



# Canadian Orientation Abroad

Digital Migration: Lessons from COA's Refugee Youth, Refugee and Immigrant Programs



# What is COA?

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- + **Pre-arrival orientation** program implemented by the **IOM**.
- + Delivering **in-person** orientation globally.
- + Over **220,000** participants served since inception.

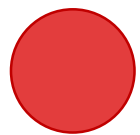


Rocky Ndaye, COA's 200,000<sup>th</sup> Participant

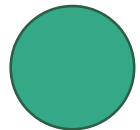
# Global Presence

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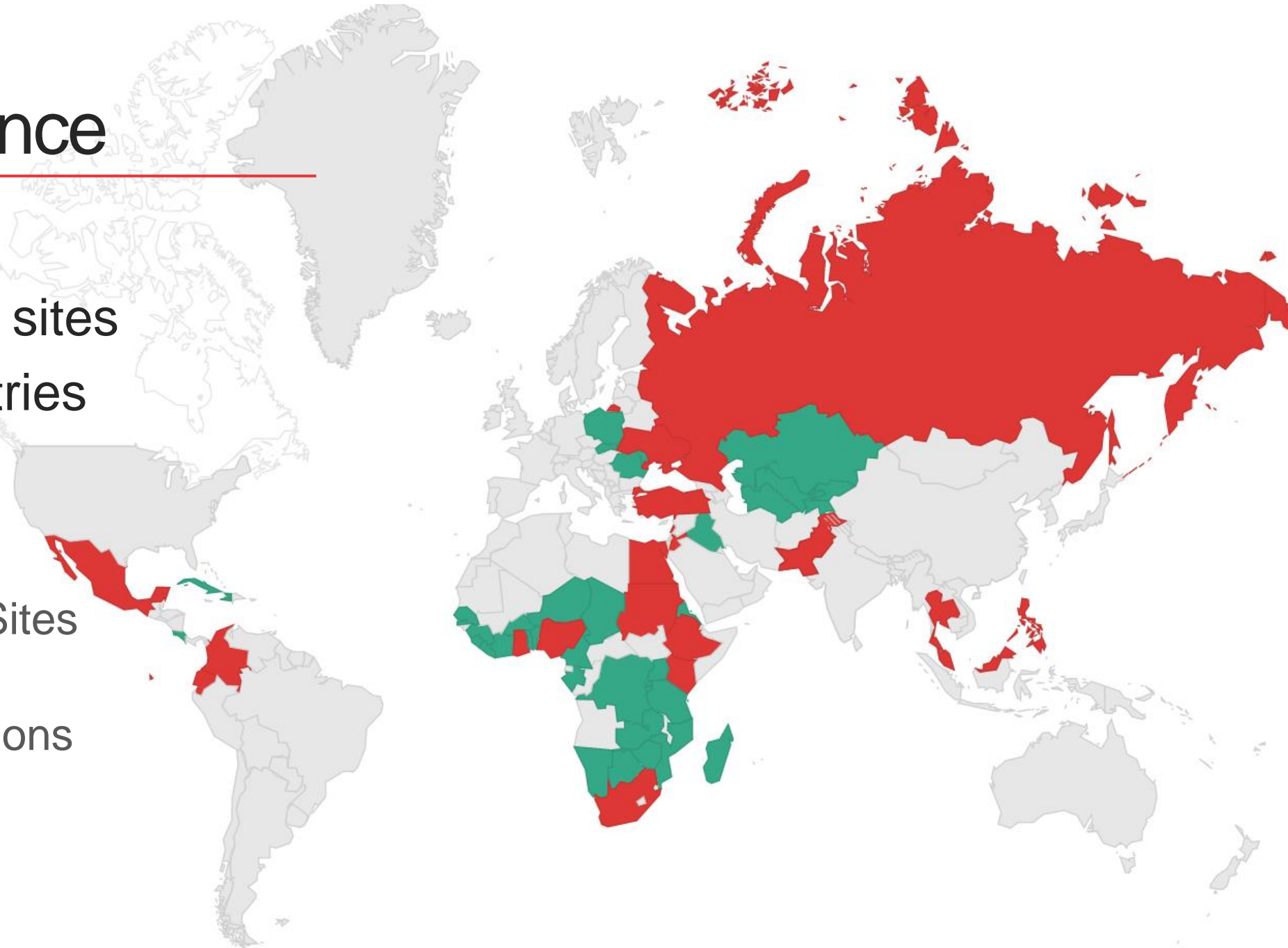
+**20** permanent sites  
+Over **40** countries  
+**60** locations



Permanent Sites



Mobile Sessions





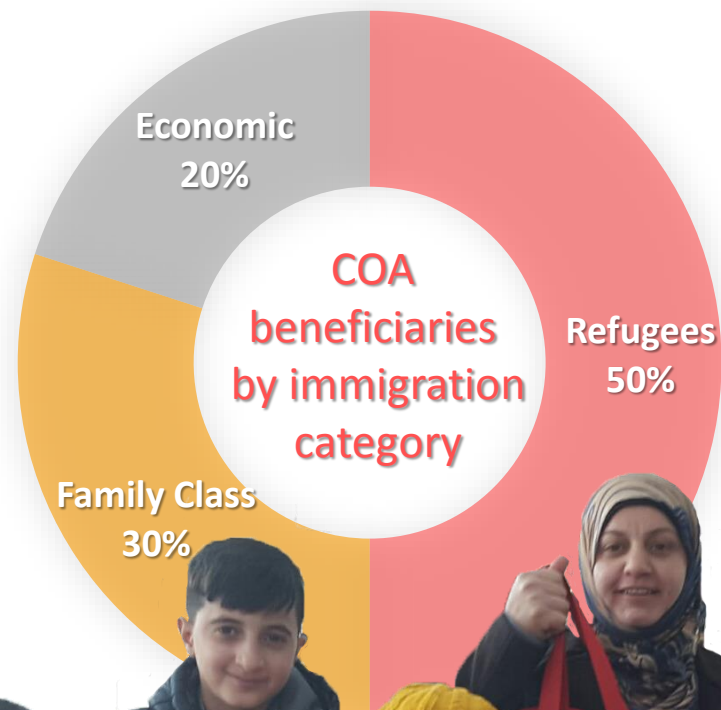
# COA in Numbers

established **1998**

**92,000+**  
refugees

**220,000+**  
beneficiaries served

**25% youth**



# Refugee Youth Program

- + **Pre-arrival** Information & Referral (Online follow-up Service)
- + Delivered in Partnership with 5 **YMCAs** across Canada
- + Helping **youth** prepare for arrival in Canada





# Why the Y?

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- + Third-party, neutral **referral services** to newcomers
- + **National and International** Associative Network
- + **Youth Leadership** Programming

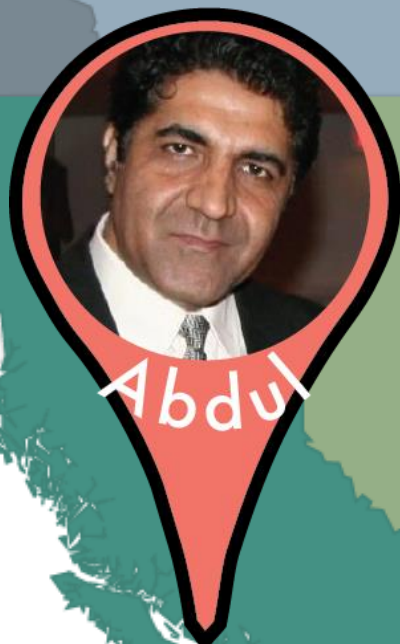


COA Youth Advisors on-site with Iraqi & Syrian Refugee youth  
In Istanbul, Turkey.

# Meet the Team

## COA-YMCA Youth Advisors

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# Program Resources

## Youth Advisory Group

+ Youth-driven

+ Youth-lead

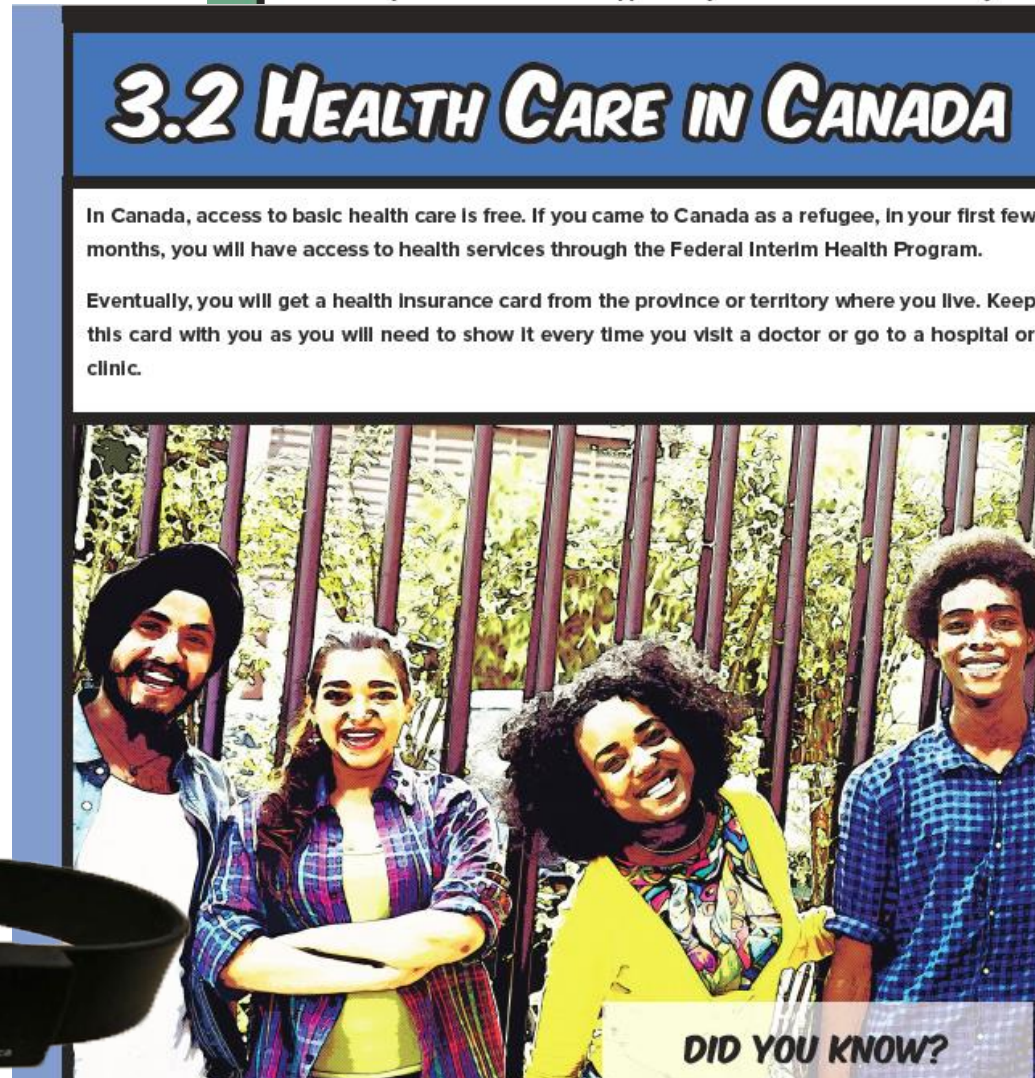




# Program Resources

Diverse needs →  
Multiple Resources

- + Printed Materials
- + Digital & Online Resources
- + Participant Handbook
- + USB Bracelets



## IMMIGRATION TO CANADA

### 5.3 WORKING PART-TIME

Part-time jobs are an excellent opportunity for students to earn money and gain experience.

weekend.

order to start a  
and obtain the

### 3.2 HEALTH CARE IN CANADA

In Canada, access to basic health care is free. If you came to Canada as a refugee, in your first few months, you will have access to health services through the Federal Interim Health Program.

Eventually, you will get a health insurance card from the province or territory where you live. Keep this card with you as you will need to show it every time you visit a doctor or go to a hospital or clinic.



K'NAAN

#### DID YOU KNOW?

"WHEN I GET OLDER,  
I WILL BE STRONGER,  
THEY'LL CALL ME FREEDOM,  
JUST LIKE A WAVIN' FLAG"

Naan is a well-known Canadian singer. He came to Canada at the age of 13, a refugee from Somalia. The song "Wavin' Flag," shares the struggles of being a war, immigrating to a new country, learning a new language and being bullied.

da their new home every  
born outside of Canada.



# Program Resources

30+ City Profiles

Social Media &  
Online Resources



## TORONTO ONTARIO

Toronto est la capitale de l'Ontario, la ville la plus peuplée du Canada et l'une des villes les plus multiculturelles du monde. La région du Grand-Toronto, composée des municipalités avoisinantes de Durham, d'Halton et des régions de Peel et de York, est aussi l'agglomération la plus importante du Canada.



## QUÉBEC QUÉBEC

Située dans l'est de la province de Québec, la ville de Québec est la deuxième plus grande ville du Québec et sa capitale provinciale. La ville de Québec est connue pour son histoire riche, la beauté de ses paysages, et sa qualité de vie. Bien que 95% de sa population parle le français à la maison, plus de 30% des habitants de Québec disent pouvoir s'exprimer dans les deux langues officielles. Après Montréal, la ville de Québec est celle qui attire le plus grand nombre de nouveaux arrivants dans la province.



**LANGUES**  
**Anglais**  
(langue officielle)

Plus de 140 langues parlées.

**POPULATION**  
**2.6 million**  
(ville de Toronto)

**5.6 million**  
(région du Grand-Toronto)


**IMMIGRATION**  
La moitié de la population de Toronto est née à l'extérieur du Canada.

**SAVIEZ-VOUS QUE?**  
Le quart de la population du Canada vit à Toronto.

**TORONTO** est reconnue comme étant la « ville des quartiers », marquée par une riche histoire de l'immigration. Certains des quartiers culturels les mieux connus de la ville sont Koreatown, Little Italy, Chinatown, Little India et Greektown.

**YONGE STREET** is listed in the Guinness Book of World Records as the longest street in the world, stretching 1,896 kilometres north to Rainy River, Ontario, near the Minnesota border.

**DÉPLACEMENTS**  
La Toronto Transit Commission (TTC) est un moyen rapide, pratique et sécuritaire de se déplacer dans Toronto. Le système de métro est relié à des trains souterrains, à des autobus et à des tramways. Pour planifier votre itinéraire, profitez d'une information mise à jour toutes les minutes pour savoir exactement quand le prochain transport passera à un arrêt donné, et ce, grâce aux services en ligne à : <https://www.ttc.ca/>



**LANGUE(S)**  
**Français**  
(officielle)  
**Anglais**  
(officielle)  
Espagnol

**POPULATION**  
**791 000**  
(Région Métropolitaine de Québec)

**IMMIGRATION**  
9% de la population est née à l'extérieur du Canada

**SAVAIS-TU** que Québec accueille le plus important carnaval d'hiver au monde? En effet, le Carnaval de Québec attire des centaines de milliers de touristes à chaque année et inclut des spectacles, concours, défilés et sculptures sur neige.

**FONDÉE** en 1608, Québec est la ville la plus ancienne d'Amérique du Nord et la seule ville fortifiée située au nord du Mexique.

**QUÉBEC**  
La ville de Québec se trouve au confluent du Fleuve Saint-Laurent et du Lac Saint-Charles. Le nom de la ville est dérivé de « Kébec », un mot Algonquin qui signifie « la où la rivière se rétrécit ».

**SE DÉPLACER**  
Le système de transport en commun de Québec est constitué d'autobus, de bus sur circuits rapides et de transport adaptés. Il couvre les secteurs centraux de la ville de Québec, ainsi que les banlieues avoisinantes de Sainte-Foy, les Rivières, la Haute-Saint-Charles, Charlesbourg et Beauport. Pour en savoir plus sur le système de transport en commun, itinéraires et tarifs, visitez le site web du Réseau de Transport de la Capitale. <https://www.rtcquebec.ca/>





# Program Process

## Overseas



## Canada



Refugee youth at a session in Istanbul, Turkey.

# FAQs

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**Which grade  
will I be  
placed in?**

**Can I work  
*and* go to  
school?**

**Will I find  
other people  
from my  
culture?**

**How do I  
make  
friends?**

**What is  
school like?**





# Challenges & Strengths

## Challenges →

- + Limited internet access
- + Boundaries / professionalism on social media
- + Language barriers

## Strengths →

- + Access to youth through COA team
- + Continuum of services provided overseas
- + Multiple resources to meet diverse needs



# Program Evaluation

*“COA’s Refugee Youth Program acts as a great complement to sessions overseas”*

*“I am really thankful to the COA team for creating such a good initiative for newcomers to Canada. I hope it will continue to help and improve the lives of people like me.”*

*“The program successfully meets the needs of participants”*

*“With how much you have to struggle, coming to a new country is not easy. I gave 18 interviews, and now I am employed and happy with my job. COA helped me prepare to work hard.”*



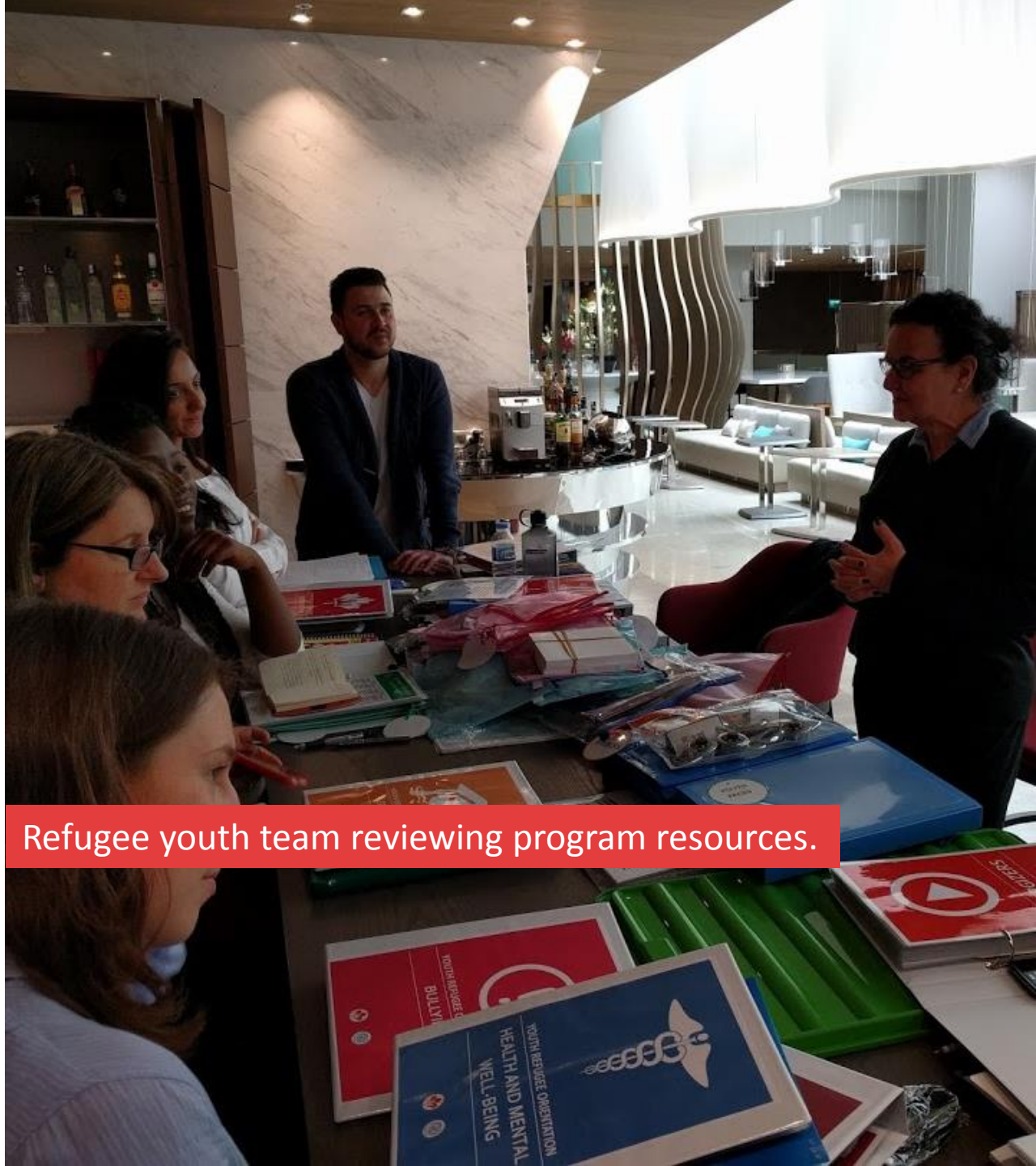
Youth complete a youth-only session activity at NUPO Camp, Thailand.



# Next Steps

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- + Implement changes based on feedback
- + Finalize translation of resources
- + Ongoing program evaluation



Refugee youth team reviewing program resources.



*Thank You*

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## Activity – Quiz About Canada

What Do You Know about Canada's  
Provinces and Territories?

# Canadian Orientation Abroad Technology in Pre-arrival Service Delivery



# Adaptability

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**COA's** service delivery adapts to diverse global needs:

- + Flexible
- + Low & high tech resources
- + Immersion, interaction and participation



COA Facilitator Patricia Njuki leads a pre-arrival session for refugees in Nairobi, Kenya.





Where did we come from?

Where are we now?



Where might we go?



# Where Did We Start?

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- + COA founded 1998
  - + One computer
  - + UNHCR office
  - + Limited initial presence
- + Rapid growth through IOM network
- + Unifying role of technology



Hayat immigrated to Canada from Lebanon in 1981.



# Where Are We Now?

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COA refugee sessions, like this one in **Rwanda**, employ a combination of printed and multimedia resources to facilitate learning.

# Where Are We Now?

**COA's** service delivery adapts to diverse needs:

- + Immersive training rooms
- + Video, digital, and online resources
- + Social media
- + Accessibility, practicality, flexibility



COA facilitator Mary Garlicki with immigrant participants  
In Manila, Philippines, after an orientation session.



# Global Presence

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New technologies have been integral in managing **COA**'s global team.

- + Email, messaging
- + Databases, statistics
- + Training & staff development



COA trainers share ideas and experiences at the 2015 Refugee Facilitators' Workshop in Ottawa.

# GLOBAL MIGRATION FILM FESTIVAL

5 - 18 DECEMBER 2017





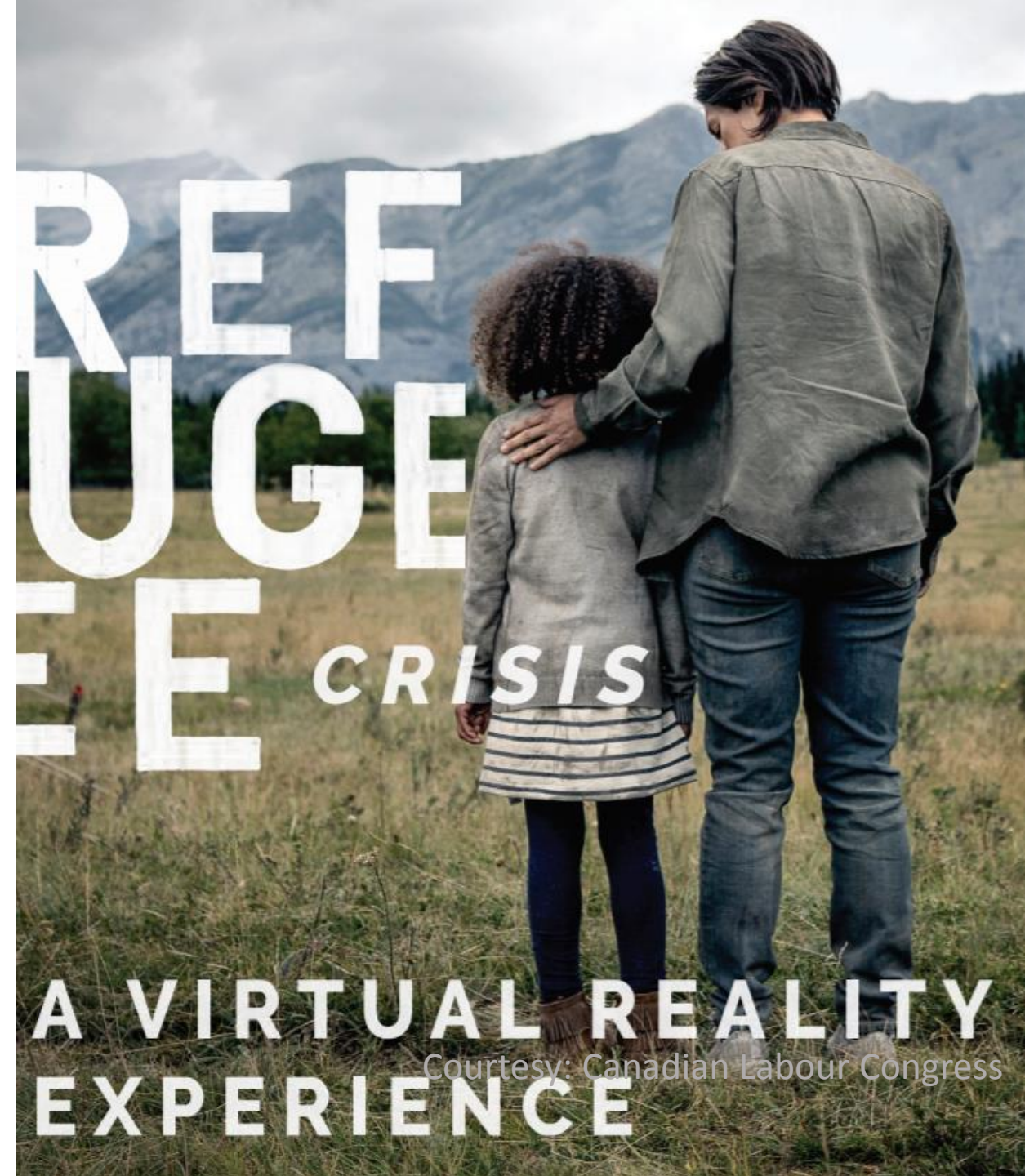
# What's Next?

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More access, more awareness

- + Responsiveness
  - Express entry
  - Short vs. long wait times
- + Virtual Reality
  - For migrants
  - For the general public

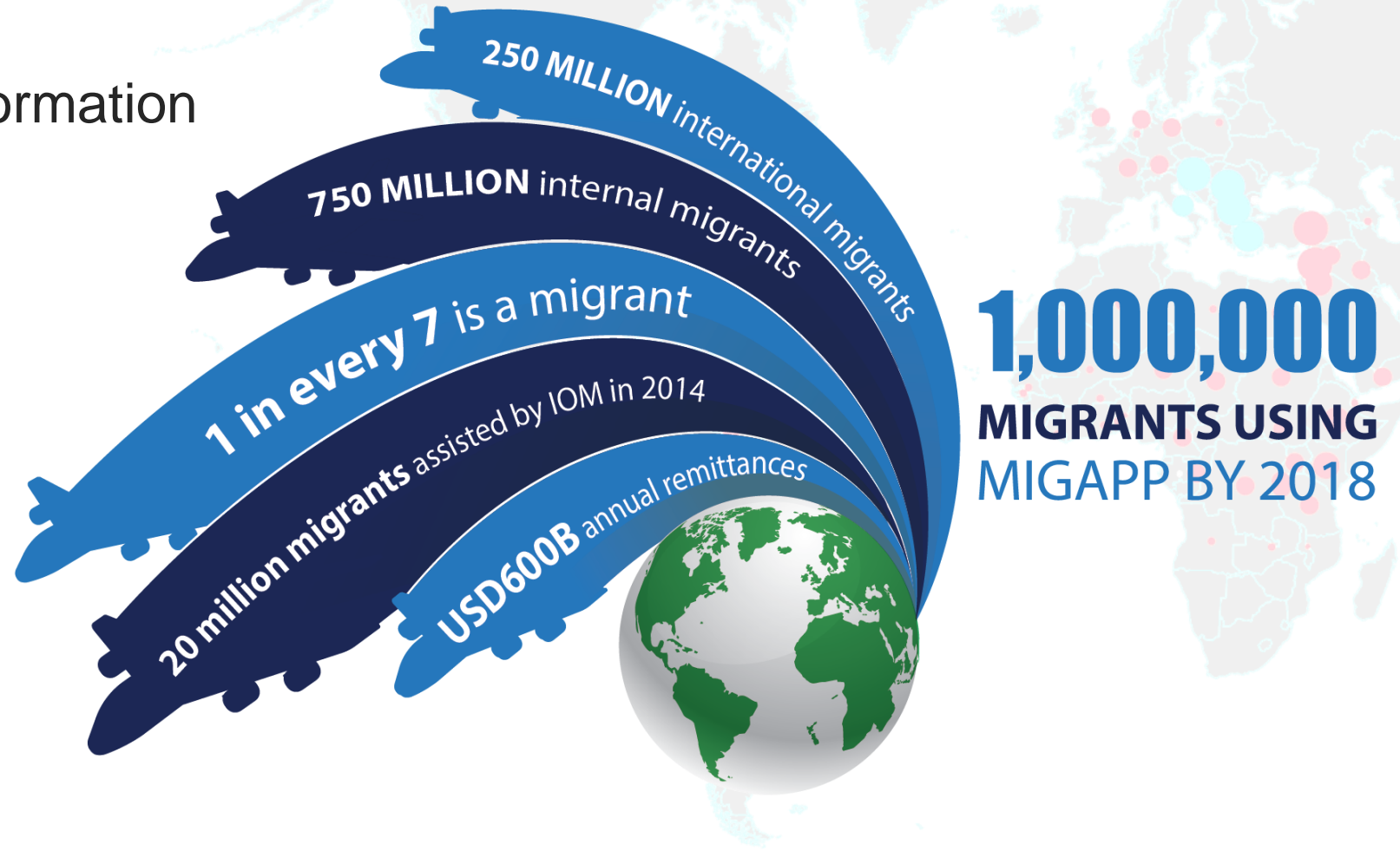
+ MigApp



# MigApp

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- + Accurate and reliable information about migration
- + Remittances
- + Migrant health
- + Alerts







What Do You Know About Canada's  
Provinces and Territories?

**International Organization for Migration (IOM)**

**The UN Migration Agency**

*Thank You*

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