

Refugee Settlement in Peel

GAR* Families Accessing RAP* Services

Target

1158

Persons to be assisted by RAP Centres
Between September 2016
and October 2018
(500 GARs in 2016-2017
and 448 in 2017-2018)

89%

OF GOAL REACHED BY END OF FEB 2018

Refugees Who Accessed services
at the Peel-Halton RAP centre

1123

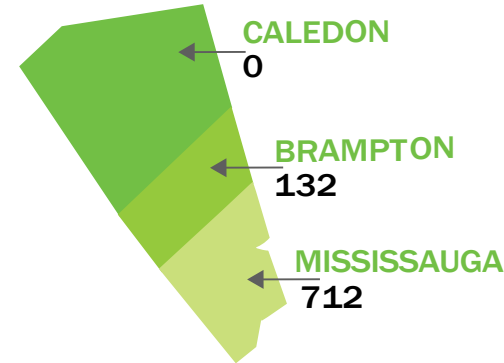
Individuals

345

Families

FROM SEPT 2016 TO OCT 2018

Total GARs in Peel September 2016 to October 2018



844

Individuals



*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 Resettled by City from September 2016 to October 2018

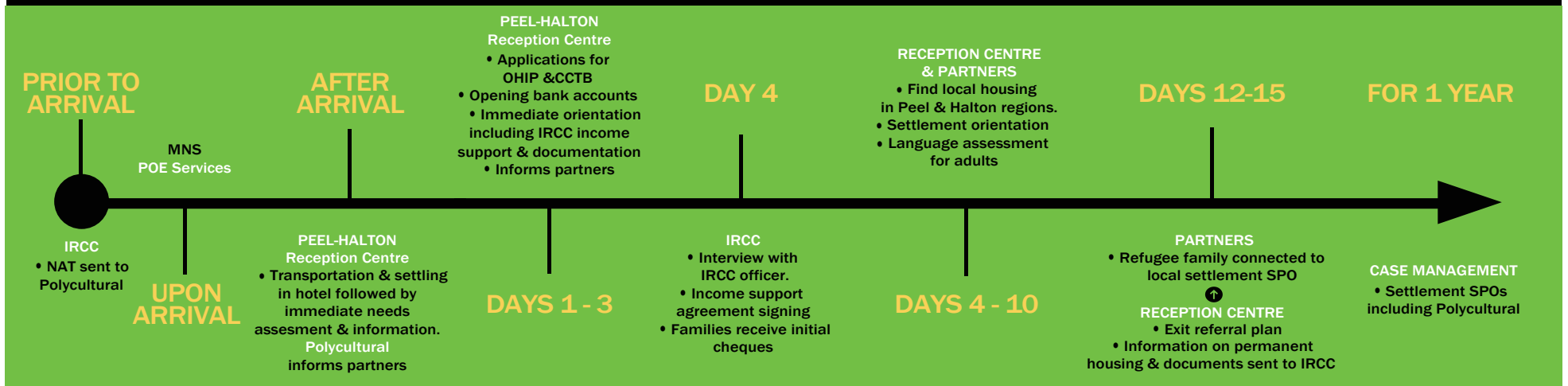
Destination	Individuals	Destination	Individuals
Mississauga	712	Hamilton	57
Brampton	132	Brantford	7
Burlington	15	Kitchener	14
Milton	9	London	41
Oakville	21	Peterborough	5
Toronto	14	Windsor	36
Scarborough	6	Exeter	2
Guelph	13	Bradford	6
Other	24		
Total			1114

Refugees' Countries of Origin (total arrived to RAP Centres)

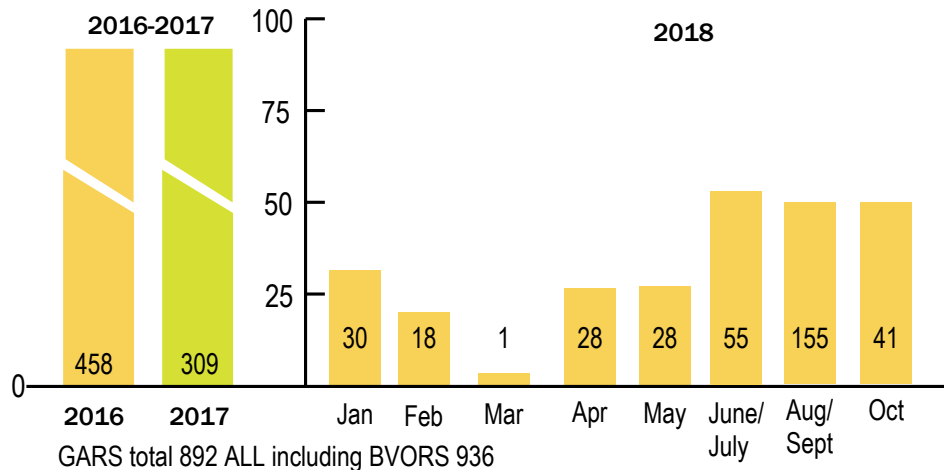
Country	Number of families	Total Number of Individuals
Syria	224	849
Iraq	73	174
Palestine	6	13
Colombia	6	11
Eritrea	7	16
Sudan	2	8
Somalia	7	17
Congo	7	8
Pakistan	7	17
Liberia	1	1
Ethiopia	2	6
El Salvador	1	1
Kenya	2	2
Total	345	1123

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 SEP 2016 through OCT 31, 2018



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 at Halton Peel RAP Centre As of OCT 2018

Type	Number	Percentage
Severe or Long-term disability	30	2.7%
Wheelchairs	18	1.6%
Vision disability	5	0.2%
Hearing disability	6	0.7%
Passed away	3	0.3%
Total	62	5.5%

Health Complexities

5.5%

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

18
In wheelchairs

30
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

21

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
 Afghan Women's Organization
 Dixie Bloor Neighbourhood Centre
 Punjabi Community Health Services
 Brampton Multicultural Centre

The RAP Centre's support to clients is made possible because of the support of partners across Peel and Halton

Evaluating Program Success & Gaps

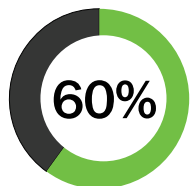


In order to make positive changes to the services and supports at the RAP, clients were asked to voluntarily complete a confidential survey that evaluated their experience

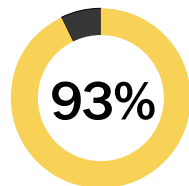
and change in knowledge throughout several key presentations. Participants were surveyed at the middle and end of their time with the RAP.



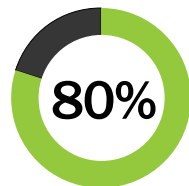
Participant Feedback about RAP Services and Navigating the System



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

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.

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



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 denstisty 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.”