Small Town, Big Impact: Rural Library Access to ESL Supports
Presented by:

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Wellington County

- Population 90,932 (excl. Guelph)
- 14 library branches

Immigration Stats

Wellington County (Excl. Guelph)
Total Population
90,932

• Immigrants: 9,620 (10.6%)
• Recent Immigrants (2011-16): 440 (0.05%)

Source: 2016 Census
Immigration Stats

• Approximately 800 newcomers arriving each year (710 to Guelph, 90 to the County)

• 50% of recent immigrants to the County (including Guelph) are economic class. They have been screened based on:
  • language proficiency
  • education level
  • work experience

Source: 2016 Census
## Immigration Stats

<table>
<thead>
<tr>
<th>Top Five Countries 2018</th>
<th>Top Five Countries 2019</th>
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</thead>
<tbody>
<tr>
<td>Syria: 58%</td>
<td>Syria: 78%</td>
</tr>
<tr>
<td>Philippines: 26%</td>
<td>Philippines: 34%</td>
</tr>
<tr>
<td>Eritrea: 25%</td>
<td>Eritrea: 18%</td>
</tr>
<tr>
<td>Iraq: 9%</td>
<td>India: 12%</td>
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<tr>
<td>India: 9%</td>
<td>Netherlands: 11%</td>
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</table>
New to Canada? We can help!

FERGUS OFFICE (MAIN)
321 St. Andrew Street W.
Fergus, ON N1M 1P1
T 519.837.2670 x 4819
T 1.800.265.7294 x 4819

GUELPH OFFICE
138 Wyndham Street N.
Guelph, ON N1H 4E8
T 519.837.2670 x 4819
T 1.800.265.7294 x 4819

SATELLITE LOCATIONS
Arthur, Erin, Drayton, Mount Forest and Rockwood
To schedule an appointment at one of the satellite locations, please call:
1.226.979.0782 or 1.226.979.0850

"We all smile in the same language."
Helping newcomers and immigrant families in Wellington County and Guelph.

Funded by:
Immigration, Refugees and Citizenship Canada

Financé par:
Immigration, Réfugiés et Citoyenneté Canada

www.wellington.ca
519.837.2670 | 1.800.265.7294

ALTERNATE FORMATS AVAILABLE UPON REQUEST
**Free Settlement Services**

Staff help newcomers adjust to life in their new community by providing FREE services in the following areas:

- Housing
- Health Care
- Employment
- Education
- Taxes and benefits
- Immigration and citizenship
- Interpretation and translation
- Community and recreation
- Legal services
- Social Services

**Settlement Information and Referral**

Our experienced Settlement Workers are able to help with a wide range of questions and challenges, including:

- Community information and resources
- Navigating and completing forms and applications
- Counselling on transition issues, family and emotional difficulties
- Initial employment and career counselling
- Accessing professional and essential services, such as doctors, lawyers and schools
- Completing language assessments and training
- Finding a place to live

**Who is Eligible?**

- Permanent residents of Canada
- Convention Refugees
- Live-in Caregivers

Other eligible immigrants who need help in adapting to their new life in Canada may also qualify, regardless of how long they have been in Canada. They must not, however, be Canadian citizens.

This service is open to residents of both the City of Guelph and the County of Wellington.

**We serve the following areas:**

- Centre Wellington
- Wellington North
- Erin
- Mapleton
- Minto
- Guelph/Eramosa
- Puslinch
- City of Guelph

**Support**

We assist clients in coping with the problems of everyday living and provide information about rights and responsibilities.
Multilingual Team
What we provide newcomers

• Conduct settlement needs assessments for newcomers.

• Assist newly arrived immigrants and families develop goals and actions to address settlement needs.

• Arrange interpretation and translation services as required.

• Assist clients with completing government documents related to health, employment and other services.
What we provide newcomers

• Assist clients with pre and post-employment related needs.

• Provide information and orientation to newly arrived immigrant families about services and resources available to them through government and community programmes and initiatives and make appropriate referrals.

• Deliver information and orientation workshops related to settlement needs on and off site.
What we provide newcomers

• Keep up to date on issues, policies and legislation affecting newcomers.

• Ensure service are documented and data tracked accurately to meet contract requirement with IRCC.

• Participate in ongoing evaluation of services.

• Incorporate an intensive case management model when serving clients.

• Participate in policy and programme development and professional development.
What we provide newcomers

• Assist with projects and coordinate events that require collaboration with variety of agencies and community partners.

• The ability to meet newcomer needs outside of normal business hours on their terms in a flexible manner which values the unique circumstances present from families and individuals within these families units.
Addressing barriers

• One of the main challenges is lack of formal ESL classes.

• How can we help them to overcome this challenge?
  1. Think outside the Box!
  2. Use existing community resources which do not require use of funding-like the local library.
  3. Mango language Training
  4. Deliver a monthly conversation circle and story time.
How did the library get involved?

Wellington County

Wellington County Library Branch Locations

LEGEND
- Carnegie Library
- Library Branches

Clifford Branch
Mount Forest Branch
Harriston Branch
Arthur Branch
Palmerston Branch
Drayton Branch
Elora Branch
Aboyne Branch
Morden Branch
Fergus Branch
Guelph Branch
Hillsburgh Branch
Erin Branch
Rockwood Branch
Puslinch Branch

2019 Population: 95,010
Total Land Area: 2,700 sq.km

"A library outranks any one thing a community can do to benefit its people. It is a never failing spring in the desert."
Andrew Carnegie
(1835 - 1919)

Alternate formats available upon request.

Mango Languages Workshop

Mango Languages Workshop

Mango Languages

- Live demonstration
Here's the conversation we'll be studying this chapter.

Female 1
Hello. How are you?

Male 1
I am fine. And you?
Mango Languages
من أنت؟

أهداف المحادثة
- تعرف الألفاظ وخصوصها
- معلومات عن صيغ الفعل
- إعادة الأفعال جدد

أهداف القواعد
- استخدام تكرار مفصل أو مفصل
- التعرف على صيغ الفعل
- التعرف على جملة الفعل
- التعرف على جملة التعبير
- كيفية الكتابة في الجملة
- حذف بعض الحروف وتعويضها
- عناصر اللغة
Next steps after Mango
English-Arabic Story Time
English-Arabic Story Time
English Conversation Circle
Challenges

- Transportation
- Cost for travel
- Childcare
English Conversation Circle

• Speak slowly

• Include pictures of topics

• Smile/ look friendly
  • Body language is important

• Provide encouragement for all participants to speak
Sample Conversation Circle

- Sample PowerPoint from Conversation Circle
  - Topic was Thanksgiving, food, and grocery shopping
  - Other topics included School, Doctor’s, Weather

- Discuss the following slides with your tables as if you were participants
Thanksgiving
Thanksgiving
Groceries – Harriston Foodland
Groceries – Harriston Foodland

Fruit and Vegetables

Meat
Groceries – Harriston Foodland

Milk and Cream

Bread
Groceries – Harriston Foodland

Chips and Candy

Cookies
Sample Conversation Circle

• We use photos to help communicate

• PowerPoint is merely a tool, the important part is discussion and having participants take turns speaking
Urban ESL programmes

Toronto Public Library
- Citizen Prep Test
- New to Canada
- Settling in Toronto

Hamilton Public Library
- Newcomer Learning Centre
- English for Seniors

London Public Library
- One-on-one ESL

Vaughn Public Library
- Chinese Social Hour
- Tech Training: Apps for Newcomers

Halton Hills
- Board Games for Newcomers
How about rural areas?

- Resources seem to be mainly online, or in print format
- There is language learning programming, but not always ESL specific
- Fewer options for in person ESL practice
Mango Languages

- 95 library systems served in Ontario
- 31 Mango Subscribers with townships that are less than 10,000
- Aggregate population served across those systems: 10.1 million
Languages learning resources

Databases
• Mango Languages
• Road to IELTS
• LearningExpressPractice
• Transparent Language Online

Websites
• BBC Learning English
• Settlement.org
• Rosetta Stone
• AnyTimeESL.ca
Languages learning resources

Magazines

- Canadian Newcomer
  - An online magazine for new immigrants with current news stories, information on settlement, education, employment and life in Canada.
• Video shared with permission of patrons
Questions?

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