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ST. LAWRENCE · RIDEAU  
**IMMIGRATION  
PARTNERSHIP**

**Newcomer Consultation for  
St. Lawrence-Rideau Immigration Partnership**

**Overview**

**Goal of the Newcomer Consultation:** The St. Lawrence-Rideau Immigration Partnership (LIP) is responsible for ensuring settlement and non-settlement services are responsive to the needs of newcomers. Information gleaned from the consultations with service and information providers in Leeds and Grenville in tandem with consultations with newcomers (defined as any immigrant/refugee who has entered and settled into Leeds & Grenville in the last 10 years) will enable the LIP to share and discuss with partners ways to improve on any programming/community gaps that are preventing the effective settlement of local newcomers in L&G communities.

The following outlines the included activities in the consultation process to begin September 2020 and to be completed no later than March 31<sup>st</sup>, 2021.

The following activities will be undertaken to achieve the abovementioned goal:

- LIP Council consultation
- Survey development
- Participant recruitment/invitation development (w/LIP support)
- Online/Zoom/in-person/phone meetings with participants
- Data Analysis/Report development

**What you can expect as a newcomer participant:**

- To be contacted by Dr. Jackie Schoemaker Holmes or a representative of the LIP to arrange a meeting date/time of convenience for the participant
- The opportunity to review the questions in advance and provide written feedback instead of verbal (in the language of the participant's choice)
- The opportunity to have an interpreter present at the interview to ensure the accurate understanding by the participant and the consultant
- A half-hour to hour interview in a location of your choice that meets with safety protocols necessary for the Covid 19 pandemic – e.g., over the telephone, over Zoom (video conferencing over the internet), or in person at a distance
- The right to refuse participation at any time during the consultation process
- The right to request a copy of the written report at the completion of the consultation process
- The right to amend or change any statements made during the consultation process
- The invitation to assist the LIP in creating better and more fulsome opportunities for seamless and coordinated newcomer arrival and settlement in Leeds & Grenville

**The overall purpose of this undertaking is to ensure that wraparound support exists in Leeds & Grenville for newcomers who choose this area as their new home.**

As part of the LIP's mission and mandate, consultations are to be held regularly to ensure this support exists and that each LIP is serving their respective geographic area in a way that meets the needs of newcomers in a manner that is both timely, effective, and coordinated.

Please see **APPENDIX A** and **APPENDIX B** for the questions asked to both the service/information providers and the newcomers themselves.

Any further inquiry can be directed to Dr. Jackie Schoemaker Holmes at [jscholmes@gmail.com](mailto:jscholmes@gmail.com) or Melissa Francis at [melissaf@ecentre.com](mailto:melissaf@ecentre.com)

## APPENDIX A



### St. Lawrence-Rideau Immigration Partnership Discussion Questions *Discussion to be Facilitated by Jackie Schoemaker Holmes, PhD on September 30th, 2020*

1. What specific programming, services, communication, and information are you currently providing to newcomers? Are these initiatives ongoing, scheduled, sporadic, (in)consistent, or on an as-needed basis?
2. What are your main points of contact/mediums of communication with newcomers?
3. What information from newcomers do you need to improve your services, programming, information provision, communication, and programming?
4. What is working well in terms of your agency's newcomer engagement?
5. What is not working well in terms of your agency's newcomer engagement?
6. How are you evaluating the effectiveness of what you offer to newcomers?
7. Are there any obstacles, barriers, efficiencies, best practices, or anything else related to your agency's work with newcomers that would like to share today?

## APPENDIX B QUESTIONS FOR NEWCOMERS

1. Did you get help when you came to Leeds & Grenville?
2. How did you find help/information?
3. What information, programs or services did you get or use when you arrived?  
For example:
  - a. Finding a home \_\_\_\_\_
  - b. Finding a job \_\_\_\_\_
  - c. Finding schools \_\_\_\_\_
  - d. Learning English \_\_\_\_\_
  - e. Starting a business \_\_\_\_\_
  - f. Other \_\_\_\_\_
4. How often did you use these resources?
5. What person(s) or place gave you the most helpful information?
6. Who, or what organization, helped you get settled?
7. What worked well in helping you to get settled into the area?
8. What information/service was not easy to find?
9. What kind of help, services or information would you like to see offered in this area that we do not have now?
10. Was there any information or service that was not helpful – or you did not know about – in getting you settled into this area?
11. Have you been able to give any feedback on either your good or bad experiences to the people/places that provided information/service?
12. Is there any other information/experience that you would like to share today to help the St. Lawrence-Rideau Immigration Partnership understand the experience of newcomers and the experience of settlement in this area?