



Small Town, Big Impact:

Rural Library Access to ESL Supports

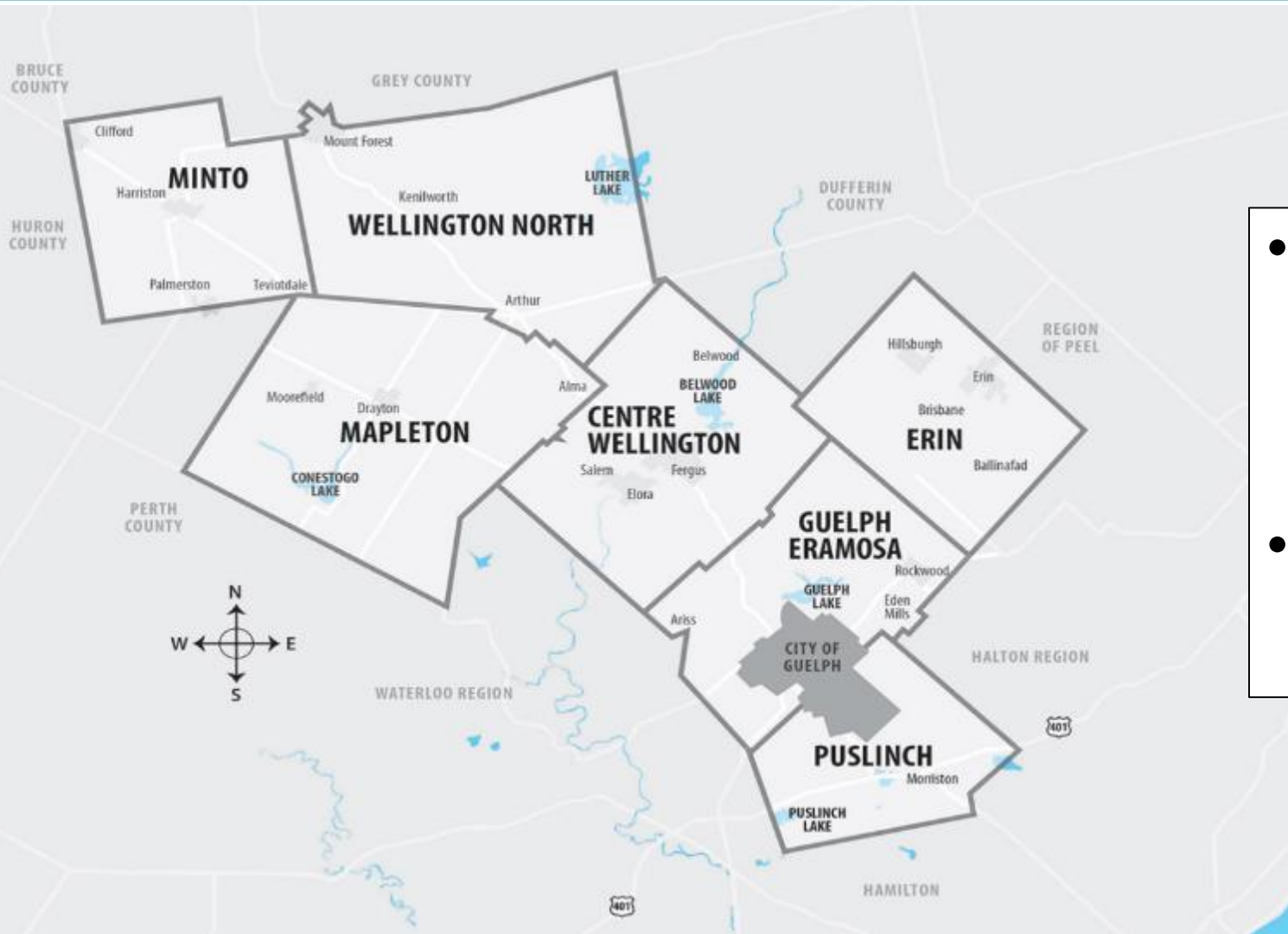
January 31, 2020



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%)



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



Immigration Stats

Top Five Countries 2018

Syria	58%
Philippines	26%
Eritrea	25%
Iraq	9%
India	9%

Top Five Countries 2019

Syria	78%
Philippines	34%
Eritrea	18%
India	12%
Netherlands	11%



Services for newcomers and immigrants are available in over 40 languages!

刚到加拿大?
我们可以帮助你!

Novi u Kanadi?
Možemo vam pomoći.
Pružamo usluge za imigrante.

Mới đến Canada?
Chúng tôi có thể giúp!
Dịch vụ! Cho người nhập cư

Újak Kanadába?
Segíthetük. Bevándorló
szolgálatot nyújtunk.

¿Recien llegados a Ca
nadá? Podemos ayudar.

Êtes-vous récemment
arrivés ?Nous pouvons
vous aider!

القائمون جدد في كندا!
نحن نساعدكم!!
في خدمات المهاجرين.

آیا تازه به کاناڈا وارد شده اید؟
ما میتوانیم به شما کمک کنیم!
خدمات برای مهاجرین!

کیا آپ کینیڈا میں نئے ہیں؟
ہم آپکی مدد کر سکتے ہیں!!
نارکن وٹن (امیگریشن) کیلئے خدمات

कनाडा में आप नए हैं?
हम तुम्हारी मदद कर सकते हैं।
आप्रवासियों के लिए सेवाएँ



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



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Immigration, Refugees
and Citizenship Canada

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Immigration, Réfugiés
et Citoyenneté Canada



ALTERNATE FORMATS AVAILABLE UPON REQUEST

New to Canada? We can help!



"We all smile in the same language."

Helping newcomers and immigrant families
in Wellington County and Guelph.



www.wellington.ca

519.837.2670 | 1.800.265.7294



Free Settlement Services

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



Other Services

We offer information sessions and workshops on topics of interest to newcomers.

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



Support

We assist clients in coping with the problems of everyday living and provide information about rights and responsibilities.

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



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.

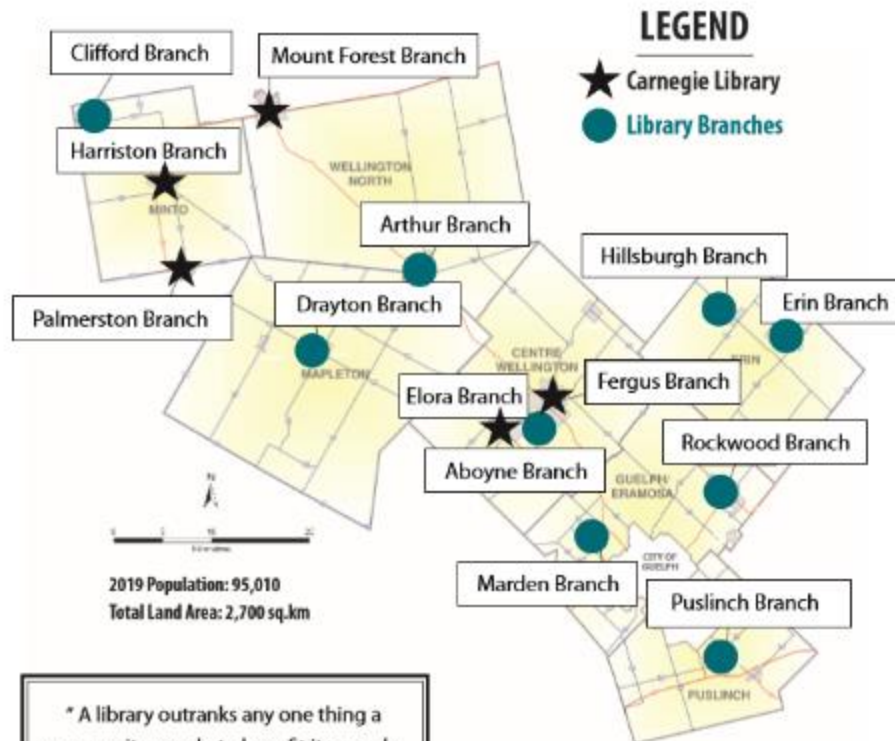


How did the library get involved?



Wellington County

Wellington County Library Branch Locations



"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

<https://www.wellington.ca/en/discover/eResources.aspx>



Mango Languages Workshop

<https://www.wellington.ca/en/discover/eResources.aspx>



Mango Languages

- [Live demonstration](#)



[Support](#)

Pick a Language

Q Find a language. [See All](#)

Popular Languages



Spanish (Latin American)



French



English



Japanese



German



Italian



Mango Languages

Arabic (Modern Standard) >

Support Guest User

LEARN TOOLS

Start Learning

Daily Review

Caught up with review. Come back tomorrow.

Main Units

- 1 People
- 2 Travel
- 3 Activities
- 4 Places

Specialty Units

- * Etiquette
- * Superstitions

1 People 5 chapters • 27 lessons

Chapter 1 Who Are You? Goals

1 2 3 4 5 6 Recap

Chapter 2 We are Family

Chapter 3 Getting to Know You

Chapter 4 There's No Place Like Home

Chapter 5 Where did you go to School?





Mango Languages

Unit 1 • Chapter 1 • Lesson 1
[Exit](#)



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




Female 1	Hello. How are you? أهلاً، كيف حالك؟ 
Male 1	I am fine. And you? أنا بخير، وأنت؟ 





2 of 46




Mango Languages




English >

Support  Guest User 

LEARN TOOLS

 Start Learning

Daily Review


 Caught up with review. Come back tomorrow.

Main Units

- 1 الناس
- 2 السفر
- 3 الأنشطة
- 4 الألبان

1 الناس 5 chapters • 25 lessons

Chapter 1 من أنت؟ [Goals](#)

1 2 3 4 5  Recap

Chapter 2 نحن عائلة

Chapter 3 لتعرف عليك

Chapter 4 لا مكان مثل الوطن

Chapter 5 في أي جامعة درست؟



Mango Languages

وحدة 1 • الفصل 1 • درس 1
العودة للدرس



من أنت؟

أهداف المحادثة

- بحبة الأجرين وتوديعهم
- تعريف نفسك بصورة رسمية
- لقاء أشخاص جدد

أهداف القواعد

- استخدام you كضمير متصل أو منفصل
- التعرف على صوغ الفعل المساعد to be
- التعرف على ضمائر الفاعل
- ترتيب الكلمات في الجمل الاستفهامية
- حذف بعض الحروف وتعويضها بـألفاظ أخرى

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



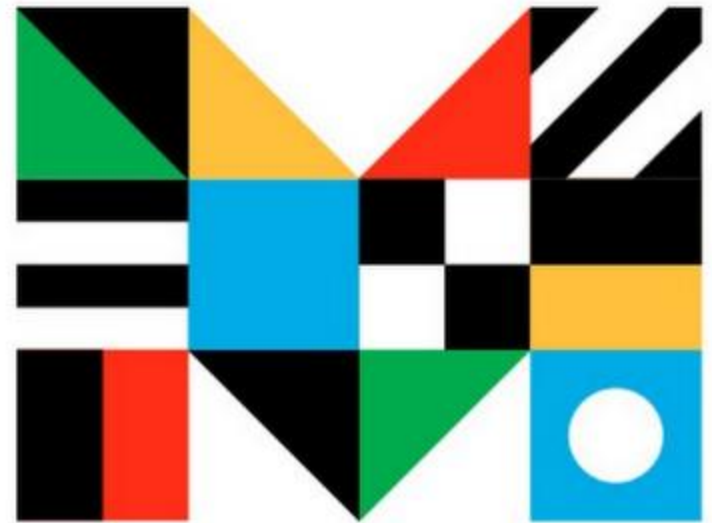
How about rural areas?

- 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



MANGO



Languages learning resources

Databases

- Mango Languages
- Road to IELTS
- LearningExpressPractice
- Transparent Language Online

Websites

- BBC Learning English
- Settlement.org
- Rosetta Stone
- AnyTimeESL.ca

E N G L I S H



Languages learning resources

Magazines

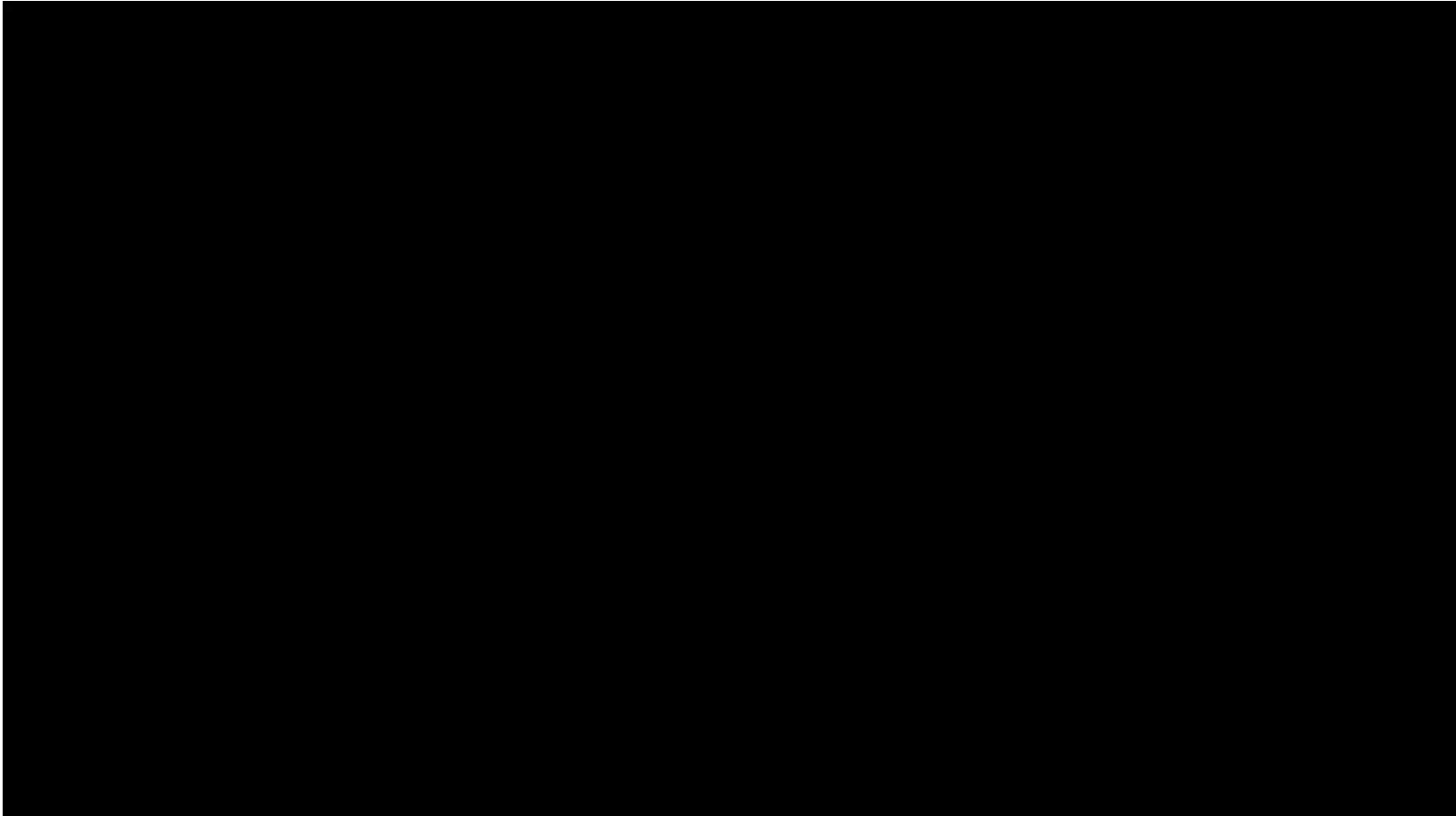


- Canadian Newcomer
 - An online magazine for new immigrants with current news stories, information on settlement, education, employment and life in Canada.



Community Impact

- Video shared with permission of patrons



Questions?



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