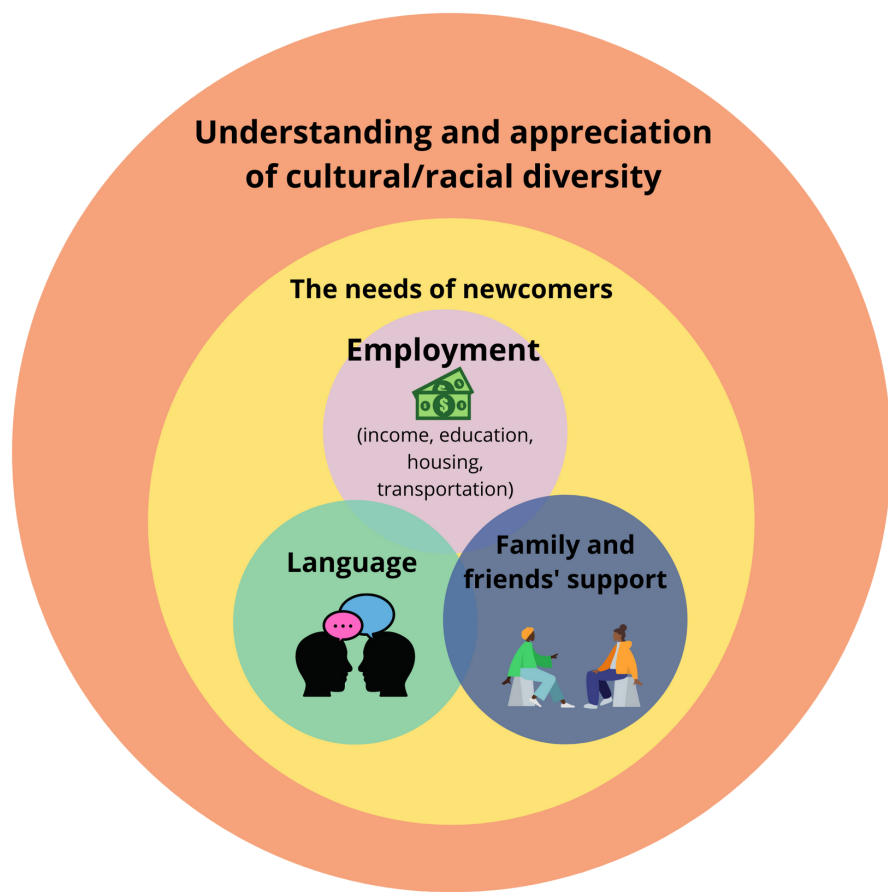


# NEWCOMER FAMILIES' EXPERIENCES FINDING AND USING PROGRAMS AND SERVICES

Families identified factors that influence their ability to find and use programs and services for their children.




## UNDERSTANDING AND APPRECIATION OF CULTURAL/RACIAL DIVERSITY

Program awareness of the needs of newcomers was described as a key factor that influenced family's experiences of programs.

Family participants described the importance of a welcoming and inclusive environment where their fundamental needs to use the programs were considered.

## THE NEEDS OF NEWCOMER FAMILIES




### EMPLOYMENT/COSTS

Unemployment or underemployment limited family participants' access to programs and services for their children.

Family participants relied on free-of-charge programs. They felt excluded from activities that required a fee or personal equipment.

Some families talked about challenges with transportation to attend programs in other communities.

Female participants found it difficult to continue their education, which would help them find employment, due to childcare high fees.




### LANGUAGE

Language differences acted as barriers for newcomer families to access programs for their children.

Participants preferred to seek information about programs through direct in-person contact with program providers and translated flyers.

They described challenges registering children for recreational activities and filling out forms.

Participants described experiences with language and cultural barriers, bullying, and racism at programs, which led to isolation and exclusion of the family and children.




### SUPPORT FROM FAMILY AND FRIENDS

Family and friends play a critical role in how newcomer families navigate programs.

They inform newcomers about the available and suitable programs for children.

They listen to challenges, interpret information, and share wisdom.

Some participants consider the front-desk worker at programs to be a friend when providing support for registration.



**Questions?**  
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