

5 ideas



to offer better services to immigrants!

Our research is part of a wider study on the settlement outcomes for Canadian Immigrant Women, Youth and Seniors which is funded by Immigration, Refugees and Citizenship Canada. You can read the full report here.

We have analyzed:

- 511 published and grey literature items in English for the period 2008–2017
- 341 existing services in Canada except for Quebec

For more information on this research, you can read the [research summary](#) or kindly contact Naolo Charles, Knowledge Exchange Officer.



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1 Pay more attention to immigrants' resilience and success

With existing research sufficiently documenting what prevents newcomers from successfully settling in Canada, pay closer attention to how they overcome what stands in their way, and prosper socially and economically

2 Offer holistic services to families, not just to individuals

Most newcomers in Canada come in family units. The challenges they experience are interconnected. Therefore, immigrant-focused services could benefit from a holistic understanding of immigration and settlement that takes families, not individuals, as the unit of analysis and practice.



3 Relax eligibility rules for settlement services

Migrants who are likely to become permanent residents and citizens who were recently permanent residents cannot access federally funded settlement services. It is in the public interest to relax eligibility rules for these services.

4 Employ cultural brokers

Services to newcomers should not be delivered with a one-size-fits-all, euro-centric model. For instance, when it comes to schools, a good strategy could be employing cultural brokers who mediate between newcomers students/families/institutions of different cultural backgrounds and facilitate service provision in a school setting.



5 Deliver health and mental health services in a gender-, race-, and culture-sensitive framework

Immigrant experience with health, mental health, and well-being varies by age, gender, migration status, and other social determinants.