



# Service Provider Training Manual 2019

How to support vulnerable newcomers in Grey Bruce

Making Grey Bruce Home, a project by  
United Way of Bruce Grey and  
Welcoming Communities Grey Bruce  
[WELCOMINGGREYBRUCE.CA](http://WELCOMINGGREYBRUCE.CA)

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## Introduction

In January 2018, Making Grey Bruce Home was initiated by United Way of Bruce Grey in partnership with Welcoming Communities Grey Bruce with funding from the Ontario Ministry of Children, Communities and Social Services. This 14-month project developed, implemented and evaluated a rural service delivery model to enhance the capacity of communities and service providers to support the social and economic integration of refugees and vulnerable newcomers. One component of the model was training for frontline staff in providing services for vulnerable newcomers. Making Grey Bruce Home has delivered 8 workshops and provided training for 183 individuals from 40 organizations and agencies.

This training manual was developed from the content of those workshops and also reflects the feedback and comments from those who have attended the workshops. It is being distributed to service providers throughout Grey Bruce as reference for current staff and to assist in the training of new staff.

In addition to this training manual, Making Grey Bruce Home has also published the Volunteer Mentor Training Manual 2019 and the Making Rural Communities Home – a vulnerable newcomer integration toolkit. All three publications are available for downloading from the Welcoming Communities Grey Bruce’s website ([welcominggreybruce.ca](http://welcominggreybruce.ca)).

## Acknowledgements

Making Grey Bruce Home would like to thank the Government of Ontario for funding the project. We would also like to express our gratitude towards Community Foundation Grey Bruce and Power Workers’ Union for their financial support. The participation of service providers, refugee sponsors, refugees, and vulnerable newcomers in the consultation process is much appreciated, as it helped us identify the training needs of the frontline staff. Last but not least, we would like to thank all the individuals who have participated in the Service Provider Training, and provided us with feedback and comments.

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## About this training manual

### Who is this training manual for

- Frontline workers in any service sector
- Other staff members in a frontline setting (e.g. office administrator of a school, receptionist of a health clinic)
- Supervisors of frontline staff

### How to use this training manual

- If you are a frontline worker or a staff member in a frontline setting who has not taken the Making Grey Bruce Home Service Provider Training, and have never worked with refugees or vulnerable newcomers before, begin at the next section “Who are the refugees and vulnerable newcomers in Grey Bruce”, and read through the manual.
- If you have taken the Making Grey Bruce Home Service Provider Training, or have experience working with refugees or vulnerable newcomers, you may only need to read a particular section when the need arises. However, it may be beneficial to re-visit particular sections from time to time to refresh your memory.
- If you are a supervisor of frontline staff, this manual will be useful reference material in developing training for staff in working with refugees and vulnerable newcomers.

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## Who are the refugees and vulnerable newcomers in Grey Bruce

Individuals and families from other countries come to Canada through different channels (see [Appendix](#)). While it is common knowledge that refugees need support to overcome various barriers in order to become socially, economically, and culturally integrated, other newcomers can also be faced with challenges. The vulnerable newcomer population of Grey Bruce consists of refugees, other permanent residents, and temporary residents. In the context of this toolkit, a vulnerable newcomer is someone who is relatively new to Canada who faces challenges to becoming successfully integrated into the community. They may also have experienced significant challenges, trauma and/or loss in the years prior to their arrival in Canada.

### Refugees and vulnerable newcomers in Grey Bruce, current and anticipated

Making Grey Bruce Home has identified and assisted refugees from various countries of origin, as well as vulnerable newcomers who are immigrants in Economic and Family Classes, foreign students, and refugee claimants. We have also supported refugee families who moved to Grey Bruce from other parts of Ontario and Canada to be with family and friends after their sponsorship was up where they originally settled. In future, we expect additions to all of the above mentioned groups. We also anticipate that immigrants will relocate here from urban areas where the cost of living is higher.

### Why do refugees and vulnerable newcomers come to Grey Bruce

- Sponsors brought the refugees to Grey Bruce
- To be reunited with other newcomers who live here
- To attend college and high school or be with their spouse who is attending college
- They or their spouse found employment here
- Married somebody who lives here
- Cannot afford to live in the urban centres
- Moved here because they like this area
- Told by a friend or family member that this is a nice area to live in

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# How to support social, cultural and economic integration of newcomers?

## Needs, challenges and barriers

### *Identifying needs*

- The service you provide may not be the only one that the newcomer needs
- Refugees and vulnerable newcomers often have multiple needs, such as housing, language, health care, mental health, transportation, financial, employment, and education.
- It is important to address newcomers' need for social connections
- Be aware of the services provided by other agencies, so that you can connect a newcomer with them if necessary.  
(visit [Newcomer Information Bruce Grey](#) website or call 211 for a comprehensive list of services available in the area)
- Avoid generalization – priority of needs varies from one individual to another

### *Addressing challenges and barriers*

- It is not the newcomers' fault that they experience barriers to settlement
- Be aware that newcomers might blame themselves when they encounter a barrier
- Unconscious biases, of frontline workers and newcomers, contribute to service barrier.
- Newcomers can encounter barriers in trying to access the services they require, including language (both verbal and written), difficulty understanding how to fill out forms, transportation, lack of child care, lack of knowledge of the systems used here, finances, fear, lack of necessary documents, needs not previously encountered by the service provider.
- Focus on one or a couple of challenges/barriers at a time.
- Be aware of “hidden rules”, social cues and other mannerisms that you might have taken for granted.

## Cultural Humility

### *Unconscious biases*

Unconscious biases are stereotypes about certain groups of people that individuals form without realizing it. Everyone holds unconscious beliefs about various social and identity groups. (adapted from <https://diversity.ucsf.edu/resources/unconscious-bias>) In other words, both the service provider and the newcomer bear some unconscious biases towards the other when entering into a relationship.

Each cultural group has developed their own way of doing things and interacting with other people. Actions and responses that may seem strange or inappropriate to us may just be “normal” behaviour for them, and vice versa. Part of a newcomer becoming socially integrated is for them to learn which of their “natural” behaviours are illegal or inappropriate.

While little can be done about the newcomer's unconscious biases, there are a few things the frontline staff can do to reduce their own:

- Review your own expectations and reactions from time to time to make sure that you do not form an opinion about the newcomer and their situation based on unfounded assumptions because of their race, culture or appearance.
- Cultivate an inclusive attitude, so as to become accepting and appreciative of people who are different from you.
- Ask yourself “what can I learn from the people I’m meeting with today?”
- Apply an approach, and eventually develop a core value system, that reflects a non judgemental attitude and respect for others
- Use an “unconscious bias” lens whenever you work with a newcomer, so that you are consciously aware of any biases you may have towards them, and try not to let those biases inappropriately affect the service you give them.

### *Practising cultural humility*

Cultural humility is the “ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the person”. (Source: Hook, J.N. (2013). Cultural Humility: Measuring openness to culturally diverse clients. Journal of Counseling Psychology)

In practice, cultural humility is

- A lifelong process of self-reflection and self-critique.
- Being comfortable with not knowing – you cannot be an expert about every culture or every situation.
- Keeping personal unconscious biases in check.
- Using effective communication skills – open-ended questions and reflective listening – to explore the newcomer's concerns, thoughts, and ideas
- Recognizing the dynamics of power and privilege in the worker-client relationship, and address the imbalance by making sure that worker and client are on the same plane. Be aware that the client may make choices based on what they think you want. It is important that you assist them in making the choices that are best for them.

### *Empowering newcomers*

#### *Assist newcomers to integrate and be independent*

- The ultimate goal of working with newcomers is to support their economic, social, and cultural integration. We want newcomers to, eventually, be able to access resources with minimal assistance, and advocate for themselves.
- Refugees and vulnerable newcomers usually have multiple settlement needs, and are faced with various challenges and barriers. Often, workers in different service sectors are working with the same newcomer.
- As much as possible, try to avoid a “top-down” worker-centred approach where the frontline worker decides what is best for the newcomer and does everything for them.

- Explain the options available to the newcomer to assist them in making decisions for themselves.
- Provide newcomers with opportunity to learn how to navigate the system here and become independent

#### *Establish relationships*

- Develop and maintain a respectful, non-judgemental, client-focused partnership with each newcomer
- Assist the newcomer in making contact with other service providers, rather than just telling them which agency to contact. (i.e. if possible, connect the newcomer directly to the person whom they need to see)
- Establish and maintain partnerships with other frontline workers who are working with the newcomer

#### *Tackle barriers*

- Always have the newcomer's best interest in mind when working to remove barriers, and involve them in decision making throughout the process.
- Be aware that the barriers may change as both of you go through the process of helping them get their needs met.
- Focus on the challenges or barriers that are most limiting at the time. If you are unable to eliminate those barriers, work with the newcomer to try to develop a strategy for the newcomer to work around them or connect the newcomer to other service providers who can.
- Minimize language barriers in order to have effective communication with newcomers by: using simple English in short sentences, avoiding jargons and slangs, speaking slowly and clearly, asking for clarification, frequently checking to make sure that they and you understand each other, paraphrasing. Be patient. Avoid our natural tendency to speak louder when someone doesn't understand us.
- Even when [an interpreter, or a translation app or device](#) is used, be sure to speak directly to the newcomer (the interpreter should be "invisible")

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## A “No Wrong Door” Framework

### A holistic approach

- Refugees and vulnerable newcomers often have multiple needs that are intertwined.
- The need a newcomer reveals to you may not be the most urgent one.
- Help the newcomer identify and prioritize their needs.
- Know what services are available through other agencies, and help the newcomer to connect with the other service providers best able to assist them. (See [Resources](#) below and use the Newcomer Information Bruce Grey website – [www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca))
- If appropriate, maintain contact with other service providers who are working with the newcomer so as to monitor the newcomer’s situation and coordinate your services. (See [Inter-departmental and inter-agency collaboration](#) below)
- Minimizing one barrier will help reduce other barriers.
- When a newcomer experiences language barriers, meeting the need to learn English should be one of their top priorities.

### Identify and address limitations within your own department/agency

- An agency’s mandate and a department’s operation guidelines define the boundary of the service a frontline worker provides.
- Find out which department in your agency, or what agencies can provide the newcomer with needed support.
- If no one in your agency or another local agency provides the needed service consult with your manager to see if your organization’s mandate and budget allows for the provision of the needed service. If not, could your organization’s mandate be revised to cover the service?
- Sometimes, addressing limitation may mean advocating for changes in government and agency policies.

### Inter-departmental and inter-agency collaboration

- Make sure the newcomer understands why you are connecting them with other service providers (i.e. that service provider is the one best able to meet one or more of their needs as you are not able to support all of their needs).
- Obtain verbal or written consent from the newcomer before sharing information with other service providers. Make sure the newcomer understands what they are agreeing to.
- In the initial contact with the other service providers, share only as much of the newcomer’s personal information as is necessary to determine whether the provider is able to help.
- If possible, connect the newcomer with a specific worker or department (give the newcomer their name, phone number, email address); avoid making general referrals, especially to agencies providing a range of services.

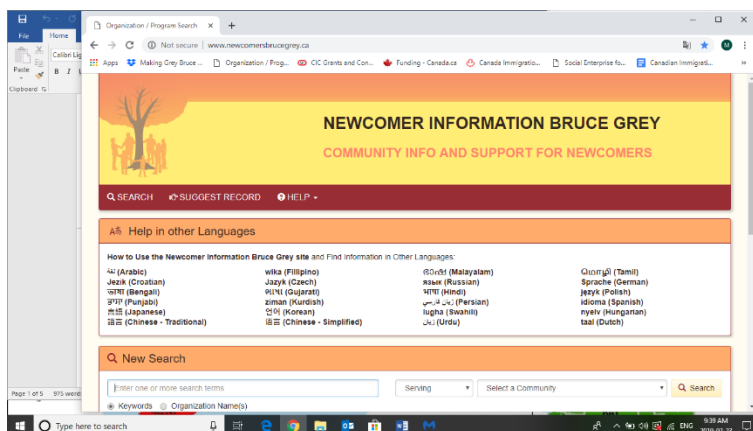
- Always ask the newcomer if they feel comfortable contacting the other service providers themselves, and be ready to be involved with the initial interview with them – it does not have to be a face-to-face interview, it can be introducing the newcomer and the other service provider on the phone.
- Sometimes, the collaboration with other service providers could take the form of partnering in a pilot project.

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## Resources

### Newcomer Information Bruce Grey website

“Making Grey Bruce Home” has developed the Newcomer Information Bruce Grey website ([www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca)) to enhance the capacity of our communities to support the social and economic integration of refugees and vulnerable newcomers. The website helps connects newcomers to services that support their settlement needs.



The information of the website can be translated to any of 24 different languages commonly spoken in Grey and Bruce. When a service provider or volunteer is using the website with a newcomer who has limited English, the website can be switched between English and the newcomer’s language. Newcomers can also use the website themselves in their languages.

### Regional & local services quick references

The following list of regional and local services offered by government agencies or not-for-profit organizations is by no means complete. Readers are encouraged to search for resources on the Newcomer Information Bruce Grey website ([www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca)) if they cannot find what they are looking for below. There are also many businesses that offer some of these services for a fee.

#### *Abuse / Assault*

**Bruce Grey Child and Family Services** – provides child welfare, intake/investigation/assessment, family support services, child abuse treatment and adoption services under the Child and Family Services Act to children and their families.

<http://www.newcomersbrucegrey.ca/record/GBA2003?Number=0>

**Victim Services Bruce Grey Perth** – provides short-term emotional support, practical assistance and referrals to long term services to victims of crime and tragic circumstance.

<http://www.newcomersbrucegrey.ca/record/GBA2440?Number=0>

### *Child, Youth & Family*

**Big Brothers Big Sisters** – connects children and youths with volunteer mentors, who act as their role model. Big Brothers Big Sisters Owen Sound serves Owen Sound and area; the boundary of Big Brothers Big Sisters Kincardine is 20 mile radius around the Municipality of Kincardine  
Owen Sound: <http://www.newcomersbrucegrey.ca/record/GBA1156?Number=1>  
Kincardine: <http://www.newcomersbrucegrey.ca/record/GBA1947?Number=0>

**EarlyON Child and Family Centre** - provides a place where parents and caregivers can take part with their children in a range of programs and activities, get answers to questions, get information about programs and services that are available for young children and talk to early years professionals, as well as other parents and caregivers in the community. There are several locations throughout Grey Bruce.

<https://brucecounty.on.ca/human-services/earlyon>  
<https://www.grey.ca/childrens-services>

**Happy Babies Happy Children** (Grey Bruce Public Health) - provides support and information on topics such as caring for a new baby, feeding and nutrition, growth and development, discipline, as well as many other issues.

<https://www.publichealthgreybruce.on.ca/Your-Health/Child-and-Family-Health/Home-Visiting-Program>

**Infant and Child Development Program** – offers home visiting, early intervention and prevention services to assist families with infants and toddlers with established risks, biological risks and psychosocial risks of delays in development or disability to attain an optimal level of development. The program is provided by various Community Living organizations.

Kincardine & District: <http://www.newcomersbrucegrey.ca/record/BRU0332?Number=1>

Owen Sound & District: <http://www.newcomersbrucegrey.ca/record/GBA0176?Number=2>

Walkerton & District: <http://www.newcomersbrucegrey.ca/record/BRU0101?Number=4>

**Keystone Prevention Programs** – offers services to families needing extra support to help them have and raise healthy babies and preschoolers.

[http://www.keystonebrucegrey.org/programs\\_prevention.php](http://www.keystonebrucegrey.org/programs_prevention.php)

#### **LGBTQ supports –**

PFLAG Canada Grey Bruce Chapter provides support to members of the LGBT community, their families and friends.

<http://www.newcomersbrucegrey.ca/record/GRE0346?Number=2>

South East Grey Community Health Centre offers weekly programs for networking and conversations.

<https://www.segchc.ca>

**Libraries** – many libraries and library branches in Grey Bruce offer programs for families as well as different age groups. Visit their official websites for details.

### *Cultural & Community*

**Bruce Botanical Food Gardens** - provides the community with sustainable food and education about food insecurity and sustainable agriculture. Visitors can take a guided tour of over 200 varieties of food plants and choose food to take home for their meals. Located in Ripley and serving Bruce County.

<http://www.newcomersbrucegrey.ca/record/BRU0053?Number=1>

**Community Garden & Food Forest** (CMHA Grey Bruce) – Garden beds available for community members to grow their own fruits and vegetables. Anyone in the community can harvest produce in the food forest.

<http://www.newcomersbrucegrey.ca/record/GRE0243?Number=2>

**Good Food Box** - provides a grocery bin of fresh seasonal produce at a low price to encourage healthier eating. The program is run in many communities in Grey Bruce. For information about each location, go to Newcomer Information Bruce Grey website ([www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca)), conduct a “New Search” using the keywords “good food box” and select a community.

### *Education*

**Bluewater District School Board** – operates all public schools in Grey Bruce.

Elementary: <http://www.bwdsb.on.ca/schools/eleschools>

Secondary: <http://www.bwdsb.on.ca/schools/secschools>

**Bruce-Grey Catholic District School Board** – operates all Catholic schools in Grey Bruce. To look up schools, go to the “For Community” page on the School Board’s website

([http://www.bgcdsb.org/for\\_community](http://www.bgcdsb.org/for_community)) and click on “List of Schools” in the left hand column.

**Georgian Bay Tutors** – provides one-on-one instruction for elementary, secondary and post-secondary students, including students with special needs.

<http://www.newcomersbrucegrey.ca/record/GRE0382?Number=3>

**Georgian College Owen Sound Campus** – offers a variety of full time and part time post-secondary education programs to eligible individuals, and literacy/basic skills training that helps learners prepare for employment, apprenticeship, secondary-school credit, post-secondary education and greater independence.

Post-secondary education: <http://www.newcomersbrucegrey.ca/record/GBA2390?Number=2>

Literacy & basic skills training: <http://www.newcomersbrucegrey.ca/record/GBA2391?Number=3>

**South Grey Bruce Youth Literacy Council** – works with school-aged children and youth and support their families, to improve basic reading, writing and math skills. Also offers opportunities for youth with high literacy skills to showcase abilities at events such as writing competitions and drama productions.

<http://www.newcomersbrucegrey.ca/record/GBA1755?Number=4>

### *Employment*

**Leads Employment Services** – provides specialized one-to-one vocational and skills development services for people with disabilities as well as to those facing related barriers to employment throughout Southwestern Ontario.

<http://www.newcomersbrucegrey.ca/record/GRE0236?Number=0>

**Life Directions Employment Supports** - provides supports to individuals in South East Grey who are experiencing barriers to employment.

<https://www.southwesthealthline.ca/displayService.aspx?id=172885>

**VPI Solutions** – facilitates several Employment Ontario programs to help job seekers in Bruce County find work and training opportunities, and works with employers who are looking to hire.

<https://www.southwesthealthline.ca/displayService.aspx?id=14960>

**Y Employment** - delivers a wide range of programs and services to job seekers and employers in Grey County.

<http://www.newcomersbrucegrey.ca/record/GRE0094?Number=8>

### *Financial Assistance*

**Child Care Subsidy** – provides assistance for eligible families to pay for licenced child care programs (centered-base of home-based). Apply with Bruce County Human Services or Grey County Social Services.

Bruce County: <http://www.newcomersbrucegrey.ca/record/BRU0316?Number=0>

Grey County: <http://www.newcomersbrucegrey.ca/record/CWD0145?Number=1>

**EI (Employment Insurance)** – Service Canada provides Internet access and assistance locating and applying for Employment Insurance and other federal programs. Offices are located in Owen Sound and Walkerton.

Owen Sound: <http://www.newcomersbrucegrey.ca/record/GBA2433?Number=2>

Walkerton: <http://www.newcomersbrucegrey.ca/record/GBA0124?Number=3>

**ODSP (Ontario Disability Support Program)** – offers income and employment supports to eligible individuals with disability. Apply by phone, in person or online. Office located in Owen Sound.

<http://www.newcomersbrucegrey.ca/record/CWD3381?Number=14>

**Ontario Works** – assists with immediate financial need and employment supports. Apply with Bruce County Human Services or Grey County Social Services.

Bruce County: <http://www.newcomersbrucegrey.ca/record/GBA0086?Number=1>

Grey County: <http://www.newcomersbrucegrey.ca/record/CWD0584?Number=3>

**Utility Assistance Program (United Way of Bruce Grey)** – offers financial assistance for low-income families and individuals living below the poverty line to pay for the next delivery of wood, oil or propane. Also supports natural gas and electricity applications.

<http://www.newcomersbrucegrey.ca/record/CWD6172?Number=12>

### *Healthcare*

**Family Health Teams** – primary health care organizations that include a team of family physicians, nurse practitioners, registered nurses, social workers, dietitians, and other professionals who work together to provide primary health care for their community. For information about each location, go to Newcomer Information Bruce Grey website ([www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca)), conduct a “New Search” using the keywords “family health team” and select a community.

**Health Care Connect** – helps newcomers find family doctor or nurse practitioner. Register online (<https://hcc3.hcc.moh.gov.on.ca/HCCWeb/faces/layoutHCCSplash.jsp>) or by phone (1-800-445-1822)

**South East Grey Community Health Centre** – provides primary care services and health programs to the residents of the Municipalities of Chatsworth, Grey Highlands, Southgate and West Grey. In addition to the main site in Markdale, SEGCHC offers programs and services at a number of locations and satellite sites.

[www.segchc.ca](http://www.segchc.ca)

## *Housing*

**Bruce County Housing Corporation** – provides affordable housing to eligible families, seniors, couples, single people and people with special needs in a variety of housing forms. Apply and get on waiting list. Other housing assistance available.

<http://www.newcomersbrucegrey.ca/record/GBA0084?Number=0>

**Grey County Housing** – provides geared-to-income housing for eligible individuals and families. Apply and get on waiting list. Priority is given to victims of domestic violence. Other housing assistance available.

<http://www.newcomersbrucegrey.ca/record/GBA2392?Number=2>

**Owen Sound Municipal Non Profit Housing Corporation** – provides affordable housing and rent geared to income housing. Call to inquire about eligibility.

<http://www.newcomersbrucegrey.ca/record/GBA0521?Number=4>

**YMCA Housing Support Services** – provides assistance to adults and youth 16 and older across Grey and Bruce Counties who are homeless, at risk of homelessness or dealing with other housing issues. Located in Hanover and Owen Sound.

Hanover: <http://www.newcomersbrucegrey.ca/record/GBA1503?Number=1>

Owen Sound: <http://www.newcomersbrucegrey.ca/record/GBA0299?Number=3>

## *Language*

**Adult Learning Centres Grey-Bruce-Georgian** – offers free weekly ESL groups in some branches. If volunteers are available, students may be matched with volunteers for additional mentoring.

<http://alcentres.ca/services/esl/>

**Arden Language Centre** - offers full-time, multi-level ESL classes to adults (age 18 and up) using the Cambridge ESL curriculum, Ventures. Scholarships are available for those who does not have the means to pay.

<http://www.newcomersbrucegrey.ca/record/GRE0037?Number=0>

**Ersine Community Health Centre** – Upper Grand District School Board offers an ESL program to adults in Dundalk and area.

<http://www.newcomersbrucegrey.ca/record/GRE0388?Number=0>

**Occupation-specific Language Training** (Georgian College) – free work-oriented language training (180 hours) to help newcomers to Canada improve their workplace communication skills.

<https://www.georgiancollege.ca/academics/oslt/>

## *Legal & Policy*

**City and municipal by-laws** – go to official website of the city or municipality.

**Grey Bruce Community Legal Clinic** – provides access to advice on legal matters for Grey Bruce residents. Offers legal services (representation and more intensive assistance) to residents with low income. Does not do family law, criminal law, litigation or wills and estates

<http://www.newcomersbrucegrey.ca/record/GBA2394?Number=0>

### *Mental Health / Addictions*

**Canadian Mental Health Association Grey Bruce** – provides a variety of preventive and remedial programs in communities through out Grey Bruce.

<http://www.cmhagb.org/programs/>

**Birth to Senior Kindergarten Mental Health Program** (Keystone) – helps children from birth to senior kindergarten and their families who are experiencing serious behavioural and/or emotional difficulties.

<http://www.newcomersbrucegrey.ca/record/GBA2492?Number=5>

### *Transportation*

**Driver Examination Centre** - provides driver licensing and examination services on behalf of the Ministry of Transportation (MTO). Located in Owen Sound and Walkerton.

Owen Sound: <http://www.newcomersbrucegrey.ca/record/GBA1880?Number=2>

Walkerton: <http://www.newcomersbrucegrey.ca/record/GBA1131?Number=1>

**Driver's licence and plate sticker renewal** (Service Ontario) – service counters located in Durham, Hanover, Kincardine, Markdale, Owen Sound, Port Elgin, Walkerton, Wiarton and Wiarton. For information on the a specific service counter, go to Newcomer Information Bruce Grey website ([www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca)), conduct a “New Search” using the keywords “driver's licence renewal” and select a community.

### *Translation and interpretation resources*

**Commercial translation devices** – available in a wide price range from \$70 and up. They are advertised for business and travel use. Making Grey Bruce Home has tested the Aibecy Translator, and it works reasonably well, as long as users speak slowly and clearly, and use simple short sentences. To research on and compare devices, go to Youtube and type in “translation device”.

**Owen Sound Muslim Association** – arranges translation (Arabic-English) services for refugees and any newcomers.

<http://www.newcomersbrucegrey.ca/record/GRE0091?Number=3>

**Free Phone apps** – there are quite a few translation phone apps available. Making Grey Bruce Home has tested Voice Translator by HawsoftMob Inc and Google Translate. Both are free and work reasonably well, as long as users speak slowly and clearly, and use simple short sentences. Some teachers are using the “sayhi” app to communicate with newcomer students in their classroom.

Voice Translator: <https://appadvice.com/app/translator-voice-translation/1247396868>

Google: <https://play.google.com/store/apps/details?id=com.google.android.apps.translate&hl=en>

Sayhi: <https://www.sayhitranslate.com>

**Translation and Interpretation Program** (Immigration Services Guelph-Wellington) – provides trained and qualified translators and interpreters for a variety of languages. This is a fee-for-service program.

<http://www.is-gw.ca/services/translation-interpretation-program-tips>



**Volunteer translators/interpreters** – Welcoming Communities Grey Bruce has started compiling a list of volunteer translators/interpreters in a variety of languages. Contact them for more information.

[welcominggreybruce.ca](http://welcominggreybruce.ca)

### Online resources

**Anytime ESL** - an online English as a Second Language program funded by the Ministry of Children, Community and Social Services (MCCSS) as a pilot project under its Adult Non-Credit ESL service. Its target audience is newcomer adults at Canadian Language Benchmark levels 1-5.

<https://anytimeesl.ca/>

**Assaulted Women's Helpline** – provide crisis counselling, safety planning, emotional support, information and referrals accessible 7 days a week, 365 days a year.

<http://www.awhl.org/>

**CLB Online Self-assessment** – a tool that assesses a newcomer's CLB levels in reading and listening. The assessment does not replace the official Canadian Language Benchmarks Assessment required for the application of citizenship, which has to be taken at an assessment centre. The closest assessment centres are in Barrie, Guelph, Kitchener and Brampton.

<http://www.language.ca/home/>

**CLEO (Community Legal Education Ontario)** - provides information to people who face barriers in accessing the justice system, including income, disability, literacy, and language, helps them understand and exercise their legal rights. Publications can be printed in various languages.

<https://www.cleo.on.ca/en>

**MTO's Official Driver's Handbook** – available in English and French.

English: <https://www.ontario.ca/document/official-mto-drivers-handbook>

French: <https://www.ontario.ca/fr/document/guide-officiel-de-lautomobiliste>

**Driver Licencing Information** – provides information on how and where to obtain an Ontario driver's licence.

<http://www.newcomersbrucegrey.ca/record/GRE0380?Number=0>

**LINC Home Study** – a free distance ESL program for newcomers with a minimum Canadian Language Benchmark (CLB) score of 3 for listening and speaking and 2 for reading and writing, who cannot attend LINC classes in person. Students choose between online (computer with internet access) or correspondence (books and CDs) learning options and study independently from home.

<https://www.tcet.com/linc-home-study/how-to-register>

**Settlement.Org** – contains information and resources for newcomers to Ontario, and a discussion forum for newcomers to share experience or ask questions. Settlement and orientation information can be read in a variety of languages.

[www.settlement.org](http://www.settlement.org)

<https://settlement.org/translated-information/>

## Training and knowledge development

### **Canada Immigration Newsletter**

<https://www.cicnews.com/>

### **Immigrant and Refugee Mental Health Project**

<https://irmhp-psmir.camhx.ca/>

**LearnAtWork Online Learning** – contains a collection of online learning courses created and hosted by OCASI (Ontario Council of Agencies Serving Immigrants). The topics are mainly on skills in working with newcomers.

<https://ocasi.org/learn-work>

### **Lifeline Syria**

<http://lifelinesyria.ca>

**Together Project** – a Toronto-based initiative to connect Government-assisted newcomers with Canadians for friendship and support as part of an effort to build stronger, more inclusive communities. Their volunteer training manuals are available for download.

<https://togetherproject.ca/matching/#resources>

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## Appendix

Individuals and families from other countries come to Canada through different channels.

### Permanent residents

#### *Refugees & Protected Persons*

- [Government-Assisted Refugees](#) (GARs) are refugees referred to the Canadian government by the United Nations High Commission for Refugees (UNHCR) or another designated organization. The Government of Canada sponsors their initial resettlement and provides a year of financial assistance and other supports.
- [Privately-sponsored Refugees](#) (PSRs) are those refugees selected by a Sponsorship Agreement Holder (SAH), a “Group of Five” or more Canadians or community organization who provides 12 months of financial and volunteer support.
- [Blended Visa-Office Referred](#) (BVOR) Refugees are referred by UNHCR and matched with private sponsors (a Sponsorship Agreement Holder, a Group of 5, or a community sponsor). The Government of Canada provides six months of financial support and the private sponsor also provides six months of financial support and a year of social support.
- Protected persons are persons for whom staying or being returned to their country of origin would subject them to a danger for torture, a risk to their life, or a risk of cruel or unusual treatment or punishment.

#### *Immigrants*

- Economic immigrants are selected for their skills and ability to contribute to Canada’s economy. There are several subcategories of economic immigrant, including skilled workers, business immigrants, provincial or territorial nominees, live-in caregivers and the “Canadian experience class”.
- Canadian citizens or permanent residents can sponsor their spouse/partners, parents, grandparents and other family members to move to Canada through the family class.

### Temporary Residents

- Refugee claimants are temporary residents who request refugee protection upon or after arrival in Canada. They may remain in Canada while their application is being reviewed and may apply for a work permit. A refugee claimant whose claim is accepted can make an application in Canada to become a Permanent Residence.
- International students are in Canada principally to study for a specified length of time. They have been issued a study permit and are eligible to apply for a work permit. A study permit holder may qualify to work on-campus or off-campus without an additional work permit
- Temporary foreign workers are in Canada principally for professional or work-related reasons for a specified length of time. They have been issued a document that allows them to work in Canada but must leave Canada when their permit expires.
- Foreign nationals other than refugee claimants may be allowed to remain in Canada on humanitarian or compassionate grounds under special circumstances.

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