

May 2017

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ACKNOWLEDGEMENT

This survey could not be done without the participation of our valued clients who shared their knowledge and experience with us, as well as the staff who conducted the survey. While confidentiality prohibits us from naming our clients, our sincere thanks to all of our participants, as well as Mohammed Alsaleh for conducting the survey.

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PART 1: INTRODUCTION

In October 2015 Prime Minister Trudeau announced Canada would resettle 25,000 Syrian refugees, a commitment that has since been surpassed through the combined efforts of Operation Syrian Refugee (OSR) and ongoing resettlement efforts. Operation Syrian Refugee welcomed 25,000 Syrian refugees to Canada through a combination of private sponsorship (PSR), government-assisted (GAR) and blended visa officer referred (BVOR) streams in the period from November 4, 2015 to February 28, 2016. Ongoing resettlement efforts saw an additional 10,000 government assisted refugees resettled to Canada by December 31, 2016.

As of March 31, 2017 almost 44,000 Syrians have arrived in Canada, including 3,725 who have settled in BC. To date, British Columbia has welcomed 2,550 Government Assisted Refugees, 685 Privately Sponsored Refugees, and 490 Blended Visa Officer Referred Refugees in over 69 communities (IRCC data, 2017).1

Syrian refugees arriving in Canada have met with an outpouring of support from all levels of government, civil society and employers. Over the course of their first year in Canada a great deal of attention from government and employers has focused upon labour market integration. It is important to remember that refugees are selected on criteria that differs significantly from economic immigrants. As such, their initial settlement needs and integration pathway may not parallel that of other immigrants.

PROFILE OF SYRIAN ARRIVALS TO BC

Most Syrian GARs resettled to BC originated from the southern city of Daraa and its surrounding region.

Prior to their arrival in Canada, most Syrian GARs had spent 3 – 5 years in urban settings or refugee camps located in Turkey, Jordan and Lebanon.

Syrian GARs have larger than Canadian average size families, with arrivals to BC having an average of 6 members. Further, many have very young families. Almost 60% of Syrian GARs resettled in BC are under age 19, with 50% age 12 and younger.

Adults arrived with a range of education and work experience backgrounds ranging from university educated professionals to farmers. The majority arrived with lower levels of education and limited or no English. Many had previously been employed in the construction and agricultural sectors (e.g. as truck drivers, construction workers and small scale farmers).

Syrian GARs to BC arrived with a range of physical and mental health conditions, including untreated trauma, chronic medical conditions, significant dental issues, and physical impairments.

(data from IRCC and ISSofBC)



¹ Immigration, Refugees and Citizenship Canada (IRCC) has provided regular updates on Syrian arrivals through both their website (#WelcomeRefugees: Key figures), as well as through data on the Open Data Portal.

Refugees resettled to Canada do so under Canada's humanitarian protection stream. Unlike economic immigrants who make the decision to apply to immigrate to Canada, refugees are forced to flee their homes and have been recognized by the United Nations High Commissioner for Refugees (UNHCR) as meeting the Convention definition of a refugee. Resettlement is one of three durable solutions put forward by the UNHCR to enable refugees to rebuild their lives with peace and dignity. Individual selected for resettlement do not have any other durable solution available to them, including local integration into the country of first asylum or ability to return to their home country.

Economic migrants are selected based upon factors which are seen to increase the likelihood of economic self-sufficiency, including age, language ability in one of Canada's two official languages, education, skill training, and previous work experience. By contrast, government assisted refugees are assessed upon established UNHCR vulnerability and an urgent need for protection. GARs arrive in Canada as permanent residents and receive initial assistance including temporary

UNHCR VULNERABILITY CRITERIA INCLUDES:

- single mothers,
- families with young children,
- individuals with a medical pre-condition due to war or untreated trauma
- survivor of torture
- individuals with special needs physical limitations, and
- length of time spent in protracted refugee situation

accommodations – and one year of financial support from the Federal Government. Most GARs do not have pre-existing family connections in Canada. The characteristics exhibited through the vulnerability criteria were reflected by the Syrian GARs that settled in BC.

With the unprecedented arrival of Syrian GARs to BC, ISSofBC took the opportunity to mark their first year in Canada by systematically probing some of their early settlement experiences and outcomes. In December 2016, ISSofBC released a report documenting the early settlement outcomes of Syrian GARs resettled to Metro Vancouver (see ISSofBC 2016). This report builds on that earlier publication by exploring outcomes among GARs resettled to non-Metropolitan locations, including Abbotsford, Nanaimo, Prince George, Kamloops and Kelowna. Where appropriate, the report draws upon the earlier Metro Vancouver publication to identify similarities or differences and identifies key themes. Part 3 includes an analysis of both Metropolitan and non-Metropolitan resettlement.

PART 2: INTRODUCING THE HUB AND SPOKE MODEL

Prior to the arrival of Syrians, all GARs resettled to British Columbia were destined to Metro Vancouver – a region experiencing significant housing affordability challenges and vacancy rates below 1%.

During the planning process the Province of BC expressed a strong desire to see GARs settled across BC, a goal that was accomplished in two ways: first, through the designation of the Inter-Cultural Association (ICA) of Victoria as a Resettlement Assistance Program (RAP) Contribution Agreement Holder, and second, through the establishment of an ISSofBC-led hub and spoke model. Both happened simultaneously and although separate approaches, the agencies involved worked closely together.

The hub and spoke model introduced by IRCC and ISSofBC offered a flexible method of regionalization, while ensuring maximum flexibility. Contracts could be established quickly, and provided sufficient flexibility to make amendments and/or change locations as appropriate.

The hub and spoke model in BC is an ISSofBC-led partnership in which seven organizations across BC were subcontracted to provide RAP services to GARs destined to their communities. Through these agreements GARS were settled in Nanaimo, Prince George, Kamloops, Kelowna, Vernon, Penticton and Abbotsford.²

Spoke communities were initially identified through pre-existing settlement and LINC infrastructure to ensure a range of services were available for newly arrived GARs, and subsequently agreed upon by IRCC. Once the spoke communities were finalized, IRCC negotiated the destining process including the identification of families ensuring that they were able to travel directly to the cities without staying in temporary accommodations in Metro Vancouver.

Pre-existing relationships between ISSofBC and the subcontracting agencies allowed for quick identification of interest, establish subcontract agreements and deliver onsite training largely within a one month time period.

In the leadup to resettlement assistance, subcontracted agencies consulted within their communities to identify existing supports and

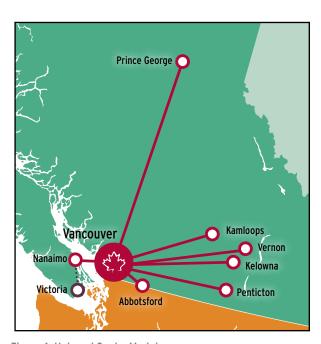


Figure 1: Hub and Spoke Model



² Note: Victoria has been identified on the map with a dotted line to Nanaimo in recognition that Nanaimo resettled GARs destined to both Vancouver and Victoria. Only GARs resettled through the ISSofBC hub and spoke model participated in this survey.

determine community capacity and interest in resettling GARs. While some communities such as Abbotsford requested a large number of arrivals all at once, other cities requested smaller numbers of GARs spread out over a longer period. Agencies within the Okanagan requested blackout periods during peak tourism periods owing to a lack of available temporary accommodations. Vernon, for example, requested families with large numbers of children, while other cities requested smaller family units to ensure housing availability. Unfortunately, it was not possible to control the flow of arrivals.

Once targets and a tentative timeline were established, agencies sought permanent housing options, recruited and trained staff and volunteers. Like many other cities across Canada, these communities were excited to help newly arrived GARs begin their new life in Canada.

Delays in the timing of arrivals and reduced numbers created additional challenges. In Penticton, Syrian GARs did not arrive at all. Where housing had been identified and tentative agreements signed, the units had to be released causing frustration and lost deposits for agencies and landlords. Further, the combined impact of delayed and lower than anticipated arrivals resulted in challenges maintaining community interest, particularly among volunteers. In Kelowna, over 200 interested volunteers were recruited, yet only four families initially arrived.

Although subcontracted agencies were provided a flat rate of funding per client to maximize flexibility, agencies have experienced difficulties in maximizing limited resources owing to the sporadic nature and frequency of arrivals arriving one at a time, or in large groups with very little notice. Agencies have been unable to maximise limited resources under uneven arrival flows. Subsequent feedback and reflection indicates it would be beneficial to have families arriving in small manageable groups with set arrival times to maximise efficiencies.

Identifying and securing temporary accommodations that was of sufficient size and with kitchenettes was difficult given large family sizes, sporadic arrivals and short notice.

Finding permanent accommodations has also been challenging in some cities. Although rents are slightly more affordable than in Metro Vancouver, Nanaimo has a vacancy rate of 0% and had average temporary housing stays of 4-6 weeks, while some stays in Abbotsford were as long as 3-4 months.

Unlike Metro Vancouver, where clients receive a furniture package, subcontracted agencies were responsible for assisting clients in procuring furniture. Procuring new and affordable furniture and/or storing donations placed additional strain on agencies.

In spite of the challenges experienced and the short timelines, the hub and spoke model was successful in resettling two hundred and fifty-one (251) GARs in five communities across BC.



PART 3: INITIAL SETTLEMENT OUTCOMES SURVEY

METHODOLOGY

Forty-five (45) Syrian GAR head of households, representing over 250 individuals, who had arrived between February 22, 2015 and April 28, 2016 were invited to participate in a telephone survey. The telephone survey was undertaken between February 27, 2017 and March 28, 2017. All GARs interviewed were destined to one of five communities as part of the hub and spoke model. The purpose of the survey was four-fold:

- Assess initial settlement outcomes of GARs destined outside Metro Vancouver as part of the hub and spoke model;
- Provide a better understanding of issues facing newly arrived Syrian GARs;
- Assess community readiness to settle GARs; and,
- Enable Syrian GARs to identify issues of concern to themselves.

Clients who received initial Resettlement Assistance Services and temporary accommodations directly from subcontractors in Abbotsford, Prince George, Kelowna, Kamloops, and Nanaimo were included in the survey.

Syrian head of households were contacted by phone by trained Arabic speaking personnel and asked to take part in the survey. If consent was provided, the individuals were asked a series of 25 questions addressing a range of settlement related issues, including:

- English language and education/training,
- employment,
- housing,
- health and family well-being, and
- family reunification.

Clients were provided two open-ended questions to identify their most pressing need, as well as provide an opportunity to provide feedback to ISSofBC or the Government of Canada.

The survey was conducted in Arabic and responses were entered into Survey Monkey, ensuring no identifying information was included.



PARTICIPANT PROFILE AND FINDINGS

Forty-two (42) Syrian head of households provided consent to participate in the telephone survey, representing 93% of total targeted respondents.

Almost half (49%) of respondents were initially settled in Abbotsford, 20% in Nanaimo, 13% in Prince George and 9% each in Kelowna and Kamloops (see Figure 2 for a map of initial settlement locations of respondents).

The arrival dates of all respondents were almost evenly split between February 2016 (51% and March 2016 (49%).

Under the Government of Canada's overseas resettlement program, a 'unit' includes the head of household, spouse and dependent children. Single adults age 19 and older (including adult children) are considered a unit of 1 by IRCC. As such, multiple units may form a family (e.g. a couple and their dependent children as one unit, their adult child as another) and a unit may be smaller than the family size.

PRINCE GEORGE **KAMLOOPS** KELOWNA ABBOTSFORD

Figure 2 Initial Settlement Locations of Respondents

Syrian GAR arrivals to BC included a significant number of larger units. Unlike Syrians destined to Metro Vancouver, where almost three quarters (73%) of Syrian respondents in the Metro Vancouver study (see ISSofBC 2016) GARs arrived as part of a unit of 1 to 5 individuals, over sixty percent of respondents (62%) destined to smaller centres arrived as part of a unit of 6 or more individuals (see Figure 3, Unit Size (%) of respondents). Thirty-six percent (38%) of Syrian GARs destined to smaller

centres arrived as part of a unit of 1-5

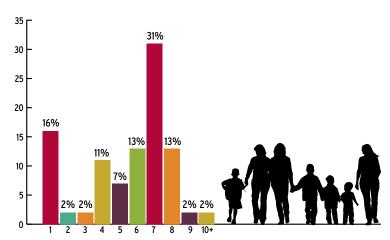


Figure 3: Unit Size (%)

individuals, including 16% who arrived as an individual unit. It should be noted, however, that many of these single units arrived as part of a larger family.

Given adult children are counted as a unit by IRCC multiple respondents may have participated from a given family (e.g. father, 1+ adult children living at home).

ENGLISH LANGUAGE AND EDUCATION/TRAINING

The majority of Syrian refugees arrived in Canada with lower levels of English language. Almost one year after arrival, 86% of Syrian respondents self-assessed as having no or beginner level English (see Figure 4), slightly higher than respondents in the Metro Vancouver survey. Eighty-three (83%) reported they are currently attending LINC classes which is very encouraging, particularly given long wait-lists for free English language classes in British Columbia. Although attendance in LINC is slightly better than in Metro Vancouver survey (76%), the



Figure 4: Level of English (%)

language ability of respondents in smaller centres is not significantly better.

Unlike, respondents in Metro Vancouver, none of the individuals who are not attending LINC classes reported being on a wait-list. This is significantly different than Metro Vancouver, where over half of respondents (51%) not attending LINC classes were on wait-lists. The vast majority of individuals not currently on a wait-list identify themselves as having beginner English.

Besides English language training thirty-three (33%) of survey respondents also indicated that they have taken training and/or education other than English, another indicator towards economic integration

EMPLOYMENT

Approximately one year after arrival twelve percent (12%) of respondents are employed on a full-time or part-time basis. This is significantly lower than in Metro Vancouver, where 17% of respondents were employed 10-11 months after arrival. One individual has been able to obtain full-time employment and four individuals report part-time employment. Employment obtained to date has been in construction and trades, service and agriculture industries. No respondents reported living in households with one or more family member(s) are employed.

Eighty-seven percent (87%) of respondents who are not working stated that they were actively looking for work, much higher than respondents in Metro Vancouver (64%).



HOUSING

Forty-eight percent (48%) of survey respondents reported that their housing is comfortable for their family, significantly less than in Metro Vancouver (62%). When asked why their current housing is not

comfortable, the

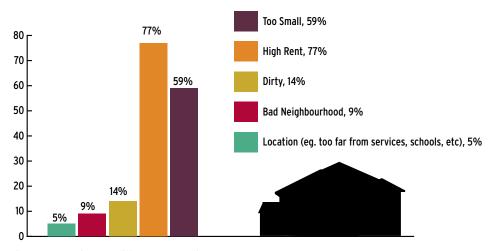


Figure 5: Housing Conditions Perspective (%)

top three responses were the high cost of rent (77%), the housing is too small for their family (59%), and the housing is dirty/old (14%).3 Although these findings are not unlike those experienced generally by low income BC residents, it is interesting to note that the percentage of respondents indicating their rent was too high was significantly higher in these communities than in Metro Vancouver (77%, as compared to 53.2%).

Seventy-six percent (76%) of respondents live in households of 6 or more people, significantly higher than the 41% in Metro Vancouver. Thirty-three percent (33%) of respondents live in 4+ bedroom units (21% in 4 bedroom, 12% in 5+ bedrooms). Thirty percent (30%) live in 2 bedroom units and 33% in 3 bedroom units. Unlike Metro Vancouver, where a small number of large (6+) families live in 2 bedroom units, almost 1 in 3 families in smaller centres report living in 2 bedroom units. Forty-four percent (44%) of families of 6 or more live in 3 bedroom units, and 25% in units with 4 or more bedrooms. A number of clients have been successful in accessing subsidized housing (e.g. BC Housing, co-ops).

HFAITH AND WFII-BFING

Respondents were asked a series of questions on the health and well-being of their family. Overall, respondents reported that the physical and emotional well-being of their family was positive.

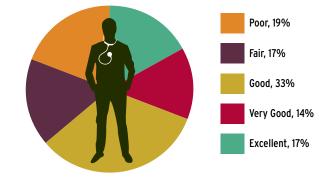


Figure 6: Physical Health of Family (%)

Multiple responses were allowed. Further, a small number of individuals who had indicated their housing is comfortable for their family responded to this question - usually in relation to the high cost of housing.

Over one-third (36%) of respondents reported their family overall health was in Fair or Poor physical health (see Figure 6).

When asked about their family's emotional health, 12% of respondents indicated that overall their family members felt depressed and 26% as sad (see Figure 7). Overall, responses were slightly more negative than for respondents in Metro Vancouver, 70% of whom rated their emotional health as very happy or happy.

Positive responses about the mental health of families however, were tempered by the anguish revealed in open-ended questions. Respondents expressed concern about the physical well-being of family members left overseas and alluded to the impact on their own well-being.

Responses to the question of the most pressing need or concern, for example, included:

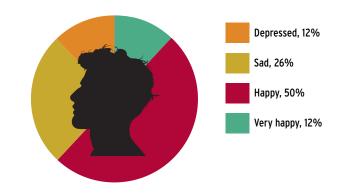


Figure 7: Emotional Health of Family (%)

Please help us help our family members overseas.

My biggest fear is not to be able to see our families again.

The ability to fully rebuild their lives in Canada is tempered by ongoing concern about the well-being of family members abroad.

Eleven percent (11%) of respondents felt that their school age children were doing fair in school, much lower than in Metro Vancouver (17.5%). The vast majority reported their children were doing well in school. One in three respondents indicated their children were doing excellent in school (see Figure 8).

Our final question around well-being centred upon income security. Fifty-five percent (55%) of respondents reported they regularly use the



Figure 8: Children's Well-being at School (%)

food bank (e.g. on a weekly basis), lower than the percentage of respondents in Metro Vancouver (66%).

FAMILY REUNIFICATION

Ninety percent (90%) of survey respondents indicated that they had immediate family members that they wanted to be reunited with in Canada, much higher than in Metro Vancouver (74%). This includes spouses, adult children and siblings, parents, and grandparents.

I really want to have my brother here as he's running from war in Lebanon.

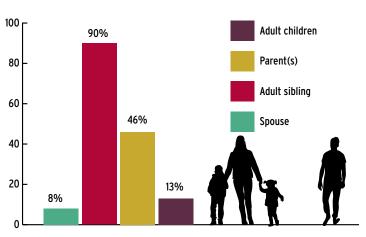


Figure 9: Relationship (%)

I want to have my wife's family to come here so they can support us that my kids can integrate.

> We are thinking about our families outside of Canada a lot. We want them to join us here and if that happens, we will never think about leaving Canada.

PART 4: DISCUSSION

Consideration of findings have been clustered into five (5) key themes, including:

- Income security, with emphasis on Month 13,
- Education and English Language,
- Housing,
- Health Primary and Dental, and
- Family reunification.

Each will be addressed in turn.

INCOME SECURITY - EMPLOYMENT, HOUSING AND ENGLISH PROFICIENCY



Income security, or lack thereof, is the primary concern of many Syrian refugees destined outside Metro Vancouver both at present and as they contemplate the transition to BC Income Assistance in month 13. The stress associated with concerns about finding employment, supporting their families, paying for housing, and becoming independent emerged in this study, as well as in the previous Metro Vancouver study.

The situation in Prince George is important to note, in that four of the six respondents expressed specific concerns about employment opportunities in that city.



We really want to find work but living in Prince George there are very few opportunities.

We have a big family and it's very challenging to support them. High rent is my biggest challenge,

I'm afraid that I won't be able to afford it. Also, there's

no work in Prince George.

I worry about the future. I really want to work but there are no opportunities in Prince George.

Please pay more attention to Prince George, because leave here because

there's no work and also groceries are expensive. Please support our city more.

We really want to work, but English is our most pressing need.

We wish the government look into Syrian refugee's situations in Prince George because it's not that well.

Approximately one year after arrival, five Syrian GARs destined outside Metro Vancouver have obtained employment. Only one is on a full-time basis. Employment obtained to date has been in construction and trades, service and agriculture industries. Given the anxiety around income security post Month-13, it is concerning to note that no respondents reported living in a household with more than one person employed.

KEY FACTORS THAT MAY IMPACT A REFUGEE'S ABILITY TO SECURE EMPLOYMENT INCLUDING:

- cost and availability of public transit (e.g. ability to get to work sites owing to start/end times and/or location in underserviced area, cost of bus passes);
- unfamiliarity of Canadian employment search techniques;
- lack of Canadian work experience;
- lack of English language skills;
- untreated pre migration trauma; and,
- a lack of child care.

A large number of respondents spoke of the desire to find employment, though their ability to do so was often interlinked with language proficiency.



EDUCATION - ENGLISH LANGUAGE TRAINING

Respondents spoke of the need to learn English to facilitate settlement.



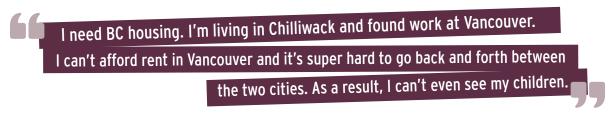
Unlike the findings from Metro Vancouver however, no respondents expressed a need for further training and/or to pursue their previous education.

HOUSING

Although forty-eight (48%) of survey respondents reported that their housing was comfortable for their family, Syrian families have faced substantial challenges in finding affordable housing that meets the needs of their larger size families.



The desire for BC Housing was of great concern to a number of respondents, owing to both affordability and suitability of their current housing situation. One respondent who has been able to obtain work summarized the challenges faced and the impact on their family:



MONTH 13

For many, concerns about their future were intertwined with fears about the transition to BC Income Assistance at the end of the first year.



I worry about finding work after transitioning to welfare. it's been very hard to find suitable employment.

High rent is making everything hard and my parents can't maintain the situation. Also, we need coverage for medications so we can afford it. Ever since we went on welfare, we've been living month to month.

We worry about the transition to welfare and not being able to find work due to the language barrier.

Transitioning to welfare is our biggest worry. Secondly, comes finding work and English.

The reduction in household income, as much as \$348 for some families in BC, poses additional challenges for GAR families as they transition to BC IA in month 13.

PRIMARY, DENTAL AND MENTAL HEALTH

Syrian families stated their appreciation for the care and attention provided to them from medical practitioners. As noted, there were some Syrian GARs that arrived in BC with pre-existing medical conditions, including war related injuries. One in three (1 in 3) respondents reported their family was in Fair or Poor health. Respondents noted the need for more extensive medical and dental coverage (e.g. physiotherapy), as well as concerns about costs associated with medications.



For some, concerns related to their children's health



For others, concerns around income security were linked to their mental well-being.



FAMILY REUNIFICATION



As the Syrian civil war continues unabated after 6 years the mental health of Syrian families is greatly impacted by the separation of family members. Almost three-quarters (74%) of survey respondents indicated that they had immediate family members that they wanted to be reunited with in Canada. This includes spouses, adult children, siblings, and parents. Family reunification is viewed by many respondents as critical to emotional health, as well as long-term settlement.

PART 5: CONCLUSION

The hub and spoke model was introduced in British Columbia, building on pre-existing relationships, to enable a flexible model of GAR destining and regionalization to occur. While it was not without its challenges, the partnerships allowed two hundred and fifty-one (251) Syrian GARs to be resettled across the province in a very short timeframe.

The speed with which the hub and spoke model was introduced cannot be understated, as the entire process from the identification of potential partner communities through to the arrival of Syrian GARs took place over the course of three months. While all cities had pre-existing settlement and LINC programming, it is important to note that these cities did not necessarily have targeted, refugee-specific programming in place.

Syrian GARs destined through the hub and spoke model had larger family sizes than those destined directly to Metro Vancouver. Although their language ability is slightly higher than in Metro Vancouver, this may be a result of higher rates of participation in LINC classes. None of the individuals who are not currently enrolled in LINC classes reported being on a wait-list.

As in Metro Vancouver, employment and income security continue to be significant concerns to respondents. High rents, low employment participation and the impending transition to BC Income Assistance placed additional stresses upon Syrian GARs regardless of where in the province they were settled. The situation in Prince George was notable in that four of the six respondents expressed specific concerns about lack of employment in that city. Further, no respondents reported living in a household with more than one person employed.

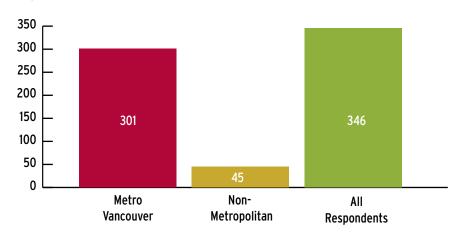
The innovative approaches taken during the resettlement of Syrian refugees bears further exploration to assess existing capacity, identify best practices and ensure future regionalization builds upon these learnings. Although this is beyond the scope of the current research, feedback provided to IRCC and ISSofBC has enabled us to integrate some of these findings into current programming design.

APPENDIX A: BC WIDE DATA - SYRIAN GARS LIVING IN METRO VANCOUVER AND OUTSIDE METRO VANCOUVER

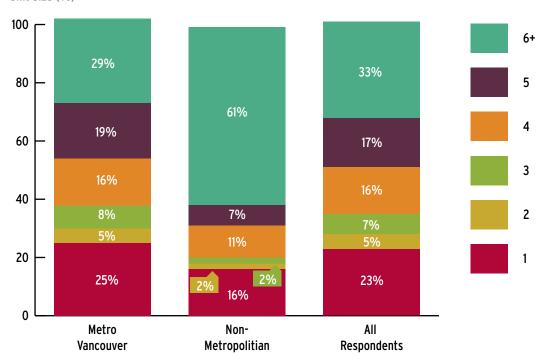
The following charts provide detailed information on key indicators from both the ISSofBC Metro Vancouver and Non-Metropolitan Surveys. To facilitate analysis, we have included the category of All Responses. The intention is to provide a sense of similarities and differences across the regions.

PARTICIPANT PROFILE AND FINDINGS

Respondent Location

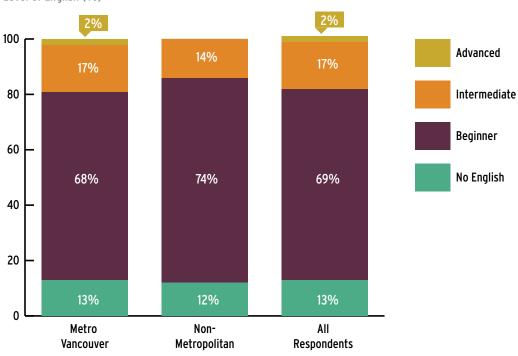




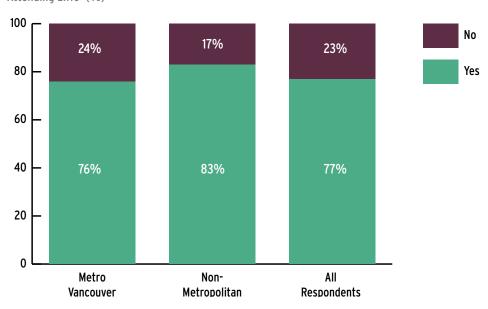


ENGLISH LANGUAGE AND EDUCATION/TRAINING

Level of English (%)

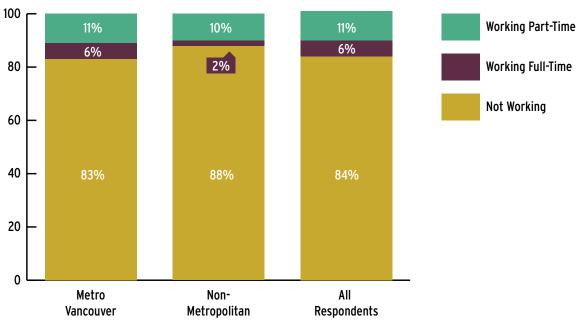




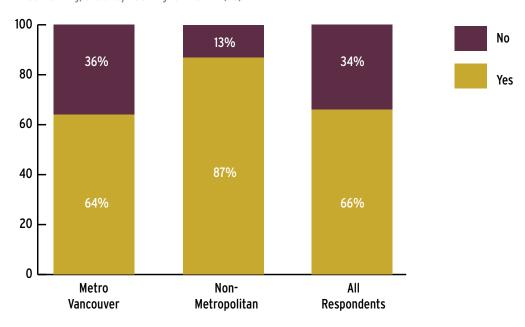


EMPLOYMENT

Employment Among Respondents (%)

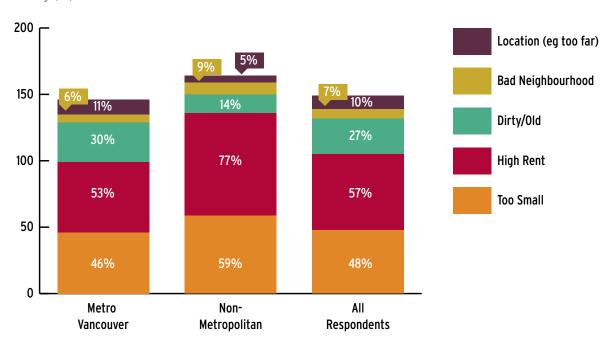


If not Working, are they Looking for Work? (%)

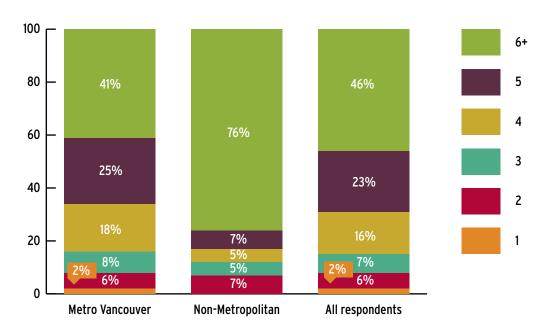


HOUSING

Housing (%)

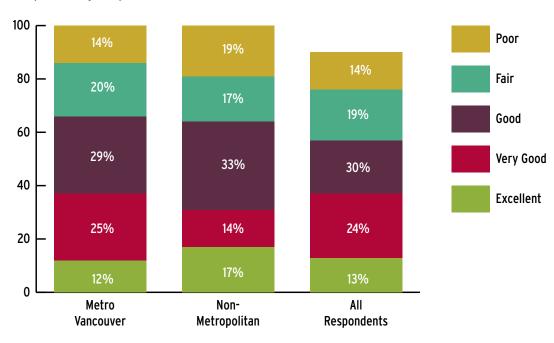


Number of People in Housing Unit (%)

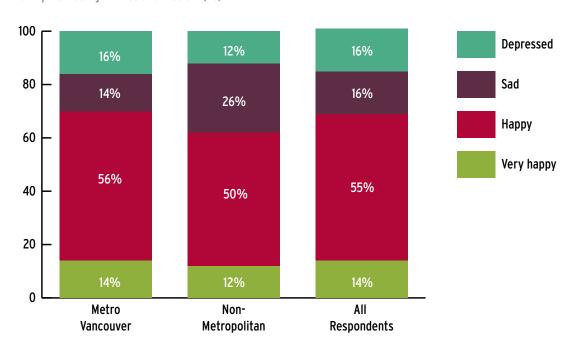


HEALTH AND WELL-BEING

Family Well-being — Physical Health (%)



Family Well-being — Emotional Health (%)



How are Children Doing in School? (%)

