



Settlement Post

Introducing In-School and Library

In-School Settlement Services Program

What is the In-School Settlement Services program?

The In-School Settlement Services is an outreach program that helps newcomer students and families in Canada settle in their school and community.

How long has this program been around?

The program started in January 2009 as a pilot in three cities namely; Fort McMurray, Grande Prairie and Edmonton.



Why does the program place settlement practitioners in schools instead of agencies?

Schools are one of the first places newcomer families go when they arrive in Canada. Local school districts has placed Settlement Practitioners in a number of schools with high newcomer populations. The program systematically contacts all newcomer parents and students from the school and connects them with available services, programs and resources.

What services are provided by Settlement Practitioner in schools?

In addition to contacting newcomer families and students, the settlement practitioner conducts needs assessments, provides information and orientation, either on a one-on-one basis or in group presentations. The settlement practitioner also refers clients to available resources and services depending on individual need.

Who are the partners in this program?

Partners in the program include: Edmonton Immigrant Services

Association, Edmonton Mennonite Centre for Newcomers, Catholic Social Services, Edmonton Public Schools, Edmonton Catholic Schools, Fort McMurray Public Schools and Grande Prairie Public Schools.

Library Settlement Services Program

What is the objective of Library Settlement Services program?

The primary objective of the program is to connect newcomers to available services and resources in the community. This is done by Settlement Practitioners who are based in selected library branches.

How long has this program been around and in which branches?

This program started in June 2009. It is currently offered in the Mill Woods, Stanley A. Milner and Londonderry branches by two Settlement Practitioners.

What kind of services are provided by the program?

The services provided by the program are similar to the In-School Program. They include: information and orientation,

referrals, employment-related and solution-focused counselling.

Who are the partners in this program?

This program is a partnership between Edmonton Immigrant Services Association and Edmonton Public Library. Funding is provided by Citizenship and Immigration Canada.

Why are Settlement Practitioners placed in libraries?

When newcomers first arrive in Canada, a local library branch is one of the first public centres they visit to acquaint themselves with available services. It seems only natural that settlement practitioners be available at the libraries to assist newcomers with settlement needs.

Is there differences between settlement work in libraries and in the settlement agencies?

Settlement Practitioners in the libraries do a lot of outreaching to find out who the newcomers in the libraries are and to let others know about settlement services that are available in case they know of someone in the future who might need such services.

*We are now on the web!
Visit us online at:*

www.islss.org

INSIDE THIS ISSUE :

Introducing ISSSP/LSP	1
Meet a Settlement Practitioner	2
What's Happening During Summer?	2
Program Initiatives	3
Word Search	4
Canada Trivia	5
Contact Information	6
Answers	6

Meet a Settlement Practitioner — Grazyna Pakos



What languages do you speak?

I'm fluent in Polish, but I have a good understanding of Russian, Ukranian, and Slovakian languages. I studied French, but can't say I'm fluent. I understand Czech as I used to live in Czechoslovakia.

Who are the clients that you serve?

Mostly newcomer adults and very seldom, there will be minors. I will know those minors mostly through their parents, but it's not like I work with them directly [...]

What services do you provide to newcomers?

I provide information, orientation, referrals to community services [...]. However, everything depends on clients' needs. The needs are usually but not always determined by the length of time the clients have been in Canada. If they need-for example-help with language.

What challenges do you come across working in libraries?

One of the challenges is the high number of clients who need services. It's also hard to predict how many clients you will meet in a day. Some clients want to be referred immediately to places that offer literacy classes. The problem though is those places are so busy and have large waiting lists. You have to be creative and not give up. There is always something we're always trying to do

better. There are lots of newcomer clients who cannot read and write. We try our best to help clients in the best possible way. I am grateful that the Edmonton Library staff are responsive in finding resources.

What initiatives/programs are you currently working on?

Clients will ask about sponsorship, education and legal information. So we arrange group presentations in different library branches to make sure clients get the information that they are looking for.

Grazyna Pakos was born and raised in Poland. She graduated from the University of Alberta with a Major in Psychology and a Minor in Sociology. Fascinated by different cultures, committed to helping others, and being an immigrant herself, she has always wanted to use her skills to improve the lives of other newcomers adjusting to their new life in a new country. Grazyna works in three different library branches: Stanley Milner, Millwoods Library and Londonderry.

NEWCOMER ORIENTATION WEEK 2011

Newcomer Orientation Week

(NOW) is a summertime program that prepares newly arrived students to their first weeks of high school in Canada. The program is usually offered during the last week before schools start in fall. Last year, the program was piloted at Queen Elizabeth High School.

Orientation is delivered by Peer Leaders who have to attend three day training two weeks prior to the



start of the school year.

In 2010, sixteen newcomer students participated in a two-day orientation session. They were joined by their parents who also had their own orientation.

Two schools have signed up for NOW in 2011. They are Queen Elizabeth High School and St. Joseph High School. The program is still accepting registration and deadline is August 22, 2011.

For more information please contact Oliver at 780-474-8445 ext 226.

Queen Elizabeth High School
Aug 23-25, 2011. (9:00-3:30 p.m.)

St. Joseph High School
Aug 23-25, 2011, (9:00-3:30 p.m.)

Newcomer Parent Orientation
Queen Elizabeth High School,
Aug 25, 2011 (9:00-11:30 a.m.)

*"I needed some help to find a study club [...] so thank God Grazyna came to me, and she gave me the number of to help me with the study club. I think it is the best service for newcomers because they help a lot."
-Fatu, came from Liberia 4 years ago*

Program Initiatives

Computer Classes for Newcomer Parents

There is a considerable number of newcomer parents who come to Canada with limited English. These parents cannot read or comprehend any written information emanating from schools. Edmonton Public Schools for instance have placed information related to student academic performance, assignments, school news, etc on an online web-portal known as SchoolZone. If a parent neither speaks English nor possesses computer skills it is impossible to access or track the progress of the student.

Consequently, the In-School Settlement Services program started computer classes for newcomer parents with the ultimate goal of helping them access the SchoolZone. Classes are taught by Settlement Practitioners, who are assisted by students and last usually eight to ten weeks. Student assistants are recruited to help with interpretation.

Parents are taught basic computer skills such as turning on and shutting down the computer, how to use the mouse how to open an email address, how to use the internet to search for information, or how to use language tools for translation. The highlight of the class is when parents are shown how to access School Zone. This class is normally taught by a teacher from the participating schools as Settlement Practitioners do not have official access. A graduation ceremony is held after the last day of class.

Computer classes were first offered in 2010 at Queen Elizabeth High School. 17 newcomer parents registered and all successfully completed the program. Each parent was given a free refurbished computer to take home. Other schools to follow were Dickinsfield Elementary School, Grace Martin Elementary and Crawford Plains School.



Basic computer classes at Grace Martin Elementary School

English Conversation Classes

Classes were held every Wednesday morning at Grace Martin Elementary School from April 6 to June 1st. Lack of child care is a major barrier for women with young children attending English classes, so with the suggestion of the In-School Settlement Practitioner, ABC Head Start not only provided the space for the class, but childcare as well. A volunteer from the Edmonton Mennonite Centre for Newcomers (EMCN) facilitated the classes.

For newcomer parents, this class was an opportunity to practice their English speaking and listening skills while making new friends. They also practiced scenarios such as asking the bus driver for directions or answering a phone call with the goal of making them more comfortable in using English should they encounter such situations in the future.

Parents attending the English Conversation Class also had the opportunity to attend a Library Tour at Mill Woods Branch on May 27. Those who did not have library cards received one. Parents were informed about library resources that would help them to practice their English as well as materials in other languages, newspapers, magazines, and books for children and teens.



Library Tour at Mill Woods Branch

Legal Information Sessions

Nineteen newcomer parents attended an information session organized by Library Settlement Services on Family Law, Employment Law, and Identity Theft at Mill Woods Branch on June 21, 2011. Latika Srivastava, a lawyer with the United Culture of Canada Association, was the guest presenter. Participants indicated that the presentations should be held every month as there was a lot to learn. They also expressed the need for further presentations on child support, adoption and custody.

Festival City 2011

- **A Taste of Edmonton-July 21-30 (Sir Winston Churchill Square, Art Gallery of Alberta):** Sample food and drinks from Edmonton’s restaurants and enjoy live music. www.eventsedmonton.ca/taste.php
- **Capital Ex -July 22-31 (Northlands, 116 Avenue & 73 Street):** 10 days of rides, games, concerts, food and shopping. www.capitalex.ca
- **Heritage Festival-July 30-August 1, 2011 (William Hawyear will feature 62 pavilions representing over 85 cultures from all over the world. www.heritage-festival.comrelak Park):** A celebration of cultures. This
- **Cariwest -August 5-7 (Sir Winston Churchill Squire):** A celebration of Caribbean cultures. www.cariwestfestival.com

- **Edmonton International Fringe Theatre Festival- August 11-21.** North America’s oldest and largest Fringe Theatre Festival. Come watch plays, comedy shows, street performances, and more. <http://fringetheatreadventures.ca>

Let’s Go Summer Program

Catholic Social Services is offering a free summer program for immigrants of all ages and their families. Activities include English Language Practice, sports, crafts, and games for children & youth, and field trips.
When: Tuesdays, Wednesdays, & Thursdays,
Time: 1:00-3:00pm, July 5-August 18, 2011
 For more info, call Frank Bessai or Sam Lawrence at (780) 424-3545

Help with Literacy

Project Adult Literacy Society (P.A.L.S.) - help for adults who would like to improve their reading, writing, and math skills. Tel: (780) 424-5514

Centre for Family Literacy –Adult Tutoring-one-one support for adults who read and write below a Grade 9 level. For further information call (780) 421-7323

Word Search

I	N	V	T	E	C	N	E	I	R	E	P	X	E	S
N	A	I	R	A	T	I	N	A	M	U	H	U	M	P
O	E	S	I	M	M	L	A	T	R	D	I	U	A	I
R	G	I	L	D	U	M	O	E	E	S	L	V	E	H
I	N	T	F	X	B	R	S	M	A	T	F	H	S	S
E	A	P	R	O	T	E	C	T	I	O	N	A	E	N
N	H	I	N	M	T	I	V	C	S	S	I	L	E	E
T	C	S	L	T	N	C	U	K	P	P	I	Y	G	Z
A	I	I	L	V	K	L	A	O	U	G	M	N	U	I
T	T	E	E	P	T	M	N	Y	L	I	M	A	F	T
I	U	S	B	U	A	S	R	A	A	X	E	O	E	I
O	T	L	R	F	O	F	K	G	S	R	A	P	R	C
N	R	A	E	R	E	T	A	R	G	I	M	M	I	H
Y	L	P	T	I	Y	L	F	A	O	B	V	S	E	R
A	I	U	C	R	E	D	E	N	T	I	A	L	S	M

There are 15 key terms in this puzzle that are associated with immigration and settlement.

Can you find them?

Here is an example:

- **Sponsor**

GOING CANADIANA - Test your knowledge of Canada

Canadian provincial and territorial symbols

1. The Wild Rose is the official flower of which province?

2. Manitoba's official animal is _____
3. The Mayflower is the official flower of

4. Prince Edward's official tree is _____
5. Saskatchewan's official animal is _____
6. Jade is the official mineral of which province?

7. New Brunswick's official bird is the _____.
8. Caribou is the official animal of _____.
9. The Common Loon is the official bird of _____.
10. The Fleur-de-lys is the provincial symbol of
_____.
11. Diamond is the official mineral of which territory _____.
12. The official animal of Nunavut is the
_____.
13. Fireweed is the official flower of which territory?

Canadian History

1. What year was the Canadian Flag created?

2. Canada comes from an Iroquois word 'Kanata' which means _____
3. Who was the first Prime Minister of Canada?

4. What is Canada's national winter sport?

5. What is Canada's national summer sport?

6. What kind of flower do Canadians wear on their jacket in November? _____
7. What year did Alberta join Confederation?

Canadian Capitals

Match the province/territory to its capital city

- | | |
|---------------------------|------------------|
| 1. Alberta | A. Quebec City |
| 2. Yukon | B. Yellowknife |
| 3. Newfoundland/Labrador | C. Toronto |
| 4. Nova Scotia | D. Edmonton |
| 5. Saskatchewan | E. Victoria |
| 6. British Columbia | F. Winnipeg |
| 7. Ontario | G. Fredericton |
| 8. North West Territories | H. Regina |
| 9. Prince Edward Island | I. Halifax |
| 10. New Brunswick | J. Charlottetown |
| 11. Manitoba | K. Iqaluit |
| 12. Nunavut | L. Whitehorse |
| 13. Quebec | M. St. Johns |



Wild Fireweed

Answers to Canadian Provincial and Territorial Symbols

1. Alberta
2. Bison
3. Nova Scotia
4. Red Oak
5. White tailed Deer
6. British Columbia
7. Black capped chickadee
8. Newfoundland and Labrador
9. Ontario
10. Quebec
11. North West Territories
12. Canadian Eskimo Dog
13. Yukon



Alberta Wild Rose

Answers to Canadian Capitals

1. D
2. L
3. M
4. I
5. H
6. E
7. C
8. B
9. J
10. G
11. F
12. K
13. A

Answers to Canadian History

1. 1965
2. Village
3. Sir John A. Macdonald
4. Hockey
5. Lacrosse
6. Poppy
7. 1905



Bison

Answers to the Word Search

- | | | |
|---------------|--------------|-------------|
| Protection | Resettle | Immigrate |
| Citizenship | Invest | Credentials |
| Visa | Family | Orientation |
| Change | Refugees | Visit |
| Multicultural | Humanitarian | |

For more information about In-School & Library Settlement Services, please contact:

Oliver Kamau, Regional Program Coordinator

Tel: (780) 474-8445 or Email okamau@shawbiz.ca

In-School and Library Settlement Practitioner contacts

In School Settlement Services

- Kristina Deguzman—kdeguzman@shawbiz.ca
 Rosylin Ram—rosylin.ram@catholicocialservices.ab.ca
 Jianmin Chang—jchang@emcn.ab.ca
 Gifty Nelson—nelson@shawbiz.ca
 Danna Schumann—schumann@shawbiz.ca

Library Settlement Services

- Kristina Deguzman—kdeguzman@shawbiz.ca
 Grazyna Pakos—gpakos@shawbiz.ca

Funding for the In-School & Library Settlement Services Programs is provided

