

The background of the slide is a close-up photograph of pink cherry blossoms. The flowers are in various stages of bloom, with some showing five petals and prominent stamens. The image is overlaid with a semi-transparent pink filter. A white vertical line is positioned to the left of the text.

# **Engaging Newcomers with Supports & Services**



# 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

**Legend:**

- White: Situation
- Green: Facilitates Engagement
- Orange: Barriers to Engagement
- Red: Disengagement

**Flowchart Path:**

- Pre-Arrival:** Expectations and beliefs about Canada may or may not be accurate (Situation).
- Arrival:** (Facilitates Engagement).
- The Opportunities:** More opportunities for school and work. Can support and assist family at home (Facilitates Engagement).
- The Challenges:** Adjustments to life in Canada more difficult than expected. Employment credentials often not accepted. Lack of Canadian work experience an employment barrier. Navigating confusing systems, worried about making mistakes. Savings are being depleted. Anxiety and depression may result (Barriers to Engagement).
- Life event such as pregnancy:** (Facilitates Engagement).
- Crisis such as unemployment or eviction:** (Barriers to Engagement).
- Need for Support:** (Facilitates Engagement).
- Locate supports online:** (Facilitates Engagement).
- Someone you know tells you about a service:** (Facilitates Engagement).
- See a sign in your language:** (Facilitates Engagement).
- Referral:** (Facilitates Engagement).
- Contacts organization:** (Facilitates Engagement).
- It really free? is it safe? is it a service? Can I trust them?:** (Barriers to Engagement).
- Not greeted or welcomed, or treated indifferently:** (Barriers to Engagement).
- May meet with someone who speaks your language:** (Facilitates Engagement).
- Welcomed:** (Facilitates Engagement).
- Service provider is engaged in helping you interested and listens:** (Facilitates Engagement).
- Service provider may need to seek further information or refer you, but stays connected with you:** (Facilitates Engagement).
- Receive the help or support you need to the best of the service provider's ability:** (Facilitates Engagement).
- Trust is built:** (Facilitates Engagement).
- Needs are not met due to lack of information, lack of follow-up, or funding restriction:** (Barriers to Engagement).
- May leave or not return:** (Barriers to Engagement).
- Location is difficult to access:** (Barriers to Engagement).
- Afraid, doesn't contact organization:** (Barriers to Engagement).
- No engagement or loss of engagement anticipated:** (Barriers to Engagement).
- Unaware supports are available:** (Barriers to Engagement).

**Background Elements:**

- NOT HIRING** sign.
- Welcome** sign.
- Benvenuti** sign.
- file edit view** icons.
- clock**.
- Images** of newcomers and service providers.

**Footer:**

The next page is page 2 of 2. If you have any questions, please contact the Ministry of Immigration, Refugees and Citizenship Canada. For more information, visit the website: [www.cic.gc.ca/english/immigration.asp](http://www.cic.gc.ca/english/immigration.asp). The next page is page 2 of 2. If you have any questions, please contact the Ministry of Immigration, Refugees and Citizenship Canada. For more information, visit the website: [www.cic.gc.ca/english/immigration.asp](http://www.cic.gc.ca/english/immigration.asp).

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**MAPS**



## Other Support Recommendations

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





# Thank you





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

- Presentation template by [SlidesCarnival](#)
- Photographs by [Unsplash](#)