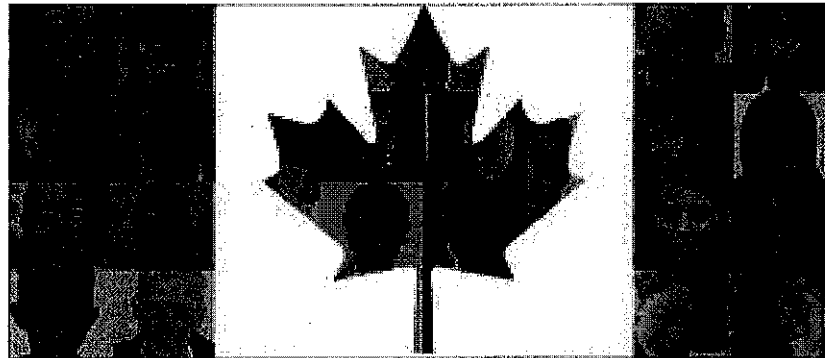


Two countries, one home : Best Practices in Supporting the Integration of Immigrant Families



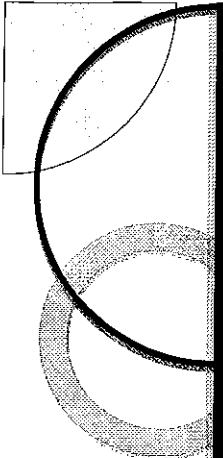
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Interventions and the Understanding of Best Practices by Ethnocultural Groups

- Problems and issues
- Social capital and best practices
- The five challenges that came up the most during our interviews
- The interventions and understanding of best practices
- Indirect interventions
- The scope of the problem in Ottawa
- What practices work well in Ottawa
- What practices do not work well in Ottawa
- How do we improve things?



Problems and issues

- Sociocultural problems make it difficult for new immigrant families to integrate
- Ethnocultural groups offer culturally appropriate services
- Ethnocultural groups are very small and have no or almost no funding
- Ethnocultural groups are often the only or main support service for many immigrants



Social Capital and Best Practices

- Ethnocultural groups and social capital
 - Development and maintenance of social capital
 - The integration, inclusion and participation of new immigrants in canadian society is a lot of work for these groups
- Best practices
 - A result oriented approach
 - « specialized knowledge in topics specific to these populations »



The five challenges that came up the most during our interviews

- Intergenerational conflict (between children and their parents, between parents and grand-parents or between children and grand-parents);
- The preservation of values and practices from the country of origin and the fusion with practices and values of the host country;
- Youth who try to find balance between who they are, their heritage and their role in the host country Youth who try to find balance between who they are, their heritage and their role in the host country;
- Strategies to help children succeed in school;
- A new roles for the elders



The interventions and understanding of best practices

- Intergenerational conflict (between children and their parents, between parents and grand-parents or between children and grand-parents)
 - Facilitate workshops and do presentations to support families
 - Provide a space where adults and youth can share their concerns and exchange ideas to bridge the cultural void
 - Build the necessary trust in the community so that the members can share their concerns to better channel them



Interventions and Understanding of Best Practices by Ethnocultural Groups

- The preservation of values and practices from the country of origin and the fusion with practices and values of the host country
- Presentations on the balance between the cultures of the country of origin and the host country
- Workshops on how to better understand the canadian cultural context and adapt it to the country of origin
- Plan workshops with participants and use their evaluations to improve our services



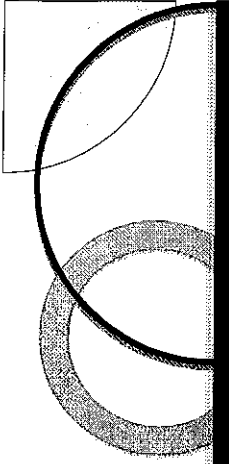
Interventions and the Understanding of Best Practices by Ethnocultural Groups

- **The preservation of values and practices from the country of origin and the fusion with practices and values of the host country**
 - Workshop validating de country of origin
 - Activity that give participants the chance to appreciate their language and share it with other
 - The service is efficient because it is personalized



Interventions and Understanding of Best Practices by Ethnocultural Groups

- **Strategies that help children succeed in school**
 - Practicing « modeling », being a good example



Interventions and the Understanding of Best Practices by Ethnocultural Groups

- **A new role for elders**
 - Organizing mentoring programs between young people and elders
 - Giving elders an active role
 - Encouraging a dialogue between these two generations
 - Proposing supportive strategies



Indirect interventions

- **Integration through arts and culture**

Drama, visual arts and music

- **Intégration through information**

Community radio

- **Organizations that contribute to community development by offering training**

- Training in administrative management
- Training to better intervene with immigrants



Scope of the problem in Ottawa

- The services of the dominant culture lack inclusive family support models that are built on different sociocultural approaches
- The Canadian systems (education, health and justice, for example) do not take diversity into account
- The health and social services systems have not taken into account this diversity and therefore exclude allophone elders
- (see the Social Planning Council of Ottawa's report. *Immigrant Children, Youth and Families: A Qualitative Analysis of the Challenges of Integration 2010*)



What practices work well in Ottawa

- Help with housing ;
- Getting the permanent residence card and the health card ;
- Language classes ;
- The virtual small business hiring program from the Vanier Community Services Centre (even if there is more demand than availability)
- Social housing (even if the list is long) ;
- Social assistance ;
- The fact that essential needs are taken care of ;
- University education is accessible through provincial loans and bursary programs.



What practices do not work well in Ottawa

- Access to employment for immigrants;
- The unemployment rate is higher for immigrants ;
- Integrating delinquents in society ;
- Services for elders ;
- The lack of solidarity between small groups, and the small and large groups;
- There is no individual approach in the services offered by large organizations ;
- Adapting to the school and education system ;
- Letting parents know how the school system works here because they come from a different education system ;
- School orientation for students;
- Recognizing foreign diplomas and certification;
- Not recognizing foreign work experience;
- One of the biggest obstacles for families is the language barrier.



How do we improve things?

- Better inform immigrant about available services
- Problems have to be dealt with according to the cultural context
- Encourage cooperation between small and big organizations
- Make funding applications easier
- Support small ethnocultural groups financially