REPORT-BACK SESSION OF STUDY VISIT ON NEW ARRIVAL SERVICE (CANADA)

Vancouver and Calgary, Canada October 17-22, 2013

Delegation

- 6 delegates from different agencies and service areas
- Visit: Vancouver 17-20 October, 2013
 - SUCCESS, ISSofBC, UBC(w/MOSAIC)
- Visit: Calgary 21-22 October, 2013
 - CCECA, CCCSA, ISC, CIS, CFS,
 - Member of Legislative Assembly, Alberta (Mr. Jason LUAN)

S.U.C.C.E.S.S.

- 中僑互助社
- Started up in 1970, from strong Chinese Oriented to multiethnical orientation
- Visited Services: Settlement Services, Employment Services, Active Engagement Service (Prelanding Service),
 FCR Project
- Service Target: Immigrant,
 "old" migrant, and general public,
 etc.











Immigrant Services Society of British Columbia (ISSofBC)

- Service Target: Multi-cultural Immigrants and Refugees
- Visited Service:Settlement Services





University of British Columbia (UBC)

(Meeting with Prof. YAN Miu-chung)

- School of Social Work
- Conducting researches for Immigrant



Calgary Chinese Elderly Citizens' Association (CCECA)

• 卡城華人耆英會

Provide multi-disciplinary services to Chinese

seniors in Calgary

 Service Providing: Meal Service, Mutual Help groups, social groups, Information Talks, Health Service, etc



Calgary Chinese Community Service Association (CCCSA)

- 卡城華人社區服務中心
- Services Target: Chinese in Calgary
- Services Providing: Integration and Civic Engagement, Children and Youth Program, Life Skills Training and

Tobacco Prevention Program, Murals Project and Back Alley Project



Immigrant Service Calgary

- Service Targets: Multi-Ethnical Immigrants
- Visited Services: Assessment Centre, Family Resource Centre, Settlement/Integration Services, Language Bank, etc.









Les Droits de l'Homme sont pour Chacun!

每个人都有人权!

I Diritti dell'Uomo sono per Tutto!

Die Menschenrechte sind für Jeden!

ਸਾਰਿਆਂ ਲਈ ਮਨੁਖੀ ਅਧਿਕਾਰ!

Los Derechos Humanos son para Todos!

حقوق الإنسان من حق الجميع!

मानवाधिकार सभी लोगों के लिए है।

Yic de Raan e k2de Raan Eb2n!

Nhân Quyển Cho <u>Tất Cả Mọi Người</u>

Права Человека - право Каждого!

انسانی حقوق هر ایک کے لیے هیں!

Karapatang Pan Tao para sa Lahat!

인권은 모두를 위해 이다!

Haki ya Binadamu ni ya Kila Mtu!

Prawa Czlowieka dla Wszystkich

त्रकात बन्ग उत्तरकारिकात

XUQUUQDA BANIAADANKA <mark>waxaa xaq u leh q</mark>ofkasta

"Ish-kai-ni-toit-koi-Qup" ni-pai-tai-pi-sin

Te Drejtat e Njeriut Jane per c'do njeri!

Human Rights are for Everyone!

Calgary Catholic Immigration Service

- Service Target: multi-ethnical Immigrant
- Visited Service: Multi-cultural immigration services, career training and Childcaring



Calgary Family Services

 Visited Services: multi-cultural counseling services, child care services



Legislative Assembly Alberta

(Meeting with Mr. Jason LUAN, 戀縉生先生)

A successful story of integration

The Assembly has strong interest in connection

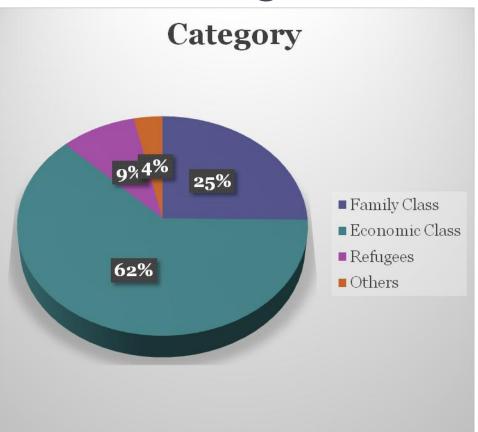
with Asian Countries



Part A: Delegation Report

1. Brief introduction on Canada Immigration Policy

Becoming a Canadian



Family Class

By sponsorship:
Spouses and
dependents
(including children
age under 22)

Economic Class

Skilled worker and professionals

Canadian experience Class(Temporary worker and International students)

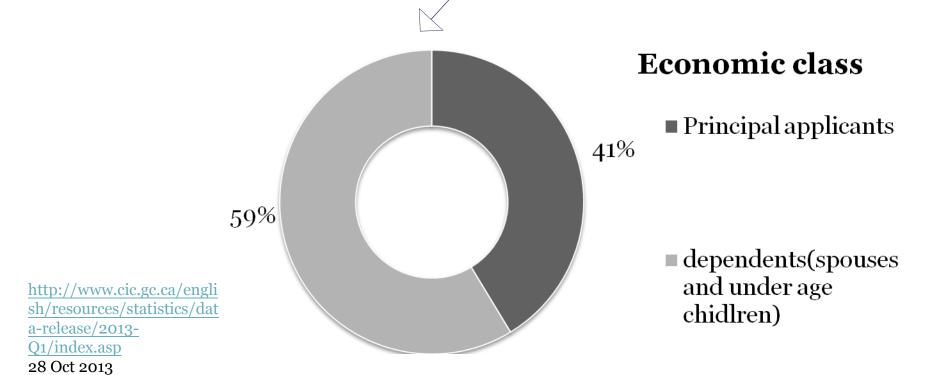
Investors

Living in Caregivers (domestic helpers)

Refugees

Others

Category	2008	2009	2010	2011	2012	2013(191)
Family Class	65581	65207	60223	56450	65008	19805(Q1)
Economic Class	149069	153491	186916 (156117	160819	32338(Q1
Refugees	21859	22850	24697	27873	23094	4207(Q1)
Others	10737	10624	8853	8308	8966	1697(Q1)
Total	247247	252172	280689	248748	257887	58047(Q1)



Expected Targets for Total Admission

- Governments reach an expected annual targets for total admission
- In 2013, the planned immigration admission range remained the same as in 2012

Catagories	Number
Economic Category	150,000 – 161,000
Family Category	59,800 – 69,000
Refugees	22,500 – 26,000
Others	7,700-8,000
Total	240,000-264,000

Policy Brief: Summary of Recent Changes to Canada's Immigration Policy

Federal Skilled Worker Program	 New Stream starts in May 2013: Shorter processing times Fixed number of applications New selection criteria emphasis: official language proficiency, narrow age group and Canadian experience. 	 a minimum language of CLB 7 (IELTS of 6 in each ability) Maximum points is awarded to applicants between 19 to 35 years old. 2014: Introduction of Expression of Interest: The government only considers the applications which meet with the eligible occupations listed by National Occupational Classification.

Immigrants(Point System)

Factor One: Education	Maximum 25
Factor Two: Languages Skills	Maximum 28
Official language	24 (16)
Second Language	4 (8)
Factor Three: Work Experience	15 (21)
Factor Four: Age	12 (10)
Factor Five: Arranged Employment	10
Factor Six: Adaptability	10
Total:	100
Passing Mark: 67	

CIC: http://www.canadavisa.com/canadian-skilled-worker-immigration.html 28 Oct 2013

Policy Brief: Summary of Recent Changes to Canada's Immigration Policy

Parents and Grandparents Application of Family
Sponsorship for
parents/grandparents
was suspended between
2011-13. It resumed in
January 2014.

Supervisa

- Parents/grandparents can visit their Canadian Relatives
- Allow multiple entries, within a 10-yr period and a maximum stay of 2 yr per visit
- Child/grandchild in Canada must meet a minimum family income criteria
- Visa holder must have medical insurance during their stay in Canada
- Over 1,000 supervisa are issued per month and totally more than 15,000 supervisa issued (CIC, 2013)

Sponsored Spouse

Sponsored Spouse

- In 2012, policy changes were made to the sponsorship of spouses as a measure to address marriage fraud
- Beginning in March 2012, sponsored spouses must wait for 5 years from the time the arrive in Canada before applying for Citizenship (preciously, 3 years)

Conditional Permanent Residency came into effect in October 2012

 Conditional means PR status given to the sponsored spouse upon arriving in Canada can be revoked, unless the sponsored spouse remains in the relationship for 2 years in Canada.

Settlement Fund

Number of family members	Funds required
1	11,115
2	13,837
3	17,011
4	20,654
5	23,425
6	26,419
7 or more	29,414

^{*} The requirement for settlement funds is waived if the applicant has arranged employment in Canada.

http://www.canadavisa.com/canada-immigration-settlement-funds.html

Canadian Experience Class

Canadian Experience Class(CEC) This stream is mainly for **skilled Temporary Foreign Workers and international students**applying for PR.

• As this group of applicants has official language proficiency and Canadian work experience, there is a greater desire to increase the number of immigrants coming from this stream.

2013 target admittance for this program:10000(increase from 6000 in 2011)

New regulations, effective from January 2013:

- Applicants require only 12
 months of Canadian work
 experience, compared to 24
 months under the previous
 regulation
- International student applicants are given more time to Canadian work experience- 36 months compared to 24 months under the previous regulation.

Other Categories:

- Entrepreneur Class and Investor Class
- Living in Caregivers

Citizenship Test

- In October 2010, passing rate is 75%. It is a barrier to be a citizen.
- In November 2012, new regulations came into effect for the citizenship test:
 - Applicants ages 18 to 54 need to submit proof of adequate language proficiency (CLB 4) in English or French (= IELTS Listening 4.5, Reading 3.5, Writing 4, Speaking 4)

Major Observations

- Point system is introduced with various requirement on the immigrant/sponsoring family.
- Economy Class is dominating.
- Requirement is getting more strict.
- Family reunion is partly substituted by "Supervisa".
- The Citizenship Test pass rate in 2010 is only 75%.

2. Service for Immigrants in Canada

2.1 Settlement Service & Community Connection

Settlement and Community Connection

- To assist immigrants in their settlement and integration into Canadian society
- To assist immigrants in overcoming language and cultural barriers
- To provide first language service to immigrants from diverse cultural backgrounds



Direct Information and Referral Services

- Information on housing, education, health, legal and other community supports
- Referrals to services and programs
- Help with completing government forms
- Free workshops, courses and field trips about settlement-related topics

Public Education Programme

- Organize public education workshops and trade talks
- Organize community forums to raise immigrants' understanding of and participation in the public discussion of social and community issues
- Contribute weekly articles

Citizenship Programme

- Prepare for the Citizenship Test and broaden the knowledge on Canadian history, geography, civic rights and responsibilities, government and political systems, culture and society
- Virtual Citizenship Resource Centre (VCRC) (citizenshipnow.ca)

Interpretation & Translation Service

- Language Bank
- Multilingual Interpretation Service Programme

English Language Training

• ELSA (English Language Services for Adults) is a government funded language training program for newcomers to Canada.

Community Connection

- Field trips and group activities to learn about the local community
- Guidance and support in exploring volunteer opportunities
- Connections to local residents to:
 - practice English
 - visit community resources
 - learn local services
 - learn and experience Canadian culture
 - participate in mentorship programme
 - volunteer programme

Guided Pathways

• A mutually agreed-upon tracking support system that begins with an Action Plan for immigrants with multiple needs.

Others

- Airport reception
- Life skills and education courses
- Seniors activities

2.2 Employment Service



Employment Service

- Assessment, goal-setting and action planning
- Referrals to employment and training resources
- Research on job market
- Targeted cover letters and resumes
- Networking and interviewing techniques
- Understanding hiring practices and Canadian workplace culture
- Information on career and job fairs
- Free job search and career exploration workshops

Youth and Senior Employment

- Immigrant Youth Outreach Project (IYOP)
- Youth Employment Programme (YEP)
- JobOptions BC & Employment Programme BC

Professional and Business Self-employment

- Breakfast meetings
- Business networking meetings
- Mentorship for employment/integration
- Business Immigrants Integration Services (BIIS)
- Immigrants in Trades Training Initiatives (ITTI)
- Foreign Credential Recognition Loan Programme (FCR)

General Employment Service

- Skill-training courses
- Employment counselling
- Hands-on computer and English language training
- Immigrant/Work Connections Centre

Language Assessment

 Immigrant Language and Vocational Assessment Referral Centre (ILVARC)

Others

- Student Placement Programme (SUCCESS)
- Support Services for Temporary Foreign Worker (CCIS)
- Career Expo
- Information session

2.3 Pre-landing Service

S.U.C.C.E.S.S.(中僑互助會)



中傷 ± 助 個 S.U.C.C.E.S.S

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Français 中文 한국어

Active Engagement & Integration Project

Facilitate newcomers' adaptation & integration in any province in Canada





Upcoming Workshop

2013/11/16 Youth orientation & workshop

Date: 2013. 11. 16. (Sat.) Time: 14:00-16:30 Venue:

SUCCESS Seoul Office

Active Engagement and Integration Project

The Active Engagement and Integration Project is the first overseas project from S.U.C.C.E.S.S. It supports the settlement, adaptation and integration of skilled workers, members of the family class, and live-in caregivers from South Korea and Taiwan into Canadian Society. The

Latest News

- Transportation
- Taxation
- Skilled Workers and Professionals: Arrival
- Protecting your money
- General Information about Canada
- Living in Canada: Your checklist
- Learning English or French
- · Health services

Contact Us

300-8191 Westminister

Hwy

International Organization for Migration (Canadian Orientation Abroad)



Canadian Orientation Abroad: Helping Future Immigrants Adapt to Life in Canada

IOM Worldwide



Select a country

Related Documents

- COA Fact Sheet
- Best Practices: IOM's Migrant Training / Predeparture Orientation

The IOM project Canadian Orientation Abroad (COA) provides orientation sessions for visa-ready migrants bound for Canada - refugees, immigrants, and live-in caregivers - to help them adapt to life in this country.

New immigrants to Canada typically may have unrealistic expectations and limited understanding of Canadian culture and society. In some cases, future immigrants may have no information or could have been misinformed. Many may not have considered the rights and responsibilities that are essential for life in Canada. These possible factors can make adjustment more difficult for the immigrants and hamper their successful settlement in Canada.

A person who migrates to another country has a better chance of successfully adapting to his or her new life when accurate information about the new culture and society is received before arrival. Through IOM's cultural orientation programmes, future immigrants are made aware of the challenges they may encounter during the first few months in their new country,



Contact

Louise Bélanger

COA Global Project Manager and COA East and Southern Africa Coordinator International Organization for Migration

Donor



This project is funded by the Government of Canada through Citizenship and Immigration

The Cross-Cultural Community Services Association 多倫多華人社區服務協會成立

移民加拿大安居资讯讲座中国行2014

2014年3月-北京、西安、上海、廣州



政府资助非牟利机构多华会主办 免费公益讲座

为协助中国有意移民、留学加拿大,或已取得移民、留学签证,即将登陆加拿大的人士,深入了解加拿大、并在登陆前做好更充足的准备,特精心策划的专题讲座。

內容: 加拿大社会福利、医疗保险、银行系统、安居置屋、教育就业、留学毕业后移民政策等。

资源及下载

- 网上报名
- 讲座海報
- 报名表格

Association of Canadian Community Colleges

(Canadian Immigrant Integration Program)

CIIP

pre-arrival services by the

Association of Canadian Community Colleges

Summary

- Project-Based subvention by Federal Government
- Targeting for: Visa-ready migrant
- Strong orientation in economic and community integration

2.4 Family & Children Services

Key Concerns

- Conflict in "Canadian way" Parent-child relationship and parenting style
 - Values Discrepancy among parents and children(background and living pattern)
 - adopting the "Canadian" parenting way

Key Concerns (con't)

- "Astronomical Children" Vanish of Parent-Child bonding in early childhood
 - weak parent-child bonding as the children are sent back to the native country in early childhood
- "Future Leader" Youth Development
 - Prepare the future leader who will bring the Chinese community forward in future

Service Highlight

- Parenting Support Program
 - <u>Multicultural Early Childhood Development</u> (SUCCESS)
 - Parent-Child Enhancement Project (ISC):
 - Mosaic Family Literacy Program (ISC)
- Youth Service
 - Youth Leadership Program (SUCCESS)

Service Characteristics

- Multi-Culture Service Orientation and high cultural sensative
- First Language Service
- Directing to Canadian Culture
- Importance of Childcare
- Relationship Breakdown

Part B: Comment on the Immigration Policy and Settlement Services in Canada

Mr. Ho-man CHAN,
Immigrant Services Calgary, Canada

Part C: New Arrivals Service in HK

1. Overview on the new arrivals' profile and emerging service needs

Immigrants (Canada vs Hong Kong)

Class

5

Canada

	Category	Details	2012	
(Family Class	By sponsorship: Spouses and dependents (including children age under 18)	25.2%	
	Economic Class	 Skilled worker and professionals Canadian experience Class(Temporary worker and International students) Investors Living in Caregivers (domestic helpers) 	62.4%	
	Refugees		9.0%	
	Others	Provincial Nominees	3.4%	

spouses separated for and their accompanying children unsupported elderly in Mainland unsupported children in Mainland persons coming to Hong Kong

to take care of their

unsupported aged parents

(150 quotes/year)

HK

One-way Permit Scheme

·									
年份	2009	2010	2011	2012					
總人數	48587	42624	43379	54646					
15 歲以下	9733	8553	7463	6925					
15 歲以上	38854	34071	35916	47721					

Others

民政事務署季度報告

http://www.had.gov.hk/tc/public_services/services_for_new_arrivals_from_the_mainland/surveys.htm

Economic Class from the Mainland China

	Scheme	2006	2007	2008	2009	2010	2011		
1	Admission Scheme for Mainland Talents and Professionals 「輸入內地人才計劃」	5296	6297	6552	6514	7445	8088		
2	Capital Investment Entrant Scheme 「資本投資者入境計劃」	424	950	1717	2606	2971	4187		
3	Quality Migrant Admission Scheme 「優秀人才入境計劃」	149	249	660	593	329	286		
4	Employment of Degree or Above Level Mainland Students Graduating from Educational Institutions in Hong Kong「在本 地院校取得學士學位或以上程度的內地學生來 港就業安排」	426	743	21	0	0	0		
5	Immigration Arrangements for Non-local Graduates 「非本地畢業生留港/回港就業安排」	0	0	3124	3367	3976	5258		
	總計Total	6295	8239	12074	13080	14721	17819		

Insights

- Incline to family reunification purpose(about 90%), but the support to family function is inadequate.
- Lack of ancillary measures to help the skilled and educated migrants to join in the workforce

Emerging Service Needs

- To facilitate the "over-age children" (超齡子女) and their families to create stable living condition
 - Over 30,000 applicants approved One-way Permit
 (OWP) between April 2011 March 2013
 - Their spouses and young children(<18 yr-old) are eligible for OWP in 5 yrs
- To recognize the profession and skills

2. Enhancement of New Arrival Service

Skills and Professional Recognition

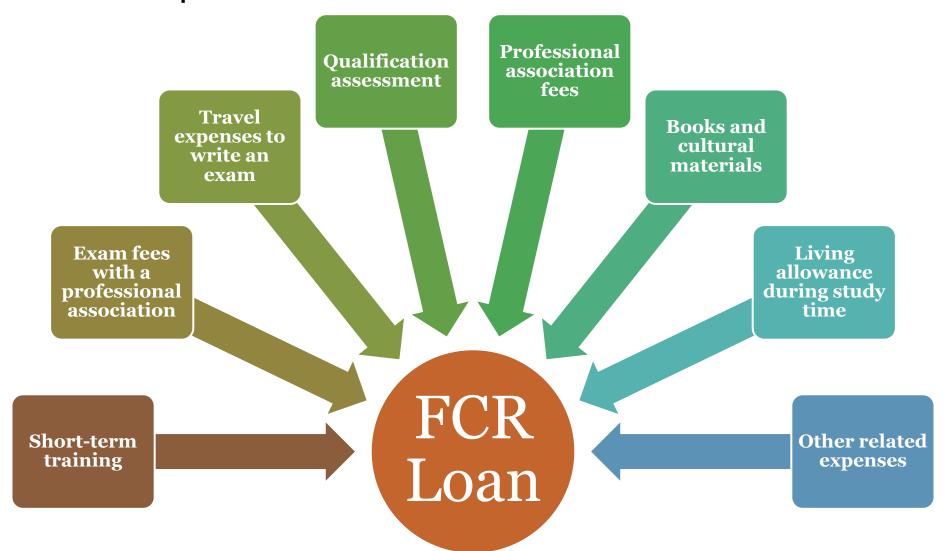
Foreign Credential Recognition Loan Project

What is Foreign Credential Recognition Loan Project (FCR)?

- It is the process of verifying that the education and job experience obtained in another country are equal to the standards established for Canadian workers.
- It improves he integration of Internationally Trained Professionals (ITP) into the Canadian workforce.

How FCR Loan offer?

- A competitive low-interest rate loan to ITPs



Eligibility

- Canadian citizen or permanent resident residing in British Columbia
- Proof of a professional credential/designation obtained in a foreign country
- Deemed credit worthy and loan eligible for credentialing purposes
- Have no or limited Canadian experience in the related field

Process

Orientation

Scheduling a meeting

Intake Assessment Identify borrowing needs and assess financial situation

Result of Application

 Loan agreement and disbursement

Loan Repayment & File Closure Recognize their potential contributions to the community

Assisting trained professionals to return to their professional fields

Implication to professional recognition in HK of newcomers

Provide tangible support to the professionals

Encourage the continuous contribution to the society

3. Enhancement of New Arrival Service

Community Connection

Community Connection

Implications to HK's New Arrival Service:

1. Promoting voluntary service to enhance community involvement and reduce social isolation

Whalley Surrey Better at Home Volunteer team

- ➤ By SUCCESS (Vancouver)
- ➤ **Immigrant to be Volunteers** helping seniors with simple non-medical, day-to-day tasks:
 - ✓ Transportation to Appointments
 - ✓ Grocery Shopping
 - ✓ Friendly Visits
 - ✓ Light Housekeeping
- > Count as Canadian experience to fit job requirement



VOLUNTEER WITH SENIORS
WHO DESERVE OUR LOVE



Community Connection

2. Organizing community event to increase sense of belonging to the community

Chinatown Safety Project

- by Calgary Chinese Community Service Association
- conducted by immigrants
- > mural project, a graffiti abatement strategy through creating murals in graffiti stricken areas to discourage future vandalism from occurring
- > The Chinatown Greeter Program
- > I Love Chinatown Spring Cleanup
- > Summer Evening Walk and mural tours are also crime prevention initiatives by it traffic in the higher crime spots in Chinatown

Community Connection

3. Promoting mentorship program to extend social support network

Volunteer Connections services

- by Immigrant Services Society of BC
- > **Settlement Mentors:** Connect with a volunteer settlement mentor who can assist as immigrants settle in Canada
- Gain information on Canadian culture and workforce practices
- accompaniment to events
- English language practice and friendship



Community connection

In Hong Kong's context,

- 4. Enhancing family bonding is also important
 - More than 90% of new comers from the Mainland China have immediate family members in Hong Kong
 - Family as the base of community
 - Intervention from a family perspective

Situation in Hong Kong 友善對待內地來港人士

□陳勇

香港大學公共衛生學院最近公布的一項調查報告顯示,新來港人士(以內地來港人士為主),有四分之一表示在港曾受歧視,其中以曾被無禮對待及遭受不公平待遇的人最多,曾受「隱性歧視」(如遭無禮或不公對待)的人數,比曾遭「顯性歧視」(如襲擊或威脅)的人多,而性別、年齡、教育程度及收入等,與他們是否受歧視並無直接關係。報稱曾受歧視的新來港人士,在認同自己快樂的比率、自我評估心理健康狀況及家庭和睦指數三方面,均低於表示沒有受到歧視的人。負責這項研究的港大社會醫學系系主任梁卓衛指出,情況值得正視。

加速融合大勢所趨

内地新來港人士在香港社會受到歧視的問題,確實值得社會各界重視,這一看似簡單的現象之下,其實正正反映出如何處理好香港與內地關係的大課題。香港與內地的關係,新期備受社會各界的關注。其中一個原因,就是社會上對內地遊客和內地新來港人

4. Enhancement of New Arrival Service

Childcare Support

Demand for Child Care Services in Canada: an issue for immigrant families

Childcare fee is very high

Standards of child protection is different from home countries

"Satellite"
children
experiencing
"double
separation"

Childcare support from extended family is weak

"Supervisa"

Maintenance of 20-year family sponsorship in new regulation

Demand for child care services in HK: an issue for immigrant families

Age

0-3

Child Care Centre (Crèche & Nursery)

Kindergarten cum Child Care Centre

Kindergarten cum Mixed Child Care Centre

Occasional Child Care Service & Extended Hours Services

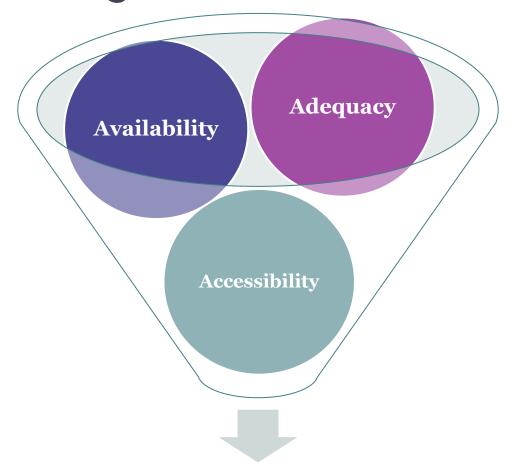
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Mutual Help Child Care Centre

Neighborhood Support Child Care Project

After School Care Program

Demand for child care services in HK: an issue for immigrant families



Questions of Service Provision

Implication to Hong Kong Society

Elevation of child care services and need assessment

After school Care Pilot Scheme

(child caring + child learning +supplementary activities) Child caring subsidies for low-income families?

Supervisa?

5. Enhancement of New Arrival Service

In Sense of Economical Development

Permanent Residency vs Citizenship

- Canadian immigration policy emphasizes on 'economic contribution', rather than family reunion
- Residents are 'assumed' to be economical independent and able to contribute to economy

Immigration/Settlement Service

- Canadian (Alberta & British Columbia)
 Settlement Service financing
- Settlement Service = economic development

Education Level of NA in 2011

Year	2011							
Edu. Lv.	↓Pri	Pri	F1-F3	F4- F6/7	Tertiary	Total		
Age				1 0/1				
<15	7,283	21,367	5,515	16	-	34,181		
15-24	5	481	11,307	13,896	5,671	31,360		
25-44	516	11,585	37,483	19,074	14,079	82,737		
45-64	1,052	4,874	6,786	5,084	1,855	19,651		
>65	951	1,137	614	387	304	3,393		
Total	9,807	39,444	61,705	38,457	21,909	171,322		

Source: Census and Statistic Department, HKSAR Government (2011)

New Arrivals are CSSA applicants?

Year	Total CSSA Cases	NA CSSA Cases	NA CSSA Case Ratio among all recipients (%)	NA in the year (person)	NA CSSA Applicants Ratio(%) among all NA
2001	241673	29124	12.05	266577	22.0
2002	266571	36023	13.51		
2003	290206	40510	13.96		
2004	295694	41571	14.06		
2005	298011	37454	12.57		
2006	295333	31952	10.82	217103	22.0
2007	288145	24454	8.47		
2008	284569	20144	7.08		
2009	289139	17921	6.20		
2010	283176	13687	4.83		
2011	276170	12264	4.44 Source: Social Welf	171322 are Department, HKS	10.1 SAR Government (2011)

In sense of economical development to NA

- NA Labour Force Participation ratio 47.8% (2011)
- No evidence to illustrate NA is a burden to social welfare system
- Rather, NA is a key support to substantiate economic development
- Social services should be given to assist integration of NA, especially in sense of economical development
- Enhancement on Social Cohesion, Cultural and Living Integration, are important.
- However, economic development is not least.

Part D: Open Discussion

Thank you!