

ONTARIO COUNCIL OF AGENCIES SERVING IMMIGRANTS  
(OCASI)

**Institutional Change:  
Building an inclusive OCASI network and enhancing the participation of  
African and Haitian Canadian Francophone Communities**

**REPORT**

For Department of Canadian Heritage

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OCASI, 110 Eglinton Avenue West, Suite 200, Toronto, Ontario, M4R 1A3  
Tel: 416-322-4950, Fax: 416-322-8084, E-mail: [generalmail@ocasi.org](mailto:generalmail@ocasi.org)  
[www.ocasi.org](http://www.ocasi.org)

## QUOTATIONS

Four facets of challenges faced by Francophone newcomers from Africa and Haiti:

- *«Without the acquisition of a decent and steady job, there will never be real integration».*  
(Focus Group Participant, Ottawa)
  
- *«Being a Francophone here is like committing a sin. Whenever you speak French, people make your life miserable everywhere».*  
(Focus Group Participant, Windsor)
  
- *«Where are our Francophone clients? We never see them asking for our services».*  
(Service provider, Windsor)
  
- *«I was denied funds by the government for my project because, according to the government's definition of Francophone, only one of my clients could truly qualify as Francophone».*  
(Third party Interviewee, London)

## **ACKNOWLEDGEMENT**

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# **Institutional Change: Building an Inclusive OCASI Network and Enhancing the Participation of African and Haitian Canadian Francophone Communities**

## **EXECUTIVE SUMMARY**

### **Objectives of the study**

Sponsored by the Department of Canadian Heritage, the project had the following objectives:

- To provide black French-speaking African and Haitian immigrants, as well as mainstream Francophone organizations that serve those communities, an opportunity to define their needs, and to develop strategies for addressing those needs within the OCASI network and within the broader settlement, integration and community development sector.
- OCASI to have a clearer picture of the challenges faced by black French-speaking African and Haitian immigrants and organizations that serve these emerging communities, and of their expectation of the role that OCASI should play in building inclusive practices in Franco-Ontario organizations.

### **Methodology <sup>1</sup>**

The following research methodology was adopted:

- Selective review of existing literature to highlight past recommendations.
- Conducting surveys among target communities, with the use of questionnaires posted on the Survey Monkey on the OCASI Website, to identify emerging challenges and new recommendations.

The four types of questionnaires included:

1. Individual questionnaire for Francophone newcomers from the target communities.
  2. Questionnaire for key community informants.
  3. Questionnaire for leaders of organizations that provide services to Francophone communities from Africa and Haiti.
  4. Third Party Questionnaire for individuals from outside the emerging Francophone communities who know the communities very well.
- Holding focus group discussions in Toronto, Sudbury, London, Ottawa and Windsor.

### **Project Participants**

Approximately 190 respondents from different backgrounds participated in this study. Some participated as Francophone newcomer individuals, some as service providers, some as Third Party, and others as key community informants. The following categories were surveyed:

- Individual questionnaires: 60 respondents
- Service provider questionnaire: 15 respondents
- Third Party questionnaire: 15 respondents
- Focus group discussions: 99 participants

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<sup>1</sup>This study is thus a combination of qualitative and quantitative method.

## **Participants-related limitations**

The research was impacted by the fact that the field research was carried out in July and August 2004, months that coincide with summer vacation for many potential respondents. In addition, some newcomers who had participated in previous surveys did not wish to participate in this study, expressing that their opinions and recommendations, given for inclusion in previous studies, had never been implemented.

## **Problems and challenges faced by Francophone newcomers**

For Francophone newcomers from Africa and Haiti, problems and challenges related to integration in the Canadian society are numerous, partly due to the fact that, in addition to the difficulties associated with learning the English language, emerging Francophone communities are themselves a minority group within the Franco-Ontarian community, which considers itself a minority in Ontario.

In analyzing questionnaire responses from **individual community respondents**, 73 findings and recommendations linked to crucial problems faced by Francophone newcomers have been highlighted.

The analysis of **service provider** questionnaires revealed a general trend that indicated under-utilization of available services by the Francophone public. Questionnaire analysis also shows that service providers suggest that OCASI should facilitate provision of information in French to Francophone newcomers from Africa and Haiti. Available services and the importance of using them should be included in the [www.etablissement.org](http://www.etablissement.org) website.

Service Providers stated that OCASI should seek additional financial and human resources to enable [www.etablissement.org](http://www.etablissement.org) to avail information that specifically addresses the challenges faced by Francophone newcomers. It was stressed that [www.etablissement.org](http://www.etablissement.org) should not just be developed to serve as the site for translated material from the English website, [www.settlement.org](http://www.settlement.org).

**Third Party persons** that were interviewed stressed that one of the biggest challenges faced by Francophone newcomers from Africa and Haiti relates to lack of total acceptance of these communities in the Canadian society. According to them, full acceptance goes beyond administrative acceptance, and includes being accepted socially, culturally and economically.

**Focus group** discussions, involving approximately 100 participants from five cities, provided considerable amount of data, with more than 50 recommendations formulated from participants' observations. Key highlighted areas included:

- Serious issues related to access to employment and socio-economic integration. It seems that a disproportionate numbers of immigrants from the target communities are unemployed.
- Grave problems arising from flaws in the Official Languages Act and English as a Second Language learning policy and process.
- Flawed Funders' policies and practices, whereby grassroots agencies that know better the issues of small emerging communities are not funded by key funders.
- Lack of settlement information and insufficient knowledge of existing services, including knowledge of services offered by immigrant serving agencies. This is due to inadequate outreach by the government and by immigrant serving organizations.
- Lack of services to refugee claimants.
- The feeling of isolation experienced by the communities and by the few grassroots organizations that represent them.
- Physical and mental health-related problems, due to stress associated with, among others, long periods of unemployment, difficulties arising out of the family reunification process and, in some cases, lack of status.

- Critical shortage of affordable housing, particularly in the face of high unemployment or under-employment among the Francophone racialized minorities, and in light of discriminatory practices experienced by these racialized communities.
- Need to address the regularization of status for persons without status.
- Uneasy relationship with the mainstream Francophone communities and organizations, and with the English-speaking communities. In this respect there is need for antiracism work and systemic change.
- Dysfunctional relationships among emerging racialized Francophone communities themselves, reflected in the current lack of a united vision and absence of a united strategy to overcome the challenges faced by their communities. This is a reflection of lack of resources.
- Under funding and lack of resources does not allow for financial planning and management development of ethno-specific organizations representing the target group.
- A feeling of hopelessness among members of the black French-speaking African and Haitian Francophone communities. This is due to the predominant perception that there is lack of serious commitment on the part of the government(s) to enhance the settlement and integration of emerging racialized communities. There is a need to provide relevant/effective solutions to the lack of appropriate employment, and a need to address discriminatory employment practices.

### Summary of Recommendations

The following is a summary of recommendations.

<p>Access to employment, accreditation and training</p>	<p>The appropriate level of government(s) should develop diverse and creative programs that enable Francophone qualified newcomers from Africa and Haiti to access employment and acquire Canadian work experience. These should include incentives to employers that hire newcomers, paid placements in companies that can use their qualifications and past experience, and provision of the necessary on the job training.</p> <p>Access to training should be extended to those immigrants that do not have labour market attachment.</p>
<p>Access to information in French</p>	<p>Enhance provision of information in French.</p> <p>Increase awareness of the existence of settlement services that are available to emerging Francophone communities.</p> <p>OCASI should be resourced to work in partnership with Francophone organizations to review and develop the content on <a href="http://www.etablissement.org">www.etablissement.org</a>.</p>
<p>Access to immigrant settlement services in French language</p>	<p>Government(s), particularly the federal government, should undertake a critical review of immigrant settlement services policy and funding as it relates to the needs of emerging racialized communities, including the needs of newcomers from racialized Francophone communities from Africa and Haiti.</p> <p>Refugee claimants and immigrants that have obtained Canadian citizenship should be eligible to access settlement services.</p>

<p>Access to English language instruction</p>	<p>There is need for changes to the present English language learning policy and practice. Specific focus should be on access to English language training for various categories of Francophone newcomers, including newcomers who have just become citizens. Attention should also be on improvements in English language teaching. A review should be undertaken of the current English language teaching methodology and pedagogy, and of the assessment of individuals for appropriate course level. Where appropriate, focus should be on functional English.</p>
<p>Access to funding for ethno specific Francophone organizations</p>	<p>Organizations representing the black French-speaking African and Haitian Francophone communities should be able to access adequate financial resources to enhance their capacity to provide services and other programs and activities to their communities.</p>
<p>Organizational development of ethno specific Francophone organizations</p>	<p>OCASI should be resourced to create a Francophone unit whose responsibility should include outreach to the Francophone communities, with a view to bringing them into the OCASI network.</p> <p>OCASI should be resourced to assist in developing community leadership through training staff in agencies that serve emerging Francophone communities from Africa and Haiti in areas such as organizational management, leadership training, consensus decision making, community building, effective communication, negotiations skills, government structures and other areas of concern, including funding proposal writing.</p>
<p>Institutional change: all levels</p>	<p>Ethno specific organizations representing the French-speaking African and Haitian immigrant communities should be recognized as important contributors to the settlement and integration of their constituencies.</p> <p>There is a need to address systemic issues and discriminatory practices affecting racialized French-speaking African and Haitian immigrants. Changes are needed at the government, service delivery organizations, the mainstream Francophone community and the community at large.</p>
<p>Institutional change: Government level</p>	<p>Need to review implementation of the Official Languages Act</p> <p>Need to review the definition of Francophone.</p> <p>For effective integration, various levels of government need to engage community leaders at all levels of decision-making. This has implications for the way governments recruit staff in policy and decision-making positions.</p>
<p>Institutional change: Francophone mainstream level</p>	<p>There is a need to improve the relationships between the mainstream Francophone communities and organizations and the French-speaking African and Haitian immigrant ones. In this respect there is need for antiracism work and systemic change.</p>

# **Institutional Change: Building an Inclusive OCASI Network and Enhancing the Participation of African and Haitian Canadian Francophone Communities**

## **1. INTRODUCTION**

### **Background Information**

Francophone newcomers from black French speaking African and Haitian communities face numerous problems and challenges which are complex and with multiple facets. Because of their limited proficiency in the English language and, due to the comparatively limited prior exposure to an Anglophone environment, their integration process is much more complex compared to that of many other non-racialized immigrant communities. The emerging racialized Francophone communities, such as those from Africa and Haiti, that are the subject of study in this research, themselves constitute a minority within the Francophone minority in Ontario.

Numerous reports such as: *The Rising Tide, A Community Growing Apart: Income Gaps and Changing Needs in the City of Toronto in the 1990s*, *The Ornstein Report*, the *Maytree Foundation Report: Taking action to end the current limbo in immigrant settlement – Toronto*, *The People's Summit: Shaping Our Civic Future*, among others, highlight systemic barriers affecting racialized communities in areas such as access to services, employment and housing.

This research was carried out over a period of six months in 2004, through literature review; through interviews with individual community members and with key community informants; as well as interviews with Third Party individuals, and Service Providers, and through focus group discussions.

### **Francophone Communities in Ontario**

How is the French-speaking community fairing in Ontario? In 2001, half a million Francophones in Ontario represented only 4.7% of the total population in the province (Canadian Heritage: 2002:2). In 1996, the Francophone population numbered 542,340, representing 5% of the total population in Ontario, and were essentially concentrated in the 23 regions designated by *French Language Services Act* in Ontario (Francophone Affairs Office: 1999).

In comparing the two percentages between 1996 and 2001, it can be observed that the proportion of Francophone population has decreased by 0.3% during the period 1996-2001, despite the contribution of Francophone ethno cultural and racial minorities coming from other parts of the world, such as Africa and the Caribbean.

Between 1991 and 1996, the number of Francophones belonging to a racial minority has increased from 22,700 to 28,825, with big concentrations in Toronto (22.5%) and in Ottawa Carleton (8.9%) (Francophone Affairs Office: 1999).

As maintained by Third Party respondents interviewed in this research, the future of the Francophone cultural alliance - Francophonie - and that of the Francophones in Ontario is gloomy, particularly taking into account the rapid linguistic transfer among newcomer children. Many Francophone immigrants and refugees from Africa and Haiti live constantly under the impression of forced Anglicization. However, with increased use of French immersion schools, there is some hope that this tendency may be reversed.

## **Objectives of the Study**

The following were the research objectives:

- To provide black French speaking African and Haitian Canadian immigrants, as well as mainstream Francophone organizations that serve those communities, an opportunity to define their needs, and an opportunity to develop strategies for addressing those needs within the OCASI network and within the broader settlement, integration and community development sector.
- OCASI to have a clearer picture of the challenges faced by black French speaking African and Haitian Canadian Francophone organizations that serve these emerging communities, and of their expectation of the role that OCASI should play in building inclusive practices in Franco-Ontario organizations.

## **Why was this study necessary?**

Since its inception, 25 years ago, the number of Francophone organizations that have joined OCASI as members has remained insignificant (less than 5 %). The province of Ontario, which has the largest number of Francophones (533,965 in 2001) outside Quebec, has also a large number of Francophone newcomer organizations from Africa and Haiti which are not OCASI members. As an umbrella organization, OCASI found that it was imperative to increase the number of Francophone organizations among its membership to appropriately address in its work the issues affecting these communities. It was hoped that this study would yield the information necessary to help OCASI in this process.

## **Composition of Project Team**

The Francophone Project team at OCASI was composed of three staff: A Research Coordinator, a Bilingual Community Researcher and an Assistant to the Project. There was also a project Advisory Committee that had the task of providing direction and monitoring the execution of the project through regular meetings and consultation.

## **2. RESEARCH METHODOLOGY<sup>2</sup>**

### **2.1 Literature review**

A lot of research papers have been published on the challenges faced by newcomers in general. Among them are studies by Driedger, L. (1996); Patrimoine Canadien (2001, 2002, 2003); Frisken et Wallace (2001); Commissariat aux langues officielles (2002); Entente Canada-communauté-Ontario (2002); Richmond and Shields (2004); CIC (2001, 2002, 2003, 2004); Jain (1999), and Quell (2002). Comparatively fewer studies have been conducted on Francophone immigrants and refugees, with specific focus on emerging racialized Francophone communities. Many of the studies on immigrant issues have been conducted under the auspices of Canadian Heritage and other government Ministries or by independent University and Research Teams.

Using quantitative or qualitative methods, or both combined, they have examined questions related to, among others, settlement and integration needs; problems and challenges of new immigrants and refugees in the areas of employment and access to the job market; health; education, including recognition of degrees and professional experience acquired abroad; housing; problems related to

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<sup>2</sup> In this research “French-speaking” is used interchangeably with “Francophone”. The word “immigrant/s” refers to anyone in Canada that was not born in Canada, including refugees.

provision and availability of services in French; community networking; family counselling; access to legal services; starting up small enterprises and access to loans and other financial services; attitude of funders and of the Canadian society in general, and relationships with the Franco-Ontarian community, etc.

### **Past recommendations**

Among the many recommendations formulated in those studies (see selective bibliography in this report) some very salient ones related directly to Francophone newcomers from Africa and Haiti include:

- Providing adequate preparation and orientation for potential immigrants to Canada (Usha and Mwarigha, 1999; Bisson, Bucumi and Gabikini, 2003).
- Development of a comprehensive brochure for African newcomers, with the aim of providing information on available services and how these can be accessed (Ministry of Health, 1980).
- Service providers for immigrant and refugees designing long-term programs to which monitoring should be applied (Quell, 2002).
- Service providers' offices having flexible opening hours, in order to accommodate the scheduling needs of African newcomers (Frisken and Wallace, 2001; Farmer, Chambon and Madibbo, 2001).
- Francophone mainstream organizations and Ethno cultural community-based organizations working in close partnership in order to maximize the services offered to African newcomers (Patrimoine Canadien, 2000; Bisson et al., 2003).
- Settlement organizations hiring qualified and experienced workers who have expertise in working efficiently with African newcomers (Usha and Mwarigha, 1999).
- Providing Francophone ethno cultural and racial minorities the means to establish a structure that will lead to sustainable development (Patrimoine Canadien, 2000, 2001; Dadjo, 1999; St Laurent, 1999; Matte, 2004).
- Encouraging and providing resources to ethno cultural and racial minority organizations to enhance the designing and development of strategic plans (Patrimoine Canadien, 2000; Comité d'appui à l'ACFO, 2004).
- Providing resources to assist Francophone ethno cultural and racial minority to undertake training in organizational management (Centre Francophone, 2004).
- Facilitating the integration of ethno cultural and Francophone racial minorities in the Ontarian Francophone community (Patrimoine Canadien, 2000; CIC, 2003).
- Working for better understanding on the part of funders, with a view to adopting a common strategy for intervention that will contribute to sustainable development of Francophone ethno cultural and racial minorities in Ontario (Canadian Heritage: 2000).

As one focus group participant in Toronto pointed out during this study, "these kinds of recommendations have already been made in the past without apparent subsequent concrete implementation resulting in a change of the lives of immigrants and refugees". This constitutes an urgent call for action.

### **2.2 Surveys**

For this study, the target populations and organizations include the following categories:

- Francophone newcomers and refugees from Africa
- Francophone newcomers and refugees from Haiti
- Service providers to black French speaking African communities and to the Haitian community

- Third Party individuals that know Francophone communities from Africa and from Haiti very well
- Francophone mainstream organizations that serve immigrants and refugees from the target communities.

In accordance with the research framework, 189 persons who belong to one of the following categories above were interviewed. They included:

- 60 Francophone newcomers from black French speaking African and Haitian communities
- 99 participants in the focus groups held in the five selected cities: Toronto, Ottawa, Windsor, London and Sudbury
- 15 respondents representing service providers in the five cities
- 15 respondents representing Third Parties in the five cities.

Table 1 gives the distribution of Francophone newcomers surveyed by age group and gender

**Table 1 - Distribution of Francophone Newcomers that Completed the Written Survey: Surveyed by Age Group and Gender**

<b>Age Group</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
< 20 years	2	4	6
20-29 years	4	3	7
30-39 years	13	7	20
40-49 years	13	8	21
50 years +	6	0	6
<b>Total</b>	<b>38</b>	<b>22</b>	<b>60</b>

Some socio-demographic characteristics of the Francophone newcomers that completed the written survey include the following:

64% of newcomers surveyed were male and 36% females.

48% were between 30 and 49 years.

20% had an annual income in 2003, varying between \$10,000 and \$19,999.

40% had an annual income varying between \$20,000 and \$39,999. The household mean size was 4.58 persons.

42% of newcomers surveyed had a residency length stay of between 1 and 5 years, 22 % between 6 and 10 years, 36% had resided in Canada for the last 10 years at least.

Four types of questionnaires were used as instruments to collect all the data needed for the study. These included:

- **Individual questionnaire for Francophone newcomers and refugees**  
In this survey instrument, Francophone newcomers from Africa and Haiti were asked to outline the problems and challenges that they face everyday and to state how OCASI, its agencies and other immigrant service organizations can assist them.
- **Questionnaire for Service Providers**  
Service Providers to Francophone communities were asked to state what, in their view, the main challenges faced by Francophone newcomers were. They were also asked to state what their own challenges were in providing services to the emerging Francophone communities.
- **Questionnaire for Third Parties**

Third parties are people who know the Francophone communities very well. They were interviewed to seek their opinions on the same issues as the service providers.

#### • **Questionnaire for Key Community Informants**

The questions for Third Parties were also administered to Key informants. Unlike Third Parties, Key informants were members of the racialized Francophone communities that were the target group in this study. They were selected because of their ability to articulate the needs of their communities as a whole.

### **2.3 Focus Group discussions**

With the help of the members of the Advisory Committee, volunteer participants were recruited in the five cities to be part of the focus group discussions. Seven groups of approximately 15 persons were formed. These discussions were recorded on cassettes. They were transcribed by the researcher and analyzed in accordance with the framework of the research. Question themes included:

- Identification of the community organizations
- Information on obstacles and challenges faced by the organizations
- Domain to which the challenge could be related
- Priority needs of black French speaking African and Haitian organizations
- Classification of the needs of Francophone newcomer immigrants and refugees by their priority order
- Volume of the clients served
- Types of clients served
- Types of available services
- Strategies for better community participation
- Information on knowledge of existence of OCASI and its member agencies
- Names of representatives of the known organizations
- Information on knowledge of the existence of French language website, [www.etalissement.org](http://www.etalissement.org).
- Information on suggested means/resources for implementation of recommendations that aim at improving the communication systems.

### **2.4 Project Advisory Committee**

The Project had an Advisory Committee, composed of Francophone individuals from emerging Francophone communities in the above cities. The composition of this Committee is shown in Appendix 1. They met 6 times. An OCASI Board member, who is also vice-president of OCASI, acted as liaison between the project and the OCASI Board.

### **2.5 Research limitations**

A number of restrictive factors did not allow more thorough conducting of this research. They included the following:

- During summer, many potential newcomers who can be interviewed were on vacation or had to keep kids who were out of school.
- Some Francophone newcomers who had been interviewed in previous studies were not interested in the research because of the non-application/non implementation of the recommendations proposed in those studies.
- Because of budget constraints, the community researcher had to strictly limit his stay in Ottawa, Windsor, London and Sudbury.
- The response rate of the posted questionnaires on the OCASI website was lower than expected, particularly due to the fact that many respondents from the targeted communities do not have

access to computers and/or to the Internet. Indeed, for the most part, the questionnaires had to be printed to enable them to be completed manually.

- The majority of participating Francophone newcomers had no prior knowledge of OCASI and its membership. Literature on OCASI had to be distributed to respondents to provide knowledge of what OCASI and its member agencies do.
- The available funds for the research were insufficient in relation to the planned activities.
- There is no updated single list of all the black French speaking African and Haitian organizations. The various available lists on Internet were outdated.

Despite all these constraints, the Community Researcher used all the available resources to enable effective collection of essential data.

### **3. FINDINGS**

Consultations with the Francophone newcomer communities showed a general trend of dissatisfaction in the way their integration and adaptation in Canadian society were occurring. Survey findings and findings from focus group discussions as well as findings from interviews with Key Informants echoed observations made by Third Party respondents in the study. Some of the latter pointed out that the integration and adaptation stages were very difficult and slow for newcomers from emerging racialized Francophone communities in part because of English language barriers and due to their low economic status, in relation to other non-racialized immigrant communities. According to the respondents, this was especially so, as they felt that the support received from the mainstream Francophone and from Anglophone community organizations was inadequate.

This research yielded a variety of findings that confirmed those obtained in previous studies on immigrants and refugees. In this section, we will only look at those that were significant for the study objectives. In this context, the following are the main challenges faced by black French-speaking African and Haitian immigrants and organizations that serve these emerging communities.

#### **3.1 Access to employment, accreditation and training**

Access to employment is the most important barrier to economic, social and cultural integration faced by newcomers from racialized Francophone communities. This lack of access is due to, among others, discriminatory practice in the employment market. Some pointed out that one of the critical issues was the fact that the Canadian immigration policy was based on potential jobs for immigrants that do not exist or that they cannot access. Respondents felt that, to compound the problem, unemployment of racialized Francophone communities was exacerbated by the following issues:

- Lack of Canadian experience
- Complex certification-related process
- Focus on work for survival as an additional barrier
- Insufficient English language acquisition
- Lack of access to relevant job-related training
- Systemic discrimination in pre-selection and hiring stages
- Absence of a political will.

It was also stated that lack of employment is a barrier to integration since socialization and social participation are easier when individuals and groups have economic clout.

#### **Lack of Canadian experience**

Lack of or insufficient Canadian experience is one the fundamental barriers facing newcomers in general. The issue is more challenging to newcomers from racialized Francophone minorities, who expressed that even obtaining volunteer positions was as difficult as obtaining employment, often

being told they have insufficient English for volunteer work. As with most Canadian newcomers, the situation created a vicious cycle in which they could not find a job because they had no Canadian experience and could not obtain Canadian experience because they could not find a job.

### **Complex certification-related process**

The certification process leaves most professionals whose professions require certification unable to work. In addition, there is a general lack of appreciation by employers of qualifications acquired internationally, such that even those professionals whose professions do not require certification still find difficulty obtaining employment.

The issue of certification and/or non-recognition of internationally acquired qualifications is even more challenging to immigrants from the Francophone communities, as their certificates, acquired as a result of studies in the different educational systems are even more difficult to obtain equivalences for. Some African Francophone countries, for example Democratic Republic of Congo (Congo Kinshasa, also known as Congo Belge) and Rwanda, have an educational system that more closely relates to that of Belgium, while other Francophone countries, for example Popular Republic of Congo (Congo Brazaville), Ivory Coast etc., have an educational system that is more closely associated with that of France.

Refugees, many of whom arrived from war torn states without any belongings, including certificates, find the certification process even more difficult, if not impossible.

### **Focus on work for survival as an additional barrier**

It was clear from the study that most professionals had no experience doing the low-wage manual labour prior to coming to Canada. Having to work in factories and in places such as construction was being forced on them for survival reasons. It was expressed that black French speaking African immigrants, like other immigrants, were obliged to spend most of their time working in the low-wage jobs and were left with little time to strongly come out to fight collectively for their rights, for improved employment conditions, to search for more appropriate jobs, or to go through the process of professional accreditation.

### **Lack of affordable childcare**

It was expressed that most newcomers from black French speaking African and Haitian Francophone communities were poor, with enormous financial needs. Many of the Francophone newcomer families did not have enough financial resources to access appropriate childcare that would facilitate their search for, or their maintaining of jobs.

### **Absence of a political will**

There was a strong perception among black French speaking African and Haitian Francophone focus group participants and survey respondents that decision-makers lacked the political will to reduce the employment barriers faced by immigrants, including Francophone immigrants from Africa and Haiti. It was their perception that the government did not seem to fully understand the problems and challenges faced by Francophones from Africa and Haiti, who live in Ontario as a minority linguistic group within a larger Francophone minority.

It was clear from the study that Francophone newcomers need urgent help to overcome employment-related barriers such as certification, Canadian experience and discrimination issues. Only then would they be able to find and keep stable employment.

## **3.2 Access to information and to immigrant settlement services in French language**

### **Lack of information affecting immigrants' integration**

The research showed lack of information to be a serious challenge faced by newcomers from emerging racialized Francophone communities. It was stated that, despite the apparent existence of

services to enhance newcomer integration, these had comparatively little impact, particularly due to the ineffectiveness of services and absence of updated information on available services in French. The problem of access to integration-related services was said to be much worse in cities with very few visible minorities.

### **Difficulty accessing services offered in French**

They also discovered, to their dismay, that most services, including services offered by the government at key points of entry were offered in English. In their view, there was, in Ontario, some kind of “forced Anglicization”, whereby, by force of circumstances, Francophones are forced to speak English. Focus group participants pointed out that, in their personal experience, many service providers that serve immigrants and refugees do not use French as an official language. It was observed that civil servants in general did not respect the requirements relating to the official languages laws. It was perceived that the government did not put effort into recruiting and assigning individuals with full bilingualism into service positions.

### **Pre-departure misinformation regarding bilingualism in Canada**

Many Francophone newcomers that had come to Canada as professionals expressed that they had realized, upon arrival, that they had not been told the whole truth and that they had been given misleading information about Canada. Not informing potential Francophone immigrants that knowledge of the English language was essential to function effectively in Canada was one of the most significant omissions that actually affected the life of a Francophone newcomer trying to settle in Ontario. This, it was suggested, would have been helpful, as they would have more easily taken appropriate English classes in their country of origin. Respondents were disheartened that, having spent years preparing to come to Canada and having used-up the financial resources they brought into the country, they cannot go back.

### **Information provided upon arrival**

A variety of problems related to the information received by newcomers from emerging Francophone communities included inadequate information in French and un-streamlined information.

It was pointed out that, even though there was now a wealth of information on available services and other settlement-related issues, many newcomers, particularly those that came as refugee claimants, are unaware of it. Also, much of the useful information was said to be in English. Some pointed out that, even where the information was in French, staff at government and other offices handed out information with the expectation that this would be read, without drawing the attention of newcomers to the more important information in the batch and implications if it was not read. This insensitivity was mainly due to the fact that the employees in these offices were not familiar with the backgrounds of those newcomers and are unaware that, culturally, many people in their own countries are not used to being given to read massive amounts of information. Staff that serve newcomers from different parts of the world should not only be linguistically capable but they should also culturally sensitive.

### **Need for review and revision of content of Etablissement.org**

The Settlement.org site was said to be a very useful website for newcomers. It was stated, however, that this website was not very appropriate for Francophones, as most were not sufficiently proficient in English to derive full benefits. Need was recognized for a review of the content of [www.etalblissement.org](http://www.etalblissement.org), the French website associated with [www.settlement.org](http://www.settlement.org). It was stated that this French website was currently under-utilized by OCASI.

The respondents that reviewed the website felt that OCASI needed to better use this website to outreach Francophone community-based organizations and to establish a partnership with them to publicize and maintain updated information regarding the services that they offer. In their view, the website had potential for addressing Francophone newcomer information-related issues.

### **Lack of networking opportunities**

Given the importance of networking in enhancing settlement and integration opportunities, including job opportunities, respondents stated that newcomers from emerging Francophone communities were not sufficiently mobilized to improve their networking systems. Respondents who were interviewed recognized that information was power, but admitted that poor networking contributed to the lack of vital information sharing among the Francophone newcomer communities.

### **3.3 Access to English language instruction**

Respondents were disappointed that, even though Canada was said to be a bilingual country, French being officially classified as one of the two official languages, in practice, black French speaking African and Haitian Francophone newcomers, upon arrival in Canada, found that they had to be proficient in English in order to get into employment.

#### **Difficulty accessing appropriate English language classes**

Most of the respondents identified English language acquisition as a tool without which one cannot be fully integrated into the Canadian society. Acquisition of proficiency in the English language was seen by respondents as an urgent need, due to the fact that the use and mastery of English by the Francophone newcomers is a prerequisite to getting a good job and to effectively using available services and resources.

However, the current English language levels are inadequate, with many from the emerging Francophone communities possessing only basic English. The fact that many English language course schedules are in conflict with the work schedules has also contributed to the barriers.

On the other hand, respondents from all the five cities expressed that the current English courses were flawed pedagogically, an issue complicated by the current language policy that makes it difficult for Francophones, considered as already having an official language, to access appropriate language courses. It was stated that current English courses for Francophones seem designed for illiterate newcomers and were unsuited for newcomers whose language needs are related to functional language. Many newcomers were placed at language levels without consideration of prior learning, individual need and future aspirations. This was a serious issue as most realized that they could have had cheaper and more appropriate English language courses in their own countries.

In summary, the present language policy and English language learning process/pedagogy do not meet the needs of French-speaking African and Haitian immigrants

### **3.4 Lack of recognition of and lack of funding for ethno specific Francophone organizations**

It was strongly expressed that the two basic issues affecting ethno cultural organizations that serve Francophone newcomers and refugees were inadequate financial and human resources. Many ethno specific Francophone service providers expressed that, as a group, they felt ignored by the government(s) since current government practice has been not to provide funding for settlement services offered by ethno specific organizations. Funding from non-governmental sources is limited and unpredictable. It was pointed out that a number of small ethno cultural agencies had had to close due to lack of funding.

Most of the respondents to this research did not know about agencies funded by Citizenship and Immigration Canada through the Immigrant Settlement and Adaptation Program (ISAP). Their first and main point of contact remained friends, faith communities and ethno cultural organizations where services were given in French and where staff had an understanding of their cultural and social background.

Some of the respondents that had obtained services from grassroots organizations, such as faith community institutions and some ethno cultural organizations, stated that, while some of the services were lacking in effectiveness, the staff in these organizations had more empathy when dealing with them than when they were served in mainstream agencies.

All categories of respondents expressed disappointment that, even though the federal government was trying to invest in newcomer integration services, some of the government-sponsored services were not useful to them. With some exceptions, services offered by some small grassroots non-ISAP funded organizations were actually more useful and more relevant to emerging racialized Francophone minorities.

There was an expressed perception among some that the funding problem was a political one, and that the federal government's lack of will to fund ethno cultural organizations was a form of systemic discrimination, many funders not trusting or valuing the work of ethno cultural organizations. Some service providers as well as focus group participants strongly felt that funding was being allocated on a subjective basis and that black French speaking African organizations were among the most victimized.

### **3.5 Ethno specific Francophone organizations not well equipped to address all the needs of their constituencies**

Respondents indicated the need to strengthen ethno specific Francophone organizations. The following issues were identified:

#### **Lack of leadership and capacity in grassroots ethno specific Francophone organizations**

The lack of leadership was said to be a common feature among Francophone newcomer organizations. Whether it was because of internal conflicts or as a result of absence of community spirit, survey respondents stated that they did not see much leadership among community members, nor did they observe a natural spirit of community participation. Leadership was said to be a serious issue in these communities, and need was expressed for addressing this problem for the community to evolve.

Many of the survey respondents also stressed the need to establish a program of capacity building in their community-based organizations. The need for well resourced and well managed ethno cultural organizations was even more important, given that many newcomers from racialized emerging Francophone communities felt that they had more empathy when receiving services in community-based organizations where staff spoke in a language that they understood and where staff had some experience with the issues that they face.

It was stated that a lack of leadership among Francophone newcomer communities from Africa and Haiti currently undermined their efforts to enhance integration of their community members and to advocate on their behalf.

It was observed, however, that, in many cases, community leaders lacked proper training and skills to contribute to positive change within their organizations, and needed training in areas that relate to organizational development, human resource development/management, change management and capacity building. Staff in these organizations were said to need training in areas such as communication and information referral.

It was expressed that OCASI could play an important role in helping them to strengthen capacity building. It was also expressed that the capacity building within community-based organizations could be strengthened with more financial resources to enable organizations to hire and train more qualified staff.

### **Lack of visibility and isolation**

It was regretted that the lack of capacity of ethno specific organizations had also translated into lack of visibility. This, it was argued, could be attested from the fact that many of these organizations had no websites, and no sufficient publicity material to educate potential clients. They were also isolated from other immigrant serving organizations, as they do not have financial resources to afford paid memberships in relevant associations and/or to attend paid professional development conferences, etc. This, it was pointed out, was even more serious in the case of agencies operating in small cities.

### **Lack of unity among emerging Francophone communities themselves**

It was regretted by study respondents that the Francophone communities in Ontario were themselves divided, such that there was no collaboration between Francophones from emerging communities and others. Associated with this was the lack of common strategy and a resignation to the insurmountable barriers. It was observed that Francophones from emerging communities were not positioned as a group to effectively institute the necessary community programs that could improve their current conditions. Respondents also recognized lack of community participation as a barrier.

## **3.6 Francophone Mainstream organizations not equipped or responsive to address the needs of black French-speaking African and Haitian immigrants**

Francophone newcomers feel that they are not accepted in the Canadian society and feel rejected by the Francophone mainstream community. There was strong feeling that racialized Francophone communities only count as part of the demographic statistics when funds are being planned for the community but are totally ignored with respect to the benefits.

Study respondents observed that the preoccupations and goals of the mainstream Francophone community organizations were not the same as those of organizations that serve Francophone newcomers from Africa and Haiti. Some of the service providers interviewed in this study stated that, while they viewed their own goals as economic and social, they perceived the ultimate goal of the Francophone mainstream organizations to be the protection of their culture and political power.

Several respondents acknowledged that some mainstream Francophone organizations do take into account the specific integration needs of Francophone immigrants. They conceded, however, that they were not well prepared to serve the needs of emerging communities such as black French speaking African and Haitian immigrants, and that there was, indeed, lack of trust between the two communities.

### **Black French-speaking African and Haitian communities not considered Francophones**

Respondents indicated that mainstream Francophones do not consider black French speaking African and Haitian communities as Francophones. This was a general complaint of Francophone newcomers from Africa.

Currently, as shown in the study, there is a perception among black French speaking African and Haitian communities that the Franco Ontarians are unwilling to share resources allocated to Francophone communities because of their definition of Francophones from African and Haitian communities as non-Francophone. It was pointed out, for example, that the Franco Ontarians did not significantly appreciate the fact that most of the Francophone TV channels in Ontario were being watched by the 200,000 Francophone newcomers. The newcomer respondents expressed that they had a negative picture of ACFO (Association des communautés Francophones de l'Ontario) which they perceive as not adequately representing their interests within the Franco Ontarian community.

Respondents expressed urgent need to reconcile the two communities, even though their histories might be different, because the two communities had a lot in common. Need was expressed for Francophone newcomers to position themselves as a group that can claim services.

### **3.7 The established immigrant service sector, including OCASI, not equipped or prepared to address the needs of black French-speaking African and Haitian immigrants**

Most of the respondents were not familiar with OCASI and its member agencies. Having received information on the role of OCASI and its membership, respondents noted that OCASI could make real contribution to Francophone newcomer communities by assisting organizations with respect to aspects such as capacity building of organizations that serve them.

According to some of the respondents, OCASI and many of its member agencies had, thus far, not shown a good example with regard to providing bilingual services. According to them, there was need for OCASI to be a role model to all the immigrant-serving agencies in Ontario.

It was contended that the fact that Francophone organizations had been late joining OCASI as members could be attributed to the fact that, in the past, OCASI's focus had not been adequately directed towards outreaching to Francophone communities.

Other issues identified in this project include:

#### **Need for more support to assist refugees**

It was stated that, more than any other immigrants, refugees tend to suffer cultural shock, as they do not have the opportunity to prepare for their immigration as immigrants. It was expressed that lack of support groups for refugees within the communities or within the ethno cultural and other grassroots agencies, such as faith communities, leaves many refugees in deep isolation and depression.

#### **Lack of affordable housing and childcare**

It was expressed that most newcomers from black French speaking African and Haitian Francophone communities were poor, with enormous financial needs. Their economic circumstances were exacerbated by the fact that rental accommodation is too expensive for them. Many of the Francophone newcomer families who had large families did not have enough financial resources that would allow them to rent or buy a home. In this regard, there was also need for childcare facilities for working parents within the vicinity of their residences, to facilitate their search for or their maintaining of jobs.

#### **Challenges related to cultural integration aggravated by unemployment**

It was stated that Francophone newcomer parents were facing a lot of challenges, as they had to raise their children in a new cultural setting. Home country culture norms were not necessary valid nor appropriated in Canada. Women and children, for example, felt that they had more freedom in Canada than in their home country. While men wanted still to control their families, they felt like the social context and Canadian laws did not give them such latitude. It was shown in this study that many Francophone newcomer families were experiencing family, social and emotional problems, and that their struggle to address these issues and other aspects of cultural integration were aggravated by unemployment.

#### **Need of a reference model for black youth**

It was regretted that most of the black children had no reference model. According to study respondents almost everything their kids saw around them was related to the North American culture. Many Francophone parents said they were having difficulty transmitting their culture to their children. It was stressed that, due to unemployment, most parents had to take on several under paying jobs and did not have sufficient time to spend with their children. Worse, their being unemployed was having a very negative impact on their children. There is a growing concern that, in the situation

where parents work in more than one underpaid job, they cannot pay sufficient attention to their children, particularly youth. This put their youth in vulnerable situations.

#### **4. CONCLUSION**

As can be confirmed from the above findings, many of the challenges that had been identified in previous studies are still challenges today. Indeed, many of the barriers, such as inappropriate English language courses, have been identified as affecting most professionals who study English upon arrival in Canada (e.g. TRIEC 2004 – An Open Letter to Prime Minister Paul Martin).

This report re-emphasizes the need for the government(s), for OCASI, for funders, and for other appropriate agencies to implement recommendations from past studies, including the following recommendations from the findings in this study.

The project Advisory Committee was very strong in their agreement with most study respondents who stressed the importance of implementation of recommendations in this and other studies. They stressed that the economic and other costs of not implementing the recommendations were high. They noted that these included costs such as the cost of identifying and funding solutions to serious health problems arising out of inappropriate housing; costs due to dealing with consequences of increased poverty level among large communities; the cost in terms of treating mental and other stress-related health problems experienced by the large number of unemployed professionals.

#### **5 RECOMMENDATIONS**

In light of the above findings, the following are very strongly recommended:

##### **5.1 General recommendations**

###### **Access to employment, accreditation and training**

It is clear from findings in this and in past research that the Canadian employment market is not ready or willing to absorb newcomers, particularly from racialized communities. What is needed is:

###### **Government led awareness campaign directed at employers**

It was strongly emphasized that government(s) and other agencies, including OCASI, should mount/intensify a sustained awareness campaign directed at Canadian employers on the economic benefits of newcomers to the Canadian society. Efforts should be made to uplift the image of newcomers not only as potential economic players and as tax contributors, but also as a pool that can strengthen the Francophonie.

This should be supported with the institution of new initiatives to boost newcomer employment. Considering the difficulties faced by racialized communities, the federal and other levels of government must review their settlement and integration, as well as employment-related policies, to institute systemic change.

###### **Creation of incentives for employers**

Initiating change should entail, among others, the creation of incentives for businesses, especially small businesses, to employ newcomers.

These incentives could be in the form of:

- Wage subsidy for employers that take on newcomers, particularly newcomers from racialized communities, who would, otherwise, experience greater difficulty gaining employment
- Tax incentives

- Financial incentives and recognition awards to companies that have an exceptional record of employing newcomers, or companies that have innovative and inclusive employment programs and that effectively promote job creation for newcomers.

In relation to the above, the government should review the existing eligibility criteria for admitting newcomers into programs, including admission to Language programs, Self Employment Assistance (SEA) programs and Targeted Wage Subsidy programs. Access to training should be extended to those immigrants that do not have labour market attachment.

### **Develop more innovative programs and policy to facilitate acquisition of Canadian experience**

The government must institute new and more practical programs and policies to assist newcomers to obtain the Canadian experience required and to enter the Canadian job market. Apart from giving assistance to employers, the government(s), working in partnership with Professional Associations, and newcomer serving agencies, should institute extensive programs that involve Mentorship, paid placements and on-the-job orientation.

### **Outreach to employment agencies**

The government(s) should initiate more outreach with employment agencies, with a view to sensitizing their staff and minimizing employment challenges that are related to systemic barriers and to racial discrimination.

### **Government intensifying efforts to assist newcomers willing to work in remote areas**

The federal government should intensify and publicize its efforts to assist Francophone and other newcomers that are willing to work in remote locations by starting employment projects with incentives to employers in cities and rural areas where newcomer skills can be employed.

### **Support to newly employed newcomers**

The government should elaborate a two-phase integration strategy that constitutes

- Provision of critical settlement services for newcomers
- Provision of complementary services that include support to newly employed newcomers. This would entail orientation and counselling support, and workshops to address identified need. Currently, there are workshops for job search and no apparent workshop for newly employed newcomers that would help them to maintain their jobs.

### **Support for micro-scale entrepreneurs**

The government(s) should devote more resources to providing financial assistance to individuals and/or groups from racialized communities and to disadvantaged groups, including single parents, who wish to become self-employed entrepreneurs.

### **Government to recruit qualified individuals from racialized communities in policy-making positions**

The different levels of government should take the lead in recruiting employees from emerging Francophone communities for their policy-making divisions. Having qualified racialized minorities in policy making positions is important, as these have lived real life experiences, are more knowledgeable of the challenges and issues, and are, thus, more likely to contribute to more practical solutions. This is crucial to development of government policy that is based on practical realities of different minority groups. By having more minorities in decision-making positions, the government would demonstrate leadership with respect to change in the area of employment.

### **Provision of affordable childcare to facilitate employment opportunity**

The government should help the Francophone-working parents with more affordable and easily accessible childcare programs within their residential vicinity to assist them to seek and keep jobs.

### **Facilitate job market integration by speeding up recognition of foreign degrees**

The government must institute radical measures to speed up recognition of the certificates and professional qualifications obtained by immigrants prior to their arrival in Canada, to facilitate their integration in the job market. Francophone newcomers should be directed to available appropriate training when necessary.

### **Access to information in French**

#### **Improvements in information provision, including website and brochure based information in French**

Respondents stressed that the government(s) must, at all cost, ensure that information given to the newcomers and to potential immigrants is updated and appropriate. For example, informing potential immigrants that knowledge of both official languages is essential to function in Canada would be important to Francophones, so they could take appropriate English classes in their country of origin.

It was stated that Citizenship and Immigration Canada (CIC), OCASI, and information-related agencies should endeavour to provide information in French to Francophone newcomers about available services. Through its embassies abroad, and through various information channels, e.g. websites, the government should improve the quality of information given to potential French speaking immigrants.

In collaboration with the Francophone community organizations, the government(s) should develop more appropriate brochures, flyers and pamphlets in French, outlining practical ways in which newcomers can find help as soon as they land in Canada, including assistance from Francophone newcomer community-based organizations as well as the services that they offer. The information provided should be specific to the various immigrant categories, including refugees. There should also be a clear request for newcomers to first report to newcomer information centres or other immigrant service organizations for orientation, so that important pronouncements are not buried in a pile of information.

The information should be distributed at all ports of entry, including airports, train stations, and other key entry points as well as at grassroots level, for example at faith community institutions, through community newspapers etc. so that the information would reach those immigrants that did not get the information on arrival.

Since the federal government has overall responsibility for settlement of all immigrants and not just immigrants that visit ISAP funded agencies, CIC should ensure that staff in all agencies and not just those in ISAP-funded agencies receive training in information and referral. Given that lack of information was the third ranked problem during this study, it is crucial that staff in organizations that offer services in French be familiar with services available to newcomers in emerging Francophone agencies.

### **Financial support for effective grassroots ethno cultural settlement agencies**

The federal government should recognize the need to financially support the ethno cultural organizations and those service providers, such as faith community institutions, that work with newcomers at grassroots level. Grassroots community organizations continue to play an important role in the settlement of newcomers from emerging communities.

It was very clear from this study that most newcomers from emerging Francophone racialized communities did not necessarily go for services in the better established, better financed settlement agencies, but rely on grassroots support from organizations that lack financial and other resources. Many respondents expressed that these grassroots organizations know well the problems faced by newcomers from their communities.

It was expressed that immigrant service providers to be funded must be able to offer services in French and should be more responsive to problems of Francophone newcomers from emerging communities, as these have different needs from those of mainstream Francophone communities.

The government needs to implement a monitoring system to continuously evaluate all the services provided by the community-based organizations so they remain relevant to their clients.

### **Integration-related recommendations**

Francophone newcomers who responded to the survey stressed that the Canadian government should play a key role in the process of their integration and adaptation into the Canadian society. Francophone newcomers saw integration as a two-way process whereby the Canadian society needs also to adapt itself to new immigrants.

Third Party respondents felt that acceptance should be total and should encompass social, cultural and economic inclusion.

It was stressed that Francophone newcomer families need protection and support. This can be done through community agencies that have developed appropriate programs for family counseling, youth and parenting. Training to enhance empathy and cultural sensitivity of service providers should be available.

It was suggested that government(s) should institute programs to assist families to access affordable housing in the different cities.

### **Facilitating the family reunification process to enhance settlement and integration**

Citizenship and Immigration Canada should develop more flexible procedures, and initiate measures that shorten the file-processing period with respect to immigrants and refugees. Special focus should be on procedures to shorten/quicken the family reunification process, especially for refugees.

Among others, the efforts to enhance integration should include the provision of resources to agencies that serve refugees so that they can implement specific services and activities catered to the special needs of refugees.

### **Acclimatization and orientation of newcomers from emerging Francophone communities**

Appropriate services must be put in place to ensure that newcomers attend orientation session according to their level of qualification and need instead of, for example, having to attend job search workshops each time they go to seek help or information from community-based organizations. For internationally trained professionals from the emerging Francophone communities, on the job training and paid placements must be a priority over job search workshops.

This has implications for how services that are offered to newcomers are monitored by funders. There is a perception that immigrant-serving organizations are put in a situation where the numbers of newcomers attending job search workshops determine their future funding. Immigrant service organizations should be able to adapt their services and other activities to the needs of their clients.

## **5.2. Recommendations to Canadian Heritage**

### **Redefinition of the term “Francophone”**

The definition of “Francophone” should be reviewed to encompass individuals that officially have languages other than French as their mother tongue but who predominantly use French in their lives and for whom French is their official language, as is the case with Francophones from emerging

African communities. Children of French speaking African immigrants speak two languages from the start.

#### **Raising the visibility of and image of French speaking settlement organizations**

In collaboration with OCASI and with French speaking organizations, the Department of Canadian Heritage should develop strategies to raise the visibility and image of French-speaking ethno cultural and settlement service organizations. Resources should be provided for capacity building and for enhancing visibility of services through, among others, publicity material and website development/maintenance.

#### **Facilitate inventory of Francophone community immigrant services organizations in Ontario**

As an extension of this project, the Department of Canadian Heritage should provide resources to enable an inventory of all the Francophone community settlement organizations in Ontario.

#### **Ensure inclusion of more extensive study of multiculturalism in school curriculum**

Canadian Heritage should collaborate with other federal departments/Ministries and the provincial government to ensure that the Canadian school curriculum adequately covers multicultural aspects, including African history and aspects of “The Francophonie in Africa”. This will help the non-African to know about the continent at an early age and will help to reduce systemic barriers that are currently inherent in Canadian society.

#### **Promotion of multiculturalism and enforcement of the Official Languages Act**

It was stressed that the government(s) have a duty to ensure that the Official Languages Act is upheld, and must ensure that newcomers are receiving services in the two languages.

Canadian Heritage should continue in their efforts to enhance multiculturalism. Francophone newcomers should be assisted to create mechanisms to preserve their ancestral cultures. Efforts should be made to encourage key employers and service providers to employ Francophone workers on their staff.

They should ensure this by, among others, assisting to provide resources to enable immigrant-serving agencies to recruit French speakers. They should also assist in the development of publicity and other material in French. It was expressed that the government should urge private companies that deal with immigrants, for example employment agencies and well as other service providers such as hospitals and homeless shelters, to recruit Francophone staff and to avail information in French.

### **5.3 Recommendations to Francophone organizations and communities**

There is a need to improve the relationships between the mainstream Francophone communities and organizations and the French-speaking African and Haitian immigrant ones. In this respect there is need for antiracism work and systemic change. Both Mainstream and ethno cultural Francophone agencies should seek and devote resources to relationship building and to implementing activities that are more inclusive of both communities.

#### **Developing strategies to increase visibility**

Given the seriousness of problems relating to lack of information, organizations that provide services to newcomers should seek resources to assist them in their outreach to Francophone communities. Francophone newcomer community organizations should develop strategies to promote their visibility among these communities. Strategies should include more extensive use of diverse information channels, including, among others, websites; brochure/pamphlets distribution to faith community institutions and homeless shelters; use of community newsletters, etc.

### **Recruitment of Francophone staff from racialized Francophone communities**

While the government currently provides funding for immigrant serving agencies that are not ethno-specific, these funded institutions do not have sufficient numbers of racialized minorities as staff. Respondents strongly felt that funded immigrant serving agencies that serve Francophone immigrants and refugees should be encouraged to hire Francophone staff from racialized Francophone communities, in an effort to make their services more culture sensitive and more responsive to the needs of clients.

### **5.4 Summary of recommendations to OCASI**

With input from participants in this research, the Advisory Committee provided a very comprehensive report with recommendation to OCASI. It includes a proposed Model for OCASI. The Model explains in detail how OCASI should act in cooperation with its member agencies, funders, and with Francophone organizations, with respect to enhancing experience, expertise, cooperation, support, capacity building, and with regard to advocacy and sharing of best practices.

The document will be reviewed by OCASI in the context of its strategic planning and it will be made available upon request.

The following is a summary of the recommendations.

#### **Changes at the level of OCASI organizational structure:**

- **Change culture within OCASI**

It was strongly expressed that OCASI must ensure its presence among the Francophone communities by initiating continuous outreach, recruiting full time Francophone staff to ensure that, and working together with Francophone newcomer communities and newcomer-serving agencies to eliminate barriers encountered by those communities. OCASI should intensify outreach to the emerging Francophone communities, with the aim of bringing them in the OCASI network. It was suggested that OCASI should help improve visibility of small Francophone community-based agencies, especially those operating in small cities.

- **Inclusion of Francophones on OCASI Board of Directors**

- **Establishing a Francophone caucus within OCASI membership** that would enable OCASI to enhance relationships with various entities within the Francophone community, including mainstream and emerging Francophone organizations, and assist in the identification of issues affecting Francophone immigrant communities.

- **Create a Francophone Unit** that would be responsible for development and implementation of advocacy activities, policies, programs and services similar to the ones performed now by OCASI but in the French language and for responding to the needs of ethno cultural agencies and communities representing black French-speaking African and Haitian immigrants. The implementation of capacity building activities and the development of [www.Etablissement.org](http://www.Etablissement.org) were highlighted.

#### **Recommendation regarding OCASI's advocacy role**

OCASI should help to sensitize the government and service providers to better understand the Francophone needs and to get the federal government to acknowledge the need to provide financial resources to grassroots agencies that serve ethno-specific communities, as most racialized communities benefit from these non-ISAP funded organizations for their integration needs.

### **Recommendations regarding OCASI's networking role**

OCASI should, in collaboration with the Department of Canadian Heritage, strive to establish a climate of trust and collaboration between mainstream Francophone organizations and black French speaking African and Haitian communities. Indeed, OCASI, Canadian Heritage and Francophone mainstream and other organizations, should strive to create and/or to reinforce networks with a broad range of newcomer-serving Francophone organizations and communities in Ontario.

### **Develop strong partnerships for eliminating barriers linked to racial discrimination**

Working with its funders, and other partners, as well as working with various parts of the Francophone community, OCASI should use its current expertise to help develop and sustain an anti-racism campaign, with the aim of developing strategies to help eliminate discrimination, especially within the Franco-Ontarian. OCASI should also work with the government(s) to direct anti-racism strategies at employers, in particular, sensitizing owners of and staff in employment agencies, and working with potential employers on projects that reduce employment barriers.

## **GENERAL CONCLUSION**

It was clear from this study that emerging racialized Francophone communities are facing overwhelming challenges. While all immigrant communities currently experience a devastating impact, due to a variety of barriers, the study showed that racialized communities bear the blunt of adverse market and other systemic conditions. It was very important for OCASI to reach the emerging Francophone communities and to seek to learn the specific challenges faced by Francophone ethno specific organizations. This will enable OCASI to better advocate for systemic change and to become more inclusive in its continuing effort to improve the conditions of newcomers and to give them a voice in its anti-racism work.

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# *Appendices*

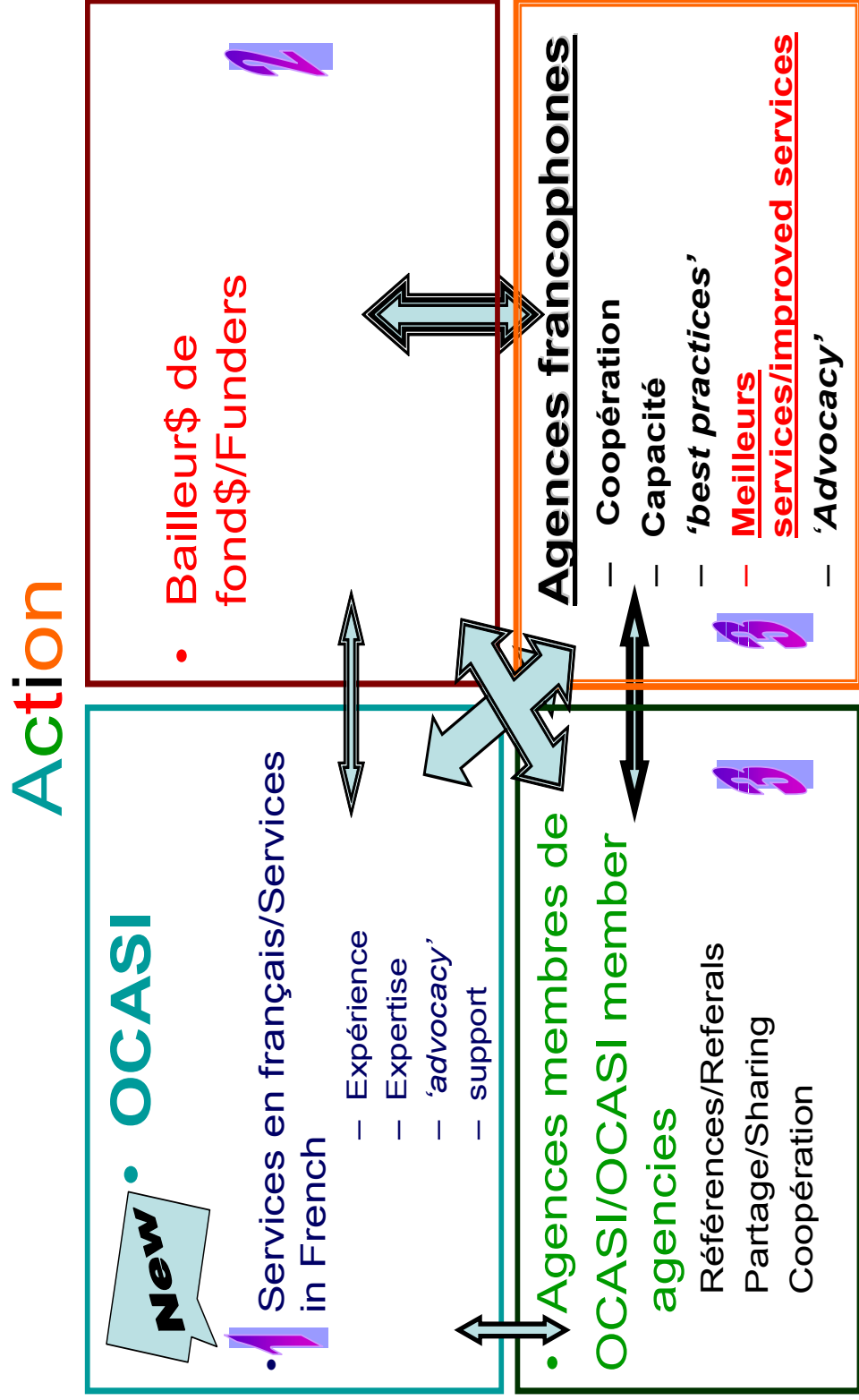
## Appendix 1: Composition of Project Advisory Committee

No	Name	Address/Adresse
1.	<b>Gilbert Iyamuremye</b> Directeur / Director	<b>Diocese of London-Refugee Office</b> 1041 University Ave. West. P.O.Box 1316, Station A Windsor, ON, N9A 6R3 Courriel: giliyam@rcec.london.on.ca
2.	<b>Léonie Tchatat</b> Executive Director / Directrice Générale	<b>Groupe Jeunesse Francophone de Toronto</b> 22 College St., Suite 202/203 Toronto, ON, M5G 1K3 Courriel: leonie@centredesjeunes.org
3.	<b>Maryan Bile</b> Executive Director / Directrice Générale	<b>Centre d'Intégration, de Formation et de Développement Economique (CIFODE)</b> 400-251 Bank St Ottawa, ON, K2P 1X3 Courriel: maryanbile@cifode.ca
4.	<b>Nouradine Abdel Kerim Abbs</b> Field Technician / Technician (BellWorld)	720 Bruce Avenue, Unit 1508 Sudbury, ON, P3C 5C4 Courriel: ndine2@hotmail.com
5.	<b>Pierre Dadjo</b> Executive Director / Directeur Général	<b>Conseil Economique et Social d'Ottawa-Carleton (CESOC)</b> 2660 Southvale Crescent, Suite 116 Ottawa, Ontario K1B 4W5 Courriel: <a href="mailto:dqcesoc@rogers.com">dqcesoc@rogers.com</a>
6.	<b>Seconde Nimenya</b> Student / Etudiante	1495 Maple Avenue Windsor, ON, N9J 3L3 Courriel: nseconde@hotmail.com
7.	<b>Wesley Romulus</b> Vice Président	<b>Collège Boréal</b> 951 Carlaw Ave. Toronto, ON M4K 3M2 Courriel: <a href="mailto:wromulus@boreal.ca">wromulus@boreal.ca</a>
8.	<b>Yvonne Kabeya</b> Executive Director / Directrice Générale	<b>Regroupement Des Femmes Immigrantes Francophones</b> 197 Dundas East, Toronto, ON, M5A 1Z4 Courriel: <a href="mailto:femmesimmigrantes@yahoo.ca">femmesimmigrantes@yahoo.ca</a>
9.	<b>Safia Shire</b> Vice President - Liaison with OCASI board of Directors / Liaison avec le Conseil d'Administration de l'OCASI	<b>CultureLink Settlement Services</b> 160 Springhurst Avenue, Suite 300, Toronto, ON, M6K 1C2 Courriel: <a href="mailto:sshire@culturelink.net">sshire@culturelink.net</a>
10.	<b>Debbie Douglas</b> Executive Director/ Directrice Générale - Liaison with OCASI board of Directors / Liaison avec le Conseil d'Administration de l'OCASI	<b>Ontario Council of Agencies Serving Immigrants</b> 110 Eglinton Ave. W. Suite 200, Toronto, ON M4R 1A3 Courriel: <a href="mailto:ddouglas@ocasi.org">ddouglas@ocasi.org</a>

### Staff:

- |                                |                                |
|--------------------------------|--------------------------------|
| 1. <b>Paulina Maciulis:</b>    | Manager, Policy and Program    |
| 2. <b>Immaculate Tumwine:</b>  | Project Coordinator            |
| 3. <b>Lumembo Tshiswaka:</b>   | Bilingual Community Researcher |
| 4. <b>Lily Mumbana Ngweme:</b> | Bilingual Projects Assistant   |
| 5. <b>Pierre Kassonga:</b>     | Volunteer                      |
| 6. <b>Saba Nasir:</b>          | Volunteer                      |
| 7. <b>Diana Lubansa:</b>       | Volunteer                      |

Appendix 2: Interactive model for OCASI proposed by the Advisory Committee



### **Appendix 3: Invitation to focus group participants**

#### ***Interested in joining a focus group discussion in your city on challenges faced by black French speaking African and Haitian communities?***

OCASI will be holding focus group discussions to obtain in depth information on challenges faced by black French speaking African and Haitian Francophone communities in Ontario. The focus group discussions will be held in Ottawa, Sudbury, London, Windsor and Toronto.

#### **Study purpose**

These Focus Group discussions are part of a research study whose objectives are:

- To provide black French speaking African and Haitian Canadian as well as mainstream Francophone organizations that serve those communities an opportunity to define their needs and to develop strategies for addressing those needs within the OCASI network and the broader settlement and integration and community development sector.
- OCASI to have a clearer picture of the challenges faced by black French speaking African and Haitian Canadian Francophone organizations that serve these emerging communities, and of their expectation of the role that the Council should play in building inclusive practices in Franco-Ontarian organizations.

The study has involved conducting a literature review to identify challenges and recommendations that have been outlined in existing studies. In addition, a survey has been sent out for completion by individuals and groups from African and Haitian communities in the above cities. From the literature review and Survey findings, a wide range of challenges faced by these communities is emerging.

#### **Purpose of Focus Group discussions**

The purpose of the Focus Group discussions is to verify findings that have been identified and to provide an opportunity for participants to make further input into the study. Findings from the Focus Group will be incorporated into a Final Report including analysis of findings and recommendations. Your participation will help us to provide a more in-depth understanding of the challenges that face the emerging Francophone communities, and to develop practical-oriented recommendations for improving services to these communities in Ontario. We will appreciate your contribution to this study, and thank you very much for your participation.

#### **Sign up**

To sign up for the focus group, and for further information on focus groups forums in Ottawa, Sudbury, London, Windsor and Toronto, please send email to:

**Lily Mumbana at OCASI**  
**lmumbana@ocasi.org**  
**or call 416-322-950 ext. 237.**

## **Appendix 4: Survey Questionnaire for Francophone newcomers and refugees**

### **1. Important Instruction**

Are you a newcomer from African and Haitian (Afro-Canadian and Haitian) Francophone communities?

Please kindly assist us by completing this survey. It should take you approximately 15 minutes to complete.

### **2. Introduction:**

The Ontario Council of Agencies Serving Immigrants (OCASI) is conducting a survey among Francophone newcomers from African and Haitian communities.

The objectives of the research are:

1. To provide to African and Haitian Francophone communities in Ontario as well as mainstream Francophone organizations that serve those communities an opportunity to define their needs and to develop strategies for addressing those needs within the OCASI network and within the broader Settlement, Integration and Community Development sector.
2. OCASI to have a clearer picture of the challenges faced by African and Haitian Canadian Francophone organizations that serve these emerging communities and of their expectation of the role that the Council should play in building inclusive practices in Franco-Ontario organizations.

The aims of this survey are to find out:

1. What types of challenges newcomers in your communities are facing while settling down in Canada
2. What are their opinions on available social services
3. What are their recommendations on the different ways in which the integration process and service delivery can be improved
  - by the government (s)
  - by various immigrant settlement service delivery agencies
  - through OCASI's advocacy, public education and government relations activities
4. What are their suggestions on how OCASI should work with various agencies to ensure more inclusion and provision of more and/or better quality services for their communities, and how the Council can restructure itself in order to assist Francophone newcomers from Africa and Haiti through its advocacy, public education and government relations activities.

OCASI is encouraging all Francophone newcomer adults individuals from Africa and Haiti to complete this questionnaire online on the OCASI website [www.ocasi.org](http://www.ocasi.org)

We thank you and want to assure you that the information which you provide to us will be kept confidential as a statistical aggregate.

PLEASE NOTE:

5. OCASI does not provide direct services to individual newcomers. It works with agencies that provide services, with a view to improving service provision.

6. In this survey, the term “Newcomer” is used to indicate all individuals from the Afro-Canadian and Haitian Francophone communities that were not born in Canada, regardless of their status.
7. The term "Afro-Canadian" in this survey indicates Africa South of the Sahara.

### **3. Background information**

#### **1. Survey location:**

- Toronto
- Sudbury
- Ottawa
- London
- Windsor
- Other (specify)

#### **2. What is your status in Canada?**

- Canadian Citizen
- Permanent Resident
- Refugee
- Refugee claimant
- Other (please specify)

#### **3. To what community do you belong?**

- Haitian
- African (South of Sahara)
- Other (please specify)

#### **4. How long have you been living in Canada?**

- Less than 1 year
- 1-5 years
- 6-10 years
- more than 10 years
- family reunion

#### **5. To what age group do you belong? (tick in the appropriate box)**

- Less than 20 years
- 20 to 29 years

- 30 to 39 years
- 40 to 49 years
- 50 years and over

**6. What is your highest level of education?**

- None
- Primary
- Secondary
- University
- Post Graduate

**7. What is your gender?**

- Male
- Female

**8. What is your current marital status?**

- Never married
- Common law relationship
- Married
- Divorced / Separated
- Widowed
- I prefer not to indicate

**9. If you are married, are you presently living with your family?**

- Yes
- No
- Not applicable

**10. How many persons live presently in your household?**

**11. During the last week prior to the completion of this present questionnaire, did you have any paid work either as an employee or as a self employed worker?**

- Yes
- No (Skip to Question 12)

**12. Are you presently on Social Assistance?**

- Yes
- No

I prefer not to answer this question

**13. How much would you estimate your household income in 2003?**

less than 5 000 dollars

from 5 to 9 999 dollars

from 10 to 19 999 dollars

from 20 to 39 999 dollars

from 40 to 49 999 dollars

50 000 dollars and more

don't know

**14. Do you have internet access?**

Yes at home

Yes elsewhere

No

**15. In your opinion, do you think that the lack of internet access services was a barrier to your integration?**

Yes

No

Don't know

Not applicable

**16. Please state your complete name and address in case we want to further the survey (Optional)**

Your full name:

Address:

Postal code:

Phone:

Fax:

Email address:

**4. Challenges and use of social services**

**1. In your opinion, what do you think are the major challenges faced by Francophone newcomers from Africa and Haiti in general?**

General orientation to Canadian life

Housing

- Language training (English as a second language)
- Employment
- Information on available services
- Information on Francophone services
- Recognition and accreditation of foreign qualifications
- Education
- Other (please specify)

**2. Since your arrival in Canada, what have you been doing in order to find a solution to these needs and challenges that you faced?**

- Nothing at all
- I can rely on some friend(s)
- My religious/faith organization/church helped me
- Searched the website settlement.org
- A refugee organization helped me
- I went to a Francophone social service
- Other (please specify)

**3. How many community organizations serving newcomers and refugees have you visited since January 2003?**

- None
- 1
- 2
- 3 or more
- Don't know
- Other

**4. How did you know about the existence of the organizations you visited above?**

- Radio (Anglophone)
- Radio (Francophone)
- Newspaper (Francophone)
- Newspaper (Anglophone)
- Television
- Friend from my community

Social Worker

Other (please specify)

**5. Of the organizations that you visited, can you name three that you think can be helpful to newcomers from Afro-Canadian and Haitian Francophone communities**

Organization #1:

Organization #2:

Organization #3:

**6. How would you rate the quality of services you got from the three organizations above?**

	Excellent	Average	Below average	Poor
Organization # 1				
Organization # 2				
Organization # 3				

**7. Which statement best describes your perceptions about the above three organizations?**

Programs are relevant and helpful to Francophone newcomers from Africa  and Haiti

Programs do not address the needs of newcomers and refugees from Africa  and Haiti

General orientation to Canadian life is poor

Opening hours were not flexible

Absence of a bilingual staff makes things difficult

Other (please specify)

**8. Based on your experience, what major obstacles did you encounter in your settlement and integration in the Canadian society? (tick all that apply)**

Background information

Language barrier

Insufficient network with other Afro-Canadians / Haitians

Systemic discrimination in employment

Unable to find a steady job

Systemic discrimination in housing and other services

Other (please specify)

**5. Suggestions and Recommendations**

**1. In your opinion, what do you think about the policies and practices of agencies in your city that assist Francophone newcomers from Africa and Haiti to settle in?**

Policies do not meet newcomers' basic needs

- Policies are culturally biased
- They have to plan and involve people from those communities to implement the services
- A survey must be done to suggest what must urgently be done
- Other (please specify)

**2. In your opinion, what are the criteria that you take into account when you say that a newcomer has adapted and integrated successfully in the Canadian society?**

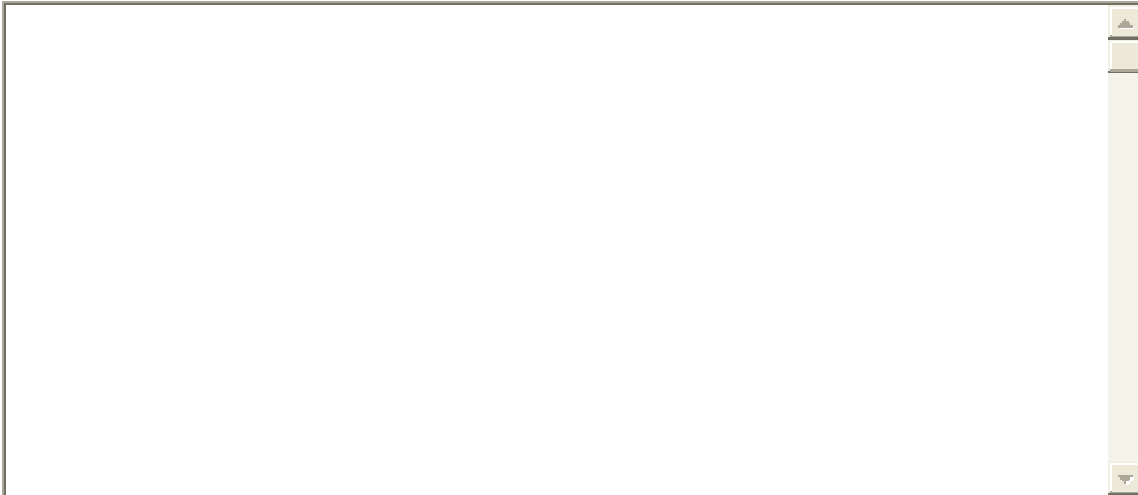
- get a full time job
- get a full time job in his/her area of expertise in less than a year after his/her arrival
- speak English fluently and work in both languages
- purchase a home
- don't know
- Other (please specify)

**3. In your opinion, how long is it necessary for a newcomer to adapt and integrate successfully in the Canadian society?**

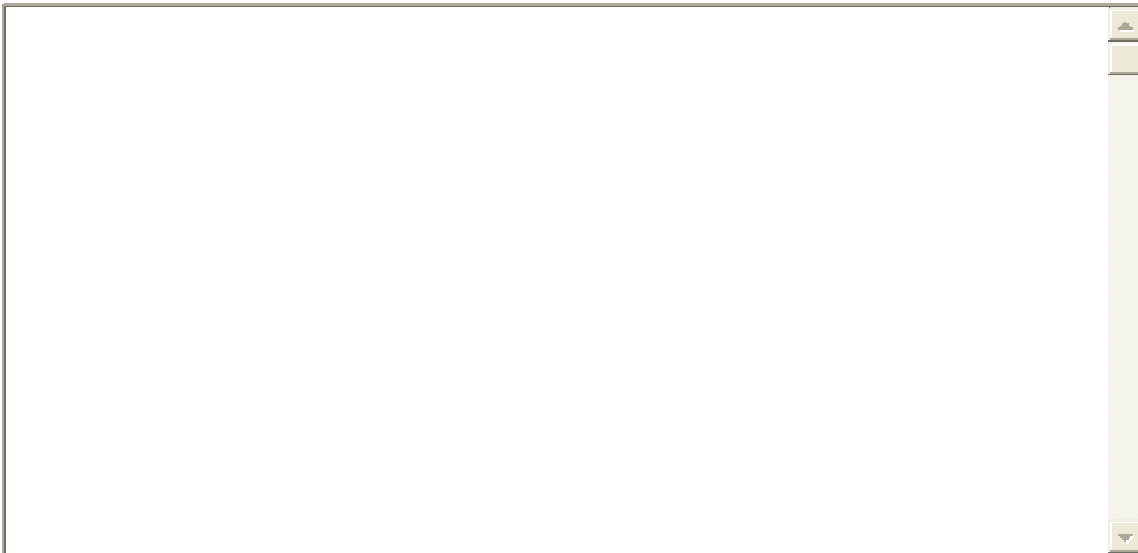
- 1 year
- 2 years
- 3 years
- 4 years
- 5 years or more

**4. OCASI advocates on behalf of Immigrants and Refugees for their full and equitable participation in the social, cultural political and economic life in Ontario. How do you see OCASI's role in helping newcomers from African and Haitian Francophone communities to overcome barriers and challenges to successful settlement?**

- 5. Please suggest ways in which community immigrant settlement service organizations should better assist newcomers in their settlement and integration process:**



- 6. Please suggest ways in which the government (City/Provincial/Federal) should better assist newcomers in their settlement and integration process:**



- 7. Please give any other additional comments, if any**

## Appendix 5: Survey Questionnaire for Service Providers

The Ontario Council of Agencies Serving Immigrants (OCASI) is conducting a survey on the immigrant settlement agencies providing services to the Francophone newcomers from Africa and Haiti.

The objectives of the research are:

1. To provide to African and Haitian Francophone communities in Ontario as well as mainstream Francophone organizations that serve those communities an opportunity to define their needs and to develop strategies for addressing those needs within the OCASI network and within the broader Settlement, Integration and Community Development sector.

2. OCASI to have a clearer picture of the challenges faced by African and Haitian Canadian Francophone organizations that serve these emerging communities and of their expectation of the role that the Council should play in building inclusive practices in Franco-Ontario organizations. The aims of this survey are to find out:

What types of challenges newcomers in your communities are facing while settling down in Canada

- What are their opinions on available social services
- What are their recommendations on the different ways in which the integration process and service delivery can be improved
  - by the government (s)
  - by various immigrant settlement service delivery agencies
  - through OCASI's advocacy, public education and government relations activities
- What are their suggestions on how OCASI should work with various agencies to ensure more inclusion and provision of more and/or better quality services for their communities, and how the Council can restructure itself in order to assist Francophone newcomers from Africa and Haiti through its advocacy, public education and government relations activities.

OCASI is encouraging all Francophone newcomer adult individuals from Africa and Haiti to complete this questionnaire online on the OCASI website [www.ocasi.org](http://www.ocasi.org)

We thank you and want to assure you that the information which you provide to us will be kept confidential as a statistical aggregate.

PLEASE NOTE:

- OCASI does not provide direct services to individual newcomers. It works with agencies that provide services, with a view to improving service provision.
- In this survey, the term "Newcomer" is used to indicate all individuals from the Afro-Canadian and Haitian Francophone communities that were not born in Canada, regardless of their status.
- The term "Afro-Canadian" in this survey indicates Africa South of the Sahara.

### 3. Background information

#### 1. Address

Name of service Provider:

Email address:

**2. Survey location:**

- Toronto
- Sudbury
- Ottawa
- London
- Windsor
- Other(specify)

**3. What types of services does your agency provide?**

- Affordable housing
- Education and work towards accreditation of foreign qualifications
- Employment
- Language training
- Health care
- Other (please specify)

**4. Based on your experience, what are the major challenges that the Francophone newcomers from Africa and Haiti are facing?**

- General orientation to Canadian life
- Housing
- Access to employment
- Language training
- Information on available services
- Integration and adaptation
- Other (please specify)

**5. Do you know any other agencies like yours that offer services to Francophone newcomers from Africa and Haiti?**

- Yes
- No

**6. If yes, could you name five of such agencies that you know?**

First agency

Second agency

Third agency

Fourth agency

Fifth agency

**7. What is the range size of your agency's total budget for this year?(please tick in the appropriate circle)**

- Less than \$10,000
- 10 to \$49,999
- \$50,000 to \$199,999
- \$200,000 or more

**8. During the last 12 months, please indicate any changes in the status of fees, donations, funding and budget?**

	Increase	Decrease	Remain the same	Not Applicable
Client fees				
Community donations				
Corporate funding				
Foundation Funding				
Government Funding				
Overall Agency Budget				

**9. During the last 12 months, please indicate the status of volunteer participation, demand for services and programs or services offered?**

	Increase	Decrease	Remain the same	Not Applicable
Services offered				
Volunteer participation				
Demand for services				
Programs				

offered				
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**10. What are the three main services most frequently requested by your clients?**

First service

Second service

Third service

**11. How many clients from Africa South of the Sahara and Haiti were you able to serve last year?**

Less than 10

10 to 24

25 to 49

50 and Plus

Don't know

**12. Among the clients you see in your agency, which needs continue to go unmet? (please list them in order of importance)**

First need

Second need

Third need

Fourth need

Fifth need

**13. Can you please provide us with contact of persons in the Francophones communities who could be invited to participate in focus groups.**

First name

Second name

Third name

Fourth name

Fifth name

**14. What kind of challenges do you face as a service provider which limit your ability to deliver adequate services to Francophone newcomers from Africa and Haiti?**

- Lack of resources and expertise to generate successful funding proposal
- Lack of resources and expertise to any outreach and networking activities
- Some of our Francophone programs not meeting funders' criteria or priorities
- Unable to deliver services in French
- Lack of charitable number
- Other (please specify)

**15. If you don't have all the necessary human resources for your organization, what does prevent you to get them?**

- Lack of adequate financial resources
- Recruitment problem
- Availability of competent candidates
- Other (please specify)

**16. Do you have any other comment you would like to share about ways in which OCASI can contribute to the enhancement of agencies serving Francophone newcomers from Africa and Haiti?**

## **Appendix 6: Survey Questionnaire for Third Party Respondents**

### **1. Important instruction**

Are you a Third Party person (that is someone Francophone or non Francophone) who is not necessarily a member of the Francophone Community but deals with it and knows it very well?

Please help us to complete this questionnaire. It will take you approximately 15 minutes to complete it.

### **2. Introduction:**

The Ontario Council of Agencies Serving Immigrants (OCASI) is conducting a survey on the Third Party people who deal directly or indirectly with Francophone newcomers from Africa and Haiti.

The objectives of the research are:

1. To provide to African and Haitian Francophone communities in Ontario as well as mainstream Francophone organizations that serve those communities an opportunity to define their needs and to develop strategies for addressing those needs within the OCASI network and within the broader Settlement, Integration and Community Development sector.
2. OCASI to have a clearer picture of the challenges faced by African and Haitian Canadian Francophone organizations that serve these emerging communities and of their expectation of the role that the Council should play in building inclusive practices in Franco-Ontario organizations.

The aims of this survey are to find out:

- What types of challenges newcomers in your communities are facing while settling down in Canada
- What are their opinions on available social services
- What are their recommendations on the different ways in which the integration process and service delivery can be improved
  - by the government (s)
  - by various immigrant settlement service delivery agencies
  - through OCASI's advocacy, public education and government relations activities
- What are their suggestions on how OCASI should work with various agencies to ensure more inclusion and provision of more and/or better quality services for their communities, and how the Council can restructure itself in order to assist Francophone newcomers from Africa and Haiti through its advocacy, public education and government relations activities.

We thank you and want to assure you that the information which you provide to us will be kept confidential as a statistical aggregate.

PLEASE NOTE:

- OCASI does not provide direct services to individual newcomers. It works with agencies that provide services, with a view to improving service provision.
- In this survey, the term "Newcomer" is used to indicate all individuals from the Afro-Canadian and Haitian Francophone communities that were not born in Canada, regardless of their status.
- The term "Afro-Canadian" in this survey indicates Africa South of the Sahara.

### **3. Background information**

#### **1. Address**

Name of Person/Organization (optional)

Email address:

**2. Location**

- Toronto
- Sudbury
- Ottawa
- London
- Windsor
- Other(specify)

**3. Are you?**

- A charitable organization
- A non-profit organization
- An independent or institutional researcher
- A minister of religion
- Other(specify)

**4. How long have you been working with the Francophone newcomers from Africa and Haiti?**

- Less than 1 year
- 1-3 years
- 3-4 years
- 5-9 years
- 10 years and more

**5. What types of services or interventions are you offering to Francophone newcomers from Africa and Haiti?**

- Access to social services
- Access to affordable housing
- Access to financial services
- Access to law services Community links
- Children's education
- General orientation to Canadian life
- Learning English as a second language
- Strengthen relations with the Franco-Ontarian communities
- Integration with the neighborhood Information on the job market
- Entertainment
- Recognition and accreditation of foreign qualifications

- Psychological counselling
- Family counselling
- Youth orientation
- Spiritual counselling
- Other (specify)

**6. In your opinion, what are the major challenges that the Francophone newcomers from Africa and Haiti face in Canada?**

- Housing
- Education and recognition of degrees
- Access to job market
- Starting a small business
- Access to law services
- Involvement in the community economic development
- Other (specify)

**7. Among all these challenges above, what is the most important challenge that the majority of newcomers face? Tick only one answer**

- Housing
- Education and recognition of competences
- Access to the job market
- Starting a small business
- Access to law services
- Involvement in the community economic development
- Other (specify)

**8. In your opinion , what kinds of gaps have you observed within the social agencies that help Francophone newcomers from Africa and Haiti?**

- Programs do not take into account their basic needs
- Language training not adequate
- Unspecific and useless information
- Lack of networking among those social service agencies
- Other (specify)

**9. In your opinion, what can be done to improve the process of integration and adaptation of Afro-Canadian and Haitian Francophone communities?**

- Reinforce links between all Francophones
- Strengthen networking between agencies

- Provide prospective immigrants correct and appropriate information
- Create immigrant settlement bilingual services
- Other (specify)

**10. In your opinion, how adequate is the availability of the following organizations or services for the Francophone newcomers from Africa and Haiti?**

	Very adequate	Adequate	Service available but not adequate	Service available but no opinion	Service not available
Settlement.org	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newcomer Information Centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ontario Council of Agencies Serving Immigrants (OCASI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Franco-Ontarian Canadian Association	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community based organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11. What is your opinion on the community agencies that serve Francophone newcomers from Africa and Haiti?**

- Very adequate
- Adequate
- Not adequate
- No opinion

**12. In your opinion , on average, how long does it take for a Francophone newcomer from Africa and Haiti to have her/his basic settlement needs met, for example jobs, school, health?**

- less than 1 year
- 1-4 years
- 5-9 years
- 10 years and more
- Never
- No opinion

**13. Do you have any other information you would like to share about the ways in which OCASI can contribute to the enhancement of the work agencies serving Immigrants and Refugees from emerging Francophone communities?**

