

IMMIGRANT SERVICES

Guelph-Wellington



Cultivating an Inclusive Community since 1978

Working Together to Build an Inclusive Community

For over 40 years, our vision has been to see all people in Guelph and Wellington County working together to create a harmonious community.

We are guided by the values of:

- Integrity and Accountability,
- Respect and Equity,
- Inclusivity and Reciprocity

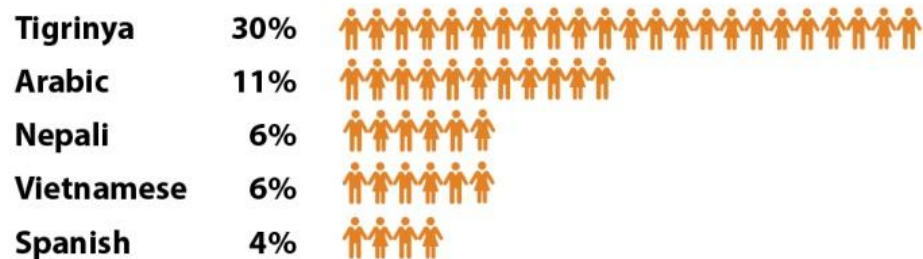


ISGW Client Statistics 2019-2020

Client by Country of Origin



Client by First Language Spoken (top 5)



52.5%

from a Refugee Class

19.7%

from Family Sponsorship

3.8%

from Federal Skilled Worker Program



Translation & Interpretation (TIPS)

Employment Services

Language Assessment & Referral

Mobilized, Engaged, Involved Volunteering

Settlement Workers in Schools (SWIS)

Settlement Orientation & Referral

Community Connections



Our Programs: **Orientation & Referral**



4,065
Clients Served

1,607
New Clients

We offer settlement services by working closely with local service agencies to effectively connect newcomers with the services they need. Our staff keep up-to-date with the latest information relevant to immigrant settlement. We offer regular workshops and information sessions (169 in the last year) on topics of interest to newcomers including: Refugee Sponsorship Training, Orientation to Ontario and How to Apply for Citizenship.

Settlement Workers in Schools (SWIS)



The SWIS program provides settlement support to newcomer students and families in the Guelph-Wellington-Dufferin area during the school year (September to June). Service is offered one-on-one and in group settings in the school. Highlights from the past year include a Winter Clothing Bazaar at ISGW, a Young Worker's Safety Awareness Certification course, a Women's Learning Club at St. Joseph's School and Computer Classes to learn to navigate online school systems.



676

Clients Served

25

Magnet Schools

Our Programs: Language Assessment & Referral



791

Clients Served

The first step in joining language training offered by Federal (LINC) and Provincial (ESL) programs is to take a language assessment. We provide language assessment services to all adult immigrants over 18 years of age who are permanent residents, convention refugees and protected persons, or naturalized Canadian citizens. We use the Canadian Language Benchmarks Assessment to measure English language skills in speaking, listening, reading and writing.

Our Programs: Translation & Interpretation



Top languages requested for Interpretation: Arabic, Tigrinya, Hindi/Punjabi/Urdu, Cantonese/Mandarin, Farsi/Dari

767

Document
Translations

35

Languages

1,326

Interpreter
Requests

85

Service
Providers

Service Providers & Corporations That Currently Benefit From the TIPS Program

- Skyjack, Maple Leaf Foods
- Big Brothers Big Sisters
- Bariatric Clinic and other hospital services such as day surgery
- Office of the Worker Advisor
- ODSP
- Guelph Police
- University of Guelph Campus Police
- Kids Ability
- Public Health
- Social Services in Waterloo





Number of Interpreters & In What Language

- We have access to over 50 interpreters and currently have 30 active interpreters several with 2 to 3 languages supporting the demand in Guelph Wellington
- We only use interpreters who have taken at least the 180-hour Conestoga course or equivalent.
- Arabic and Tigrinya are the top 2 requested languages.
- We have Swahili, Somali (one person) Tami and Sinhalese (one person) Nepali, Serbo-Croatian, Turkish, Vietnamese, Mandarin, Cantonese, Hindi, Punjabi, Urdu, Pashtu, German, Spanish, Farsi, Dari, Uzbek.
- ISGW works closely with the Waterloo Wellington Local Health Integrated Network to support medical practitioners who want to better support their patients with language services.