

Bridging the Gaps: New Canadians Centre Needs Assessment

Includes:
Final Report

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Completed for:
New Canadians' Centre
Supervising Professor:
Trent Centre for Community-Based Education

Department: Womens Studies
Course Code: WMST 400
Course Name:
Term: Winter 2006
Date of Project Submission: April, 2006

Project ID: 634

Call Number: 360 Ada

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April 2005

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Introduction

The following report contains the findings and recommendations of a research project conducted through the Trent Centre for Community Based Education (TCCBE) for the New Canadians Centre Peterborough (NCCP) in 2005. The purpose of the research project was to assess the effectiveness of programs and services currently offered by or in cooperation with the NCCP as well as to determine what services or programs, if any, are needed but are not in place. The information provided in this report will be one of the tools used by the NCCP Board of Directors Planning Committee to strategically plan the direction of the centre over the next three years. The following report will reveal some of the challenges and barriers that clients of the NCCP face in terms of accessing services and programs, as well as those faced by the NCCP in providing services. It will also provide recommendations on how to overcome some of these barriers and challenges.

Introduction to the New Canadians Centre Peterborough

The New Canadian's Centre Peterborough is a settlement services organization that serves newcomers in Peterborough and the surrounding area. The centre serves any person born outside of Canada who has recently moved to the Peterborough area as a permanent resident, convention refugee or refugee claimant. The NCCP also serves new Canadian citizens and the broader Peterborough community including other organizations. The NCCP receives approximately 200 new clients per year, approximately 60-70 of them being refugee claimants. The centre aims not only to provide settlement services and direct assistance to newcomers but also to "promote cultural integration through social and community activities" and "to inform and educate the public and clients about immigration issues."

Goals of the NCCP:

- To ease and promote the adjustment of immigrants and refugees to Canadian culture and lifestyle
- To provide trained staff and appropriate facilities to ensure successful delivery of settlement programs
- To advocate on behalf of new Canadians, and to provide information and referrals
- To continually review and adjust services to address the needs of new Canadians in the area
- To promote involvement of new Canadians in determining the direction and programs of the agency
- To promote cross-cultural understanding and acceptance through education and awareness projects
- To participate and promote fundraising projects to improve the quality of community services for new Canadians

NCCP Services and Programs:

The NCCP offers a wide range of programs and services which can be divided into two main categories: physical/material services and social services.

The **Physical/Material Services** provided at the NCCP include:

- Counselling*- Providing direct individual and group support for a variety of needs including settlement information and referrals, paralegal advice and assistance with immigration forms and processes
- Information and Orientation*- Introducing new Canadians to the Peterborough area, including a particular focus on developing familiarity with resources and attractions
- Community Partnerships*- working with other social service agencies and community organizations to improve the overall ability to assist new Canadians
- Employment Services*- Providing assistance with resume and cover letter writing, interview preparation and other employment related skills
- Language Education*- Language assessments, ESL classes and Language Instruction for Newcomers to Canada (LINC)
- Computer Literacy*- Offering basic computer skill classes regularly and access to computers and the internet

The **Social Services** provided at the NCCP fall under the HOST program and include:

- One-on-one or family-to-family partnership which allows for more in depth orientation and assistance in settling into the Peterborough area
- Tutoring partnerships which facilitate the learning of English
- English conversation classes and Spanish/English exchanges which promote language learning
- Cross-cultural pot-lucks and other community events which facilitate social opportunities for new Canadians and other members of the Peterborough community
- A woman's group and a community garden (neither of these are currently active)

Research Questions

The goal of this research project was to get feedback on the effectiveness of current programming and services from clients, staff, board members and others related to centre. The focus of our research was to address the following questions:

- Are clients/staff/board members aware of the current programs and services offered by the NCCP?
- Do clients think these programs address and meet their needs?
- What, if any, are the barriers or challenges that new Canadians face in accessing NCCP services and programs?
- Do clients/staff/board members have any suggestions for services or programs that are needed but are not available?
- Are the links between the NCCP and other community organizations sufficient?
- How could the NCCP be involved in the community to better address the needs of new Canadians?

Methodology

Through surveys and interviews, we received input from a total of 27 clients, staff and board members of the NCCP. This included 13 clients responding to surveys and 14 interviews (this included 5 clients, 4 board members and 5 staff members). All people who participated in the research were invited to help form the interview and survey questions. The survey was created with input from NCCP staff, and interview questions were formed with the input of staff, board members and clients. The initial research plan was to conduct focus groups with clients, board members and staff, as well as to distribute surveys to clients. We originally planned and organized three focus group discussions: one for staff and board members, one in English for clients, and one in Spanish for clients. Due to the busy schedules of board members and staff however, it proved impossible to find a time to run a focus group, so individual interviews were conducted instead. Client focus groups also proved to be unsuccessful, for a number of reasons, most of which are due to the numerous demands that new Canadians face and which made it difficult to find the time to attend such a focus group. A key barrier to the success of these focus groups was that there was limited time to develop contact with clients. Due to these challenges, we shifted our methodology to individual interviews.

Surveys:

- A survey was distributed to clients of the NCCP to provide specific information regarding how clients became informed about the centre, what services were being used, and how successful these services were in addressing their needs
- The survey was also used to guide the development of questions for interviews and focus group discussions
- A sample of the survey can be found in Appendix 4 of the report

Individual Interviews:

- ❑ Individual interviews were conducted with 5 staff, 5 clients and 4 board members
- ❑ Interviews were conducted in person, over the telephone, and through Internet correspondence, depending on what was most convenient for the interview participants
- ❑ Interviews proved to be a more successful methodology as we were able to work around the schedules of individual participants
- ❑ Interview questions addressed issues such as knowledge of programs and services, effectiveness of programs and services, referrals and links to community organizations, barriers or challenges to access and provision of services and programs, and other concerns and suggestions for how to improve the centre
- ❑ Copies of the interview questions are provided in Appendices 1-3

Findings and Recommendations

i) Awareness of Services and Programs

Clients:

- Clients usually go to the centre with a specific need/service in mind, meaning that often their knowledge of the services offered may be restricted to these specific needs
- Since we only contacted people who had already used the centre, our research was unable to determine whether or not others who have not accessed the centre are aware of the services
- The majority of clients were referred to the centre by personal contacts, rather than community organizations or government agencies, suggesting that the newcomer community is very aware of the centre and its services and programs

Community Organizations:

“There are community organizations who are wanting to refer someone here [to the NCCP] but they don’t quite understand what we have to offer.” Staff Member

- We found that community organizations are aware of the centre, but not necessarily the specific programs and services
- Often individuals are referred to the centre because other organizations may not feel equipped to address the needs or concerns facing new Canadians
- Individuals are often referred to the NCCP even if the service/program they are seeking falls within another organization’s mandate
- The NCCP has made improvements in the past year in terms of exposing other Peterborough organizations to the issues facing new Canadians and fostering links between the NCCP and other community organizations. However, there is still a need for more direct interaction between community organizations and the NCCP
- The NCCP makes referrals and receives individuals referred from numerous organizations, some of which include:
 - o Ontario Ministry of Health
 - o Ontario Works
 - o Legal Aid
 - o Women’s Organizations- Young Women’s Christian Association (YWCA), Kawartha Sexual Assault Centre (KSAC), Women’s Health Care Centre, shelters etc.
 - o Literacy Associations
 - o Counselling services- Canadian Mental Health Association, Schizophrenia Society
 - o Housing Resource Centre

Staff and Board Members:

- Staff are generally very aware of the services and programs offered by the NCCP, but

were especially knowledgeable about services and programs that they personally provided

- ❑ Board members were generally aware of the services offered, but were less knowledgeable about the goals of the centre and the issues/concerns regarding access to these programs. This issue will be considered in more depth later in the report

ii) Specific Services and their Limitations

Physical/Material Services

Counselling:

“The centre works with volunteers, there are always new people coming to work there, I think that there needs to be better training given to these people so that they are better prepared to receive those who come to use the services...many people need information about their legal status in Canada, and everyone [working at the centre] should be well informed about those things...” Client

- Most clients have accessed settlement counselling to some degree, especially regarding citizenship and immigration forms and procedures.
- While settlement counselling is offered, personal counselling relating to mental health or emotional well-being is not offered. Many people expressed a need for this service. For instance, refugees requiring trauma counselling must travel to Toronto for these services

Recommendations:

- The NCCP should continue to refer clients to appropriate counsellors who have experience working with new Canadians and addressing issues specific to these individuals
- Some clients would benefit from a support group at the centre to discuss issues associated with immigration and settlement, and adapting to Canada, as well as a support group for refugees and trauma survivors to provide support for those who cannot travel to Toronto to access counselling services

Information and Orientation:

“Many people use the centre as a way of integrating into the community and meeting Canadians...” Client

- General information and orientation services were accessed by many of the interviewees
- Few complaints or suggestions were made by interview participants regarding general information and orientation which suggests that the NCCP has been quite successful in this area
- One interview participant suggested the need for more information regarding housing issues

Recommendations:

- The NCCP should continue to provide information and orientation
- Clients of the NCCP would benefit from an information package or working group with regular meetings that addresses housing issues such as the processes involved in securing housing, landlord/tenant agreements and tenant rights

Community Partnerships:

“I don’t think the New Canadian Centre is successful in making immigration issues and local newcomer issues known to the broader community...” Staff Member

- Because the NCCP puts the needs of individual clients first, there is not enough time/staff to fully develop community partnerships
- Fostering community partnerships remains an important goal of the centre, in a broader community sense and with regards to community organizations in particular

“There are many different services available in Peterborough but many are not sufficiently prepared to meet newcomers’ needs who might have, for example, language barriers...” Client

- Familiarizing community organizations with the barriers facing new Canadians is essential to ensuring that newcomers are receiving sufficient community support

“We, in the past, have offered cultural sensitivity training, which allows organizations in the community to know what we do...that type of thing has to be done on a continual basis...” Staff Member

“There are so many international students at Trent and they are not exactly tied to the broader new Canadian community and it would be interesting for those communities to be linked...” Client

- It is important that the NCCP continue to foster links within the community and especially with other organizations
- Our research indicates that there is a need within the Peterborough community for cultural sensitivity and anti-racist training. The centre should continue to focus on providing these types of services
- Forming closer relations with other community organizations, especially those which are social justice oriented, could help to bridge the gap. For example, through offering sensitivity training in cooperation with Peterborough Race Relations, OPIRG, TISA (Trent International Students Association) or TIP (Trent International Program)

Employment Services:

“Finding employment is one of the most important things. It is a major source of frustration mostly because there are no jobs but this is a problem for everyone, this is a national problem. Unemployment is a systemic and structural issue...” Client

- ❑ Since settlement or integration is highly dependent on attaining stable employment, it is vital that the NCCP develop effective strategies to assist newcomers in securing suitable employment
- ❑ All clients, staff and board members were aware of at least some of the employment services offered
- ❑ Employment services are one of the most popular and most used services of the NCCP
- ❑ Services relating to employment include resume and cover letter writing assistance, interview preparation, labour market information, and assistance with researching professional regulating body requirements for evaluation and assessment

“80% of our clientele are foreign trained individuals...” Staff Member

- ❑ On account of the nature of Canada’s current immigration policy, many immigrants who come to Canada are highly skilled and qualified
- ❑ This creates a demand for very specific types of employment services. For instance, there is a high demand for assistance with navigating regulatory requirements, credentials and necessary training institutions for Canadian certification
- ❑ The NCCP has had some difficulties in keeping up with this shift in employment assistance needs, but this is an issue that the centre is attempting to constantly address
- ❑ One way the NCCP has addressed the change in employment needs of new Canadians is through the HOST program where new Canadians are matched up with Peterborough residents who are employed in a similar field
- ❑ NCCP has also attempted to find volunteer placements for clients in their field, to gain Canadian work experience. This has had limited success because placements have been difficult to find and set up, possibly due to the lack of Peterborough residents who are professionals as well as volunteers at the NCCP

Recommendations:

“Networking for clients is very important, when it comes to employment. Unfortunately, in terms of staffing and whatnot, we can’t do as much of that as we would like...” Staff Member

- ❑ Clients of NCCP would benefit from more pro-active job search strategies. For instance, numerous participants recommended the development of programs in which staff members or volunteers accompany new Canadians to potential work sites and employment agencies to foster links between places of employment, potential employers, and new Canadians
- ❑ Another suggestion was the creation of a job bank at the centre. For instance, employers who have had success with hiring new Canadians in the past, could look to the NCCP for future employees. As well, clients who have had positive experiences at certain sites of employment can help create links to future work places for others
- ❑ The NCCP should continue in their attempts to foster links between the newcomer community and Peterborough industry and business

LINC (Language Instruction for Newcomers to Canada):

- ❑ Knowledge of the English language is key to settlement, feeling at home in Canada and accessing resources and employment. For this reason language education is of key importance to newcomers
- ❑ In general LINC and ESL classes are a positive experience for newcomers. There are, however, several concerns regarding the provision of language education

“We have clients who have been here 8 years, 10 years, and are still needing to access English training... why have they only accessed [an] English program now? Because when they first came they had [small] kids, and they had to stay home with their kids, and now that their kids... are full time in school and they have the time [to take classes], they have become Canadian citizens and they can’t [access class] because of the eligibility thing” Staff Member

- ❑ A significant barrier to language education is the fact that an individual has only two years after landing in Canada to access LINC and enrolment in the program is limited to three years
- ❑ There is no financial compensation for books, field trips, childcare or other resources that might be needed during language education. This limits and restricts the cultural education aspects of LINC which are considered to be a significant aspect of the LINC program but which require funds
- ❑ While previously individuals enrolled in federal language programs received financial compensation to address costs of living, this is no longer the case. This is limiting individuals’ ability to attend language training

“A number of the clients we have assessed are way above LINC level five... but they would still insist, and I think rightfully so, that they need English...” Staff Member

- ❑ LINC instruction in Peterborough only goes to level five. Some clients who are above level five but who wish to go further with language education must travel to Toronto to access enhanced language training. For example, individuals wishing to access training for language specific to their profession (example: medical English, legal English etc.) are at a loss
- ❑ The HOST program attempts to fill this gap by matching newcomer professionals with professionals from the Peterborough area.
- ❑ LINC is not offered in the summer. This was highly problematic for many of the individuals interviewed due to the loss of opportunity for learning over the summer. The NCCP attempts to compensate for this through conversation circles and language exchange programs which are also run with the help of HOST volunteers

Recommendations:

- ❑ In general the NCCP is taking positive steps towards filling the gaps in language training through the provision of conversation circles and language exchanges and the HOST program

- Suggestions from interviewees include the creation of a pre-school program for young children and a more intense summer language program offered through the centre

Social Services

HOST Program:

“Lately, the most important program is the HOST program” Client

- The HOST program is the most widely used and heavily relied on program
- The HOST program is often used to fill in the gaps in terms of language training, orientation, and employment searches
- A problematic aspect of the HOST program is the need for education and training for volunteers

“The host community generally still sees and treats the immigrants coming to Canada as well ‘you’re lucky you’re here,’ ‘this is the best thing that could have happened to you,’ ‘whatever difficulty you have, deal with it,’ ‘you don’t have the right to complain,’ ‘you came here anyways.’ I feel that, I see that, and I think that’s such a tension between the host community and newcomers” Staff Member

- A significant problem with the HOST program is that many volunteers still take a “missionary” approach, and make assumptions about newcomers’ experiences, and how and why they are coming to Canada
- This illustrates that there is a need for volunteer education and cultural sensitivity training within the HOST and broader community

Recommendations:

- Continue to train HOST volunteers, but increase the focus on cultural sensitivity and anti-racism. Consider training options that continue throughout host involvement with the program
- Continue to take care in making appropriate HOST matches, being aware of volunteer views and attitudes

Conversation Groups:

- Conversation groups are led by volunteers and are an important aspect of language training, especially for individuals who are ineligible for LINC
- Conversation groups offer another opportunity for newcomers to make connections with other members of the broader community
- Conversation groups include an English discussion group, English/Spanish exchange, and French classes

- There is only one of each conversation class offered a week, which is not enough for those individuals who are learning English only through conversation classes
- Several people noted that the conversation classes are very disorganized, and start late, which means that learning time is limited
- One person suggested that having the same instructor offers a narrow cultural perspective and teaching style

Recommendations:

- Clients may benefit from increased conversation groups, especially in the summer, to make up for the lack of official language training programs
- It would perhaps be beneficial to have different teachers, both leading class together and individually, to broaden cultural perspectives and provide different teaching styles. For example, one participant suggested that a male/female teaching team would be useful
- Field trips would inspire conversation and maintain interest in conversation groups and would also contribute to the cultural education aspects of the conversation groups

Recommendations for Needed Programs and Services

“Another kind of gap is with programs specific to children who are new in the community... we don’t have any specific children’s activities which might be good” Staff Member

- A youth friendship club would be beneficial for new Canadian youth, to share their experiences in settlement, and to create community linkages
- Programs which offer support for parents, which could include a support group and/or services and programs offered in cooperation with other organizations and agencies
- Women’s group and potentially, a men’s group
- Interest groups: knitting circle, cycling club, and culturally-specific groups (for example, a Korean conversation exchange)

iii) Other Issues

Funding:

“Funding is a barrier” Staff Member

- Funding comes from four sources:
 - o Federal government (CIC- Citizenship and Immigration Canada) 70%
 - o Provincial government

- o Municipal government
- o Funding organizations (United Way)
- ❑ Due to insufficient government funding following shifts to neo-liberalism, there is a growing reliance on private donations and charitable giving from organizations such as the United Way
- ❑ Funding constitutes a major political battle because different funding sources define “new Canadian” differently. For example, once an individual becomes a Canadian citizen, they lose the designation “new Canadian” which restricts access to certain programs. For instance, newcomers are only eligible for language training under LINC within the first three years of immigrating

“By definition of the CIC, [refugee claimants] are not clients...” Staff Member

- ❑ The NCCP tries to bridge this gap by serving people beyond these three years and by serving refugee claimants
- ❑ While governments may promise a certain amount of funding in a certain amount of time, what the centre receives and when they receive it is often different from the original promise. This presents challenges in terms of budgeting

“I think that funding is the most troubling obstacle for the centre. As most of our funding comes from government sources we are at the mercy of changing government policies and their lack of structure in terms of payment scheduling. Often the centre gets by by the skin of its teeth, hoping that government issued payments will come when they are supposed to in order to have enough money to pay staff and keep the centre going. This has appeared to get better over the last year; however, it is an ongoing and very troubling concern” Board Member

- ❑ Writing funding proposals takes up a disproportionate amount of time for NCCP staff members
- ❑ Government funding requires very specific information, so collecting information for proposals takes time away from service provision
- ❑ CIC bases funding on landing statistics at entry ports into Canada; however, more people actually end up coming to Peterborough, therefore the funding does not correspond to the actual number of newcomers to Peterborough
- ❑ Inadequate and unreliable funding has led to a heavy reliance on volunteers who are not necessarily qualified to do the work. For example, in terms of the HOST program, there is not enough time and resources to fully educate the volunteers since the key focus is on serving clients

Recommendations:

- ❑ Continue to secure funding wherever possible
- ❑ Consider other options for funding proposals. Our research has shown that most funding proposals are written by the executive director of the centre, taking time away from new initiatives that could create new funding opportunities. One suggestion was to involve

- board members in grant writing
- Securing multi-year federal government contracts (or other sources), may stabilize some of the issues around funding

Staffing

“More staffing hours is achievable and needed... It’d be nice to have some continuity for staff and client benefit” Staff Member

- Problems with staffing are closely linked to funding issues
- In general, the NCCP does not have enough staff to meet the demand for newcomer services in the Peterborough area
- There is only one full-time staff member, and the rest are part-time, causing a rapid staff turnover rate
- Since there are no other newcomer organizations in Peterborough and surrounding areas, staff are stretched to provide services. For example, there is a high demand in Cobourg for newcomer services because of the large number of live-in caregivers working there and planning to apply for citizenship

“It would appear that we are understaffed, under-funded, and that we rely on our paid staff to do too much” Board Member

Recommendations:

- Having a full-time core staff with multi-year contracts would be ideal to create continuity within the organization in terms of service provision. This is obviously dependent on funding
- We received several ideas for needed staff positions. A volunteer coordinator to assist in organization, training, etc.; an ambassador, to create links with community organizations, to promote the centre, and to do outreach work, etc.; and grant writing positions

Board of Directors

“I believe that board members should be encouraged to get involved in a more direct way with the centre. This could be done through volunteering at the centre regularly. It seems to me that the board members make very important decisions on behalf of the NCC and yet we have very little knowledge of the centre, it’s clients and how it is actually run” Board Member

- There seems to be certain issues relating to the board of directors where some members are familiar with being on a board and the decision-making processes involved but are lacking knowledge about the centre and its goals and initiatives, while other members are familiar with the centre and with newcomer issues, but lack knowledge about the

decision-making process

Recommendations:

- Board members should be required to be involved with the centre, perhaps on committees, which would give them knowledge of both the center and decision-making processes
- One possibility for board members could be grant proposal writing
- Review the Board Member orientation process and consider creating an orientation package

Gender

“Women, structurally and systematically, have fallen through the cracks” Staff Member

“The women’s group was a way of empowering political voice and consciousness” Client

- Our research has indicated that more women than men use the center, especially for social aspects
- This is possibly because women seem more willing to ask for support and require support in specific areas, such as with issues relating to children and issues addressing assault and abuse
- Women often have more success at integration possibly because they find it easier to make the changes necessary for integration. For instance, they may take a job outside of their field which pays little and which is not considered to be a contribution to the community
- Several staff noted that the families of new Canadians often experience a shift in power dynamics and gender roles as women may begin to work when they did not before. Their male partners may continue to seek work in their field or area of employment, which may be difficult without previous Canadian work experience
- Men may experience a loss of power or status as they face de-skilling and are constructed as “immigrant labourers.” This may lead to conflict within the family
- Women face specific challenges with regard to language training. Since LINC is only offered up to three years after an individual arrives in Canada, many women may not be able to participate because of the numerous pressures and responsibilities they face. This is further complicated by the fact that most language instruction is offered at night and does not provide child care
- A women’s group was formed several years ago, motivated by a shift in family relations that often accompanies immigration. It addressed issues such as violence and abuse

Recommendations:

- Restarting the women’s group would benefit female clients of the center
- Some individuals suggested the need for a men’s group to create a space for men to discuss their experiences with immigration and settlement

- ❑ It was recommended that more men should be involved with and present in the center, as staff, hosts, tutors, etc. to appeal to immigrant men who may not feel comfortable talking to women about the stress they are feeling, as well as any physical or mental health issues they may be facing. This may make more men comfortable to use the center and participate as volunteers
- ❑ Increase the availability of childcare services for activities, workshops and classes to broaden the range of individuals who can participate

Broad Recommendations for the NCCP

“The space, if it was bigger, could offer the centre a lot more... Peterborough is growing, and it [the centre] needs to grow too” Client

- ❑ Continue working to bridge the community gaps through cultural sensitivity training and education within the broader Peterborough community, and also with staff, volunteers, board members, and especially, volunteers in the Host program
- ❑ Continue fostering links between relevant community organizations and the NCCP
- ❑ Increase employment ties by establishing more networks with industry and business to facilitate employment opportunities for new Canadians
- ❑ Increase the availability of child-care services for activities, workshops and classes, to broaden the range of individuals who come

- ❑ A larger space for the organization would allow for more activities, more privacy, and better service implementation
- ❑ More work outside the centre would improve services. For example, field trips, out of centre employment searches, and orientation

Conclusion

The New Canadian Centre Peterborough provides much needed services and programs to a growing community of new Canadians. Although this research report does highlight some of the challenges and barriers in regards to service provision and accessibility, it is important to note that the NCCP plays an important role in addressing and meeting the needs of newcomers. Many people expressed satisfaction and gratitude towards the centre with regards to the much needed services they received. Our research clearly indicates that while there is a demand for some services and programs that the centre is not offering at this time, the centre is doing its best to address newcomer needs with the resources they have.

We would like to thank all those who participated in the research process by sharing their experiences, opinions and insights.

Appendix 1

Client Questions

How long have you been in Canada? How did you hear about the New Canadians Centre (NCC)?

Why did you first come to the centre? How long have you been coming/did you go to the centre?

What services are you aware of (please list all)?

What services have you used?

What services have been most useful and why?

Have you experienced any problems with specific services? Which ones?

What services do you think are needed that aren't available?

Are there ways the NCC could make their services easier for you to access?

If the NCC hasn't been able to help you with something, have they referred you to other organizations that can?

How easy/difficult has it been for you to locate the services you need?

Do you have any ideas about specific programs, activities or services the NCC could create to serve you better?

Thank you!

Appendix 2

Board Member Questions

What services are you aware of that the NCCP offers? (Please list all)

What services are needed but are not in place?

What challenges do you see the NCCP face in providing services?

What are the goals of the NCCP? How effective is the centre in achieving these goals?

How does funding affect the centre?

Do you have any other comments regarding service provision, centre effectiveness or possible barriers to service that should be addressed?

Appendix 3

Staff Questions

As a staff member, what services are you aware of?

What services are needed but are not in place?

What other organizations do you most often refer clients to?

Do you feel, from your experience, that other organizations are aware of the services being offered by the NCCP?

What challenges do you/ the NCCP face in providing services?

In your experience are there any differences in the needs of men and women clients?

How has funding effected the centre? Are there other options for funding?

What are the goals of the centre? How effective has the centre been in achieving these goals?

Is there anything else you would like to add?

Appendix 4

We are a group of students from Trent University conducting a research project with New Canadians Centre Peterborough (NCCP) and Trent Centre for Community Based Education. The purpose of the project is to assess the service and programs offered through the New Canadians Centre. This project depends on the input and participation of NCC clients. All information provided will be confidential.

Age:

Gender: Male or Female

First Language: _____

Country of Origin: _____

Length of Time in Canada: Years ____ Months ____

Length of Time in Peterborough: Years ____ Months ____

Length of Time as an NCCP client: Years ____ Months ____

How did you first hear about the New Canadians Centre? Who referred you to the Centre?

What service(s) have you used at the NCCP? Please check those that apply.

Information & Referral

Government Offices

Social Service Organizations

Religion, Faith communities

Financial Institution

Workplace or Employment information

Education

Legal

Other. Please specify:

General Orientation

Peterborough Community Services

Peterborough Community Events

Peterborough Workplace

Health

Family

Legal

Financial

Education

Other. Please specify:

Interpretation

Translation

Employment Related

Resumes & Cover letter writing

Interview Preparation
Labour Market Information
Research Professional Regulatory Body Requirements for evaluation, assessment
of foreign credentials
Research and contacts with Training Institutions for evaluation and assessment of foreign
earned degrees
Other. Please specify:

Immigration Related

Pick up Immigration Forms
Help and questions on filling out Immigration Forms

Computers

Internet
Email
Computer workshop

Conversation Circle

English
French
Spanish

Pot Lucks

Host Volunteers

ESL Tutors
Homework Help

Language Assessment

OTHER please specify:

Were you satisfied with the service(s) you received?

Yes	Why?
No	Why Not?

What services would you recommend the New Canadians Centre should offer that is or are not listed above?

If you would like to participate in a focus group discussion to share your ideas especially on the last 2 questions, please provide name and phone number and we will be in touch with you. Thank you for your answers. They will be kept confidential.