



Report 26
Improving Settlement Services Across Canada

NDP Supplementary Opinion on the Report of the Standing Committee on Citizenship and
Immigration

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Supplementary Opinion: Settlement Services in Canada

Introduction

In what is likely the last report to be tabled by the Standing Committee of Citizenship and Immigration in the 42nd Parliament, the NDP would like to thank the Committee Analysts who have time and time again worked diligently and to a high standard to draft and produce such high quality reports. This report is a great example of their work. This study on Settlement Services across Canada heard from 52 witnesses and the analysts have done a great job compiling, summarizing and highlighting the testimony and recommendations put forward by the witnesses.

The NDP has included this supplementary opinion as it would have been impossible for the analysts to include all the important testimony in a single report. Therefore, New Democrats would like to highlight some aspects of witness testimony that was not included and the recommendations attached to that testimony.

Settlement Services are one of the most important aspects of Canada's immigration system. It is vital for newcomers and for Canada as a whole to get these services and their delivery right. While the NDP supports the spirit behind many of the recommendations in the Main Report, some recommendations could have been much stronger. It is with that in mind that this Supplementary Report will extensively quote witnesses for the language they used and recommended to illustrate the importance.

Amendments to Main Report Recommendations

The NDP believes that Recommendation 1, 2, 3, and 16 should have been stronger. Therefore, New Democrats would have amended those recommendations to read as follows:

Recommendation 1: That the notice of services available provided to newcomers, Immigration, Refugees, and Citizenship Canada fully describe the nature of the services and explain how those services aim to improve settlement of newcomers in order to increase the use of pre-arrival services and that pre-arrival services are expanded to provide information to newcomers about the Canadian labour market, housing, labour laws, and the Charter of Rights and Freedoms.

Recommendation 2: That Immigration, Refugees, and Citizenship Canada continue to take into account newcomers' different needs and the benefits of different language training programs, and ensure that these diverse programs are adequately funded.

Recommendation 3: That Immigration, Refugees, and Citizenship Canada increase funding to eliminate wait times for newcomers who require language training

Recommendation 4(16): That Immigration, Refugees, and Citizenship Canada work with Canadian Heritage to ensure meaningful community led initiatives to promote cultural diversity and combat racism in order to support newcomer integration

Promoting Pre-Arrival Services



Pre-Arrivals services were explained to the Committee as being incredibly important services that help to reduce the steepness of the learning curve that is resettling in Canada and building a life here.

Queenie Choo of S.U.C.C.E.S.S explained:

“We have these wonderful pre-arrival programs to assist people coming to Canada. Wouldn’t that be a nice way to make sure that the information relevant to them – employment, health care, language, Canadian culture and systems – was provided to them prior to their coming to Canada? I think it would be such an asset to those individuals and help them gain knowledge about the country they to come to.”ⁱ

Abdulla Daoud from the Refugee Centre informed the committee about his organization’s innovative work that can improve access to pre-arrival services for newcomers.

“How it works is mostly refugee claimants are able to gain information on how to fill out the application. It talks to them in their native language. We’ve socially engineered it in a way that the questions are short and very concise, so we get concise answers. That way the translation process is very accurate. We have worked with many lawyers on this and with our own legal staff who we’ve worked with. We found that it saved up to 83% of their time, given the fact they don’t have to pay translators and they don’t have to get additional counsel. They can get them to fill it out on a phone or an iPad. It has various uses. The great thing about this is expansion beyond just the refugee claimant aspect. They can go beyond that for other immigration processes and also for other forms and bureaucratic processes that immigrants have to go through. It can really tie into the pre-arrival services as well. There’s a unique aspect to that, which I do recommend government look at in some sense, because it can really streamline, save money, make things a bit more efficient and make things more transparent.”ⁱⁱ

Recommendation 5: The Immigration, Refugees, and Citizenship Canada work with the Refugee Centre to pilot test the expansion of their technology for improving accessibility and knowledge of available pre-arrival services

Continue Funding Diverse Methods of Language Learning

It was made abundantly clear through testimony that a one-size-fits-all approach does not work for language training. Different people learn languages in different ways and different people have different needs behind their language acquisition. If we do not adequately provide and fund diverse language training options we risk newcomers not just being unable to reach their full potential, but we also risk them not staying.

“We look across Canada at not just recruiting the brightest and the smartest people to come, but also at a way to retain them. One of the strategies for that is to ensure there are sources available across our provinces and territories to ensure the settlement is not only tailor-made to individual needs, but also that is equitable across our country in order to retain those talents across the country.”ⁱⁱⁱ



Other delivery methods for language training were also discussed:

“Provide additional LINC funding for the creation of a new program comprised of a customized online LINC platform supplemented by weekly social interactions specially designed for care givers and those in remote locations. Given the limited contiguous amount of time which is available to those looking after young children, the curriculum can be designed in easily digestible 15-minute blocks, with topics relevant to caring for children and integration into Canadian life. The program could also be enhanced with socialization exercises on Saturdays where the care givers can meet and support each other.”^{iv}

“I think IELTS does offer the speaking test as a separate test from the other three components. I think that's helpful, and it's often done in a private one-on-one situation, which is great for the test taker, particularly if the person is struggling a little, because the examiner can help to make them feel comfortable and draw out a better response from them. I think the other components of the test often depend on the way the test has been constructed. Each part of the IELTS test is...we're only looking at that part, even though when you're doing a speaking test you're also listening. For example, we're only assessing the speaking in that component. We've certainly thought about being able to do that [offer to do the different components of the test separately]. Of course, it would require the government to recognize that type of thing.”^v

“I think another alternative, particularly when you're looking at people who are coming in perhaps on family visas and in the types of situations where they're not going to be working in a professional environment, then we do also have a level 2 skills test, which would simply be a 20-minute speaking and listening type of test. That is currently used in the U.K., and I think that the governments I talk to around the world are starting to move toward this a little more, as a better option for those who don't require the high-level professional skills.”^{vi}

The needs of different populations were identified:

“When it comes to LINC, I understand that the government introduced the portfolio-based learning approach. We've seen great results in the four language centres we are running, but you're right that there are certain groups that don't work well with this. There's a lot of pressure for them to progress. We see it with seniors. We see it with individuals who might have learning disabilities. We see it also with individuals who might have a lower level of literacy, who might not have completed education in their home countries. I believe that it would be good to look at what would work for these groups, because it's quite stressful for them to be in the regular classes. We would encourage looking at learning approaches that might better meet their needs.”^{vii}

Opportunities to provide newcomers the ability to continue their language training after the official arrival period was also discussed:

“Make bursaries available for newcomers... Having a program where ESL students apply directly to the government to get bursaries to continue their studies would be a really big help.”^{viii}



New Democrats support expanding access to language training opportunities as well as expanding the options in learning environment to better meet the needs of more newcomers. Therefore, the NDP recommends:

Recommendation 6: That Immigration, Refugees, and Citizenship Canada provide funding to organizations that deliver more informal language acquisition courses

Recommendation 7: That Immigration, Refugees, and Citizenship Canada to work with IELTS to develop options to take language tests separately

Recommendation 8: The Immigration, Refugees, and Citizenship Canada examine the feasibility of implementing the U.K model of a 2 skill language test for appropriate applicants

Reduce Waiting Lists

Throughout nearly every study this committee undertaken that has examined an aspect of Canada's immigration system, committee members have heard about the stress, frustration, sadness, and economic impacts of long processing delays and waitlists. This study on settlement services was no different. The longer someone has to wait to access settlement services, the longer it will take them to settle here.

“Family reunification is crucial to the economic success of newcomers. Long delays and barriers in the processing of spouses and children, as well as parents and grandparents, leave families divided and more fragile. This is especially important for the economic integration and prosperity of newcomer women, since parents and grandparents could take on child care tasks and enable newcomer women to participate in training and in the labour force.”^x

“Introduce the same standard short processing times for family reunification for spouses and children, regardless of immigration category and country of origin.”^x

It is with that in mind that the NDP recommend:

Recommendation 9: That Immigration, Refugees, and Citizenship Canada implement a standard family reunification processing time, regardless of immigration category or country of origin

Funding Projects that Provide Additional Training and Co-op Placements

Obtaining meaningful work that allows you to contribute to your full potential is a desire of most people, and newcomers are no exception. When newcomers can thrive here, we all win. The committee heard a lot of testimony about the importance of increasing the opportunities newcomers have to obtain training and co-op placements to have their skills recognized or upgraded so that they could find meaningful work more quickly in Canada.

“Given the pace at which technological advancements are changing the nature of jobs and the skill sets required for emerging jobs, we need to recognize the role that employers will



increasingly play in on-the-job training. In partnership with the B.C. Ministry of Jobs, Trade and Technology, MOSAIC delivered successful pilots engaging employers in the designing of training programs, augmenting technical training with training on Canadian workplace culture, followed by on-the-job experience where employers were able to test drive talent. Whether it's working with the BC Alliance for Manufacturing or the BC Care Providers Association, 85% of trainees landed full-time positions in their field at the end of the program. The short-term nature of these pilots doesn't allow for meaningful engagement of employers and for ongoing training opportunities for newcomers leading directly to jobs.”^{xi}

Witnesses offered quite clear recommendations on how to improve these opportunities and the NDP would like to put those recommendations forward:

Recommendation 10: That Immigration, Refugees, and Citizenship Canada create “a permanent funding envelope for this type of industry-led training responding to market needs.”^{xii}

Recommendation 11: That Immigration, Refugees, and Citizenship Canada “Create an ongoing funding envelope for re-skilling programs designed and delivered in partnership with employers and business associations. These should be driven by employer needs, combine technical training with training on Canadian workplace culture, and on-the-job training experience allowing employers to test-drive talent.”^{xiii}

Recommendation 12: That Immigration, Refugees, and Citizenship “Allocate specific funding envelope to support integration of newcomers with complex employment needs using intensive case management approach by settlement organizations.”^{xiv}

Recommendation 13: That Immigration, Refugees, and Citizenship Canada “Establish Canadian Work Experience Co-op Program that will adapt the well-established co-op program model offered by universities and colleges around the world to meet the challenge of fully integrating educated immigrants into the Canadian labour market. This co-operative labour market integration model, based on work-integrated learning, would be jointly undertaken by immigrant serving organizations and employers.”^{xv}

Recommendation 14: That Immigration, Refugees, and Citizenship Canada “Include civic engagement participation as an important step in the settlement continuum. Fund specific programming to enable newcomers to access training, networks, and opportunities for applying their expertise in shaping and directing services in their communities, municipalities, and provinces through access to seats at advisory committees, boards of directors of community organizations, and taking part in community consultations.”^{xvi}

Incentivize Employers to Hire Newcomers

Building off of increased training and placement opportunities, the committee heard how important it is to create an environment where Canadian employers were incentivized to provide opportunities to newcomers.



“It's so important to be able to give newcomers the opportunity, even if it's a short-term internship or co-op placement, where they have a chance to prove themselves, to get their first experience and get some advice from the employers on what it is they need going forward. That would be our key recommendation.”^{xxvii}

Part of the problem is the discriminatory nature of requiring ‘Canadian experience’ and discounting work experience abroad. Therefore, the NDP echoes the recommendation put forth by witnesses:

Recommendation 15: That the Government of Canada “Encourage the Canadian Human Rights Commission and other commissions across the country to declare that requiring candidates to have Canadian experience is discriminatory. Similar to the position taken by the Ontario Human Rights Commission in many circumstances Canadian experience is not a legitimate job requirement.”^{xxviii}

Improving Access to Interpretation Services

Newcomers who have not yet acquired functional English or French language skills still need to interact with various agencies, organizations, and service providers. In areas such as the healthcare system, it has been made clear to the committee during multiple studies that access to interpretation is vital.

“Yes, the lack of interpretation—particularly with medical appointments—is a challenge for some of our organizations, particularly in the rural and smaller centres. We've heard from our members that the ability for them to even have staff who are able to provide interpretation support, or have knowledge of the same language, is often non-existent. It's a huge barrier that some organizations are facing. Clients are not understanding the medical appointments. They're not able to take part and fully receive the support they need. It also changes the family dynamic. The child is all of a sudden put in a place of power where they have to provide support and information to their parent. Often it's information that, as a child, they shouldn't be hearing.”^{xxix}

“As for recommendations, this has to do also with the retention we were talking about earlier. If we want to retain people in our communities, we would like them to feel they are part of our community and they can actually access services. One of the barriers is language. I don't know who is responsible for providing what, but that is a need. It's not just in the medical field, even in the court system and banks, in all agencies they would access, language support is important.”^{xxx}

“AMSSA members have recommended that there be sufficient funding for accompaniment to medical appointments, or that there be a mechanism in place that guarantees that doctors' and physicians' offices—also outside the hospital—have access to free interpretation support, and that it be a requirement, not an option, that the doctor utilise it, particularly when English is not the first language of the client, or when the client requests it.”^{xxxi}

Therefore, New Democrats recommend:

Recommendation 16: That Immigration, Refugees, and Citizenship Canada significantly increase funding and training for interpretation services for newcomers across Canada



Funding Initial Assessments and Professional Development for Mental Health Supports

Newcomers arriving in Canada, especially resettled refugees can arrive here requiring mental health supports to deal with the stress of settling in Canada and any previous trauma they dealt with. In some cases, they might not even be aware that services are available. For those that are aware, a lack of access to interpretation or availability of these services can prevent newcomers from accessing these important services.

“Absolutely. Having more programs available for people when they come, letting them know they have psychotherapists and the like whom they can go to for the first year—in smaller towns, people often don't even know that's available for them—and translators and interpreters, for sure.”^{xxii}

“Allocate funding for initial mental health assessments and support for clients who suffer from severe trauma. It might be a first step in dealing with this very serious issue. We have seen an increase in very serious and chronic health issues. We are trying to respond in ways that make sense, but our community is a small one. The health system isn't always ready and willing to be flexible, and we want to see ways in which IRCC can have a broader impact on the provinces to do more for those people who are coming to our region.”^{xxiii}

Recognizing the importance of mental health services, the NDP recommends:

Recommendation 17: That IRCC allocate funding to increase access and availability for mental health assessments and supports for newcomers and provide timely referrals to facilitate durable solutions

Funding for Initiatives to Meet the Specific Needs of Newcomer Women

During this study as well as previous studies on vulnerable groups, we have heard from witnesses about the additional barriers to settlement and integration that newcomer women can face. Without access to specialized settlement services, many newcomer women are at significant risk of isolation. Calls for increasing funding for these services continue to be clear. Witnesses called for:

“Flexible funding models that include:

- A. A national fund for women’s shelters to access to
 - a. Address the need of immigrant, refugee, and internationally trafficked women through women’s shelter programs. Shelters need funding to hire specially trained staff to work with immigrant and trafficked women in shelter an
 - b. Cover the basic needs of abused women without status and
 - c. Housing programs geared to the needs of immigrant and refugee women fleeing violence;
- B. Standardized programs including
 - a. Translation services
 - b. Settlement supports with both an urban and rural focus
 - c. Those that increase the awareness of women with respect to domestic violence and its impact on children”^{xxiv}



“These supports are required for women facing abuse. That is why my first recommendation to you is to develop a national action plan for ending violence against women. The federal plan is a welcome start, but a national plan that can integrate all these concerns and considerations into one overarching strategy is an essential part of solving this issue and will of course have to incorporate the settlement needs of newcomer families from an intersectoral approach, which I will now address.”^{xxv}

“We really do need legislative and policy changes that meet Canada's international human rights obligations and prevent the separation of a mother from her children when a woman is experiencing family violence and abuse, has children who are Canadian citizens and is being forced to leave the country, as well as a co-application process for couples that ensures women are aware of their rights when they arrive in Canada.”^{xxvi}

Therefore, the NDP recommends:

Recommendation 20: That Immigration, Refugees, and Citizenship Canada develop a dedicated funding stream for initiatives that provide specialized settlement services to newcomer women

Expanding the Availability of Settlement Workers in Schools (SWIS)

Ensuring young people can settle and integrate quickly and successfully is of vital importance. The NDP are strong supporters of the SWIS program and have long called for it be expanded. Witnesses agreed.

“As with the SWIS [Settlement Workers in School], we feel that the current contribution agreement restricts the movement of funds and has onerous reporting schedules. We are not assured that enough funds or resources would be available for unexpected situations. We believe a more flexible model is needed.”^{xxvii}

Recommendation 21: That funding to the Settlement Workers in Schools (SWIS) program be increased, and be made predictable through long-term funding agreements in order to allow Boards of Education to provide essential support services for all those settling in schools and communities

Recommendation 22: That funding arrangements for the SWIS program have built in flexibility in order to be more proactive and responsive to changes in client needs and demographics

Recommendation 23: That the SWIS funding allocations be aligned with the school year calendar so as to ensure funding is received for the beginning of the school year and continues throughout the term

Expand Eligibility for Settlement Services

As was clearly established Migration in the 21st Century study undertaken by the committee, global forced and voluntary migration is at record levels. As a result, Canada is welcoming newcomers at higher levels generally and through specific streams that currently are ineligible to receive settlement services. The committee additionally heard that just because someone obtains permanent resident status, it



doesn't mean they would no longer benefit for services. The committee heard loud and clear that eligibility must be expanded.

"In our experience in particular, we see a need among immigrant women who have spent their initial years in Canada, after arrival, focused on their family responsibilities rather than looking for work. They come to us now ready to join the labour force and face the same barriers as someone who may have just arrived – language capacity and lack of Canadian experience, current skills and social networks – but as Canadian citizens they are not eligible for this type of funding even though with support from us they have exactly the same potential to make the positive contribution that women newcomers have."^{xxviii}

"We also feel it could be helpful if the funding allowed service provided to work with people before and after receiving their permanent resident status"^{xxix}

"We are receiving funding from two levels of government and also from other funders, foundations and others. The major funding comes from IRCC. The type of funding excludes refugee claimants and citizens. They are not eligible for that funding. When the claimants come here, at the first stage, they miss the opportunity to receive the services. That will be very difficult for them to catch up later, I would say. The province is funding, but it is very small funding. If there were some core funding available for organizations such as ours and others, it would build their capacity. It would also give them some peace of mind and provide some certainty, because they don't know what will happen at the end of the funding cycle."^{xxx}

"The ELL Consortium urges the government to allow for inclusion of all those needing settlement support, regardless of their immigration status, and to not only increase funding but to allow for more flexibility in its use so we can meet the needs of a changing newcomer population."^{xxxi}

"Many newcomers to B.C. are not eligible for federally funded settlement supports, including refugee claimants, international students, naturalized citizens, temporary foreign workers and other newcomers who are not permanent residents of Canada. AMSSA believes that eligibility for settlement support should be determined by need rather than by immigration status."^{xxxii}

"Recognize that English-language training is more than just a ticket for newcomers to receive Canadian citizenship, and cutting off access to IRCC funding afterwards prevents holistic integration. English-language training in CLBs 5 to 8 are essential for newcomers to be successful in our communities."^{xxxiii}

"Give them more than a year to learn. If you can imagine moving to another country, having only one year to learn a new language, and then having the jobs that you have right now, it would be impossible, but that's what we expect from our refugees and newcomers when they arrive in Canada. This needs to change."^{xxxiv}



“Employment is a critical aspect of settlement. However, having a job doesn’t mean that all settlement needs are met. It is important to have services available to address the full range of personal and family issues related to integration to ensure that newcomers can maintain their employment and progress economically.”^{xxxv}

“We were encouraged with the announcement last week of federal funding becoming available for housing costs for refugee claimants. We recommend that the federal government join us in this opportunity to forge a new way for asylum claimant arrivals. We recommend that a new approach include the implementation of a reception centre, to be jointly funded by government and private funding, and that the federal government support this plan as we prove its viability in the Vancouver setting. This kind of centre is both transferable and scalable for other regions in Canada. Journey Home Community, in collaboration with the Multi-Agency Partnership, stands poised and ready to move forward in Metro Vancouver.”^{xxxvi}

“Many years of experience with refugee claimants indicates a population group with much skill and expertise, great courage and resilience and a drive to do well in the new homeland which has provided them with protection and opportunity. The time has come for a more comprehensive strategy and plan for welcoming these newcomers and giving them the start they long for in becoming strong contributing members of our society.”^{xxxvii}

Recommendation 24: That Immigration, Refugees, and Citizenship Canada expand eligibility for settlement services to all temporary immigration streams, asylum claimants, permanent residents, and individuals who have obtained citizenship within 5 years

Increase the Availability of Itinerant Settlement Services

Canada has an increasingly urban population. However, our large country also has a historic and necessary rural community footprint. Our aging population combined with younger Canadians moving to urban centres for increased economic opportunities have significantly impacted rural Canada. Initiatives such as the Rural Immigration Pilot and the Atlantic Immigration Pilot aim to counter that trend. However, without solid services to retain newcomers in rural areas impacts are likely to be short-term as newcomers will eventually engage in secondary migration to urban centres with more opportunities.

“Give rural Canadians the tools to help. Right now there's a lot of frustration because when newcomers come to the area, there are not any resettlement services, but having a mobile resettlement centre would really help a lot. This mobile centre could have a representative who would answer questions to sponsors, do ESL training seminars for those who want to volunteer, and do English testing for the students.”^{xxxviii}

Therefore, the NDP recommends:

Recommendation 25: That Immigration, Refugees, and Citizenship Canada create a dedicated funding stream for rural settlement services to improve rural community retention of newcomers



Initiatives to Promote Cultural Diversity and Combat Racism

While diversity is a Canadian strength and we have long recognized the valuable contributions of newcomers to this country, Canada is not without structural racism and discrimination. The settlement and integration of newcomers is negatively impacted by discrimination and more work needs to be done to combat this. The committee heard from witnesses that:

“Funding for settlement and integration in Canada needs to authentically include reconciliation with Indigenous people and recognize the devastating role that racism plays in creating barriers for newcomers while they settle in Canada.”^{xxxix}

“Anti-discrimination programs that foster connections between refugees and the receiving population, such as community engagement and recreational activities, can be further promoted and facilitated.”^{xl}

“Recognize and establish initiatives and systems that better address systemic racism and provide support that allows organizations like ours to do more in this matter.”^{xli}

“In order for newcomers to successfully settle and integrate in B.C., it is imperative that initiatives promoting multiculturalism and anti-racism are properly resourced.”^{xlii}

“The majority of immigrants and refugees now and in the future are from racialized populations. Canada must address systemic racism through strong anti-racism laws and policies, including employment equity. Access to employment and professional accreditation will remain a challenge that we'll be talking about until we can counter systemic racism in the professions.”^{xliii}

“We need a strong national campaign against racism, anti-immigration and Islamophobia, with tools that can be shared across agencies and programs. All Canadians should have the ability to feel safe and respected in their communities.”^{xliv}

The NDP recommends:

Recommendation 26: That Immigration, Refugees, and Citizenship Canada work with settlement services organizations and provide funding for developing programming that includes Indigenous reconciliation and recognition of the barriers that racism can play for newcomers while they settle in Canada

Recommendation 27: That Immigration, Refugees, and Citizenship Canada engage in outreach to newcomers about anti-discrimination programs, efforts, and their rights

Recommendation 28: The Government of Canada takes immediate action to roll out its National Anti-Racism Action Plan

Predictable and Stable Long-Term Funding for Service Provider Organizations

Providing high-quality and accessible services requires stable, adequate funding. This simply cannot be avoided and must be viewed as an upfront investment into the newcomers we select to arrive in



Canada. Witnesses appearing before the committee highlighted many ways in which the lack of stability in funding arrangements can impact services, as well as general underfunding.

“Our organization is committed to decent work and fighting the precarious nature of most non-profit work. We believe that our government contracts should support equitable and living wages for our employees, sick time, health benefits and retirement benefits. The success we all want for newcomers is not going to be achieved by a high turnover of staff and by a labour shortage of workers to work with them.”^{xlv}

“There continues to be a significant need for investment into the entire continuum of settlement services, from pre-arrival to post-arrival, to ensure all newcomers have the information, resources and tools to succeed in Canada. Funding for settlement services need to take into consideration settlement trends, demand for services and patterns of secondary migration.”^{xlvi}

“At the same time, there also needs to be greater investment into specialized settlement services for newcomers who are more vulnerable.”^{xlvii}

“We also need to consider extending settlement services to support long-term success. Once newcomers become Canadian citizens they are no longer eligible for IRCC-funded settlement services and language training. While some provinces provide funding for services for naturalized citizens, there are inequalities in the levels of funding. As a result, depending on where newcomers reside, they could have higher or lower levels of settlement services.”^{xlviii}

“According to the UN High Commission on Human Rights, youth who arrive as refugees tend to have experienced trauma and display higher than average rates of post-traumatic stress disorder. Young people have often seen their schooling disrupted or many have not had access to formal schooling at all or in many years. When these young people arrive in Canada they are facing these additional barriers on top of all the issues that other Canadian youth face, including feelings of isolation, mental health challenges and bullying.”^{xlix}

“Our recommendation to this committee is that government should invest in programs that support the successful integration of youth, starting with youth for whom immigration integration will be the most challenging”ⁱ

“Across the country, we don't receive very much money from the federal government for the services that we do provide, which we think are pretty essential.”ⁱ

“We also need flexible funding models that include a national fund for women's shelters to access in order to address the needs of immigrant, refugee and trafficked women. Also, shelters need specially trained staff to work with immigrants and trafficked women and cover the basic needs of abused women without status, as well as housing programs geared to the needs of immigrant and refugee women fleeing violence.”ⁱⁱⁱ

“Funding is tied to specific goals and commitments made in the competition for contracts. Flexibility is needed in the funding for settlement providers to best meet the needs of an always-



changing clientele and demographic. The newcomers we are assisting now will not have the same needs as those who arrive after the contracts have been awarded.”^{liii}

New Democrats therefore recommend:

Recommendation 29: That Immigration, Refugees, and Citizenship Canada better analyze and account for settlement trends, inter-Canada migration, and demand for pre-arrival and settlement services when constructing funding agreements

Recommendation 30: That Immigration, Refugees, and Citizenship Canada specifically increase funding allocated to organizations that provide specialized settlement services to vulnerable newcomer

Conclusion:

Settlement Services are a vital component of Canada’s immigration system. Regardless of the immigration stream that an individual arrives in Canada through, providing access to high quality, well-funded, individually-tailored, and culturally sensitive settlement services will improve their settlement and integration in Canada. When newcomers can more quickly and easily reach their full potential here everyone wins. The NDP heard loud and clear from all witnesses that while we do many things well, we can do it all better, and there is no reason not to.

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- ⁱ CIMM, Evidence, 1st session, 42nd Parliament, 30 January 2019, 17:30
 - ⁱⁱ CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:40
 - ⁱⁱⁱ CIMM, Evidence, 1st session, 42nd Parliament, 30 January 2019, 17:20
 - ^{iv} CIMM, Written submission, MOSIAC, pg 3
 - ^v CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 17:25
 - ^{vi} CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 17:25
 - ^{vii} CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:35
 - ^{viii} CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 16:50
 - ^{ix} CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:15
 - ^x CIMM, Written submission, MOSAIC, pg 4
 - ^{xi} CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:15
 - ^{xii} CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:15
 - ^{xiii} CIMM, Written submission, MOSAIC, pg 2
 - ^{xiv} CIMM, Written submission, MOSAIC pg 3
 - ^{xv} CIMM, Written submission, MOSAIC pg 2
 - ^{xvi} CIMM, Written submission, MOSAIC, pg5
 - ^{xvii} CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:40
 - ^{xviii} CIMM, Written submission, MOSAIC, pg 3
 - ^{xix} CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:25
 - ^{xx} CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:20
 - ^{xxi} CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:25



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- xxii CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 17:25
- xxiii CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 15:45
- xxiv CIMM, Written submission, Alberta council of women’s shelters, pg 7-8
- xxv CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 17:00
- xxvi CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 17:05
- xxvii CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 16:10
- xxviii CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 16:25
- xxix CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 16:25
- xxx CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 17:35
- xxxi CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 16:20
- xxxii CIMM Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:00
- xxxiii CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 15:45
- xxxiv CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 16:50
- xxxv CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 17:20
- xxxvi CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:50
- xxxvii CIMM, Written submission, Journey Home Community Association, pg 8-9,
- xxxviii CIMM, Evidence, 1st session, 42nd Parliament, 3 April 2019, 16:50
- xxxix CIMM, Evidence, 1st session, 42nd Parliament, 4 February 2019, 15:45
- xl CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 16:15
- xli CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 15:40
- xlid CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:00
- xlidii CIMM, Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:40
- xlidiv CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 17:05
- xlidv CIMM Evidence, 1st session, 42nd Parliament, 6 February 2019, 16:40
- xlidvi CIMM, Evidence, 1st session, 42nd Parliament, 30 January 2019, 16:50
- xlidvii CIMM, Evidence, 1st session, 42nd Parliament, 30 January 2019, 16:50
- xlidviii CIMM, Evidence, 1st session, 42nd Parliament, 30 January 2019, 16:50
- xlidlix CIMM, Evidence, 1st session, 42nd Parliament, 1 April 2019, 16:10
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