care.

These resettlement programs play an important role in assisting refugee youth psychologically, educationally, financially and socially thus eliminating the possible stressors that affect their well-being (Godin & Dona, 2016; Maitland et al., 2015). The distribution of these services in the four cities is shown below in Figures 4 through 8.

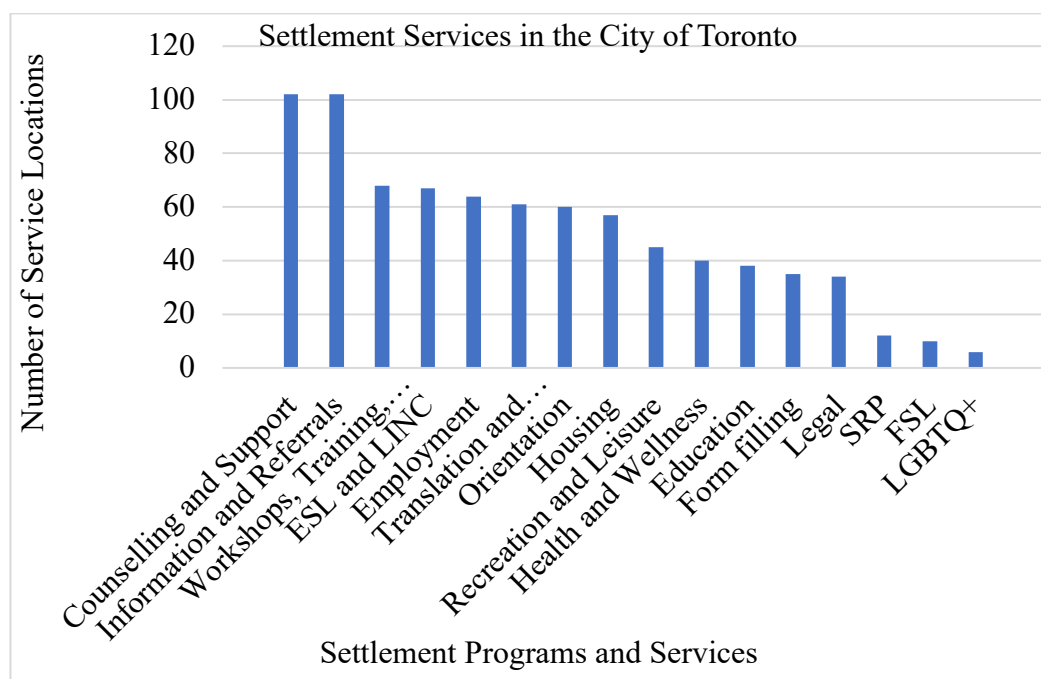


Figure 4. Distribution of settlement services offered at various locations in the city of Toronto (Ontario. Ministry of Citizenship and Immigration, 2017a).

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

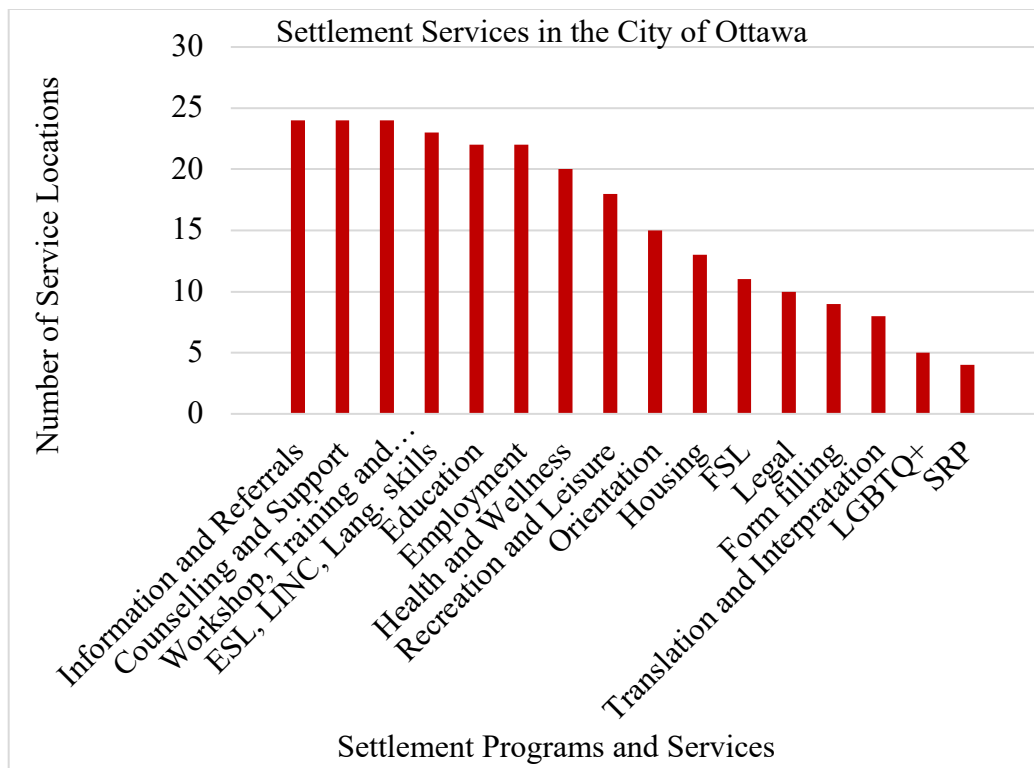


Figure 5. Distribution of settlement services offered at various locations in the city of Ottawa (Ontario. Ministry of Citizenship and Immigration, 2017a).

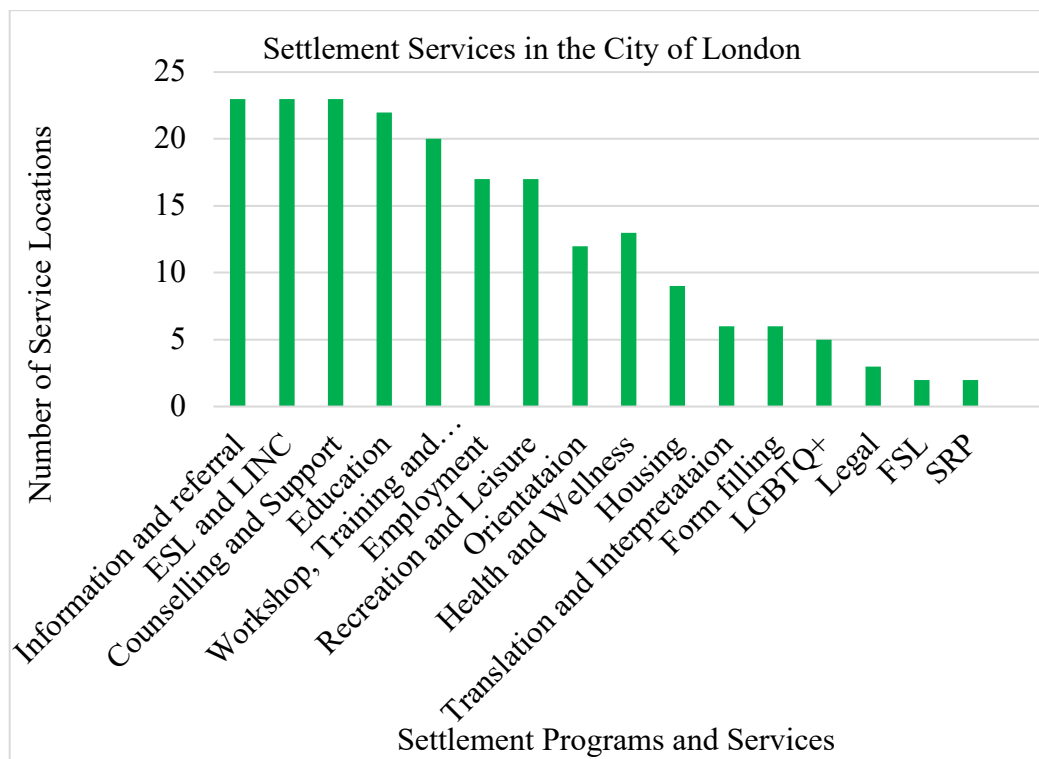


Figure 6. Distribution of settlement services offered at various locations in the city of London (Ontario. Ministry of Citizenship and Immigration, 2017a).



AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

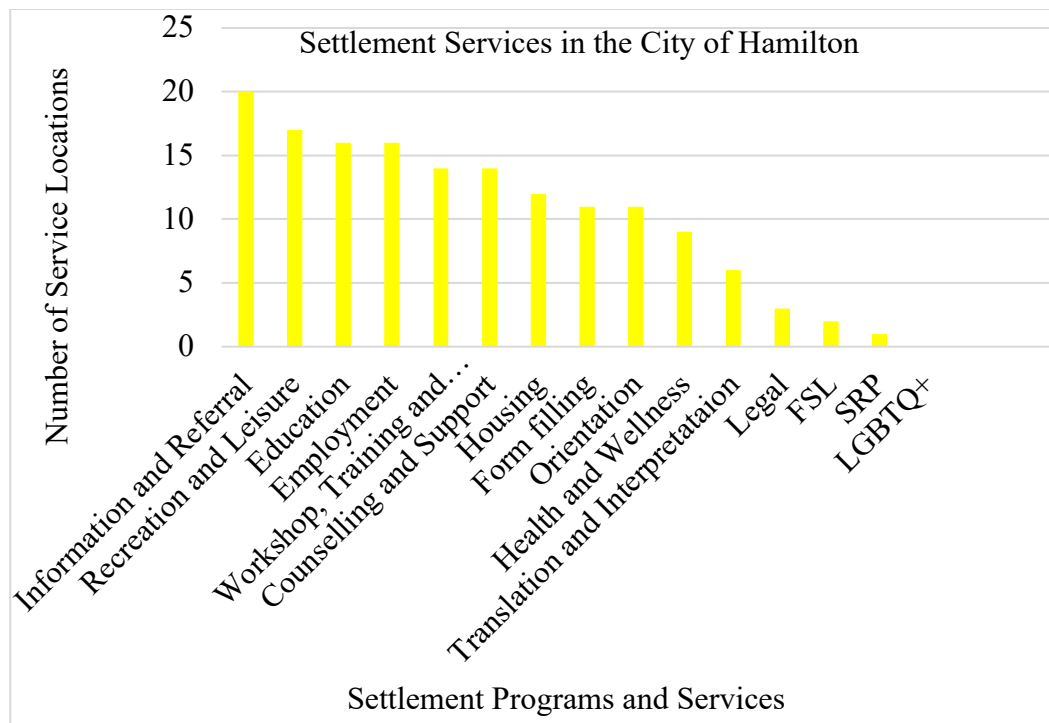


Figure 7. Distribution of settlement services offered at various locations in the city of Hamilton (Ontario. Ministry of Citizenship and Immigration, 2017a).

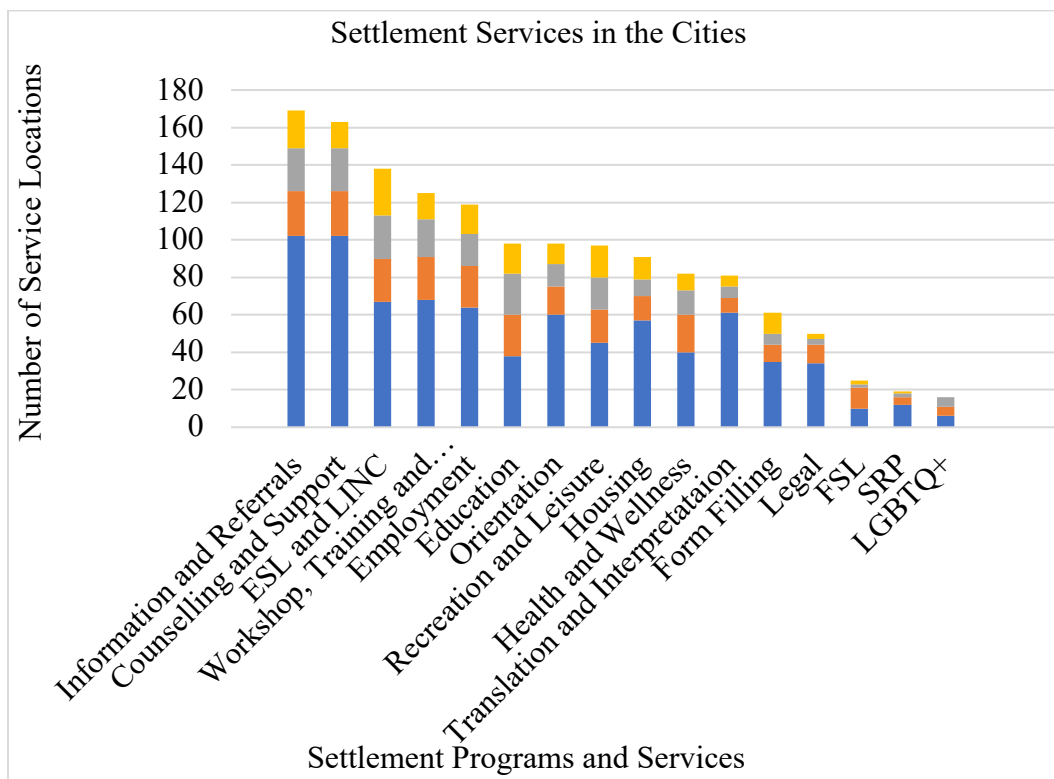


Figure 8. Distribution of settlement services in the cities of Toronto, Ottawa, London and Hamilton (Ontario. Ministry of Citizenship and Immigration, 2017a).

**Discussion**

This chapter seeks to provide an overview of the settlement programs and services for the integration of the resettled refugee youth in Ontario. The focus on these services is critical because refugee youth have skills and capacities that can contribute to resettlement and society at large (Hyndman et al., 2014)). Unlike other categories of immigrants, refugees flee from their country in difficult conditions, and the experience of resettlement such as language barriers, finding jobs and housing in the host country exposes them to numerous challenges which can impede their health and well-being. They need services that are responsive to their complex needs, such as depression, trauma and discrimination and must address a wide range of issues relevant to the immigrant experience in all educational, social, political, economic and cultural, and social aspects of their life.

The process of integration occurs in all sociocultural, employment, economic or educational aspects (CCR, 2000). However, there are fewer programs on social justice, leadership, legal counselling and civic participation than on social or cultural aspects. Programs that focus on civic participation, social justice, advocacy or leadership can help in developing leadership and social skills (COSTI, 2017).

Upon arrival in Ontario, the settlement services can provide support to promote the well-being and health of the refugees by creating supportive environments. According to the Ottawa Charter for Health Promotion (1986), “Health Promotion is a process of enabling people to increase control over, and to improve their health .... Health promotion is not just the responsibility of the health sector but goes beyond healthy lifestyles to well-being” (Ottawa Charter for Health Promotion, 1986, p. 2). The Charter further identifies shelter, education, income, social justice equity, and food as prerequisites for

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

health and well-being (Ottawa Charter for Health Promotion, 1986), which the settlement sector tries to provide to this population through its various programs and services. These services aim to assist, educate, and empower refugee youth in their integration process to improve their health and quality of life, reach their fullest potential, and become contributing members of the society.

According to the Settlement Service Sector of Canada, all immigrants including refugees coming to Canada are entitled to settlement services and programs (CCR, 2000). The federal, provincial and local governments in partnership with community-based agencies work together to provide the settlement services to this population (CCR, 2000). Settlement programs that offer language training, credential equivalency, and help with degree and diploma programs, have a vital role in the integration of the newcomer, as education is interconnected to employment and the well-being of refugee youth.

According to Dryden-Peterson and Giles (2010), refugees link higher education to their future livelihood and future stability. For refugee youth, education can play a protective role as education contributes to rebuilding their lives and the realization of durable solutions of integrating into the new country (Dryden-Peterson & Giles, 2010). Subsequently, education acquired by refugee youth can pave the way for development of human and social capital for future economic development in the host country (Dryden-Peterson & Giles, 2010). Therefore, employment can lead to a better socioeconomic status (Shakya et al., 2010). The socioeconomic status of these refugees can be a key determination for their social, cultural, economic and civic participation in the host country which influences their health and well-being (Anisef & Killbride, 2000; Shakya et al., 2010). Settlement services can play an important role in not only the successful resettlement of this population but also in their journey towards full participation in

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Canadian society. However, the needs of refugee youth are different as compared to voluntary immigrants (Hyndman, 2011). Studies have shown that refugees have the lowest educational qualifications and other skills due to the conflicts or war going on in their country (Hyndman, 2011; Shakya et al., 2010). The scan revealed that most of the services offered were for refugees and other categories of immigrants with an exception of the RAP program for GARs. The services catering to all immigrants cannot consider the unique refugee youth experience. Therefore, there is a need for the development of specialized services for refugee youth, especially refugee youth with diverse sexual orientation.

Newcomers with diverse sexual orientation (LGBTQ+) face additional dangers in many countries (Giwa & Chaze, 2018). Canada is considered a safe-haven for these people as it includes the LGBTQ+ identities as protected grounds to obtain refugee status. According to Ontario Human Rights Commission (2017) in Ontario, the Ontario Human Rights Code has special laws to protect LGBTQ+ people from discrimination based on "sexual orientation" and "gender identity and gender expression." In their countries of origin, refugee youth may have feared persecution and arrest (Carroll, 2018) but even in Canada they may still be afraid to seek any assistance from ethnic or spiritual communities (Giwa & Chaze, 2018). This scan revealed that there are few specialized settlement services to meet the needs of this population. Besides the other settlement needs such as education, employment, housing, language and training, they may need additional support related to gender identity or sexual orientation. The heteronormative model of settlement services may not acknowledge the LGBTQ+ immigrants' experience from their heterosexual counterparts (Fournier et al., 2018). The settlement services in the four cities would offer settlement services to LGBTQ+ refugee youth but they are not

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

adequately equipped to cater to the specific needs that their sexual orientation or gender identities require. The inadequate support to meet the multiple and interlocking identities of this population can render them invisible (Giwa & Chaze, 2018).

FSL is another category that calls for more services in the settlement sector to meet the needs of the French speaking refugee youth. According to Assemblée de la Francophonie de l'Ontario (2017), the barriers that the Francophone immigrant community face are: lack of effective and coherent referral service for local Francophones, limited access to the French Assessment Test, longer wait times and higher costs than the Canadian English Proficiency Assessment Program. Inequities in access to Francophone services, fragmented or Anglophone referral services may impact the integration of Francophone newcomers and favour the assimilation of these youth to Anglophone majority (Assemblée de la Francophonie de l'Ontario, 2017).

Figures 9 to 12 below illustrate the spatial depiction of settlement services in the cities of Toronto, Ottawa, London and Hamilton respectively.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

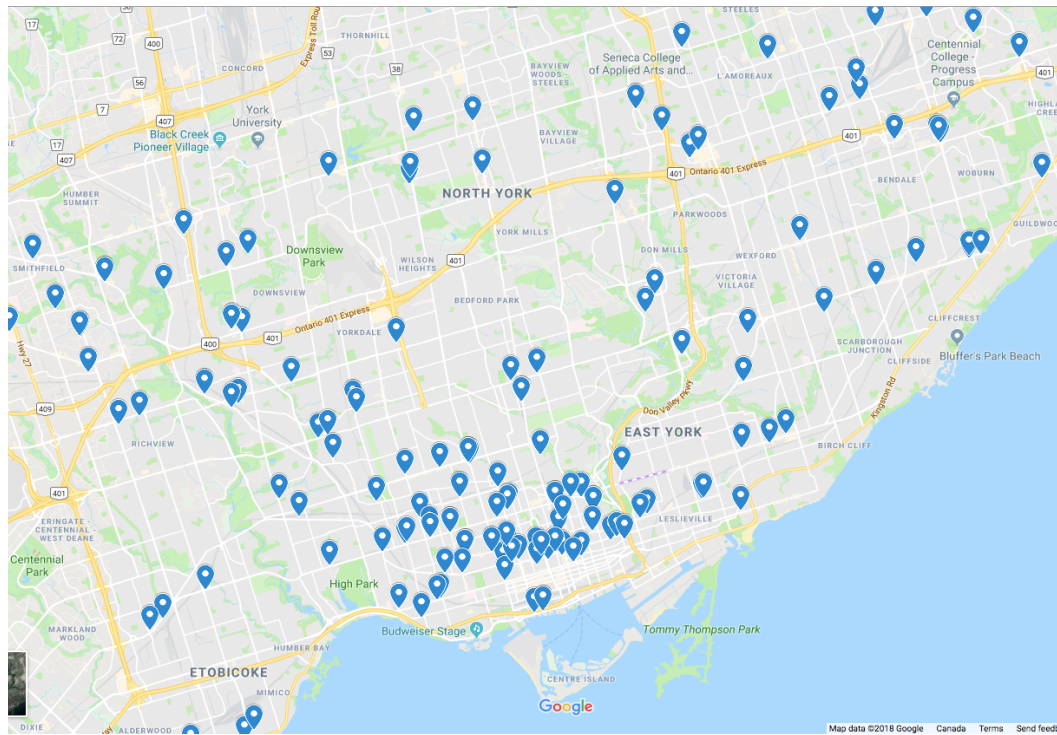


Figure 9. Map of settlement services in the city of Toronto (Google Maps, 2018).

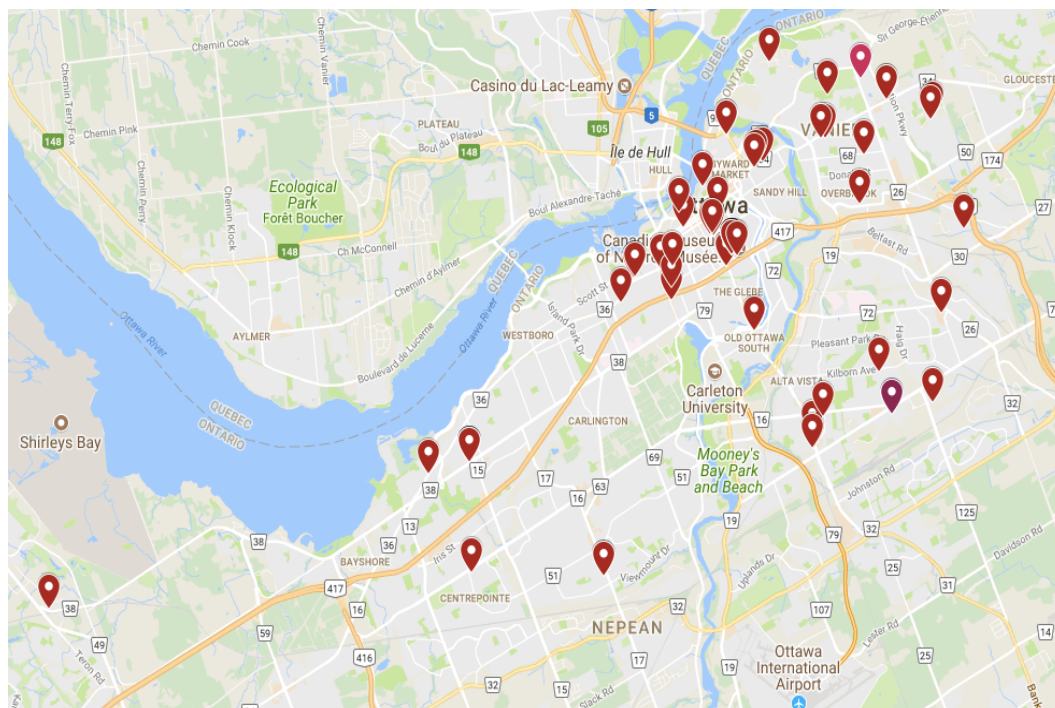


Figure 10. Map of settlement services in the city of Ottawa. (Google Maps, 2018).

# AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES



Figure 11. Map of settlement services in the city of London. (Google Maps, 2018).

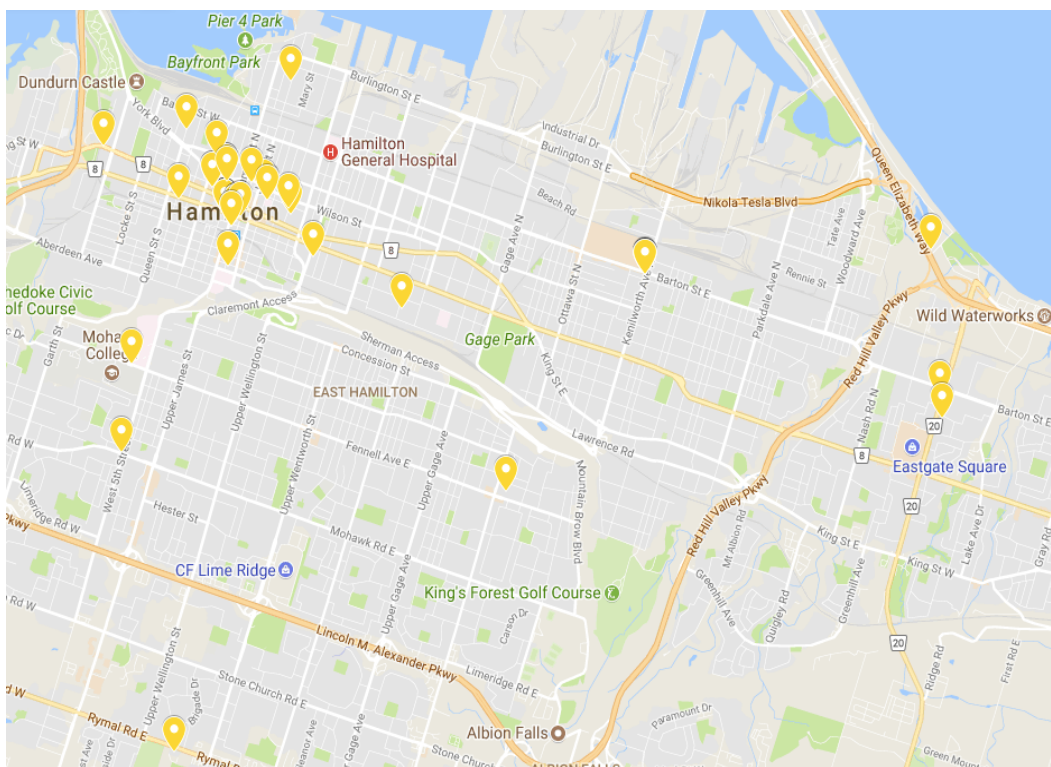


Figure 12. Map of settlement services in the city of Hamilton. (Google Maps, 2018).

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

### **Limitations**

Despite the measures taken to provide an exhaustive search, there might be many programs and services besides the ones mentioned in the scan that were not listed on the Internet, which may result in imprecision in the scan. Besides this obstacle, there are other challenges to the accuracy of the information provided in terms of how regularly the websites are updated. With this in mind, it is important to realize that this scan may not incorporate the full range of services offered by individual agencies in the studied areas. There are other challenges embedded in this online research method: some changes may have occurred in the information that is posted on websites as well as the sources used to gather the information may not have been able to capture the full range of services offered by individual agencies.

Most of the data on refugee youth was not segregated from the category of voluntary immigrant youth. This is evident in the unavailability of data on the uptake of educational services by refugee youth only and not the economy or family-class immigrant. Moreover, some programs that offer services to all ages include this group but do not provide the exact number of services just for youth refugees. Therefore, the absence of disaggregated data on refugee youth limited the effort to gather concrete and specific information on this population for the environmental scan. Refugee youth can use various services that are for all Canadians, for example, French language or employment training services. However, refugees have a distinct set of needs and may be at a higher risk of suffering from the effects of various traumatic experiences (Shakya et al., 2014) which calls for specific services tailored to the unique needs of refugee youth.

While this environmental scan may not be able to adequately encapsulate all the settlement programs and services, it can still be used as a valuable resource in



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

understanding and uncovering concerns for the integration of refugee youth in Ontario, Canada.

### **Conclusion**

With the above caveat in mind, this scan provides an overview of the settlement services offered by various organizations in the cities of Toronto, Ottawa, London and Hamilton funded by the provincial and the federal governments. The study allowed identification of 16 programs through sources used in this scan; settlement information and referral programs as well as counselling and support programs were the most common programs which was followed by language programs. LGBTQ+ program was less common especially with no LGBTQ+ program offered for this demographic in Hamilton. Therefore, this scan points to the scarcity of settlement services tailored for the LGBTQ+ refugee youth.

Canada has rich cultural diversity and the young refugee population calls for settlement services to grow and adapt according to the changing and growing demographic. Moreover, the complex process of resettlement and integration warrants specialized refugee youth services with inclusive, longer-term and non-discriminatory perspectives to improve supportive settlement programs for this group.

## **Chapter 5: Final Considerations and Implications for Future Research, Practice and Policymaking**

Based on the study described in the last four chapters, final considerations and implications for future research, service delivery, and policymaking are discussed in this chapter. The results of this environmental scan can inform the development of future programs which can meet the needs of this specific population during the process of their resettlement within Ontario, Canada. Therefore, this environmental scan can contribute to creating more inclusive public policies and service development related to immigration, resettlement, and citizenship.

### **Implications for Future Research, Service Delivery and Policymaking**

In order to understand the implications of this study, it is suggested that the settlement services for this group be understood in the context of their needs as indicators of integration. Refugee youth need support adjusting to a new country, such as resettlement services for mental health and education (Marshall et al., 2016). Resettlement services that cater to the needs of refugee youth yield positive outcomes (Hyndman et al., 2014). In the absence of this support, negative settlement experiences can have a profound effect on youth (Hyndman et al., 2014) and this adverse effect often shows in adolescences or later in adults as deviant and antisocial behaviors (UNHCR, 2015). For refugee youth who have gone through traumatic changes, settlement services can play a crucial role to promote recovery and maintain balance for their ongoing growth and well-being (Hyndman et al., 2014). Consequently, refugee youth and settlement services clearly need priority in future research.

Finally, considering the changing demographics and political arena, as well as the shifting sociocultural reality, an environmental scan can play an important part in keeping

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

up with these changing trends by informing stakeholders, policymakers and researchers, as well as identifying gaps to address the concern in a timely and comprehensive manner. Thus, this scan can enhance the ability of settlement sectors to effectively respond to the needs of the escalating number of refugee youth and adapt relevant policies to enhance their well-being and integration.

**Research.** Some of the existing research includes all newcomers in the category of immigrants but does not consider the unique refugee youth experience that demands a more nuanced understanding of the ways in which it differs from other categories of immigrants (UNHCR, 2015). As indicated in the scan, there is a need to disaggregate the data and research on youth refugees from voluntary immigrants as this age category is distinct and complex and thus demands an approach that is tailored towards their specific needs. These specific needs can be best understood most importantly in the context of immigrant status and age, followed by other factors such as ethnicity, cultural background, and resettlement conditions, while studying and developing the settlement services for their integration and well-being. For example, health concerns are very different for some refugee youth as compared to economic or family-class immigrants and require specific treatment and research for such youth especially in the field of mental health. Therefore, further research in this direction is needed that could assist health practitioners and service providers when dealing with the issues pertaining specifically to this population.

Findings in this environmental scan also revealed that several ethnic community organizations or Refugee Community Organizations (RCO's) serve as key settlement organizations. Research has shown that community organizations play an important role and are emerging as service providers to young refugees (Lacroix, Baffoe & Liguori,

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

2015). Hence, further research on the collaboration of these services with mainstream settlement services in the field of expertise and knowledge is warranted as it indicates promising potential. This research can then inform the government and policymakers about the services of RCOs to make this sector of settlement services effective by working in areas such as funding and regulation.

**Government.** Canada is one of the leading countries amongst those that welcome large numbers of resettled refugees. The UNHCR (2016) report states that to facilitate employment for the refugees in their third country of refuge, a society-based initiative called the Talent Register is being developed by Jordan and Lebanon. The initiative taken by the Government of Canada to employ these refugees identified in the Talent Register will facilitate their employment and this will include refugee youth. The Government of Canada could consider increasing the number of refugee youth for employment from this Talent Register by adding them to the roster of GARs. Often refugee youth have difficulty accessing transcripts and certificates from their country of origin and employing these refugees will minimize this barrier for the Canadian government as they will come with some form of documentation issued by the Talent Register.

The federal and provincial settlement programs support successful integration of refugee youth. Refugee youth enrolled in school can benefit from programs incorporated in school as they spend a significant amount of their time there (Kia-Keating & Ellis, 2007). Therefore, schools can serve as the entry point to settlement support and provide space for programs (Hurlock et al., 2004). In schools, programs such as homework clubs, sports clubs, after-school programs or language classes provide not only academic support but also help build social skills. However, with the surge of refugees and the

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

limited resources for these youth, the government must manage the rise in the requirements of this population in our school system.

Moreover, schools being a primary integration forum can also work to serve LGBTQ+ refugee youth. According to Toronto District School Board (TDSB, 2016), this school board is the largest school board in Canada which represents 600 schools and has 60 schools that have active Gay-Straight Alliances (GSA). Providing funding to establish enough support groups and specific programs that offer counselling to LGBTQ+ refugee youth in schools as well as outreach services to family and community to accept and support their children is recommended. For example, the only LGBTQ+ high school in Canada, known as the Triangle Program in Toronto, is an alternative school run out of a church (“Triangle Program,” 2016). Almost 600 students have graduated from this high school since 1995 (“Triangle Program,” 2016). Traditional schools can integrate this program and modify it to serve more LGBTQ+ refugee students either by collaborating with the Triangle Program or by following its blueprint to create a similar program as a supplement to its existing curriculum, just as with ESL programs in schools. As this environmental scan revealed, there are inadequate services supporting LGBTQ+ refugee youth, and schools with specific programs can address the needs of this population.

**Settlement services.** The observations presented in this study suggest some recommendations to mitigate the constraints faced by refugee youth during their settlement. Researchers have shown that the uptake of settlement services is linked to the staff with similar culture (Hyndman, 2011). The uptake in settlement services can be increased if staff share the same language, cultural background, and similar sexual orientation and experiences. In a study conducted by Giwa and Chaze (2018), this LGBTQ+ population was found largely invisible in the inclusion and diversity policies of

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

the settlement organization. Inclusion of LGBTQ+ refugees in settlement services either by their representation in the service sector or by working in collaboration with this population will help to address their needs effectively.

Participation of refugee youth in the development of settlement services is needed and can be achieved by including their voices rather than just using their experiences as narratives or case studies for research, as for example, youth involvement in developing the website, NewYouth.ca. Settlement services that use the platforms of online social media can be effective in targeting this age group as this mode of communication appeals to their age. The participation of refugee youth in this virtual world provides them with a medium to exercise their agency in creating and disseminating knowledge and information. The use of electronic media by refugee youth will allow them to perform their agency despite many barriers such as access to settlement services or transportation issues. Furthermore, the use of social media will give refugee youth a virtual collective platform to advocate for their own needs.

Refugee youth will greatly benefit from the development of an online centralized repository of settlement services in Ontario as a tool that yields services based on the information relevant to their needs. Transportation deficiency and accessibility to specific services were the significant barriers found in the scan. This online tool can be useful as refugee youth can access relevant information about settlement services remotely and at any time.

As revealed in the scan, various youth programs have different age requirements as eligibility criteria. Providing continuity of service and more support regardless of age limitation, is recommended. Furthermore, different age limits can create confusion and thus may act as a barrier to access these services. The settlement services in Toronto

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

usually define 15 to 29 years as the eligibility criteria for youth programs as compared to variations in age categories for services, such as 13 to 24 or 19 to 25 years in the rest of the three cities.

Therefore, it is recommended that service providers, researchers, and social policymakers investigate the unique and multiple challenges that refugee youth often face as they navigate their resettlement process.

### **Personal Implications**

Through this scan and my analytic thought (about the youth's perception), this scan has helped me understand the effect of migration on refugee youth, and especially the role that resources can play in shaping their experiences. It is amazing that despite the atrocity that refugee youth often face, this vulnerable population actively seeks resources that are available to them such as settlement services, support from family, peers, teachers and community to overcome the factors that impede their development. I have a much better understanding of how hard their struggle might be in the post-settlement period of their migration trajectory. Through my analytic thought about the youth's perception, I now understand the importance of how the contributing factors, such as settlement services, service providers, researchers, educators and government, must come together to foster the resilience and healthy development of refugee youth based on their specific needs as they will tomorrow be valuable contributors to our society.

### **Final Considerations**

The purpose of this environmental scan was to explore the role of the available settlement services and programs that affect the integration and well-being of refugee youth in Ontario, Canada. This scan is needed to understand and analyze the resources

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

that might help the migration trajectory of refugee youth in the process of their integration.

The scan revealed that services focusing on community, education, employment, culture, family, and friends shape the experiences of refugee youth. Settlement services that offer counselling, orientation, information and referral were most commonly used by clients. However, sparse amount of services supporting LGBTQ+ refugee youth was found in the scan. Therefore, this scan calls for more inclusive services for this demographic and aims to add to the knowledge base of the settlement services offered in Southwestern Ontario.



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## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

**Appendix A***Summary Table of References Citing Key Concepts of Refugee Youth Integration*

Reference/author information	Research design	Focus area/aim of study	Location
Anstiss et al. 2010	Qualitative/Mixed-methods	Intervention	Australia
Bajwa et al. 2017	Qualitative/I	Education & information barriers	Canada
Bates et al. 2013	Qualitative/I	Risk & resilience framework	USA
Beiser et al. 2006	Quantitative		
Betancourt et al. 2012	Quantitative	Social connectedness	USA
Betancourt et al. 2014	Quantitative	Intervention (COR)	Sierra Leone
Blanchet-Cohen & Denov, 2017	Quantitative/I	Psychosocial services	Canada
Bronfenbrenner, 1979		Ecology of human development	
Bronstein & Montgomery, 2011	Systematic review	Determinants of Health	Western countries (OECD)
Carlson et al. 2012	Systematic review	Determinants of Health	
Correa-Velez et al. 2010	Quantitative	Psychosocial factors	Australia
Denov & Akesson, 2013	Qualitative/I	Place and place making	Canada
Denov & Marchand, 2014	Qualitative/I	Intervention/family, place	Colombia
Derulyen et al. 2007	Quantitative Mixed method	Interventions	Belgium Canada

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Dryden-Peterson, & Giles, 2010	A review	Theoretically derived themes	
Earnest et al. 2015	Qualitative/F G	Psychosocial conceptual framework	Australia
Edge et al. 2014	Scoping review	Determinants of health	Canada
Elgersma, 2012			Canada
Ellis et al. 2010	Mixed method	Rates of mental	
Guruge & Butt 2015	Scoping review	Determinants of health	Canada
Guruge et al. 2015	Qualitative/arts-informed method	Intervention	Canada
Hobfall et al. 2012		Theoretically derived themes (COR)	
Hodes et al. 2008	Qualitative/survey		United Kingdom
Kia-Keating & Ellis, 2007	Qualitative	Social connectedness	USA
MacBrien et al. 2017	A review		
Marshall et al. 2016	A review	Intervention	Canada
Quirke, 2012	Qualitative	Information practice in settlement	Canada
Rana et al. 2011	Qualitative	Educational resilience	USA
Rossiter et al. 2015	Qualitative/I	Intervention	Canada
Rousseau et al. 2007	Qualitative	Intervention	Canada
Sabatier & Berry 2008	Qualitative/survey	Ecocultural model of acculturation	France & Canada

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Sampson & Gifford, 2010	Quantitative/I	Place-making, settlement	Australia
Shakya et al. 2010	Qualitative	Determinants of Health	Canada
Shakya et al. 2014	Qualitative/Community-based participatory research	Determinants of Health	Canada
Silove et al. 2013		ADAPT model, Intervention	
Sliejjpen et al. 2016	Qualitative/WA	Resilience research	The Netherlands
Sliejjpen et al. 2016	Qualitative /synthesis methodology	Theoretically derived themes/ecological development perspective	
Sliejjpen et al. 2017	Qualitative /I	Intervention	The Netherlands
Stewart et al. 2012	Qualitative/I	Intervention	Canada
Stewart, et al. 2014	Qualitative/I	Determinant of health	Canada
Thommessen et al. 2013	Qualitative	Theoretically derived themes	United Kingdom
Unger, 2008		Resilience	
Unger, 2012	Literature based article	Resilience/intervention	
Walsh, 2012		Theoretically derived theme	
Weiten et al. (2009)		Coping mechanism	
Yohani, 2008		Human ecological theory Hope theory	Canada
Zeus, 2011	Literature-based article	Intervention	Thailand

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## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

*Note:* I – Interviews, FG – Focus groups; COR—Conservation of Resources; Western countries are defined as members of the Organization for Economic Cooperation and Development (OECD)—Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Hungary, Republic of Ireland, Italy, Japan, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovakia, South Korea, Spain, Sweden, Switzerland, Turkey, United Kingdom, and the United States. These countries are signatories of both the Geneva Convention and the UN Convention for the Rights of the Child (UNCRC).

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

**Appendix B***List of Settlement Services in the City of Toronto*

Name of Organization	Address	Fee	Program Details
Access Alliance Multicultural Community Health Centre	340 College Street, Suite 500 Toronto, Ontario M5T 3A9 Tel. (416) 324-8677 Fax (416) 324-9074	Free	Counselling and support; recreation; health and wellness; interpretation and LGBTQ+ services.
Accessible Community Counselling and Employment Services (ACCES) Main Branch	489 College Street, Suite 100 Toronto, Ontario M6G 1A5 Tel. (416) 921-1800 Fax (416) 921-3055	Free	Employment (access to computer, internet, fax, copier); workshop; counselling job training (youth program ; ELT; ESL; FSL and information and referral.
Accessible Community Counselling and Employment Services (ACCES) Scarborough Branch	2100 Ellesmere Road, Suite 250 Scarborough, Ontario M1H 3B7 Tel. (416) 431-5326 Fax (416) 431-5286	Free	See Main Branch
Across Boundaries	51 Clarkson Avenue Toronto, Ontario M6E 2T5 Tel. (416) 787-3007 Fax (416) 787-4421	Free	Counselling and support; literacy program; computer skills training and recreation programs.
Afghan Association of Ontario	29 Pemican Court, Unit 6 North York, Ontario M9M 2Z3 Tel. (416) 744-9289 Fax (416) 744-6671	Free	Employment; housing; orientation; information and referral; translation and interpretation and counselling and support.
Afghan Women's Counselling and Integration Community Support Organization Main Branch	2333 Dundas Street West, Suite 205A Toronto, Ontario M6R 3A6 Tel. (416) 588-3585 Fax (416) 588-4552	Free	Translation and orientation; information and referral; health and wellness; literacy; housing; ESL and counselling and support.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Afghan Women's Counselling and Integration Community Support Organization North York Branch LINC Program Site	747 Don Mills Road North York, Ontario M3C 1T2 Tel. (416) 421-0377	Free	LINC program; ESL; Youth and refugee program and counselling.
Afghan Women's Counselling and Integration Community Support Organization, Scarborough Branch, LINC Program site	2555 Eglinton Avenue East, Suite 205, 206, 213 Scarborough, Ontario M1K 5J1 Tel. (416) 266-2936	Free	LINC program; ESL; Youth and refugee program and counselling.
African Canadian Legal Clinic	250 Dundas Street West Suite 402, Toronto M5T2Z5 Tel: 416-214-4747	Free	Employment; legal services and youth programs (the African Canadian Youth Justice Program, and Education Program.
African Refugee and Immigrant Aid Organization	398 Bloor Street West, 2 <sup>nd</sup> Floor Toronto, Ontario M5S 1X4 Tel. (647) 436-7520 Fax (647) 436-0743	Free	Education; information and referral; housing; interpretation and translation; counselling and access to computer.
African Training and Employment Centre of Toronto (ATEC)	1440 Bathurst Street, Suite 110 Toronto, Ontario M5R 3J3 Tel. (416) 653-2274 Fax (416) 653-7817	Free	ESL; training; job search training; computer access.
Arab Community Centre of Toronto	5468 Dundas St. W. Suite 324 Etobicoke, Ontario M9B 6E3 Tel. (416) 231-7746 Fax (416) 231-4770	Free	Workshop; information and referral; housing; legal; translation and interpretation; counselling; orientation and employment.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Association of Ghanaians in Toronto	264 Dupont Street Toronto, Ontario M3R 1V7 Tel. (416) 972-6290	Free	Education and recreation and leisure.
Association of Women of India in Canada (AWIC)	3030 Don Mills Road East, Suite LL8A11 North York, Ontario M2J 3C1 Tel. (416) 499-4144 Fax (416) 499-4077	Free	Orientation; employment; counselling and support; ESL; housing; recreation; information and referral and orientation.
Bangladesh Awami Society, Ontario Canada	3171 Eglinton Avenue East, Suite 902 Scarborough, ON M1J 2G8 Tel. (416) 266-7785 Fax (416) 266-7785	Free	Information and referral and counselling and support.
Bangladeshi-Canadian Community Services	7 Sibley Avenue Toronto, Ontario M4C 5E6 Tel. (416) 699-4484 Fax (416) 699-4434	Free	Housing; information and referral; counselling and support; form filling; employment; education and interpretation and translation.
Black CAP's LGBT Settlement Program	20 Victoria Street, 4th Floor Tel: (416) 977-9955 ext. 250 Email: c.cromwell@ black-cap.com	Free	LGBTQ+; education and recreation and leisure.
Bloor Information and Life Skills Centre	672 Dupont Street, Suite 314 Toronto, Ontario M6G 1Z6 Tel. (416) 531-4613 Fax (416) 531-9088	Free	Orientation; assistance filling out forms; counselling and support; housing and information and referral.
Broad African Resource Centre (BARC)	203 Sackville Green, Unit 8 Toronto, Ont. M5A 3H1 Tel. (416) 658-3585 Fax (416) 652-8947	Free	Employment; computer and internet access; recreation and leisure; training and support.



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Canadian African Centre	2625 Danforth Avenue Toronto, Ontario M4C 1L4 Tel. (416) 691-7407, Ext. 234 Fax (416) 691-8466	Free	Workshop; employment; housing and counselling and support;
Canadian African Newcomer Aid Centre of Toronto	21B Vaughan Road, Suite 114 Toronto, Ontario M5G 2N2 Tel. (416) 658-8030 Fax (416) 658-0746	Free	Orientation; counselling and support; housing; information and referral; job search skills; and assistance filling out forms.
Canadian Arab Federation LINC Centre	250 Consumers Road, Suite 201 Toronto, Ontario M2J 4V6 Tel. (416) 490-9464 Fax (416) 490-8442	Free	LINC program and ESL.
Canadian Arab Federation Main Branch	1057 McNicoll Avenue Toronto, Ontario M1W 3W6 Tel. (416) 493-8635 Fax (416) 493-9239	Free	Job search workshops; ESL and FSL.
Canadian Cambodian Association of Ontario	1111 Finch Avenue West, Suite 308 North York, Ontario M3J 2E5 Tel. (416) 736-0138 Fax (416) 736-9454	Free	Orientation; information and referral; employment; translation and interpretation; recreation and leisure; counselling and assistance in filling out forms.
Canadian Centre for Victims of Torture.	194 Jarvis street Toronto ON M5B 2B7 (416) 363-1066 (416) 363 -2122		Legal; health and wellness; orientation; information and referral; ESL and Counselling and support.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Canadian Refugee and Immigrant Counselling Services (CRICS)	10 Trinity Square Toronto, Ontario M5G 1B1 Tel. (416) 506-1163 Fax (416) 506-1163	Free	Interpretation and translation; counselling and support and ESL.
Canadian Tamil Women's Community Services	2100 Ellesmere Road, Suite 201A Scarborough, Ontario M1H 3B7 Tel. (416) 289-2099 Fax (416) 289-2133	Free	Housing; counselling and support; employment; health and wellness; form filling and legal.
Canadian Tibetan Association of Toronto	502 Huron Street Toronto, Ontario M5R 2R3 Tel. (416) 934-0130 Fax (416) 934-0130	Free	Employment, referral services; information; orientation; health and wellness programs. Tibetan medical counselling camps, and yoga classes (recreation and leisure).
Canadian Ukrainian Immigrant Aid Society (CUIAS) Daisy Avenue Office	68 Daisy Avenue Toronto, Ontario M8W 1S1 Tel. (416) 503-8939 Fax (416) 503-0993	Free	LINC program and ESL.
Canadian Ukrainian Immigrant Aid Society (CUIAS) Main Branch	2150 Bloor Street W Est, Suite 96 Toronto, Ontario M6S 1M8 Tel. (416) 767-4595 Fax (416) 767-2658	Free	ESL; orientation; information and referral; translation and interpretation; employment and housing.
Canadian-African Newcomer Aid Centre of Toronto (CANACT)	21B Vaughan Road, Suite 114 Toronto, Ontario M6G 2N2 Tel. (416) 658-8030 Fax (416) 658-0746	Free	Housing; orientation; form filling; information and referral; job search skills and counselling and support
Canadians of Bangladeshi Origin	84 West Humber Blvd. Rexdale, Ontario M9W 3M6 Tel. (416) 742-9818	Free	Housing; interpretation and translation; employment; information and referral and legal.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Catholic Cross-Cultural Services	780 Birchmount Road, Unit 3 Toronto, Ontario M1K 5H4 Tel. (416) 757-7010 Fax (416) 757-7399	Free	Language; orientation; Refugee Sponsorship Training; counselling and support; ESL; FSL, education; workshops; employment and information and referral.
Centre for Information and Community Services of Ontario	3852 Finch Avenue East, Suite 310 Scarborough, Ontario M1T 3T9 Tel. (416) 292-7510 Fax (416) 292-9120	Free	Information and referral; orientation; translation and interpretation; form filling; ESL; employment; workshops; counselling and support and education.
Centre for Spanish Speaking Peoples	2141 Jane Street, Suite 200 Toronto, Ontario M3M 1A2 Tel. (416) 533-8545 Fax (416) 533-5731	Free	Legal; information and referral; counselling and support; housing; employment and translation; interpretation.
Centre francophone du Toronto metropolitan	20 Lower Spadina Avenue Toronto, Ontario M5V 2Z1 Tel. (416) 203-1220 Fax (416) 203-1165	Free	Workshops; employment; information and referral; orientation; housing; counselling and recreation.
College Boreal - employment services and immigrant services	Toronto star building 1 Yonge St. 3 <sup>rd</sup> floor Toronto downtown central. M5E 1E5 416 289 5130 416 289 8862 clic.toronto@collegeboreal.ca		FSL; LINC and employment.
Community Information Centre for the City of York	2696 Eglinton Avenue West Toronto, Ontario M6M 1T9 Tel. (416) 652-2273 Fax (416) 652-8992	Free	Housing; information and referral and assistance filling out forms.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

COSTI Family and Mental Health Centre	Sheridan Mall 1700 W Lion Avenue, Suite 105 North York, Ontario M3L 1B2 Tel. (416) 244-7714 Fax (416) 244-7299	Free	Counselling and support groups; health and education.
COSTI Main Branch	1710 Dufferin Street Toronto, Ontario M6E 3P2 Tel. (416) 658-1600 Fax (416) 658-8537	Free	Form filling; information and referral; orientation; counselling and support; health; housing; recreation and leisure; interpretation and translation; employment; ESL; job search workshops; educational and counselling.
COSTI, Caledonia Branch LINC Program, Employment Services	700 Caledonia Road Toronto, Ontario M6B 3X7 Tel. (416) 789-7925 Fax (416) 789-3499	Free	ESL; literacy; LINC; employment counselling; job training; employment; access to computer; workshops and resume.
COSTI, Caledonia Branch Centre for Foreign Trained Professionals and Tradespeople	700 Caledonia Road Toronto, Ontario M6B 3X7 Tel. (416) 789-3420, Ext. 244 Fax (416) 789-5397	Free	See Etobicoke Branch
COSTI, Etobicoke Branch Centre for Foreign Trained Professionals and Tradespeople	1620 Albion Road, 2 <sup>nd</sup> Floor Etobicoke, Ontario M9V 4B4 Tel. (416) 745-0281 Fax (416) 745-5718	Free	Assessment of educational competency; career planning; job search (Program is in partnership with Humber College Government and Community Relations).

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

COSTI North York Centre	Sheridan Mall 1700 W Lion Avenue, Suite 114 North York, Ontario M3L 1B2 Tel. (416) 244-0480 Fax (416) 244-0379	Free	See Main Branch.
COSTI, Toronto West Branch Outreach Leading to Employment and Training (OUTLET)	760 College Street Toronto, Ontario M6G 1C4 Tel. (416) 534-8437 Fax (416) 534-8425	Free	Job search skills; employment and career counselling and job placement.
COSTI, Toronto West Branch Corvetti Education Centre	760 College Street Toronto, Ontario M6G 1C4 Tel. (416) 534-7400 Fax (416) 534-2482	Free	See Main Branch.
Cross Edge Community Network	2638 Eglinton Avenue West, Suite 202 Toronto, Ontario M6M 1T7 Tel. (416) 652-3636 Fax (416) 652-3636	Free	Orientation; education; job search; housing; employment; skills training; translation and filling forms.
Culture Link	160 Springhurst Avenue, Ste 300 Toronto, Ontario M6K 1C2 Tel. (416) 588-6288 Fax (416) 588-2435	Free	Orientation; internet access; job search workshops; recreation and leisure; employment; education; health; ESL; LGBTQ+ and Syrian refugee support program.
Dejinta Beesha (Somali Multi-Service Centre)	8 Taber Road Etobicoke, Ontario M9W 3A4 Tel. (416) 743-1286 Fax (416) 743-1233	Free	Housing; information and referral; employment; translation and interpretation; Counselling and support and education and legal.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

East Metro Youth Services - Newcomer Youth Program –	1200 Markham Rd Suite 313 Scarborough Central Toronto, ON M1H 3C3 Tel: 416-438-3697 Fax: 416-438-7424 <a href="http://www.emys.on.ca/">http://www.emys.on.ca/</a>	Free	Youth program as orientation; information and referral; training (computer literacy and multimedia skills) and ESL.
East Toronto Community Legal Service	1320 Gerrard Street East Toronto, Ontario M4L 3X1 Tel. (416) 461-8102 Fax (416) 461-7497	Free	Legal assistance.
Eastview Neighborhood Community Centre	86 Blake Street Toronto, Ontario M4J 3C9 Tel. (416) 392-1750 Fax (416) 392-1175	Free	Interpretation and translation; orientation; information and referral; counselling; form filling; ESL; recreation and youth program (13-18 yrs.).
FCJ Refugee Centre	208 Oakwood Ave. Toronto, ON M6E 2V4 Phone: 416-469-9754 Fax: 416-469-2670 <a href="mailto:info@fcjrefugeecentre.org">info@fcjrefugeecentre.org</a>	Free	Health; training; counselling and support; employment; ELL, workshops; orientation; temporary housing (for women and children); legal; information and referral; translation; filling forms; recreation; and leisure and LGBTQ+.
Flemington Community Legal Services	49 The Don way W Est, Suite 205 Don Mills, Ontario M3C 3M9 Tel. (416) 441-1764 Fax (416) 441-0269	Free	Legal assistance.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Francophone de l'Ontario PIDEF/ TEE (Settlement in French-Language School Program)	108 Spen Valley Drive North York, Ontario M3L 1Z5 Tel. (416) 623-2822	Free	Franco-Ontarians community organization serving immigrants from northern and eastern Ontario. Legal; FSL; recreation and leisure; housing; interpretation; employment; health and wellness.
Griffin centre	1125 Finch Ave West, Unit 16 Toronto, Ontario M3J 3J6 Tel: 416-222-1153 Fax: 416-222-1321 <a href="http://www.griffin-centre.org/reachout.php">http://www.griffin-centre.org/reachout.php</a>	Free	LGBTQ+; counselling; Training; recreation and leisure and health.
Heritage Skills Development Centre	400 McCowan Rd Ground Fl, Toronto, ON M1J 1J5 Tel. (416) 345-1613 Fax (416) 345-8696 <a href="mailto:info@hdsdconline.org">info@hdsdconline.org</a>	Some services free	Education; information and referral; orientation; employment; workshops; counselling and support; training; recreation and FSL.
Islamic Community of Afghans in Canada	22 Hobson Avenue North York, Ontario M4A 1Y2 Tel. (416) 757-2553 Fax (416) 757-2588	Free	Information and referral; interpretation and translation; orientation; form filling; Advocacy and recreation.
Islamic Social Services and Resources Association	2375 St. Clair Avenue West Toronto, Ontario M6N 1K9 Tel. (416) 767-9358 Fax (416) 767-0328	Free	Information and referral; counselling and support; recreation and education.
Jamaican Canadian Association	995 Arrow Road North York, Ontario M9M 2Z5 Tel. (416) 746-5772 Fax (416) 746-7035	Free	Housing; employment; education; orientation; form filling; recreation; counselling and support and health.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Jewish Immigrant Aid Services (Toronto)	4600 Bathurst Street, Suite 325 Willowdale, Ontario M2R 3V3 Tel. (416) 630-6481 Fax (416) 630-1376	Free	Counselling and support; housing; information and referrals and ESL.
Jewish Information Service	4588 Bathurst Street, Suite 214 Toronto, Ontario M2R 1W 6 Tel. (416) 635-5600 Fax (416) 636-5813	Free	Information and directory about Jewish life in the GTA; synagogues and temples; day care; preschool programs; schools; heritage schools; camps and recreation and leisure.
Kensington Bellwoods Community Legal Services	489 College Street, Suite 205 Toronto, Ontario M6G 1A5 Tel. (416) 924-4244 Fax (416) 924-5904	Free	Legal assistance.
Korean Canadian Association of the GTA	1133 Leslie Street North York, Ontario M3C 2J6 Tel. (416) 383-0777 Fax (416) 383-1113	Free	Counselling and support; information and referral; health and wellness; orientation; housing; employment; training (computer) and youth (SWIS).
Korean Canadian Women's Association	27 Madison Avenue Toronto, Ontario M5R 2S2 Tel. (416) 340-1234 Fax (416) 340-8114	Free	Interpretation; employment; counselling and support; information and referral and education.
Korean Information and Social Services	720 Ossington Street Toronto, Ontario M6G 3T7 Tel. (416) 531-6701	Free	Information and referral; seminars and workshops; counselling; translation and interpretation and workshops; information on Korean culture and community for the Korean community(recreation)



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Kosova Community and Information Centre	3416 Dundas Street West, Suite 202 Toronto, Ontario M6S 2S1 Tel. (416) 760-0172 Fax (416) 760-7902	Free	Information and referral; counselling and support and translation and interpretation.
Lakeshore Area Multiservice Project (LAMP)	185 Fifth Street Toronto, Ontario M8V 2Z5 Tel. (416) 252-6471 Fax (416) 252-4474	Free	Public health/medical; advocacy; food bank; counselling and support; information and referral; interpretation and translation assistance; filling out forms; welfare and legal.
Learning Enrichment Foundation	116 Industry Street Toronto, Ontario M6M 4L8 Tel. (416) 769-0830 Fax (416) 769-9912	Free	ESL; internet access; job search; information and referral; orientation; employment and counselling.
Legal Aid Ontario	375 University Avenue, Suite 206 Toronto, Ontario M5G 2G1 Tel. (416) 977-8111 Fax (416) 977-5567	Free	Legal assistance.
Malvern Family Resource Centre	1321 Neilson Road Scarborough, Ontario M1B 3C2 Tel. (416) 281-1376 Fax (416) 281-8898	Free	Serves the Tamil community; counselling and support and information and referral.
MCC Toronto	115 Simpson Avenue, Toronto, ON M4K 1A1 Tel.416-406- (6228) Fax 416-466-5207	Free	LGBTQ+ support group.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Mennonite New Life Centre of Toronto	1774 Queen Street East, Suite 200 Toronto, Ontario M4L 1G7 Tel. (416) 699-4527 Fax (416) 699-2207	Free	Translation and interpretation; ESL; counselling and support; legal and training.
Metro Toronto Chinese & Southeast Asian Legal Clinic	180 Dundas Street West, Suite 1701 Toronto, Ontario M5G 1Z8 Tel. (416) 971-9674 Fax (416) 971-6780	Free	Legal assistance.
Midaynta Association of Somali Service Agencies	1992 Yonge Street, Suite 203 Toronto, Ontario M4S 1Z8 Tel. (416) 544-1992 Fax (416) 5440-3379	Free	Form filling; orientation; information and referral; counselling and support; translation and interpretation; employment; housing and training.
National AfriCan Integration and Families Association (NAIFA)	42 Charles Street East, 5 <sup>th</sup> Floor Toronto, Ontario M4Y 1T4 Tel. (416) 975-0877 Fax (416) 925-9112	Free	Information and referral; housing; counselling and support and education.
National Council of Jewish Women of Canada Toronto Branch	4700 Bathurst Street Toronto, Ontario M2R 1W 8 Tel. (416) 633-5100 Fax (416) 366-1956	Free	ESL classes; literacy classes.
Nigerian Canadian Association	4544 Sheppard Avenue East Toronto, Ontario M1S 1V2 Tel. (416) 298-0502	Free	Organization that leads social, cultural and community activities in Nigerian community.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

North York Community House	700 Lawrence Avenue West, Suite 226 Toronto, Ontario M6A 3B4 Tel. (416) 784-0920 Fax (416) 784-2042	Free	Recreation and leisure; information and referral; counselling and support; ESL and orientation.
North York Somali Immigrants and Cultural Supporting Group	3100 Weston Road, Suite 213 Toronto, Ontario M9M 2S7	Free	Housing; information and referral; employment; counselling and support; interpretation and social programs (recreation and leisure).
Northwood Neighborhood Services	2528A Jane Street Downs view, Ontario M3L 1S1 Tel. (416) 748-0788 Fax (416) 748-0525	Free	Recreation and leisure; ESL; counselling and support; orientation and information and referral.
Oasis Dufferin Community Centre	1219 Dufferin Street Toronto, Ontario M6H 4C2 Tel. (416) 536-3197 Fax (416) 536-0122	Free	Orientation; interpretation and translation; counselling and support; job training; recreation and leisure.
Ogaden Somali Community Association of Ontario	1575 Lawrence Avenue West, Suite 203 Toronto, Ontario M6L 1C3 Tel. (416) 614-1255 Fax (416) 614-9638	Free	Information and referral; translation and interpretation; counselling and employment.
Ontario Council of Agencies Serving Immigrants (OCASI)	110 Eglinton Avenue West, Suite 200 Toronto, Ontario M4R 1A3 Tel. (416) 322-4950 Fax (416) 322-8084	Free	Umbrella organization for organizations providing service to immigrants and refugees; liaison to government; information exchange.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Oromo Canadian Community Association in Ontario	761 Jane Street, Suite 210 Toronto, Ontario M6N 4B4 Tel. (416) 767-8784 Fax (416) 767-7223	Free	Orientation; translation and interpretation and referrals.
Pakistan Canada Cultural Association	1266 Queen Street West Toronto, Ontario M6K 1L3 Tel. (416) 531-2411 Fax (416) 531-0885	Free	Umbrella organization for Urdu-speaking communities and groups. Settlement assistance and information and referral.
Parkdale Community Legal Services	1266 Queen Street West Toronto, Ontario M6K 1L3 Tel. (416) 531-2411 Fax (416) 531-0885	Free	Legal assistance.
Parkdale Intercultural Association	1257 Queen Street West Toronto, Ontario M6K 1L5 Tel. (416) 536-4420 Fax (416) 538-3931	Free	Newcomer counselling and settlement assistance: English classes (LINC); workshops, information sessions and pre-employment training; recreation and leisure; ESL; internet access; orientation; information and referral and recreation.
Polycultural Immigrant and Community Services Eglinton Satellite Office	3174 Eglinton Avenue East Scarborough, Ontario M1J 2H5 Tel. (416) 261-4901 Fax (416) 261-1175	Free	See Main Branch.
Polycultural Immigrant and Community Services Main Branch	3363 Bloor Street West Etobicoke, Ontario M8X 1G2 Tel. (416) 233-0055 Fax (416) 233-5141	Free	Orientation; information and referral; counselling and support; education; translation and interpretation; ESL, health and wellness and employment.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Polycultural Immigrant and Community Services Roncesvalles Satellite Office	15 Roncesvalles Avenue, Suite 202 Toronto, Ontario M6R 2K2 Tel. (416) 533-9471 Fax (416) 533-4074	Free	See Main Branch.
Pothikai Tamil Women's Organization	597 Parliament Street, Suite B3 Toronto, Ontario M4X 1W 3 Tel. (416) 961-4691 Fax (416) 961-4691	Free	Information and referral; counselling and support; job training and counselling.
Quaker Committee for Refugees	60 Lowther Avenue Toronto, Ontario M5R 1C7 Tel. (416) 964-9669 Fax (416) 920-5214	Free	Form filling; information and referral; employment training; housing; translation and interpretation.
Refugees and Immigrants Information Centre Toronto	597 Parliament Street, Suite B4 Toronto, Ontario M4X 1W 3 Tel. (416) 961-7027 Fax (416) 961-9732	Free	Information and referral; legal and translation.
Rexdale Community Health Centre	8 Taber Road Etobicoke, Ontario M9W 3A4 Tel. (416) 744-0066 Fax (416) 744-1881	Free	Health; nutrition counselling and support; employment; and counselling.
Rexdale Community Legal Clinic	500 Rexdale Blvd. Etobicoke, Ontario M9W 6K9 Tel. (416) 741-5201 Fax (416) 741-6540	Free	Legal assistance.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Rexdale Women's Centre	8 Taber Road, 2 <sup>nd</sup> Floor Etobicoke, Ontario M9W 3A4 Tel. (416) 745-0062 Fax (416) 745-3995	Free	Counselling and support; employment; health; legal; information and referral; ESL; orientation; education and form filling.
Riverdale Immigrant Women's Centre Bloor Street Location	525 Bloor Street East Toronto, Ontario M4W 1J1 Tel. (416) 927-0527	Free	See Main Branch.
Riverdale Immigrant Women's Centre Danforth Avenue Location	2170 Danforth Avenue Toronto, Ontario M4C 1K3 Tel. (416) 421-0929	Free	See Main Branch.
Riverdale Immigrant Women's Centre Main Branch	1326 Gerrard Street East, Suite 100 Toronto, Ontario M4L 1Z1 Tel. (416) 465-6021 Fax (416) 465-3224	Free	ESL; assistance filling out forms; job search training; translation and interpretation and literacy.
Riverdale Immigrant Women's Centre Sheppard Avenue Location	4271 Sheppard Avenue East, Unit 21 Scarborough, Ontario M1S 4G4 Tel. (416) 293-9380, Fax (416) 293-0228	Free	See Main Branch.
Salvation Army – Immigrant and Refugee Services Centre	148 Jarvis Street, 2 <sup>nd</sup> Floor Toronto, Ontario M5B 2B5 Tel. (416) 360-6036 Fax (416) 360-8736	Free	Orientation; information and referral; assistance with form filling; counselling and support; interpretation and ESL.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Scadding Court Community Centre	707 Dundas Street West Toronto, Ontario M5T 2W 6 Tel. (416) 392-0335, Ext. 228 Fax (416) 392-0340	Free	Education; counselling and support; recreation; information and referral; internet access; citizenship; ESL; workshops; housing; interpretation and translation; health; orientation; form filling and employment programs for youth recreation Young men in grades 9–12.
Silayan Community Centre	246 Gerard Street East Toronto, Ontario M5A 2G2 Tel. (416) 926-9505 Fax (416) 926-0600	Free	Orientation; information and referral; housing; health; translation and interpretation and employment.
Skills for Change	791 St. Clair Avenue West Toronto, Ontario M6C 1B9 Tel. (416) 658-3101 Fax (416) 658-6292	Fee for some courses	Orientation; information and referral; training. Refugee youth program. LINC; ESL; ELT; mentoring; form filling; workshop and employment.
Society for the Aid of Ceylon Minorities (SACEM) refugee	5200 Finch Avenue East, Suite 301 Scarborough, Ontario M1S 4Z5 Tel. (416) 291-9972 Fax (416) 291-5590	Free	Information and referral; orientation; counselling and support and health.
Sojourn House	51 Bond Street Toronto, Ontario M5B 1X1 Tel. (416) 864-0515 Fax (416) 955-0533	Free	Short term emergency shelter; information and referral; orientation; food and housing.
Somali Canadian Association of Etobicoke	925 Albion Road, Suite 202 Etobicoke, Ontario M9V 1A6 Tel. (416) 742-4601 Fax (416) 742-0062	Free	Orientation; information and referral; counselling and support; form filling; translation and interpretation.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Somali Canadian Community Association in Ontario	2009 Lawrence Avenue West, Unit 6 Toronto, Ontario M9N 3V2 Tel. (416) 248-4131 Fax (416) 248-9909	Free	Interpretation and translation; orientation; information and referral; counselling and Support.
Somali Immigrant Aid Organization	1778 Weston Road, Suite 105 Toronto, Ontario M9N 1V8 Tel. (416) 243-2903 Fax (416) 243-1988	Free	Translation and interpretation; training; health; housing; legal and counselling and support.
Somali Immigrant Women's Association	1735B Kipling Avenue Etobicoke, Ontario M9K 2Y8 Fax (416) 741-8092	Free	Employment; orientation; information and referral; counselling and support.
Somali Islamic Society of Canada	16 Bethridge Road Etobicoke, Ontario M9W 1N1 Tel. (416) 745-2888 Fax (416) 745-9360	Free	Information and referral and counselling and support.
Somali Youth Association of Toronto	2095 Weston Road, Suite 205 Toronto, Ontario M9N 1X7 Tel. (416) 247-6333 Fax (416) 247-5533	Free	Counselling and support; employment; translation and interpretation and recreation.
Somaliland Canadian Society	2975 Don Mills Road North York, Ontario M2J 3B7 Tel. (416) 496-2588 Fax (416) 496-0881	Free	Health; counselling and support; information and referral; orientation; interpretation; housing; employment; education; job search skills and legal.



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Somaliland Women's Organization	67 Commander Drive, Unit 2 Toronto, Ontario M1S 3M7 Tel. (416) 293-6585 Fax (416) 293-6585	Free	Information and referral; interpretation and translation; and counselling and support.
South African Support and Information Centre	276 Augusta Avenue Toronto, Ontario M5T 2L9 Tel. (416) 966-4059	Free	Organization that leads social and community services for South African immigrants in the GTA. Information.
South Asian Family Support Services Finch Centre (LINC)	5637 Finch Avenue East, Unit 8 Scarborough, Ontario M1B 5K9 Tel. (416) 293-9263 Fax (416) 293-6041	Free	LINC program and ESL.
South Asian Family Support Services Lawrence Centre (LINC)	4352 Kingston Road, 2 <sup>nd</sup> Floor Scarborough, Ontario M1E 2M8 Tel. (416) 286-3878 Fax (416) 286-7581	Free	LINC program and ESL.
South Asian Family Support Services Main Branch	1200 Markham Road, Suite 214 Scarborough, Ontario M1H 3C3 Tel. (416) 431-4847 Fax (416) 431-7283	Free	ESL; orientation; workshop; employment; information and referral; housing; interpretation; internet access and counselling and support.
South Asian Family Support Services Morningside Centre (LINC)	1154 Morningside Avenue, Suite 206 Scarborough, Ontario M1B 3A4 Tel. (416) 286-0826; Fax (416) 286-0304	Free	LINC program; ESL, FSL and language school.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

South Asian Women's Centre	1332 Bloor Street West Toronto, Ontario M6H 1P2 Tel. (416) 537-2276 Fax (416) 537-9472	Free	Workshop; information and referral; translation and interpretation; counselling and support; ESL; legal; counselling and health.
South East Asian Services (SEAS) Centre Labatt Office	7 Labatt Avenue, Suite 203 Toronto, Ontario M5A 1Z1 Tel. (416) 362-0433	Free	See Main Branch.
South East Asian Services (SEAS) Centre Main Branch	603 Whiteside Place Toronto, Ontario M5A 1Y7 Tel. (416) 362-1375 Fax (416) 362-4881	Free	Form filling; counselling and support; information and referral; form filling; translation and interpretation; ESL; internet access; training and recreation.
South East Asian Services (SEAS) Centre Gerrard Office	639 Gerrard Street East, 2 <sup>nd</sup> Floor Toronto, Ontario M4M 1Y2 Tel. (416) 466-8842	Free	See Main Branch.
South East Asian Services (SEAS) Centre Gerrard Office	639 Gerrard Street East, 2 <sup>nd</sup> Floor Toronto, Ontario M4M 1Y2 Tel. (416) 466-8842	Free	See Main Branch.
St. Christopher House Settlement, Post-Settlement and Adult Education	248 Ossington Avenue Toronto, Ontario M6J 3A2 Tel. (416) 539-9000 Fax (416) 532-8739	Free	Information and referral; counselling; ESL; adult literacy and basic math groups.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

St. Christopher House Main Branch	588 Queen Street W est, 2 <sup>nd</sup> Floor Toronto, Ontario M6J 1E3 Tel. (416) 532-4828 Fax (416) 532-3047	Free	Counselling and support; recreation; employment; orientation; information and referral.
St. Stephen's Community House	260 Augusta Avenue Toronto, Ontario M5T 2L9 Tel. (416) 964-8747 Fax (416) 966-2178	Free	Health and wellness; housing; ESL; interpretation; orientation; information and referral.
Syrian Canadian Cultural Association	265 Dixon Road, #1712 Toronto, Ontario M9R 1R7 Tel. (416) 247-9527	Free	Community services organization for Toronto's Syrian community.
Tamil Eelam Society of Canada Lansdowne Branch	685 Lansdowne Avenue Toronto, Ontario M6H 3Y9 Tel. (416) 536-5678 Fax (416) 536-3878	Free	See Main Branch.
Tamil Eelam Society of Canada Lawrence Branch	2130 Lawrence Avenue East, Suite 204 Scarborough, Ontario M1R 3A6 Tel. (416) 757-6043 Fax (416) 757-6851	Free	See Main Branch.
Tamil Eelam Society of Canada Main Branch offers in 12 languages including French	861 Broadview Avenue Toronto, Ontario M4K 2P9 Tel. (416) 463-7647 Fax (416) 463-2620	Free	ESL; counselling and support; employment; interpretation and translation; housing and training.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

The 519	519 Church St, Toronto, ON M4Y 2C9; 416-392-6874 Info@The519.org	Free	Training; recreation; education; placements; information, housing; health and wellness; ESL and legal.
Times Change Women's Employment Service	365 Bloor Street East, Suite 1704 Toronto, Ontario M4W 3L4 Tel. (416) 927-1900 Fax (416) 927-7212	Free	Employment; job search workshops; access to computers; internet; educational and counselling.
Toronto Catholic District School Board	90 Eglinton Avenue E Suite 200 Downtown N Toronto ON. M4P2Y3 416-397-6196 416-512-3382 tina.zhang@tcdsb.org	Free	LINC; ESL and FSL.
Toronto Catholic District School Board - Finch@Warden Adult Education Centre	3430 Finch Ave E Suite 204 Scarborough North Toronto ON M1W 2R5 Tel:416-397-6600 lucia.zhang@tcdsb.org	Free	LINC; ESL and FSL.
Toronto Catholic District School Board - Mary Ward LINC / ESL Centre	44 Kelvinway Dr Scarborough Central Toronto ON M1W 1N6 Tel: 416-397-6046 Fax: 416-512-3383	Free	LINC; ESL and FSL.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Toronto Chinese Community Services Association	310 Spadina Avenue, Suite 301 Toronto, ON. M5T 2E8 Tel. (416) 977-4026 Fax (416) 351-0510	Free	Counselling and support; information and referral; translation and interpretation; ESL and recreation.
Toronto Community and Culture Centre	222 Elm Street, Suite 110 Toronto, ON. M5T 1K5 Tel. (416) 971-7883 Fax (416) 971-5519	Free	Recreation and leisure; counselling and support; employment; job skills workshops; information and referral and recreation.
Toronto District School Board - LINC	5050 Yonge Street Toronto, Ontario M2N 5N8 TTC: North York Centre Station 416-397-3000	Free	Educational; ESL; group workshops; placement and one-on-one assistance on various settlement needs.
Toronto Neighborhood Centres	1900 Davenport Road Toronto, ON. M6N 1B7 Tel. (416) 656-8025 Fax (416) 656-1264	Free	Umbrella group of multiservice neighborhood centres and settlement houses.
Toronto Organization for Domestic Workers Right	234 Eglinton Avenue East, Suite 205 Toronto, Ontario M4P 1K5 Tel. (416) 483-4554 Fax (416) 483-9781	Free	Orientation; workshops; information and referral; counselling and support; employment and recreation.
Tropicana Community Services Organization Alternative Youth Centre for Employment (AYCE)	2255 Sheppard Avenue East, Suite A-120 Willowdale, ON. M2J 4Y1 Tel. (416) 491-7000 Fax (416) 491-4669	Free	Employment; job search and resume workshops; job connect; access to computers; fax, copiers and telephone.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Tropicana Community Services Organization Main Branch	670 Progress Avenue, Unit 14 Scarborough, ON. M1H 3A4 Tel. (416) 439-9009 Fax (416) 439-2414	Free	Orientation; information and referral; employment and counselling and support.
Umugenzi for Refugees	2 Carlton Street, Suite 602 Toronto, Ontario M5B 1J3 Tel. (416) 920-5002 Fax (416) 920-5008	Free	Information and referral; orientation and counselling and support.
University Settlement Recreation Centre	23 Grange Road Toronto, Ontario M5T 1C3 Tel. (416) 598-3444 Fax (416) 598-4401	Free	Training; orientation; information; translation and interpretation; ESL; recreation; counselling and support; placement; employment and workshops.
Vietnamese Association of Toronto	1364 Dundas Street West Toronto, Ontario M6J 1Y2 Tel. (416) 536-3611 Fax. (416) 536-8364	Free	Education; information and referral; orientation; housing; counselling and support; employment workshops; translation and interpretation; assistance filling out forms and ESL.
Vietnamese, Cambodian, Laos Chinese Services of Ontario	158 Augusta Avenue Toronto, Ontario M5T 2L8 Tel. (416) 593-0803	Free	Organization devoted to responding to unique needs of newcomers from Southeast Asian countries.
Vision Africana 2000	600 Bay Street, Suite 508 Toronto, Ontario M5G 1M6 Tel. (416) 351-7014 Fax (416) 351-7014	Free	Job search training; ESL; FSL; counselling and support; housing; information and referral.
West Toronto Community Legal Services	672 Dupont Street, Suite 315 Toronto, Ontario M6G 1Z6 Tel. (416) 531-7376 Fax (416) 531-0032	Free	Legal assistance.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Willowdale Community Legal Services	245 Fairview Mall Drive, Suite 106 Toronto, Ontario M2J 4T1 Tel. (416) 492-2437 Fax (416) 492-6281	Free	Legal assistance.
Working Group on Refugee Resettlement (WGRR)	2723 St. Clair Avenue East Toronto, Ontario M4B 1M8 T el. (416) 588-1612 Fax (416) 588-1702	Free	Information and referral; promotes well-being of refugees and facilitates refugee sponsorship.
Working Skills Centre	350 Queens Way West, 2 <sup>nd</sup> Floor Toronto, ON. M5V 3A7 Tel. (416) 703-7770; Fax (416) 703-1610	Free	Training; counselling; job skills training; form filling employment and information and referrals.
Working Women Community Centre	533A Gladstone Avenue Toronto, Ontario M6H 3J1 Tel. (416) 532-2824 Fax 416) 532-1065	Free	Housing; information and referral; legal; orientation; interpretation; counselling and support; social assistance; ESL; employment; education and job search training.
YMCA of Greater Toronto	42 Charles Street East, 3 <sup>rd</sup> Floor Toronto, Ontario M4Y 1T4 Tel. (416) 928-3362 Fax (416) 928-3561 <a href="http://www.ymcagta.org/">http://www.ymcagta.org/</a>	Free	Legal; access to computers; fax; copiers; phone; orientation; information and referral; ESL; employment; job search skills; housing; health and wellness and recreation.
YMCA of Greater Toronto - Language Assessment and Referral Centre, North York Dufferin Street Centre	4580 Dufferin St 2nd Fl North York West Toronto ON M3H 5Y2 Tel:416-630-0330 ext.31056 Fax:416-630-0517	Free	Information and referral; employment; FSL; education; training; health; housing; legal and recreation.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

YMCA of Greater Toronto - Language Assessment and Referral Centre, Consumers Road Centre	251 Consumers Rd Suite 110 North York East Toronto ON M2J 4R3 416-502-2484 ext. 33408 Fax: 416-502-3114 sandra.loughead@ymcagta.org	Free	Information and referral; employment; FSL, education; training; health; housing; legal; recreation.
YMCA of Greater Toronto - Language Assessment and Referral Centre, Scarborough Milner Business Court Centre	10 Milner Business Court Suite 600 Scarborough North Toronto ON M1B 3C6 416-609-3867 ext. 30055 Fax:416-609-9622 alexia.anderson@ymcagta.org	Free	Information and referral; employment; FSL, education; training; health; housing; legal and recreation.
YMCA of Greater Toronto – Korean Community Services	5734 Yonge St., 2nd Floor, Toronto, ON M6G 1L5 (416) 538-9412 Fax:(416) 538-1778 www.ymcatoronto.org	Free	Information and referral; orientation; internet access and counselling and support; translation and interpretation.
York Community Services	1651 Keele Street Toronto, Ontario M6M 3W2 Tel. (416) 653-5400 Fax (416) 653-1696	Free	Counselling and support; information and referral and health.
Youth Assisting Youth	1992 Yonge Street, Suite 300 Toronto, Ontario M4S 1Z7 Tel. (416) 932-1919 Fax (416) 932-1924 ecarlson@yay.org	Free	Youth program (15-29); friendship and emotional support for newly arrived immigrant children and youth; support for parents and recreation.



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

YWCA of Greater Toronto	Bongard House 80 Woodlawn Avenue East, Toronto, Ontario M4T 1C1 Tel. (416) 961-8100 Fax (416) 961-7739	Free	Housing; orientation; information and referral counselling and support; employment and counselling.
YWCA of Greater Toronto Language Assessment and Referral Centre, Toronto Central Grosvenor Street Centre	20 Grosvenor St 3rd Fl Toronto Downtown Central Toronto ON M4Y 2V5 Tel:416-928-3362 ext. 25558 Fax:416-928-9813	Free	Information and referral; employment; education; training; health; housing; legal; FSL and recreation.

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## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

**Appendix C***List of Settlement Services in the City of Ottawa*

Name	Address	Fee	Program description
Africans' League of Canada	435 St-Laurent Blvd Ste 203-207 Ottawa, ON K1K 2Z8 Fax:613-519-0287 Tel:613-801-3550 info@lac-alc.org	Member ship	Counselling; health; placement; training; housing; interpretation and translation; legal and recreation.
Algonquin College Language Institute- Woodroffe Campus	Woodroffe Campus Nepean Ottawa, Ontario. 613-727-4723 ext.5700 languages@algonqui ncollege.com	Varies	LINC; FSL and ESL.
Canada. Immigration, Refugees and Citizenship Canada add	Ottawa ON Canada 1-888-242-2100 cic.gc.ca	Free	Information on services and programs.
Canadian Hearing Society - Ontario Interpreting Services - Ottawa Regional Office	2197 Riverside Dr Ste 600 Ottawa ON K1H 7X3 1-877-215-9530	Free	Interpretation; American Sign Language (ASL) or la Langue des signes Québécoise (LSQ) for medical, legal, employment, and social services.
Carty House	Station E, boîte 4758 Ottawa ON K1S 5H9 Tel:613-236-8855 Fax:613-233-2485 office@cartyhouse.or g	Free	Housing and referrals.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Catholic Centre for Immigrants of Ottawa - Bruyère Centre for Immigrants and Career transition for IHP	219 Argyle Ave 5th Flr Ottawa ON K2P 2H4 613-232-9634 ext322 arber@cciottawa.ca	Free	Orientation; language and skills training; information and referral; employment; counselling; housing; workshops; health; translation and interpretation; recreation and education.
Catholic Centre for Immigrants of Ottawa, Maison Sophia House	204 Boteler St, Ottawa, ON K1N 5A7 Tel: 613-789-4338 Fax: 613-789-3574 www.cciottawa.ca	Fee assistance for room and board	Housing; orientation; language skills training; employment; recreation programs; job search; education; form filling; information and referral; workshop; counselling; health and wellness and legal.
Centretown Health Centre	420 Cooper Street Ottawa, Ontario K2P 2N6 613-233-4443 x 2171 Fax: (613) 233-4541 egibbs@centretownchc.org www.centretownchc.org	Free	LGBTQ+; health and Wellness and counselling and support.
Cité (La) - French as a Second Language (FSL)	801 Aviation Pkwy, F-3270, Ottawa ON K1K 4R3 Canada Tel: 613 -742-2475 Fax 613-742-2461 jderom@lacitec.on.ca	Fees vary	ESL; FSL; LINC and employment.
Cité des affaires (La) - Immigrant Services -	Pavillion H; 801 Aviation Pkwy Suite H3130 Ottawa ON K1K4R3 Tel:613-742-2475 lca@lacite.on.ca	Free	Workshop; training; employment and FLAP.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Cité des affaires (La) - Refugees aujourd'hui entrepreneurs demain - Ottawa	Same as above	Free	Information and training on Canadian entrepreneurship
Collège catholique Franco-Ouest, Ottawa	411 Seyton Dr, Nepean, ON K2H 8X1 franco- ouest.ecolecatholique .ca/	Free	FSL.
Conseil des écoles catholiques du Centre- Est	181 Donald St Ottawa, ON K1K 1N1 Tel: 613 741-2304 Fax: 613 741-2191 accueil@ecolecatholi que.ca	\$35	ESL and FSL.
Conseil des écoles publiques de l'Est de l'Ontario - French as a second language	2445 St Laurent Blvd Ottawa ON K1G 6C3 Canada 613-731-7212 Fax:613-731-9629 carrefour@cepeo.on. ca	Free	ESL and FSL.
Cooperation Integration Canada	404 McArthur Ave. Ottawa ON K1K 1G8 Canada 613-805-36826 613-241-4170 www.cican.ca	Free	Housing; health; education; employment; counselling; orientation; form filling; information; and recreation for francophone.
École secondaire catholique Béatrice- Desloges, Ottawa	1999, Provence ave. Ottawa, K4A 3Y6 (613) 820-3391 www.beatrice- desloges.ecolecatholi que.ca/fr/	Free	FSL.
École secondaire catholique Pierre- Savard, Ottawa	1110 Longfields Dr, Nepean, ON K2J 0H9	Free	FSL.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Economic and Social Council of Ottawa-Carleton- ESCOC	649 Montreal Rd Ste 202, Ottawa, ON K1K 0T4 613- 248-1343 613-248-1506 info@cesoc.ca	Free	Employment; counselling; orientation; form filling; legal; language and employment.
Economic and Social Council of Ottawa-Carleton. La Boussole Francophone	649 Montreal Rd Ste 202, Ottawa, ON K1K 0T4 Tel: 613-248-1343 613-366-2213 www.cesoc.ca	Free	Counselling; orientation; health; language; training; interpretation and translation services; housing; information and referral; form filing; recreation and leisure and employment.
Immigrant Women Services Ottawa and Language Interpreter Service	Bruyère Centre for Immigrant/Centre Bruyère pour immigrants; 219 Argyle Ave Ste 400 Ottawa ON K2P 2H4 613-729-3145 613-729-9308 www.immigrantwomenservices.com	Free	Information and referral; counselling; legal information; orientation; language; employment; workshops; training; recreation and leisure; interpretation and translation; education; housing and LGBTQ+.
Jewish Family Services of Ottawa – Employment Services – Ottawa	2255 Carling Ave Ste 301 Ottawa ON K2B 7Z5 Canada 613-722-2225 www.jfsottawa.com	Free	Employment; workshops; language; training; programs; workshops and LGBTQ+.
Jewish Family Services of Ottawa – Settlement and Integration Services – Ottawa	2255 Carling Ave Ste 301 Ottawa ON K2B 7Z5 Canada Tel: 613-722-2225 Fax: 613-722-7570 www.jfsottawa.com	Free	Recreation and leisure; orientation; information; language; form filling; housing; health; information and referral; employment; counselling and support and ESL.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Lebanese and Arab Social Services Agency	2410 Holly Lane Ottawa ON K1V 7P1 Canada Tel: 613-236-0003, 613-236-3111 www.lassa.ca	Some fees	Orientation; language; recreation and leisure; information and referral; employment; health and counselling and support.
Lebanese and Arab Social Services Agency – Clinical Counselling	2410 Holly Lane Ottawa ON K1V 7P1 Canada 2410 Holly Lane, Ottawa, ON K1V 7P1 Tel: 613-236-0003, 613-236-3111 Fax: 613-236-6886 www.lassa.ca	Some fees	Counselling and support; health and wellness; orientation; employment; language and information and referral.
Matthew House Ottawa: Refugee services and Furniture Bank	Kanata Research Park 340 Legget Dr Door 53 Ottawa ONK2K1Y6 513-591-6681 fbinfo@matthewhous eottawa.org	Deliver y fee	Provides donated furniture and household items to the refugees.
Muslim Family Services	375 Somerset St W Ottawa ON K2P 0K1 Canada tel:613-232-0210 info@mfsoc.ca	Some fee	Counselling.
OCASI Positive Spaces Initiative for LGBT Newcomers - LGBT Settlement Support	www.positivespaces. ca Tel. 613 - 233 - 4443 ext. 2125 PSI@ocasi.org	Free	Health and wellness; counselling and support; and LGBTQ+.
Ontario. Ministry of Citizenship and Immigration – Ontario. Ministry of Citizenship and Immigration, Eastern Region	347 Preston St 4th Floor, Ottawa ON K1S 3J4	Free	Education; recreation and leisure.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Ottawa Catholic School Board - English as a Second Language / Language Instruction for Newcomers to Canada - Continuing and Community Education Department - Nepean - Catholic Education Centre	Catholic Education Centre; 570 West Hunt Club Rd Nepean Ottawa ON K2R 1E3 Canada Tel:613-731-8769 613-224-9263	Varies	ESL; FSL and LINC at various locations.
Ottawa Chinese Community Service Centre	400 Cooper St, 2000 Ottawa ON K2P 2H8 Canada Tel: 613-235-4875 Fax: 613-235-5466 <a href="http://www.ocsc.org">http://www.ocsc.org</a>	Free	Employment services; (LINC) counselling; orientation; housing; education; health; legal; employment; job search workshop (JSW); training (ELT); professional job placements of various lengths; referrals and information and recreation.
Ottawa Community Immigrant Services Organization	959 Wellington St W Ottawa ON K1Y 2X5 Canada 613-725-0202 Fax: 613-725-9054		English language; workshops; orientation; form filling; information and referrals; LINC and recreation and leisure.
Ottawa Community Immigrant Services Organization – Clinical Counselling	959 Wellington St W Ottawa ON K1Y 2X5 Canada Tel: 613-725-56710202 Fax: 613-725-9054 <a href="mailto:pdavies@ociso.org">pdavies@ociso.org</a>	Sliding scale fee	Health; counselling; support; training and LGBTQ+.
Ottawa Community Immigrant Services Organization – YOCISO Newcomer Youth Centre	1800 Bank St Third Flr Ottawa ON K1V 0W3 Canada Tel. 613-725-5671 ext 346 <a href="mailto:youth@ociso.org">youth@ociso.org</a>	Free	Recreation and leisure; counselling and support; health and wellness; education; recreation activities for youth; ESL; counselling and LINC.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Ottawa Local Immigration Partnership	Bruyère Centre for Immigrants; 219 Argyle Ave 1st Flr Ottawa K2P 2H4 Tel:613-232-9634 ext.385 Fax 613-232-3660 info@olip- plio.ca	Free	Education; employment; health and well-being; language and recreation and leisure.
Ottawa Mennonite church-Refugee assistance and Refugee Housing	1830 Kilborn Avenue 613-733-6729 omc44@ottawamennonite.ca	Free	Housing.
Ottawa-Carleton District School Board - Department of Continuing Education - ESL / LINC - Ottawa - 440 Albert St, Rm 121	440 Albert St Rm 121 Ottawa ON K1R 5B5 Canada 613-239-2324 Tel:613-239-2737 communications@ocdsb.ca	Some fee	ESL; EAP; Academic Test Preparation (IELTS, TOEFL, CAEL etc.); LINC and education.
Ottawa-Carleton District School Board - Family Reception Centre - Ottawa - 300 Rochester St, Ste 202	Adult High School; 300 Rochester St Ste 202 Ottawa K1R 7N4 Tel:613-239-2416 Fax:613-239-5990; mariana.hammoud@ocdsb.ca	Free	ESL and LINC.
Ottawa. City Operations - Ottawa Public Library - Newcomer Services - Ottawa - Find Location	Various locations of public Library Tel:613-580-2940; ProgramDevelopment@BiblioOttawaLibrary.ca	Free	Information and referrals.
Pinecrest-Queensway Community Health Centre – Social Services – Ottawa – Richmond Rd (JFS)	1365 Richmond Rd 2 <sup>nd</sup> Flr Ottawa ON K2B 6R7 Canada 1866-432-7447 613-288-3407 info@pqchc.com	Free	Health; counselling; support; programming; training; skills development education; employment and placements.



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Refugee 613 - No Physical Address	Tel: 613 400 6099 email info@refugee613.ca in English or Arabic	Free	Information and referrals (Arabic service only).
Rwanda Social Services and Family Counselling	219 Argyle Ave Ottawa ON K1H 8B1 Canada 613-298-2256 613-298-2256 rwandacentreottawa@gmail.com	Donation/fee	Employment counselling; educational support and recreation and leisure.
Sandy Hill Community Centre	221 Nelson St. Ottawa ON K1N1C7 613-789-1500 613-789-7962	Free	Health and ESL.
Société Économique de l'Ontario - Opportunities for All	214 Montréal Rd 202 Ottawa K1L 8L8 Tel:613-590-2493 Fax 613-590-2494 ptessier@rdec-ont.ca	Free	Employment and education.
Somali Centre for Family Services	1719 Bank St 200 Ottawa ON K1V 7Z4 Canada Tel: 613-526-2075 Fax.: 613-526-2803	Free	Employment and training; orientation programs; language and skills training; recreation and leisure; information and referral; placements; housing; legal; health and counselling and support.
Somerset West Community Health Centre - Ottawa Newcomer Clinic	219 Argyle Ave Ottawa ON K2P 2H4 Canada; Fax 613-288-0909 tel:613-691-0192 info@swchc.on.ca	Free	Health.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Somerset West Community Health Centre. Multicultural Health Navigator Program.	Ottawa, ON 613-691-0192 ext. 6001 info@swchc.on.ca 613-288-0912 613-288-0909 info@swchc.on.ca	Free	Health and interpretation.
United Way / Centraide Ottawa - United for Refugees	363 Coventry Rd Ottawa ON K1K 2C5 Canada 613-228-6700 info@unitedwayotta wa.ca	Free	Information.
University of Ottawa – refugee hub	554 King Edward street Ottawa, Ontario K1N 6N5 refugeehub@uottawa. ca	Free	Legal.
Vanier Community Service Centre - Settlement Program - Ottawa	290 Dupuis St Vanier Ottawa ON K1L 1A2 Canada 613-744-2892 613-749-2902 www.cscvanier.com	Free	Orientation programs, Language; legal; information and referral; form-filling; housing; employment; counselling; recreation and leisure.
Vietnamese Canadian Centre	885 Somerset St W Ste 1 Ottawa ON K1R 6R6 613-230-8282 ext 0	Free	Counselling; legal; translation; filling out forms; referrals; housing and employment.
World Skills Employment Centre	219 Argyle Ave Ste 300 Ottawa ON K2P 2H4 Canada 613-233-0453 613-232-1757 ws@ottawa- worldskills.org	Free	Employment; orientation programs; education; language and skills training; LINC; information and referral; workshops and counselling.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

YMCA-YWCA of the National Capital Region (The) - Language Assessment and Referral Centre, Ottawa -	240 Catherine St Third Flr, Ste 308 Ottawa ON K2P 2G8 Tel:613-238-5462 (613-238-LINC) www.ymcaywca.ca	Free	ESL; FSL; LINC; ELT; NLCA; OSLT; interpretation and information and referral.
YMCA-YWCA of the National Capital Region (The) - Newcomer Information Centre	180 Argyle Ave 4th Floor Ottawa, Ontario K2P 1B7 Tel: 613-788-5001 Fax: 613-788-5051 www.ymcaywca.ca/Adults/newcomerservices/nic	Free	Recreation; employment, information and referral; interpretation and translation; form filling; assessments; workshops; and orientation programs; language and skills training.
YMCA-YWCA of the National Capital Region (The) – Language Assessment and Referral Centre.	1642 Merivale Rd 2nd Floor Ottawa, Ontario K2G 4A1 613-688-2150 613-688-2166 www.ymcaywca.ca	Free	ESL; FSL; LINC; ELT; NLCA; OSLT and information and referral.

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## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

**Appendix D***List of Settlement Programs and Services in the City of London*

Name	Address	Fee	Program description
Acquisition Centre for the Talents and Competencies of Francophone Immigrants in Southwestern Ontario (CACTIFO)	2793 Sheffield place London ON N65 0E5 226-224-1380 kambamalo@cscprovidence.ca	Free	Information; recreation and leisure.
African Community Council (ACC) London and Area	652 Elizabeth St 3rd Fl Unit E London ON N5Y 6L3 Canada africancommunitycouncil@live.ca	Membership fee	Education; counselling; language instruction; employment training; translation services and information and referral.
Canadian hearing Society (CHS) Access Centre	www.chs.ca 181 Wellington St. London ON N6B2K9 1-866-518-0000 1-877-215-9530 info@chs.ca	Free	Counselling; education; employment and hearing healthcare.
Canadian Hearing Society-LINC - London	181 Wellington St. London ON N6B2K9 519-667-3325 519-667-9668 webmaster@chs.ca	Free	ASL and LINC.
CARE Centre Internationally Educated nurses	c/o Access Centre 171 Queens Ave, Suite 320 London, ON N6A 5J7 Fax: 519-660-6168	Free	Orientation; employment; counselling and support and information and referral.
Collège Boréal - French Language College -	355 Wellington St Suite 279 London ON	Free	Language training (ESL, FSL); education; training apprenticeship programs;

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Literacy and Basic Skills - London Access Centre	N6A 3N7 Canada 519-451-5194 infoCSO@collegebo real.ca		workshops; health and wellness; orientation; housing; interpretation; information and referral; employment; literacy and basic skills training.
Collège Boréal - Ontario Employment Services - London Access Centre	355 Wellington St Suite 279 London ON N6A 3N7 Canada Tel: 519-451-5194 www.collegeboreal. ca	Free	Employment; information and referral; training; interpretation; workshops; monitoring of placements; job matching and paid job placements.
Collège Boréal - Settlement and Entrepreneurial Services for Immigrants - London Access Centre	355 Wellington St Suite 279 London ON N6A 3N7 Tel: 519-451-5194 www.collegeboreal. ca	Free	Information and referral and orientation sessions.
CultureLink, Sankofa  Positive space	2340 Dundas St. West, Suite 301 Toronto, ON, M6P 4A9 Tel: 416-588-6288 Fax: 416-588-243	Free	Health and well-being; counselling and LGBTQ+.
Fanshawe College- Bridging for Internationally Educated Nurses (BIEN) London Main Campus	1001 Fanshawe College Blvd. London ON 519-452-4430 ext. 4523 519-453-4420 aferreira@fanshaaw ec.ca	Free	Education and employment.
Immigrants and Newcomers Programs	659 Dundas St London, ON N5W 2Z1	Free	Information and referral; counselling; health and wellness and recreation.
Islamic Centre of Southwest Ontario	Pond Mills Rd London, ON N6N 1C3	Free	Educational and recreation and leisure.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Literacy Instruction for Newcomers to Canada (LINC)	749 Baseline Rd E London, ON N6C 2R6; 1-866-518-0000; 1-859-518-7809 literacytraining@chs.ca	Free	ASL and English instruction.  Literacy and employment.
London Cross Cultural Learner Centre (CCLC)	505 Dundas St E London, ON N6B 1W4 Tel: 519-432-1133 www.lcclc.org www.lcclc.org	Free or set fees	Education; counselling and support services; training; employment; orientation; information and referral; LGBTQ+ and recreation and leisure.
London Cross Cultural Learner Centre (CCLC). Joseph's House	505 Dundas St E, London, ON N6B 1W4 Tel: 519-432-1133 Fax: 519-660-6168 www.lcclc.org	As per ON Works rate	Housing; information and referral.
London Cross Cultural Learner Centre (CCLC). Job search workshop for Newcomers	505 Dundas St E, London, ON N6B 1W4 Tel: 519-432-1133 Fax: 519-660-6168 www.lcclc.org	Set fee	Workshop; interpretation and translation.
London Cross Cultural Learner Centre (CCLC). Client Support Services	505 Dundas St E, London, ON N6B 1W4 Tel: 519-432-1133 519-660-6168 www.lcclc.org	Free	Health and wellness; form filling and referral.
London Cross Cultural Learner Centre (CCLC). Community Connections	505 Dundas St E, London, ON N6B 1W4 Tel: 519-432-1133 www.lcclc.org	Set fee	Education; language training; workshops; interpretation and translation; counselling; recreation and leisure and health and wellness.
London Cross Cultural Learner	505 Dundas St E, London, ON	Free	Referrals and information

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Centre (CCLC). Language Assessment and Referral Services (LARS)	N6B 1W4 Tel: 519-432-1133 Fax: 519-660-6168 www.lcclc.org		assessments for ESL, FSL and LINC.
London Cross Cultural Learner Centre (CCLC). Newcomer Settlement Program	505 Dundas St. E London ON N6B1W4 519-432-1133 Fax: 519-660-6168 www.lcclc.org	Free	Form filling; housing; orientation; information and referral and counselling and support.
London Cross Cultural Learner Centre (CCLC). Resettlement Assistance Program	505 Dundas St E, London, ON N6B 1W4 Tel: 519-432-1133 Fax: 519-660-6168 www.lcclc.org	Free	Orientation; education; housing; employment; counselling and support; health information and referral.
London Cross Cultural Learner Centre (CCLC). Settlement Services	505 Dundas St E, London, ON N6B 1W4 519-432-1133 Fax: 519-660-6168 cclc@lcclc.org	Free	Orientation; referral; interpretation language assessment; settlement counselling; workshops; training and health and wellness.
London Cross Cultural Learner Centre (CCLC). Settlement Workers in Schools Program (SWIS)	505 Dundas St E, London, ON N6B 1W4 Tel: 519-432-1133 Fax: 519-660-6168 www.lcclc.org	Free	Information and referral on education; counselling; employment; housing and English language.
London District Catholic School Board Centre for Lifelong Learning	1230 King Street, London, ON N5W 2Y2	Free	ESL and language training.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

London District Catholic School Board - Welcome Centre for New Families to Canada - Catholic Central High School	450 Dundas St London ON N6B 3K3 Canada welcome@ldcsb.ca	Free	ESL; education; counselling and support.
London Inter Community Health Centre - Immigrants and Newcomers Programs - London Head Office	659 Dundas St London ON N5W 2Z1 Canada 519-660-0874 519-642-1532 mail@lihc.on.ca	Free	Information and referral on health; LGBTQ+; counselling services; health services; legal services; form filling; employment; education; housing and recreation activities for youth.
London Public Library – Beacock Branch Library	1280 Huron St London ON N5Y 4M2 Canada info@lpl.ca	Set fee	Education; literacy; recreation and leisure and language.
London Public Library – Central Library	251 Dundas St London ON N6A 6H9 Canada	Set fee	Education; literacy; recreation and leisure and language; services in French and health and wellness centre.
London Public Library – Jalna Branch Library	1119 Jalna Blvd London ON N6E 3B3 Canada	Set fee	Education; literacy; recreation and leisure and language.
London Public Library-Masonville Library	30 North Centre Road, Sam Neill Room, London ON	Set fee	ESL.
London Public Library-Stoney Creek Library	920 Sunningdale Road East, London ON	Set fee	ESL.
LUSO Community Services – Library Settlement Program	1280 Huron St London ON N5Y 4M2 Canada 519-452-1466 519-452-1673 luso@lusocentre.org	Free	Information and referrals; careers; counselling; employment; ESL classes; LINC classes; housing; education; health; wellness and legal.



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

LUSO Community Services – Multicultural Outreach Program	1193 Oxford St E Unit 2 London ON N5Y 3M2 Canada	Sliding scale	Workshops; presentations; training; recreation; conferences and home and school associations.
LUSO Community Services – Newcomer Settlement Program	1193 Oxford St E Unit 2 London ON N5Y 3M2 Canada 519-452-1466 519-452-1673 settlement@lusocentre.org	Free	Counselling and support; form filling; information and orientation to newcomers and refugees.
LUSO Community Services – North East Area Youth Support Program	1193 Oxford St E Unit 2 London ON N5Y 3M2 Canada youth@lusocentre.org	Free	Youth programs; education; recreation and leisure and employment.
LUSO Community Services – Settlement Workers in Schools Program – LUSO Community Services	1193 Oxford St E Unit 2 London ON N5Y 3M2 Canada kathy@lusocentre.org 519-452-1466 519-452-1673 luso@lusocentre.org	Free	Settlement workers in elementary and secondary schools; counselling and partnership between school boards and community.
LUSO Community Services – Shared Beginnings	1193 Oxford St E Unit 2 London ON N5Y 3M2 Canada literacy@lusocentre.org	Free	Education; recreation and leisure; LGBTQ+ and workshop.
MCC London	138 Wellington Street S. London, ON N6B 2KB 519-645-0744 www.mcclondon.com	Free	LGBTQ+ support group.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Settlement and Entrepreneurial Services for Immigrants	Citi Plaza 355 Wellington St, Suite 279 London, ON N6A 3N7	Free	Information and referral; orientation sessions and consultation.
South London Neighbourhood Resource Centre – Library Settlement Partnerships (LSP)	1119 Jalna Blvd London ON N6E 3B3 Canada info@slnrc.org	Free	Information and referral; counselling; orientation sessions and consultation.
South London Neighbourhood Resource Centre – Newcomer Settlement Services	1119 Jalna Blvd London ON N6E 519-686-8600 519-686-8467 info@slnrc.org	Free	Information; education; recreation and leisure; job search for youth and counselling and support.
South London Neighbourhood Resource Centre – Settlement Workers in Schools (SWIS)	1119 Jalna Blvd London ON N6E 3B3 Canada Tel: 519-686-8600 519-686-8467 www.slnrc.org	Free	Information and referral on education; job seeking and housing.
Thames Valley District School Board – ESL (English as a Second Language), East Elgin Secondary School	Thames Valley District School Board Education Centre; 1250 Dundas St London ON info@tvdsb.on.ca	Free	ESL; education; workshop and information and referral.
Thames Valley District School Board – Reception Orientation and Assessment Centre (ROAC) – Montcalm Secondary School	1350 Highbury Ave N London ON N5Y 1B5 519-452-2000 Ext. 61402 jenn.shields@tvdsb.ca	Free	Information and referral on education; job seeking; interpretation; counselling; housing; health; ESL; LINC and Orientation.
TVDSB Banting Annex, next to Sir	127 Sherwood Forest Square, next to Sir	Free	ESL and LINC.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Frederick Banting Secondary School	London 519-452-8770		
TVDSB Village Green Community Church,	505 Village Green Avenue, London LINC Care for Newcomer Children available 519-657-7994	Free	LINC.
TVDSB South London Community Pool, next to White Oaks Public School	565 Bradley Street, London 519-452-2000 ext. 63727	Free	LINC and language training.
TVDSB GA Wheable Centre for Adult Education	70 Jacqueline Street London ON. 519-452-2000 ext. 69725	Free	ESL; LINC and education.
TVDSB South London Neighbourhood Resource Centre, next to the Jalna Library	1119 Jalna Boulevard, London, 519-452-2000 ext. 63727	Free	ESL.
Welcome Centre for New Families to Canada	Catholic Central High School 450 Dundas St London, ON N6B 3K3	Free	Orientation; English as a Second Language (ESL); counselling and leisure and information and referral.
WIL Employment Connections	141 Dundas St. 4 Fl. London ON N6A1G3 519-663-0774 519-663-5377 careerinformation@ wil.ca	Free	Employment; workshop; placement; form filling; counselling and education.
Women of the World	659 Dundas St London, ON	Free	Health and wellness and counselling and support.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

London Inter Community Health Centre Immigrants and Newcomers Programs	N5W 2Z <a href="http://lihc.on.ca/immigrant-and-ethno-cultural-communities/">http://lihc.on.ca/immigrant-and-ethno-cultural-communities/</a>		
YMCA of Western Ontario - YMAP - YMCA Mapping the Way for Newcomer Youth	165 Elmwood Ave E London ON N6C OA8 519-907-5500 Ymcawo.ca/ymap	Free	Information and referral; employment; legal; form filling; counselling English language skills/literacy and recreation and leisure.
YMCA of Western Ontario - YMCA Children's Safety Village of London Area	1424 Clarke Rd London ON N5X 3Z6 Canada	Varies	Education; LINC; English language skill; counselling; employment; education and community services; bilingual program for youths and recreation and leisure.

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## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

**Appendix E***List of Settlement Programs and Services in the City of Hamilton*

Name	Address	Fee	Program description
Afghan Association of Ontario	555 Nash Rd N Hamilton ON L8E3L8 905-516-3050 akbarhaidary@yahoo.ca	Free	Form filling; housing, employment; recreation and leisure; health and wellness and education.
Centre de santé communautaire Hamilton/Niagara. Community Connections Mentorship Program	1320 Barton St East, Hamilton, ON L8H 2W1 Tel: 905-528-0163 ext. 290 Fax: 905-528-9196 www.cschn.ca cschn@cschn.ca	Free	FSL; recreation and leisure; Orientation and counselling and support.
Centre de santé communautaire Hamilton/Niagara. Settlement and Integration Services	1320 Barton St East, Hamilton, ON L8H 2W1 Tel: 905-528-0163 ext. 290 Fax: 905-528-9196 www.cschn.ca cschn@cschn.ca	Free	Counselling and support; recreation and leisure; legal services; referrals to community services; interpretation and translation and education.
Centre de santé communautaire Hamilton/Niagara. Settlement Program	1320 Barton St East, Hamilton, ON L8H 2W1 Tel: 905-528-0163 ext. 290 Fax: 905-528-9196 www.cschn.ca/ cschn@cschn.ca	Free	Recreation and leisure; orientation; language and skills training and employment.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Circle of Friends for Newcomers Hamilton	Victoria Park Community Centre 155 Queen St. N Hamilton L8R2V6 905-529-1840 905-540-1200 circleof_friends@bellnet.ca	Free	LINC.
City Learning Centre	110 King Street West, Suite 601 (PLAZA level) Robert Thomson Building Hamilton, Ontario L8P 4S6 905-525-8833	Free	ESL and LINC Programs.
Collège Boréal. Hamilton Central	Standard Life Building, 120 King St West Plaza Level, Hamilton, ON L8P 4V2 Tel: 905-544-9824 905-777-8199 collegeboreal.ca	Fee varies	Employment; education; workshops; counselling and support; FSL and LINC/CLIC; interpretation and translation; information and referrals; orientation and health and wellness.
Emergency Support for Refugees	North Hamilton Community Health Centre 438 Hughson St. N Hamilton ON L8L 4N5 905-523-6611 ext. 2012 escr1987@gmail.com	Free	Health and wellness.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Employment Hamilton-Ontario Employment Services	67 Victoria Ave. S Hamilton ON L8N2S8 905-522-4902 905-521-5514 info@EmploymentHamilton.com	Free	Employment; workshops; Training and information and referral.
Empowerment Squared	225 King William street Ste 217 Hamilton ON L8R1B1 905-529-4483 ext. 223 I.Pineda@empowermentsquared.org	Free	Education; mentoring and recreation and leisure.
Hamilton Chinese Community Services-118 Bay St.	118 Bay St. N Hamilton ON L8R2P4 905-818-5260 hccsoffice@yahoo.ca	Free	Information and recreation and leisure.
Hamilton Public Library -Turner Park Branch	Turner Park Building; 352 Rymal Rd. E Hamilton ON L9B1C2 905-526-8452 immigrantsettlement@ymcahbb.ca	Free	Information and referral.
Hamilton Public Library, Community Connections	55 York Blvd 2nd Flr, Hamilton, ON L8R 3K1 Tel: 905-526-8452 www.hpl.ca/articles/community-connections immigrantsettlement@ymcahbb.ca	Free	Information and referral and education.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Hamilton Public Library, Terryberry Branch, Community Connections.	100 Mohawk Rd West, Hamilton, ON L9C 1W1 Tel: 905-526-8452 <a href="http://www.hpl.ca/articles/community-connections">www.hpl.ca/articles/community-connections</a>	Free	Information and referral and recreation and leisure.
Hamilton Urban Core Community Health Centre-Health in Settlement Initiative	71 Rebecca St. Hamilton ON L8R1B6 905-522-3233 905-522-3433	Free	Employment; education; form filling; housing and health and wellness.
Hill Park Learning Centre	465 East 16th Street Hamilton, Ontario L9A 4K6 905-561-2190 Fax: 905-561-2582	Free	ESL and LINC Programs.
Immigrants Working Centre, Hamilton Central	182 Rebecca St, Hamilton, ON L8R 1C1 Tel: 905-525-9676 <a href="http://www.iwchamilton.ca">www.iwchamilton.ca</a>	Free	Referrals; housing; language skills; employment; form filling; recreation and leisure; healthcare; education; LINC; counselling; job search and workshop programs.
Immigrants Working Centre, WorkLINC	8 Main St East 101, Hamilton, ON L8N 1E8 Tel: 905-529-5209 ext. 223 <a href="mailto:jswcouncillor@iwchamilton.ca">jswcouncillor@iwchamilton.ca</a>	Free	Employment; LINC; orientation and training.



## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Immigrants Working Centre. Hamilton Mountain Central.	1119 Fennell Ave East Unit 236, Hamilton, ON L8T 1S2 Tel: 905-387-1100 Fax: 905-387-1770 iwchamilton.ca/services/settlement-services/	Free	Housing; education; employment; forms filling; recreation and leisure; referral; education; LINC; counselling and job search workshops.
Immigrants Working Centre. Settlement Support	Head Office, 8 Main St East 101, Hamilton, ON L8N 1E8 Tel: 905-529-5209 ext. 227 Fax: 905-521-0541 www.iwchamilton.ca	Free	Referrals; housing; education; employment; forms filling; recreation and leisure; education; interpretation and translation; LINC; counselling and job search workshops.
Immigrants Working Centre. Settlement Support, Hamilton East.	160 Centennial Pkwy Unit 6 Hamilton ON L8E1H9 905-662-9160 905-662-6472 vthind@iwchamilton.ca	Free	Housing; education; employment; forms filling; recreation and leisure; education; interpretation and translation; LINC; counselling and job search workshops.
Living Rock Ministries-Cooking Up Connections with Newcomer Youth	30 Wilson Street Hamilton ON L8R1C5 905-528-7625ext 237 905-526-8723 mail@livingrock.ca	Free	Recreation and leisure.
Micah House	205 Holton Ave. S Hamilton ON L8M2L8 905-296-4388 905-296-4387 info@micahouse.ca	Free	Accommodation/housing.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Mohawk College- LINC and Enhanced Language Training Program	135 Fennel Ave. W Hamilton ON L9C1E9 905-575-2421 905-575-2426 Melissa.droughan- rahimian@mohawkc ollege.ca	Free	LINC; ELT; education and training.
Mountain Learning Centre	565 Sanatorium Rd. Sir William Osler Building Chedoke Hospital Hamilton, ON L9C 7N4 905-383-6732 Fax: 905-318-0068	Free	ESL and LINC Programs.
Parkway Learning Centre	140 Centennial Parkway North Hamilton, Ontario L8E 1H9 905-573-0941	Free	ESL and LINC Programs.
Refugee Hamilton Centre for Newcomer Health	183 Hughson St. S Lower Level Hamilton ON L8N 2B6 Tel: 905-526-0000 info@newcomerhealth h.ca	Free	Health and wellness.
Reseau de soutiena limmigration francophone du Centre- Sud-Ouest	1320 Barton St E Hamilton ON L8H21 Tel: 905-528-0163 alain.dobi@cschn.ca	Free	Employment and counselling and support.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Roman Catholic Diocese of Hamilton – The Office for Refugees	700 King St. W Hamilton ON L8P1C7 905-528-7988 ext 2233 epeace@hamiltondio cese.com	Free	Interpretive services.
St. Charles Adult and Continuing Education Downtown Campus	45 Young Street (between John South and James South) Hamilton, Ontario L8N 1V1 Tel: 905-577-0555	Free	ESL and LINC.
St. Charles Adult and Continuing Education Mountain Campus	150 East 5th Street (at Bruce Dale) Hamilton, Ontario L9A 2Z8 Tel: 905-577-0555	Free	ESL and LINC.
St. Charles Adult and Continuing Education Stoney Creek Campus	60 Barlake (Violet & Centennial) Stoney Creek, Ontario L8E 1G7 FREE Parking accessible from Barlake Avenue Tel: 905-577-0555 ext. 7	Free	ESL and LINC.
St. Charles Adult and Continuing Education Circle of Friends Victoria Park Community Centre	155 Queen Street North Hamilton, ON L8R 2V6 Tel: 905-529-1840	Free	ESL and LINC.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

Wesley Urban Ministries, Resettlement Assistance Program	52 Catharine St North 4th Fl, Hamilton, ON L8R 1J1 Tel: 905-528-5629 ext. 266 Fax: 905-528-9977 www.wesley.ca/neighbourhood/resettlement-assistance-program/ lisa.fulsom@wesley.ca	Free	Housing; orientations; form filling; information and referrals; counselling and support and health.
Wesley Urban Ministries, Support Services	52 Catharine St North, Hamilton, ON L8R 1J1 Tel: 905-528-5629 Fax: 905-528-9977 www.wesley.ca/neighbourhood/client-support-services/	Free	Housing; education; orientation; health; form filling; counselling and support; information and referral and recreation and leisure.
Wesley Urban Ministries. Wesley Interpretation Services	52 Catharine St North, Hamilton, ON L8L 1J1 Tel: 289-389-8739 ext. 302 Fax: 905-528-9977 www.wesley.ca/neighbourhood/wesley-interpretation-services/ wis@wesley.ca	Set fee	ESL; education; translation and interpretation and information and referrals.
Wesley Urban Ministries. Wesley Youth Housing Program-Tower B Apartments	Tower B Apartments; 191 Main St. W Ste 410 Hamilton ON L8P4S2 905-527-4430 ext. 28 905-527-2319 Youth.housing@wesley.ca	Fee	Housing.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

YMCA of Hamilton, Burlington, and Brantford. Community Connections Newcomer Mentor Program	25 Main St West, Hamilton, ON L8P 1H1 Tel: 905-526-8452 ext. 3407 www.ymcahbb.ca jean.visca@ymcahbb.ca	Free	Training; counselling and support; information and referral; recreation and leisure; skill development; workshop; form filling and job search.
YMCA of Hamilton, Burlington, and Brantford. Hamilton Central - Newcomer Information & Orientation Services. Employment Services	23 Main street E Hamilton ON L8N1E7 905-540-9679 ymcahbb.ca/Programs/Community-Initiatives/Newcomer-Information una_gibbons@ymca.ca	Free	Employment training; orientation; information; interpretation; referral and training.
YMCA of Hamilton, Burlington, and Brantford. Newcomer Settlement Program. Newcomer Settlement Program	25 Main St West St 105, Hamilton, ON L8P 1H1 Tel: 905-526-8452 Fax: 905-526-7282 www.ymcahbb.ca lily_lumsden@ymca.ca	Free	Orientation; information and referral; housing; counselling and support; legal; form filling; employment; education; interpretation and translation and language assessment.
YMCA of Hamilton, Burlington, and Brantford. Newcomer Youth Centre	79 James St South Lower Level, Hamilton, ON L8P 2Z1 Tel: 905-529-7102 ext. 5558 ymcahbb.ca	Free	Information and referrals on employment services; workshop; education; health; housing; orientation; English learning/literacy and recreation and leisure.
YMCA of Hamilton, Burlington, and Brantford. Settlement Workers in Schools (SWIS)	25 Main St West Ste 105, Hamilton, ON L8P 1H1 Tel: 905-526-8452 Fax: 905-526-7282 ymcahbb.ca	Free	Education; orientation; counselling and support; information and referral and recreation and leisure.

## AN ENVIRONMENTAL SCAN OF SETTLEMENT SERVICES

YMCA of Hamilton, Burlington, and Brantford. Stoney Creek - Lower - Newcomer Information & Orientation Services. Newcomer Information & Orientation Services	211 Centennial Pkwy North Unit 1, Hamilton, ON L8E 1H8 Tel: 905-662-9400 Fax: 905-662-9401 www.ymcahbb.ca lily.lumsden@ymcahbb.ca	Free	Employment and training; information and referral and orientation.
YMCA of Hamilton, Burlington, and Brantford. Youth in transition	25 Main St. W St. 105 Hamilton L8P1H1 Tel: 905-526-8452 ext.3420	Free	Referral and Counselling and support.
YMCA of Hamilton/Burlington/Brantford. Brantford - Darling St. Employment, Education & Immigrant Services	38 Darling St Suite 201, Brantford, ON N3T 6A8 Tel: 519-752-4568 Fax: 519-752-6580 www.ymcahbb.ca immigrant.settlement@ymcahbb.ca	Free	Counselling and support; recreation and leisure; form filling; legal; employment; information and referrals; English language and education.

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**Curriculum Vitae**

**Name:** Aparna Karky

**Education and Degrees:** Algonquin College  
Ottawa, Ontario, Canada  
  
2008–2010, Diploma in Early Childhood  
Education  
  
Western University  
London, Ontario, Canada  
  
2015-2018, MSc. Candidate  
(Health and Rehabilitation Sciences)

**Related work Experience:** Charles H. Hulse Public School  
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2007-2010, International Language Program  
Ottawa Carleton District School Board