

Supporting Refugee Settlement in Ontario

Research



Survey



Focus Groups



Interviews

228 frontline workers shared their experience of working with resettled refugees in Ontario

Results



Top Settlement Concerns of recently arrived refugees

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|-------------------------------|------------------------------|
| 1 Language/interpretation | 4 Finding affordable housing |
| 2 Amount of financial support | 5 Finding employment |
| 3 Helping those left behind | |



Biggest Challenges faced by frontline workers

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|----------------------------------|--|
| ✓ High caseload | ✓ Avoiding burnout |
| ✓ Insufficient resources | ✓ Assisting clients with low literacy and language proficiency |
| ✓ Setting realistic expectations | |



System Gaps identified by frontline workers

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|--|---|
| ✓ Limited language training (and child care) spots | ✓ Lack of multilingual mental health services |
| ✓ Insufficient language interpretation services | ✓ Insufficient pre-arrival information |
| | ✓ Limited cross-sectoral collaboration |

Recommendations



Build
a Settlement Community of Practice



Provide
Professional Development Opportunities



Leverage
Local Immigration Partnerships

OCASI
Ontario Council of Agencies Serving Immigrants

For more information, contact refugeesettlement@ocasi.org

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