



Hello

Amanda Almond Rumbi Zinyemba What are the experiences of newcomers seeking supports and services?

What keeps newcomers engaged with services, or can cause disengagement?

Opportunities for a good life

Wish we had known how difficult it would be

Surprised skills needed for immigration not accepted





When I got here, I had the visa and the passport, and this seemed like a "Welcome to Canada", but upon arrival it seemed like nobody cared that I was here... I thought it would be like "Welcome to Canada, next week" come and meet us here and we can help to get you set up, explain how to job hunt here, explain how to write a CV in Canada, explain what you need to get an apartment," but nothing. I came with all my savings and by the end of the first year it was gone.

Canadian culture is quite supportive, but you have to know where to find or ask for support



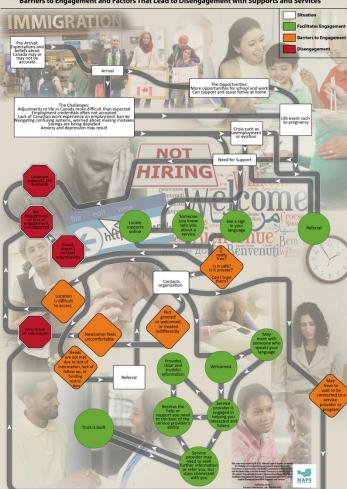


She planned to just ask two questions and go home as soon as possible, but as soon as the worker made her feel welcome she burst into tears that she found somebody she could talk to.

Interviewer Notes

Engaging Newcomers

Conversations Regarding What Facilitates Engagement,
Barriers to Engagement and Factors That Lead to Disengagement with Supports and Services





Other Support Recommendations

- Realistic employment information pre-immigration
- Housing support
- Navigating systems
- Emotional support





Thank you

Amanda Almond aalmond@mapsab.ca

Rumbidzai Zinyemba Rumbidza@ualberta.ca

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by <u>SlidesCarnival</u>
- Photographs by <u>Unsplash</u>