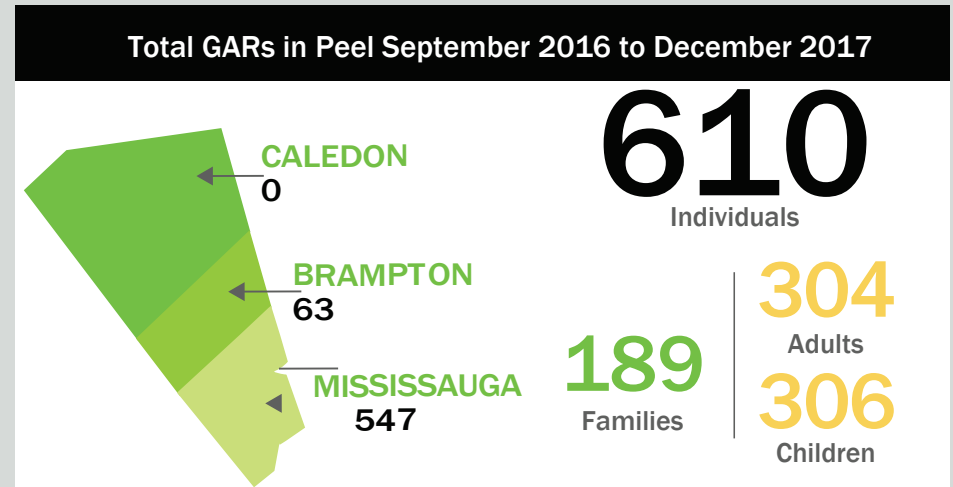
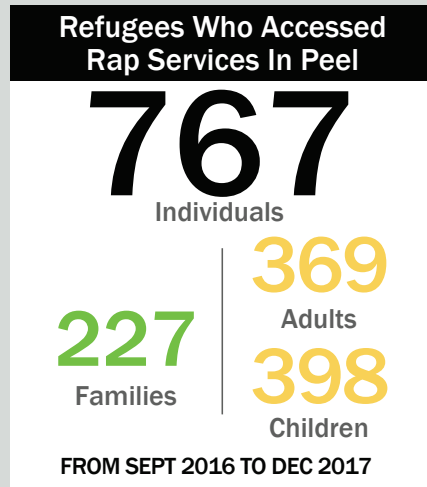


# Refugee Settlement in Peel

## GAR\* Families Accessing RAP\* Services



\*Resettlement Assistance Program (RAP) offers essential services to Government Assisted Refugees (GARs) that arrive in Canada. RAP is funded by the Immigration, Refugees and Citizenship Canada (IRCC). Settlement services begin at or shortly after arrival (within 4-6

weeks of their arrival. There are currently 15 RAPs in Ontario. Government-assisted refugees are refugees from the Convention Refugees Abroad Class. The Government of Canada or the Province of Quebec supports their initial resettlement in Canada.

### Refugees Moving Out of Peel from September 2016 to December 2017

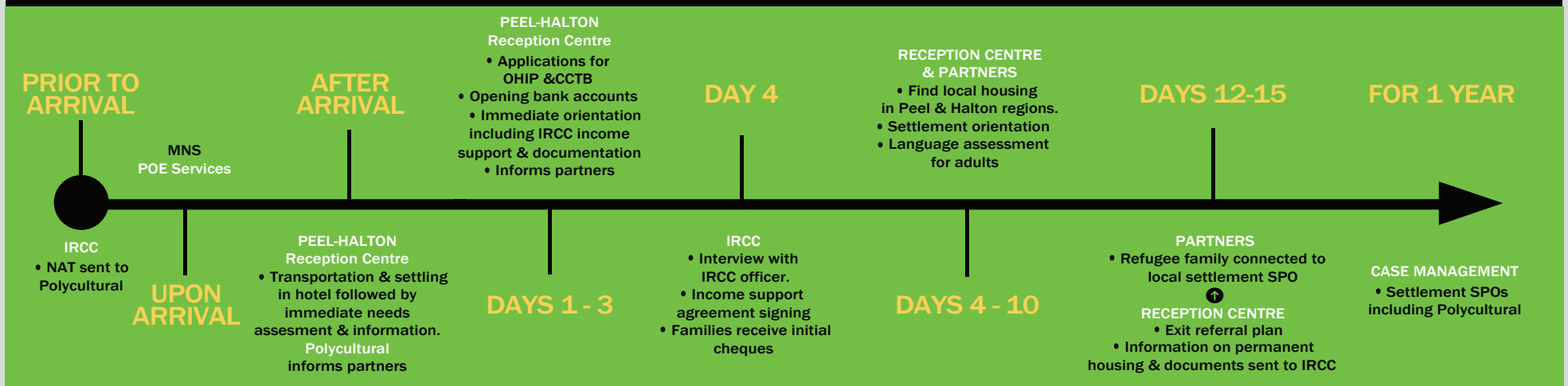
Destination	Number of families	Number of adults	Number of children	Total individuals
Halton	8	14	17	31
Windsor	3	7	18	24
Quebec	1	2	2	4
Peterborough	2	3	2	5
Guelph	1	2	6	8
Hamilton	2	4	13	19
Brantford	1	2	5	7
London	8	13	10	23
Scarborough	1	2	4	6
Toronto	2	3	2	5
Kitchener	1	2	4	6
Etobicoke	1	2	0	2
<b>Total</b>	<b>32</b>	<b>57</b>	<b>83</b>	<b>140</b>

### Refugees' Countries of Origin

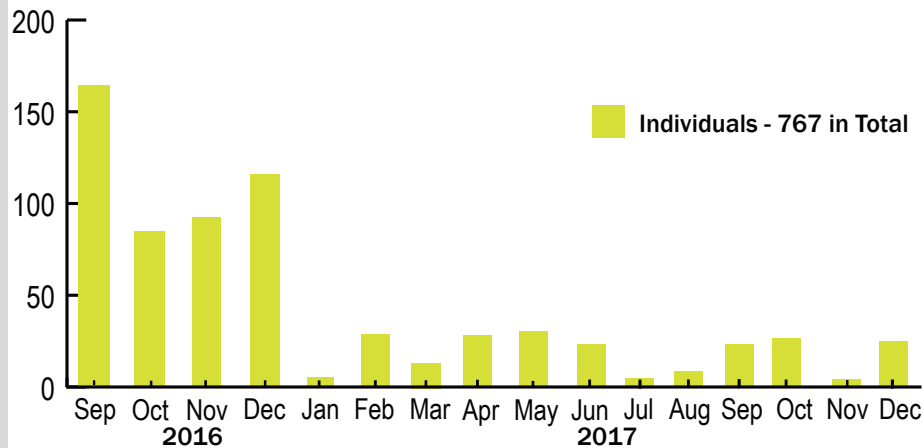
Country	Number of families	Total Number of Individuals
Syria	163	622
Iraq	38	86
Palestine	6	13
Columbia	6	11
Eritrea	1	8
Sudan	1	7
Somalia	3	6
Congo	5	6
Pakistan	2	2
Liberia	1	1
Ethiopia	1	5
<b>Total</b>	<b>227</b>	<b>767</b>

# Service Delivery Timeline: Supporting Refugees in Peel

## THE FIRST 12-15 DAYS AND BEYOND: PEEL-HALTON INTEGRATED SERVICES RECEPTION CENTRE FRAMEWORK



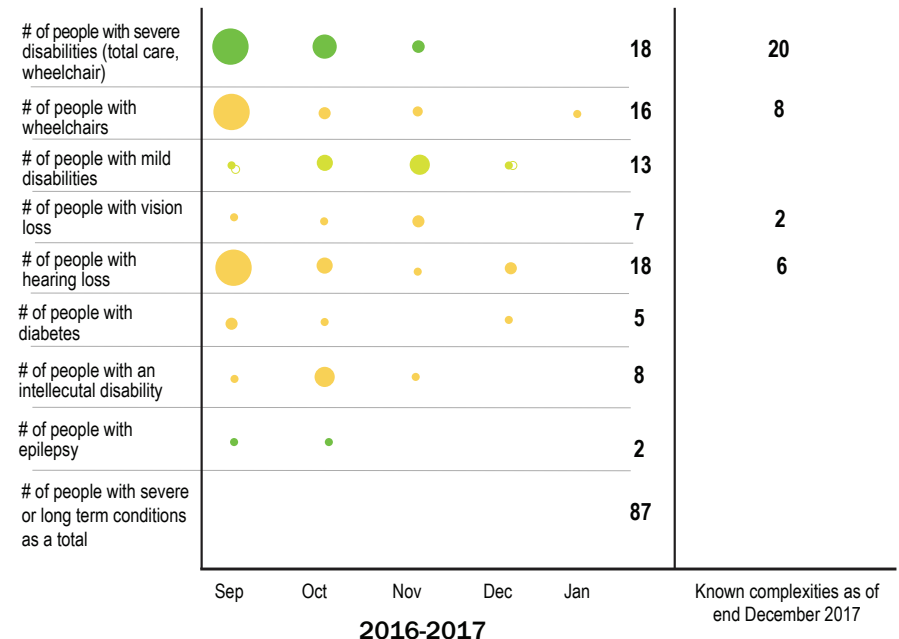
Number of GAR refugees processed through the RAPs in Peel Region from September 2016 through February 2017



### For Comparison: PSRs (Privately Sponsored Refugees) and BVOR Refugees

Privately sponsored refugees are approved overseas and arrive in Canada as permanent residents. Private sponsor groups provide financial support and settlement assistance for one year. Data from Nov. 2016 to Jan. 2016 show 579 PSR's in Peel at that time (558 in Mississauga and 21 in Brampton) and 67 BVOR (Blended Visa Office Referred) Refugees in Peel (55 in Mississauga and 12 in Brampton).

Health Complexities Recorded by Month and Current Total



## Health Complexities

18%

Of Arriving Families Have At Least One Family Member With A Disability

6

In wheelchairs

26

With severe or long-term disability

## Housing

Permanent Housing Unlocks Access To Vital Supports



- Bank Account
- LINC Classes
- Health Services
- Employment Services

## Transportation

Location Of Housing Presents Challenges

- Language problems
- Multiple buses sometimes required
- Sometimes hours are spent traveling to access vital services
- Cost of housing can necessitate living farther from services

Facing continuous hurdles can create a demotivating effect, contributing to suboptimal outcomes for families

## RAP Partners

18 Current Number Of Partners Supporting

Peel Children's Aid Society  
 Peel Regional Police  
 RBC  
 SWIS - Polycultural  
 CSS - Polycultural Orientation - Polycultural  
 Region of Peel - Health Services  
 Peel Multicultural Centre  
 Malton Neighbourhood Services  
 Catholic Cross Cultural Services  
 BridgeWay Family Centre  
 Primary Health Care Providers  
 Peel District School Board - Welcome Centres  
 Newcomer Centre of Peel  
 Centre for Education and Training  
 COSTI  
 Muslim Welfare Centre  
 Service Ontario

This list of organizations have worked together in the spirit of collaboration. The RAP Centre's support to clients is made possible because of the support of partners across Peel & Halton.

# Evaluating Program Success & Gaps

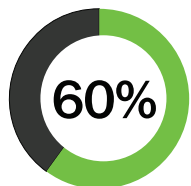


In order to make positive changes to the services and supports at the RAP, clients were asked to voluntarily complete a confidential survey that evaluated their experience

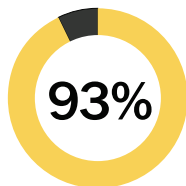
and change in knowledge throughout several key presentations. Participants were surveyed at the middle and end of their time with the RAP.



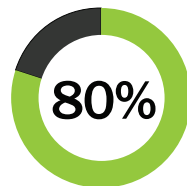
## Participant Feedback about RAP Services and Navigating the System



Feel they are better off after accessing RAP services



Expressed that they now know where to go for the information they need



Felt supported through language assessment process

### RAP Staff Challenges

- Volunteers sometimes give incorrect information, adding to confusion and requiring time spent correcting and guiding clients in the right direction.
- Staff accompany clients to the bank or doctor when possible to meet client needs for direct assistance, further stretching resources

### SURVEYS REVEALED

- Generally, participants felt positive about their experience with the RAP. They felt that the staff was knowledgeable, respectful and friendly. They found the presentations at the Reception Centre informative and useful.
- Participants hoped to learn more about the Child Tax Benefits
- Participants hoped to learn more about what to do after leaving the Reception Centre - they want support in creating a concrete plan

### OBSERVATIONS REVEAL

- Participants are overwhelmed - there is a high volume of new information and experiences.
- Participants are apprehensive about their futures because of the complexities in our systems. Issues of accreditation can be intimidating, and people wonder if they will be able to practice their profession in their new home country.



### Quick Reference

**PSR** - Privately Sponsored Refugee (Privately funded sponsor groups)  
**BVOR** - The Blended Visa Office-Referred Program. (6 months by private sponsors and 6 months by the government)  
**GAR** - Government Assisted Refugee (funded fully by Canadian Government agencies)

# Health Intake and Case Worker Highlights

## FOR 2 CHILDREN IN PAIN, HEALING IS IN SIGHT

“On my first day with the RAP team, I met a guilt-ridden, Syrian mother in her hotel room at the RAP center. Two of her children, aged 5 and 10, had severe burns to their face and body, after an accidental explosion from an oil lamp at their temporary home in Turkey. I took the children to a family doctor who referred them to Sick Kids Hospital’s dentistry department in Toronto. One of the children’s teeth were badly damaged and the child had difficulty and pain even opening her mouth due to the severe burns on her face. Less than 4 months after they landed in Canada, the children had their first plastic and dental surgery and laser procedures to loosen the tight and scarred skin. The plastic surgeon will treat the children for the next two to three years and will perform all the necessary surgeries to treat their burns.”

## THE LITTLE HEART PATIENT

“A 5-year old Syrian girl in the RAP centre suffered from a congenital heart defect since birth, making her weak and easily tired. Typically, the condition is treated by open heart surgery in the first year of life, however, she didn’t have her first surgery in Syria until she was 2 years old. She had a second surgery in Turkey in 2014, but the family was told that both surgeries were not very successful. I took her to the family doctor, who referred her to Credit Valley hospital. She was examined by a general physician and referred to a cardiologist. After being treated and cleared by the dentistry department at Sick Kids to ward off possible infection, she was put on iron supplementation in preparation for her heart surgery, which is planned for early 2017. Once her surgery is done she will be able to lead a normal life and enjoy the things that kids do.”