

FAQ

Post arrival supports for sponsored families and individuals are offered through Immigrant Services - Guelph Wellington

1

When should sponsored families visit ISGW?

Visiting ISGW as soon as families arrive will ensure that our staff are able to do a comprehensive needs assessment and identify time sensitive issues such as errors in documentation. Other priorities include applying for government benefits and a social insurance number; opening a bank account; and language training.

2

Why should families visit ISGW?

The experienced and knowledgeable staff at ISGW will help families identify immediate needs and gain access to services for which they are eligible. In most cases, families can be served in their first language which allows them to accurately convey their situation and helps them gain back some control of their lives.

3

How can families connect with the services that they need?

ISGW staff support families in completing an in-depth needs assessment to help plan their immediate settlement and future integration needs. Staff have a comprehensive knowledge of service providers in Guelph and Wellington County and are well positioned to connect and refer families to health care, education, housing, and employment services. Our Translation and Interpretation Program Services (TIPS) is available to Service Providers to assist in communicating with their newcomer clients.

4

What else can families access at ISGW?

ISGW is also home to the regional Language Assessment Centre, which is the first step to English as a Second Language classes as well as for information and referral to education bridging and upgrading programs.

5

How often can families access ISGW services?

Settlement Counsellors meet with clients as often as needed. We have ongoing programs such as homework support for school aged children, one-on-one support for language and orientation, a women's peer support program, youth programs, and support groups for older adults. In addition, we have a program to help newcomers volunteer in the community, which helps build connections and provides the opportunity to become familiar with Canadian norms and values.



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Our services are designed and funded to respond to the settlement and integration needs of refugees and all permanent residents. **Immigrant Services is a community asset uniquely positioned to respond to the needs of new Canadians.**

At Immigrant Services clients immediately see the diversity that is Canada and it is very likely that someone will speak their language. Clients say:

"It feels like home"

Immediate needs are assessed and a plan for settlement and integration is designed. The process is empowering. Clients say:

"I feel I have control over my life, I learned a lot while planning for my future"

Settlement services are key to helping new Canadians integrate into our community

Connection to services is facilitated by Settlement Counsellors through our referral system with additional language interpretation support available to service providers.

"I understood much more about services in Canada; everything was explained to me"

Settlement Counsellors connect clients to groups and programs at Immigrant Services and within the community to ensure they start building their own networks of support. This creates a sense of belonging and is critical to the process of integration.

"When I learned that my daughter could get help with her homework it was a relief. It did not matter that her mother and I could not speak English, Score High volunteers were there."

Language Assessment is a very important part of settlement needs assessment. Adult family members should be assessed within a few weeks of arrival as it is required for referral to English classes.

