

COMMUNITY REPORT

Immigration in 5 Rural Manitoba Communities with a Focus on Refugees: Winkler-Altona-Morden-Carman Case Study

August 2016





Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Rural Development Institute, Brandon University

Brandon University established the Rural Development Institute in 1989 as an academic research centre and a leading source of information on issues affecting rural communities in Western Canada and elsewhere.

RDI functions as a not-for-profit research and development organization designed to promote, facilitate, coordinate, initiate and conduct multi-disciplinary academic and applied research on rural issues. The Institute provides an interface between academic research efforts and the community by acting as a conduit of rural research information and by facilitating community involvement in rural development. RDI projects are characterized by cooperative and collaborative efforts of multi-stakeholders.

The Institute has diverse research affiliations, and multiple community and government linkages related to its rural development mandate. RDI disseminates information to a variety of constituents and stakeholders and makes research information and results widely available to the public either in printed form or by means of public lectures, seminars, workshops and conferences.

For more information, please visit www.brandonu.ca/rdi.



Introduction

In November 2015, a national resettlement initiative was undertaken to resettle 25,000 Syrian refugees across Canada. Since November 4th, 2015 the Government of Canada has welcomed more than 29,700 Syrian refugees (August 1st, 2016) and the commitment to resettling more refugees to Canada is continuing in 2016¹. More than 1000 Syrian refugees have resettled in Manitoba and, of those, 90 have settled outside of Winnipeg, in rural communities and small centres. This research project was initiated out of this experience and is funded by Immigration, Refugees and Citizenship Canada (IRCC) through Manitoba Association of Newcomer Serving Organizations (MANSO).

The purpose of the project is to learn from the current experiences in five rural communities in Manitoba and examine the settlement and community capacity of these smaller centres to resettle refugees. Selected communities are those who have received newcomers and have recently received refugees or have an active plan in place for the arrival of refugees.

This research project builds on the 2015 “Immigration Settlement Services and Gaps in CIC’s Western region”² study conducted by the Rural Development institute (RDI) and Immigration Research West (IRW). It offered a snapshot of the immigration settlement services sector in 29 selected rural communities across the western provinces (British Columbia, Alberta, Saskatchewan, Manitoba) and in the three territories (Yukon, Northwest Territories, Nunavut).

1 Government of Canada, Immigration, Refugees and Citizenship Canada (retrieved from <http://www.cic.gc.ca/english/refugees/welcome/milestones.asp>). date accessed August 8, 2016.

2 Ashton et al. (2015, May). Immigration Settlement Services and Gaps in CIC’s Western Region. Retrieved from <https://www.brandonu.ca/rdi/publication/immigration-settlement-services-and-gaps-in-citizenship-and-immigration-canadas-western-region/>

Research Method

This study follows the same method as the 2015 study. Five communities³ were selected that are distributed geographically and represent a sample of the provinces’ smaller cities⁴. The five cases are: Dauphin, Portage la Prairie, Boissevain-Killarney, Steinbach-Kleefeld and Morden-Winkler-Altona-Carman.

In the five communities, data were collected through 30 telephone interviews with a senior official of the Service Provider Organizations (SPOs) or a representative of the Refugee Sponsorship Group. The sample of participating service providers included both SPOs that have a primary mandate to serve newcomers (funded by Immigration, Refugees and Citizenship Canada or other sources) and community organizations supporting newcomers in some capacity. This research did not include newcomers or refugees and as such the findings are based solely on the opinions and perceptions of SPOs and refugee sponsorship groups’ representatives.

Once data were collected, a draft report was compiled for each community. Each was shared with the research participants and other local stakeholders. Their feedback was incorporated and reports finalized.

3 Similarly as in the Ashton et al. (2015) study, the term “community” is conceptualized in geographic terms as either a “local community” that consists of a single municipality, or a “regional community,” comprising two or more neighboring municipalities and/or areas that are not incorporated as municipalities.

4 Winnipeg is excluded from the study together with the communities participated in the Ashton et al. (2015) study with an exception of Dauphin, due to its recent experience with refugee resettlement (15 individuals as of August 8, 2016).

Winkler-Altona-Morden-Carman Case Study

The Winkler-Altona-Morden-Carman case is a snapshot of perceptions from ten participants. Organization representatives reported receiving funding for their operations from a variety of sources, including IRCC, private, provincial and other federal sources. Several participants reported multiple sources of funding. Five participants and ten additional stakeholders provided feedback to finalize the report by participating in a teleconference discussion or via e-mail.

Community Context

Winkler, Altona, Morden, and Carman are 4 towns in south-central Manitoba in the Pembina Valley region, which are in relatively close proximity to one another. The four communities have a cumulative population of 25,632 (2011)⁵ and includes the city of Winkler with a population of 10,670, the town of Altona with 4,123, the city of Morden with 7,812,

and the town of Carman with 3,027 residents. The travel time between the communities ranges from 15 minutes to just over an hour and it is not uncommon for residents to travel between these communities to access goods and services. The closest metropolitan area is Winnipeg and is between 50 minutes (Carman) and an hour and a half away (Morden, Winkler, and Altona). The economies of the communities in the Pembina Valley region are primarily rooted in agriculture, but have strong manufacturing and food processing sectors as well.

The IRCC reports that 53 refugees have settled in the communities of Winkler (12), Altona (34), Morden (7) under the Blended Visa Office-Referred (BVOR) sponsorship program, while also reporting that less than 5 Privately Sponsored Refugees (PSR) are still in queue for arrival in Carman⁶. In the feedback received an individual from Carman was aware of 16 refugees expected to arrive in Carman, 8 from Syria and 8 from Pakistan under the BVOR and PSR programs.

All participants confirmed that newcomers (including refugees) had settled in their community in the last 5 years. It was discussed in the teleconference and highlighted in feedback received by e-mail that the Winkler-Altona-Morden-Carman communities also serve newcomers from the surrounding municipalities such as Stanley, Rhineland, Pembina, Thompson, Roland, Dufferin, and Morris with a cumulative population of more than 22,000 people (2011)⁵.

Participants reported that the refugees who arrived in Morden, Winkler and Altona since November 2015 were from Syria, Myanmar (Burma) and Eritrea.



⁵ Statistics Canada, 2011 Census

⁶ Government of Canada, Immigration, Citizenship and Refugees (retrieved from <http://www.cic.gc.ca/english/refugees/welcome/map.asp>)

Table 1 – Settlement Services offered in Winkler, Altona, Morden and Carman, as reported by the 10 participants

 <p>Information and Orientation</p> <ul style="list-style-type: none"> • Needs assessment and referral • Initial reception • Individual and group orientations 	 <p>Literacy and Language Training</p> <ul style="list-style-type: none"> • Language training (Various levels) • Language assessment • Job specific language training • English at work • Literacy classes 	 <p>Support Services</p> <ul style="list-style-type: none"> • Interpretation/translation (limited) • Mental health • Childcare (for attending classes) • Women, youth focused programming • Transportation (by volunteers; Handivan, bikes) • Programming for newcomers with disabilities • Refugee specific supports • Food bank and community meals
 <p>Labour Market Access Supports</p> <ul style="list-style-type: none"> • Connections with employers • Assistance finding a job (resume building, interview skills training) 	 <p>Community Connections</p> <p><i>(some offered on a volunteer basis)</i></p> <ul style="list-style-type: none"> • Interaction with newcomers (e.g., conversation groups) • Mentoring programs • Welcoming communities (e.g community events promoting cultural awareness and diversity; cooking classes, one on one tutoring) • Citizenship classes 	

Seven of the 10 participants indicated that they were aware of an active plan for the arrival of more refugees by the end of 2016. In the teleconference it was mentioned that one family (four individuals) are expected to arrive in August 2016. Participants reported primarily that refugees would be arriving through the PSR and BVOR programs. There is also a family of five Government-Assisted Refugees (GAR) who are thinking of relocating in the community from Winnipeg.

Settlement in the Community

Participants were asked how easy or difficult newcomer settlement was in their community. Seven out of 10 reported it is somewhat difficult and three reported it is somewhat easy. The reasons provided for the ease of settlement were the presence of experienced settlement service providers in the region, a supportive and coordinated volunteer base, availability of EAL classes, and donations in kind for newcomers from community members. However, the list of reasons explaining the difficulty of settlement for newcomers was a bit longer. The most frequently reported reasons were culture shock, discrimination, lack of public transportation, limited English language proficiency, and the scarcity of interpretation services. There was a consensus among all six individuals who attended the teleconference that transportation is a major challenge in those communities. Newcomers and refugees rely almost solely on volunteers for transportation assistance and the significant time commitment required from volunteers should not be underestimated.

Other reported reasons for the difficulty of newcomer settlement were difficulty finding work, followed by affordable housing, volunteer fatigue, availability of food that meets newcomers religious needs (e.g. Halal meat) and access to post-secondary education. Overall, though participants indicated that there are strong supports in place, some of the challenges of settlement are simply inherent with living in a rural area (e.g. lack of public transportation, meeting specific food requirements, limited access to higher education).

Settlement Services

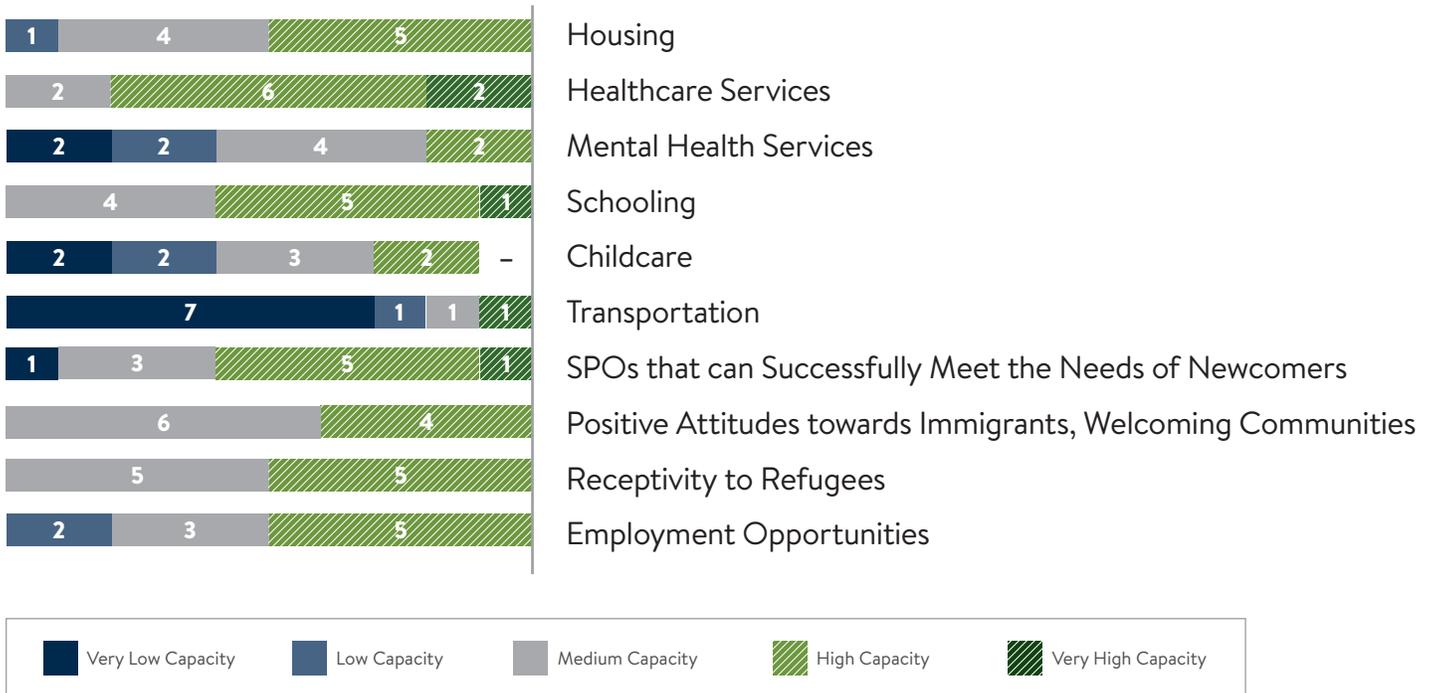
Newcomers, including refugees, have access to a broad range of settlement services and supports in the Winkler, Altona, Morden, and Carman area as shown in Table 1 (page 3). In Table 1, within each service category services are reported in the order of the frequency mentioned by the ten participants, with the most commonly reported service listed first in each section and the least commonly reported services listed last. It is noted that newcomers might have to travel within the

region to access services (half an hour drive). Only a couple of participants indicated that refugee-specific services were offered, but refugees have access to all services available to newcomers.

Participants were asked if they felt the current services offered to newcomers in the community needed to expand. Eight of the 10 participants felt that settlement services needed to be expanded in their community to meet the current need, while two participants felt the services currently offered were sufficient but would need to be expanded in the future in order to meet growing needs. Interpreter and translation services was identified most often by participants as needing to expand (e.g. for interactions in the healthcare, legal and education fields). Participants also identified expansion was necessary for crisis counseling (e.g., mental health and PTSD support), transportation services, language training (both frequency of classes and level of training), and more settlement workers are needed. A few participants also mentioned the need for more funding, more cultural awareness training, for both newcomers and residents, and more communication about the services available in the community. One participant mentioned that services, especially language training, should be offered locally in all four Winkler, Altona, Morden, and Carman (most services are offered in Winkler-Morden), since travelling distance even within the region is a barrier for newcomers to access services.

In addition to expansion of services, participants were also asked whether the services offered needed to change in order to meet newcomers' needs in the communities of Winkler, Altona, Morden, and Carman and participants' responses were divided. Five participants felt that services needed to change to meet current needs, while three felt that change to services was not currently needed, but would be needed in the future as demand continues to grow along with the diversity of newcomers. Two participants felt the current services were the services most needed and no change was needed. Those explaining the type of changes needed expressed the need for flexibility in the delivery of services (e.g. language training for specific skills, options for online service delivery) since newcomers have unique needs often based on their immigrant class, country of origin, and diverse experiences. In the teleconference, the unique needs for newcomer seniors were discussed since there are no programs tailored specifically for them. On one hand seniors are a small group in the newcomer and refugee population, on the other hand seniors' integration process is more challenging and slow. In some cases there are multi-generational refugee families resettling in the community and unique family dynamics are observed. Children are attending school and integrating more quickly and their grandparents (in most cases with limited to no English language skills) having limited social connections.

Figure 1 - Areas of community capacity ranked from very low to very high by the ten research participants



Short and Long-term Needs of Refugees

Participants were asked to identify the top short and long-term needs of refugees. Language proficiency and housing were identified by the majority of participants (8 of 10) as a crucial short-term need for refugees. Most refugees arrive with very low level of English language proficiency, something that affects all the other aspects of their settlement (e.g. finding employment, daily life, socializing). Employment (4) and a welcoming community (connections, social support) (4) were also identified, as short-term needs.

In the long-term, integration into the community was considered as the most important need by the majority of participants (7). Employment (6) and language acquisition (5) were also identified, as top long-term needs. This overlap in short and long-term needs is expected since language and employment are so integral to newcomer well-being and settlement.

In the teleconference feedback session, mental health services was identified as an important long term need for refugees since, on top of having experienced traumatic events, they also have to go through a transition to adjust to a new culture and life in a new country. The teleconference participants were

unsure who could offer these services in the community, as there is a general need for all community members. Currently refugees are referred to the Aurora Family Therapy Centre in Winnipeg but transportation is a barrier to access this service.

Community Capacity

All ten participants agreed that the Winkler, Altona, Morden, and Carman region had the capacity to attract and retain refugees. The ten participants ranked ten areas of community capacity for assessing the community’s ability to respond to the needs of refugees. The results are listed in Figure 1.

The community’s capacity to provide housing, schooling, and settlement services were ranked positively by respondents. Participants felt that a strong network of experienced settlement service providers exist in the region, together with schools experienced in welcoming children from newcomer and refugee families (more classroom space is needed though). Regarding housing, there is availability in the community, yet it is often expensive, especially for larger families. Finding housing is easier for PSRs, since the sponsorship groups arrange it before their arrival. In addition, the communities’ capacity to provide health care was very positively ranked and it was reported that some medical centres are expanding to respond to the communities’ needs. In the teleconference, it

was mentioned that local doctors might not always be familiar or educated in diseases occurring in other countries. For example, doctors might not be able to recognize the symptoms of a disease or not be readily able to recommend a treatment method for health issues not commonly seen in Canada, which may only compound the health issue and its impact on the newcomer. The importance of offering interpretation services in someone's first language when accessing health care services was also reiterated in the teleconference discussion.

Transportation was identified as a key capacity deficiency, as seven participants ranked their community as having very low capacity and one as low capacity. There is no public transport infrastructure in this region and newcomers often rely on volunteers, taxis, Handi-transit, and bicycles to make their way to services (mainly offered in Winkler-Morden) and their employment; however, biking is virtually impossible in the winter months and taxis are cost prohibitive. This limited access to transportation is less of a concern for PSRs initially because of volunteer networks established to provide transportation; however, as families become more independent and volunteer hours are reduced the issue will become more pronounced for families.

The participants ranked community capacity on receptivity to refugees and positive community attitudes towards newcomers as medium to high. Though church groups and sponsorship groups are engaged and enthusiastic in supporting refugees, the broader community may sometimes be skeptical and wary of newcomers. There is a regional need for more awareness and understanding between newcomers and residents in some cases, nevertheless participants reported the region overall is welcoming.

Participants had mixed perceptions in regards to their communities' capacity to provide mental health services to newcomers and the accessibility of childcare in the community. Four of the 10 participants ranked their communities' mental health services and access to childcare as low or very low while four and three respectively ranked it as medium. Access to mental health supports is crucial for refugees and was emphasized as such in the feedback received by the teleconference participants. One participant indicated that a potential refugee family was declined by the sponsorship group due to high mental health needs and the limited mental health services currently available in the community. Counseling supports are available in the communities, however participants mentioned several areas for improvement such as intercultural training for counselors, mental health services for children and provide services in refugees' first language. Regarding childcare, there are childcare facilities in the community but there is a need for more spots since waiting lists can be very long.

Participants' reports regarding the employment opportunities in their community were mixed, with 5 of the respondents rating employment opportunities either as medium or low. Though employment opportunities may be available, newcomers and refugees need to have at least working knowledge of English to take advantage of those opportunities. There was an overall consensus among the individuals attending the teleconference discussion in regards to refugees' English skills must be prioritized over employment. There are no language and employability requirement for refugees to come to Canada as for other newcomers and it is highly important for refugees to spend the first months to year advancing their language skills before looking for employment. This can cause frustration to refugees but in the long term it would be beneficiary for both ease of finding and retaining employment and also for safety reasons in the workplace.

Community members assist refugees connecting with employers and many companies are open to hiring refugees and newcomers. Most employment opportunities though are for entry-level positions and limited opportunities are offered for highly skilled professionals. In the feedback received this was identified as a potential challenge for long-term retention of the refugees and newcomers overall in the community. One individual shared the opinion that highly qualified newcomers might find themselves in a future dilemma; having to choose between an alternative career that would allow them to stay in the rural community they currently live in or relocating to a larger urban centre and return to their profession.

Partnerships and Agency Capacity

Nine of the ten participants reported their organizations were engaged in partnerships with other community organizations. Partnerships were identified with a great variety of community stakeholders. Healthcare services, schools, local SPOs were the partnerships reported most often. Several participants also reported partnerships with their municipality, local NGOs, churches, local businesses. At least one participant identified a connection with each of the following stakeholders: MANSO, SPOs in larger centres, housing supports, ethno-cultural groups, the local library, provincial government, the cities and financial institutions.

Participants in the Winkler, Altona, Morden, and Carman region also made suggestions as to the types of partnerships needed in the region to better support the needs and settlement of refugees. Most of the partnerships reported already exist in the region. Several participants suggested the need to strengthen the existing partnerships with local employers, schools, healthcare and partnerships among the sponsorship

groups in the wider Pembina Valley region. Partnerships with local employers are needed to both connect refugees for potential work opportunities, but also to educate employers on acknowledging and overcoming challenges with cross-cultural communication and low English language skills in the working environment. Other suggested partnerships were currently not established, but are needed, such as, partnerships between local churches and Muslim groups to meet cultural needs of refugees and SPOs with recreational services. Partnerships that support the cultural and religious needs of refugees are reportedly in need of expansion, which supports the early presumption that successful settlement is facilitated by access to one's ethno-cultural group and by bolstering one's community connections. More cooperation and communication between sponsorship groups is also needed so the sponsorship groups can learn from each other's experiences. Additionally, partnerships with translation services and housing supports (e.g., real estate agents, local landlords) were highlighted as needed in the region.

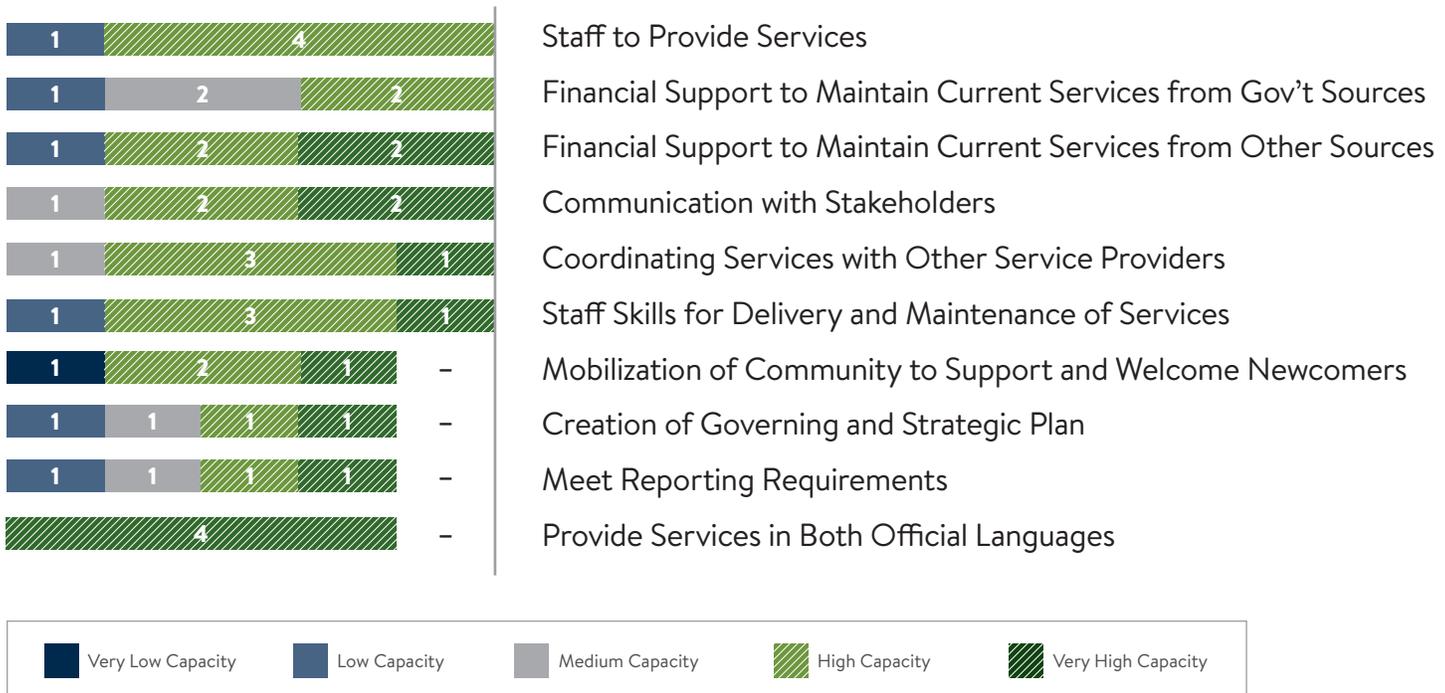
The participants were also asked about their own agency's or organization's capacity to meet the needs of newcomers, including refugees, in the community. Five participants ranked their organizational capacity on a set of activities (Figure 2). Fewer participants answered these questions, as they were

most intended for SPOs and did not always apply well to sponsorship groups or other community stakeholders who were not formally funded for their support of newcomers.

Reports on organizational capacity were quite strong from the region. Four out of the 5 participants reported that capacity in staff, staff skills, non-government sources of funding, ability to communicate with stakeholders and coordinate services with other service providers were somewhat or very high. Participant feedback on capacity in government funding, the ability to create governing and strategic plans, and meeting-reporting requirements were mixed. The ability to deliver services in both official languages was unanimously reported as very low capacity together with the capacity to provide translation services in other languages.

Other participants indicated that they needed more funding to support services and to provide development opportunities for their staff to increase their understanding of the unique needs of refugees. One participant noted that overall the agency's capacity would be a lot higher if there was a clear timeline on the refugees' arrival to allow time for more preparation.

Figure 2 - Areas of agency capacity ranked from very low to very high by the five research participants responding to this question



The following two sections of the Winkler, Altona, Morden, and Carman community report explores the participants' experiences with the refugee resettlement that has occurred since November 2015.

Recent Experiences with Refugees

Participants described the coordinated effort and the cooperation of many community stakeholders required to resettle recent refugee families. In addition to sponsorship groups, other groups involved in refugees resettlement in the Pembina Valley regions are churches, the School Division, SPOs, health and mental health services, local businesses, Regional Connections, Build a Village, and an extensive volunteer network often coordinated by the church-based sponsorship groups. In the teleconference discussion it was noted that the sponsorship groups and the SPOs hired a coordinator to facilitate the community partnerships and to be responsible for all administrative work.

Overall, the sponsorship groups and local SPOs worked well together during the resettlement process of refugees, with all of the eight respondents to this question either somewhat or strongly agreeing that sponsorship groups worked well with SPOs. While SPOs were more likely to provide services to refugees that were government funded (e.g., language assessment and training) (Table 1), sponsorship groups relied heavily on privately funded activities and elaborate volunteer networks to provide services that SPOs did not or supplementing existing services. Sponsorship groups reportedly assisted refugees with transportation, housing, daily life (shopping, banking, taking them to the doctors, donations of food and house goods), finding employment, orientation to Canadian culture and to the community, connect them with SPOs and provide financial and social supports.

There were many key initiatives the participants' organizations undertook to prepare for the arrival of refugees in the communities. Sponsorship groups prepared for the arrival of the refugee families by networking with SPOs, churches, schools, and health services, identified local support services available, secured housing and furniture, raised funds to support settlement, and in some cases, created strategic committees to support specific needs of newcomers based on sponsorship group members' skills and experience (i.e., nurse lead the health committee). It should be noted that one sponsorship group's refugee family has not arrived yet. The other organizations involved provided information on the services offered in the communities, made efforts to recruit interpreters, provided training to their staff related to refugees' culture and needs, provided information regarding credential

recognition and school equivalency, gathered information and retained a medical record in preparation for the refugees' arrival.

There seemed to be strong partnerships between experienced SPOs and sponsorship groups to meet the needs of newcomers in this region. All individuals attending the teleconference discussion were also in agreement with this statement, stating the strong partnerships and good communication is "the strength of the community". Participants asked if there were refugees in the area that need support services, but are not accessing them and three said there were not, four did not know and one participant said yes. The participant indicated those refugees who were not accessing services may be unaware of how to navigate the system or may be simply too ashamed to ask for help.

Challenges & Successes

Though participants' organizations did their best to prepare extensively for the arrival of the refugees they still faced challenges. Participants reported frustration with the predictability regarding the timing of arrival. There is often a vague timeline, limited communication or clarity from IRCC, and then suddenly the refugees are arriving with very short notice. More clarity on the estimated arrival would enable the sponsorship groups and the other organizations to be fully prepared.

The second significant challenge mentioned is communication with refugees, as most of them arrive with low levels or no English language proficiency. A pool of interpreters and Google Translate were used to overcome this challenge, yet in some cases finding interpreters was a struggle. Being able to communicate clearly is key to the establishment of the initial relationship and trust upon arrival between the refugees and the members of the sponsorship groups. One individual who provided feedback was positive that there should be an opportunity for refugees to learn at least some English while they are waiting (most times months or years) in refugee camps prior to their arrival in Canada. This could make their life a lot easier once they arrive.

An additional challenge was trying to find housing to accommodate large families of 11 to 13 people. Also, sponsorship groups found working with IRCC and other government agencies to sometimes be challenging while trying

to get SIN cards or health cards, but found persistent follow up was key in getting what they needed from the organizations. Finally, racism and religious discrimination was mentioned as a challenge that sponsorship groups had to navigate during the resettlement process, and there were calls for more community education and awareness of ethno-cultural and religious differences.

Participants shared what they felt were their key successes during the refugee resettlement process. They highlighted the strong partnerships between sponsorship groups and SPOs, but also among different sponsorship groups. These relationships were characterized as having developed strong teamwork and dedication. The mobilization of community support was also a key success. Members of the communities donated money, their time, and key skills to support the preparation of arrival and the resettlement of refugees. Another key success was the support of SPOs in the region and their ability to adapt to the needs of the new arrivals, by expanding EAL class offerings and some providing childcare during services. Finally, the sponsorship groups attributed much of their success in the resettlement process to their preparation, coordination, and teamwork.

Conclusion

The Pembina Valley region, including Winkler, Altona, Morden and Carman, has seen population growth in recent years, which includes the recent arrival of 53 refugees and more anticipated by the end of 2016. This broad region has a strong religious foundation and many of the refugee sponsorship groups were church based and relied on their congregations and broader community to volunteer to support the resettlement of refugees in the area. The coordination of sponsorship groups, other community stakeholders, and the experienced SPOs in the area have helped support the initial resettlement of refugees and those forthcoming.

Overall, participants felt the region had strong capacity to support newcomer settlement, while also identifying key challenges. Lack of public transportation, limited English language proficiency of newcomers, scarcity of interpretation services, and discrimination were all seen as possible challenges to the settlement process.

Participants reported strong partnerships among SPOs, other sponsorship groups, and a variety of community stakeholders. The team effort seems to have led to a feeling of success with the resettlement of recent refugees. Further developing existing partnerships (e.g. employers) and fostering new partnerships (e.g. between different religious groups, recreational services) will also help better meet the needs of

newcomers. In addition, SPOs in the region reportedly have strong capacity in a number of areas to support newcomers, though more funding, staff training to increase understanding of the refugee experience, and the ability to offer more translation services would be helpful.

The recent refugee resettlement is the result of a coordinated effort between sponsorship groups, SPOs, community stakeholders, and the dedication of community volunteers. More clarity from the IRCC on the timing of refugee arrival would be highly valuable and appreciated by the sponsorship groups and the refugees themselves. However, this region has reportedly managed the influx wave of recent refugees relatively well, with lessons learned and opportunities for improvement along the way. The work of an elaborate network of organizations and individuals has supported the arrival and initial resettlement of the refugees, but time will tell how these refugees will settle and integrate into the Winkler, Altona, Morden, and Carman region.

RURAL DEVELOPMENT INSTITUTE RESEARCH TEAM

William Ashton, MCIP, PhD
Director

Rachael Pettigrew, PhD
Research Associate

Eleni Galatsanou, MSc
Project Lead

Meghan Miller Cronkrite
Research Assistant

Special thanks to the members of the Project Advisory Panel for their input and assistance: Bequie Lake, Teresa Burke, Laurie Sawatzky & Cathy Dowd Manitoba Association of Newcomer Serving Organizations (MANSO); Lori Wilkinson, Immigration Research West (IRW) and University of Manitoba; Liz Robinson, Manitoba Government; John Biles & Benjamin Walker Immigration, Refugees and Citizenship Canada (IRCC).

Terms:

Newcomers: Includes all immigrants, permanent residents, refugees, refugee claimants, temporary foreign workers, and international students that have been in Canada for 1 day to 5 years.

Refugees: Includes all Privately Sponsored Refugees (PSRs), Government-Assisted Refugees (GARs), Refugees under the Blended Visa Office-Referred Program (BVORs) and refugee claimants. A refugee is different from an immigrant, in that an immigrant is a person who chooses to settle permanently in another country. Refugees are forced to flee (IRCC, 2016)

Community: A municipality, district, region or other geographic area consisting of population clusters.

Stakeholder: Any group, organization, or enterprise that has newcomers and/or refugees as the primary or secondary clientele.



Contact Us

Rural Development Institute, Brandon University

270-18th Street, McMaster Hall, Lower Level

Brandon, Manitoba R7A 6A9

Phone: 204-571-8515

Email: rdi@brandonu.ca

www.BrandonU.ca/RDI