

**Bridging the Gap:
Access to Labour Markets for Refugees**

by

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Submitted to OCAD University

In partial fulfillment of the requirements for the degree of

Master of Design

In

Inclusive Design

Toronto, Ontario, Canada, April 2018

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Abstract

The purpose of this study is to explore social and financial services for newcomers, particularly Syrian and Afghan refugees among others that builds upon their existing work skills, their prior training and their lived experiences, as part of fostering integration into the labour market of their new country. This study is designed to examine the ways in which newcomers are currently mentored, served, and supported as they seek employment opportunities. The main question is "How can we help newcomers to integrate more fully into the economy of the community where they have settled?"

Keywords:

Immigrant, Refugee, Newcomer, Settlement, Economic and Social Integration, Employment Services, Skill Training, Employment, Labour Market, and Discrimination.

Acknowledgments

I would like to give thanks to God for giving me the strength to complete this study. A special thank you to my supervisor Cheryl Giraudy, Associate Professor, Faculty of Design at OCAD University for her support and guidance throughout the completion of this major research paper. I would also like to thank Colleen Reid, Professor, Faculty of Design at OCAD University for taking the time to provide constructive critiques that has enhanced this study.

I would like to thank the participants of this study. Thank you for providing details that has helped to shape this paper.

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1.0 Introduction

In this study, different organizations have been researched and visited, including the Arab Community centre of Toronto (ACT), the Afghan Women's Organization (AWO), and the Women's Development Network Organization (WDNO), among others. The range of services these organizations offer to newcomers has been assessed to determine how well, and to what extent they actually help newcomers, especially newcomers that have a lower level of English or French language skills. Skills that are essential for finding employment and integrating into local communities in Canada. As an example, language is a challenge newcomers face when they do not speak English. Thus some refugees from Syria and Afghanistan, is that they require an interpreter to fill out forms for rudimentary services such as visiting a Physician. There are many other barriers for newcomers in accessing and leveraging basic services. By exploring the extent of the social and accessibility challenges faced by some refugees, as well as the range of current organizational services offered to them. This review aims to identify the gaps in the transition from newcomer to productive contributor and ultimately to recommend how best to address those gaps. The main research questions are:

- 1- How to bridge the gap in labour market for refugees?
- 2- How to help refugees integrate into a new society?

3- How to support newcomers' acceptance to host country?

By designing an inclusive program based on education, awareness, language enhancement, employment skills (including business development and management skills), newcomers may be more successful in entering the labour market sooner and therefore make a fuller contribution to their new home and community.

Refugee

"I have been told

You don't have a past

You don't have the present

And you don't have a future

You are just a Refugee

I didn't choose to be a Refugee

But now I am a Refugee

I'm strong

I'm here and I will survive

I will grow like a tall tree

And I will let everybody rest under my shadow"¹

¹ Poem written by Fatemeh Kafaie

1.1 Immigrants and Refugees

According to the UNHCR² in 2016, 46,700 refugees were admitted to Canada, the largest number of refugees admitted in a year since the implementation of the 1976 Immigration Act.

It is important to understand that newcomers are a group with diverse backgrounds and needs. Immigrants and refugees are now more commonly referred to as *newcomers*, but there remain some differences between immigrants and refugees, for example:

-An immigrant is a person who leaves her / his country to live in another country permanently (Merriam Webster). Immigrants leave their country because they want to be close to other family members, and look for a better future for their children. They move to a country that they have chosen to live in.

-A refugee is forced to leave her/his country for reasons such as fear for her/his life due to war, religion or political opinion” (Merriam Webster). Refugees need international protection and usually go to neighbouring countries to save their lives. They don't choose where to resettle or they have little say in where they may settle.

² United Nations High Commissioner for Refugees

-An asylum seeker is a person who flees his or her home country, enters another country hoping that the government will protect them and allow them to live there. (Cambridge Dictionary)

They are all newcomers, however, seeking a safe place to live. All seem to have the common goal of looking for a brighter future for their families. Selecting refugees is not based on work or language skills, it is based on who may be at highest risk and who needs more help.³

In general, refugees have many issues in common as they approach their new life, including housing, health care, finding employment, and furthering education, particularly for advancing language skills. The word “refugee” has become a mean and offensive phrase for many people who are newcomers.

People rarely offer “I am a refugee” because they think it is negatively labeling them, and they do not want to start a new life with a label. Using a more positive word is a way to treat people with respect. Therefore the term “newcomer” is a preferred term in this study, and is a more inclusive term for both immigrants and refugees, unless particular identification is required, as a backgrounder for the research, however, it is important to understand the current definitions and

³ Refugees and Immigrants: A glossary, <http://ccrweb.ca/en/glossary>

categories of refugees established by Immigration, Refugees and Citizenship Canada. They are as follows:

Settlement programs:

- Government assisted refugee program
- Privately sponsored refugee program
- Blended visa office referred refugee program (Government of Canada)

And different refugee situations, including;

- Refugees landed in Canada (Refugees applied inside the Canada)
- Refugee dependants (Refugees' dependant who always lived as a family member)
- Resettled refugee (Refugees identified by UNHCR and private sponsors for resettlement in Canada)

Government Assisted Refugees: The federal Government supports resettlement of refugees for a full one year after they arrive in Canada. The support they receive is in the form of an income and is cancelled after the initial period.

Privately Sponsored Refugees: A group of people form to volunteer to help refugees, and they apply to bring them in, and are responsible for supporting the

refugees financially for one year, including support for such matters as registering for social insurance numbers, social services, and education for children.

Blended Visa Office-Referred Refugees: This program matches vulnerable persons referred to Canadian officials by UNHCR with private sponsors.

Refugees will arrive after a long period of time typically spent in refugee camps and some of the younger refugees will have been born in camps. Their backpack is full of sad experiences, which stay with them forever. Refugees during their long journeys and living in the camp, lose valuable things such as family, culture, land, social position, trust, and ethnicity, and the lack of each one can have a huge impact on their mental health. Racial discrimination in their new community also poses a challenge for integration, along with potential conflict over their traditional culture and religious practices. Refugee families have difficulties adapting to new communities and new cultures, particularly when there are language barriers to integration.

“It was 10 pm I had a very bad stomach ache and my husband took me to the emergency. Nurse asked many questions, but we could not answer, because we did not speak English. WE needed a Farsi interpreter.”⁴

The lack of access to an interpreter during an emergency is one of the life and death concerns of refugees. Interpreters who work with affiliated refugee agencies are available only at office hours and in accordance with the schedule.

“They sent me for x-ray, and I had blood test, after several hours doctor came, gave me some tablets and said something and gave me a letter. They said go home, I was crying and didn’t know what was wrong. Fortunately it was just an ordinary stomach pain nothing important.”⁵

While refugees may initially feel like outsiders and invisible, they have some amazing stories to share. Raising their children in a new culture is hard, but refugees are also very strong and grateful for the opportunities their new homeland offers. Support and services are the lead principles for successful integration and adaptation in overcoming these challenges. Access to employment is one of the refugees' success bridges in host countries. Many

⁴Comment from personal experience as Farsi interpreter working with Immigrant Service Association of Nova Scotia (ISANS)

⁵ Comment from personal experience as Farsi interpreter working with Immigrant Service Association of Nova Scotia (ISANS)

countries have quite different service programs for resettlement. Concern of this study is for the refugee situation in Canada, but other countries such as Germany are considered in the research as they have much experience in providing newcomer services given the high number of Syrian refugees they have taken in over the last decade.

1.2 Methodology

Researchers' background

The main objective of the qualitative research is that reality is shaped by the connections between people and the environment in which they live, Silverman, David (2014). Many newcomers, including this researcher would like to integrate into our new society as soon as possible, and we want to find meaningful and sustainable employment as one way to success.

As a Hijab wearing, middle aged female immigrant to Canada, I have faced many challenges to entering the job market. Arguably, challenges for refugees are much harder and more difficult than experienced by immigrants. Coming to Canada without any prior knowledge of Canadian society, history, geography, definitely made the transition more challenging especially when combined with an inability to effectively converse, read or write in either of Canada's official languages. It is impossible to convey the impact of these challenges statistically, it is only through the first hand accounts of newcomers that it is possible to grasp the emotional, social, economic, and political impact these barriers have for immigrants. Immigration is a complex subject and a refugees' condition may be far more than what we see on the surface.

I have worked in a charity that helped Afghan refugees while living in Iran, and I was involved with their daily lives and problems arising from their status. When I

moved to Canada I volunteered at the Immigrant Service Association of Nova Scotia (ISANS). There I continued to work with newcomers, especially refugees. As a migrant, I faced challenges, however, through my extensive experience in supporting refugees, I have found out that the challenges a refugee faces are much more difficult.

Research objective

The refugees' integration into the labour market is the main issue of their settlement, and as a result, there is a need to evaluate the current conditions of refugees' livelihoods and to find ways to improve it. A qualitative research approach was conducted in gathering data in order to understand refugee's everyday challenges, especially for finding employment. Personal experiences and observations were the main motivation for this study. And the prime methodology for this research includes ethnographic and auto-ethnographic research with a focus on inclusive approaches for integration of refugees into Canadian workforce and elsewhere. In order to gain further knowledge, beyond personal experience and that of family and friends, research has led to interviewing several newcomers from diverse countries as part of focus groups. Also, interviewing service providers, as well as personnel from newcomer support agencies, in addition to other methods of gathering data. A more open-ended approach to analysis was employed, including both qualitative and quantitative outcomes. Patterns and categories arising from exploration of data

collected helped to identify emerging themes for how best to address the gaps in services for newcomers.

Having advanced research interests, there is still more to do, particularly for the effect of understanding how culture, education, diversity, and justice have a role to play for refugee access to meaningful employment.

Participants

The prime participants for the Focus Groups were female refugees, especially those who want to enter the job market, but find they are not able to do so for various reasons. However, the anonymous survey garnered both male and female participants, where indication of gender was given.

1.3 Research Design

Different stages of the research include both a qualitative approach in gathering people's stories and a quantitative analysis and display of survey results. Face-to-face interviews with experts, service providers and newcomers in Canada were conducted to identify key problems and to have a better understanding of the current services available to refugees or newcomers.

The final stages of research included sorting results, primarily the responses to questions posed, and analyzing the information collected through both interviews and questionnaires.

In this study, the data analysis was conducted in two stages: demographic analysis and community analysis. The research methods of this research have several critical components, including:

- selecting and identifying relevant online databases;
- identifying search terms for literature review;
- interviews with expert service providers from three settlement agencies;
- 4 focus groups including Newcomers to Canada from Afghanistan, Syria, Yemen, Colombia and Pakistan.
- an anonymous survey distributed in community centres, language classes, and where newcomers visit.

Sources used for literature review included internet search engines such as Google, Google-Scholar, and several different websites, including government services, non-profit organizations, and community centres. Published studies were found in Journal articles and eBooks. The key terms that were used for academic databases were also used for Google searches and, included *'immigrant', 'employment', 'labour market demand', and 'economic and social integration'*. The researcher reviewed documents' titles and abstracts and identified information pertaining to both documented and perceived gaps in the labour market for newcomers.

The tracking and recording tool that was used for the project was a MS Excel

spreadsheet, which allowed ease of creating graphic representations of large amounts of survey data.

Participants for the survey research were ethnically diverse and identified themselves most commonly as Asian, Afghan, Pakistani, and Iranian. There were 30 female and 22 male respondents to the survey. The age range among females was between 25 and 60 years old, and male participants ranged from 38 to 64 years old. The survey included 21 questions regarding age, gender, education, employment, and skill training.

Relevant service agencies were contacted and the Study's research methodology and goals were explained to stakeholder service agencies assuring the agencies that anonymity and confidentiality of all those participating would be maintained. Interviews with expert service providers lasted approximately 30 minutes, while interviews with newcomers, lasted approximately 60 minutes. All sessions were conducted at a time and location convenient to participants. All Interviewee's, received a guide explaining the research design, as well as the process and storage of all data collected. All of the interviews were conducted at a time and location convenient to participants and permission to record secured prior commencing.

The interview guide for service providers included 13 open-ended questions about services, skill training programs, and newcomers' integration into host communities. The interview guide for newcomers contained 38 open-ended

questions about their background, skills, work, their experiences of living in Canada and their challenges faced or perceived. The participants for the focus group research came from Afghanistan, Pakistan, Syria, Yemen, and Colombia. Thirteen female newcomers participated in a total of 4 focus groups with the age range of 28 to 62.

Interviewees received completed audio and typed transcripts of their interviews to review and they were also given the opportunity to clarify or elaborate if necessary. This process also allowed participants to gain an overall understanding of the data collected. The next step in research analysis of the data was to identify patterns, categories, towards emerging themes.

2.0 Literature Review-Refugees in Other Countries

2.1 Refugees in Germany

“Germany accepted more than 1 million refugees and migrants in 2015 and over 300,000 last year,” (Davis, Austin, 2107).

After Syrian crisis Germany accepted a huge number of refugees. Only in 2016 Germany had 268,866 Syrian asylum seeker applications (DW⁶ for minds 2017).

In 2016, the German government set out an apprenticeship program named ‘Perspectives for Young Refugees’, to enroll refugees in a six-month program that includes training in trades such as metal and electrical work, as well as language and social integration classes. Germany engaged the private sector in vocational training such as courses in tiling, masonry and painting. In some industrial provinces like Dusseldorf, automotive companies provide training courses for newcomers after which the refugees were hired in the company. Most of these training opportunities are for young refugees as they can enter the

⁶ Deutsche Welle or DW is Germany's public international broadcaster.

course after tenth grade. Some companies believe six months training is not enough and the trainees may therefore not qualify for German firms. Germany also has other support programs for Syrian refugees.

“Germany supports the implementation of innovative programs such as the support of bakeries in Northern Syria, support for Jordanian communities by training plumbers” (Supporting Syria 2016).

The integration of refugees is costly for Germany but after a few years, their full integration in the host country, helps the German economy.

“Since the beginning of the Syrian conflict, Germany has spent over €1.3 billion (US\$1.4 billion) of humanitarian and development aid in the region” (Supporting Syria 2016).

Germany has the fastest aging population in the world and relies on young workers and trained newcomers to fill the labour gap and become tomorrow's skilled workers.

2.2 Refugees in Australia

“In 2015-16, Australia accepted 13,750 people through its humanitarian program and has committed to accepting an additional 12,000 refugees fleeing Syria and Iraq” (BBC 2016).

People try to reach Australia by boats from Indonesia, usually paying a lot of money to smugglers for the chance to travel. Unfortunately many have died in their attempt to do so. The federal government provides settlement services for refugees, and local government councils help in their settlement and integration into new communities. There are many Non-Government Organizations (NGOs) working to support refugees, and many things for both NGO's and the Australian government to consider including healthcare and mental health services, housing, education, employment, financial support and more.

The New South Wales Government provides materials in many languages to support newcomers' skill training and help them find a job with advice, strategies and tips. Training is free of charge to help those who are on welfare, and in social housing and to become qualified and be able to enter the workforce and build financial independence (NSW Government⁷ 2017). Training programs also try to connect refugees with industries and local businesses, particularly supporting refugees with skills in construction, along with focus on Australian construction and safety standards. Through these types of programs, skills that focus on community needs are fostered, and a more personalized and effective training approach for newcomers is directly tied to bridging gaps in the economy.

⁷ The New South Wales Government (NSW Government), Australia

2.3 Refugees in UK

“There are an estimated 117,234 refugees living in the UK. That's just 0.18 per cent of the total population (64.1 million people)” (British Red Cross 2017).

The UK government is funding different organizations and projects to support newcomers in accessing training courses and employment. The types of projects include: English classes, writing resume and cover letters, job search skills, Literacy and/or Numeracy Basic Skills, Vocational Training, Volunteering and more.

“The University of East London (UEL) has joined with several partners across Europe to offer a free, new short course known as the Open Learning Initiative (OLive) that will give refugees and asylum seekers the educational grounding to progress to a foundation course and ultimately to a full bachelor degree” (Pells, Rachael. 2017).

This course gives newcomers opportunity skills needed for higher education. Based on the article “Vocational education and training in the United Kingdom” by Natalia Cuddy and Tom Leney (2005), UK has unique projects for training refugees. The University of Glasgow has a Vocational guidance project, focused on advising clients on finding work. The Training and Employment Section (TES) is a provider of vocational training for refugees. The Refugee Training

Partnership (RTP) is a program to increase training and employment opportunities for refugees. The skill training programs are provided to help young refugees to settle into their new country.

2.4 Summary

Looking at services provided in listed countries a logical conclusion is that newcomers' needs are very similar all around the world therefore services should be extend to a broader range based on their needs. Settlement services are very important in the integration process, providing support, knowledge, and resources can help newcomers to integrate faster. Although the main focus of services offered to newcomers is on the settlement of newcomers, more attention should be on their integration into the new society.

2.5 Refugees in Canada

“In 2008 and 2009, Canada was the second and third highest destination country for asylum seekers among the group of 44 industrialized countries” (Wangkhang, Rignam. 2016).

Refugee’s Country of Origin Top 10, Jan.-Jun 2015

Refugee’s Country of Origin Top 10, Jan.-Jun 2015

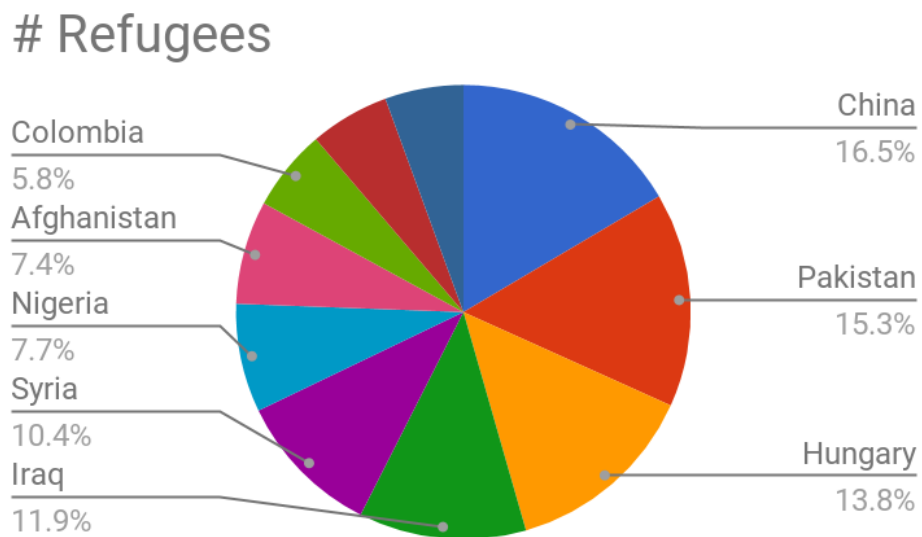


Figure 1: shows the rate of refugees from different countries that came to Canada in 2016 (data collected from Schwartz, Daniel. 2015). China is the most common country of origin followed by Pakistan and Hungary.

The Syrian conflict started in March 2011, since then, according to the United Nations, more than “5,000,000 people have fled their country” (Abrams, Abigail.

2017). The Government of Canada promised to resettle 25,000 Syrian refugees affected by the conflict by the end of 2016. When Syrian refugees came to Canada, many people across Canada welcomed them, including the Prime Minister who greeted the first wave of newcomers in person. Canada has had a great experience with newcomers.

“Between 1979 and 1981, after the Communist victory in the Vietnam War, more than 50,000 Vietnamese boat people were taken in by Canada”
(Hyndman, Jennifer. 2014).

Since then, thousands of refugees have come to Canada each year to start a new life, and become a part of this diverse country. They make it their own home and do their best to be a good citizens participating in building a better future for not only themselves, but for everyone in the country. People are more open to practice their culture. When they feel more at home, when people feel more accepted socially, they would become more active and productive citizens

2.6 Helping Refugees

Many Canadians are enthusiastic and want to help refugees. There are different ways to help, including:

- Privately sponsor a refugee
- Donate to groups that help resettle refugees
- Welcoming refugees
- Volunteer to Help Refugees

The best way to help is by networking, talk to your friends, family, neighbours, and talk to everybody about this group of people, what they need and how you can help. You may be able to sponsor a refugee to come to Canada, as a sponsor you are helping the refugee for housing, clothing, and food, finding job and especially supporting them emotionally, (CIC 2017).

Be a part of welcoming group and host them in your community, Share with them your experiences and let them feel accepted.

You can contact with refugee settlement organizations and community centres to find out about volunteering opportunities. There are many opportunities, you can be a mentor, show them the neighbourhood, or take them for shopping, etc.

Invite them to your business and give them chance to have a job, (CIC 2017).

Refugee support organizations always need money; your donation can help them to provide basic needs such as shelter, water, food and medical services.

Among the refugees women and children are the most vulnerable group.

Refugee women and children need to know they are not alone, and there are people who are ready and really like to help and support them. For many refugee women, life is a battle for survival; we can help and support them to settle. They need to know there are organizations to protect them, then they will believe they are not only able to survive, but also will move forward. We can help women by providing a safe and supportive community, a place to gather and connect with other women in similar situations.

2.7 Are Refugees considered an economic burden?

The main goal in every society is to have a fair society, which ensures that every individual, regardless of background, ethnicity, gender, faith, disability, is helped to go forward and raise their quality of life. People ask: *Are refugees an economic burden?*

The truth is when refugees come here; they bring their skills and talent. We have to know and remember most refugees want freedom and opportunity rather than being dependent and using welfare. It's important to know refugees' own skills, talents and ambitions. Families come with different backgrounds that could help businesses and opportunities grow. Refugees are the “beneficiary” populations not the “burdened,” they bring economic contribution to their host societies.

“Many of today's most successful business leaders were refugees from Lebanon, from the civil war in the '60s and '70s ... [They] come into Nova Scotia, create wealth, create jobs, and increase tax revenue.” (The Huffington Post Canada 2015).

Vietnamese refugees arrived with little language skill, no assets and no Canadian experience; they started their own businesses and became economic success stories. The Vietnamese community now is full of teachers, doctors, businessmen, lawyers and teachers (Dunn, Carolyn. 2017). Dr Hải Thông Nguyễn is one of the successful Vietnamese; “in 2012 he was awarded the

Queen Diamond Jubilee Medal for his distinguished service and his devotion in caring for elderly war veterans. He works at Ste-Anne's Hospital, a long-term care facility for Canadian war veterans in Ste-Anne-de-Bellevue on Montreal's West Island" (Cook, Alison 2016).

Canadians come from diverse backgrounds. This diversity includes age, education, language, sexual orientation, mental and physical disability, religion, ethnicity, race and diversity in lifestyles and values.

It is a fact that when newcomers come to Canada there is some costs to get them settled. They will need language classes or help to learn and understand the Canadian system, finding a home and schools for their children and beginning a job search. They need health care, and many more services but it's important to know Canada needs newcomer's diverse skills and innovations in order to grow. Some people have the wrong perception/assumption that newcomers take more than they can contribute. But the truth is as soon as they have a work permit they are doing whatever they can be part of the working society. Even below their academic, professional experience, and we have to be aware many of the newcomers are "very well educated".

According to Statistics Canada Canada's workforce is aging and employers need skilled workers and it is a big challenge to find young skilled workers. The research indicates that Canadian population is aging. CBC News on September

29, 2015 reported that according to Statistic Canada “More Canadians are 65 and over than under age 15” (CBC News). Julie Dubber, finance and human-resources manager of Copley Ltd., a maker of custom-tailored clothing said “Sewing is a lost art in Canada, so it can be difficult finding Canadian-born workers with the right skills” (Tavia, Grant. 2017). She hired a Syrian couple in January, and the company now has about 20 workers who are Syrian refugees. Canada has a long history of immigration, and immigrants of many backgrounds have shaped the Canadian identity. It’s obvious that Canada is relying on immigration for growing its population and labour market.

2.7.1 Integration

Integration is defined as equal access to health care, housing and employment. Integration is also participating in and contributing to the community. Government and non-governmental organizations provide services to help the newcomers’ integration. Government agencies, NGOs, refugee community organizations and community centres provide a wide range of services to newcomers, including:

- Family services
- Housing
- Information about community services
- Health care and social services
- Registering children in school

- Language classes
- Employment services
- Help filling out forms and applications
- Interpretation services
- Recreation programs

Among the challenges newcomers face employment has an important role, it brings a sense of belonging and being at home. The key to integration of newcomers is to find work while attending language classes. They say “I will gain experience about the culture, the people, the weather, everything but I need to have a job to feel alive and useful for my community. I am not a burden, I’m beneficiary for my new country.” Having a job isn’t just about making money, it’s about feeling a sense of belonging, making connections, learning a new skill, and integrating into society.

2.8 Finding a job

Resettlement begins with getting the refugees to Canada and finding them shelter, food, furniture and clothing. It is a long-term process and it includes:

Adjustment: Adjustment is the stage which newcomers are getting used to the new culture, language, people and environment. They will receive information and referral services, language training.

Adaptation: Adaptation is learning and managing the new situation. It's about employment and long-term housing, and access to education and social rights.

Integration: is participating, getting involved and contributing; feeling welcome and welcoming others.

Newcomers facing many barriers/challenges in a new country, including (and not limited to):

- Developing their knowledge of the host country
- Finding a place to live
- Finding a job
- Finding healthcare services

Being unemployed is a serious issue among newcomers especially refugees.

Newcomers believe you are not a real citizen if you don't have a job.

Employment helps them to feel they're belonging to and involved with their new

community and it helps their mental health. Unemployment causes isolation, discrimination and post-traumatic stress disorder. Newcomers know there will be some sacrifice but they will need support to deal with these conditions.

Unemployment Rate for refugees in different provinces

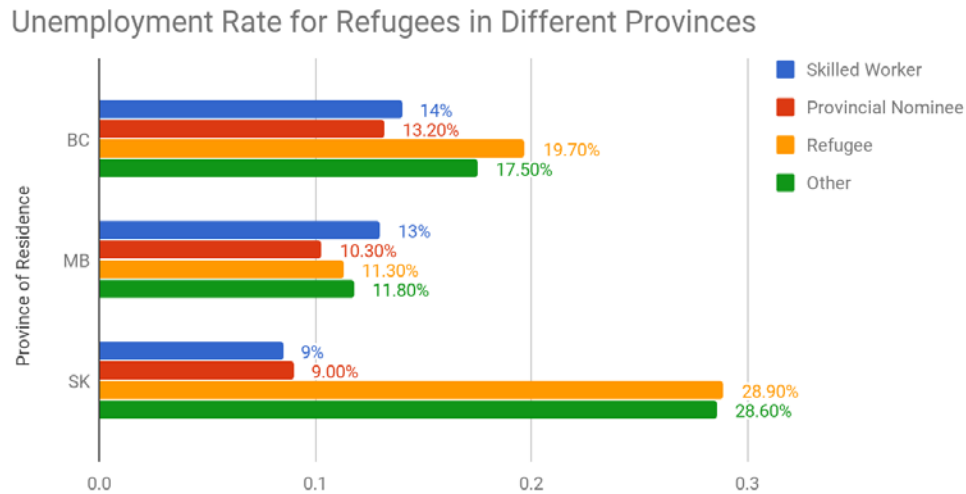


Figure 2: shows the unemployment for refugees in different provinces. It shows refugees experience more difficulties entering into the labour market than other groups of immigrants (from Wilkinson, Lori. 2014).

Refugees don't want to rely on financial assistance forever; they want to pay back their transportation loans as quickly as possible. They want to work hard to build their lives and to help their host community. Some Canadians think refugees are taking advantage of government services and they will do nothing to help the economy, they say these Newcomers are a burden. They believe Canada should take care of its own problems, look after Canadians, homeless and elderly people before helping everyone else. Research shows only a small

number of Canadians thinks that refugees will have a positive effect on Canada's economy.

Newcomers bring their skills, knowledge and experience with them, they will contribute to the new community. Refugees have skills and talents that help them to adapt to any difficult circumstance. They will find solutions for the everyday challenges they face. Some of them try to make a small income by using their skills. They make different handcrafts; they paint very beautiful frames or make traditional jewellery. Sewing is a common skill, many of the women have skills or experience, and they can do alteration for new or old clothes and have some income. Some refugees have talents for painting or sculpture making, they sell their products and earn money. People recognize the value of their art, skill and experience and will pay for their products.

“They are not ‘refugee artists’; they are artists who happened to become refugees” (Hyndman, Jennifer. 2014).

2.9 Barriers to Success

Cultural barriers can also pose a barrier to the success of Newcomers, for instance, in some cultures using second-hand clothes are inappropriate, waiting for someone to bring you food and what you need for life is shameful. In their hometown, they had everything they needed, and some of them had enough to help others, now they have to rely on someone's kindness.

Refugees think they are a burden for their new community, so it is very important to find a job as soon as possible. When Newcomers enter their host country they are ready to take any job is available. This is the first step toward their integration and a normal and productive life for them. They struggle to find a job even with college and graduate degrees from their home countries. There are barriers for finding a good job and then getting a better job.

2.9.1 Language:

Getting a job depends on the ability to communicate and in many jobs it is also necessary to have profession language skills. Newcomers need to learn the new language, they are motivated to learn and they believe it is a necessity for improving their lives and getting a better job. They say Language is the main thing and they need to learn it to buy food or fill out forms, get a job, make

friends, choose a career, etc. People with low English skills mostly get poor jobs and low pay.

2.9.2 Recognition of qualification:

Host labour markets do not recognize a Newcomer's professional background and often Newcomers are over qualified in their jobs. Refugees with professional backgrounds are working outside their trained profession; some of them want to own businesses of their own. Many refugees are highly skilled professionals and technicians; they are able to contribute to the Canadian economy, start a business and create jobs for other people. The cost of licensing, exams and training upgrades for foreign credential recognition is very high. They need help to understand the Canadian workplace and systems. Governments need to find ways to recognize the professional skills of newcomers. These people have high potential for making a successful future.

2.9.3 Canadian experience:

What is the meaning of Canadian experience? It can be defined as:

- Working in Canada
- Understanding Canadian standards
- Having language and communication skills
- Knowledge of Canadian workplace

All the employers are looking for Canadian experience and this causes another barrier for Newcomers. They have to spend many years to get the Canadian experience; even after gaining Canadian education or work experience it still is difficult to find a job in their field. It becomes even more difficult to have their skills and experience recognized. According to Statistics Canada (2011) among those Newcomers who have received a Canadian education the employment rate is below that of people Canadian-born with the same degree. “They face higher unemployment rates and have lower wages than people who are Canadian-born” (Hyndman, Jennifer. 2014). Their foreign experience and education is not recognized as actual work experience. It is important for government to recognize this need of Newcomers and help them. The federal and provincial governments, employers, and service providers have important roles in hiring talented Newcomers.

2.9.4 Social networks:

Networking is very important and it's a real tool to find a job and the lack of networking is a big challenge. For Newcomers it begins with the settlement services of different organizations. Networking also requires good communication skills and the ability to use social media. Networking can be developed through local communities, family and friends.

2.9.5 Racism and Discrimination:

The Canadian population is increasing as well as the number of immigrants and refugees in Canada. Therefore the racial and cultural diversity of the Canadian labour market will increase. Discrimination in the workplace may differ for Aboriginal people, Blacks, and Asians, as well as for immigrants compared to Canadian-born, and women compared with men. The Canadian Human Rights Act prohibits discrimination on the basis of race, religion, ethnicity, sex, and various other backgrounds. Studies have shown that Newcomers in Canada face discrimination beginning at the job application level. Newcomers experience different forms of discrimination based on race, country of origin, first language, accent, name, and religion, especially Muslim people. Abacus Data is an innovation, public opinion and marketing research consultancy. In their online survey by Bruce Anderson & David Coletto in 2016 they asked Canadians how much discrimination they see in their society and against which group. Based on

their survey the majority of Canadians say that there is a lot of discrimination against Muslims especially female Muslims in Canada (Bruce Anderson and David Coletto. 2016).

According to Bruce Anderson and David Coletto (2016): “Canadians see their country as a tolerant place, but far from perfect. Tensions have been rising in the US and other parts of the world towards people of the Muslim faith and we acknowledge that those same influences are pretty widespread here in Canada.”

During the last decades Islamophobia has increased and it has affected the labor market in Canada as well as other countries.

Based on the 2001 statistics Canada pole, 579,600, or two percent of the total population of Canada, were Muslim immigrants and the Muslim population has high levels of unemployment in Canada (Mujahid, Abdul Malik. 2017). Most Newcomers, including Muslims in Canada, are highly educated and skilled. They have the same rights as everyone to have the chance to work in Canada. Newcomers expect equal rights for themselves as new Canadians.

2.9.5.a Gender-based discrimination:

In addition to all the challenges and barriers for Newcomers entering the labour market, female Newcomers experience other barriers, especially Muslim women. Some female Newcomers are single moms and they need to have access to affordable childcare. Many do not have English skills; some are not confident

enough to look for a job. Amongst Newcomers more than half are female but the number of men employed is more than women. Some women, based on their culture and traditions, experience problems accessing language or skills training programs. Muslim women are the most vulnerable group in Canada; they suffer from discrimination especially in entering the labor market. Muslim women do not have the same opportunities as other groups. Individuals are experiencing discrimination in interviews and finding jobs because they wear the hijab. One female Muslim said, "My employer told me if I want to work for him I have to remove my Hijab and I refused to take my hijab off. I know he needed my experience and work but without my hijab, so I had to leave the job." It is important to know what Muslim women want and what they have to say instead of telling them what to do or not to do. There is an incorrect stereotypical belief regarding women wearing the hijab. Wearing the Hijab has nothing to do with regulating women's movement, or their freedom, keeping them at home or putting boundaries on them in society. The Hijab is a symbol and sign of Islam; it's about saying who they are and what they believe, the Hijab is a part of their identity.

2.9.5.b Age-based discrimination:

Employers prefer to hire younger workers, leaving older people with less chance or access to needed jobs. Accessing employment opportunities for newcomers over 45 years of age is a serious challenge, because they also need to upgrade their skills and learn a new language. It takes time and at the end of the day, they may still face other barriers in addition to age-related challenges.

It should be noted that barriers vary from one province to another. It depends on the condition and need of the province, and also the number of newcomers that enter to that province.

In larger cities like Toronto, Ontario, that have a big number of residence and newcomers, there are more organizations and institutions to help newcomers. Due to the size of the city and the number of different organizations their services may not be visible. But in smaller cities, the newcomers' organizations are more limited and their services are more visible. Also there might be more barriers or opportunities for refugees entering to work force. For example in Halifax (Nova Scotia), ISANS supports newcomers to enter the farmers market and start their small business. Therefore newcomers know where they can go when they need help. In this matter ISANS holds many workshops for business training, business counseling, and business development.

3.0 Research Activities and Findings

3.1 Service Providers – Settlement Agencies

Recently, the Afghan Women’s Organization (AWO), The Women’s Development Network (WDN) at The Yonge Street Mission (YSM) and the Arab Community Centre of Toronto (ACCT) were visited. In addition, other newcomer service providers such as the Immigrant Service Association of Nova Scotia (ISANS), the YMCA, and the Roofs for Refugees, the FCJ Refugee Centre, and the Scadding Court Community Centre have been visited over the last year, and general observations from those visits are provided at the end of this Chapter. The following sections address the nature of the three settlement agencies visited including their services, their approaches and their strategies for supporting newcomers.

All settlement agencies provide similar services in relation to the settlement of refugees, such as orientation, housing, and language learning, but usually skill training programs are not among the services.

“The services we provide to our clients through their settlement process are similar to those offered by other organizations in Canada. Most of these services are designed to help newcomers to integrate faster.”

-Nooria Amiri, settlement manager, North York and Scarborough at AWO⁸

3.1.1 Afghan Women's Organization (AWO)

The AWO provides settlement services to all newcomers, with a special focus on women, and their families. Services are provided in different languages including: Dari, Farsi, Pashto, Tajik, Uzbek, Arabic, Punjabi, Urdu, Hindi, and Turkmani.

"We believe that if we could provide opportunities for women to participate, it would help them integrate into their new community. It's important women come out and have time for themselves to build self-esteem and friendship." (Amiri, N., 2018)

Services at the AWO include: finding a home, finding work, learning English, and finding out about Canada's legal system and health care system, and many more. The AWO also provides information through group sessions on different topics. The Senior Afghan Women's Circle helps isolated Afghan senior women to decrease their social isolation and assists them in becoming more active and healthy members of Canadian society. The program is designed to fit their cultural needs, as well as create an environment where they can support each

⁸ Comments from N. Amiri interview held Jan. 2018 at the Afghan Women's Organization

other. The employment program is designed to assist newcomers with writing resumes, cover letters, job applications, and developing networking strategies. The AWO has developed partnerships with several other employment agencies such as Employment Ontario to assist clients and choose programs and services appropriate to their clients' needs and career goals.

The AWO holds many workshops, these workshops provide information on some of the following topics:

- Women's health
- Senior's health
- Intercultural and intergenerational conflict
- Diet and healthy eating
- Fitness
- Adapting to a new community
- Accessing services such as banking, public transportation, settlement services
- Language Instruction for Newcomers to Canada (LINC). LINC is a language-training program funded by Immigration, Refugees and Citizenship Canada. The LINC program is for women-only, and AWO offers LINC classes at three different locations across the GTA.

3.1.2 The Yonge Street Mission (YSM)

The YSM is a faith based organization that works with all faiths, ethnicities, and backgrounds. Their goal is embodied in their vision for vibrant communities of healthy, fully engaged citizens who can sustain themselves and their families.

Their mission is to promote full participation of women in social and economical life. The YSM Community Services programs include:

- Educational Supports,
- Counselling, Housing,
- Employment,
- Food bank,
- Daycare,
- After School Homework Club and much more.

The Women's Development Network (WDN) is supported by YSM, operating in support of female newcomers. Their values are diversity, creativity, cooperation, and mutual empowerment through shared learning and teaching. They offer various skill-building activities for their members.

“WDN is an organization providing peer support, skill development and social enterprise opportunities for women from the Regent Park, Moss Park and surrounding [downtown, Toronto] areas. Our members share their experiences and expertise through learning and development

activities. We provide safe spaces for women to learn and build confidence in their leadership skills and abilities.”

-Paula Garcia, Community capacity builder at The Yonge Street Community Centre⁹

WDN offers various skill-building activities including:

- Computer,
- Jewellery making,
- Knitting, Crochet, and Sewing,
- Cooking,
- Beauty,
- And English conversation.

“Our sewing club is partner with OCADU to produce marketable products and all of the revenue generated is put back into the business and divided amongst the women to help support their families. Sewing group has orders to make 350 bags for a designer conference; they also sell their items through different events at Regent Park.” (Garcia, P., 2018)

⁹ Comments from P. Garcia interview held Jan. 2018 at the Yonge Street Community Centre.

WDN has about 100 members come and go and accepts everyone with any level of language and when it's necessary they will have interpreter.

3.1.3 Arab Community Centre of Toronto (ACCT)

The ACCT is a non-for profit organization with charitable status, and is non-political and non-sectarian. The ACCT provides training and workshops on cultural safety and sensitivity through one on one or group sessions. They serve newcomers of all cultures, religions and ethnicities in different languages other than Arabic, English and French. Their services and programs include:

- Sponsorship group support program,
- Volunteer program,
- Senior program,
- Women's program,
- Children and youth program, and
- Newcomer and refugee services.

The centre is a partner with the Roncesvalles United Church in Toronto. They have a culinary program just for female newcomers. Through the program they invite guest speakers to talk about food, nutrition, recipes and marketing of food services.

“After arriving Syrian refugees to Canada our special project is ‘Together for Syria’. Through our ‘Together for Syria’ Initiative, we connect Syrian

refugees and newcomers with local services, opportunities and networks, to help Syrians build a new home in Canada.”

-Zeena Al Hamdan, program manager, Arab Community Centre¹⁰

The centre have also created www.welcomingsyrians.com, an online platform for sponsorship groups that will constantly be updated with services, events, programs, and resources that will be beneficial to their sponsored families.

¹⁰ Comments from Z. Al Hamdan interview held Jan. 2018 at the Arab Community Centre of Toronto

3.1.4 Agencies' employment programs

There is a gap between services provided by organizations: formal skills training programs.

List of some agencies and their employment programs

Agency	Language Skill	Resume Writing	Job Search	Interview Skills	Counseling	Skill Training	Population Served
Access Employment	X		X		X	Construction	Syrian
YMCA		X			X		Newcomers
COSTI	X		X	X	X	Computer	Newcomers
Wood green Community Centre	X	X	X	X			Everyone
Skill for	X					Machining	Newcomers

Agency	Language Skill	Resume Writing	Job Search	Interview Skills	Couns elling	Skill Training	Population Served
Change						& Computer	
Halton Multicultural Council			X	X			Newcomers
Afghan Women Organization	X	X	X		X		Newcomers
Arab Community Centre	X					X	Newcomers
St. Stephen's Community		X	X	X		Computer	Everyone

Agency	Language Skill	Resume Writing	Job Search	Interview Skills	Counseling	Skill Training	Population Served
House							
Refugee Career Jumpstart Project	X				X	Construction	Syrian
Culture Link		X		X		IT Training	Newcomers

Table1: shows a list of some agencies and their employment programs, only a few of them have skills training programs and these programs are usually for people who have the language skill.

3.2 Summary of Expert Interviews

Settlement agencies offer assistance to newcomers. They have provided supports to every group of newcomers. Their concern is how they can support individuals to be more confident and better integration into their new society.

According to service provider's opinions the key factors for successful settlement are:

- Communication Language learning
- Cultural orientation sessions on different aspects of life in Canada
- Identifying the skills of newcomers and determine their needs
- Collaborating with private sector and social enterprises as well as inviting newcomers to participate in decision making as part of society.

The language barrier is one of the biggest challenges to providing effective settlement services to refugees.

Service providers believe they need to:

1. Provide services that recognize the special needs of refugee women.
2. Provide on-site childcare programs for language classes and settlement clients to ensure that both language classes and settlement meetings are accessible for both women and men.

3.3 Key Findings/Outcomes from Expert Interviews

3.3.1 General Goals & Values

All service providers believe agencies could assist newcomers with job training and help facilitate connections with potential employers. Unfortunately, settlement organizations usually do not have the resources to create the formal training programs, entrepreneurial or work opportunities for their members (clients). In general they indicated that newcomers would love to share their culture and traditions with their new communities. Cooking, baking and sewing are the common skills between newcomers; they may need to upgrade their skills based on the Canadian regulations. General common goals and values for all settlement agencies include:

- To help newcomers confront cultural shock
- To minimize the barriers that newcomers face in everyday life in their new community
- To provide supportive counselling for newcomers
- To decrease social isolation and marginalization of newcomers by encouraging them to participate in their new community
- To encourage newcomers to learn about their new culture and language while maintaining their own heritage.
- To support female newcomers through their integration

- To encourage female newcomers to participate in social activities
“In many cultures, women are responsible for the housework and children's education. So we asked ourselves, how can we empower women while recognizing their responsibilities and the constraints on their time?” (Amiri, N., 2018)

It was noted that by connecting women with special training courses and small business opportunities, service providers can assist them in self-employment.

“Hundreds of women are involved in our programs such as sewing, cooking, jewellery making, and marketing workshops and become empowered to create positive change for themselves and their community.” (Garcia, P., 2018)

Female newcomers will start their own business and be productive instead of sitting at home, feeling isolated, stressed, bored and depressed. Women have the power to help their whole family and entire community, they can play an important economic role.

“They use their networks to learn and achieve their goals. They bring creativity, imagination, and a willingness to do almost anything.” (Garcia, P., 2018)

Skills training programs are necessary but usually we do not have enough funds for these kinds of programs. Developing new programs in special areas would

help newcomers to learn about the communication methods, workplace rules and regulations. There are some bridge training programs available for newcomers.

The Bridge Training programs include:

- Accounting
- Business
- Education
- Financial services
- Health care

All the programs ask for Canadian Language Benchmark Assessment.

“We want to eliminate obstacles such as language, employment, and culture differences so that people can share a common space, and enjoy friendship.” (Al Hamdan, Z., 2018)

3.4 Focus Groups

Focus sessions with three groups of newcomers at the Afghan Women's Organization (AWO) and one session at The Women's Development Network (WDN) was undertaken. The groups and their ethnic composition is listed below:

- Focus Group 1: 5 Afghans
- Focus Group 2: 3 Syrian
- Focus Group 3: 1 Pakistani and 4 Afghans
- Focus Group 4: 1 Pakistani, 1 Afghan, 1 Yemeni and 1 Colombian

Information was collected from the participants in terms of their gender, age, education, nationality, and employment. The questions and responses of all participant groups were divided into the following four categories:

1. General or overall experience;
2. Most important settlement services;
3. Positive experiences;
4. Challenges or barriers.

During the interviews, participants were asked to comment on the following areas related to settlement:

1. Early arrival experience
2. Service providers / settlement agencies

3. Social and health services in Ontario
4. Canadian lifestyle and culture
5. Canadian society
6. Canadian labour market

Recently many refugees have settled in Canada. Depending on their experiences in their country of origin and in refugee camps, each of them have different experiences of settling into the new society.

Some of them came to Canada through the Government-Assisted Refugee program (GAR) and others through private sponsorships. Some chose to come to Canada while registering with the UNHCR, because they had family or friends in Canada.

All the participants reported feeling very welcome from the moment they had arrived in Canada.

“I came for a 2-week session. When I arrived at the Nova Scotia airport, the officer invited me to his office and after he asked a few question he told me ‘don’t go back to Kabul, stay here. You can apply to stay in Canada and we will help you. -Participant # 2¹¹

¹¹ Comments from Participants made during focus group sessions in Fall and Winter of 2017/2018

Several families have large families, and need bigger spaces, therefore adequate housing seems to be one of the major challenges newcomers face. Some participants noted they have friends that came through the sponsorship program and their sponsoring group members are very helpful. Group members helped them to do their paperwork, explore the city, and register their kids in school. Participants noted they even found jobs through their sponsors. Because they needed emotional support the group also supported them emotionally by taking them out and spending time with them and they are more like family members.

One of the main services that refugees have identified is the English class. They believe learning English language is a key factor to fully integration into the new society.

“I found a job, but I couldn’t stay more than one week because I don’t speak English very well. My employer told me that I need to improve my language and come back.” -Participant #10

Concerns about finding employment and childcare have caused many refugees to avoid attending English classes. However, those who attend English classes can often benefit from childcare provided during attendance. There may be a lack of facilities, and children might need to be on a waiting list. English (or French) classes are very important for moving forward. Newcomers also highlighted that

their concern is about finding a source of income and they appreciate the assistance of service providers. Many newcomers, who have started working, were connected with their employers through the settlement agencies. Those who have skills and experience are looking to find work. Others are trying to improve their employment opportunities by attending English classes. Participants mentioned although the Canadian society is very welcoming they experienced discrimination in the labour market. For those who are looking for a job, they had negative feedback about the labour market. They mentioned there is discrimination not only by Canadians but also from other nations that once came to Canada as immigrants or refugees.

“I’m from Pakistan and my last name is one of the popular names in Pakistan, also it’s a common name for some terrorists. I applied for many jobs and sent my resume but I had no response. After I got married I used my husband’s last name in my applications and now I have a good job.”

-Participants # 5

“I went for interview and I heard you have accent, our customer will have difficulty to understand you.”

-Participant # 17

Almost all participants commented they feel safe in Canada, when they go to shopping, even at night. They indicate they have little fear being out or sending their children to school.

The participants also liked the diversity of Toronto; newcomers, especially Muslims, do not feel isolated or different among other residents and they have moved into neighbourhoods where there are many of other Muslims or people of the same culture.

“We love Canada because it is multicultural and men and women are equal when studying and finding a job.”

-All participants

Newcomers are, however, worried about their identities and they want to protect their traditions, religion and culture, which are often confronted with Canadian values. They mentioned they need to learn more about the Canadian culture and values, as it would help them to make a better decision about their relationship with their children especially; growing up influenced with Canadian culture as well as their parent’s culture. Participants noted that they would like to learn a new skill or update their existing skills and start their own business. Participants pointed to the need for a certification program such as trades or professional accreditation, in helping newcomers obtain licences in order enter to the

workforce or practice their profession, and have the opportunity to build their future.

The members of the sewing group mentioned '*we want to spend our time in a useful way.*' They think skills-training programs could link them to employment as waged workers or as self-employed workers. They believed self-employed businesses create jobs for the entire family and in the future can create jobs for other people as well. They noted Skills training programs are not among the services provided by settlement organizations, but there is no funding for these programs and if a community centre provides a training program it's based on volunteers and donations of material by members. They mentioned '*we need training workshops such as food handling, safety, small business development, marketing and so on.*' Participants agreed a successful training program requires the collaboration of government agencies and community centres.

The main concerns and issues of the participants include:

- Communications (translation, interpretation, and English language ability)
- Family reunification
- Cultural values (laws, lifestyle, parenting, and gender roles)
- Safety
- Financial issues (budgeting, and income)

- Employment (job training)
- Education and childcare
- Housing and transportation

Generally, the feedback from newcomers was positive. They appreciated the opportunity to have free healthcare, but those who didn't speak English felt that needing an interpreter was an issue, especially for emergencies.

For newcomers with school-aged children feedback was positive.

"We are glad to see our children go to school again, they are so happy in school. Our kids are learning how to accept other cultures because school here is so diverse." (Most of Participants)

In response to identifying the skills training they needed, participants noted

'Most of us have traditional skills. For example we know how to cook our traditional food and pastry but we don't know the Canadian market. We need to learn about nutrition, packaging, pricing, and in general, we need help with marketing.'

Participants believed that skills training programs should be conducted through their community centre. And would need help of government agencies, since the centre is well aware of the needs of newcomers and their traditional skills.

3.5 Anonymous Participant Survey

An anonymous survey facilitated by the various service providers resulted in 52 responses including 30 women and 22 men. Female participants ranged in age from 25 to 60 and male participants from 38 to 64 years old. Questions 1 through to 4 were primarily focused on general statistics such as age, gender, language, and highest level of education. Questions 5-9 were focused on employment status, and experiences with integration or entrance to the labour market. Also, included questions about any challenges related to perceived discrimination or other challenges faced by newcomers. Question 11 directly asked participants whether or not they believe they experienced discrimination in accessing the labour market.

Question 10 is singled out as it covers the range of challenges that participants to the survey feel exist in accessing the labour market. A separate chart is developed for this particular question as it requires deeper attention.

The full list of questions are identified in the appendices and the following are examples from the survey:

Question 5- Are you employed?

Question 6- Are you Self-employed

Question 7- In your opinion, do you think Canadian society is welcoming to newcomers such as immigrants or refugees?

Question 8- Is Canadian labour market welcoming the newcomers (immigrants/refugees)?

Question 9- In your opinion, do you think there is discrimination in the Canadian labour market?

Question 11- Did you experience any discrimination upon entering or trying to enter the labour market?

Responses to Questions 5, 7, 8, 9, and 11 by Female participants

Female Participants	Question 5	Question 7	Question 8	Question 9	Question 11
Yes	11	22	9	19	13
No	19	8	13	3	7
N/A			8	8	10
Totals	30	30	30	30	30

Table 2: Means most women responded they are unemployed, but at the same time, they identify themselves as self-employed. Female newcomers often believe that Canadian labour market is not welcoming the newcomers. And they had experienced some discrimination.

Responses to Questions 5, 7, 8, 9, and 11 by Male participants

Male Participants	Question 5	Question 7	Question 8	Question 9	Question 11
Yes	12	15	6	12	9
No	10	7	12	3	8
N/A			4	7	5
Totals	22	22	22	22	22

Table 3: Means male participants were more employed and it seems all of them are self-employed. Men also believed there is discrimination in Canadian labour market.

In response to **question 7**, majority of participants believed newcomers are welcomed to Canadian society.

Newcomers Indicated Canadian Society Is Welcoming to Newcomer

Are Newcomers Welcomed in Canadian Society?

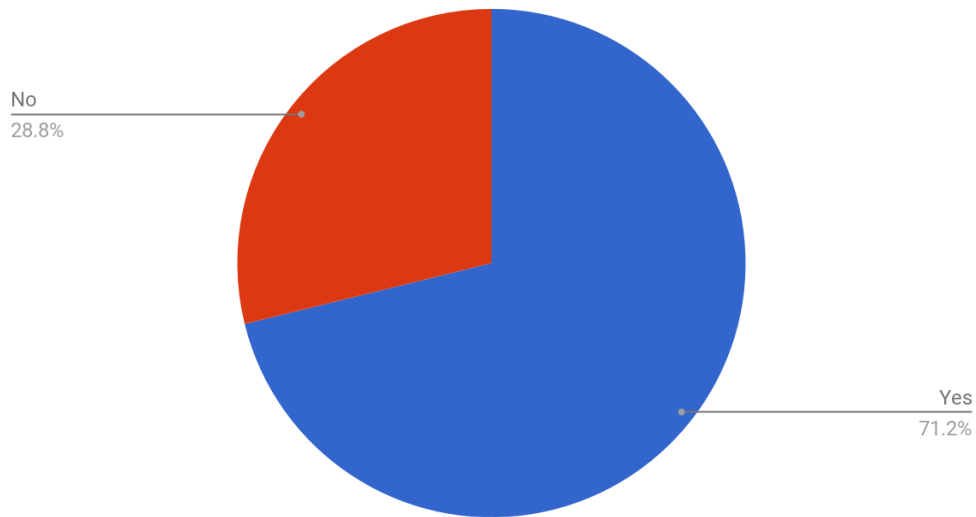


Figure 3: Indicates the rate of welcoming newcomers by Canadian society.

From the survey 29 of 52 participants are currently unemployed, and these are mostly female participants. Male participants are most likely to be self-employed. Question 7 asked about Canadian society, most of participants think Canadian society is welcoming to newcomers, but they had a negative experience with the Canadian labour market (Question 8). In general participants believed there is more discrimination in the labour market than in the balance of society (Questions 9 and 11).

Rate of Discrimination in the Canadian Labour Market

Q.10- Area of discrimination	Nationality	Language	Religion	Gender	Multiple
	0	16	11	4	21
Totals	52	52	52	52	52

Table 4: Is related to Question 10, and shows the rate of discrimination in the Canadian labour market based on nationality, religion, gender, and language. Some responses indicated multiple issues. Language and religion show the highest percentage of perceived discrimination.

Newcomers Identified Area of Discrimination in Canadian Labour Market

Newcomers Identified Area of Discrimination

MRP Research Survey 2018

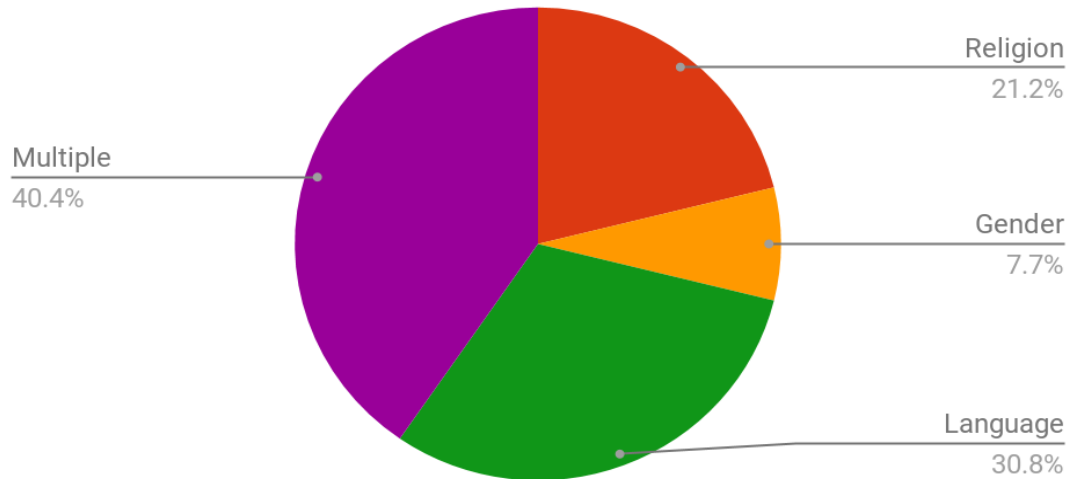


Figure 4: The graphic chart of rate of discrimination in Canadian labour market

Note: Multiple options include the following:

Multiple Area of Discrimination

Q.10- Area of discrim ination	Nationality- Language	Nationality -Religion	Nationality -Gender	Languag e-religion	Language -Gender	Religion -Gender	All Option s
	3	4	1	5	1	3	4
Total	52	52	52	52	52	52	52

Table 4a: Means discrimination in Canadian labour market based on multiple options.

Organizations and Communities Involvement

Question.12- Organizations and Communities Involving for helping newcomers	Government Agencies	Community Centres	Both
Female Participants	4	7	19
Male Participants	4	5	14
Total	8	12	33

Table 5: Shows most of the participants believe both Government agencies and refugee community centres are responsible for helping newcomers.

Participants notified Organizations Involvement

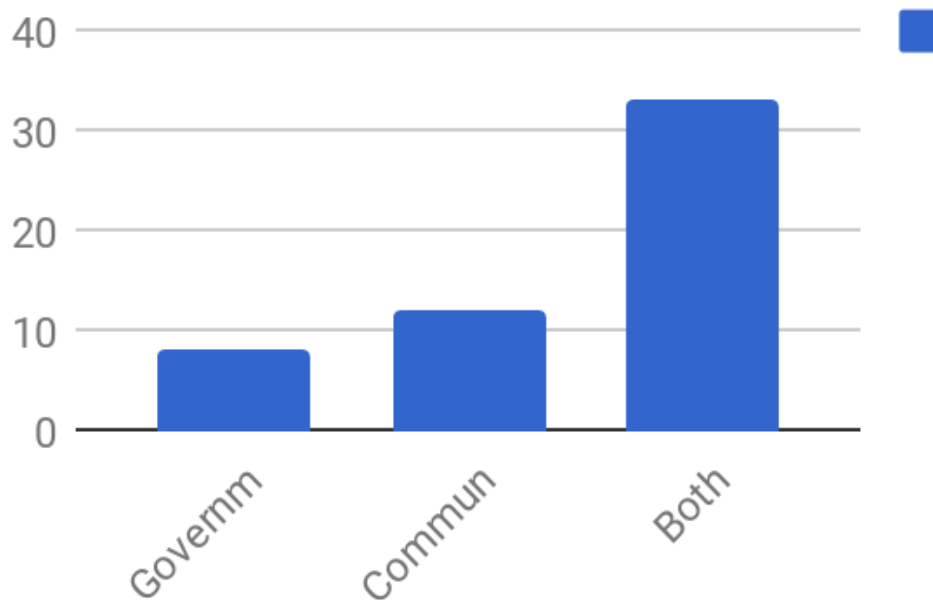


Figure 5: Is the graphic chart of responses by participants to question 12.

In response to question 13: what kind of training would be helpful for a newcomers' integration into the labour market, participants mostly indicated language and skills training combined would be helpful.

Newcomers' Training Requirement

Question 13	Language training	Skill Training	Both
Female Participants	9	10	11
Male Participants	8	8	6
Total Responses	17	18	17

Table 6: Shows the response to the kind of training newcomers' need for their integration into labour market. Language and skills training programs must be coordinated by government agencies and community centres.

Participants identified the required training they need for a successful integration in Canada.

Participants Identified the Required Training for Integration

Required Training

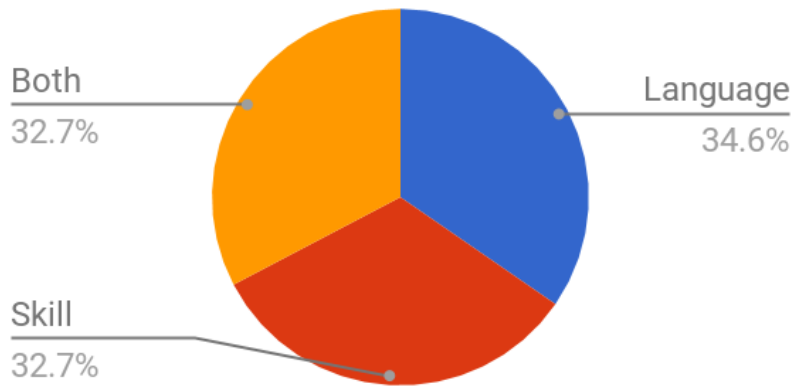


Figure 6: Is the graphic chart of participants' responses.

Participants enjoy sharing their knowledge and skills with newcomers and welcoming them into their communities. Table 6 and 7 shows whether participants would like to host and accept newcomers into their societies.

Question 16- Would you accept newcomers (refugees) in your community?

Question 19- Would you hire newcomers (refugees) in your business?

Question 20- Would you accept to host newcomers (refugees) in your house?

Hosting or Accepting Newcomers/ Female Participants

Female Participants	Q.16- Accepting newcomers in your community	Q.19- Hiring newcomers in your business	Q.20- Hosting newcomers in your house
Yes	28	27	24
No	2	3	6

Table 7: Means female participants mostly willing to welcome and accept newcomers.

Hosting or Accepting Newcomers/ Male participants

Male Participants	Q.16- Accepting newcomers in your community	Q.19- Hiring newcomers in your business	Q.20- Hosting newcomers in your house
Yes	19	20	17
No	3	2	5

Table 8: Means male participants would accept and hire newcomers.

Almost all the participants believed newcomers are a benefit to their communities.

The results indicate that newcomers feel that they are affiliated with their new communities and are willing to participate widely in every aspect. Refugees are particularly willing to give back to the community that accepted them. They are trying to be good citizens and help their new country to go forward.

3.6 Synopsis of Collected Material

In collecting the data for this study the aim was to interview individuals and conduct an anonymous survey. Participants were interested in the research topic and stated that finding an appropriate job is one of their concerns. Most participants wished to set up a business on their own and work from their home so that they can simultaneously do their duties as a spouse and mother. Participants also were concerned about family reunification and education for their children.

During the focus groups' interviews most participants participated actively in the interview and answered the questions, even had some suggestions about future studies. While others based on personal reasons preferred only to listen to conversations and in some cases agree with their friends. The participants did not talk about their bitter past experiences, of their time living at a refugee camp and were more likely to talk about the future. This reflects the positive mood of thinking and the hope of a bright future.

The data gathered in the interviews was very helpful, and it provided a good insight into the newcomers' status in entering to the job market. Some newcomers are so desperate to find a job, one of the participants asked: "At the end of this study, is there any chance for us to find a job?"

Considering this, in any additional research and study of the subject, the researchers must take additional care to understand and appreciate the participant's position and state of mind as not to offend or upset them, and additionally, provide a safe environment so that they are comfortable answering personal questions truthfully.

4.0 Discussion and Recommendations

4.1 Discussion

Integration, as refugees themselves believe, is about the practical aspects of social participation in society. Governmental and nongovernmental organizations can support newcomers' social and mental integration. A refugee support organization will be linked to a larger network of organizations. These organizations have many resources and services for newcomers; they can provide financial support, skills training courses, education, employment, and volunteer opportunities for refugees.

The aim of this study was to explore options for bridging the gap for refugees to access labor markets. By answering the research questions and studying available services an understanding of the challenges to integration into the labor market can be developed. These questions were elaborated on, in detail in this research, however an outline of the findings could be summarized as;

1- How to bridge the gap into the labour market for refugees?

- I have found this research clearly presents the notion that female refugees are very interested in entering into the workforce. They want to help their

families financially. Although they face many challenges, they are ready to accept lower paid jobs, hopefully to get a step in to market.

- I believe the findings are clear in that the best way to help female refugees is to provide skills training courses for them. Therefore they can upgrade their skills based on the host country's standard.
- My experiences with female refugees shows that they are more interested in being self-employed than working for others.

2- How to help refugees integrate into a new society?

- Media have an important role in the public awareness of refugees and their integration. Especially in terms of understanding cultural differences.
- Learning about refugees' culture and traditions would help host communities to have a better understanding of refugees' situation. And it should be start from schools, because that's the place where newcomers' children are in contact with host children and begin their long journey.
- Welcoming and accepting refugees in communities and local businesses.

3- How to support newcomers' acceptance to host country?

- Skills training and support employment can be a short-term solution for female newcomers in starting a business and having an income to help their family.

- In the long term, women can continue to expand their business and distribute their products as a successful brand. Some women, if their financial condition is favourable, want to continue their studies and find desirable work.

4.2 Recommendations

The following recommendations are developed from the study results.

4.2.1 Volunteering:

One of the best things in life is enjoying being with others and volunteering provides many opportunities for this. In fact, involving others in volunteering can have a positive impact on society. Working with others can be a great way to meet new people and make friends. Volunteering can be an important chance to build new skills and increase the chance of employment. Volunteering can also help refugees to develop new skills, get work experience, get references, make new friends, and practice a new language. During the visit to the AWO and the WDN, it was said that all instructors are members of the centre and they are working as volunteers. They want to help other newcomers improve their English language, learn new skills and help the newcomer students in their study. They believe that they are giving back to their community.

The use of newcomer volunteers to teach their professional skills helps them to create self-confidence. These volunteers can teach newcomers who speak in their language and do not know the language of the host country.

Many refugees need extra help getting settled, therefore community organizations can match newcomers with volunteers to offer informational, and

emotional support. These volunteers help newcomers in areas such as job searches, learning about Canadian society and culture, improving language and communication skills, and expanding their social networks. Encouraging individuals and businesses to step forward would help refugee integration into communities. Lifeline Syria, Syrian Active Volunteers, Central Neighbourhood House, and Halton Multicultural Council are among many organizations supporting newcomers during their transition period in Canada.

4.2.2 Skills training Programs

4.2.2.a Skills training and employment

A skills-training program can help newcomers to learn new skills or update their prior skills and potentially lead to starting their own business. By designing an inclusive program for skills training we open a pathway for their integration into the job market. A certificate program, for example, can help newcomers get a licence or certificate for various sectors of employment, such as trades based jobs. Further, by supporting and helping them to enter the workforce, get internships or apprenticeships, they will have the opportunity to build their future. Through this process the greater community will also benefit in every field that settled refugees enter. Skills training would help resettled refugees overcome some of the challenges they face including employment and finances. These programs invest in the future of newcomers as well as their host country.

4.2.2.b Skills training and productivity

Skills training programs can help people to have a productive life. Training provides people with opportunities to build a better future to support their family and their new community. When you spend your time in a useful way you will not fall into laziness or boredom, you will be busy and therefore improve your mental health and your finances.

4.2.2.c Social Integration

Training courses can link settled refugees to employment as wage workers or as self-employed persons, and therefore act as a tool for integration into a new society. Self-employed business creates jobs for the entire family and in the future can create jobs for others as well. Because of all the challenges newcomers face to enter into labour market many of them prefer to have their own businesses. Unemployment causes isolation, discrimination and stress disorders; newcomers need support to deal with these conditions.

4.2.2.d Language skills

Almost all the services offered by different organizations serve newcomers with language skills. Some newcomers speak fluent English or French upon arrival, while others need to upgrade their skills. Unfortunately without any language skills, there is minimal opportunity or access to employment and therefore fluent language skills are a priority for access to most services.

4.2.2.e Provision of Skills Training

Skills training programs are necessary but are not provided by the settlement organizations and NGOs. Training programs need special funding and usually, as service providers mention, there are not enough funds for these kinds of programs. Government agencies, NGOs, refugee community organizations and community centres are the main source for skills training programs. There are often few training opportunities available to newcomers. Skills training is the way that newcomers can update and transfer their skills into the labour market in the host country. Settlement organizations usually do not have the resources to create the training, entrepreneurial or work opportunities for many refugees. Developing new programs in special areas would serve newcomers. Newcomers need to learn about communication methods, workplace, rules and regulations.

4.2.2.f Considerations for an inclusive training program:

- Review existing skills training available
- Identify the existing gaps in skills training
- Identify new training opportunities
- Design training programs
- Target newcomers needs, especially those related to employment
- Coordinate the structure of programs, monitor and evaluate programs
- Restructure and coordinate existing services so newcomers can find them more easily

5.0 Conclusion

Canada helps refugees to resettle and start a new life in Canada, but it's necessary to know that newcomers want to start working, build their future, and be a part of their new country.

Refugees never choose to be a "refugee", it was a decision they had to make to save their lives and their children's lives.

Understanding of cultural differences and values of host communities and Newcomers is very important; both groups need to talk and learn about it.

Newcomers believe it's important for them to learn and adopt the new culture when they move to Canada.

The main goal, in settlement of refugees is supporting newcomers and helping them to be able to participate in the economy of their new society. People need a leg up to get the first step on the ladder and then they can climb. If you give people the ability to work and the education they need for the skills they will go forward. Refugees need help understanding the Canadian workplace and systems.

One of the important aspects for refugees is entering the labor market, and there are two main reasons for this:

1. It gives them a sense of independence and is empowering.
2. It has economic benefits for them and the host country.

As newcomers improve their knowledge of the host country, their integration into this new community will increase. Similarly, knowledge of financing, marketing and networking will improve the ability to find employment or create a business.

Today there are a huge numbers of female newcomers living in Canada.

Women face more barriers to entering the labour market than men. They face discrimination; they experience racism because of their race, skin colour, ethnic background, accent, culture or religion.

“Before I come to Toronto, I was living in one small city. I applied for many jobs, I had some job interviews but I couldn’t get a job, because I use Hijab.” (Participant # 13)

Many female newcomers are willing to stay at home because of their culture and traditions. Also, they want to take care of their children and do the house chores. Meanwhile, due to the financial issues, they want to use their existing skills and contribute financially to the family's income. Therefore they would like to work at home and start a small business. Sometimes men are not able to find a job because of different reasons and then women can earn money by creating small businesses. Participants in this study, referring to the points mentioned and the problems with finding a job, expressed that they would like to be self-employed.

They also indicated that they need financial support from the government and non-governmental agencies.

“My husband is 72 years old, he is an auto mechanic engineer and he can speak English but because of his age he couldn’t find a job. I’m a hair stylist and I work at home but I like to have a real salon to work.”

(Participants # 11)

Self-employment is thus an effective way that can help the family financially and, in the future, create jobs for all family members.

Lack of opportunities in the job market for female newcomers could potentially result in self-employment and gain of an income. Female refugees are most interested in being self-employed and working from home. They believe it’s necessary to learn about marketing, rules and regulations and how to start a small business.

“We need to learn how to search and find a job, how to write resumes, how to do interview, and how to talk about our skills and experiences.”

(Participant # 14)

Newcomers are proud of their culture and traditions and would love to share them with the new community. Cooking, baking and sewing are the common skills between female newcomers; they may need to upgrade their skills based

on the Canadian regulation. Providing various training workshops such as food handling, safety, and small business development would be helpful for newcomers to start their own business. Using skilled newcomers as trainers, or instructors who speak the same language as newcomers or to have an interpreter for every spoken language would be helpful.

Connecting women to special training courses and small business opportunities can assist them in self-employment. They will start their own business and be productive instead of sitting at home, feeling isolated, stressed, bored and depressed. Women have the power to help whole families and the entire community. Access to free childcare and skills training increases job opportunities for female newcomers. Some participants were not aware of free child care services.

Several countries have developed skills training programs and policies that are very effective in promoting the economic integration of refugees.

The Canadian government should implement similar policies to ensure the successful refugees' integration.

It is important to have more study on refugees and refugee integration. More research is needed to examine the role of refugees in improving the economy.

There are many questions that need further research, for example:

1. What are the other barrier/s for refugees to successful integration?

2. How can we (Canadians and older-established immigrants), Government, NGOs and communities, help and improve the refugees/newcomers integration?
3. What are the steps to promote true inclusion in workforce and communities?

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7.0 Appendix A - Focus Group Questions

1. Where did you come from?
2. Why did you come to Canada?
3. How did you come to Canada?
4. Can you tell me a bit about your experiences before coming to Canada?
5. What was your prior activities/livelihood?
6. If you came through a refugee camp, can you tell me which organization was responsible for it?
7. Who long did you live/stay there?
8. How long have you been away from home?
9. Are you married?
10. How many children do you have, if any?
11. How old are they?
12. Are they attending school now?
13. Did you know anything about Canada before you came here?
14. What did you learn about Canada before coming here?
15. What were your impressions of Canada when you first arrived?
16. What do you think about living in Canada?
17. Have you received health, housing and other social services? If so trough what organizations/ support group?
18. Do you have any family or friend(s) living here?

19. Have you found new friends and/or a supportive network here?
20. Are they from your home country?
21. What do you like most about Canada so far?
22. What has been the hardest part of living in Canada so far?

Skills/Disciplines/Work Experiences

1. What language(s) do you speak?
2. How well do you speak English or French?
3. Where did you learn or advance your English skills?
4. Are you taking language classes now?
5. What is your highest level of education?
6. Other than language training, what other kind of programs are you attending?
7. What would you like to learn more about?
8. What are you aiming to accomplish in your new community?
9. Are you currently employed, working for yourself, and/or volunteering?
10. Has this experience been satisfactory?
11. What other skills and experiences do you feel you need to have in order to advance your work opportunities?
12. Would you like to learn a totally new skill, or discipline? If so, what kind of training opportunities do you believe you need?
13. Would you like to start your own business?
14. Where do you see yourself and/or family in 5 years?
15. What do you believe you need to feel safe and happy here?
16. Is there anything else you would like to add?

8.0 Appendix B - Expert Service Provider

Questions

1. What kind of services do you provide for newcomers?
2. Do you have any skill-training programs that support newcomers?
3. How accessible would you consider your services to be? Please provide example(s) of how newcomers access your services
4. Approximately how many clients do you serve? (By Month, week, and year)
5. How long after newcomers arrive in Canada do they access to your services?
6. What level of English do your clients typically need for attending or accessing your services?
7. In what ways (media, info services, other social services) do your clients find out about your particular services?
8. Do other agencies in your community provide the same or similar services to newcomers? If so, how do they compare to your services?
9. Does your organization refer newcomers to other agencies for services you do not provide in your organization?

Specific Questions related to potential newcomer services
10. What services or programs, do newcomers need that are not offered in your organization?
11. Are there services you know of located elsewhere in the province or country

that you believe are needed in this community?

12. What are some of the best ways to engage newcomers in the workplace or labour market?

13. What are some of the ways to ensure successful integration of newcomers into communities where they settle?

14. Is there anything else you would like to add?

9.0 Appendix C - Survey Questions

1. What is your age group?
 - a. 18-25
 - b. 25-35
 - c. 35-50
 - d. 50-65
 - e. Over 65
 - f. Choose not to answer
2. What language(s) do you speak?
 - a. English
 - b. French
 - c. Other (please explain)
 - d. Choose not to answer
3. What Gender do you identify with?
 - a. Female
 - b. Male
 - c. Choose not to answer
4. What is your highest level of education?
 - a. Primary to Junior
 - b. Junior to Senior
 - c. College (Vocational, Trades, etc.)

- d. University
 - e. Graduate or Higher
 - f. Other
5. Are you employed?
- a. Yes
 - b. No
6. Are you self-employed?
- a. Yes
 - b. No
 - c. Choose not to answer
7. In your opinion, do you think Canadian society is welcoming to newcomers such as immigrants or refugees?
- a. Strongly agree
 - b. Agree
 - c. Disagree
8. Is Canadian labour market welcoming the newcomers (immigrants/refugees)?
- a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. No opinion

9. In your opinion, do you think there is discrimination in the Canadian labour market?

- a. Strongly agree
- b. Agree
- c. Disagree
- d. No opinion

10. If you answered, "agree" in Question 10 above, what sort of discrimination do you think exists in the Canadian labour market?

- a. Nationality
- b. Religion
- c. Gender
- d. Language
- e. Other (Please explain)

11. Did you experience any discrimination upon entering or trying to enter the labour market?

- a. Yes
- b. No
- c. Choose not to answer

12. Do you think who can help newcomers' integration into labour market?

- a. Government agencies
- b. Community centres
- c. Other (Please explain)

13. What kind of training would be helpful for newcomers' integration into labour market?

- a. Language training
- b. Skill training
- c. Other (Please explain)

14. Do you have any special skill?

(Please explain)

15. Would you like to teach your skill to newcomers (immigrants/refugees)?

- a. Yes
- b. No
- c. May be

16. Would you accept newcomers (refugees) in your community?

- a. Yes
- b. No

17. Do you have any newcomer (immigrant/refugee) employee?

- a. Yes
- b. No

18. Are they a good fit in your workplace?

- a. Yes
- b. No

19. Would you hire newcomers (refugees) in your business?

a. Yes

b. No

20. Would you accept to host newcomers (refugees) in your house?

a. Yes

b. No

21. What have you heard about newcomers from existing residents, are they considered a “burden” or “benefit” for their new communities?

a. Burden

b. Benefit

c. Other (please explain)

d. I have no opinion

10.0 Appendix D - Responses to Survey

Questions

Responses of Female Participants to Questions 5, 7, 8, 9, 10, and 11

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old					
Q. 5: Employment Status	Q. 7: Are Newcomers Welcomed in Canadian Society?	Q. 8: Are Newcomers Welcomed in Canadian Labour Market	Q. 9: Labour Market Discrimination	Q. 10: Areas Identified as sources of Discrimination	Q. 9: Labour Market Discrimination
N	Y	N	Y	R	Y
N	Y	N	Y	R	Y
N	Y	N	Y	R	N/A

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old					
N	Y	N	Y	G	N/A
N	Y	N	Y	R-G	N
Y	Y	Y	N	L	N
Y	Y	Y	N	L	Y
N	N	N	Y	Na-R	Y
N	N	N	Y	L-R	N
N	Y	N	Y	L	Y
Y	Y	N	Y	L	N/A
N	Y	N/A	N/A	L-R	N/A
N	Y	N/A	N/A	N/A	N/A
N	N	N/A	N/A	G	N/A

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old					
N	N	N/A	N/A	R-G	Y
N	N	N	Y	R	Y
Y	N	N	Y	R	N
Y	Y	N/a	Y	Na- R	N
Y	Y	N/A	N	L-R-G-Na	N/A
N	Y	N/A	N/A	R	N/A
N	Y	N	N/A	R	N/A
N	Y	N	N/A	L	Y
N	Y	Y	Y	L	Y
N	N	N/A	Y	L-G	N/A
N	Y	N/A	N/A	Na-L	N

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old					
Y	Y	Y	Y	L-R	Y
Y	Y	Y	Y	L	N
Y	N	Y	Y	L	Y
Y	Y	Y	Y	L	Y
Y	Y	Y	Y	Na-R-L-G	Y

Responses of Male Participants to Questions 5, 7, 8, 9, 10, and 11

Male (Iran, Afghanistan, China, and Pakistan) 38-64 years Old					
Q. 5 Employment Status	Q. 7, Are Newcomers Welcomed in Canadian Society?	Q. 8, Are Newcomers Welcomed in Canadian Labour Market?	Q. 9, Labour Market Discrimination	Q. 10, Areas Identified as sources of Discrimination	Q. 11, Personal Experience of Labour market Discrimination
N	Y	N	Y	Na-R	Y
N	Y	N	Y	R	Y
Y	Y	N	Y	L-R	N
Y	N	N	N	R	Y
Y	Y	Y	N	R	N
Y	Y	Y	Y	Na-L	N

Male (Iran, Afghanistan, China, and Pakistan) 38-64 years Old

N	Y	N	N/A	Na-G	N/A
N	N	N	N/A	L	N/A
N	N	N/A	N	L	Y
N	N	N/A	N	L	Y
Y	Y	N	Y	L	Y
Y	Y	Y	Y	L-R	N
Y	Y	Y	Y	R	N
N	Y	N/A	N/A	Na-R	N/A
N	Y	N/A	N/A	Na-L	N/A
N	N	N	N/A	G	Y
N	N	N	Y	Na-R-L-G	N/A

Male (Iran, Afghanistan, China, and Pakistan) 38-64 years Old

Y	Y	N	Y	Na-R-L-G	Y
Y	Y	Y	Y	G	Y
Y	Y	Y	Y	L	N
Y	Y	N	Y	L	N
Y	N	N	N	L	N

Q. 5- Are you employed?

Yes=Y

No=N

N/A = No Response

Q.7- In your opinion, do you think Canadian society is welcoming to newcomers such as immigrants or refugees?

Yes=Y

No=N

N/A = No Response

Q.8- Is Canadian labour market welcoming the newcomers (immigrants/refugees)?

Yes=Y

No=N

N/A = No Response

Q.9- In your opinion, do you think there is discrimination in the Canadian labour market?

Yes=Y

No=N

N/A = No Response

Q.10- If you answered, "agree" in Question 10 above, what sort of discrimination do you think exists in the Canadian labour market?

Nationality=N

Religion=R

Gender=G

Language=L

Multiple = M

Q. 11- Did you experience any discrimination upon entering or trying to enter the labour market?

Yes=Y

No=N

N/A = No Response

Responses of Male Participants to Questions 12, 13, 15, 16, 19, 20, and 21

Male (Afghanistan, China, Iran, Pakistan) 38-64 years Old						
Q. 12: which organisation can help newcomers	Q. 13: Required Training	Q.15: Sharing Knowledge with Newcomers	Q. 16: Accepting Newcomers to Community	Q. 19: hiring newcomers	Q. 20: Hosting newcomers	Q. 21: Are Refugees Considered a “Burden” or “Benefit”
B	S	Y	Y	Y	Y	Be
B	S	Y	Y	Y	Y	Be
B	L-S	Y	Y	Y	Y	Be
C	L	Y	Y	Y	Y	Be
C	L	N	Y	N	N	be
B	L	N	Y	N	N	Be

Male (Afghanistan, China, Iran, Pakistan) 38-64 years Old

B	L-S	N	Y	Y	Y	Be
G	S	N/A	Y	Y	Y	be
C	S	N/A	y	Y	Y	be
G	S	N/A	y	Y	Y	Be
B	L-S	N/A	Y	Y	N	be
B	L	Y	y	Y	Y	Be
B	L	Y	Y	Y	Y	be
B	L	N	N	Y	N	be
B	S	N	N	Y	Y	Be
B	S	N	Y	Y	Y	Be
G	L-S	N/A	Y	Y	Y	Be

Male (Afghanistan, China, Iran, Pakistan) 38-64 years Old

G	L-S	N/A	Y	N	y	Be
B	L-S	N	Y	Y	y	Be
C	L-S	N	Y	Y	N	Be
C	L	Y	Y	Y	Y	Be
B	L	Y	Y	Y	Y	Be
B	S	Y	N	Y	N	Be

Responses of Female Participants to Questions

12, 13, 15, 16,19, 20, and 21

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old						
Q. 12: which organization can help newcomers	Q. 13: Required Training	Q. 15: Sharing Knowledge with Newcomers	Q. 16: Accepting Newcomers to Community	Q. 19: hiring newcomers	Q. 20: Hosting newcomers	Q. 21: Are Refugees Considered a “Burden” or “Benefit”
B	L-S	Y	Y	Y	Y	Be
B	S	Y	Y	Y	Y	Be
B	S	Y	Y	Y	Y	Be
B	L	Y	Y	Y	Y	Be
C	L	Y	Y	N	Y	Be
C	L	Y	N	Y	Y	Be

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old

G	L-S	Y	Y	Y	Y	Be
G	L-S	N/A	N	Y	N	Be
C	L-S	N/A	Y	N	N	Be
B	S	N/A	Y	Y	Y	Be
B	S	N	Y	Y	Y	Be
B	L	N/A	Y	Y	Y	Be
B	L	Y	Y	Y	y	Be
B	L	Y	Y	Y	Y	Be
B	L-S	Y	Y	N	Y	Be
C	L-S	Y	Y	Y	Y	Be
G	L-S	Y	Y	Y	Y	Be

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old						
B	S	N/A	Y	Y	N	Be
B	S	N/A	Y	Y	Y	Be
C	L	N/A	Y	Y	Y	Be
C	L	N/A	Y	Y	Y	Be
C	L	N	Y	N	Y	Be
B	L	N	Y	Y	Y	Be
B	L-S	Y	Y	Y	N	Be
G	L-S	Y	Y	Y	N	Be
B	L-S	Y	Y	N	Y	Be
B	S	N/A	Y	Y	Y	Be
B	S	N/A	Y	Y	Y	Be

Female (Afghanistan, China, Iran, Pakistan) 25-60 years Old

B	S	N	Y	Y	Y	Be
B	L-S	Y	Y	Y	N	Be

Notes:

Question 12- Do you think which organization can help newcomers' integration in labour market?

Government agencies=G

Community centre=C

Both=B

Q.13- What kind of training would be helpful for newcomers' integration into labour Market?

Language=L

Skill Training=S

Q.15- Would you like to teach your skill to newcomers (immigrants/refugees)?

Yes=Y

No=N

No Idea=N/A

Q.16- Would you accept newcomers in your community?

Yes=Y

No=N

Q.19- Would you hire newcomers (refugees) in your business?

Yes=Y

No=N

20- Would you accept to host newcomers (refugees) in your home?

Yes=Y

No=N

21- What do you think of newcomers, are they; Burden, Benefit, I have no idea.

Burden=Bu

Benefit=Be

I have no idea=N/A